

What Information should a Complaint contain?

A complaint should contain the following information

- ✓ Name and complete address of the complainant
- ✓ Name and complete of the opposite party or parties as the case may be
- ✓ Date of purchase of the goods or services obtained
- ✓ Amount paid for the consideration
- ✓ Items of goods with quantities/nature of service
- ✓ Whether the complaint relates to unfair trade practice/defective goods/deficient service/charging excess price
- ✓ Copies of bills/vouchers/receipts and copies of correspondence made, if any
- ✓ The relief sought

What types of Reliefs are available?

The Forum/Commission can order the following reliefs

- Removal of defects from the goods
- Replacement of the goods
- Refund of the price paid
- Award of compensation for the loss or injury suffered
- Removal of defects or deficiencies in the services
- Discontinuance of unfair trade practices, restrictive trade practices and directing not repeating them
- Removal of unsafe and hazardous goods from being offered
- Compensation to the parties who have suffered injuries, loss, mental agony etc.

Where and when to prefer an Appeal?



The decision of	In	Time Limit
District Forum	State Commission	Within 30 days from the date of Order
State Commission	National Commission	Within 30 days from the date of Order
National Commission	Supreme Court	Within 30 days from the date of Order

The procedure for filing appeals is same as that of complaint except that the application has to be accompanied by the copies of the orders appealed against with reasons for filing appeals

Note: This leaflet is intended to guide the user. It cannot be a substitute to the Consumer Protection Act itself or the Rules made thereunder. Readers are advised to consult the Act/Rules and earlier decisions of the Forum/Commission before taking any action.

ATTENTION CONSUMERS

MAKE SURE YOU GET YOUR MONEY'S WORTH

ASSERT YOUR RIGHTS

UNDER THE
CONSUMER PROTECTION ACT, 1986



Bengaluru Urban District Consumer Information Centre
C/o Indian Institute of Public Administration, Karnataka

Regional Branch

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OR

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