

A Study on the Awareness about Consumer Rights and Consumer Redressal Amongst Students in Mumbai Region

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Abstract: *The paper is particularly studying the awareness amongst the students particularly from Mumbai region. As we all know we buy goods & services from various applications or by self. There we have faced some unpleasant circumstances at least once in a while. We become furious but really have no knowledge about solution. There are redressal agencies developed by our government. But as a consumer whether we are aware of it? Whether we use it? The students of various boards & Mumbai university have one topic in their syllabus Consumer Protection Act 1986. The students study the same for their exam point of view but whether they really have knowledge about it? The syllabus is structured as application base. But even after having knowledge one does not implement it. To study various reasons why individual is not implementing what they have learned. The structured questionnaire has been given to 70 students who are undergraduates but have passed their twelve-standard exam in first attempt. They are particularly from Mumbai region. They have studied the Consumer protection act 1986 as part of their syllabus. It was found that even after having knowledge of Consumer Protection Act, they do not implement that knowledge. By their responses, researcher has found that authorities need to do certain changes in the act, the application of the act & in judiciary procedure.*

Keywords: Consumer, Consumer Rights, Consumer Redressal, Consumer Organisation.

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