ANNEXURE - II

HIGHLIGHTS OF THE CPA 2002
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THE CONSUMER PROTECTION (AMENDMENT) ACT. 2002

➢ Complaint can also be filed by the legal heir or the representative of the deceased consumer.
➢ Complaint against unfair trade practice can also be filed against Service Providers.
➢ Definition of ‘service’ widened.
➢ Central Consumer Protection Council shall be established by the Central Government.
➢ State Consumer Protection Council shall be established by the State Government.
➢ Eligibility condition for a member of District Forum, State Commission and National Commission changed.
➢ Provision for reappointment of members of District Forum, State Commission and National Commission included.
➢ Pecuniary Jurisdiction of District Forum increased from Rs.5 lacs to Rs.20 lacs.
➢ Pecuniary Jurisdiction of State Commission to be Rs.20 lacs to Rs.1 crore instead of Rs.5 lacs to Rs.20 lacs.
➢ Pecuniary Jurisdiction of National Commission increased from above Rs.20 lacs to above Rs.1 crore.
➢ Fee to be accompanied with complaint to the District Forum.
➢ Reference to opposite party to be sent within 21 days instead of 30 days by the District Forum.
➢ Complaint may be dismissed if the complainant fails to appear before the District Forum on the date of hearing.
➤ Decision to be made within a period of 3 months (5 months if it requires analysis or testing) by the District Forum.

➤ No adjournments shall be granted by the District Forum.

➤ Provision for Manner of Service of Notice etc. made.

➤ Enforcement of orders of Forums / Commissions made more stringent.

➤ Appeal to State Commission only if accompanied by 50% of the amount as ordered by District forum or Rs.25,000 whichever is less.

➤ Appeal to National Commission only if accompanied by 50% of the amount as ordered by State Commission or Rs.35,000 whichever is less.

➤ Appeal to Supreme Court only if 50% of the amount as ordered by the National Commission or Rs.50,000 whichever is less.

➤ Appeal to be disposed off within 90 days.

➤ Provisions for transfer of cases from one Forum / Commission to another made.

➤ State Commission may also perform its functions at places other than the State Capitals.

➤ National Commission may also perform its functions at places other than New Delhi.