

## REPORT

Educational Trip to State Consumer Disputes Redressal Commission, Plot No: 5-B, Sector-19B, Chandigarh.

Date: 17<sup>th</sup> May,2024.

Place: State Consumer Disputes Redressal Commission, Plot No: 5-B, Sector-19B, Chandigarh.



We, students of Dev Samaj College of Education, sector 36-B Chandigarh, visited- the State Consumer Disputes Redressal Commission, sector 19-B, Chandigarh, along with our class in-charge Mrs. Karuna Singh, Mrs. Harpreet Kaur, and Mrs. Punit Kooner.

### **INTRODUCTION**

The Consumer Forum Court in Sector 19B, Chandigarh, is a quasi-judicial body established under the Consumer Protection Act of 1986. Its primary function is to provide a cost-effective and expeditious way for consumers to seek redressal for their grievances related to defective goods or deficient services. During our

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interaction with one of the lawyers, ma'am explained to us the judicial framework. Consumers can file complaints before this forum against any trader, manufacturer, or service provider for any unfair trade practice, defective goods, or deficient services. The forum hears both parties involved in the dispute and examines the evidence before passing an order or judgment. If the complaint is found to be genuine, the forum can order the opposite party to compensate the consumer for the loss or injury suffered, along with costs of the proceedings. In case of persistent non-compliance, the forum has the power to impose penalties on the defaulting party. The forum also plays a role in promoting consumer awareness about their rights and responsibilities under the Consumer Protection Act.



The office was constructed with three floors, each featuring its own District Commission Hall. In front of every hall had its record room, in which all the data and records are stored.

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Also, ma'am, elucidate on the role of a lawyer in relation to consumer protection. A lawyer can assist consumers in filing well-drafted and legally sound complaints against deficient services, faulty products, or unfair trade practices by businesses or service providers. Once a complaint is admitted, the lawyer represents the consumer in the consumer forum's proceedings. This involves presenting arguments, examining witnesses, and submitting evidence to support the consumer's case. Lawyers provide legal advice to consumers regarding their rights, the potential merits of their case, and the remedies they can seek under the Consumer Protection Act. In some cases, lawyers may negotiate with the opposing party (business or service provider) to reach an amicable settlement, avoiding the need for protracted legal proceedings. If the consumer forum's decision is unfavourable, the lawyer can file an appeal in the appropriate higher forum (State Consumer Disputes Redressal Commission or National Consumer

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Disputes Redressal Commission) on behalf of the consumer. If the business or service provider fails to comply with the consumer forum's order, the lawyer can assist the consumer in initiating execution proceedings to enforce the order. Lawyers stay updated with the latest consumer laws, regulations, and judicial precedents to effectively represent their clients and ensure their rights are protected. By engaging a competent lawyer, consumers can navigate the legal process efficiently and increase their chances of obtaining fair and reasonable redressal for their grievances in the consumer forum.

## **CONCLUSION**

The consumer forum is pivotal in ensuring that consumers' rights are upheld, and they receive due justice and compensation for any deficiencies or unfair practices they may have encountered.



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