A PROJECT REPORT ON

"CONSUMER AWARENESS TOWARDS CONSUMER RIGHTS REGARDING CONSUMER PROTECTION ACT, 1986: A STUDY WITH REFERENCE TO NALBARI TOWN"

SUBMITTED TO



Gauhati University

The Department of Commerce in the partial fulfilment of the requirement for B.com 6th semester, Session 2021-22

Academic guide:

Submitted by

Dr. Rimakhi Borah

Priyanshu Agarwala

Assistant Professor

B.com 6th Semester

Department of Accountancy

Roll: UC-211-200 No.: 0113

Nalbari Commerce College

Registration No: 21025669 of year 2021-22



NALBARI COMMERCE COLLEGE, NALBARI

CERTIFICATE

This is to certify that Mr. Priyanshu Agarwala student of B.com 6th semester, 2024, Nalbari Commerce college, Nalbari, under Roll: UC211200, No.: 0113, was working under my supervision and guidance for his project work for the course of Bachelor of Commerce Under Gauhati University. His project work entitled "CONSUMER AWARENESS TOWARDS CONSUMER RIGHTS REGARDING CONSUMER PROTECTION ACT, 1986; A STUDY WITH REFERENCE TO NALBARI TOWN, which he is submitting is his genuine and original work.

Place: Nalbari

Date: 20/05/2024

Rimakhi Boxah 20/05/2024

Signature:

Dr. Rimakhi Borah

Assistant Professor

Department of Accountancy

Nalbari Commerce College

Nalbari

APPROVAL OF THE PROJECT TITLE

Approval of project title to be submitted to Gauhati University Guwahati-14, for partial fulfilment of the degree of Bachelor of Commerce.

The project entitled:

"Consumer Awareness towards Consumer Rights regarding Consumer Protection Act, 1986; A Study with reference to Nalbari town", submitted by Mr. Priyanshu Agarwala, Roll-UC-211-200, No.: 0113, G.U Registration No.: 21025669 of year 2021-22 for partial fulfillment for the degree of Bachelor of Commerce under Gauhati University, Guwahati-14 is hereby approved.

Rimakhi Borah

Signature:

Dr. Rimakhi Borah

Assistant Professor

Department of Accountancy

Nalbari Commerce College

Nalbari

DECLARATION

I hereby declare that this dissertation entitled," CONSUMER AWARENESS TOWARDS CONSUMER RIGHTS REGARDING CONSUMER PROTECTION ACT, 1986. A STUDY WITH REFERENCE TO NALBARI TOWN, submitted by me for partial fulfillment of the degree of B. Com, Major in Accountancy under Gauhati University, Ghy-14 is my own original work and has not been submitted to any institution for the fulfillment for any course of study. To the best of my knowledge and belief, the empirical findings in this project are based on the data collected by me and has not been extracted from any published research or journal except those specified in the Bibliography.

Prizande Agarwala.

Signature:

Priyanshu Agarwala

Roll: UC-211-200, No.: 0133

Registration no.: 21025669 of year 2021-22

Nalbari

Date: 20/05/2024

ACKNOWLEDGEMENT

Here I take the opportunity to express my gratitude to all of them who in many ways helped me to accomplish this project.

First and foremost I would like to express my sincere gratitude to project supervisor, Dr. Rimakhi Borah for the continuous support, her patience, motivation and immense knowledge, without this dissertation would have been a failure.

I would also like to express my sincere thanks to all the respondents of Nalbari town for giving me the necessary information.

Lastly, I express my gratitude to my parents who financed this project, relatives and friends for their support.

I apologize for each and every error and omission that I committed while presenting the report.

With sincere regards,

NALBARI

DATE: 20/05/2024

PRIYANSHU AGARWALA

Pringanshu Agarwala

CONTENTS

CHAPTER 1:	INTRODUCTION	PAGE NO
1.1	INTRODUCTION OF THE TOPIC	1-11
1.2.	REVIEW OF LITERATURE	12-16
1.3.	OBJECTIVES OF THE STUDY	17
1.4.	IMPORTANCE OF THE STUDY	18-19
1.5.	DATA AND METHODOLOGY	20-21
1.6.	LIMITATIONS OF THE STUDY	77
1.7.	CHAPTERISATION	23
CHAPTER 2	OVERVIEW OF THE STUDY AREA	
2.1.	INTRODUCTION OF NALBARI TOWN	24
2.2.	GEOGRAPHICAL LOCATION	25
2.3.	TRANSPORT	25
2.4.	CUMATE	26
2.5.	POPULATION STRUCTURE	26-27
2.6.	LITERACY	27
2.7.	POLITICS	28
2.8.	WORKERS PROFILE	28
CHAPTER 3:	PRESENTATION, ANALYSIS AND INTERPRETATION OF DATA	29-46
CHAPTER 4:	SUMMARY AND CONCLUSSION	
4.1.	FINDINGS	47-48
4.2.	SUGGESTIONS	49-50
4.3.	CONCLUSSION	51-52
	BILBLIOGRAPHY	53
	OUTSTICHTUNE	