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SUPREME COURT

Supreme Court Draws Clear Line

Arbitration Clauses Cannot Shut Consumer Forum Doors

Sheikh Rayees • June 20, 2026

PUBLISHED REPORT

The Supreme Court has reaffirmed that consumers cannot be forced out of statutory consumer forums merely because a contract contains an arbitration clause, underscoring that private agreements cannot override remedies specifically created by law. A Bench comprising Justice Vikram Nath and Justice V. Mohana set aside decisions of the District Consumer Forum, State Consumer Commission and the National Consumer Disputes Redressal Commission (NCDRC)...

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