1. OBJECTIVES OF THE RESEARCH:

The objectives of the study are as follows:

1) To study various provision of the Consumer Protection Act, 1986 for the protection of consumer’s interest.

2) To evaluate the degree of awareness among consumers about their rights, duties and responsibilities.

3) To estimate the sufficiency of the provisions of existing law and their implementation.

4) To study the problems faced by consumers in the era of globalisation.

5) To study the rights and responsibilities of the consumers.

6) To study the laws available for consumers protection.

7) To assess the awareness of respondents towards (i) consumer rights (ii) responsibilities.

8) To study the awareness of respondents regarding consumer organisations and

9) To suggest and recommend measures to make consumer movement a mass movement in India.