National Consumer Day

- Every year, **24th of December** is observed as **National Consumer Day** in India. The **theme of 2019** is **"Alternate consumer grievance/dispute redressal".**
- On this day the **Consumer Protection Act, 1986** had received the assent of the President and came into effect.
- It is observed to highlight the **importance of the consumer movement** and the need to make every consumer **more aware of their rights and responsibilities.**
- The **World Consumer Rights Day** is observed on **15 March.**
- The **Consumer Protection Act, 2019** was passed by the Parliament in August 2019 to replace the Consumer Protection Act, 1986.

CONSUMER PROTECTION ACT 1986	PROVISIONS	CONSUMER PROTECTION ACT 2019
No separate regulator	Regulator	Central Consumer Protection Authority (CCPA) to be formed
Complaint could be filed in a consumer court where the seller's (defendant) office is located	Consumer court	Complaint can be filed in a consumer court where the complainant resides or works
No provision. Consumer could approach a civil court but not consumer court	Product liability	Consumer can seek compensation for harm caused by a product or service
District: up to ₹20 lakh State: ₹20 lakh to ₹1 cr National: above ₹1 cr	Pecuniary jurisdiction	District: up to ₹1 cr State: ₹1 cr to ₹10 cr National: Above ₹10 cr
No provision	E-commerce	All rules of direct selling extended to e-commerce
No legal provision	Mediation cells	Court can refer settlement through mediation