



CONSUMER PROTECTION LAW AND PRACTICE – A BOOK REVIEW

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Consumer Protection Law and Practice (2016) by Professor (Dr.) V.K. Agarwal, published by Bharat Law House, New Delhi ISBN: 978-81-8274-322-9

Consumerism in Indian economy means the growing wants and needs of an individual for goods and services. However, Consumer Protection Act (CPA) 1986 with all amendments therein is most important legislation given birth to ‘consumer activism’ as a process by which activists seek to influence the way in which goods or services are produced and delivered in India . It provides simple, speedy and inexpensive justice to the consumer who stands defined as any person who buys any goods and services for a consideration which has been paid or promised or partly paid and partly promised or under any system of deferred payment and includes any user with the approval of the buyer. The consumer under CPA does not include a person who obtains such goods and services for resale and commercial purposes.

The 7th edition of the book (first edition was published in 1992) is a running commentary on the CPA with systematic up-to-date along with central rules and regulations and state rules by a renowned scholar of law Professor V.K. Agarwal who is my predecessor at the JaganNath University, Jaipur which has made a name with many healthy practices under his leadership is a matter of record.

The provisions of the CPA have been subjected to intensive and comprehensive analysis in the light of the cases decided by the Supreme Court, National Commission and the State Commissions falls in the domain of the new edition to be understood, analysed and interpreted by the stakeholders. The simple and lucid style of the established writer is a known reality and attracted me to read and reread the book which is interesting for me as an economist who considers consumer as a hero of the present times of consumerism with goods and services as heroine. All those who create problems for the hero (consumer) are the villains.

Every effort has been made by the scholar known to me personally for three decades has emerged as an authority for the consumers to understand the CPA in totality. The consumers can no longer become victim by the marketers, sellers and advertisers for want of latest developments. The contents of the book include introduction with international developments, section-wise commentary with case-law , categories of unfair trade practices, kinds of restrictive trade practices, contemporary legislations and case law of USA,UK and Australia , model forms of complaint and appeal duly appended with UN Guidelines on Consumer Protection ( 1985), The consumer Protection Act, 1987 (UK), The Consumer Regulations, 2005, The Central and State Rules, The Jammu and Kashmir Consumer Protection Act,1987, The MRTP ( Recognition of Consumers Association) Rules 1987, The Consumer Welfare Funds Rules and extracts of other relevant legislations are very informative for the stakeholders including consumers, professional advisers, CAs and Company Secretaries , economists, students and researchers of law , commerce, economics and business management. The book deserves to be kept by the women consumers also who many times become victims of the special promotional sales during festivals. There is a strong case for studying the implications of CPA on other performance indicators of the Indian economy including inflation by the researchers. Let India become consumer friendly with consumer activism through knowledge of the CPA relevant for all times to come and is the objective of the book of this kind in simple style and language. The book deserves to be translated in other Languages of the great country with diversity.