



## 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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