Preface

In modern economy consumers play a crucial role. Most of the economic activities of the government and non-government agencies are aimed at pleasing the consumers. Thus consumption is the pivot around which all the economic activation move. So consumer protection entails protecting the rights and interests of the consumer in matters of availability, quality, quantity and price of goods and services. The consumer protection is a serious matter in developed and developing countries.

The consumers are facing a plethora of problems like adulteration, excessive prices, inferior and spurious goods, misleading and manipulative advertisements, black marketing, short weighting, exorbitant credit charges, poor quality of merchandise and service, monopoly and restrictive trade practice. In the age of materialism, there is a constant pressure on the consumer to obtain the best bargain or get a good value for his money. In this exchange process, he is often cheated and exploited. This is largely due to his ignorance, illiteracy and weak economic position. The importance of consumer can well be judged from the words of Mahatma Gandhi, that “Customer is the most important visitor in our premises. He is not dependent on us, we are dependent on him... He is not an interruption in our work, he is purpose of it. He is not an outsider to our business, he is part of it. We are not doing him a favour by serving him, he is doing us a favour by giving us an opportunity to do.” But now, with cut throat competition and use of unfair trade practice, he has been mellowed to the status of a “Victim of the market.” Keeping in view the above said, the need to protect consumer’s right, was felt and the Consumer Protect Act, 1986 (Amendment 2002) was
enacted with the aim to promote and protect the rights of the consumer. To provide for better protection of the interests of the consumers and for that purpose provisions are made to established authorities for settlements of complaint.

Like the judicial system, problem redressal system developed through the consumer redressal forums are also time consuming and slow. The ever widening gap between the unfair trade practices and protection of consumer interests require the establishment of an effective machinery for the redressal of consumer problems. The district forums have been setup to redress the grievances of the consumers at district level. So, this study of the researcher is regarding the effectiveness of this machinery under the title “Functioning of District Consumer Disputes Redressal Forums in Haryana: A Study of Three Districts.”