



SC to Revisit 1995 Order of Consumer Court

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The recent [Supreme Court](#) ruling on [lawyers' liability](#) under the **Consumer Protection Act** has prompted a reconsideration of the **1995 decision** regarding [medical professionals](#).

- The recent Supreme Court decision recently ruled that **lawyers are not liable** under the [Consumer Protection Act](#), contradicts a 1995 verdict regarding medical professionals.
- In the 1995 case of **Indian Medical Association vs V P Shantha**, the Supreme Court ruled that **medical professionals provide a "service"** as defined in the Consumer Protection Act and **can be sued** in consumer court for providing faulty service.
- The 1995 ruling has now been **referred to a larger bench** for **reconsideration** in light of the recent judgement on lawyers.
- The [Consumer Protection Act of 2019](#), replaced the earlier 1986 Act. It establishes the **Central Consumer Protection Authority (CCPA)** to actively promote, safeguard, and enforce consumer protections.

| 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 |

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