



## INTERNATIONAL JOURNAL OF HUMAN RIGHTS LAW REVIEW

*An International Open Access Double Blind Peer Reviewed, Referred Journal*

---

Volume 5 | Issue 3 | 2026

Art. 7

---

# Procedure to File a Consumer Complaint under the Consumer Protection Act 2019

Akshaj Sharma

*Law Student, 1<sup>st</sup> Year, B.A.LL.B. (Hons.),  
Amity Law School, Amity University, Bengaluru*

---

### Recommended Citation

Akshaj Sharma, *Procedure to File a Consumer Complaint under the Consumer Protection Act 2019*, 5 IJHRLR 91-99 (2026).

Available at [www.humanrightlawreview.in/current-issues/](http://www.humanrightlawreview.in/current-issues/).

This Article is brought to you for free and open access by the International Journal of Human Rights Law Review by an authorized Lex Assisto & Co. administrator.

For more information,  
please contact [humanrightlawreview@gmail.com](mailto:humanrightlawreview@gmail.com)

---

# Procedure to File a Consumer Complaint under the Consumer Protection Act 2019

## ABSTRACT

*This paper examines the procedure for filing a complaint under the Consumer Protection Act 2019, which was enacted to strengthen consumer rights and provide an accessible remedy against unfair trade practices, defective goods, and deficient services. The Act establishes a simplified and time-bound redressal system through Consumer Commissions at the District, State, and National levels. It also extends consumer protection to e-commerce transactions, misleading advertisements, product liability, and mediation. The study explains who may file a complaint, the proper forum for filing, the documents required, and the practical steps involved in the complaint process. It further shows that the Act intended to make consumer justice quicker, simpler, and more effective for ordinary consumers. The procedure under the Act aims to reduce delay, lower the burden on consumers, and provide remedies such as refund, replacement, repair, compensation, or discontinuation of unfair trade practices. This Research paper also highlights the importance of proper documentation, jurisdiction, and awareness of the consumer commission. Overall, the Consumer Protection Act 2019 creates a modern framework for protecting consumers in both offline and digital markets and ensures that grievances can be addressed in a practical and legally enforceable manner.*

## KEYWORDS

*Commission, Consumer, Complaint, Rights, Unfair Trade Practices*

## INTRODUCTION

Consumer disputes are common in everyday life and may arise from poor service, defective goods, misleading advertisements, or unfair business practices. Before the 2019 Act, the earlier consumer law had already created a forum for redress, but the 2019 Act updated the framework to address modern market realities, including online transactions and product liability. The Act establishes Consumer Commissions and provides a structured process for complaints, hearings, and relief. Thus, a consumer who suffers loss or inconvenience has a statutory path to seek compensation or replacement.

### ***Who can File***

A complaint may be filed by:

- A consumer who has bought goods or hired services for consideration.
- A recognised consumer association.
- The Central or State Government.
- One or more consumers having the same interest.
- The legal heir or representative of a deceased consumer.

### *Where To File*

The complaint is filed before the appropriate Consumer Commission, depending on the nature of the dispute. District Commissions hear lower-value complaints, State Commissions hear higher-value matters, and the National Commissions handle the highest-value disputes and certain appeals. Jurisdiction also depends on where the opposite party resides, carries on business, or where the cause of action arose. Choosing the correct forum is important because filing in the wrong forum can delay the case.

### *Steps To File*

1. Draft a Complaint clearly stating the facts, defects or deficiency, loss suffered, and the relief sought.
2. Collect supporting documents such as bills, receipts, warranty cards, communication records, and photographs.
3. Send a legal notice or written complaint to the seller or service provider, if appropriate.
4. File the complaint before the proper Consumer Commission with the required fee, if applicable.
5. Attend hearings, respond to notices, and submit evidence when called upon.
6. If dissatisfied with the order, file an appeal within the prescribed period.

### *Documents Needed*

- Proof of purchase or service.
- Identify and contact details of the complaint.
- Copies of notices, emails, chats, or letters exchanged.
- Photographs, invoices, warranty documents, or expert reports, if relevant.
- A concise statement of facts and relief requested.

### *Reliefs Available*

The Consumer Commission may order replacement of goods, refund of

price, repair, removal of defects, compensation for loss or injury, discontinuation of unfair practices, or corrective advertising in appropriate cases. In some matters, mediation may also be used to settle the dispute faster. These remedies are intended to restore the consumer to the position they would have been in if the wrong had not occurred.

### **HISTORICAL BACKGROUND**

There have been many changes over time in the consumer markets in India. Therefore, the Consumer Protection Act, 2019, was implemented. Earlier, during the Ancient times of India, texts like the Arthashastra used to mention punishments for the traders who caused injustice to the Consumers. Then, during the 20<sup>th</sup> Century, a contribution was finally made by the Law by enforcing the “Monopolies and Restrictive Trade Practices Act, 1969”. A few years later, the Consumer Protection Act, 1986, was enough to resolve most of the consumer disputes as it provided people an easy way to lodge complaints against defective goods, poor services and unfair business practices. This was an important step since it made justice for consumers easier and cheaper.

But over time, the ways of business changed. The old law was not able to handle the issues created by online shopping, digital payments, advertising-based sales, and new service industries. The consumers were facing problems like fake advertisements, online fraud, defects in products, and problems in electronic transactions. Thus, the need for a more modern and tougher law.

Hence, the Consumer Protection Act, 2019, was introduced. It replaced the previous law and gave consumers better protection in the current market. Its goal was still to offer fast and cheap justice. But it also added new elements like mediation, product liability, and rules for e-commerce and misleading ads. The Act thus reflects the shift from the traditional market to a more modern and digital one. The Act, therefore, is not just a new law but a reaction to the changing needs of consumers in India.

The Consumer Protection Act 2019 evolved because the older Consumer Protection Act 1986 was unable to effectively deal with modern consumer issues such as online shopping, digital payments, and misleading advertisements. As markets and technology developed, there was a need for stronger consumer protection laws. Therefore, the 2019 Act was introduced to provide better consumer rights, quicker dispute resolution, and stricter action against unfair trade practices in both online and offline markets.

### **AIMS AND OBJECTIVES**

The Consumer Protection Act, 2019, is a significant legislation in the

consumer rights domain as it caters to the changing nature of trade and commerce in India. Today, consumers are not just working with local stores or direct service providers. They also connect to internet platforms, digital payment systems, telecom companies, banks, delivery services and major commercial companies. The development of modern commerce has made the transactions of commerce more complicated and has increased the chances of unfair practices, defective goods, misleading advertisements, hidden charges, and poor delivery of service. There is, therefore, a great need for a legal framework that can protect consumers simply and effectively.

The Act is significant in that it recognises that consumers are often at a disadvantage when buying goods or hiring services. Individual consumers generally lack the financial power, bargaining power or legal resources of large-scale business or service providers. The law therefore establishes a system of rules through which consumers can obtain redress where they suffer loss or injury. It provides for filing of complaints before the Consumer Commissions and remedies like refund, replacement, repair, compensation and other corrective measures. This makes the law accessible to ordinary people who cannot afford long litigation in civil courts.

Another important aspect of the Act is that it reflects the shift from traditional marketplace disputes. Consumer law has traditionally been about defective goods and bad services in physical markets. However, consumers today face new problems such as online fraud, e-commerce disputes, false endorsements and product liability issues. The Consumer Protection Act 2019 is intended to address these new challenges and align consumer law with the contemporary market conditions. It also fosters early resolution of disputes through mediation, which curtails delay and assists in saving the time and resources of both parties.

The context of the Consumer Protection Act, 2019, is built on the idea of protecting consumers and ensuring fairness in the market. It helps consumers by giving them legal support against unfair trade practices and encourages businesses to maintain honesty, quality, and transparency in their services. In today's fast-growing digital world, where online shopping and electronic transactions are common, the Act has become even more important in safeguarding consumer rights in both online and offline markets.

The Consumer Protection Act, 2019, was developed from the earlier Consumer Protection Act, 1986, because the old law was not enough to handle the changing nature of trade and commerce. With the rise of online shopping, digital payments, and internet-based services, consumers started facing new kinds of problems that were not fully

covered under the earlier Act. To meet these changing needs, the 2019 Act was introduced to provide stronger consumer protection, quicker solutions to complaints, and better control over unfair trade practices and misleading advertisements.

### REVIEW OF LITERATURE

*Shashi Nath Mandal (2010)*, in her paper, “*Protection of consumers’ rights: a socio-Legal Challenge in India*”, said that consumers still face problems such as unfair trade practices, false advertisements, adulteration, and lack of awareness about their own rights, even though India has consumer Protection Laws to protect them. And it’s important to emphasise that stronger enforcement of laws and better consumer awareness are necessary to properly protect consumers in India.

The main objective of the Study was to analyze Consumer rights and examine the legal framework relating to Consumer Protection in India. The Research was said to be Doctrinal in nature. The stronger implementation of laws and greater consumer awareness are necessary for effective consumer protection.

*Indian Legal System (2021)* in the Article, “*Complaint under Consumer Protection Act 2019*” stated the procedure for filing consumer complaints under the Consumer Protection Act, which provides both Online and offline mechanisms for consumers to seek redressal against unfair trade practices and defective goods or services.

The main objective of the paper was to explain how to file a complaint, jurisdiction, and remedies available to consumers. The research was said to be Doctrinal in nature. The Act aims to make it easier to provide speedy and effective redressal of consumer disputes.

*Dr Aditi Diwal and Dr Rachita Negi (2022)* in the study, “*Legal and Economic Perspective of the Consumer Protection Act, 2019 in India: an Overview*”, said that the Consumer Protection Act, 2019 is much more Modern and effective than the earlier law because it addresses online shopping, e-commerce issues, misleading advertisements, and product liability. It also explains the Historical Background, and how the present Act strengthens consumer rights and improves consumer protection in today’s digital and economic environment.

The main objective of the study was to examine and analyse the major background and evolution of the Consumer Protection Act, also the legal and economic aspects of consumer protection, and to analyse the major provisions of the 2019 Act. The Research was Doctrinal in nature. The new Act provides stronger safeguards for consumers and is better suited to digital transactions and modern market practices.

## CONCLUSION

From time to time, the World of trading, e-commerce, and marketing keeps evolving, which is what led to the constant changes in the laws for Consumer rights, protecting them from unfair trading practices. Some of the outcomes of Consumer Protection Laws were:

- Monopolies and Restricted Trade Practices Act 1969
- Consumer Protection Act 1986
- Consumer Protection Act 2019

Based on our current research that the Consumer Protection Act 2019 is a very important step towards strengthening consumer rights and ensuring fair trade practices in India. This Act provided consumers with a very effective, easy mechanism to file complaints against unfair trade practices, deficient services, defective goods and misleading advertisements. The Law has made the Consumer dispute redressal system more modern, accessible, and consumer-friendly by introducing features such as e-filing of complaints, mediation, product liability, and the establishment of the Central Consumer Protection Authority.

In conclusion, in today's digital and competitive marketplace, being aware of Consumer Rights and Consumer Protection is more important than ever. The Act also provides and promotes transparency, accountability, and ethical business practices. Along with the safeguarding of the interests of Consumers. Hence, we can conclude by saying that the Consumer Protection Act, 2019, plays a significant role in building a fair and trustworthy market environment in India.

## SUGGESTIONS

1. **Increase Consumer Awareness** - Many consumers are still unaware of their legal rights and the procedure for filing complaints under the Consumer Protection Act, 2019. Therefore, awareness programs should be conducted through schools, colleges, social media platforms, and public campaigns to educate consumers about their rights and remedies available under the law.
2. **Strengthen Online Complaint Mechanisms** - As online shopping and digital transactions are increasing rapidly, the government should improve the e-filing system and make it simpler, faster, and more user-friendly for consumers. Proper technical support and guidance should also be provided for online complaint filing.
3. **Reduce Delay in Disposal of Cases** - Consumer Commissions should ensure speedy disposal of cases by avoiding unnecessary

adjournments and increasing the number of benches, members, and staff. Timely justice is essential for maintaining consumer confidence in the redressal system.

4. **Promote Mediation and Settlement** - The mediation process provided under the Act should be more actively encouraged because it helps resolve disputes quickly and peacefully. Mediation also saves the time, money, and effort of both consumers and businesses.
5. **Strict Action Against Misleading Advertisements** - Strict penalties should be imposed on companies, manufacturers, and influencers who promote false or misleading advertisements. This will help prevent consumers from being deceived by unfair marketing practices.
6. **Consumer Education in Academic Institutions** - Basic knowledge regarding consumer rights and the procedure for filing complaints should be included in school and college education. This will help citizens become aware of their legal rights from an early age and encourage responsible consumer behaviour.
7. **Improvement in Rural Access** - Consumers living in rural and remote areas should be provided with easier access to Consumer Commissions and digital complaint systems through legal aid centres, awareness camps, and local assistance programs. This will ensure equal protection for consumers across all regions.

### REFERENCES

1. Consumer Protection Act, 2019, No. 35 of 2019, Acts of Parliament, India.
2. Monopolies and Restrictive Trade Practices Act, 1969, No. 54 of 1969, Acts of Parliament, India.
3. Mandal, Shashi Nath, *“Protection of Consumer’s Rights: A Socio-Legal Challenge in India”* (2010).
4. Indian Legal System, *“Complaint under Consumer Protection Act 2019”* (2021).
5. Diwal, Dr Aditi & Negi, Dr Rachita, *“Legal and Economic Perspective of the Consumer Protection Act, 2019 in India: An Overview”* (2022).
6. Ministry of Consumer Affairs, Food and Public Distribution, Government of India.

7. Avtar Singh, *Law of Consumer Protection*, Eastern Book Company.
8. Dr J.N. Pandey, *Constitutional Law of India*, Central Law Agency.
9. P.K. Majumdar, *Law of Consumer Protection in India*, Orient Publishing.
10. Official website of the Department of Consumer Affairs, Government of India.