Polity & Governance · GS - II

Examine the role of consumer dispute redressal mechanisms in protecting consumers against negligent services in India.

EXAM YEAR	PAPER	SUBJECT
DAILY PRACTICE 22/10/2026	GS - II	Polity & Governance

MARKS	WORD LIMIT
10	~150 words

Answer Hint

Consumer Protection Act, 2019, deficiency in service, compensation, accountability, consumer awareness, access to justice.

Model Answer

Introduction:

Consumer protection safeguards individuals against unfair practices and deficient services. The Consumer Protection Act, 2019, provides a legal framework for consumer grievance redressal.

Main Body:

The case of a woman receiving facial burns after laser treatment highlights the importance of safety standards and accountability in beauty and cosmetic services.

Role of Consumer Redressal Mechanisms:

1. Compensation: Consumer Commissions can award compensation for proven harm, including eligible medical expenses and mental agony.
2. Accountability: Legal action encourages service providers to follow proper procedures and safety precautions.
3. Access to justice: Consumer forums offer a specialised mechanism for resolving eligible disputes.

4. Consumer awareness: Such cases encourage people to check qualifications, safety practices and risks before treatment.

Challenges:

Limited awareness, delays, difficulty proving negligence and inadequate disclosure of treatment risks may obstruct justice.

Conclusion:

Effective consumer redressal requires timely decisions, informed consent, transparent practices and strict adherence to applicable safety standards. It helps protect consumer rights while promoting responsible service delivery.

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