

ANALYSIS OF WORKING OF CONSUMER COURTS IN HIMACHAL PRADESH: A CASE STUDY

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ABSTRACT

The paper aims to examine and discuss the working of the Consumer Courts in Himachal Pradesh. Considering that the Consumer Protection Act came into being in 1986. Consumer Courts are judiciary setups by the government to protect the consumer rights. Its main function is to maintain the fair practices by the sellers towards consumers. It is indeed a sad commentary on the functioning of the consumer courts that even after two decades, Consumer Courts in India receive less attention from Central and State Government as they are a non-profit organization and non-revenue department functioning for consumers benefit at the National, State and District level. The paper also reveals about the three-tier quasi-judicial machinery, objectives of the study, sources of data used to get the data from different sources, and analyses of data. The paper also give concrete suggestions to improve the working of the Consumer Courts in Himachal Pradesh i.e., Government should make efforts to aware the consumers about the available redressal machinery and their responsibilities, educate consumers on their rights and responsibilities as consumers, to make them vigilant, rational and aware buyers for their greater involvement and to seek justice, consumers should be made aware that they can present their own cases in consumer courts and do not need to engage a lawyer, the fee is nominal and they can get easy and speedy justice, Consumer Redressal Machinery should be kept away from the politics, in the District Forum an environment should be created for the growth of independence and honest work, More numbers of consumer clubs should be opened in schools and colleges to educate the student community on consumerism etc.

KEY WORDS: Consumer, Consumer Courts, King of Market, The Caveat Emptor, Let the Buyer Beware.

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