

Vishakhapatnam Port Trust — Consumer Protection

Consumer Law · AIR 2000 SC 2079 · 2000

Facts

Consumer dispute regarding service deficiency.

Issues

Scope of 'service' under Consumer Protection Act.

Arguments

Wide interpretation vs. narrow reading.

Decision

Consumer forum jurisdiction affirmed.

Legal Principles

Consumer protection statutes must be liberally construed.

Ratio Decidendi

Deficiency in service actionable in consumer forum.

Obiter Dicta

Speedy remedy is essence of consumer law.

Exam Notes

Foundational consumer law case.

Interview Notes

Discuss the 2019 CP Act reforms.

Articles / Sections

- Section 2(1)(o) CP Act