

A Study on the Role of Dispute Resolution Bodies in Consumer Disputes and Consumer Redress

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Abstract

The rapid development in consumer markets, e-commerce has substantially increased the complexity of consumer disputes and consumer redressal, therefore effective dispute resolution mechanisms are necessary. This study examines the role of dispute resolution bodies in consumer disputes and consumer redress. This research evaluates the extent at which the dispute resolution body functions in cases involving defective goods, unfair trade practices, etc. The study uses a doctrinal and analytical research method. It is based on legal materials like the "Consumer Protection Act, 2019". After a thorough analysis of the functions, effectiveness, structure, powers, and procedural framework of the consumer disputes redressal commission, this study assesses the effectiveness of the consumer redressal system in India. The findings of the study include that dispute resolution bodies constitute an essential component of consumer governance by providing a cost efficient forum for consumer redressal. The study identifies structural and procedural challenges which includes inadequate infrastructural support, limited awareness, difficulties in implementation and execution, all of these limit the efficiency of the dispute resolution body. This study concludes that consumer dispute resolution bodies remain indispensable to the reality of substantial consumer justice. Through strengthening these bodies technological integration, efficient enforcement and improved public awareness is important for an effective and transparent consumer protection.

Keywords

Consumer redressal, consumer protection act, redressal commission, dispute resolution body.