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Awareness of consumer protection ACT and constraints among medical professionals in Kanpur city

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ABSTRACT

The study was conducted to find out the awareness and constraints of doctors regarding implementation of Consumer Protection Act. Purposive sampling design was used for selection of respondents. Maximum (65.22%) respondents belonged to 30-45 yrs of age group. Less than 46 per cent respondents were MS/MD and 26-28 per cent respondents belonged to income group of Rs. 30,000/- to 50,000/. About 96 per cent respondents were punctual about working hours and more than 93 per cent were friendly with their patients and gave full effort to their treatments. Less than 85 per cent respondent were aware of compensation claim for loss/damage in consumer forum. Therefore, it is concluded that majority of medical professionals had face constraints "sometimes" regarding negligence on the part of a patient for taking medicine and not developing confidence among patients.

KEY WORDS : Consumer protection Act, Medical professionals, Awareness

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