

# CONSUMER PROTECTION ACT(CPA/COPRA)

Consumer Court

CPA 1986-Consumer could file a complaint where the seller resides

CPA 2019-Consumer could now file a complaint where he or she resides

Product Liability

CPA 1986-no provision existed

CPA 2019-Action may be brought against a product seller who could also be in e-commerce

Misleading advertisement

CPA 1986-no provision existed

CPA 2019-a fine of RS.1 lakh will be imposed for misleading advertisement

Mediation center

CPA 1986-no provision existed

CPA 2019-mediation center will be established to facilitate discussion between opposite parties

Pecuniary jurisdiction

CPA 1986-district up to Rs.20 lakh ; state from 20 lakh to 1 crore ; national above 1cr

CPA 2019- District up to 1cr; state 1cr to 10cr ; national above 10cr