

PROTECTION OF CONSUMER RIGHTS: AN ANALYTICAL STUDY WITH SPECIAL REFERENCE TO THE RAILWAYS ACT, 1989

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Received: 16 Dec 2018

Accepted: 24 Dec 2018

Published: 31 Dec 2018

ABSTRACT

Every human being is a consumer in one form or the other. The concept of Consumer is as old as the trade itself. Consumers' expectations of service and goods quality, performance, safety, and reliability have increased since the past times. The consumer is left in the lurch when the services and goods fail to give the desired results. The consumer has to face many problems products' failure and deficiency in services every day. Since the problems are manifold and arise daily, it is quite impossible to think of an Indian consumer moving to the court for the redressal of his problem. The same situation is faced by the consumer in the service industry also. The Consumer Protection Act, 1986 talks about several service sectors, and transportation are one of them. Transportation of passengers and goods is generally made by three modes i.e. by air, water, and land. So the transportation sector is a very vast area and the present paper is discussing the transportation of passengers through the railway. In this paper, the protection of consumer's rights of railway consumers and deficient services of railways are also discussed. Railway provides cheap, convenient, and easily available services. The railway in India is regulated by the Railways Act, 1989 but the non-implementation of law in this issue would render the consumer protection under the Railway Laws a myth.

KEYWORDS: *Consumers, Indian Railways, Services, Consumer Rights*