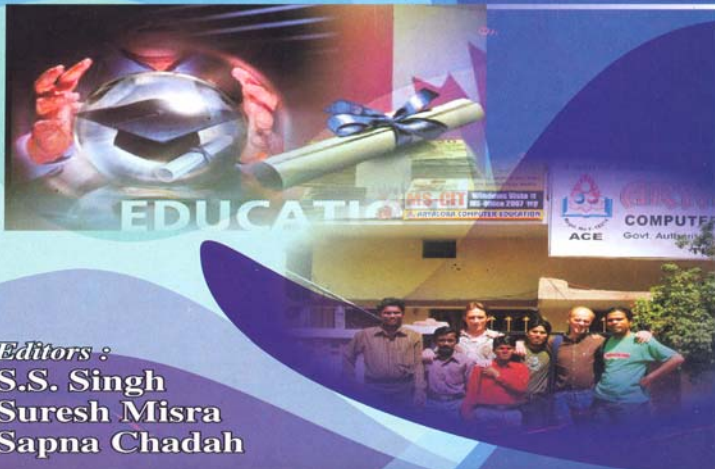


Consumer Education and Empowerment

Laws, Policies and Strategies



Editors :

**S.S. Singh
Suresh Misra
Sapna Chadah**

In India the Consumer Protection Act was enacted in 1986. The Act is an important piece of legislation that provides for six consumer rights and the mechanism for redressal of consumer grievances through quasi-judicial bodies.

The Act provides for Right to consumer education as one of the rights, but available literature indicates that a large number of consumers are unaware of the existence of such a right. Consumer education delivers practical skills and knowledge that are relevant to everyone and helps the consumers to get the most from today's competitive markets. Consumer education is the best way to empower the consumers. An aware consumer is confident and rational in taking decisions.

The present volume is based on empirical research carried out by experts on themes relating to consumer education and awareness. They analyse the current scenario and review the programmes and policies relating to consumer education and suggest appropriate strategies to protect the consumers. The papers provide a deep insight into the operationalisation of the Consumer Protection Act and the impact of various programmes and policies on the consumer.

The book is useful to academicians, researchers, policy makers and consumer activists.

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Prof. S.S. Singh is Director, National Law Institute University, Bhopal. Before joining NLIU he was working as Professor of Justice and Administration at IIPA, New Delhi. He had his advanced training in Training Methodology from University of Slough, U.K. He was awarded fellowships under the Higher Education Link Scheme of the British Council Division, British High Commission.

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