

CONSUMER AFFAIRS AUTHORITY

A GUIDE TO CONSUMER PROTECTION

CONSUMER AFFAIRS AUTHORITY
1st & 2nd Floor, C.W.E. Secretariat Building
P O Box 1581, # 27 Vauxhall Street
Colombo 2.



Tel: +9411 2445897, 2393577, 2393495
Fax: +9411 2399148



E-mail: chairmancaa@sltnet.lk Web: www.consumeraffairs.gov.lk

Consumer Protection at a glance:

- ❖ A consumer is any actual or potential user of any product or service made available for consideration by any trader or manufacturer.
- ❖ All traders, suppliers and manufacturers in Sri Lanka must comply with relevant laws, standards and procedures relating to consumer protection.
- ❖ The Consumer Affairs Authority assists aggrieved consumers to settle any problems they encounter regarding the purchase of goods and services that are found to be below agreed standards.
- ❖ If a consumer's rights have been violated the consumer may take legal action.
- ❖ If a trader or manufacturer is found guilty of violating their duties they may be penalized with a fine and/ or imprisonment.

Recognizing that citizens of Sri Lanka are all consumers,

Our Vision:

"A well-protected consumer within a disciplined business culture"

Our Mission:

"To safeguard consumer rights & interests through consumer empowerment, regulation of trade and promotion of healthy competition"

In order to achieve the objectives the Consumer Affairs Authority has the following

- ❖ Established a Consumer Advice Bureau to make available to the consumers to attend their needs
- ❖ Proposed amendments to the existing legislation recommending improvements to meet the current situation.
- ❖ Publish material in the news media
- ❖ Working closely with consumer organizations and business community, to develop and implement creative solutions to solve consumer problems
- ❖ Set up a model consumer court to deal exclusively for consumers affairs to facilitate a faster and an effective adjudication action

The main strategies of the CAA are :

- ❖ Protect consumers against hazardous & substandard goods and services.
- ❖ Protect consumers against deceptive conduct and unfair trade practices.
- ❖ Provide redress to consumers affected by unfair trade practices.
- ❖ Provide consumer education and empowerment of consumers.
- ❖ Protection of traders and manufacturers against anti-competitive trade practices and promotion of healthy competition.
- ❖ Ensure reasonable prices on essential goods & services.
- ❖ Capacity enhancement of the organization

A basic principle in marketing is that the consumer is always right. The consumer rights in Sri Lanka are protected by the Consumer Affairs Authority and Authority consider that protection of consumer rights is a means of developing a responsible civic society.

We uphold internationally accepted basic consumer rights:

- 1. The right to satisfaction of basic needs** To have access to buy essential goods and services: adequate food, clothing, shelter, education, public utilities, water and sanitation.
- 2. The right to safety** To be protected against products, products processes and services which are hazardous to health or life.
- 3. The right to be informed** To be given the facts needed to make informed choice, and to be protected against dishonest or mislead advertising and labeling.
- 4. The right to choose** To be able to select from a range of products and services, offered at competitive prices with an assurance of satisfactory quality.
- 5. The right to be heard** To have consumer interests represented in the making and execution of government policy, and in the development of products and services.
- 6. The right to redress** To receive a fair settlement of just claims including compensation for misrepresentation, shoddy goods or unsatisfactory services.
- 7. The right to consumer education** To acquire knowledge and skills needed to make informed, confident choices about goods and services, while being aware of basic consumer rights and responsibilities and how to act on them.
- 8. The right to a healthy environment** To live and work in an environment which is non-threatening to the well-being of present and future generations.

The services offered by the Authority:

- a. Providing redress for grievances, redress to injury or damage
- b. Provision of healthy and safety supply of goods and services
- c. To keep consumers informed about quality, quantity, potency, purity, standards and price.
- d. Enhance the ability of the consumer for self protection is linked to transparent information and knowledge.
- e. Access and assess the basic features nature, quality, quantity, delivery time, warranties and price of goods and services on offer so as to make a rational choice between products and services.
- f. Consumer empowerment through education with regard to good health, safety and security of consumers.

Have you been deceived / misled while purchasing a good or in obtaining services **OR**
Do you feel you have been misled by the vendor or service provider?

Now, you have someone to look after your interest :

For example, your problem may be;

- Does not meet the promises given at the point of sale.
- Purchasing the product or services does not satisfy the purpose.
- Repairs within the warranty period.
- Looking forward for replacement of goods.
- Refusal of after sales service.

You can acquire fair and reasonable results by making effective complaints to the Authority.

A consumer can lodge a complaint to the Director General of the CAA. The complaint must be in writing, supported with any relevant documents or other evidence and lodged with the CAA *within three months of the date of purchase*. Make the letter as brief as possible with all facts and explain the nature of damages caused and request specifically what you require.

If not communicate on the subject with the CAA. (Hot Line- 0112 321696)

Possible redress as the case may be;

- Payment of compensation
- Replacement of goods
- Repairing.
- Refund of the amount charged in excess.
- Granting or extending the period of guarantee or warranty.
- Correcting the defects in goods and removing the defective goods from the market.

Consumer, you too can assist the Authority by complaining or informing the Authority of any offences under the Act. Consumer Protection can be achieved through reciprocal communication and we get together to protect all of us.

Our Team

Consumer Affairs Authority(CAA)

Chairman

Members of the Authority

Director General

Director Consumer Affairs and Information

Director Compliance & Enforcement

Director Competition Promotion

Director Pricing & Management

Director Administration & Human Resources

Director Finance

Consumer Affairs Council(CAC)

Chairman and Members of the Council

Secretary, Council

Consumers, Manufacturers & Traders in Sri Lanka

now, have someone to look after their interests.

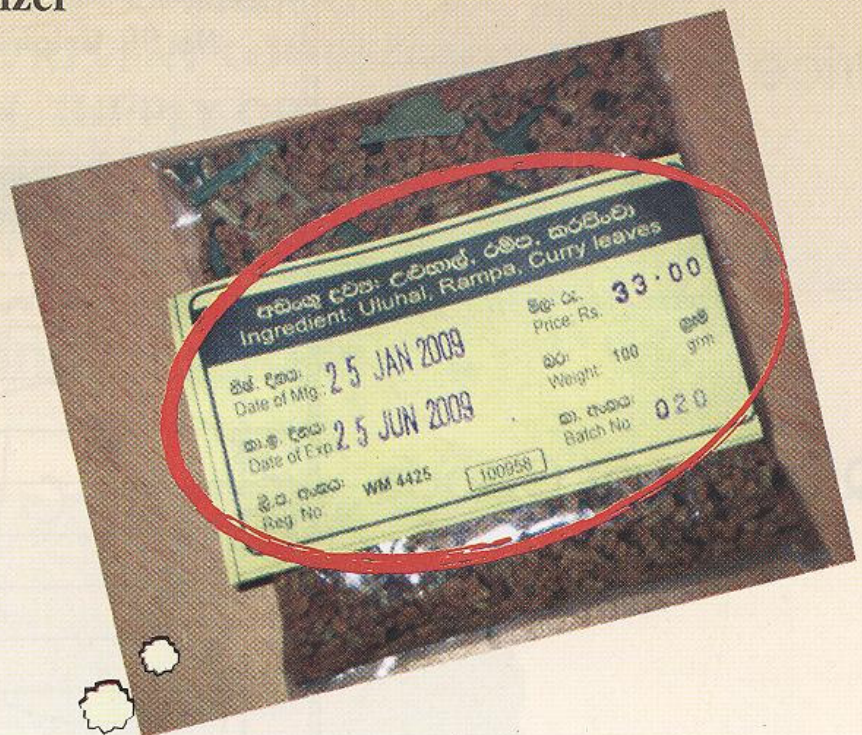


- ◆ To protect consumers against the marketing of goods or the provision of services which are hazardous to life and property of consumers
- ◆ To protect consumers against unfair trade practices and guarantee that consumers interest shall be given due consideration;
- ◆ To ensure that wherever possible, consumers have adequate access to goods and services at competitive prices
- ◆ To seek redress against unfair trade practices, restrictive trade practices or any other forms of exploitation of consumers by traders.

If you do not find the following information:

- ✧ The maximum retail price
- ✧ The batch number
- ✧ The expiry date on the article or on the pack or on the container or on the wrapper on these products

- » Meat and Meat products sold in packs
- » Fish and other Sea foods sold in Packs
- » Edible oil in packs or container
- » Tea in packs
- » Agricultural Fertilizer
- » Agro-chemicals
- » Chocolates
- » Powdered Milk
- » Condensed Milk
- » Infant Foods
- » Biscuits
- » Cement
- »
- »
- »
- » Others



You may be buying poor quality products.

Always read the lable carefully before you buy

**Without Proof of your purchase
you cannot be protected**


**Always insist on a receipt
for your purchase indicating:**

Date of Sale

Price Paid

Quantity of Goods

CASH MEMO Tel : 011 2300243

 **ABC Electricals**
No. 00, Union Place, Colombo - 02

Date: 16/02/2009

M/S:

Qty	DESCRIPTION	Rate	Rs	Cts
01	Extension cord		1400	00
02	BG Starter	50/-	100	00
1500/-				
No. 716		TOTAL		1500 00

**Only written complaints forwarded to the Director General
within 90 days of purchase of goods or services are entertained**

NO more anti competitive Trade Practices



**NOW, NO BUSINESS OR PERSON CAN RESTRICT,
DISTORT OR PREVENT COMPETITION IN THE
PRODUCTION, SUPPLY OR ACQUISITION OF
GOODS AND SERVICES.**

NO more hoarding of goods



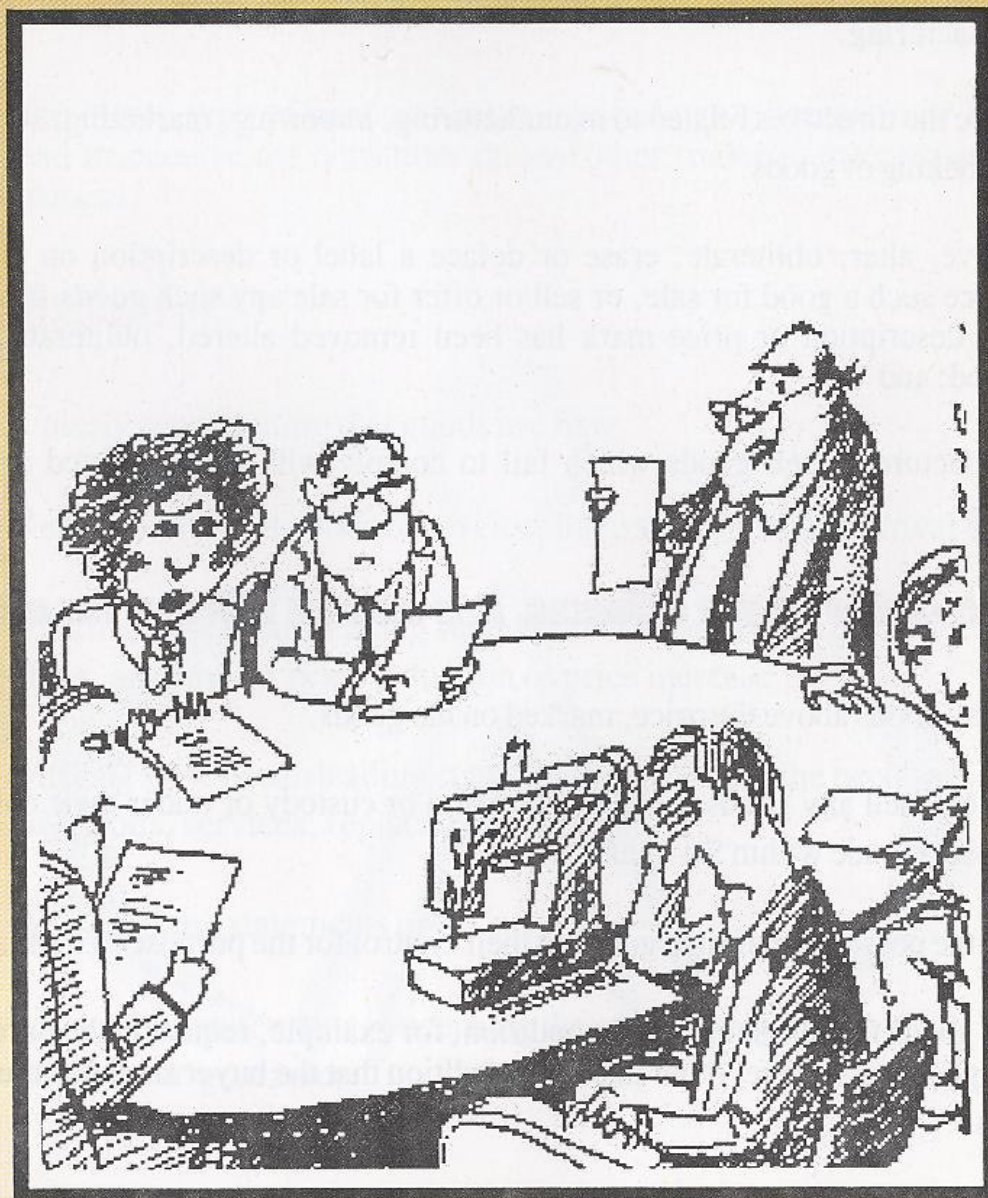
**UNLESS FOR A VERY GOOD REASON YOUR RETAILER CANNOT REFUSE TO SELL
YOU GOODS IN HIS POSSESSION OR UNDER HIS CONTROL.**

As a consumer you have the right to demand the quality and claims of a product or service as was advertised or promoted.



Only written complaints forwarded to the Director General within 90 days of purchase of goods or services are entertained

Those who sell goods and services without a warranty cannot disclaim responsibility.



There are implied warranties in goods & services sold under contract thus protecting the consumer

Only written complaints forwarded to the Director General within 90 days of purchase of goods or services are entertained

Responsibilities of a Trader or Manufacturer

The Consumer Affairs Authority Act sets out the obligations of manufacturers and traders in Sri Lanka

Under the Consumer Affairs Authority Act it is an offence for a manufacturer or trader to:

- ☞ Fail to label or price mark goods or violate the directives on packing and manufacturing.
- ☞ Violate the directives related to manufacturing, importing, marketing, sorting, selling and stocking of goods.
- ☞ Remove, alter, obliterate, erase or deface a label or description on any goods or produce such a good for sale, or sell or offer for sale any such goods from which the label, description or price mark has been removed altered, obliterated, erased or defaced; and
- ☞ Manufacture or sell goods which fail to comply with the stipulated standards and quality.

In addition to the above offences, it is also an offence for a trader to:

- ☞ Sell any goods above the price, marked on the goods.
- ☞ Refuse to sell any goods in their possession or custody or under their control for the purpose of trade within Sri Lanka.
- ☞ Deny the possession of such goods in their control for the purpose of trade.
- ☞ Offer goods for sale subject to a condition, for example, requiring the purchase of any other goods or service, other than the condition that the buyer shall pay the price of the goods.
- ☞ Make a false representation that any goods or services are of a particular standard, quality or grade, or that goods are of a particular style or model, or that goods and services have sponsorship, approval, performance characteristics, accessories, users or benefits that they do not have.
- ☞ Violate conditions pledged in the warranty or guarantee by implication or otherwise on the supply of goods and services.
- ☞ Fail to provide services with due care and skill.
- ☞ Fail to ensure any materials supplied in connection with, provision of services will be reasonably fit for the purpose for which they are supplied.

- ☞ Fail to ensure the goods supplied or services provided will be in conformity with the standards and specifications that are reasonably fit for the purpose for which they are supplied; and
- ☞ Fail to keep a notice board for display of any notice, direction or warning issued under the Consumer Affairs Authority Act in a conspicuous place in the place of business.
- ☞ Engage in any type of conduct that is misleading or deceptive or is likely to mislead or deceive the consumer or any other trader in the course of a trade or business.

This includes:

- ☐ Falsely representing that goods are new
- ☐ Representing that goods or services have sponsorship approval or affiliation
- ☐ Making false or misleading statements concerning the existence of, or amounts or price reduction or price increase
- ☐ Making false or misleading statements concerning the need for any goods, services, replacements or repairs
- ☐ Making false statements or
- ☐ Misleading statements concerning the existence or effect of any warranty or guarantee

Contact details and further information

Relevant Act	Available online
Consumer Affairs Authority Act No. 09 of 2003	www.consumeraffairs.gov.lk

Relevant Agencies	Contact details
Consumer Affairs Authority Consumer Affairs Council	1 st & 2 nd floor, CWE Secretariat Building 27 Vauxhall Street, Colombo 2 Tel: (011) 2445897 Fax: (011) 2399148 E-mail : chairmancaa@sltnet.lk chairman@consumeraffairs.gov.lk dgcaa@sltnet.lk

Contact Details of CAA District Offices

Address	CAA* unit Tel No	Gen. Fax No.**	Gen. Tel. No.**
WESTERN PROVINCE			
Consumer Affairs Authority, No. 27, Vauxhall Street, Colombo 02	0112399147 0602137182	011-2399148	011-2393495 011-2445897
District Coordinator, CAA Unit, District Secretariat, Gampaha	0602 839912	033-2222050	
District Coordinator, CAA Unit, District Secretariat, Kalutara	0602 309912	034-2222635	
NORTH CENTRAL PROVINCE			
District Coordinator, CAA Unit, District Secretariat, Anuradhapura	0602 858612	025-2222235	025-2222233 025-2235479
District Coordinator, CAA Unit, District Secretariat, Polonnaruwa	0602 279982	027-2225578	027-2222233
EASTERN PROVINCE			
District Coordinator, CAA Unit, Govt. Agent's Office, Trincomalee	0262 222233	026-2222305	026-2222233
District Coordinator, CAA Unit, Govt. Agent's Office, Batticaloa	0602 658522	065-2224466	065-2224433 065-2222233
District Coordinator, CAA Unit, Govt. Agent's Office, Ampara	0602 638512	063-2222130	063-2222233
SOUTHERN PROVINCE			
District Coordinator, CAA Unit, District Secretariat, Galle	0602 929812	091-2222972	091-2222233
District Coordinator, CAA Unit, District Secretariat, Matara	0602 404312	041-2222235	041-2222233/34
District Coordinator, CAA Unit, District Secretariat, Hambantota	0602 489912	047-2220247	047-2220174
SABARAGAMUWA PROVINCE			
District Coordinator, CAA Unit, District Secretariat, Ratnapura	0602 469912	045-2222140	045-2222233/36
District Coordinator, CAA Unit, District Secretariat, Kegalle	0602 359912	035-2232620	035-2222233/34
CENTRAL PROVINCE			
District Coordinator, CAA Unit, District Secretariat, Kandy	0602 826212	081-2223186	081-2222233
District Coordinator, CAA Unit, District Secretariat, Nuwara Eliya	0602 539812	052-2222236	052-2222266
District Coordinator, CAA Unit, District Secretariat, Matale	0602 668602	066-2222235	066-2222234/33
UVA PROVINCE			
District Coordinator, CAA Unit, District Secretariat, Monaragala	0602 559599	055-2276025	055-2276233
District Coordinator, CAA Unit, District Secretariat, Badulla	0602 559582	055-2222292	
NORTH WESTERN PROVINCE			
District Coordinator, CAA Unit, District Secretariat, Puttlam	0602 329012	032-2265239	032-2265335
District Coordinator, CAA Unit, District Secretariat, Kurunegala	0602 979792	037-2222134	037-2227875
NORTHERN PROVINCE			
District Coordinator, CAA Unit, District Secretariat, Vavuniya		024-2222212	024-2222233/34
District Coordinator, CAA Unit, District Secretariat, Jaffna	0212 222233 Ext. 61	021-2222355	
District Coordinator, CAA Unit, District Secretariat, Mannar		023-2232332	023-2232234
District Coordinator, CAA Unit, District Secretariat, Kilinochchi			
District Coordinator, CAA Unit, District Secretariat, Mullaitivu		024-2220592	024-22222402

* CAA – Consumer Affairs Authority

** General Telephone & Fax number please request for District Coordinator, Consumer Affairs Authority