

# CONSUMER PROTECTION ACT, 2019

## COURSE HIGHLIGHTS

- Comprehensive Legal Foundation
- Consumer Rights
- Navigating Digital Deception
- The Three-Tier Justice System
- Faster Dispute Resolution

## DESCRIPTION

Understand your rights under the Consumer Protection Act, 2019, from identifying digital "Dark Patterns" to filing complaints for faulty goods or services. Learn to navigate the three-tier Commission system for District, State, and National claims, utilizing Mediation for faster, low-cost dispute resolution. This course empowers consumers, farmers, and professionals to challenge unfair trade practices and secure the justice they deserve.



## CONTACT DETAILS

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# Consumer Protection Act, 2019

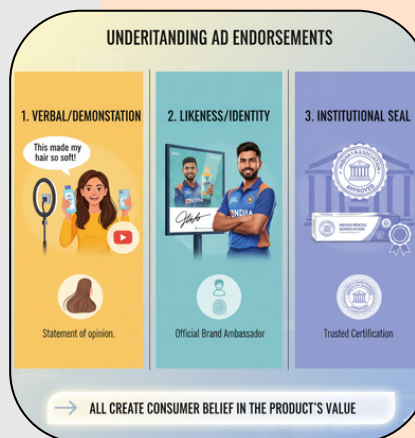
## Course Objectives

By the end of this course, participants will be able to:

- Explain the background, scope, and enforcement process of the Act.
- Define and understand critical legal terms such as Consumer, Complainant, and Complaint.
- Identify the six fundamental Consumer Rights and corresponding duties.
- Recognize the structure and powers of the Central Consumer Protection Authority (CCPA).
- Understand the jurisdiction and functioning of Consumer Disputes Redressal Commissions at the District, State, and National levels.
- Identify and challenge deceptive Dark Patterns used in online platforms.
- Explore Mediation as a tool for amicable dispute resolution

## who should enroll?

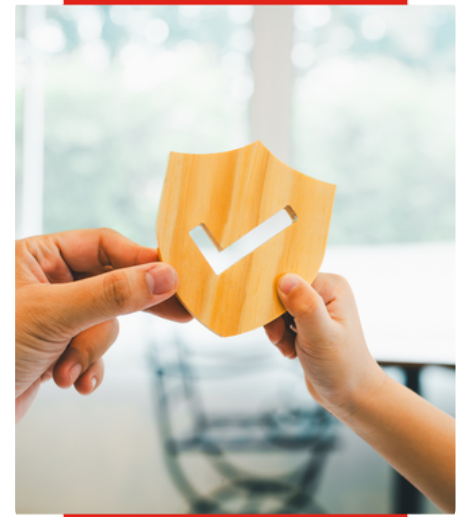
- Officers handling court cases
- Officials responding to legal notices
- Officials representing the Department before Consumer Commissions
- Complaint Handling Units/Staff
- Service Providers & Frontline Staff



## Overview

This comprehensive training course is designed to provide a deep and practical understanding of the Consumer Protection Act, 2019. It aims to empower participants—ranging from individual consumers and farmers to professionals in the postal, financial, and insurance sectors—with the knowledge to navigate the legal landscape of consumer rights in India.





# Course Highlights

- **Comprehensive Legal Foundation:** A deep dive into the Consumer Protection Act, 2019, covering its scope, applicability, and enforcement.
- **Empowering Consumer Rights:** Master the six fundamental rights that protect every Indian citizen against unfair trade practices.
- **Navigating Digital Deception:** Learn to identify and challenge "Dark Patterns" like false urgency, drip pricing, and subscription traps used by online platforms.
- **The Three-Tier Justice System:** Detailed guidance on how to approach District, State, and National Commissions based on claim values (up to ₹50 Lakh, ₹2 Crore, and beyond).
- **Understanding the Watchdog:** Explore the powers of the Central Consumer Protection Authority (CCPA) in investigating and penalizing consumer rights violations.
- **Faster Dispute Resolution:** Introduction to Mediation Cells—a voluntary, cost-effective, and quicker alternative to traditional litigation.
- **Sector-Specific Insights:** Practical examples covering India Post, E-commerce, Banking, Insurance, and the parcel sector.



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DAK KARMAYOGI



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