

PREFACE

This Report of the Comptroller and Auditor General of India containing the results of the performance audit of the implementation of the Consumer Protection Act and Rules has been prepared for submission to the President of India under Article 151 of the Constitution.

The performance audit was conducted between June and September 2005 through test check of records of the Department of Consumer Affairs, the National Commission under the Government of India (GOI), the corresponding State Government Departments, the State Commissions and District Forums in the States/Union Territories.