



Assignment on : Legal research

Assignment Topic: Consumer Rights Protection in Bangladesh

SUBMITTED TO

Md. Safiullah
Senior lecturer
Department of Law
Daffodil International University

SUBMITTED BY

SubrataMazumder
ID:151-26-794
Section- 23rd(B)
Department of Law
Daffodil International University

Submission date: 12-12-2018

Acknowledgement

First of all, I'm deeply indebted to our honorable course teacher, Md. Safiullah, senior Lecturer, Department of Law, Daffodil International University for their proper guidance on this topic. They have given a lot of much of their valuable time in supervising us, without their conceptual support, advice and direction, it would be really tough for us to complete this dissertation.

We are also grateful to the authors, journals, and webs mentioned in the references, but we bear the responsibility of errors, omission and discrepancies, if there any.

.....

Subrata Chandra Mazumder

DEDICATION

This Research Monograph is dedicated to all of my beloved teachers who always encourages me and help me to pursuing legal studies.

.....

Subrata Chandra Mazumder

DECLARATION

This is **Subrata Chandra Mazumder**, ID NO: 151-26-794, a regular student of Bachelor of Laws Program under the Department of Law, Daffodil International University, hereby declaring that this Research Monograph on “Consumer Right Protection In Bangladesh” is prepared only for the requirements of the Department and for the partial fulfillment of LL.B. (Hon’s)degree.

.....

Subrata Chandra Mazumder

Topic
Consumer Rights Protection in Bangladesh

TABLE OF CONTENTS

Chapter-1

Introductory:

1.1 Acknowledgement.....	02
1.2 Dedication.....	03
1.3 Declaration.....	04
1.4 Introduction.....	08
1.5 Background of the study.....	08
1.7 Statement of the problem.....	08
1.8 Importance of the study.....	08
1.9 Analysis questions.....	09
1.10 Analysis Methodology.....	09
1.11 Abstract understanding.....	09-10

Chapter-2

Conceptual Framework:

2.1 Background.....	10
2.2 A number of the Rights.....	10
2.3 The proper to choose.....	10
2.4 The proper to be heard.....	11
2.5 There have some rights.....	11
2.6 Sources.....	11

Chapter-3

Methodology:

3.1 Introduction.....	12
3.2 Formulation of Consumer Law.	12
3.3 Bangladesh Context.	12
3.4 Shortcomings of the consumer rights protection (CRPA) Act, 2009.	12
3.5 Conclusion.	13

Chapter-4

Finding and discussions:

4.1Introduction:.....	14
4.2Definition of Consumer:.....	14-15
4.3 WHO could be a Consumer:.....	15
4.4 Client Protection and client Law.....	15
4.5 what is consumer Rights Law:.....	15-16
4.6 construct of client Rights Protection Law.....	16
4.7 Rights of a Consumer.....	16
4.8 Aspects of client Protection.....	16
4.9 How does drug addiction increase social crime ?.....	16-17
4.10 client Perceived Value.....	17
4.11 Constitutional Measure.....	17
4.12 Legal Arrangement on client Protection.....	17-18

Chapter-5

GENERAL CONCLUSION:

Introduction19

Findings of the Study.....19

Recommendations.....19

Conclusion.....20

Chapter 1

Protection of the Consumer Rights in Bangladesh

1. Introduction:

Bangladesh might be a modest nation with a gigantic populace. perhaps it's the nation with biggest customer examination its little space. Tho' in a few areas People's Republic of Bangladesh|BanglaDesh|EastPakistan|Asian nation Asian country enhances, in any case, it's a matter of distress that once forty years of autonomy customer rights square measure regardless been presented in an exceedingly imperative way in Bangladesh. tho' there's a stack of the association working for human rights in People's Republic of Bangladesh Bangla Desh|EastPakistan|Asiancountry|Asian nation} anyway no association with the exception of customer Association of Bangladesh (CAB) working for customer rights. be that as it may, customer rights square measure fundamental segments of human rights. As an understudy of law, we as a whole realize that the customer is treated as ruler to the seller. In the created nation we will in general observe that the customer is amazingly plentiful respected.

2. Background of the study:

It is by and by conceded that the law because of it stands does not offer extra assurance to the supporter. As an issue of truth, the term customer is by birthplace relate financial develop and until as of late, it totally was only unfamiliar to lawful use and conceptualization. Be that as it may, developing the enactment and the customers and consumer relations of the business connection.

The lawful principles are those the standards under laws gave that the keeping up. That implies the cheating of the email, online utilized by any wrongdoing or another the offenses which is the infringement of the law rules buyers and customers. A few expresses that the business misrepresentation customers and the others syndicate dark cash pay sources.

3. Statement of problem:

There was no explicit law in Asian country for AN all-encompassing time on the assurance of buyer's rights. In 2008 the non-party overseer Government passed A law all through this respect. This Government has instituted a customer rights insurance Act 2009 on April 06, 2009 while not offering endorsement to the past mandate.

Hence the demonstration was referenced that the extortion and the business capacity to the shoppers administrations came to clients real items and there net cost. Another than the moves keeps an eye on can't developing there business in the buyers, in light of the fact that the item however lack of ability or any fraudual this items buyers are not fulfilled to item and the neighborhood moves man or customers.

4. Importance of the study:

When the shoppers or customers are going to be famous with their rights they ne'er suffer a loss however they're going to might overcome any loss or injury of buying product.

- A) Liability of vender to the third party.
- B) institution of the Council (Parishad).
- C) institution of board on shopper Rights.
- D) Filing of criticism.
- E) cooccurring Remedy.

F) Act not in derogation of the opposite law.

G) Mobile Court.

5. Analysis questions:

A) commerce or giving to sale at a price over the value prescribed by any law or Rule for any product, medication or service.

B) knowingly commerce or giving to sale any adulterated product or medication.

C) commerce or giving to sale any product that has mixture of any object that is dangerously harmful for human health and mixture of such object with food is prohibited by any Act or Rule.

D) Deceiving of us ordinarily by false and untrue packaging with the aim of commerce any product or service.

E) The dimensions or instruments of deliberation practice purchasable or supply of any product of an area of business showing over weight that in actual weight.

6. Analysis Objectives:

I have determined the objects for my analysis as to a lower place the following-

- To clarity the consumers and the shoppers sells and bye Right.
- To indentify the legal problems connected the protection of purchaser rights.
- To decide the live for group action of purchaser rights.

7. Analysis Methodology:

To collect the knowledge} and data are used each sources. Primary supply includes face to face interview with shoppers and secondary supply consists like journals, brochures and web-side additionally.

8. Abstract understanding:

Recognizing the "right" customer to act in item origination advancement square measure planning to be imperative to commercial center achievement, prominently for the item. While piles of investigation has focused on new advancement procedures, less examination has focused on the characteristics and aptitudes of customers World Health Organization unit of movement most appropriate to the technique.

The connection between the customers and the entire moves man who is the move merchandise another courses by the perpetual customer. Along these lines, as of now the purchasers and neighborhood moves man related there benefit and copy attempting te items which is the supply into nearby purchaser and buyers. The privilege to buyer announcing this item and less prise bye or another then the moves man infringement the purchasers right act, and he can really culpable under this demonstration. Shopper have appropriate to the advocating before the merchandise bye.

Chapter 2

History of Consumer Right

2.1 Background:

Prior to the mid-twentieth century, customers had limited rights to connectedness their communication with stock and mechanical makers. the customer had confined ground on it to safeguard themselves against broken or faulty stock, or against tricky or beguiling publicizing techniques.

The shopper development started to amass a following, pushing for expanded rights and lawful insurance against malignant business rehearses. By the tip of the 19 Fifties, legitimate item risk had been built up all through that relate distressed gathering would extremely like solely demonstrate damage by utilization of an item, instead of bearing the weight of verification of organization carelessness.

2.2 A number of the Rights:

2.2.1 The right to safety:

The attestation of this privilege is pointed toward the guard of customers against wounds caused by stock separated from car vehicles and infers that stock need to make no damage their clients if such use is dead as recommended. the privilege was heaps of formalized in 1972 by the America government through the shopper Product Safety Commission(CPSC). The safty is the genuine right of all buyers in this demonstration referenced those rights and jobs.

2.2.2 the proper to be informed:

There have some right to information to the proper safty and the consumers proper rights to be inform. Now I given below those proper informed name following:

- TrulyPackaging and Labeling Act (US)[5]
- Wholesome Meat Act[5]
- Truth in disposition Act[5]
- Magnuson–Moss warrantee Act[5]

2.3 the proper to choose:

The statement of this privilege is pointed toward the guard of customers against wounds caused by stock barring car vehicles and suggests that stock got the opportunity to make no damage their clients if such use is dead as endorsed.

2.4 The proper to be heard:

This privilege has the flexibility of customers to voice objections and issues various stock in this way on possess the issue took care of effectively and responsively. though no organization is entrusted with the genuine obligation of giving a gathering to this cooperation among purchaser and maker, beyond any doubt retailers exist to help customers if the issue occurs in correspondence with Associate in Nursing wronging party. State Associate in Nursing government lawyers general unit prepared to help their constituents in tending to parties worldwide association organization have given an item or administration all through a design frustrating to the client infringing upon partner relevant law.

2.5 There have some rights:

This privilege has the flexibility of customers to voice grumblings and issues of stock accordingly on claim the issue dealt with productively and responsively. while no office is entrusted with the real obligation of giving a gathering to this collaboration among purchaser and maker, beyond any doubt retailers exist to help customers if the issue occurs in correspondence with Associate in Nursing distressing gathering. State Associate in Nursing government lawyers general unit prepared to help their constituents in tending to parties worldwide association office has given an item or administration all through a form disillusioning to the client infringing upon partner pertinent law.

-
1. Jump up^ Smith, Rebecca (4 September 1995). "Pioneer fights on for consumer safety - Baltimore Sun". *articles.baltimoresun.com*. Retrieved 8 November 2018
 2. ^ Jump up to:^a ^b ^c Shearer, Julie (1977–1979), Pat Brown - Friends and Campaigners, Berkeley, California: Regional Oral History Office, retrieved 8 November 2018
 3. Jump up^ "Helen Nelson (1913-2005) will be greatly missed by the consumer movement". *consumer-action.org*. Consumer Action. 23 March 2005. Retrieved 8 November 2018.
 4. Jump up^ Kennedy, John F. (March 15, 1962). "John F. Kennedy: Special Message to the Congress on Protecting the Consumer Interest". *presidency.ucsb.edu*. Retrieved 8 November 2018
 5. ^ Jump up to:^a ^b ^c ^d Lush, Mary; Hinton, Val (2007). "Consumer Bill of Rights". In Burton S. Kalisk. *Encyclopedia of business and finance (2. ed.)*. Detroit: Thomson/Gale. ISBN 978-0028660615. Retrieved 8 November 2018

2.6 Sources:

- 1) "Consumer Bill of Rights Business Study Guide" *from* bookrags.com (24 June 2006).
- 2) https://en.wikipedia.org/wiki/Consumer_Bill_of_Rights#The_right_to_satisfaction_of_basic_needs

Chapter 3

Present condition of consumer protection in Bangladesh

3.3 Asian nation Context:

Though the 'right to information' may be a basic right of the voters, most of the voters don't comprehend consumers' rights, their forms in addition because of the protection rules and rules. As Fodor Ali, a craftsman says, "Eita ki coroner odhikar bap? Bazar e to Khali dokandarder e power!" (What quite rights area unit these? it's the traders United Nations agency appear to possess all the powers in the bazaar!). And it's quite onerous to seek out any advertisements on TV channels, or perhaps an advertisement or posters for material possession individuals like him comprehend these rights. Presently, activities for securing client rights area unit stuck only round the rallies and therefore the seminars within the client Rights Day in fifteenth March per annum.

Though the Special Powers Act 1974 at a lower place section 25C prescribes the perfect social control of punishment for adulteration of foods and medicines, the unscrupulous people unit continuing the hateful acts of adulteration. Lack of strict group action of laws area unit typically traced as a result of the most issue behind this downside.

Talking concerning adulteration and unhealthy environments, there is, in addition, some good news concerning shopper protection nowadays. The govt. inside the recent years has placed some magistrates to inquire concerning the merchandise served in every market. Those magistrates work as mobile courts that unit able to offer punishments on-the-scene if they have enough proof of adulteration or unhealthy environments inside the food shops. though not being a seamless issue, the priority issue of those mobile courts is making many of the traders of the markets to abide by the principles.

According to a recommendation report[4] on the patron RIGHTS PROTECTION ACT (CRPA), 2009 accomplished by global organization Industrial Development Organisation (UNIDO), Asian country and Asian nation in recent times rose from the things we have a tendency to area unit presently facing in terms of consumers' rights protection.

3.4 Shortcomings of the buyer rights protection(CRPA) Act-2009:

THE CONSUMER RIGHTS PROTECTION ACT (CRPA), 2009 doesn't pursue the global measures as far as question goals. It doesn't offer for any semi legal question goals framework for goals of buyers' grievances. The vast majority of the universal customer laws empower to get objections specifically from the clients, be that as it may, the CRPA, 2009 doesn't empower guide grievances to be gotten from the clients rather it commands the support of the Director General of the purchaser Rights Protection Department (CRPD) amid this respect.

3.5 Conclusion:

In spite of positive changes at interims the local economy like plane figure controllers, the land still has a somewhat frail rivalry routine. This obstructs the effectiveness gains at interims the residential economy. Also, a frail rivalry routine suggests that the enthusiasm of the purchasers may even be mostly plain, fitting partner conservative routine, all through this respect, will keep a troublesome undertaking for land, because of it'd need, among different things.

References:

- [1] [Borhan Ahmed and Khalilur Rahman, 'Consumer Rights: Bangladesh Perspective' CAB publication].Retrieved 12 November 2018
 - [2] The Daily Star (Dhaka). 13 August 2005. Retrieved 12 November 2018
 - [3] Tureen Afroz: Protecting The Right of The Consumers in Bangladesh (17March 2002) P.364. Retrieved 12 November 2018
 - [4]HaripadaBhattacharjee and Samir Kumar Sheel, Consumers In Bangladesh: Rights and Seatbacks. Retrieved 12 November 2018
- Web- <https://bdjls.org/consumer-rights-in-bangladesh-a-critical-study/3/>Retrieved 12 November 2018

CHAPTER 4

LEGAL MECHANISMS TO PROTECT CONSUMER RIGHTS IN BANGLADESH

4.1 Introduction:

The existing mechanism of legal safeguard to the shoppers within the land is feeble and obsolete. Any despite little enactments unit available; they don't seem to be strictly enforced for the protection of the rights of the ultimate customers. the shoppers in land unit thus empty their rights daily at every sphere of their lives. The shopper might be a 1 that merely enjoys the tip results of the industrial enterprise by the strategy of disbursement circuitously involved in associate passing trade, however, receives merchandise and services from businessmen. Business either be legal or contraband or the businessmen will argue for affordable exploit the consumer, where the govt. is inheritable play important role to stay the business profitable and legal, some policies unit established by the govt...

4.2 Definition of Consumer:

A shopper or “Buyer” is printed as “individual” WHO buys, exhausts, maintains and disposes of product or services” and tho', many ought to still be degrees with the college of thought of “Let the shopper Beware” (Caveat emptor) this will be no longer the case with the arrival of shopper Protection law.

Section-2 (19) of the patron Protection Act, 2009 -

“Consumer” implies that such a sort of person:

A) alinement agency excluding the aim of promoting and industrial intention.

1. Purchases or agrees to buy for any product by payment of a price.
2. Purchases or agrees to purchases by [*fr1] payment of import.

B) Purchases with the promise of paying price in extended term or by installments.

1. alinement agency uses the merchandise purchased below clause (a) with the consent of the shopper
2. Who, once getting a product, uses it commercially for the aim of constructing a living self –employed

C) Hires or receives otherwise associate degrees service by paying the price in associate extended term or by installments.

4.3 WHO could be a Consumer:

Generally, the term “consumer” indicates everybody of a society together with a baby nowadays born to the foremost aged person, from the top of the state to the ricksha puller on the road. In easy words, the persons WHO use or consume product or services square measure customers. within the eyes of law, an individual is needed to meet bound conditions to be thought to be a client. customers square measure those persons WHO, for one or for the dependants, obtain or use or acquire a permission to use any product or service by giving a value, prompt or due or in installments. additionally, somebody victimization such product with the consent of the client will be treated as a client.

Although, to identify the \$64000 shopper is difficult for a vender owing to due intention of a shopper. whether or not or not a client can be a shopper or not it depends on the purchaser’s intention in buying the product for him.

4.4 client Protection and client Law:

It is presently admitted that the law as a results of it stands doesn't offer ample protection to the patron. As a matter of reality, the term shopper is by origin degree economic construct and till quite recently, it totally was simply foreign to legal usage and conceptualization. However, with the growing realization of the necessity for special legislation for the protection of shoppers and alone shoppers, it becomes necessary to convey the term ‘consumer’ a group legal that suggests.

Consumer protection consists of laws and organizations designed to verify the rights of shoppers equally as truthful trade competition and then the free flow of truthful info within the marketplace. The laws unit designed to stop businesses that have interaction in fraud or given unfair practices from gaining a bonus over competitors and may offer any protection for the weak and folk unable to want the care of themselves. shopper protection laws unit a sort of state regulation that aims to safeguard the rights of shoppers.

Consumer interests might even be protected by promoting competition within the markets that directly and indirectly serve shoppers, in step with economic potency, however, this subject is treated in competition law.

4.5 what is consumer Rights Law:

This legal house encompasses AN large body of laws enacted by the govt. to defend customers by management many of the next business transactions and practices, advertising, sales and business practices; product branding; fraud, sound banking, and truth in lending.

Consumer protection laws watch out for AN large variety of problems at the aspect of credit repair, dent repair, product safety, service and sales contracts, bill collector regulation, pricing, utility turnoffs, consolidation, personal loans which is able to cause bankruptcy.

4.6 construct of client Rights Protection Law:

According to variety one European author on the subject, consumer law contains “the body of standards, rules and instruments representing the juridical fruit borne by the numerous efforts that square measure created to secure or improve the protection of the customer on the economic market and to push the interests of the consumerist” to see a balance of power between shoppers.

In a narrower sense, client law “focuses chiefly on voters getting into transactions to get merchandise and services from industrial enterprises.

It is currently accepted in Sweden and different Scandinavian countries that the “legal client construct should be confined to non-public persons WHO square measure exploit product.

4.7 Importance of the Protection of client Rights:

It is currently universally acknowledged that the observance of basic human rights is that the cornerstone of peace and security for all nations. A client right is taken into account as a basic human right as a part of the right to life. several European countries have already inserted client rights.

4.8 Rights of a Consumer:

There have some rights of consumers which I mentioned below, there are eight consumer rights:

- (1) the correct to safety,
- (2) the correct to be told,
- (3) the correct to settle on and
- (4) the correct to be detected.
- (5) the correct to satisfaction of basic needs;
- (6) the correct to redress;
- (7) the correct to education;
- (8) the correct to a healthy setting.

We, therefore, would possibly return to a conclusion that the hindrance of the upper than „acts against consumer rights” suggests that to verify consumer rights.

4.9 Aspects of client Protection:

There square measure 3 aspects of client rights protection, which each and every country should think about.

First, the facet of 'voluntary protection' which implies that consumer's themselves would voluntarily originated associations or organizations to safeguard their own rights and interests. There square measure several such voluntary organizations in Asian nation, Pakistan, Ceylon and different countries of the globe. In Bangladesh, the Consumers' Association of Bangladesh (CAB) was established in 1978.

Second, the side of 'Institutional Protection' By establishing national institutions to safeguard and promote consumer rights of voters this side of consumers' protection square measure usually ensured. for example, in 1914 the Federal Trade Commission, in 1927 the Food and Drug Administration and in 1970 the National High Traffic Administration were started among the USA.

Third, the side of 'Statutory Protection' which can be secured by enacting relevant laws for safeguarding the rights and interests of the consumers. many countries of the world, at the side of those in Asia, have already enacted comprehensive laws throughout this regard. for example, the customer Protection elementary Act 1968 in Japan, consumer Protection Act 1979 in every country.

4.10 client Perceived Value:

Perceived worth is consumer's estimate of the product's overall capability to satisfy his or her desires. it's the consumer's overall assessment of the utility of a product supported perceptions of what's received and what's given or what may be given.[9]

Customer perceived worth (CPV) is that the distinction between the possible customer's analysis of all the advantages and every one the prices of associate degree giving and therefore the perceived alternatives.

4.11 Constitutional Measure:

The Constitution of the People's Republic of Bangladesh, nearly dormant regarding customer protection rights. The' t acknowledges those rights relating to consumer protection at a lower place its 'fundamental principles of state policy'but it is so inactive that hardly can prove the great setting for Bangladeshi people. The provisions of the consumer protection area unit usually found at Articles fifteen and eighteen of the Constitution[11]. However, these provisions area unit within the main targeted on the important issues with 'health' and 'food' than on completely different consumer rights.

4.12 Legal Arrangement on client Protection:

This subject many relating to client protection -

- (1) The Bangladesh legal code 1860.
- (2) The Poison Act 1919,
- (3) the damaging Drug Act 1930,
- (4) The Trade Mark Act 1940,
- (5) Sale of products Act 1930
- (6) The Special Powers Act 1974,

The on top of mentioned laws area unit enacted for the link up the assorted purpose in several times, the Bangladesh Penal Code 1860, simply a substantive law, is of purpose to fix the definition of offense and penalization therefrom.

The Poison Act, 1919 discuss concerning the misappropriated uniting of toxic chemical with the fruits, food or any sorts of foods or material that is drinkable or edible seriously or somehow injurious to public health.

The Trade Mark Act 1940, in an exceeding route discuss relating to shopper the customer the patron rights but the provisions contained area unit a lot of browse with client profit. Generally, a trademark indicates relating to the goodwill of a company. of us can merely get the desired product by indicating trademark throughout this methodology trade mark defend shopper profit or rights.

4.13 The patron Rights Protection Act, 2009:

1. Liability of vender to 3rd party:

The third party, WHO once more obtain or use the merchandise with the consent of the previous vendee, beside the vendor or the service supplier are prone to the customer. Since the definition of client covers such person, it implies that the vendor is prone to a 3rd party.

2. District level:

(District consumer Rights Protection Committee) The National Consumer Rights Protection Council may, for purpose of preservation and protection of consumer rights, build acceptable laws, undertake analysis, turn out awareness, and advise the government. on policy regarding consumer protection.

C). the institution of the board of directors on client Rights:

1. beneath the patron Rights Protection Act, 2009, a board of customer rights are established in the national capital. In fact, the principal responsibility to implement this Act rests on this board. The board is headed by a Director General (DG) and to assist him, there will be such staffs as may even be necessary. a person may submit criticism of any activity violating shopper rights to the burden unit or somebody approved by him.

2. Filing of Complaint-

Under the CRPA 2009, no one can file a criticism directed at the Magistrate's court. a person can file a criticism supported the anti-consumer activities to the Director General of the National shopper Rights Protection board of administrators or the opposite person licensed by him among thirty days of the complained reason behind the action.

3. synchronal Remedy-

Apart from filing a criminal case with the justice court, civil remedy is often wanted at the civil courts. The civil court is invested with the jurisdiction to grant correct compensation which might not transcend the multiple quantities of the particular injury.

D) Mobile Court:

The mobile court has jurisdiction to try to offences regarding activities that violate consumer rights. Associate in Nursing gov't official runs the mobile court. Besides, the metric weight unit has, in addition, an identical power as Associate in Nursing gov't official to run the mobile court. He has jurisdiction everywhere land. An official would possibly directly acknowledge Associate in Nursing offense beneath this Act, if committed previous him and penalize him.

4.14 Conclusion:

Consumer Protection Law among the Asian nation got to be the national special law that specifically protects the interests and safety of end-user practice the merchandise or services provided by business operators. everybody may use or get any merchandise peacefully. Our Government got to take academic degree action for the patron rights. In a word, the shopper suggests that a private United Nations agency buys service from the marketplace for entirely his personal use or family use. shopper rights indicate the duty and responsibility of every manufacturing company and government authority to provide quality and healthy service to the final public.

1. LubnaNasrin,consumer Rights in Bangladesh Legal Status and Protection modalities (Institution Of Bangladesh Studies ,343,071,Luc)Retrieved 15 November 2018
2. Ahamuduzzaman et al, "Consumer Protection Law", Books 4 U, July, 2009,Ch-Four, pp-123-124, passim. Retrieved 15 November 2018
3. Ulf Bernitz and John Draper. Consumer protectionin Sweden. Legislation, Institutions and Practice. Stockholm. 1986, p. 11. Retrieved 15 November 2018
4. HumayunKabir Chowdhury, et al, Consumer Perceived ValueFormation in Bangladesh: A latent Structure Approach, ASA University Review, vol.1, Issue No.01, pp-1-4, passim;Retrieved 15 November 2018

CHAPTER 5

GENERAL CONCLUSION

6.1 Introduction:

In this half, we tend to square measure aiming to discuss the result of the study. once the wakeful observation, we discover some drawbacks and loophole within the field of shopper protection law. afterward, we offer some recommendation so the priority authority will get a guideline to manage the difficulty in future.

The Consumer Rights Protection Department, National shopper Rights Protection Council, Special Tribunal;

Mobile Court, Drug Court, Food Special Court, normal Criminal Courts, normal Civil Courts, Marine Courts, BSTI, Claims assembly etc. together with completely different non-public organizations square measure operating within the shopper rights protection movement.

6.2 Findings of the Study:

The major finding of the study is known extra and extra relating to the patron rights in East Pakistan-East Pakistan-Asian nation which consumer's rights square measure desecrated in Bangladesh. that is confirming necessary on behalf of ME as a student. I to boot study the definitions of shopper rights and different necessary that's same with this subject. I to boot punished the numerous laws of the consumer's rights in East Pakistan and it's many drawbacks. that is lack of group action and conjointly the laws are not spare to defend the consumer's rights.

Thus, we tend to might conclude that shopper protection could be a wide field, covering various vary of laws and policies. It includes such topics because of the regulation of market-place relations (contract terms, advertising, selling, buying), the institution of health and safety standards for product sold-out to shoppers, and regulation of the supply of sure services (credit, professions, public services etc.).

6.3 Recommendations:

The suggestion of my legal analysis specializes in increase the consumer's rights, a way to shield the consumer's rights, & and what ought to be the correct legal approach in perspective of East Pakistan. That's mentioned within the analysis currently here declared the key purpose there as follows.

1. the govt body as a significant catalyst of social maintenance must be step up by formulating effective policies on that shoppers will very shield.
2. The law which might be developed in future on shopper rights should be within the lights of gift desires and demands of society.
3. Protection against risks of physical injury to persons or property and against the useless product.
4. Protection against improper promoting measures and inadequate data.
5. Protection against one-sided contract terms and risks of economic harm,
6. Provision of effective and impulsive dispute resolution procedures for the patron.
7. observance of the mechanism whereby costs and rates square measure fastened on the patron product and services market,

Subsequently, it draws positive attention inside the developing countries equally. the bulk the countries presently have shopper protection laws. The rights of shoppers got international recognition once in 1985 the globe organization adopted the elemental tips for shopper rights protection.

6.4 Conclusion:

In conclusion, we tend to square measure in the opinion that, the shoppers of East Pakistan square measure principally honest and that they critically would like a broad of shopper protection legislation. So, the govt of East Pakistan is needed to enact a widespread shopper Protection Act as quickly as attainable and advance strictly ensures the economical execution of such legislation. very every second constantly we tend to perpetually|should|should always} always detain mind that a cost-effective shopper protection legislation for people not alone protects and elevate the immunities and happiness of its shoppers, but it put together enhance definite socio-economic scrutiny of its macroeconomy, like deficiency alleviation, adequate, clear and truthful market policy, good governance and on the way aspect all, socio-economic disposition for its voters. many declare as, our current law is out of dated, overpowered to want care of the patrons, defective and doesn't meet this needs. Therefore, enactment of recent legal structure could also be an ought to.

ABSTRACT

Bangladesh could be a tiny country with a large population. Most densely inhabited country with an outsized range of shoppers. shopper suggests that the one who uses or consume any product or product in exchange of worth. Though East Pakistan achieved freelance forty-five years back however it can't reach in a very mentionable level in protective shopper right. that alone doesn't seem to be enough. shoppers don't seem to be alert to their claim as seen within the developed country. Recently govt. has passed the patron Rights Protection Act 2009.