TELANGANA STATE LEGAL SERVICES AUTHORITY,

🛍️ c - KNOW, EXERCISE AND PROTECT YOUR RIGHTS

"AN AWARE CONSUMER IS AN EMPOWERED CONSUMER"

🛒 WHO IS A CONSUMER?

Under the Consumer Protection Act, 2019, a consumer is generally a person who buys goods or avails services for consideration.

The law provides protection to consumers who purchase goods or avail services for personal use, subject to the definitions, conditions and exceptions provided under the Act.

⚖️ IMPORTANT CONSUMER RIGHTS

🛡️ 1. Right to Safety

The right to be protected against the marketing of goods and services that are hazardous to life and property.

📢 2. Right to be Informed

The right to know important information relating to the quality, quantity, purity, standard and price of goods or services.

🛒 3. Right to Choose

The right to access a variety of goods and services at competitive prices, wherever applicable.

🗣️ 4. Right to be Heard

The right to have consumer interests considered and represented at appropriate forums.

⚖️ 5. Right to Seek Redressal

The right to seek appropriate relief against defective goods, deficient services, unfair trade practices and other violations recognized under law.

📚 6. Right to Consumer Awareness

The right to acquire the knowledge and skills necessary to make informed choices and protect one's interests as a consumer.

🚨 WHAT KIND OF CONSUMER PROBLEMS CAN BE RAISED?

A consumer may seek appropriate legal redressal in matters involving, among others:

- Defective goods
- Deficiency in services
- Failure to provide promised services
- Charging a price in excess of the applicable price
- Unfair trade practices
- Misleading advertisements
- Loss or damage caused by defective goods or deficient services
- Other violations falling within the scope of consumer protection law

📜 BE AWARE WHEN YOU BUY

✅ Always ask for and preserve the bill/invoice or receipt.

✅ Check the price, quantity, quality, expiry date and other product details.

✅ Read warranty and guarantee conditions carefully.

✅ For online purchases, check seller details and return/refund policies.

✅ Preserve invoices, payment records and other relevant documents.

✅ Do not be misled by false or misleading advertisements.

"ASK FOR THE BILL - PROTECT YOUR RIGHTS."

⚖️ HOW CAN CONSUMER DISPUTES BE RESOLVED?

When a problem arises, first bring it to the notice of the concerned seller, manufacturer or service provider and seek a suitable resolution.

If the matter is not resolved, a consumer may approach the appropriate Consumer Disputes Redressal Commission under the Consumer Protection Act, 2019.

🏛️ CONSUMER DISPUTES REDRESSAL COMMISSIONS

The Consumer Protection Act, 2019 provides for a three-tier consumer dispute redressal mechanism:

1️⃣ District Consumer Disputes Redressal Commission

The District Commission deals with consumer complaints falling within its jurisdiction.

2️⃣ State Consumer Disputes Redressal Commission

The State Commission deals with matters within its prescribed jurisdiction and also hears appeals against orders of District Commissions, as provided by law.

3️⃣ National Consumer Disputes Redressal Commission (NCDRC)

The National Commission deals with matters within its jurisdiction and hears appeals and other proceedings as provided under the Act.

📱 ONLINE CONSUMER COMPLAINTS

Consumers may also have access to online mechanisms for filing consumer complaints, subject to the procedure prescribed under law.

While filing a complaint, preserve relevant evidence such as:

📌 Bill/Invoice

📌 Warranty/Guarantee documents

📌 Payment receipts or transaction records

📌 Correspondence with the seller/service provider

📌 Photographs, reports or other supporting documents

Remember: Evidence strengthens your complaint.

🤝 RESOLUTION THROUGH MEDIATION

Consumer mediation provides an important alternative mechanism for resolving eligible consumer disputes in a quicker and more amicable manner.

Where the parties agree to mediation and the matter is suitable for mediation, a trained mediator can assist the parties in reaching a mutually acceptable settlement.

“Do not let a dispute grow - take the first step towards resolution.”

⚖️ NEED LEGAL ASSISTANCE?

Eligible persons who require legal assistance may approach the:

Telangana State Legal Services Authority (TSLSA)

District Legal Services Authority (DLSA)

Mandal/Taluk Legal Services Committee (TLSC)

Legal Services Institutions provide legal advice and free legal services to eligible persons in accordance with law.

🌟 OUR RESPONSIBILITIES AS CONSUMERS

✔ Think before you buy.

✔ Check quality, quantity and price.

✔ Always ask for a bill.

✔ Read the terms and conditions.

✔ Do not trust misleading advertisements.

✔ Preserve documents and evidence.

✔ Exercise your legal rights when necessary.

🌿 OUR SLOGANS

“AN AWARE CONSUMER - A CONSUMER PROTECTED FROM EXPLOITATION.”

“ASK FOR THE BILL - KNOW YOUR RIGHTS - SEEK REDRESSAL.”

“PROTECTION OF CONSUMER RIGHTS - A FOUNDATION OF A JUST SOCIETY.”

Issued in Public Interest

TELANGANA STATE LEGAL SERVICES AUTHORITY (TSLSA), HYDERABAD

Nyaya Seva Sadaan, 1st & 2nd Floors, High Court Premises, Hyderabad -500066.

Toll Free No: 15100.

KNOW THE LAW • PROTECT YOUR RIGHTS • SEEK JUSTICE