



# भारत का राजपत्र

## The Gazette of India

सी.जी.-डी.एल.-आ.-२४०४२०२०-२१९११८  
CG-DL-E-24042020-219118

असाधारण  
EXTRAORDINARY  
भाग II — खण्ड 1  
PART II — Section 1  
प्राधिकार से प्रकाशित  
PUBLISHED BY AUTHORITY

सं. २७] नई दिल्ली, शुक्रवार, अप्रैल २४, २०२०/वैशाख ४, १९४२ (शक)  
No. २७] NEW DELHI, FRIDAY, APRIL 24, 2020/VAISAKHA 4, 1942 (SAKA)

इस भाग में भिन्न पृष्ठ संख्या दी जाती है जिससे कि यह अलग संकलन के रूप में रखा जा सके।  
Separate paging is given to this Part in order that it may be filed as a separate compilation.

### MINISTRY OF LAW AND JUSTICE (Legislative Department)

New Delhi, the 24th April, 2020/Vaisakha 4, 1942 (Saka)

### CORRIGENDUM

In the Consumer Protection Act, 2019 (No. 35 of 2019) as published in the Gazette of India, Extraordinary, Part II, Section 1, dated the 9th August, 2019 (Issue No. 54) at page No. 20, in lines 12-13, for “sub-sections (1) and (2)”, read “sub-sections (2) and (3)”.

DR. G. NARAYANA RAJU,  
Secretary to the Govt. of India.



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असाधारण

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नई दिल्ली, शुक्रवार, अगस्त 9, 2019/ श्रावण 18, 1941 (शक)

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NEW DELHI, FRIDAY, AUGUST 9, 2019/SHRAVANA 18, 1941 (SAKA)

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### MINISTRY OF LAW AND JUSTICE (Legislative Department)

*New Delhi, the 9th August, 2019/Shrawana 18, 1941 (Saka)*

The following Act of Parliament received the assent of the President on the 9th August, 2019, and is hereby published for general information:—

### THE CONSUMER PROTECTION ACT, 2019

No. 35 OF 2019

[9th August, 2019.]

An Act to provide for protection of the interests of consumers and for the said purpose, to establish authorities for timely and effective administration and settlement of consumers' disputes and for matters connected therewith or incidental thereto.

BE it enacted by Parliament in the Seventieth Year of the Republic of India as follows:—

### CHAPTER I

#### PRELIMINARY

**1. (1)** This Act may be called the Consumer Protection Act, 2019.

**(2)** It extends to the whole of India except the State of Jammu and Kashmir.

**(3)** It shall come into force on such date as the Central Government may, by notification, appoint and different dates may be appointed for different States and for different provisions of this Act and any reference in any such provision to the commencement of this Act shall be construed as a reference to the coming into force of that provision.

**(4)** Save as otherwise expressly provided by the Central Government, by notification, this Act shall apply to all goods and services.

Short title,  
extent,  
commencement  
and  
application.

Definitions.

2. In this Act, unless the context otherwise requires,—

(1) "advertisement" means any audio or visual publicity, representation, endorsement or pronouncement made by means of light, sound, smoke, gas, print, electronic media, internet or website and includes any notice, circular, label, wrapper, invoice or such other documents;

(2) "appropriate laboratory" means a laboratory or an organisation—

(i) recognised by the Central Government; or

(ii) recognised by a State Government, subject to such guidelines as may be issued by the Central Government in this behalf; or

(iii) established by or under any law for the time being in force, which is maintained, financed or aided by the Central Government or a State Government for carrying out analysis or test of any goods with a view to determining whether such goods suffer from any defect;

(3) "branch office" means—

(i) any office or place of work described as a branch by the establishment; or

(ii) any establishment carrying on either the same or substantially the same activity carried on by the head office of the establishment;

(4) "Central Authority" means the Central Consumer Protection Authority established under section 10;

(5) "complainant" means—

(i) a consumer; or

(ii) any voluntary consumer association registered under any law for the time being in force; or

(iii) the Central Government or any State Government; or

(iv) the Central Authority; or

(v) one or more consumers, where there are numerous consumers having the same interest; or

(vi) in case of death of a consumer, his legal heir or legal representative; or

(vii) in case of a consumer being a minor, his parent or legal guardian;

(6) "complaint" means any allegation in writing, made by a complainant for obtaining any relief provided by or under this Act, that—

(i) an unfair contract or unfair trade practice or a restrictive trade practice has been adopted by any trader or service provider;

(ii) the goods bought by him or agreed to be bought by him suffer from one or more defects;

(iii) the services hired or availed of or agreed to be hired or availed of by him suffer from any deficiency;

(iv) a trader or a service provider, as the case may be, has charged for the goods or for the services mentioned in the complaint, a price in excess of the price—

(a) fixed by or under any law for the time being in force; or

(b) displayed on the goods or any package containing such goods; or

(c) displayed on the price list exhibited by him by or under any law for the time being in force; or

(d) agreed between the parties;

(v) the goods, which are hazardous to life and safety when used, are being offered for sale to the public—

(a) in contravention of standards relating to safety of such goods as required to be complied with, by or under any law for the time being in force;

(b) where the trader knows that the goods so offered are unsafe to the public;

(vi) the services which are hazardous or likely to be hazardous to life and safety of the public when used, are being offered by a person who provides any service and who knows it to be injurious to life and safety;

(vii) a claim for product liability action lies against the product manufacturer, product seller or product service provider, as the case may be;

(7) "consumer" means any person who—

(i) buys any goods for a consideration which has been paid or promised or partly paid and partly promised, or under any system of deferred payment and includes any user of such goods other than the person who buys such goods for consideration paid or promised or partly paid or partly promised, or under any system of deferred payment, when such use is made with the approval of such person, but does not include a person who obtains such goods for resale or for any commercial purpose; or

(ii) hires or avails of any service for a consideration which has been paid or promised or partly paid and partly promised, or under any system of deferred payment and includes any beneficiary of such service other than the person who hires or avails of the services for consideration paid or promised, or partly paid and partly promised, or under any system of deferred payment, when such services are availed of with the approval of the first mentioned person, but does not include a person who avails of such service for any commercial purpose.

*Explanation.*—For the purposes of this clause,—

(a) the expression "commercial purpose" does not include use by a person of goods bought and used by him exclusively for the purpose of earning his livelihood, by means of self-employment;

(b) the expressions "buys any goods" and "hires or avails any services" includes offline or online transactions through electronic means or by teleshopping or direct selling or multi-level marketing;

(8) "consumer dispute" means a dispute where the person against whom a complaint has been made, denies or disputes the allegations contained in the complaint;

(9) "consumer rights" includes,—

(i) the right to be protected against the marketing of goods, products or services which are hazardous to life and property;

(ii) the right to be informed about the quality, quantity, potency, purity, standard and price of goods, products or services, as the case may be, so as to protect the consumer against unfair trade practices;

(iii) the right to be assured, wherever possible, access to a variety of goods, products or services at competitive prices;

(iv) the right to be heard and to be assured that consumer's interests will receive due consideration at appropriate fora;

(v) the right to seek redressal against unfair trade practice or restrictive trade practices or unscrupulous exploitation of consumers; and

(vi) the right to consumer awareness;

(10) "defect" means any fault, imperfection or shortcoming in the quality, quantity, potency, purity or standard which is required to be maintained by or under any law for the time being in force or under any contract, express or implied or as is claimed by the trader in any manner whatsoever in relation to any goods or product and the expression "defective" shall be construed accordingly;

(11) "deficiency" means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which is required to be maintained by or under any law for the time being in force or has been undertaken to be performed by a person in pursuance of a contract or otherwise in relation to any service and includes—

(i) any act of negligence or omission or commission by such person which causes loss or injury to the consumer; and

(ii) deliberate withholding of relevant information by such person to the consumer;

(12) "design", in relation to a product, means the intended or known physical and material characteristics of such product and includes any intended or known formulation or content of such product and the usual result of the intended manufacturing or other process used to produce such product;

(13) "direct selling" means marketing, distribution and sale of goods or provision of services through a network of sellers, other than through a permanent retail location;

(14) "Director-General" means the Director-General appointed under sub-section (2) of section 15;

(15) "District Commission" means a District Consumer Disputes Redressal Commission established under sub-section (1) of section 28;

(16) "e-commerce" means buying or selling of goods or services including digital products over digital or electronic network;

(17) "electronic service provider" means a person who provides technologies or processes to enable a product seller to engage in advertising or selling goods or services to a consumer and includes any online market place or online auction sites;

(18) "endorsement", in relation to an advertisement, means—

(i) any message, verbal statement, demonstration; or

(ii) depiction of the name, signature, likeness or other identifiable personal characteristics of an individual; or

(iii) depiction of the name or seal of any institution or organisation,

which makes the consumer to believe that it reflects the opinion, finding or experience of the person making such endorsement;

(19) "establishment" includes an advertising agency, commission agent, manufacturing, trading or any other commercial agency which carries on any business, trade or profession or any work in connection with or incidental or ancillary to any

commercial activity, trade or profession, or such other class or classes of persons including public utility entities in the manner as may be prescribed;

(20) "express warranty" means any material statement, affirmation of fact, promise or description relating to a product or service warranting that it conforms to such material statement, affirmation, promise or description and includes any sample or model of a product warranting that the whole of such product conforms to such sample or model;

(21) "goods" means every kind of movable property and includes "food" as defined in clause (j) of sub-section (1) of section 3 of the Food Safety and Standards Act, 2006;

34 of 2006.

(22) "harm", in relation to a product liability, includes—

(i) damage to any property, other than the product itself;

(ii) personal injury, illness or death;

(iii) mental agony or emotional distress attendant to personal injury or illness or damage to property; or

(iv) any loss of consortium or services or other loss resulting from a harm referred to in sub-clause (i) or sub-clause (ii) or sub-clause (iii),

but shall not include any harm caused to a product itself or any damage to the property on account of breach of warranty conditions or any commercial or economic loss, including any direct, incidental or consequential loss relating thereto;

(23) "injury" means any harm whatever illegally caused to any person, in body, mind or property;

(24) "manufacturer" means a person who—

(i) makes any goods or parts thereof; or

(ii) assembles any goods or parts thereof made by others; or

(iii) puts or causes to be put his own mark on any goods made by any other person;

(25) "mediation" means the process by which a mediator mediates the consumer disputes;

(26) "mediator" means a mediator referred to in section 75;

(27) "member" includes the President and a member of the National Commission or a State Commission or a District Commission, as the case may be;

(28) "misleading advertisement" in relation to any product or service, means an advertisement, which—

(i) falsely describes such product or service; or

(ii) gives a false guarantee to, or is likely to mislead the consumers as to the nature, substance, quantity or quality of such product or service; or

(iii) conveys an express or implied representation which, if made by the manufacturer or seller or service provider thereof, would constitute an unfair trade practice; or

(iv) deliberately conceals important information;

(29) "National Commission" means the National Consumer Disputes Redressal Commission established under sub-section (1) of section 53;

(30) "notification" means a notification published in the Official Gazette and the term "notify" shall be construed accordingly;

(31) "person" includes—

- (i) an individual;
- (ii) a firm whether registered or not;
- (iii) a Hindu undivided family;
- (iv) a co-operative society;
- (v) an association of persons whether registered under the Societies Registration Act, 1860 or not;
- (vi) any corporation, company or a body of individuals whether incorporated or not;
- (vii) any artificial juridical person, not falling within any of the preceding sub-clauses;

(32) "prescribed" means prescribed by rules made by the Central Government, or, as the case may be, the State Government;

(33) "product" means any article or goods or substance or raw material or any extended cycle of such product, which may be in gaseous, liquid, or solid state possessing intrinsic value which is capable of delivery either as wholly assembled or as a component part and is produced for introduction to trade or commerce, but does not include human tissues, blood, blood products and organs;

(34) "product liability" means the responsibility of a product manufacturer or product seller, of any product or service, to compensate for any harm caused to a consumer by such defective product manufactured or sold or by deficiency in services relating thereto;

(35) "product liability action" means a complaint filed by a person before a District Commission or State Commission or National Commission, as the case may be, for claiming compensation for the harm caused to him;

(36) "product manufacturer" means a person who—

- (i) makes any product or parts thereof; or
- (ii) assembles parts thereof made by others; or
- (iii) puts or causes to be put his own mark on any products made by any other person; or
- (iv) makes a product and sells, distributes, leases, installs, prepares, packages, labels, markets, repairs, maintains such product or is otherwise involved in placing such product for commercial purpose; or
- (v) designs, produces, fabricates, constructs or re-manufactures any product before its sale; or
- (vi) being a product seller of a product, is also a manufacturer of such product;

(37) "product seller", in relation to a product, means a person who, in the course of business, imports, sells, distributes, leases, installs, prepares, packages, labels, markets, repairs, maintains, or otherwise is involved in placing such product for commercial purpose and includes—

- (i) a manufacturer who is also a product seller; or

21 of 1860.

(ii) a service provider,

but does not include—

(a) a seller of immovable property, unless such person is engaged in the sale of constructed house or in the construction of homes or flats;

(b) a provider of professional services in any transaction in which, the sale or use of a product is only incidental thereto, but furnishing of opinion, skill or services being the essence of such transaction;

(c) a person who—

(I) acts only in a financial capacity with respect to the sale of the product;

(II) is not a manufacturer, wholesaler, distributor, retailer, direct seller or an electronic service provider;

(III) leases a product, without having a reasonable opportunity to inspect and discover defects in the product, under a lease arrangement in which the selection, possession, maintenance, and operation of the product are controlled by a person other than the lessor;

(38) "product service provider", in relation to a product, means a person who provides any service in respect of such product;

(39) "regulations" means the regulations made by the National Commission, or as the case may be, the Central Authority;

(40) "Regulator" means a body or any authority established under any other law for the time being in force;

(41) "restrictive trade practice" means a trade practice which tends to bring about manipulation of price or its conditions of delivery or to affect flow of supplies in the market relating to goods or services in such a manner as to impose on the consumers unjustified costs or restrictions and shall include—

(i) delay beyond the period agreed to by a trader in supply of such goods or in providing the services which has led or is likely to lead to rise in the price;

(ii) any trade practice which requires a consumer to buy, hire or avail of any goods or, as the case may be, services as condition precedent for buying, hiring or availing of other goods or services;

(42) "service" means service of any description which is made available to potential users and includes, but not limited to, the provision of facilities in connection with banking, financing, insurance, transport, processing, supply of electrical or other energy, telecom, boarding or lodging or both, housing construction, entertainment, amusement or the purveying of news or other information, but does not include the rendering of any service free of charge or under a contract of personal service;

(43) "spurious goods" means such goods which are falsely claimed to be genuine;

(44) "State Commission" means a State Consumer Disputes Redressal Commission established under sub-section (1) of section 42;

(45) "trader", in relation to any goods, means a person who sells or distributes any goods for sale and includes the manufacturer thereof, and where such goods are sold or distributed in package form, includes the packer thereof;

(46) "unfair contract" means a contract between a manufacturer or trader or service provider on one hand, and a consumer on the other, having such terms which

cause significant change in the rights of such consumer, including the following, namely:—

- (i) requiring manifestly excessive security deposits to be given by a consumer for the performance of contractual obligations; or
- (ii) imposing any penalty on the consumer, for the breach of contract thereof which is wholly disproportionate to the loss occurred due to such breach to the other party to the contract; or
- (iii) refusing to accept early repayment of debts on payment of applicable penalty; or
- (iv) entitling a party to the contract to terminate such contract unilaterally, without reasonable cause; or
- (v) permitting or has the effect of permitting one party to assign the contract to the detriment of the other party who is a consumer, without his consent; or
- (vi) imposing on the consumer any unreasonable charge, obligation or condition which puts such consumer to disadvantage;

(47) "unfair trade practice" means a trade practice which, for the purpose of promoting the sale, use or supply of any goods or for the provision of any service, adopts any unfair method or unfair or deceptive practice including any of the following practices, namely:—

- (i) making any statement, whether orally or in writing or by visible representation including by means of electronic record, which—
  - (a) falsely represents that the goods are of a particular standard, quality, quantity, grade, composition, style or model;
  - (b) falsely represents that the services are of a particular standard, quality or grade;
  - (c) falsely represents any re-built, second-hand, renovated, reconditioned or old goods as new goods;
  - (d) represents that the goods or services have sponsorship, approval, performance, characteristics, accessories, uses or benefits which such goods or services do not have;
  - (e) represents that the seller or the supplier has a sponsorship or approval or affiliation which such seller or supplier does not have;
  - (f) makes a false or misleading representation concerning the need for, or the usefulness of, any goods or services;
  - (g) gives to the public any warranty or guarantee of the performance, efficacy or length of life of a product or of any goods that is not based on an adequate or proper test thereof;

Provided that where a defence is raised to the effect that such warranty or guarantee is based on adequate or proper test, the burden of proof of such defence shall lie on the person raising such defence;

(h) makes to the public a representation in a form that purports to be—

- (A) a warranty or guarantee of a product or of any goods or services; or
- (B) a promise to replace, maintain or repair an article or any part thereof or to repeat or continue a service until it has achieved a specified result,

if such purported warranty or guarantee or promise is materially misleading or if there is no reasonable prospect that such warranty, guarantee or promise will be carried out;

(i) materially misleads the public concerning the price at which a product or like products or goods or services, have been or are, ordinarily sold or provided, and, for this purpose, a representation as to price shall be deemed to refer to the price at which the product or goods or services has or have been sold by sellers or provided by suppliers generally in the relevant market unless it is clearly specified to be the price at which the product has been sold or services have been provided by the person by whom or on whose behalf the representation is made;

(j) gives false or misleading facts disparaging the goods, services or trade of another person.

*Explanation.*—For the purposes of this sub-clause, a statement that is,—

(A) expressed on an article offered or displayed for sale, or on its wrapper or container; or

(B) expressed on anything attached to, inserted in, or accompanying, an article offered or displayed for sale, or on anything on which the article is mounted for display or sale; or

(C) contained in or on anything that is sold, sent, delivered, transmitted or in any other manner whatsoever made available to a member of the public,

shall be deemed to be a statement made to the public by, and only by, the person who had caused the statement to be so expressed, made or contained;

(ii) permitting the publication of any advertisement, whether in any newspaper or otherwise, including by way of electronic record, for the sale or supply at a bargain price of goods or services that are not intended to be offered for sale or supply at the bargain price, or for a period that is, and in quantities that are, reasonable, having regard to the nature of the market in which the business is carried on, the nature and size of business, and the nature of the advertisement.

*Explanation.*—For the purpose of this sub-clause, "bargain price" means,—

(A) a price that is stated in any advertisement to be a bargain price, by reference to an ordinary price or otherwise; or

(B) a price that a person who reads, hears or sees the advertisement, would reasonably understand to be a bargain price having regard to the prices at which the product advertised or like products are ordinarily sold;

(iii) permitting—

(a) the offering of gifts, prizes or other items with the intention of not providing them as offered or creating impression that something is being given or offered free of charge when it is fully or partly covered by the amount charged, in the transaction as a whole;

(b) the conduct of any contest, lottery, game of chance or skill, for the purpose of promoting, directly or indirectly, the sale, use or supply of any product or any business interest, except such contest, lottery, game of chance or skill as may be prescribed;

(c) withholding from the participants of any scheme offering gifts, prizes or other items free of charge on its closure, the information about final results of the scheme.

*Explanation.*—For the purpose of this sub-clause, the participants of a scheme shall be deemed to have been informed of the final results of the scheme where such results are within a reasonable time published, prominently in the same newspaper in which the scheme was originally advertised;

(iv) permitting the sale or supply of goods intended to be used, or are of a kind likely to be used by consumers, knowing or having reason to believe that the goods do not comply with the standards prescribed by the competent authority relating to performance, composition, contents, design, constructions, finishing or packaging as are necessary to prevent or reduce the risk of injury to the person using the goods;

(v) permitting the hoarding or destruction of goods, or refusal to sell the goods or to make them available for sale or to provide any service, if such hoarding or destruction or refusal raises or tends to raise or is intended to raise, the cost of those or other similar goods or services;

(vi) manufacturing of spurious goods or offering such goods for sale or adopting deceptive practices in the provision of services;

(vii) not issuing bill or cash memo or receipt for the goods sold or services rendered in such manner as may be prescribed;

(viii) refusing, after selling goods or rendering services, to take back or withdraw defective goods or to withdraw or discontinue deficient services and to refund the consideration thereof, if paid, within the period stipulated in the bill or cash memo or receipt or in the absence of such stipulation, within a period of thirty days;

(ix) disclosing to other person any personal information given in confidence by the consumer unless such disclosure is made in accordance with the provisions of any law for the time being in force.

## CHAPTER II

### CONSUMER PROTECTION COUNCILS

Central  
Consumer  
Protection  
Council.

**3. (1)** The Central Government shall, by notification, establish with effect from such date as it may specify in that notification, the Central Consumer Protection Council to be known as the Central Council.

(2) The Central Council shall be an advisory council and consist of the following members, namely:—

(a) the Minister-in-charge of the Department of Consumer Affairs in the Central Government, who shall be the Chairperson; and

(b) such number of other official or non-official members representing such interests as may be prescribed.

**4. (1)** The Central Council shall meet as and when necessary, but at least one meeting of the Council shall be held every year.

(2) The Central Council shall meet at such time and place as the Chairperson may think fit and shall observe such procedure in regard to the transaction of its business as may be prescribed.

**5.** The objects of the Central Council shall be to render advice on promotion and protection of the consumers' rights under this Act.

Procedure for  
meetings of  
Central  
Council.

Objects of  
Central  
Council.

**6. (1)** Every State Government shall, by notification, establish with effect from such date as it may specify in such notification, a State Consumer Protection Council for such State to be known as the State Council.

State  
Consumer  
Protection  
Councils.

(2) The State Council shall be an advisory council and consist of the following members, namely:—

(a) the Minister-in-charge of Consumer Affairs in the State Government who shall be the Chairperson;

(b) such number of other official or non-official members representing such interests as may be prescribed;

(c) such number of other official or non-official members, not exceeding ten, as may be nominated by the Central Government.

(3) The State Council shall meet as and when necessary but not less than two meetings shall be held every year.

(4) The State Council shall meet at such time and place as the Chairperson may think fit and shall observe such procedure in regard to the transaction of its business, as may be prescribed.

**7.** The objects of every State Council shall be to render advice on promotion and protection of consumer rights under this Act within the State.

Objects of  
State Council.

**8. (1)** The State Government shall, by notification, establish for every District with effect from such date as it may specify in such notification, a District Consumer Protection Council to be known as the District Council.

District  
Consumer  
Protection  
Council.

(2) The District Council shall be an advisory council and consist of the following members, namely:—

(a) the Collector of the district (by whatever name called), who shall be the Chairperson; and

(b) such number of other official and non-official members representing such interests as may be prescribed.

(3) The District Council shall meet as and when necessary but not less than two meetings shall be held every year.

(4) The District Council shall meet at such time and place within the district as the Chairperson may think fit and shall observe such procedure in regard to the transaction of its business as may be prescribed.

**9.** The objects of every District Council shall be to render advice on promotion and protection of consumer rights under this Act within the district.

Objects of  
District  
Council.

### CHAPTER III

#### CENTRAL CONSUMER PROTECTION AUTHORITY

**10. (1)** The Central Government shall, by notification, establish with effect from such date as it may specify in that notification, a Central Consumer Protection Authority to be known as the Central Authority to regulate matters relating to violation of rights of consumers, unfair trade practices and false or misleading advertisements which are prejudicial to the interests of public and consumers and to promote, protect and enforce the rights of consumers as a class.

Establishment  
of Central  
Consumer  
Protection  
Authority.

(2) The Central Authority shall consist of a Chief Commissioner and such number of other Commissioners as may be prescribed, to be appointed by the Central Government to exercise the powers and discharge the functions under this Act.

(3) The headquarters of the Central Authority shall be at such place in the National Capital Region of Delhi, and it shall have regional and other offices in any other place in India as the Central Government may decide.

Qualifications, method of recruitment, etc., of Chief Commissioner and Commissioners.

Vacancy, etc., not to invalidate proceedings of Central Authority.

Appointment of officers, experts, professionals and other employees of Central Authority.

Procedure of Central Authority.

Investigation Wing.

**11.** The Central Government may, by notification, make rules to provide for the qualifications for appointment, method of recruitment, procedure for appointment, term of office, salaries and allowances, resignation, removal and other terms and conditions of the service of the Chief Commissioner and Commissioners of the Central Authority.

**12.** No act or proceeding of the Central Authority shall be invalid merely by reason of—

(a) any vacancy in, or any defect in the constitution of, the Central Authority; or

(b) any defect in the appointment of a person acting as the Chief Commissioner or as a Commissioner; or

(c) any irregularity in the procedure of the Central Authority not affecting the merits of the case.

**13.** (1) The Central Government shall provide the Central Authority such number of officers and other employees as it considers necessary for the efficient performance of its functions under this Act.

(2) The salaries and allowances payable to, and the other terms and conditions of service of, the officers and other employees of the Central Authority appointed under this Act shall be such as may be prescribed.

(3) The Central Authority may engage, in accordance with the procedure specified by regulations, such number of experts and professionals of integrity and ability, who have special knowledge and experience in the areas of consumer rights and welfare, consumer policy, law, medicine, food safety, health, engineering, product safety, commerce, economics, public affairs or administration, as it deems necessary to assist it in the discharge of its functions under this Act.

**14.** (1) The Central Authority shall regulate the procedure for transaction of its business and allocation of its business amongst the Chief Commissioner and Commissioners as may be specified by regulations.

(2) The Chief Commissioner shall have the powers of general superintendence, direction and control in respect of all administrative matters of the Central Authority:

Provided that the Chief Commissioner may delegate such of his powers relating to administrative matters of the Central Authority, as he may think fit, to any Commissioner (including Commissioner of a regional office) or any other officer of the Central Authority.

**15.** (1) The Central Authority shall have an Investigation Wing headed by a Director-General for the purpose of conducting inquiry or investigation under this Act as may be directed by the Central Authority.

(2) The Central Government may appoint a Director-General and such number of Additional Director-General, Director, Joint Director, Deputy Director and Assistant Director, from amongst persons who have experience in investigation and possess such qualifications, in such manner, as may be prescribed.

(3) Every Additional Director-General, Director, Joint Director, Deputy Director and Assistant Director shall exercise his powers, and discharge his functions, subject to the general control, supervision and direction of the Director-General.

(4) The Director-General may delegate all or any of his powers to the Additional Director-General or Director, Joint Director or Deputy Director or Assistant Director, as the case may be, while conducting inquiries or investigations under this Act.

(5) The inquiries or the investigations made by the Director- General shall be submitted to the Central Authority in such form, in such manner and within such time, as may be specified by regulations.

**16.** The District Collector (by whatever name called) may, on a complaint or on a reference made to him by the Central Authority or the Commissioner of a regional office, inquire into or investigate complaints regarding violation of rights of consumers as a class, on matters relating to violations of consumer rights, unfair trade practices and false or misleading advertisements, within his jurisdiction and submit his report to the Central Authority or to the Commissioner of a regional office, as the case may be.

Power of  
District  
Collector.

**17.** A complaint relating to violation of consumer rights or unfair trade practices or false or misleading advertisements which are prejudicial to the interests of consumers as a class, may be forwarded either in writing or in electronic mode, to any one of the authorities, namely, the District Collector or the Commissioner of regional office or the Central Authority.

Complaints to  
authorities.

**18. (1)** The Central Authority shall—

Powers and  
functions of  
Central  
Authority.

(a) protect, promote and enforce the rights of consumers as a class, and prevent violation of consumers rights under this Act;

(b) prevent unfair trade practices and ensure that no person engages himself in unfair trade practices;

(c) ensure that no false or misleading advertisement is made of any goods or services which contravenes the provisions of this Act or the rules or regulations made thereunder;

(d) ensure that no person takes part in the publication of any advertisement which is false or misleading.

(2) Without prejudice to the generality of the provisions contained in sub-section (1), the Central Authority may, for any of the purposes aforesaid,—

(a) inquire or cause an inquiry or investigation to be made into violations of consumer rights or unfair trade practices, either *suo motu* or on a complaint received or on the directions from the Central Government;

(b) file complaints before the District Commission, the State Commission or the National Commission, as the case may be, under this Act;

(c) intervene in any proceedings before the District Commission or the State Commission or the National Commission, as the case may be, in respect of any allegation of violation of consumer rights or unfair trade practices;

(d) review the matters relating to, and the factors inhibiting enjoyment of, consumer rights, including safeguards provided for the protection of consumers under any other law for the time being in force and recommend appropriate remedial measures for their effective implementation;

(e) recommend adoption of international covenants and best international practices on consumer rights to ensure effective enforcement of consumer rights;

(f) undertake and promote research in the field of consumer rights;

(g) spread and promote awareness on consumer rights;

(h) encourage non-Governmental organisations and other institutions working in the field of consumer rights to co-operate and work with consumer protection agencies;

(i) mandate the use of unique and universal goods identifiers in such goods, as may be necessary, to prevent unfair trade practices and to protect consumers' interest;

- (j) issue safety notices to alert consumers against dangerous or hazardous or unsafe goods or services;
- (k) advise the Ministries and Departments of the Central and State Governments on consumer welfare measures;
- (l) issue necessary guidelines to prevent unfair trade practices and protect consumers' interest.

Power of  
Central  
Authority to  
refer matter  
for  
investigation  
or to other  
Regulator.

**19.** (1) The Central Authority may, after receiving any information or complaint or directions from the Central Government or of its own motion, conduct or cause to be conducted a preliminary inquiry as to whether there exists a *prima facie* case of violation of consumer rights or any unfair trade practice or any false or misleading advertisement, by any person, which is prejudicial to the public interest or to the interests of consumers and if it is satisfied that there exists a *prima facie* case, it shall cause investigation to be made by the Director-General or by the District Collector.

(2) Where, after preliminary inquiry, the Central Authority is of the opinion that the matter is to be dealt with by a Regulator established under any other law for the time being in force, it may refer such matter to the concerned Regulator along with its report.

(3) For the purposes of investigation under sub-section (1), the Central Authority, the Director General or the District Collector may call upon a person referred to in sub-section (1) and also direct him to produce any document or record in his possession.

Power of  
Central  
Authority to  
recall goods,  
etc.

**20.** Where the Central Authority is satisfied on the basis of investigation that there is sufficient evidence to show violation of consumer rights or unfair trade practice by a person, it may pass such order as may be necessary, including—

- (a) recalling of goods or withdrawal of services which are dangerous, hazardous or unsafe;
- (b) reimbursement of the prices of goods or services so recalled to purchasers of such goods or services; and
- (c) discontinuation of practices which are unfair and prejudicial to consumers' interest:

Provided that the Central Authority shall give the person an opportunity of being heard before passing an order under this section.

Power of  
Central  
Authority to  
issue  
directions and  
penalties  
against false  
or misleading  
advertisements.

**21.** (1) Where the Central Authority is satisfied after investigation that any advertisement is false or misleading and is prejudicial to the interest of any consumer or is in contravention of consumer rights, it may, by order, issue directions to the concerned trader or manufacturer or endorser or advertiser or publisher, as the case may be, to discontinue such advertisement or to modify the same in such manner and within such time as may be specified in that order.

(2) Notwithstanding the order passed under sub-section (1), if the Central Authority is of the opinion that it is necessary to impose a penalty in respect of such false or misleading advertisement, by a manufacturer or an endorser, it may, by order, impose on manufacturer or endorser a penalty which may extend to ten lakh rupees:

Provided that the Central Authority may, for every subsequent contravention by a manufacturer or endorser, impose a penalty, which may extend to fifty lakh rupees.

(3) Notwithstanding any order under sub-sections (1) and (2), where the Central Authority deems it necessary, it may, by order, prohibit the endorser of a false or misleading advertisement from making endorsement of any product or service for a period which may extend to one year:

Provided that the Central Authority may, for every subsequent contravention, prohibit such endorser from making endorsement in respect of any product or service for a period which may extend to three years.

(4) Where the Central Authority is satisfied after investigation that any person is found to publish, or is a party to the publication of, a misleading advertisement, it may impose on such person a penalty which may extend to ten lakh rupees.

(5) No endorser shall be liable to a penalty under sub-sections (2) and (3) if he has exercised due diligence to verify the veracity of the claims made in the advertisement regarding the product or service being endorsed by him.

(6) No person shall be liable to such penalty if he proves that he had published or arranged for the publication of such advertisement in the ordinary course of his business:

Provided that no such defence shall be available to such person if he had previous knowledge of the order passed by the Central Authority for withdrawal or modification of such advertisement.

(7) While determining the penalty under this section, regard shall be had to the following, namely:—

- (a) the population and the area impacted or affected by such offence;
- (b) the frequency and duration of such offence;
- (c) the vulnerability of the class of persons likely to be adversely affected by such offence; and
- (d) the gross revenue from the sales effected by virtue of such offence.

(8) The Central Authority shall give the person an opportunity of being heard before an order under this section is passed.

**22.** (1) For the purpose of conducting an investigation after preliminary inquiry under sub-section (1) of section 19, the Director-General or any other officer authorised by him in this behalf, or the District Collector, as the case may be, may, if he has any reason to believe that any person has violated any consumer rights or committed unfair trade practice or causes any false or misleading advertisement to be made, shall,—

Search and seizure.

- (a) enter at any reasonable time into any such premises and search for any document or record or article or any other form of evidence and seize such document, record, article or such evidence;
- (b) make a note or an inventory of such record or article; or
- (c) require any person to produce any record, register or other document or article.

2 of 1974.

(2) The provisions of the Code of Criminal Procedure, 1973, relating to search and seizure shall apply, as far as may be, for search and seizure under this Act.

(3) Every document, record or article seized under clause (a) of sub-section (1) or produced under clause (c) of that sub-section shall be returned to the person, from whom they were seized or who produced the same, within a period of twenty days of the date of such seizure or production, as the case may be, after copies thereof or extracts therefrom certified by that person, in such manner as may be prescribed, have been taken.

(4) Where any article seized under sub-section (1) are subject to speedy or natural decay, the Director-General or such other officer may dispose of the article in such manner as may be prescribed.

(5) In the case of articles other than the articles referred to in sub-section (4), provisions contained in clause (c) of sub-section (2) of section 38 shall *mutatis mutandis* apply in relation to analysis or tests.

Designation  
of any  
statutory  
authority or  
body to  
function as  
Central  
Authority.

Appeal.

Grants by  
Central  
Government.

Accounts and  
audit.

Furnishing of  
annual  
reports, etc.

**23.** The Central Government may, if it considers necessary, by notification, designate any statutory authority or body to exercise the powers and perform the functions of the Central Authority referred to in section 10.

**24.** A person aggrieved by any order passed by the Central Authority under sections 20 and 21 may file an appeal to the National Commission within a period of thirty days from the date of receipt of such order.

**25.** The Central Government may, after due appropriation made by Parliament by law in this behalf, make to the Central Authority grants of such sums of money as that Government may think fit for being utilised for the purposes of this Act.

**26. (1)** The Central Authority shall maintain proper accounts and other relevant records and prepare an annual statement of accounts in such form and manner as may be prescribed in consultation with the Comptroller and Auditor-General of India.

(2) The accounts of the Central Authority shall be audited by the Comptroller and Auditor-General of India at such intervals as may be specified by him and any expenditure incurred in connection with such audit shall be payable by the Central Authority to the Comptroller and Auditor-General of India.

(3) The Comptroller and Auditor-General of India or any other person appointed by him in connection with the audit of the accounts of the Central Authority shall have the same rights, privileges and authority in connection with such audit as the Comptroller and Auditor-General of India generally has, in connection with the audit of the Government accounts and, in particular, shall have the right to demand the production of books, accounts, connected vouchers and other documents and papers and to inspect any of the offices of the Central Authority.

(4) The accounts of the Central Authority as certified by the Comptroller and Auditor-General of India or any other person appointed by him in this behalf together with the audit report thereon shall be forwarded annually to the Central Government which shall cause the same to be laid before each House of Parliament.

**27. (1)** The Central Authority shall prepare once in every year, in such form, manner and at such time as may be prescribed, an annual report giving full account of its activities during the previous year and such other reports and returns, as may be directed, and copies of such report and returns shall be forwarded to the Central Government.

(2) A copy of the annual report received under sub-section (1) shall be laid, as soon as may be after it is received, before each House of Parliament.

## CHAPTER IV

### CONSUMER DISPUTES REDRESSAL COMMISSION

Establishment  
of District  
Consumer  
Disputes  
Redressal  
Commission.

**28. (1)** The State Government shall, by notification, establish a District Consumer Disputes Redressal Commission, to be known as the District Commission, in each district of the State:

Provided that the State Government may, if it deems fit, establish more than one District Commission in a district.

(2) Each District Commission shall consist of—

(a) a President; and

(b) not less than two and not more than such number of members as may be prescribed, in consultation with the Central Government.

**29.** The Central Government may, by notification, make rules to provide for the qualifications, method of recruitment, procedure for appointment, term of office, resignation and removal of the President and members of the District Commission.

Qualifications,  
etc., of  
President and  
members of  
District  
Commission.

**30.** The State Government may, by notification, make rules to provide for salaries and allowances and other terms and conditions of service of the President, and members of the District Commission.

Salaries,  
allowances and  
other terms  
and conditions  
of service of  
President and  
members of  
District  
Commission.

**31.** Any person appointed as President or, as the case may be, a member of the District Commission immediately before the commencement of this Act shall hold office as such as President or, as the case may be, as member till the completion of his term for which he has been appointed.

Transitional  
provision.

**32.** If, at any time, there is a vacancy in the office of the President or member of a District Commission, the State Government may, by notification, direct—

Vacancy in  
office of  
member of  
District  
Commission.

(a) any other District Commission specified in that notification to exercise the jurisdiction in respect of that district also; or

(b) the President or a member of any other District Commission specified in that notification to exercise the powers and discharge the functions of the President or member of that District Commission also.

**33. (1)** The State Government shall provide the District Commission with such officers and other employees as may be required to assist the District Commission in the discharge of its functions.

Officers and  
other  
employees of  
District  
Commission.

(2) The officers and other employees of the District Commission shall discharge their functions under the general superintendence of the President of the District Commission.

(3) The salaries and allowances payable to, and the other terms and conditions of service of, the officers and other employees of the District Commission shall be such as may be prescribed.

**34. (1)** Subject to the other provisions of this Act, the District Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration does not exceed one crore rupees:

Jurisdiction of  
District  
Commission.

Provided that where the Central Government deems it necessary so to do, it may prescribe such other value, as it deems fit.

(2) A complaint shall be instituted in a District Commission within the local limits of whose jurisdiction,—

(a) the opposite party or each of the opposite parties, where there are more than one, at the time of the institution of the complaint, ordinarily resides or carries on business or has a branch office or personally works for gain; or

(b) any of the opposite parties, where there are more than one, at the time of the institution of the complaint, actually and voluntarily resides, or carries on business or has a branch office, or personally works for gain, provided that in such case the permission of the District Commission is given; or

(c) the cause of action, wholly or in part, arises; or

(d) the complainant resides or personally works for gain.

(3) The District Commission shall ordinarily function in the district headquarters and may perform its functions at such other place in the district, as the State Government may, in consultation with the State Commission, notify in the Official Gazette from time to time.

Manner in  
which  
complaint  
shall be made.

**35. (1)** A complaint, in relation to any goods sold or delivered or agreed to be sold or delivered or any service provided or agreed to be provided, may be filed with a District Commission by—

(a) the consumer,—

(i) to whom such goods are sold or delivered or agreed to be sold or delivered or such service is provided or agreed to be provided; or

(ii) who alleges unfair trade practice in respect of such goods or service;

(b) any recognised consumer association, whether the consumer to whom such goods are sold or delivered or agreed to be sold or delivered or such service is provided or agreed to be provided, or who alleges unfair trade practice in respect of such goods or service, is a member of such association or not;

(c) one or more consumers, where there are numerous consumers having the same interest, with the permission of the District Commission, on behalf of, or for the benefit of, all consumers so interested; or

(d) the Central Government, the Central Authority or the State Government, as the case may be:

Provided that the complaint under this sub-section may be filed electronically in such manner as may be prescribed.

*Explanation.*—For the purposes of this sub-section, "recognised consumer association" means any voluntary consumer association registered under any law for the time being in force.

(2) Every complaint filed under sub-section (1) shall be accompanied with such fee and payable in such manner, including electronic form, as may be prescribed.

**36. (1)** Every proceeding before the District Commission shall be conducted by the President of that Commission and atleast one member thereof, sitting together:

Provided that where a member, for any reason, is unable to conduct a proceeding till it is completed, the President and the other member shall continue the proceeding from the stage at which it was last heard by the previous member.

(2) On receipt of a complaint made under section 35, the District Commission may, by order, admit the complaint for being proceeded with or reject the same:

Provided that a complaint shall not be rejected under this section unless an opportunity of being heard has been given to the complainant:

Provided further that the admissibility of the complaint shall ordinarily be decided within twenty-one days from the date on which the complaint was filed.

(3) Where the District Commission does not decide the issue of admissibility of the complaint within the period so specified, it shall be deemed to have been admitted.

Reference to  
mediation.

**37. (1)** At the first hearing of the complaint after its admission, or at any later stage, if it appears to the District Commission that there exists elements of a settlement which may be acceptable to the parties, except in such cases as may be prescribed, it may direct the parties to give in writing, within five days, consent to have their dispute settled by mediation in accordance with the provisions of Chapter V.

(2) Where the parties agree for settlement by mediation and give their consent in writing, the District Commission shall, within five days of receipt of such consent, refer the

matter for mediation, and in such case, the provisions of Chapter V, relating to mediation, shall apply.

**38. (1)** The District Commission shall, on admission of a complaint, or in respect of cases referred for mediation on failure of settlement by mediation, proceed with such complaint.

Procedure on admission of complaint.

(2) Where the complaint relates to any goods, the District Commission shall,—

(a) refer a copy of the admitted complaint, within twenty-one days from the date of its admission to the opposite party mentioned in the complaint directing him to give his version of the case within a period of thirty days or such extended period not exceeding fifteen days as may be granted by it;

(b) if the opposite party on receipt of a complaint referred to him under clause (a) denies or disputes the allegations contained in the complaint, or omits or fails to take any action to represent his case within the time given by the District Commission, proceed to settle the consumer dispute in the manner specified in clauses (c) to (g);

(c) if the complaint alleges a defect in the goods which cannot be determined without proper analysis or test of the goods, obtain a sample of the goods from the complainant, seal it and authenticate it in the manner as may be prescribed and refer the sample so sealed to the appropriate laboratory along with a direction that such laboratory to make an analysis or test, whichever may be necessary, with a view to finding out whether such goods suffer from any defect alleged in the complaint or from any other defect and to report its findings thereon to the District Commission within a period of forty-five days of the receipt of the reference or within such extended period as may be granted by it;

(d) before any sample of the goods is referred to any appropriate laboratory under clause (c), require the complainant to deposit to the credit of the Commission such fees as may be specified, for payment to the appropriate laboratory for carrying out the necessary analysis or test in relation to the goods in question;

(e) remit the amount deposited to its credit under clause (d) to the appropriate laboratory to enable it to carry out the analysis or test mentioned in clause (c) and on receipt of the report from the appropriate laboratory, it shall forward a copy of the report along with such remarks as it may feel appropriate to the opposite party;

(f) if any of the parties disputes the correctness of the findings of the appropriate laboratory, or disputes the correctness of the methods of analysis or test adopted by the appropriate laboratory, require the opposite party or the complainant to submit in writing his objections with regard to the report made by the appropriate laboratory;

(g) give a reasonable opportunity to the complainant as well as the opposite party of being heard as to the correctness or otherwise of the report made by the appropriate laboratory and also as to the objection made in relation thereto under clause (f) and issue an appropriate order under section 39.

(3) The District Commission shall, if the complaint admitted by it under sub-section (2) of section 36 relates to goods in respect of which the procedure specified in sub-section (2) cannot be followed, or if the complaint relates to any services,—

(a) refer a copy of such complaint to the opposite party directing him to give his version of the case within a period of thirty days or such extended period not exceeding fifteen days as may be granted by the District Commission;

(b) if the opposite party, on receipt of a copy of the complaint, referred to him under clause (a) denies or disputes the allegations contained in the complaint, or omits or fails to take any action to represent his case within the time given by the District Commission, it shall proceed to settle the consumer dispute—

(i) on the basis of evidence brought to its notice by the complainant and the opposite party, if the opposite party denies or disputes the allegations contained in the complaint, or

(ii) *ex parte* on the basis of evidence brought to its notice by the complainant, where the opposite party omits or fails to take any action to represent his case within the time given by the Commission;

(c) decide the complaint on merits if the complainant fails to appear on the date of hearing.

(4) For the purposes of sub-sections (2) and (3), the District Commission may, by order, require an electronic service provider to provide such information, documents or records, as may be specified in that order.

(5) No proceedings complying with the procedure laid down in sub-sections (1) and (2) shall be called in question in any court on the ground that the principles of natural justice have not been complied with.

(6) Every complaint shall be heard by the District Commission on the basis of affidavit and documentary evidence placed on record:

Provided that where an application is made for hearing or for examination of parties in person or through video conferencing, the District Commission may, on sufficient cause being shown, and after recording its reasons in writing, allow the same.

(7) Every complaint shall be disposed of as expeditiously as possible and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months if it requires analysis or testing of commodities:

Provided that no adjournment shall ordinarily be granted by the District Commission unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Commission:

Provided further that the District Commission shall make such orders as to the costs occasioned by the adjournment as may be specified by regulations:

Provided also that in the event of a complaint being disposed of after the period so specified, the District Commission shall record in writing, the reasons for the same at the time of disposing of the said complaint.

(8) Where during the pendency of any proceeding before the District Commission, if it appears necessary, it may pass such interim order as is just and proper in the facts and circumstances of the case.

(9) For the purposes of this section, the District Commission shall have the same powers as are vested in a civil court under the Code of Civil Procedure, 1908 while trying a suit in respect of the following matters, namely:—

5 of 1908.

(a) the summoning and enforcing the attendance of any defendant or witness and examining the witness on oath;

(b) requiring the discovery and production of any document or other material object as evidence;

(c) receiving of evidence on affidavits;

(d) the requisitioning of the report of the concerned analysis or test from the appropriate laboratory or from any other relevant source;

(e) issuing of commissions for the examination of any witness, or document; and

(f) any other matter which may be prescribed by the Central Government.

45 of 1860. (10) Every proceeding before the District Commission shall be deemed to be a judicial proceeding within the meaning of sections 193 and 228 of the Indian Penal Code, and the District Commission shall be deemed to be a criminal court for the purposes of section 195 and Chapter XXVI of the Code of Criminal Procedure, 1973.

2 of 1974. (II) Where the complainant is a consumer referred to in sub-clause (v) of clause (5) of section 2, the provisions of Order I Rule 8 of the First Schedule to the Code of Civil Procedure, 1908 shall apply subject to the modification that every reference therein to a suit or decree shall be construed as a reference to a complaint or the order of the District Commission thereon.

5 of 1908. (12) In the event of death of a complainant who is a consumer or of the opposite party against whom the complaint has been filed, the provisions of Order XXII of the First Schedule to the Code of Civil Procedure, 1908 shall apply subject to the modification that every reference therein to the plaintiff and the defendant shall be construed as reference to a complainant or the opposite party, as the case may be.

**39.** (1) Where the District Commission is satisfied that the goods complained against suffer from any of the defects specified in the complaint or that any of the allegations contained in the complaint about the services or any unfair trade practices, or claims for compensation under product liability are proved, it shall issue an order to the opposite party directing him to do one or more of the following, namely:—

Findings of  
District  
Commission.

(a) to remove the defect pointed out by the appropriate laboratory from the goods in question;

(b) to replace the goods with new goods of similar description which shall be free from any defect;

(c) to return to the complainant the price, or, as the case may be, the charges paid by the complainant along with such interest on such price or charges as may be decided;

(d) to pay such amount as may be awarded by it as compensation to the consumer for any loss or injury suffered by the consumer due to the negligence of the opposite party:

Provided that the District Commission shall have the power to grant punitive damages in such circumstances as it deems fit;

(e) to pay such amount as may be awarded by it as compensation in a product liability action under Chapter VI;

(f) to remove the defects in goods or deficiencies in the services in question;

(g) to discontinue the unfair trade practice or restrictive trade practice and not to repeat them;

(h) not to offer the hazardous or unsafe goods for sale;

(i) to withdraw the hazardous goods from being offered for sale;

(j) to cease manufacture of hazardous goods and to desist from offering services which are hazardous in nature;

(k) to pay such sum as may be determined by it, if it is of the opinion that loss or injury has been suffered by a large number of consumers who are not identifiable conveniently:

Provided that the minimum amount of sum so payable shall not be less than twenty-five per cent. of the value of such defective goods sold or service provided, as the case may be, to such consumers;

(l) to issue corrective advertisement to neutralise the effect of misleading advertisement at the cost of the opposite party responsible for issuing such misleading advertisement;

(m) to provide for adequate costs to parties; and

(n) to cease and desist from issuing any misleading advertisement.

(2) Any amount obtained under sub-section (1) shall be credited to such fund and utilised in such manner as may be prescribed.

(3) In any proceeding conducted by the President and a member and if they differ on any point or points, they shall state the point or points on which they differ and refer the same to another member for hearing on such point or points and the opinion of the majority shall be the order of the District Commission:

Provided that the other member shall give his opinion on such point or points referred to him within a period of one month from the date of such reference.

(4) Every order made by the District Commission under sub-section (1) shall be signed by the President and the member who conducted the proceeding:

Provided that where the order is made as per majority opinion under sub-section (3), such order shall also be signed by the other member.

Review by  
District  
Commission  
in certain  
cases.

**40.** The District Commission shall have the power to review any of the order passed by it if there is an error apparent on the face of the record, either of its own motion or on an application made by any of the parties within thirty days of such order.

Appeal  
against order  
of District  
Commission.

**41.** Any person aggrieved by an order made by the District Commission may prefer an appeal against such order to the State Commission on the grounds of facts or law within a period of forty-five days from the date of the order, in such form and manner, as may be prescribed:

Provided that the State Commission may entertain an appeal after the expiry of the said period of forty-five days, if it is satisfied that there was sufficient cause for not filing it within that period:

Provided further that no appeal by a person, who is required to pay any amount in terms of an order of the District Commission, shall be entertained by the State Commission unless the appellant has deposited fifty per cent. of that amount in the manner as may be prescribed:

Provided also that no appeal shall lie from any order passed under sub-section (1) of section 81 by the District Commission pursuant to a settlement by mediation under section 80.

Establishment  
of State  
Consumer  
Disputes  
Redressal  
Commission.

**42. (1)** The State Government shall, by notification, establish a State Consumer Disputes Redressal Commission, to be known as the State Commission, in the State.

(2) The State Commission shall ordinarily function at the State capital and perform its functions at such other places as the State Government may in consultation with the State Commission notify in the Official Gazette:

Provided that the State Government may, by notification, establish regional benches of the State Commission, at such places, as it deems fit.

(3) Each State Commission shall consist of—

(a) a President; and

(b) not less than four or not more than such number of members as may be prescribed in consultation with the Central Government.

**43.** The Central Government may, by notification, make rules to provide for the qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission.

Qualifications,  
etc., of  
President and  
members of  
State  
Commission.

**44.** The State Government may, by notification, make rules to provide for salaries and allowances and other terms and conditions of service of the President and members of the State Commission.

Salaries,  
allowances and  
other terms  
and conditions  
of service of  
President and  
members of  
State  
Commission.

**45.** Any person appointed as President or, as the case may be, a member of the State Commission immediately before the commencement of this Act shall hold office as such, as President or member, as the case may be, till the completion of his term.

Transitional  
provision.

**46. (1)** The State Government shall determine the nature and categories of the officers and other employees required to assist the State Commission in the discharge of its functions and provide the Commission with such officers and other employees as it may think fit.

Officers and  
employees of  
State  
Commission.

(2) The officers and other employees of the State Commission shall discharge their functions under the general superintendence of the President.

(3) The salaries and allowances payable to and the other terms and conditions of service of, the officers and other employees of the State Commission shall be such as may be prescribed.

**47. (1)** Subject to the other provisions of this Act, the State Commission shall have jurisdiction—

Jurisdiction of  
State  
Commission.

(a) to entertain—

(i) complaints where the value of the goods or services paid as consideration, exceeds rupees one crore, but does not exceed rupees ten crore:

Provided that where the Central Government deems it necessary so to do, it may prescribe such other value, as it deems fit;

(ii) complaints against unfair contracts, where the value of goods or services paid as consideration does not exceed ten crore rupees;

(iii) appeals against the orders of any District Commission within the State; and

(b) to call for the records and pass appropriate orders in any consumer dispute which is pending before or has been decided by any District Commission within the State, where it appears to the State Commission that such District Commission has exercised a jurisdiction not vested in it by law, or has failed to exercise a jurisdiction so vested or has acted in exercise of its jurisdiction illegally or with material irregularity.

(2) The jurisdiction, powers and authority of the State Commission may be exercised by Benches thereof, and a Bench may be constituted by the President with one or more members as the President may deem fit:

Provided that the senior-most member shall preside over the Bench.

(3) Where the members of a Bench differ in opinion on any point, the points shall be decided according to the opinion of the majority, if there is a majority, but if the members are equally divided, they shall state the point or points on which they differ, and make a reference to the President who shall either hear the point or points himself or refer the case for hearing on such point or points by one or more of the other members and such point or points shall

be decided according to the opinion of the majority of the members who have heard the case, including those who first heard it:

Provided that the President or the other members, as the case may be, shall give opinion on the point or points so referred within a period of one month from the date of such reference.

(4) A complaint shall be instituted in a State Commission within the limits of whose jurisdiction,—

(a) the opposite party or each of the opposite parties, where there are more than one, at the time of the institution of the complaint, ordinarily resides or carries on business or has a branch office or personally works for gain; or

(b) any of the opposite parties, where there are more than one, at the time of the institution of the complaint, actually and voluntarily resides, or carries on business or has a branch office or personally works for gain, provided in such case, the permission of the State Commission is given; or

(c) the cause of action, wholly or in part, arises; or

(d) the complainant resides or personally works for gain.

Transfer of cases.

**48.** On the application of the complainant or of its own motion, the State Commission may, at any stage of the proceeding, transfer any complaint pending before a District Commission to another District Commission within the State if the interest of justice so requires.

Procedure applicable to State Commission.

**49.** (1) The provisions relating to complaints under sections 35, 36, 37, 38 and 39 shall, with such modifications as may be necessary, be applicable to the disposal of complaints by the State Commission.

(2) Without prejudice to the provisions of sub-section (1), the State Commission may also declare any terms of contract, which is unfair to any consumer, to be null and void.

Review by State Commission in certain cases.

**50.** The State Commission shall have the power to review any of the order passed by it if there is an error apparent on the face of the record, either of its own motion or on an application made by any of the parties within thirty days of such order.

Appeal to National Commission.

**51.** (1) Any person aggrieved by an order made by the State Commission in exercise of its powers conferred by sub-clause (i) or (ii) of clause (a) of sub-section (1) of section 47 may prefer an appeal against such order to the National Commission within a period of thirty days from the date of the order in such form and manner as may be prescribed:

Provided that the National Commission shall not entertain the appeal after the expiry of the said period of thirty days unless it is satisfied that there was sufficient cause for not filing it within that period:

Provided further that no appeal by a person, who is required to pay any amount in terms of an order of the State Commission, shall be entertained by the National Commission unless the appellant has deposited fifty per cent. of that amount in the manner as may be prescribed.

(2) Save as otherwise expressly provided under this Act or by any other law for the time being in force, an appeal shall lie to the National Commission from any order passed in appeal by any State Commission, if the National Commission is satisfied that the case involves a substantial question of law.

(3) In an appeal involving a question of law, the memorandum of appeal shall precisely state the substantial question of law involved in the appeal.

(4) Where the National Commission is satisfied that a substantial question of law is involved in any case, it shall formulate that question and hear the appeal on that question:

Provided that nothing in this sub-section shall be deemed to take away or abridge the power of the National Commission to hear, for reasons to be recorded in writing, the appeal on any other substantial question of law, if it is satisfied that the case involves such question of law.

(5) An appeal may lie to the National Commission under this section from an order passed *ex parte* by the State Commission.

**52.** An appeal filed before the State Commission or the National Commission, as the case may be, shall be heard as expeditiously as possible and every endeavour shall be made to dispose of the appeal within a period of ninety days from the date of its admission:

Hearing of appeal.

Provided that no adjournment shall ordinarily be granted by the State Commission or the National Commission, as the case may be, unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by such Commission:

Provided further that the State Commission or the National Commission, as the case may be, shall make such orders as to the costs occasioned by the adjournment, as may be specified by regulations:

Provided also that in the event of an appeal being disposed of after the period so specified, the State Commission or the National Commission, as the case may be, shall record in writing the reasons for the same at the time of disposing of the said appeal.

**53. (1)** The Central Government shall, by notification, establish a National Consumer Disputes Redressal Commission, to be known as the National Commission.

Establishment of National Consumer Disputes Redressal Commission.

(2) The National Commission shall ordinarily function at the National Capital Region and perform its functions at such other places as the Central Government may in consultation with the National Commission notify in the Official Gazette:

Provided that the Central Government may, by notification, establish regional Benches of the National Commission, at such places, as it deems fit.

**54.** The National Commission shall consist of—

Composition of National Commission.

(a) a President; and

(b) not less than four and not more than such number of members as may be prescribed.

**55. (1)** The Central Government may, by notification, make rules to provide for qualifications, appointment, term of office, salaries and allowances, resignation, removal and other terms and conditions of service of the President and members of the National Commission:

Qualifications, etc., of President and members of National Commission.

Provided that the President and members of the National Commission shall hold office for such term as specified in the rules made by the Central Government but not exceeding five years from the date on which he enters upon his office and shall be eligible for re-appointment:

Provided further that no President or members shall hold office as such after he has attained such age as specified in the rules made by the Central Government which shall not exceed,—

(a) in the case of the President, the age of seventy years;

(b) in the case of any other member, the age of sixty-seven years.

(2) Neither the salary and allowances nor the other terms and conditions of service of President and members of the National Commission shall be varied to his disadvantage after his appointment.

Transitional provision.

**56.** The President and every other member appointed immediately before the commencement of section 177 of the Finance Act, 2017 shall continue to be governed by the provisions of the Consumer Protection Act, 1986 and the rules made thereunder as if this Act had not come into force.

Other officers and employees of National Commission.

**57. (1)** The Central Government shall provide, in consultation with the President of the National Commission, such number of officers and other employees to assist the National Commission in the discharge of its functions as it may think fit.

(2) The officers and other employees of the National Commission shall discharge their functions under the general superintendence of the President of the National Commission.

(3) The salaries and allowances payable to, and the other terms and conditions of service of, the officers and other employees of the National Commission shall be such as may be prescribed.

Jurisdiction of National Commission.

**58. (1)** Subject to the other provisions of this Act, the National Commission shall have jurisdiction—

(a) to entertain—

(i) complaints where the value of the goods or services paid as consideration exceeds rupees ten crore:

Provided that where the Central Government deems it necessary so to do, it may prescribe such other value, as it deems fit;

(ii) complaints against unfair contracts, where the value of goods or services paid as consideration exceeds ten crore rupees;

(iii) appeals against the orders of any State Commission;

(iv) appeals against the orders of the Central Authority; and

(b) to call for the records and pass appropriate orders in any consumer dispute which is pending before or has been decided by any State Commission where it appears to the National Commission that such State Commission has exercised a jurisdiction not vested in it by law, or has failed to exercise a jurisdiction so vested, or has acted in the exercise of its jurisdiction illegally or with material irregularity.

(2) The jurisdiction, powers and authority of the National Commission may be exercised by Benches thereof and a Bench may be constituted by the President with one or more members as he may deem fit:

Provided that the senior-most member of the Bench shall preside over the Bench.

(3) Where the members of a Bench differ in opinion on any point, the points shall be decided according to the opinion of the majority, if there is a majority, but if the members are equally divided, they shall state the point or points on which they differ, and make a reference to the President who shall either hear the point or points himself or refer the case for hearing on such point or points by one or more of the other members and such point or points shall be decided according to the opinion of the majority of the members who have heard the case, including those who first heard it:

Provided that the President or the other member, as the case may be, shall give opinion on the point or points so referred within a period of two months from the date of such reference.

Procedure applicable to National Commission.

**59. (1)** The provisions relating to complaints under sections 35, 36, 37, 38 and 39 shall, with such modifications as may be considered necessary, be applicable to the disposal of complaints by the National Commission.

(2) Without prejudice to sub-section (1), the National Commission may also declare any terms of contract, which is unfair to any consumer to be null and void.

7 of 2017.  
68 of 1986.

**60.** The National Commission shall have the power to review any of the order passed by it if there is an error apparent on the face of the record, either of its own motion or on an application made by any of the parties within thirty days of such order.

Review by  
National  
Commission in  
certain cases.

**61.** Where an order is passed by the National Commission *ex parte*, the aggrieved party may make an application to the Commission for setting aside such order.

Power to set  
aside *ex parte*  
orders.

**62.** On the application of the complainant or of its own motion, the National Commission may, at any stage of the proceeding, in the interest of justice, transfer any complaint pending before the District Commission of one State to a District Commission of another State or before one State Commission to another State Commission.

Transfer of  
cases.

**63.** When the office of President of the National Commission is vacant or a person occupying such office is, by reason of absence or otherwise, unable to perform the duties of his office, these shall be performed by the senior-most member of the National Commission:

Vacancy in  
office of  
President of  
National  
Commission.

Provided that where a retired Judge of a High Court or a person who has been a Judicial Member is a member of the National Commission, such member or where the number of such members is more than one, the senior-most person amongst such members, shall preside over the National Commission in the absence of President of that Commission.

**64.** No act or proceeding of the District Commission, the State Commission or the National Commission shall be invalid by reason only of the existence of any vacancy amongst its members or any defect in the constitution thereof.

Vacancies or  
defects in  
appointment  
not to  
invalidate  
orders.

**65. (1)** All notices, required by this Act to be served, shall be served by delivering or transmitting a copy thereof by registered post acknowledgment due addressed to opposite party against whom complaint is made or to the complainant by speed post or by such courier service, approved by the District Commission, the State Commission or the National Commission, as the case may be, or by any other mode of transmission of documents including electronic means.

Service of  
notice, etc.

(2) Without prejudice to the provisions contained in sub-section (1), the notice required by this Act may be served on an electronic service provider at the address provided by it on the electronic platform from where it provides its services as such and for this purpose, the electronic service provider shall designate a nodal officer to accept and process such notices.

(3) When an acknowledgment or any other receipt purporting to be signed by the opposite party or his agent or, as the case may be, by the complainant is received by the District Commission, the State Commission or the National Commission, as the case may be, or postal article containing the notice is received back by such District Commission, State Commission or the National Commission, with an endorsement purporting to have been made by a postal employee or by any person authorised by the courier service to the effect that the opposite party or his agent or complainant had refused to take delivery of the postal article containing the notice or had refused to accept the notice by any other means specified in sub-section (1) when tendered or transmitted to him, the District Commission or the State Commission or the National Commission, as the case may be, shall declare that the notice has been duly served on the opposite party or to the complainant, as the case may be:

Provided that where the notice was properly addressed, pre-paid and duly sent by registered post acknowledgment due, a declaration referred to in this sub-section shall be made notwithstanding the fact that the acknowledgment has been lost or misplaced, or for any other reason, has not been received by the District Commission, the State Commission or the National Commission, as the case may be, within thirty days from the date of issue of notice.

(4) All notices required to be served on an opposite party or to complainant, as the case may be, shall be deemed to be sufficiently served, if addressed in the case of the opposite party, to the place where business or profession is carried on, and in case of the complainant, the place where such person actually and voluntarily resides.

Experts to assist National Commission or State Commission.

**66.** Where the National Commission or the State Commission, as the case may be, on an application by a complainant or otherwise, is of the opinion that it involves the larger interest of consumers, it may direct any individual or organisation or expert to assist the National Commission or the State Commission, as the case may be.

Appeal against order of National Commission.

**67.** Any person, aggrieved by an order made by the National Commission in exercise of its powers conferred by sub-clause (i) or (ii) of clause (a) of sub-section (I) of section 58, may prefer an appeal against such order to the Supreme Court within a period of thirty days from the date of the order:

Provided that the Supreme Court may entertain an appeal after the expiry of the said period of thirty days if it is satisfied that there was sufficient cause for not filing it within that period:

Provided further that no appeal by a person who is required to pay any amount in terms of an order of the National Commission shall be entertained by the Supreme Court unless that person has deposited fifty per cent. of that amount in the manner as may be prescribed.

Finality of orders.

**68.** Every order of a District Commission or the State Commission or the National Commission, as the case may be, shall, if no appeal has been preferred against such order under the provisions of this Act, be final.

Limitation period.

**69. (1)** The District Commission, the State Commission or the National Commission shall not admit a complaint unless it is filed within two years from the date on which the cause of action has arisen.

(2) Notwithstanding anything contained in sub-section (1), a complaint may be entertained after the period specified in sub-section (1), if the complainant satisfies the District Commission, the State Commission or the National Commission, as the case may be, that he had sufficient cause for not filing the complaint within such period:

Provided that no such complaint shall be entertained unless the District Commission or the State Commission or the National Commission, as the case may be, records its reasons for condoning such delay.

Administrative control.

**70. (1)** The National Commission shall have the authority to lay down such adequate standards in consultation with the Central Government from time to time, for better protection of the interests of consumers and for that purpose, shall have administrative control over all the State Commissions in the following matters, namely:—

(a) monitoring performance of the State Commissions in terms of their disposal by calling for periodical returns regarding the institution, disposal and pendency of cases;

(b) investigating into any allegations against the President and members of a State Commission and submitting inquiry report to the State Government concerned along with copy endorsed to the Central Government for necessary action;

(c) issuance of instructions regarding adoption of uniform procedure in the hearing of matters, prior service of copies of documents produced by one party to the opposite parties, furnishing of english translation of judgments written in any language, speedy grant of copies of documents;

(d) overseeing the functioning of the State Commission or the District Commission either by way of inspection or by any other means, as the National Commission may like to order from time to time, to ensure that the objects and purposes of the Act are best served and the standards set by the National Commission are implemented without interfering with their quasi-judicial freedom.

(2) There shall be a monitoring cell to be constituted by the President of the National Commission to oversee the functioning of the State Commissions from the administrative point of view.

(3) The State Commission shall have administrative control over all the District Commissions within its jurisdiction in all matters referred to in sub-section (1).

(4) The National Commission and the State Commissions shall furnish to the Central Government periodically or as and when required, any information including the pendency of cases in such form and manner as may be prescribed.

(5) The State Commission shall furnish, periodically or as and when required to the State Government any information including pendency of cases in such form and manner as may be prescribed.

**71.** Every order made by a District Commission, State Commission or the National Commission shall be enforced by it in the same manner as if it were a decree made by a Court in a suit before it and the provisions of Order XXI of the First Schedule to the Code of Civil Procedure, 1908 shall, as far as may be, applicable, subject to the modification that every reference therein to the decree shall be construed as reference to the order made under this Act.

Enforcement of orders of District Commission, State Commission and National Commission.

**72. (1)** Whoever fails to comply with any order made by the District Commission or the State Commission or the National Commission, as the case may be, shall be punishable with imprisonment for a term which shall not be less than one month, but which may extend to three years, or with fine, which shall not be less than twenty-five thousand rupees, but which may extend to one lakh rupees, or with both.

Penalty for non-compliance of order.

**2 of 1974.** (2) Notwithstanding anything contained in the Code of Criminal Procedure, 1973, the District Commission, the State Commission or the National Commission, as the case may be, shall have the power of a Judicial Magistrate of first class for the trial of offences under sub-section (1), and on conferment of such powers, the District Commission or the State Commission or the National Commission, as the case may be, shall be deemed to be a Judicial Magistrate of first class for the purposes of the Code of Criminal Procedure, 1973.

(3) Save as otherwise provided, the offences under sub-section (1) shall be tried summarily by the District Commission or the State Commission or the National Commission, as the case may be.

**2 of 1974.** **73. (1)** Notwithstanding anything contained in the Code of Criminal Procedure, 1973, where an order is passed under sub-section (1) of section 72, an appeal shall lie, both on facts and on law from—

Appeal against order passed under section 72.

- (a) the order made by the District Commission to the State Commission;
- (b) the order made by the State Commission to the National Commission; and
- (c) the order made by the National Commission to the Supreme Court.

(2) Except as provided in sub-section (1), no appeal shall lie before any court, from any order of a District Commission or a State Commission or the National Commission, as the case may be.

(3) Every appeal under this section shall be preferred within a period of thirty days from the date of order of a District Commission or a State Commission or the National Commission, as the case may be:

Provided that the State Commission or the National Commission or the Supreme Court, as the case may be, may entertain an appeal after the expiry of the said period of thirty days, if it is satisfied that the appellant had sufficient cause for not preferring the appeal within the said period of thirty days.

## CHAPTER V

### MEDIATION

Establishment of consumer mediation cell.

**74.** (1) The State Government shall establish, by notification, a consumer mediation cell to be attached to each of the District Commissions and the State Commissions of that State.

(2) The Central Government shall establish, by notification, a consumer mediation cell to be attached to the National Commission and each of the regional Benches.

(3) A consumer mediation cell shall consist of such persons as may be prescribed.

(4) Every consumer mediation cell shall maintain—

- (a) a list of empanelled mediators;
- (b) a list of cases handled by the cell;
- (c) record of proceeding; and
- (d) any other information as may be specified by regulations.

(5) Every consumer mediation cell shall submit a quarterly report to the District Commission, State Commission or the National Commission to which it is attached, in the manner specified by regulations.

Empanelment of mediators.

**75.** (1) For the purpose of mediation, the National Commission or the State Commission or the District Commission, as the case may be, shall prepare a panel of the mediators to be maintained by the consumer mediation cell attached to it, on the recommendation of a selection committee consisting of the President and a member of that Commission.

(2) The qualifications and experience required for empanelment as mediator, the procedure for empanelment, the manner of training empanelled mediators, the fee payable to empanelled mediator, the terms and conditions for empanelment, the code of conduct for empanelled mediators, the grounds on which, and the manner in which, empanelled mediators shall be removed or empanelment shall be cancelled and other matters relating thereto, shall be such as may be specified by regulations.

(3) The panel of mediators prepared under sub-section (1) shall be valid for a period of five years, and the empanelled mediators shall be eligible to be considered for re-empanelment for another term, subject to such conditions as may be specified by regulations.

Nomination of mediators from panel.

**76.** The District Commission, the State Commission or the National Commission shall, while nominating any person from the panel of mediators referred to in section 75, consider his suitability for resolving the consumer dispute involved.

Duty of mediator to disclose certain facts.

**77.** It shall be the duty of the mediator to disclose—

- (a) any personal, professional or financial interest in the outcome of the consumer dispute;
- (b) the circumstances which may give rise to a justifiable doubt as to his independence or impartiality; and
- (c) such other facts as may be specified by regulations.

Replacement of mediator in certain cases.

**78.** Where the District Commission or the State Commission or the National Commission, as the case may be, is satisfied, on the information furnished by the mediator or on the information received from any other person including parties to the complaint and after hearing the mediator, it shall replace such mediator by another mediator.

**79.** (1) The mediation shall be held in the consumer mediation cell attached to the District Commission, the State Commission or the National Commission, as the case may be.

Procedure for mediation.

(2) Where a consumer dispute is referred for mediation by the District Commission or the State Commission or the National Commission, as the case may be, the mediator nominated by such Commission shall have regard to the rights and obligations of the parties, the usages of trade, if any, the circumstances giving rise to the consumer dispute and such other relevant factors, as he may deem necessary and shall be guided by the principles of natural justice while carrying out mediation.

(3) The mediator so nominated shall conduct mediation within such time and in such manner as may be specified by regulations.

**80.** (1) Pursuant to mediation, if an agreement is reached between the parties with respect to all of the issues involved in the consumer dispute or with respect to only some of the issues, the terms of such agreement shall be reduced to writing accordingly, and signed by the parties to such dispute or their authorised representatives.

Settlement through mediation.

(2) The mediator shall prepare a settlement report of the settlement and forward the signed agreement along with such report to the concerned Commission.

(3) Where no agreement is reached between the parties within the specified time or the mediator is of the opinion that settlement is not possible, he shall prepare his report accordingly and submit the same to the concerned Commission.

**81.** (1) The District Commission or the State Commission or the National Commission, as the case may be, shall, within seven days of the receipt of the settlement report, pass suitable order recording such settlement of consumer dispute and dispose of the matter accordingly.

Recording settlement and passing of order.

(2) Where the consumer dispute is settled only in part, the District Commission or the State Commission or the National Commission, as the case may be, shall record settlement of the issues which have been so settled and continue to hear other issues involved in such consumer dispute.

(3) Where the consumer dispute could not be settled by mediation, the District Commission or the State Commission or the National Commission, as the case may be, shall continue to hear all the issues involved in such consumer dispute.

## CHAPTER VI

### PRODUCT LIABILITY

**82.** This Chapter shall apply to every claim for compensation under a product liability action by a complainant for any harm caused by a defective product manufactured by a product manufacturer or serviced by a product service provider or sold by a product seller.

Application of Chapter.

**83.** A product liability action may be brought by a complainant against a product manufacturer or a product service provider or a product seller, as the case may be, for any harm caused to him on account of a defective product.

Product liability action.

**84.** (1) A product manufacturer shall be liable in a product liability action, if—

Liability of product manufacturer.

(a) the product contains a manufacturing defect; or

(b) the product is defective in design; or

(c) there is a deviation from manufacturing specifications; or

(d) the product does not conform to the express warranty; or

(e) the product fails to contain adequate instructions of correct usage to prevent any harm or any warning regarding improper or incorrect usage.

(2) A product manufacturer shall be liable in a product liability action even if he proves that he was not negligent or fraudulent in making the express warranty of a product.

Liability of  
product  
service  
provider.

**85.** A product service provider shall be liable in a product liability action, if—

(a) the service provided by him was faulty or imperfect or deficient or inadequate in quality, nature or manner of performance which is required to be provided by or under any law for the time being in force, or pursuant to any contract or otherwise; or

(b) there was an act of omission or commission or negligence or conscious withholding any information which caused harm; or

(c) the service provider did not issue adequate instructions or warnings to prevent any harm; or

(d) the service did not conform to express warranty or the terms and conditions of the contract.

Liability of  
product sellers.

**86.** A product seller who is not a product manufacturer shall be liable in a product liability action, if—

(a) he has exercised substantial control over the designing, testing, manufacturing, packaging or labelling of a product that caused harm; or

(b) he has altered or modified the product and such alteration or modification was the substantial factor in causing the harm; or

(c) he has made an express warranty of a product independent of any express warranty made by a manufacturer and such product failed to conform to the express warranty made by the product seller which caused the harm; or

(d) the product has been sold by him and the identity of product manufacturer of such product is not known, or if known, the service of notice or process or warrant cannot be effected on him or he is not subject to the law which is in force in India or the order, if any, passed or to be passed cannot be enforced against him; or

(e) he failed to exercise reasonable care in assembling, inspecting or maintaining such product or he did not pass on the warnings or instructions of the product manufacturer regarding the dangers involved or proper usage of the product while selling such product and such failure was the proximate cause of the harm.

Exceptions to  
product  
liability  
action.

**87.** (1) A product liability action cannot be brought against the product seller if, at the time of harm, the product was misused, altered, or modified.

(2) In any product liability action based on the failure to provide adequate warnings or instructions, the product manufacturer shall not be liable, if—

(a) the product was purchased by an employer for use at the workplace and the product manufacturer had provided warnings or instructions to such employer;

(b) the product was sold as a component or material to be used in another product and necessary warnings or instructions were given by the product manufacturer to the purchaser of such component or material, but the harm was caused to the complainant by use of the end product in which such component or material was used;

(c) the product was one which was legally meant to be used or dispensed only by or under the supervision of an expert or a class of experts and the product manufacturer had employed reasonable means to give the warnings or instructions for usage of such product to such expert or class of experts; or

(d) the complainant, while using such product, was under the influence of alcohol or any prescription drug which had not been prescribed by a medical practitioner.

(3) A product manufacturer shall not be liable for failure to instruct or warn about a danger which is obvious or commonly known to the user or consumer of such product or which, such user or consumer, ought to have known, taking into account the characteristics of such product.

## CHAPTER VII

### OFFENCES AND PENALTIES

**88.** Whoever, fails to comply with any direction of the Central Authority under sections 20 and 21, shall be punished with imprisonment for a term which may extend to six months or with fine which may extend to twenty lakh rupees, or with both.

Penalty for non-compliance of direction of Central Authority.

**89.** Any manufacturer or service provider who causes a false or misleading advertisement to be made which is prejudicial to the interest of consumers shall be punished with imprisonment for a term which may extend to two years and with fine which may extend to ten lakh rupees; and for every subsequent offence, be punished with imprisonment for a term which may extend to five years and with fine which may extend to fifty lakh rupees.

Punishment for false or misleading advertisement.

**90. (1)** Whoever, by himself or by any other person on his behalf, manufactures for sale or stores or sells or distributes or imports any product containing an adulterant shall be punished, if such act—

Punishment for manufacturing for sale or storing, selling or distributing or importing products containing adulterant.

(a) does not result in any injury to the consumer, with imprisonment for a term which may extend to six months and with fine which may extend to one lakh rupees;

(b) causing injury not amounting to grievous hurt to the consumer, with imprisonment for a term which may extend to one year and with fine which may extend to three lakh rupees;

(c) causing injury resulting in grievous hurt to the consumer, with imprisonment for a term which may extend to seven years and with fine which may extend to five lakh rupees; and

(d) results in the death of a consumer, with imprisonment for a term which shall not be less than seven years, but which may extend to imprisonment for life and with fine which shall not be less than ten lakh rupees.

(2) The offences under clauses (c) and (d) of sub-section (1) shall be cognizable and non-bailable.

(3) Notwithstanding the punishment under sub-section (1), the court may, in case of first conviction, suspend any licence issued to the person referred to in that sub-section, under any law for the time being in force, for a period up to two years, and in case of second or subsequent conviction, cancel the licence.

*Explanation.—*For the purposes of this section,—

(a) "adulterant" means any material including extraneous matter which is employed or used for making a product unsafe;

(b) "grievous hurt" shall have the same meaning as assigned to it in section 320 of the Indian Penal Code.

45 of 1860.

**91. (1)** Whoever, by himself or by any other person on his behalf, manufactures for sale or stores or sells or distributes or imports any spurious goods shall be punished, if such act—

Punishment for manufacturing for sale or for storing or selling or distributing or importing spurious goods.

(a) causing injury not amounting to grievous hurt to the consumer, with imprisonment for a term which may extend to one year and with fine which may extend to three lakh rupees;

(b) causing injury resulting in grievous hurt to the consumer, with imprisonment for a term which may extend to seven years and with fine which may extend to five lakh rupees;

(c) results in the death of a consumer, with imprisonment for a term which shall not be less than seven years, but may extend to imprisonment for life and with fine which shall not be less than ten lakh rupees.

(2) The offences under clauses (b) and (c) of sub-section (1) shall be cognizable and non-bailable.

(3) Notwithstanding the punishment under sub-section (1), the court may, in case of first conviction, suspend any licence issued to the person referred to in that sub-section, under any law for the time being in force, for a period up to two years, and in case of second or subsequent conviction, cancel the licence.

Cognizance of offence by court.

**92.** No cognizance shall be taken by a competent court of any offence under sections 88 and 89 except on a complaint filed by the Central Authority or any officer authorised by it in this behalf.

Vexatious search.

**93.** The Director General or any other officer, exercising powers under section 22, who knows that there are no reasonable grounds for so doing, and yet—

- (a) searches, or causes to be searched any premises; or
- (b) seizes any record, register or other document or article,

shall, for every such offence, be punished with imprisonment for a term which may extend to one year, or with fine which may extend to ten thousand rupees or with both.

## CHAPTER VIII

### MISCELLANEOUS

Measures to prevent unfair trade practices in e-commerce, direct selling, etc.

**94.** For the purposes of preventing unfair trade practices in e-commerce, direct selling and also to protect the interest and rights of consumers, the Central Government may take such measures in the manner as may be prescribed.

Presidents, members, Chief Commissioner, Commissioner and certain officers to be public servants.

**95.** The Presidents and members of the District Commission, the State Commission and the National Commission, and officers and other employees thereof, the Chief Commissioner and the Commissioner of the Central Authority, the Director General, the Additional Director General, the Director, the Joint Director, the Deputy Director and the Assistant Director and all other officers and employees of the Central Authority and other persons performing any duty under this Act, while acting or purporting to act in pursuance of any of the provisions of this Act, shall be deemed to be public servants within the meaning of section 21 of the Indian Penal Code.

Compounding of offences.

**96. (1)** Any offence punishable under sections 88 and 89, may, either before or after the institution of the prosecution, be compounded, on payment of such amount as may be prescribed:

Provided that no compounding of such offence shall be made without the leave of the court before which a complaint has been filed under section 92:

Provided further that such sum shall not, in any case, exceed the maximum amount of the fine, which may be imposed under this Act for the offence so compounded.

(2) The Central Authority or any officer as may be specially authorised by him in this behalf, may compound offences under sub-section (1).

(3) Nothing in sub-section (1) shall apply to person who commits the same or similar offence, within a period of three years from the date on which the first offence, committed by him, was compounded.

*Explanation.*—For the purposes of this sub-section, any second or subsequent offence committed after the expiry of a period of three years from the date on which the offence was previously compounded, shall be deemed to be a first offence.

(4) Where an offence has been compounded under sub-section (1), no proceeding or further proceeding, as the case may be, shall be taken against the offender in respect of the offence so compounded.

(5) The acceptance of the sum of money for compounding an offence in accordance with sub-section (1) by the Central Authority or an officer of the Central Authority empowered in this behalf shall be deemed to amount to an acquittal within the meaning of the Code of Criminal Procedure, 1974.

**97.** The penalty collected under section 21 and the amount collected under section 96 shall be credited to such fund as may be prescribed.

Manner of crediting penalty.

Protection of action taken in good faith.

**98.** No suit, prosecution or other legal proceeding shall lie against the Presidents and members of the District Commission, the State Commission and the National Commission, the Chief Commissioner, the Commissioner, any officer or employee and other person performing any duty under this Act, for any act which is in good faith done or intended to be done in pursuance of this Act or under any rule or order made thereunder.

**99.** (1) Without prejudice to the foregoing provisions of this Act, the Central Authority, shall, in exercise of its powers or the performance of its functions under this Act, be bound by such directions on questions of policy, as the Central Government may give in writing to it from time to time:

Power to give directions by Central Government.

Provided that the Central Authority shall, as far as practicable, be given an opportunity to express its views before any direction is given under this sub-section.

(2) The decision of the Central Government whether a question is one of policy or not shall be final.

**100.** The provisions of this Act shall be in addition to and not in derogation of the provisions of any other law for the time being in force.

Act not in derogation of any other law.

**101.** (1) The Central Government may, by notification, make rules for carrying out any of the provisions contained in this Act.

Power of Central Government to make rules.

(2) Without prejudice to the generality of the foregoing power, such rules may provide for,—

(a) the other class or classes of persons including public utility entities under clause (19) of section 2;

(b) the contest, lottery, game of chance or skill which are to be exempted under item (b) of sub-clause (iii) of clause (47) of section 2;

(c) the manner of issuing bill or cash memo or receipt for goods sold or services rendered under sub-clause (vii) of clause (47) of section 2;

(d) the number of other official or non-official members of the Central Council under clause (b) of sub-section (2) of section 3;

(e) the time and place of meeting of Central Council and the procedure for the transaction of its business under sub-section (2) of section 4;

(f) the number of Commissioners in the Central Authority under sub-section (2) of section 10;

- (g) the qualifications for appointment, method of recruitment, procedure of appointment, term of office, salaries and allowances, resignation, removal and other terms and conditions of service of the Chief Commissioner and other Commissioners of the Central Authority under section 11;
- (h) the salaries and allowances payable to, and the other terms and conditions of service of, the officers and other employees of the Central Authority under sub-section (2) of section 13;
- (i) the qualifications for appointment of Director General, Additional Director General, Director, Joint Director, Deputy Director and Assistant Director and the manner of appointment under sub-section (2) of section 15;
- (j) the manner of taking copies or extracts of document, record or article seized or produced before returning to the person under sub-section (3) of section 22;
- (k) the officer and the manner of disposing of articles which are subject to speedy or natural decay under sub-section (4) of section 22;
- (l) the form and manner for preparing annual statement of accounts by the Central Authority in consultation with the Comptroller and Auditor-General of India under sub-section (1) of section 26;
- (m) the form in which, and the time within which, an annual report, other reports and returns may be prepared by the Central Authority under sub-section (1) of section 27;
- (n) the qualifications for appointment, method of recruitment, procedure for appointment, term of office, resignation and removal of President and members of the District Commission under section 29;
- (o) the other value of goods and services in respect of which the District Commission shall have jurisdiction to entertain complaints under proviso to sub-section (1) of section 34;
- (p) the manner of electronically filing complaint under the proviso to sub-section (1) of section 35;
- (q) the fee, electronic form and the manner of payment of fee for filing complaint under sub-section (2) of section 35;
- (r) the cases which may not be referred for settlement by mediation under sub-section (1) of section 37;
- (s) the manner of authentication of goods sampled in case of the National Commission under clause (c) of sub-section (2) of section 38;
- (t) any other matter which may be prescribed under clause (f) of sub-section (9) of section 38;
- (u) the fund where the amount obtained may be credited and the manner of utilisation of such amount under sub-section (2) of section 39;
- (v) the form and the manner in which appeal may be preferred to the State Commission under section 41;
- (w) the qualifications for appointment, method of recruitment, procedure for appointment, term of office, resignation and removal of the President and members of the State Commission under section 43;
- (x) the other value of goods and services in respect of which the State Commission shall have jurisdiction under the proviso to sub-clause (i) of clause (a) of sub-section (1) of section 47;

- (y) the form and manner of filing appeal to the National Commission, and the manner of depositing fifty per cent. of the amount before filing appeal, under sub-section (I) of section 51;
- (z) the number of members of the National Commission under clause (b) of section 54;
- (za) the qualifications, appointment, term of office, salaries and allowances, resignation, removal and other terms and conditions of service of the President and members of the National Commission under sub-section (I) of section 55;
- (zb) the salaries and allowances payable to, and other terms and conditions of service of, the officers and other employees of the National Commission under sub-section (3) of section 57;
- (zc) the other value of goods and services in respect of which the National Commission shall have jurisdiction under the proviso to sub-clause (i) of clause (a) of sub-section (I) of section 58;
- (zd) the manner of depositing fifty per cent. of the amount under the second proviso to section 67;
- (ze) the form in which the National Commission and the State Commission shall furnish information to the Central Government under sub-section (4) of section 70;
- (zf) the persons in the consumer mediation cell under sub-section (3) of section 74;
- (zg) the measures to be taken by the Central Government to prevent unfair trade practices in e-commerce, direct selling under section 94;
- (zh) the amount for compounding offences under sub-section (I) of section 96;
- (zi) the fund to which the penalty and amount collected shall be credited under section 97; and
- (zj) any other matter which is to be, or may be, prescribed, or in respect of which provisions are to be, or may be, made by rules.

**102. (1)** The State Governments may, by notification, make rules for carrying out the provisions of this Act:

Provided that the Central Government may, frame model rules in respect of all or any of the matters with respect to which the State Government may make rules under this section, and where any such model rules have been framed in respect of any such matter, they shall apply to the State until the rules in respect of that matter is made by the State Government and while making any such rules, so far as is practicable, they shall conform to such model rules.

Power of  
State  
Government  
to make rules.

(2) In particular, and without prejudice to the generality of the foregoing power, such rules may provide for all or any of the following matters, namely:—

- (a) the other class or classes of persons including public utility entities under clause (19) of section 2;
- (b) the contest, lottery, game of chance or skill which are to be exempted under item (b) of sub-clause (iii) of clause (47) of section 2;
- (c) the number of other official or non-official members of the State Council under clause (b) of sub-section (2) of section 6;
- (d) the time and place of meeting of the State Council and the procedure for the transaction of its business under sub-section (4) of section 6;
- (e) the number of other official and non-official members of District Council under clause (b) of sub-section (2) of section 8;
- (f) the time and place of meeting of the District Council and procedure for the transaction of its business under sub-section (4) of section 8;

- (g) the number of members of the District Commission under clause (b) of sub-section (2) of section 28;
- (h) the salaries and allowances payable to, and other terms and conditions of service of, the President and members of the District Commission under section 30;
- (i) the salaries and allowances payable to, and other terms and conditions of service of, the officers and other employees of the District Commission under sub-section (3) of section 33;
- (j) the manner of authentication of goods sampled by the State Commission and the District Commission under clause (c) of sub-section (2) of section 38;
- (k) the manner of depositing fifty per cent. of the amount before filing appeal under second proviso to section 41;
- (l) the number of members of the State Commission under sub-section (3) of section 42;
- (m) the salaries and allowances payable to, and other terms and conditions of service of, the President and members of the State Commission under section 44;
- (n) the salaries and allowances payable to, and other terms and conditions of service of, the officers and other employees of the State Commission under sub-section (3) of section 46;
- (o) the form in which the State Commission shall furnish information to the State Government under sub-section (5) of section 70;
- (p) the persons in the consumer mediation cell under sub-section (3) of section 74;
- (q) any other matter which is to be, or may be prescribed, or in respect of which provisions are to be, or may be, made by rules.

Power of  
National  
Commission  
to make  
regulations.

**103.** (1) The National Commission may, with the previous approval of the Central Government, by notification, make regulations not inconsistent with this Act to provide for all matters for which provision is necessary or expedient for the purpose of giving effect to the provisions of this Act.

(2) In particular, and without prejudice to the generality of the foregoing power, such regulations may make provisions for—

- (a) the costs for adjournment to be imposed by the District Commission under the second proviso to sub-section (7) of section 38;
- (b) the costs for adjournment to be imposed by the State Commission or the National Commission, as the case may be, under the second proviso to section 52;
- (c) the maintenance of any other information by the consumer mediation cell under sub-section (4) of section 74;
- (d) the manner of submission of quarterly report by consumer mediation cell to the District Commission, the State Commission or the National Commission under sub-section (5) of section 74;
- (e) the qualifications and experience required for empanelment as mediator, the procedure for empanelment, the manner of training empanelled mediators, the fee payable to empanelled mediator, the terms and conditions for empanelment, the code of conduct for empanelled mediators, the grounds on which, and the manner in which, empanelled mediators shall be removed or empanelment shall be cancelled and the other matters relating thereto under sub-section (2) of section 75;

- (f) the conditions for re-empanelment of mediators for another term under sub-section (3) of section 75;
- (g) the other facts to be disclosed by mediators under clause (c) of section 77;
- (h) the time within which, and the manner in which, mediation may be conducted under sub-section (3) of section 79; and
- (i) such other matter for which provision is to be, or may be, made by regulation.

**104.** (1) The Central Authority may, with the previous approval of the Central Government, by notification, make regulations not inconsistent with this Act, for the purpose of giving effect to the provisions of this Act.

(2) In particular, and without prejudice to the generality of the foregoing power, such regulations may provide for all or any of the following matters, namely:—

- (a) the procedure for engaging experts and professionals and the number of such experts and professionals under sub-section (3) of section 13;
- (b) the procedure for transaction of business and the allocation of business of the Chief Commissioner and Commissioner under sub-section (1) of section 14;
- (c) the form, manner and time within which, inquiries or investigation made by the Director-General shall be submitted to the Central Authority under sub-section (5) of section 15; and
- (d) such other matter for which provision is to be, or may be, made by regulation.

**105.** (1) Every rule and every regulation made under this Act shall be laid, as soon as may be after it is made, before each House of Parliament, while it is in session, for a total period of thirty days which may be comprised in one session or in two or more successive sessions, and if, before the expiry of the session immediately following the session or the successive sessions aforesaid, both Houses agree in making any modification in the rule or regulation or both Houses agree that the rule or regulation shall thereafter have effect only in such modified form or be of no effect, as the case may be; so, however, that any such modification or annulment shall be without prejudice to the validity of anything previously done under that rule or regulation.

Power of  
Central  
Authority to  
make  
regulations.

Rules and  
regulations to  
be laid before  
each House of  
Parliament.

(2) Every rule made by a State Government under this Act shall be laid as soon as may be after it is made, before the State Legislature.

**106.** If any difficulty arises in giving effect to the provisions of this Act, the Central Government may, by order in the Official Gazette, make such provisions not inconsistent with the provisions of this Act as appear to it to be necessary or expedient for removing the difficulty:

Power to  
remove  
difficulties.

Provided that no such order shall be made after the expiry of a period of two years from the commencement of this Act.

68 of 1986.

**107.** (1) The Consumer Protection Act, 1986 is hereby repealed.

Repeal and  
savings.

(2) Notwithstanding such repeal, anything done or any action taken or purported to have been done or taken under the Act hereby repealed shall, in so far as it is not inconsistent with the provisions of this Act, be deemed to have been done or taken under the corresponding provisions of this Act.

(3) The mention of particular matters in sub-section (2) shall not be held to prejudice or affect the general application of section 6 of the General Clauses Act, 1897 with regard to the effect of repeal.

10 of 1897.

DR. G. NARAYANA RAJU,  
*Secretary to the Govt. of India.*



# The Mizoram Gazette

## EXTRA ORDINARY

### Published by Authority

RNI No. 27009/1973

Postal Regn. No. NE-313(MZ) 2006-2008

VOL - L Aizawl, Wednesday 25.8.2021 Bhadra 3, S.E. 1943, Issue No. 359

#### NOTIFICATION

No. F. 20016/24/08-FCS&CA, the 25<sup>th</sup> August, 2021. In exercise of the powers conferred under Section 30 and Section 44 read with clauses (h) and (m) of sub-section (2) of Section 102 of the Consumer Protection Act, 2019 (35 of 2019), the Government of Mizoram hereby makes the following rules, namely: -

1. Short title and commencement.—
  - (1) These rules may be called the "Mizoram Consumer Protection (Salary, allowances and conditions of service of the President and Members of the State Commission and District Commission) Rules, 2021".
  - (2) They shall come into force on the date of publication in the Official Gazette.
2. Definitions.—
  - (1) In these rules, unless the context otherwise requires,—
    - (a) 'Act' means the Consumer Protection Act, 2019 (35 of 2019);
    - (b) 'Member' means a Member of the District Commission or the State Commission, as the case may be;
    - (c) 'President' means the President of the District Commission or the State Commission, as the case may be;
  - (2) The words and expressions used herein and not defined in the Act shall have the same meaning respectively assigned to them in the Act.
3. Salaries and allowances payable to President and members of District Commission.—
  - (1) The President shall be entitled to the salary and allowances as are admissible to a District Judge (Entry Level) of the Mizoram Judicial Service.
  - (2) A Member shall receive a pay equal to the pay at the minimum of the scale of pay of a Group-A (Entry Level) of the State Government and other allowances as admissible to such officer.
  - (3) The pay of a person appointed as President or Member, who is in receipt of any pension, shall be reduced by the gross amount of pension drawn by him.
  - (4) There shall be an annual upward revision of the pay of the President and Member at the rate of 3%.

4. Salaries and allowances payable to President and Members of the State Commission.–
  - (1) President of the State Commission shall receive the salary and other allowances as are admissible to a Sitting Judge of the High Court of the State.
  - (2) A Member of the State Commission shall receive a pay equivalent to the pay at minimum of the scale of pay of a Group-A (Senior Grade) of the State Government and other allowances as are admissible to such officer.
  - (3) The pay of a person appointed as President or Member, who is in receipt of any pension, shall be reduced by the gross amount of pension drawn by him.
  - (4) There shall be an annual upward revision of the pay of a member at the rate of 3%.
5. Medical fitness.–  
No person shall be appointed as President or Member unless he is declared medically fit by an authority specified by the State Government in this behalf.
6. Casual vacancy.–  
In case of a casual vacancy in the office of President in the State Commission or District Commission, as the case may be, the State Government shall have the power to appoint the senior-most Member to officiate as President.
7. House Rent Allowance.–  
The President or Member shall be entitled to House Rent Allowance at the same rate as are admissible to Group 'A' Officer of the State Government of a corresponding status.
8. Travelling Allowance and Daily Allowance.–  
The President or Member shall be entitled to Travelling Allowance and Daily Allowance at the same rate as are admissible to Group 'A' Officer of the State Government of a corresponding status.
9. Leave and medical treatment and hospital facilities.–  
The President and Members of the State Commission and the District Commission shall be entitled to Leave, Medical Treatment and Hospital Facilities as per the provisions applicable to Group 'A' Government servants in the State Government.
10. Declaration of Financial and other Interests.–  
The President or member shall, before entering upon his office, declare his assets, and his liabilities and financial and other interests.
11. Other conditions of service.–
  - (1) The terms and conditions of service of the President or Member with respect to which no express provision has been made in these rules, shall be such as are admissible to a Group 'A' Officer of the State Government of a corresponding status.
  - (2) The President or Member shall not practice before the National Commission, the State Commission or the District Commission after retirement from the service of the State Commission or the District Commission, as the case may be.
  - (3) The President or Member shall not undertake any arbitration work while functioning in these capacities in the State Commission or the District Commission, as the case may be.
  - (4) The President or Member of the State Commission or the District Commission, as the case may be, shall not, for a period of two years from the date on which they cease to hold office, accept any employment in, or connected with the management or administration of,

any person who has been a party to a proceeding before the State Commission or the District Commission:

Provided that nothing contained in this rule shall apply to any employment under the Central Government or a State Government or a local authority or in any statutory authority or any corporation established by or under any Central, State or Provincial Act or a Government company as defined in clause (45) of section 2 of the Companies Act, 2013 (18 of 2013).

12. Oaths of office and secrecy.–

Every person appointed to be the President or Member shall, before entering upon his office, make and subscribe an oath of office in Form-I and oath of secrecy in Form-II annexed to these rules.

13. The salary, remuneration and other allowances shall be defrayed out of the Consolidated Fund of the State Government.

By order etc.,

Zothanmawia,  
Secretary to the Government of Mizoram  
Food, Civil Supplies & Consumer Affairs Department

Annexure  
[See Rule 12]

FORM I

*Form of Oath of Office for the President and Member of the State Commission and District Commission*

I, \_\_\_\_\_, having been appointed as the President/ Member in the State Consumer Disputes Redressal Commission, \_\_\_\_\_/ District Consumer Disputes Redressal Commission, \_\_\_\_\_ do solemnly affirm/do swear in the name of God that I will faithfully and conscientiously discharge my duties as the President/Member of the State Commission/District Commission to the best of my ability, knowledge and judgment, without fear or favour, affection or ill-will and that I will uphold the Constitution and the laws of land.

( \_\_\_\_\_ )

FORM II

*Form of Oath of Secrecy for the President and Member of the State Commission and District Commission*

I, \_\_\_\_\_, having been appointed as the President/Member of the State Consumer Disputes Redressal Commission, \_\_\_\_\_/ District Consumer Disputes Redressal Commission, \_\_\_\_\_ do solemnly affirm/do swear in the name of God that I will not directly or indirectly communicate or reveal to any person or persons any matter which shall be brought under my consideration or shall become known to me as President/Member of the State Commission/District Commission, except, as may be required for the due discharge of my duties as the President/Member.

( \_\_\_\_\_ )



# The Mizoram Gazette

## EXTRA ORDINARY

### Published by Authority

RNI No. 27009/1973

Postal Regn. No. NE-313(MZ) 2006-2008

VOL - L Aizawl, Wednesday 3.11.2021 Kartika 12, S.E. 1943, Issue No. 492

#### NOTIFICATION

No. F. 20016/24/08-FCS&CA, the 3<sup>rd</sup> November, 2021. In exercise of the powers conferred by section 30 and section 44 read with clauses (h) and (m) of sub-section (2) of section 102 of the Consumer Protection Act, 2019 (35 of 2019), the Governor of Mizoram is pleased to make the following rules to amend the Mizoram Consumer Protection (Salary, allowances and conditions of service of President and Members of the State Commission and District Commission) Rules, 2021 (hereinafter referred to as the principal rules) notified vide No.F.20016/24/08-FCS&CA dated 25.08.2021 and published in the Mizoram Gazette Extraordinary Issue Vol. L No. 359 dated 25.08.2021, namely:

Short title and commencement.-

1. (1) These rules may be called the 'Mizoram Consumer Protection (Salary, allowances and conditions of service of President and Members of the State Commission and District Commission) (Amendment) Rules, 2021'.  
(2) They shall come into force on the date of publication in the Official Gazette.

Amendment of Rule 3

2. In the principal rules, after sub-rule (4) of rule 3, the following provisos shall be inserted, namely :-

"Provided that the State Government may appoint the President on 'part-time' basis on payment of sitting allowance of Rs. 5000/- per day of sitting.

Provided further that the State Government may appoint members of the District Commissions on 'part-time' basis on payment of sitting allowance of Rs. 3500/- (Rupees Three Thousand Five Hundred) only per day of sitting along with 'Conveyance Allowance' of Rs. 500/- (Rupees Five Hundred) only per day of sitting for the same station.

Provided also that if the place of sitting is outside the headquarters of the President or Member of the District Commission, they shall be entitled to 'Travelling Allowance' and 'Daily Allowance' as per Rule 8 of the principal rules."

Amendment  
of Rule 4

3. In the principal rules, after sub-rule (4) of rule 4, the following provisos shall be inserted, namely :-

"Provided that the State Government may appoint the President on 'part-time' basis on payment of lumpsum remuneration of Rs. 1,39,500/- (Rupees One Lakh Thirty Nine Thousand Five Hundred) only per month along with a Consolidated Honorarium of Rs. 700/- (*Rupees Seven Hundred*) only per day of sitting.

Provided further that the President, State Commission shall be provided with 1 (one) Domestic Attendant at the rate of 'Unskilled Provisional Employee' from the date of joining his/her duty up to the date of relinquishment of the post of the President of the State Commission.

Provided further also that the State Government may appoint a member of the State Commission on 'part-time' basis on payment of sitting allowance of Rs. 3500/- (Rupees Three Thousand Five Hundred) only per sitting per day along with 'Conveyance Allowance' of Rs. 500/- (Rupees Five Hundred) only per day of sitting for the same station.

Provided further also that if the place of sitting is outside the headquarter of the Member of the State Commission, he/she shall be entitled to 'Travelling Allowance' and 'Daily Allowance' as per rule 8 of the principal rules."

By Order, etc.

Zothanmawia,  
Secretary to the Government of Mizoram,  
Food, Civil Supplies & Consumer Affairs Department.

**CONSUMER PROTECTION ACT, 2019**  
**(NO. 35 OF 2019)**

**(IN MIZO)**

*Translated by  
Prof. Chawngsailova  
on behalf of Mizoram Consumer Union*

**Minister Of State**  
FCS&CA, LAD, FISHERIES  
Mizoram



Ph No : (O)0389-2321976  
(F) 0389-2333322

Date : 15/3/2021

## MESSAGE

FCS &CA Department leh Mizoram Consumer Union te'n Consumer te hmakhawngai tak chunga Consumer te dikna leh an chanvo humhalhna dan “The Consumer Protection Act, 2019” (CPA, 2019) Mizo tawnga an rawn dah hi a lawmawm ka ti hle a. Hei hi Mizo mipuiten kan ṭangkaipuiin, Consumer kan nih anga kan chanvo dik tak kan chan theuh theih nan leh buma kan awm loh nan ṭangkai taka kan hman theuh ka beisei a ni.

Tun laiah Media a chak tawh a, Internet khawvela kan awm mek tawhnaah hian sumdawnna leh a kaihnawih thil tam takah inbumna pawh a tam ve zel a, chung laka kan him theih nan te, kan dikna chanvo Sawrkarin dan anga a zamte hriat hi mipuiten kan mawhphurhna a ni a. Dan hriat loh avanga kan tawrh thinnate, kan chan tur dik tak kan chan loh hian a tuartu chu tu dang ni loin keimahni bawk kan nih thin avangin kan chanvo dik tak hre tura kan inzir peih ve pawh hi a tul hle a ni.

Consumer-ten kan dikna humhalhna kawngah hian Mizoten hnam dang kan tluk lo fo thin a, kan chhut peih a, ngaihtuahna senga kan inzir ve hi a tul tak meuh a, chu mi atana he lehkhabu thehlep pawh hi buatsaih a nih angin Mizo mipuiten ṭangkai taka kan hman ka beisei tlat a ni.

*Ka lawm e.*



**(K. LALRINLIANA)**

Secretary  
Food, Civil Supplies  
&  
Consumer Affairs Deptt.  
Government of Mizoram



Date .....

## MESSAGE

Consumer te dikna leh chanvo humhalhna Dan kan neih thin Consumer Protection Act, 1986 chu sutin Consumer te dikna leh chanvo humhalh nana tha zawk Dan thar Consumer Protection Act, 2019 chu siam a lo ni ta a.

Mizoram Consumer-ten he Dan hi kan hriatchhian leh zual theih nan leh ṭangkai zawka kan hman theih nan tlawmngaih chhuahin Prof. Chawngsailova, President, Mizoram Consumer Union chuan a hun tam tak sengin Mizo ṭawngin a letling a. Tunah Mizo ṭawnga chhiar theih tura he Dan : Consumer Protection Act, 2019 (No.35 of 2019) letling a, a bu-a an chhuah theih avangin President, Mizoram Consumer Union leh a thawhpui zawng zawngte chungah lawmthu ka sawi e.

He Dan bu chhiartu zawng zawngten ṭangkai taka an hman theih nan duhsakna ka hlan e.

A handwritten signature in black ink, appearing to read "Vanlalngaihsaka". Below the signature, the date "15-03-21" is written in a smaller, rectangular box.

Mon 15 Mar 2021

(VANLALNGAIHSAKA)



**DEPUTY COMMISSIONER**  
**AIZAWL, MIZORAM**



Off : 0389-2329202  
0389-2329203  
Res : 0389-2329200  
0389-2329201  
Fax : 0389-2329202

## MESSAGE

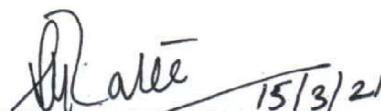
FCS & CA Department leh MCU te ḥangkawpin ram leh hnam tana rotling tur pakhat Consumer Protection Act 2019 Mizo ṭawnga an chhuah thei ta mai hi a lawmawm ka tiin a ngaihhlutawm ka ti hle mai. Consumer te humhalhnna dan thar siam a lo nih hnuah Mizo ṭawnga lehlin a lo ni leh ta hi a lawmawm ka ti takzet a, lehlin a nih theih nana tha leh zung sentu Department leh MCU te an fakawm hle mai.

Kum tam tak Mizoramah Consumer Movement hi a lo awm tawh a; chutih rualin Consumer te hian kan chanvo leh kan humhalh dan tur leh zualkona tur kan hriat tawk loh avang hian kan Right (dikna leh chanvo) Service leh Goods min leitirtuten min rahbehsak chang pawhin kan ngawi ral leh mai ṭhin a, kan tuar tlawk tlawk mai ṭhin a. Chu chuan Consumer (a taka leitu leh hmangtu) te zahpah loh lehzualha leh namnulha a tizual thin. Hei hi thil ṭha lo leh tih reh ngai a nih avang hian Consumer Protection Act 2019 hi siam a lo ni ta a. Mipui nawlpuuiin kan hriatthiama kan hman ṭangkai theih turin Mizo ṭawnga siam a lo nih takah phei chuan Consumer te tana Rohlu leh sorkar tha tichaktu tur ‘Chempui’ hriam tak chhawpchhuakin, bung thar min kaipui ta a ni.

Kan chanvo leh dikna min humhalhsak tura din, Consumer Commission te pawh din an nihna chhan phawkchhuak zo ngei turin leh hman ṭawngkai lehzual an nih theihna turin mipuite pawh kan thanharh zel a pawimawh khawp mai. Tin, a dān te pawh

Consumer, nang leh kei ngei pawhin kan chhawr a, dik lohna leh fel tawk lo te siam thaan inkhalh ngil turin, dik lo taka sumdawngte leh service pe tuten mipuite min nêk a, min bum a nih chuan ngawi ral liam mai lovin Consumer Commission-ah leh hemi kawnga dânin thuneitu hrang hrang a ruatte hnenah pawh Zualko nachang hria ila. He dan pawh hi a nihna ang tak leh duan chhuah a nih nachhan thleng phak ngei turin bihchiangin zirchiang peih bawk ila, sumdawnna kawnga mipui dikna chanvo rahbehna leh inbumna te kan kalphung tha lo te siamtha turin ke kan pen tleng thei ngeiin a rinawm a ni.

Consumer Protection Act 2019 hi Mizoram bakah India ram mipuite tâna Dikna leh Rinawmna chawinun a lo nih zelna tur leh Ram nuam zawk kan siamna tura ke kan pên zelna tura hmanraw tangkai lo ni zel rawh se.

A handwritten signature in black ink, appearing to read "Ralte". To the right of the signature is the date "15/3/21".

**(Dr. LALHRIATZUALI RALTE) IAS**

## **THUHMA**

Consumers te dikna leh chanvo humhalhna tur dan tha tak, Consumers Protection Act, 1986 (CPA 1986) ('Act of 1986' an tih mai thin bawk) chu kum 1986 khan sorkar laipuiin Parliament-ah passed-in, Jammu & Kashmir-ah chauh lo chuan India ram pumah kum 2019 tleng khan chu dan chu hman a ni a. Vawi eng emaw zat CPA 1986 chu tihdanglam leh siam that (Amended) a ni thin a. Mahse kum 2019 khan CPA 1986 chu siam that mai ni loin, a pumin tihdanglam a niin, 'Amend' ti tawh loin, 'Repeal' tiin, CPA 1986 chu CPA 2019 tihin a thlak (Repeal) ta tawp a ni.

CPA 2019 hian CPA 1986 hi thlak tawp mahse consumers te dikna leh chanvo tihdanglam a awm lo va; consumers te hamthatna tur nasa tak a belh zawk niin, mipui mimir (Consumers) te tana tha zawka ngaih a ni a. He CPA 2019 hi Mizo ṭawng ngeia neih ṭhain, FCS&CA Directorate leh Mizoram Consumers Union te chuan a hria a. Chuvangin CPA 2019 chu a ngial a ngan ni lem lo in, kan tana pawimawh leh ṭangkai tur lai laite thur chhuakin Directorate thu min rawn angin kan thiam ang tawkin kan han letling a ni a. Court leh Official sorkar ṭawng-kau-chhehte, ṭawngkam han chheh/chhep dik loh leh tih sual nawk nawk a tamin a rinawm a. Saptawng thiamte tan chuan a sap ṭawngin hmuh tur a awm reng tho

Sorkar laipui chuan CPA 2019 duang tharin, he Dan hnuaih hian consumer te tana ham hatna | thar eng emaw zat a awm a. He thil thar hi ram pum pui tana thil thar pawimawh tak a ni a, hun thar, ni thar chhinchhiah tlak a ni a. Consumer mipuite tan hriatreng tur a ni. Hei hian consumer te dikna leh chanvo humhalh leh venhim kan nih theih nan kawng thar a hawng chho mek a ni.

He Dan thar CPA 2019 hnuiah hian bungrua inzawrhna leh fakna dik lo uchuak titute chunga hremna nasa tak pek theihnat a awm a. Chu chu consumer mipuiin nasa taka kan tawn mek chu a ni. Entir nan, social media heng TV te leh chanchinbu bakah thla tin chhuak, karhnih dan leh kar tin chhuak chanchinbu etc te kan en chuan fakna dik lo, inbumna ang rawng kai, kan hmu fo ḫin a. Sumdawng leh dawkai ḫenkhatin an thil zawrh laite hrall chak an duh avangin TV leh chanchinbuahte an thil zawrh chu nasa takin an fak reng a. Heng tiang thil dik tawk lo avangte hian consumer mipui mimir, a bik takin mi mawl zawkte chu nasa takin min bum fo ḫin a ni. Mimal enkawl zirna in leh damdawi in te thleng hian belhchian dawl ber intiin an inzuar nasa hle a. A tak taka belhchian an dawl leh si ḫin loh avang hian mipui (Consumer te) min bum ḫin a. Heng tianga fak dertute hremna dan hi CPA 2019-ah a awm ta a ni. Hei bakah hian ‘e-commerce service’

leh ‘direct selling’ pawh CPA 2019 huanga dahin a khuahkhirhna dan siam a ni a. Chutiangin Internet online etc. Hmanga sumdawngtute pawh CPA 2019 hian a phuar vek a ni.

CPA 2019 hman a nih hma kha chuan consumer chuan kan dikna leh chanvo kan neihte chu kawng khat chauhin kan humhalh emaw, sualchhuak thei a. Khawi consumer court-ah pawh a dikna leh chanvote chu humhalh tum mahse, hun rei a awf fo ṭhin. Tuna CPA 2019 awm hnuah hi chuan Consumer harsatnate chu hun rei lo te chhunga chinfel saktu tur sawrkar chuan a lo siam chhuak ta a. Chu chu ‘Central Consumer Protection Authority’ (CCPA) hi a ni. He CCPA hian sumdawnna leh in zawrhna dik lo, mipui hruai khawlo thei (Misleading Advertisement) titute leh thil siam chhuah ṭha tawk lo, tihdanglam, pawlh dal etc chingte hremna pawh he CPA2019-ah hian a kimchang hle tawh a ni. Chu chuan thil siam chhuaktute nasa takin a khall ngilin fimkhurna nasa zawk a neihtir dawn a ni.

Kan ram rorelna sang ber Parliament chuan Dt. 30<sup>th</sup> July, 2019 khan CPA2019 chu pawm felin, President in 6<sup>th</sup> Aug, 2019 khan a hming a ziah hnan a ni. Tichuan, **‘The Consumer Protection Act 2019’** chu lo piangin, CPA 1986 chu a rawn thlak ta hlawk a ni. He Dan hi India ram pum puiah (Jammu & Kashmir huam lovin) hman nghal tur a ni a, State 29 leh U.T.7 ten anmahni State theuhah hmang nghal tura tih a ni.

CPA 2019 a lo pian chhan hi ram hmasawn zelin a hrin chhuah a ni ber a. Khawvel changkang, ‘**digitization**’ chak tak vang a ni pakhat bawk a. Tin, sum leh pai hlutna tlakhniam vangte leh mipuite dikna leh chanvo chak zawk leh ᲁ tha zawka humhalh zel a တူလ် vanga he CPA 2019 hi siam a ni.

CPA 1986 kha ᲁ tha thawkhat viauin lang mahse, duh khawp lohna lai leh khawvel thil changkang chho zel avangtea famkim lohna leh belh duhna a lo lian zel a. Tin, ‘**Digital World**’-ah kan cheng tawh a; ‘**Internet**’ hmanga ‘**Online**’sumdawnna lo ᲁ thang lian zel kara consumer - te harsatna chu rah behna (Exploitation) a lo awm zel karah chak zawk leh huam zau zawka sut kian a nih theih nante he CPA 2019 hi siam a ni bawk. CPA 2019 hian CPA 1986-a Consumer-te humhalhna tura dan tesep awmte kha a tibo vek lova. A thuam ᲁ tha zawkin a tichangtlung zawk a ni.

Sawi tawh ang khan he CPA 2019 Mizo ᲁ tawnga kan lehlin hian CPA 2019 chipchiar tak kha kan tarlang lem lova, kan tana pawimawh leh CPA 1986 aတော် CPA 2019 a danglam langsarte kan tarlang mai dawn a ni.

*Prof Chawngsailova*

## A KAIH TAWI

**A kaihtawi leh Consumer Protection Act 2019-a thil lo piang thenkhat langsar zual deuh deuhthe chu:**

- 1. ‘Central Consumer Protection Authority’ din a ni :**
  - (a) Consumer-te dikna leh chanvo tihchhiat chungchangah a chhuitu tur ‘Investigation’ a ti thei ang a; CPA 2019 bawhchhetute a hremna Consumer Court te thu neihna zau zawk pek an ni.**
  - (b) Bungraw him lo leh tha lo leh service tha lo chung chang leh bungraw lak let leh service-tihtawp tir theih a ni ang.**
  - (c) Dik lo tak a sumdawnna ‘Unfair Trade Practice’ leh Advertisement dik lo titute (Misleading Advertisement) chu an sumdawnna tih tawp theih an ni tawh ang.**
  - (d) Chutianga dik lo tak a thiltitute chu hremna nasa zawk a pe thei ang.**
- 2. Consumer-te thu buai rem theihna dan :Hetiang hian Commission (Consumer Court-te) chuan thuneihna an nei ang.**

- (a) Consumer Disputes Redressal Forum, District Forum kan tih mai ၁၇ thin kha Consumer Dispute Redressal Commission, District Commission tiin an hmingthlak a ni a- Nuai 20 aṭang khan cheng vaibelchhe khat thleng an thuneihna tih san a ni
  - (b) State Commission- Cheng vaibelchhe khat aṭanga cheng vaibelchhe sawm thleng( Between Rs. 1 Crore and 10 Crore).
  - (c) National Commission- cheng vaibelchhe sawm chin chung lam zawng.
3. Consumer thubuai theh luh aṭanga ni 21 chhungan Commission chuan thu buai theh luh chu a pawm leh pawm loh a tichiang ang.
  4. An thuremna Order umzui theihna chu Commission te chu pek an ni (Empowerment of Consumer Commission to enforce their orders). A awmzia chu, Commission te thuremna kha miin zawm duh lo ta se, zawmtir turin an um zui thei tihna a ni. A hranpaa ngenna (Execution Order dilna) theh luh ngai kher tawh lovin.
  5. Consumer Commission (Court-ahte) thubuai (Complaint) thehluh theihna kawng awlsam zawk siam a ni ta bawk a.
    - (a) Complainant chenna/awmna hmuh aṭangin. CPA 1986-ah kha chuan Consumer Court-a thubuai theh luh a nih dawnin, thubuai int̄anna District-

ah thubuai hi theh luh tur a ni, CPA 2019-ah hi chuan consumer chenna District-ah pawh a duh phawt chuan thu buai hi consumer-in a theh lut thei tawh a ni.

- (b) ‘Online’ hmangin Complaint (Thubuai) te hi theh luh theih a ni tawh bawk.
- (c) Video Conferencing hmangin thubuai sawi theih (Hearing) a ni tawh bawk. Court-ah mi a kal rem chan lohin emaw, eng emaw thil a țulna avang a nih chuan Court hmaa kal kher lovin ‘Video conferencing’ hmangin Court-ah thubuai a sawi theih, in lan theih tihna a ni.

## **7. Mediation Cell (Insawi remna hmanrua):**

- (a) Hei hi CPA 2019 hian State sorkar-in Order siamin; ‘Mediation Cell’ a din tur a ni a. Chu chu sawiremtu tihna a ni. Consumer khan lungawi lohna a neihin Court kal kher ngai lovin thu buai avang khan Mediation Cell te hian sawirem pui an tum hmasa tur a ni. An inrem theih loh chuan Court-ah an kal mai tur a ni. (An Alternate Dispute Resolution Machanism).
- (b) Mediation Cell hi Consumer Court-te hnuaiah a awm ang.
- (c) Mediation Cell thu tlukna chu khawiah mah ‘Appeal’ (Khin) theih a ni lovang
- (d) Mediator Cell te hi kum 5 chhung atan ruat tur a ni a, ruat nawn leh theih a ni bawk.

**8. Product Liability (Thil siamtute mawhphurhna):**

Thil siamtute (Manufacturer) te emaw a siam chhuah hmangtute leh hrallh chhuaktute chu an thil siamahte, thilsiam chhuah hman thuah, hrallh chhuah chung changahte mawh an phur nasa hle tawh dawn a. Thil siam chhuah dik lo, tha lo, kim lo, mihring nunna atana pawi leh tawrhna, thihna hial thlen thei reng rengah chuan, consumer chuan zangna dawmna a dil thei ang. Hengah te hian thil siamtute chuan mawh an phur ang.

## BUNG 1-NA

Bung 1-naah hian he Danin a huam chinte, he Dan hman ṭan hunte leh Dan hman dan tur leh hrilhfiahna te tar lan a ni a. Entir nan : Advertisement (Mizovin sumdawnna fakna kan tih ṭhin) awmzia hrilhfiahna a ni a. Advertisement chuan tawngka (Audio) leh a lem hmuh theih (Visual publicity) te, heng Light, Sound, Gas, Print, Electronic media, Internet website-a thupuan darh hi a ni a. Fakna hmanga hriattirna (Notice) tih chhuahte, circular te, label (sawi fiahna lehkha bel), Wrapper (thil funna), Invoice (Bungraw thawnnna lehkha) a huam vek thu tarlan a ni a. He dan thara telh thar pawimawh tak pakhat chu '**Central Authority**' din thu hi a ni bawk a. Thu neitu sang tak, bungraw dik lo leh service ṭha lo, dan bawhchhetute chu hrem theitu an ni.

Dik lo taka fakna avanga consumer te ngaihdan hruai kawi theihna (Misleading Advertisement) hi chanchinbuah, TV-ah te leh Social media dangah te hmuh tur a awm fo ṭhin a. Heng hian Consumer te chu ṭha lo taka sumdawng duh mi ḫenkhatin min bum fo ṭhin a, chutiang laka consumer te humhalhna chu CPA 2019 hian a ngai pawimawh em em a ni.

Bung 1-naah hian thil siam chhuah ruangam (Design) hrilh fiahna te, consumer hotu dang 'Director General' siam thua leh sawi fiahna te a tel a. Tun laia sumdawnna

kawnga kan hman lar tak, ‘e-commerce’ awmzia te, ‘electronic service provider’ awmzia te, ‘endorsement’ awmzia sawi fiahna te chu tar lan a ni bawk. He bung, Chang 35-naah hian **‘product liability action’** chungchang a lo lang a. Chu chu thil siamtuten an thil siam chhuaha an mawhphurhna tihpuitlin nana hmalakna a ni a, Chang 42-ah **‘Regulation leh Regulator’** sawifiahna a lo lang a. Consumer te vuivaina chinfelna dan leh ken kawhnaa thuneitute chungchuangte tarlan a ni bawk.

## BUNG 2-NA

Bung hnihnaah hian '**Consumer Protection Council**' din thu tar lan a niin, a dinhmun leh tih tur te, a thuneihnna te pawh tar lan a ni. Heng Nation, State leh District-ah te hian '**Consumer Protection Council**' a awm zel ang a, Central-ah chuan Minister of Consumer Affairs Chair-na hnuai-ah '**Center Consumer Protection Council**' a awm ang. Member-te chu kum khat chhungin a tlem berah vawi khat tal an thukhawm thin tur a ni. State-ah chuan '**State Consumer Protection Council**' tih a ni a, Chairperson chu State Consumer Affairs Minister a ni a. Member zat hi 10 aia tam lo tur an ni. State Council kum khat chhungin a tlem berah vawi 2 tal an thukhawm thin tur a ni. District-ah pawh '**District Consumer Protection Council**' a awm ang a. Chuta hruiatu chu District Collector/DC apiang chu ex-officio in Chairperson an ni zel ang. Kum khat chhungin a tlem berah vawi 2 tal an thukhawm thin tur a ni. Center, State leh District-a Council te hi '**Advisory Council**' tia sawi thin an ni bawk.

## BUNG 3-NA

Bung thumnaah hian ‘**Central Consumer Protection**

**Authority’(Central Authority tih mai)** din chung chang a lo lang bawk a. Hei hi Chief Commissioner hova hnathawk tur an ni. Chief Commissioner hnuaih hian ‘**Commission**’ eng emaw zat an awm ang. **Central Consumer Protection Authority** hnuaih hian ‘**Investigation Wing**’ a awm thar bawk a. He Wing hi Director-General (DG)-in a enkawl ang. DG hnuaih hian Additional, Joint, Deputy, Assistant Director te an awm bawk dawn a ni. He ‘**Investigation Wing**’ hian an hmalakna-te chu Central Authority hnenah ziakin a thlen thin ang.

Chang 16-na (Section 16)-ah District Collector/DC mawhphurhna leh thuneihna a lo lang ang a. District Collector tih hi hmun tam takah chuan Deputy Commission kan tihte hi an ni a, DC chuan an thuneihna huam chhunga consumer te tana harsatna thlengte leh consumer te dikna leh chanvo tichhe thei thil thlengte, sumdawnna hleihluak leh pamham ang chi te chu ‘**Central Authority**’ hnenah thlen thin tura tih a ni.

## BUNG 4-NA

He bungah hian District tina '**District Consumer Disputes Redressal Commission**' chungchang tarlan a ni a. CPA 1986-a District Forum tih chu Commission tia thlak a nih thute. District Commission hmalak dan turté, an hlawh chungchangte leh President Charge laksan a nih thute chu a hmaa CPA1986 ang tho a nih lain Dist. Commission thuneihna (Power & Jurisdiction) huam chin erawh tih san a ni ta a. Cheng nuai 20 china thu nei thin kha nuai za ah tih san dawrh a ni.

He bunga thil thar dang kan hmuh leh chu '**Mediation Cell**' hi a ni. Complaint theh luttu leh a khin. (Opposite party kan tih mai thin) te chuan consumer court-ah te inkhing nghal hmasa mai lovin Commission remruatnain inbiak remna (Mediation ) an nei thei ang tih a ni.

Complaint reng reng hi ni 21 chhungin Commission chuan a pawm leh pawm loh thu tlukna a siam tur a ni bawk a, Complaint chu 'opposite party' hnenah ni 30 chhunga insawifiah turin hriattirna pek tur a ni. Harsatna bik avanga 'opposite party' in ni 30 chhunga insawi fiah hman lova, hun pek a dil chuan Commission chuan insawi fiahna hun ni 15 dang a pek belh theih thu tar lan a ni bawk. Tin, CPA1986-a Dist. Commission thu remnaa lungawi lote chuan State Commission hnenah a 'appeal'

theih hun chhung ni 30 ni Ქthin kha ni 45-a tih sei a ni a. Tan chhan Ქtha tak a awm a nih chuan State Commission chuan eng ‘complaint’ pawh ni 45 liam hnuah pawh a lo pawm thei ang tih a ni ta bawk a ni.

State a ‘Consumer Disputes Redressal Commission’ thu neihna hi cheng nuai za aṭangin nuai sangkhatah tih san a ni dawrh bawk a. State Commission thuremnaa lungawi lo chuan ni 30 chhungin National Commission hnenah a zual ko thei a. ‘National Commission’ chuan Ქul a tih chuan ama thu remna ngei pawh ni 30 chhungin a en nawn leh thei ang.

National Commission thuremnaa lung awi lo chuan ni 30 chhungin Supreme Court hnenah a thlen (Appeal) thei bawk ang. Consumer Commission hrang hrang, District State leh National te thuremna (Order) reng renge chu Supreme Court tih chauh loah chuan khawi Civil Court-ah mah khin let theih a ni lo. Commission-te thutlukna (Judgement & Order) pawm duh lo leh ti pui tling lote chu, Consumer court sang zawka Appeal a nih si loh chuan a rei lo berah thla 3 chhung lung in tan leh kum 3 chhung lung in tan, bakah a tlem berah Rs. 25,000/- chawitir emaw, cheng nuai khat chawitir theih a ni.

## BUNG 5-NA

Bung nganaah hian ‘**Mediation Cell**’-te dinhmun tar lan a ni a. Tar lan tawh angin ‘Consumer Mediation Cell’-te hi District, State Commission leh National Commission nghenga awm tur a ni. Commission hnenah Quarterly Report an pe thin ang, Mediation Cell a awmte hi ‘**Mediator**’ tih an ni. Mediator turte hi Commission President leh Member te telna ‘**Selection Committee**’-in kum 5 chhung atan a ruat ang. Mediator-te chu rawih nawn theih an ni. Complaint theh luhte chu Commission-a theh luh a nih hmain thubuai neitu te rem tih tlanna in Mediator te chuan inremna thu an sawi pui an tum thin ang. Inremna a awm theih chuan Mediation Cell chuan Commission hnenah ziakin a hriattir thin ang a. Ni 7 chhungin Commission chuan thu remna a ti chhuak nghal bawk ang. He Mediation Cell hi keini Mizo Kristiante tan phei hi chuan a tha hle ang. Court-a han inkhin nghal rup rupte hi a Kristian zia lova, kum khuaa inhmuh thiam loh theihnate a nih thin avangin, a theih chhung chu kan in hmuh thiam lohnate, dawhkan kila, inremna sawi theih hi ringtu kan nihna ang pawhin a tha em em dawn a ni. Chu chu chak leh rang zawka thubuai rem nana hmanraw than nia ngaih a ni bawk (Provision for Alternate Dispute Resolution).

Digital khawvela kan luh tak avangin chak zawk leh awmze nei zawka consumer te harsatna sut kian a lo nih theih nan Indian Parliament chuan Dt 30<sup>th</sup> July, 2019 khan Consumer Protection Bill chu a lo passed ta a. He dan thar hi Consumer Protection Act 2019 tih a ni ang a. Kum 30 chuang zeta upa ni ta, Consumer Protection Act 1986 chu he Act thar hian a thlak ta a ni.

**1. E-Commerce hmanga indawrna emaw sumdawnna (E-Commerce Transaction) :** CPA 2019 chuan Consumer te nihna a huam zau tir hle a. Tupawh ‘Offline’ emaw, ‘Online’ emaw hmanga thil leitute, Electronic hmanga thil leitute, Tele-shopping titute, Multi-level marketing-a bungrua chevel, thil leitute a huam tir vek a, CPA hmasa zawkah kha chuan ‘e-commerce transaction’ te a huam thu chiang taka tarlan a ni lo va; mahse, he CPA thar hi chuan a huam thu chiang kuang takin a tar lang ta vek a ni.

**2. E-Service hmanga Complaint a thehluh theih (E-Filing complaint):** He dan tharah hi chuan consumer tupawhin Internet leh Electronic hmanga complaint theih a ni ta bawk. Hei bakah hian he dan tharah hian consumer tu pawhin Consumer Commission thuneihna huam chhung a nih phawt chuan consumer chenna khawi hmun aṭang pawhin complaint a thlen thei tihna a ni. Video Conference hmangin thubuai ngaihtuah theih a ni bawk.

**3. Central Consumer Protection Authority din a ni. (Establishment of Central Consumer Authority):** He dan tharah hian thuneihna sang tak nei Central Consumer Protection Authority din a ni a, CCPA chuan

‘Investigating Wing’ hrان neiin hei hian consumer law bawh chhiatna a chhui thin dawn a ni.

**4. Product Liability leh hremna pek thu (Product Liability & Penal Consequences):** He dan tharah hian thil siam chhuaktuten an thil siam chhuaha mawh an phurh theihna dan, CPA 1986 a famkim lo leh an thil siam that leh that loh avanga hremna an tawh theihna dan famkim lote kha, thil ti dik lotute hrem theihna dan a siam than ta bawk a ni. Thil siam chhuah leh pek chhuah na kawnga Consumer-ten tawrhna leh harsatna an tawh chuan zangna dawmna (Compensation) pek a nih theih dan thleng a huam a ni.

**5. Unfair Trade Practice :** CPA 2019-ah hian ‘Unfair Trade Practice’ hrilhfiahna awmze nei leh zau zawk duan chhuah a ni a. Unfair Trade Practice a awm loh nan consumer-te hnena thil lei tur bungrua chanchin hrilhhriat thin chu sumdawngte mawhphurhna a ni.

**6. Thil zawrh dik lo uchuak taka fakna leh hremna (Penalties for misleading Advertisment) :** Bungraw zawrh, uchuak tak leh dik lo Consumer te pawi khawih thei a awm chuan thil siam chhuaktu emaw phalna petu chu CCPA chuan cheng nuai 10 (INR 10,00,000) thleng a chawitir thei tawh dawn a ni. Thil dik lo titu chu CCPA chuan kum 2 chhung lung in a tan tir thei bawk. Dan bawh chhetu chuan Dan a bawh chhiat nawn leh chuan cheng nuai 50 (INR 50,00,000) thleng a chawi theih bakah kum 5 thleng lung in tantir theih a ni dawn bawk a. Fakna dik lo, consumer-te tana pawi theihna thil chi reng reng

chu CCPA chuan a khap tlat a. Chutiang ti tura phalna petu chu kum khat chhunga sumdawnna tihtawp sak theih a ni. Chumi hnuah Dan a bawhchhiat leh chuan kum thum chhung dang khap sak leh theih a ni bawk.

Sumdawngtuten an thil siam chhuah tar lanna atan mi lar leh mi hming ṭhate an hmang ṭhin a. Hetianga mi larte hmanga fakna (Advertisement) hian consumer te tawrhna leh harsatna a thlen loh nan sumdawnna phalna petu chuan fimkhur takin hma a la ṭhin tur a ni.

**7. Forum aiah Commission :** CPA 1986-ah chuan Consumer court te chu Consumer Disputes Redressal Forum tih a ni a. Mahse, CPA 2019-ah chuan Consumer Dispute Redressal Commission tih a ni ta a. District Commission tiin sawi tawh ṭhin tur a ni.

## BUNG 6-NA

**Production Liability** (Thil siam chhuaktute mawh phurhna): ‘Production Liability’ chu thil siamtute, an thil siama an mawhphurhna tiin a sawi theih mai awm e. Thil siam chhuaktute thilsiam chhuah chu zawrh chhuah a ni ɻthin a, chung an thil siam chhuahte chungah chuan mawh an phurin, an customer te lakah a ɻthat leh ɻthat loh chungchangah mawh an phur tawh dawn a ni. Consumer te dikna leh chanvo humhahnna kawngah hian ‘Product Liability’ a awm tur a ni a. Chu chu he bungah hian a tarlang a ni. Consumer chuan thil siam ɻtha lo leh hlauhawm lakah thil siamtute (Manufacture) a khing thei a ni. Thilsiam chhuaktute chu, an thil siam chhuah ɻthat loh chungchangah Complaint a awm chuan chhui a, an phu tawka hrem theih a ni ang.

## BUNG 7-NA

**Offences & Penalty** (Dan Bawhchhiatna leh Hremna Chungchang):

1. Central Authority thutlukna tipuitling lo chu thlaruk chhung lung in tan emaw cheng nuai 20 thleng chawi tura hrem theih an ni.
2. Service Provider-te zingah Advertisement dik lo uchuak (False & misleading) titute chu kum 2 chhung thleng lung in tantir emaw, cheng nuai 10 thleng emaw chawi tura hrem theih an ni. Hemi hnua dan a bawhchhiat leh chuan Service Provider chu kum 5 tan tir theih a ni ang a, cheng nuai 50 thleng chawitir theih an ni bawk ang.
3. Punishment for manufacturing, sale or storing, or distributing or importing products containing adulterant :Thil siam chhuah pawlh dal emaw tih bawrhban leh tihchingpen (Adulterant) chi leh mihring khawsak tibuai thei leh nunna atana hlauhawm hralth/kawl zuar leh latute chu pawikhawih dan a zirin an thil tih dik loh dan azirin hrem tur an ni. Hetiangin:-
  1. Thi lsiam chhuah pawlhdal/tichingpen man an nih chuan thla 6 thleng lung in tantir leh cheng nuai khat thleng chawitir.

2. Thil siam chhuah pawlh dal avanga hliam tuar an awmin kum khat thleng lung in tan bakah cheng nuai thum thleng chawitir.
3. Thil siam chhuah pawlhdal avanga hliam natak, consumer-in a tuar chuan kum-7 lung in tan leh cheng nuai 5 thleng chawitir.
4. Thil siam chhuah pawlh dal avanga thihna hial a thlenin a zuartu chu kum 7 aia tlem lo aṭanga dam chhung lung in tantir thleng bakah cheng nuai 10 aia tlem lo chawitir.
5. Thil sual titute chhui a thil tih sual hmasak (first offence) berah a ‘Licence’ hrensak theih a ni a, thil sual vawi -2-naah chuan a ‘Licence Cancel’-sak leh kum 2 chhung lung in tantir theih a ni.
6. Thil siam chhuah dik lo, a lem, tak ni lo (spurious goods) hman vanga hliam tuar an awmin thil siam chhuaktu chu lung in tantir bakah cheng nuai 3 thleng chawitir theih a ni ang.

## **BUNG 8-NA**

### **Miscellaneous**

#### **Measures to Prevent Unfair Trade Practices in e-commerce, direct selling etc.**

Sumdawngtuten ‘e-commerce’ hmanga sumdawnna dik lo, fel lo, thianghlim lo leh belhchian dawl lo, consumer te lakah an tih theih loh nan sorkar laipui chuan a ၃၅ angin hma a la dawn a ni. Commission hrang hranga thawkta zawng zawngte chu, President leh Member te tiamin, IPC Section 21-nain a beisei angin Public Servant, mipui rawngbawltu an ni a. He bung 8-na, Miscellaneous-ah hian he dan thar sawi fiahna leh thil chi hrang hrang sawi fiahna tarlan a ni.

#### **CONSUMER PROTECTION ACT, 2019**

#### **MINISTRY OF LAW AND JUSTICE**

**Legislative Department**

**No 35 of 2019**

**(Mizo Tawngin)**

He Dan (Act) hian consumers te dikna leh chanvo humhalhna leh a humhalhtu tur (Mechanism), consumers te harsatna sutkian saktu turte, danin a siamte sawi lanna a ni.

## CHAPTER 1: PRELIMINARY:

### **Section:**

1. (i) He Dan hi “**Consumer Protection Act, 2019**” tih a ni ang.
- (ii) Jammu & Kashmir-ah chauh lo chuan India ram pumah hman a ni ang.
- (iii) Sorkar laipuiin hman tur a tih hunah leh State sorkarin a pawm hunah hman nghal tur a ni.
- (iv) Sorkarin bungrua (Goods) a tih leh tha leh tui senna (Services) lam reng reng a huam ang.
2. (i) He Dana ‘**Advertisement**’-a tihin a huam chu bungrua reng reng fakna leh theh larna lam chi, ṭawngka (Audio) leh a lema hmuh theih (Visual), mipui vantlang hriat tura theh larna lam chi hi a ni.
- (ii) ‘**Appropriate Laboratory**’-in a kawh chu central sorkar hriatpui (Recognized)-a thil finfiahna emaw
- (iii) State sorkarin sorkar laipui dan zulzuia thil finfiahna a pawm (Recognized) te an ni.
- (iv) ‘**Branch office**’ tih he Danin a sawi leh a pawm chu khawi hmun pawha sumdawnna inang nei a, an hmunpui zawkte nena inzawmna neite.
- (v) ‘**Central Authority**’ chu he Dan Sec 10-nain Central Consumer Protection Authority a tih chu a ni.

- (VI) ‘**Complainant**’ chuan consumer thi tawh mahse, a rokhawmtute, kum tling lo a nih chuan a aiawh a nu leh pa emaw dan ang taka a aiawh zo te a huam thei a/
- (VII) ‘**Complaint**’ tih chuan consumer-in ziaka lungawi lohna a neih, a chunga sumdawnna dik lo (Unfair Trade Practices)-a awm te, a thil lei chungchanga thil fel loa awmte, intiam kamna fel lote, man chawia a thil hman (Hire) laka thil fel tawk lote, thil man tur bithliah aia toa inleitir chungchanga, thil fakna (Advertisement) dik lote, nunna atana him tawk lo hrалh chungchanga, vantlang tan pawha him lo laka sumdawnnate, chutiang thil fel lo laka lungawi lohna siam chu a ni.
- (VIII) ‘**Consumer**’ te chu mi man chawia thil hmangtu, leitu, intiam kamna fel tak siam tawhtu thlengin. Tin, mi tupawh sum senga midang hnathawhtir tura chhawrtu (Hire or avail services of other).
- (IX) ‘**Consumer Disputes**’ tih chuan consumer leh sum leh pai senga a thil leina emaw, hmanna te, an inkara thubuai hlabuai awmte a ni.
- (X) ‘**Consumer Rights**’ te chu (i) sumdawnna dik lo leh nunna atana hlauhawmte laka venhimna (ii) kan thil hriat duhte – kan thil lei tur reng reng emaw, a tam lam, a rih zawng, a nihna dik tak leh awm dan kan hriat ngei theihna dikna

chan vote (iii) thil man dik tak a inphu tawka kan lei theih ngeina turte (iv) consumer te lungawi lohna leh vui leh vaina thlen theihnate (v) consumer te dik lo taka bum an niha zangnadawmna hmuh theihnate (vi) consumer te tihbengvar (Awareness) te a ni.

- (XI) ‘**Defect**’ chu thil a nih dan tur ang ni lo hrim hrim sawina a ni mai a, thil ṭha lo, kim lo, fel tawk lo zawng zawng a huam a ni.
- (XII)‘**Deficiency**’ chu hnathawh ṭha tawk lo leh fel lo taka thil tih sawina a ni. Ngaih thahna leh inthlah dahnate, chu mi avanga midangin harsatna an tawhte, mi dangte harsatna siamna zawng zawng sawina a ni.
- (XIII)‘**Design**’ chu thil siam chhuah lam.
- (XIV)‘**Direct Selling**’ chu thil siam chhuaktuin consumer te hnena anmahni ngeiin an hrallh sawina.
- (XV)‘**Director General**’ chu CPA 2019 sub-section (2) a section 15-nain Director General tura a ruat.
- (XVI)‘**District Commission**’ chu CPA 1986 in Consumer Dispute Redressal Forum (District Forum) kan tih ṭhin kha a ni. District Commission tiha thlak a ni.

- (XVII) ‘**e-commerce**’ chu electronic (Online) hmanga sumdawnna, thil lei leh hrakh sawina a ni.
- (XVIII) ‘**Electronic Service Provider**’ chu ‘e-commerce’ hmanga sumdawngtute.
- (XIX) ‘**Endorsement**’ chu remtihna, miin thil a tih dawna thuneituin rem a tihna sawina
- (XX) ‘**Establishment**’ chu bungrua emaw thil siam chhuaktute, an zawmpui (Agent) te, sumdawnna hmun dintute
- (XXI) ‘**Express Warranty**’ chu thil siam chhuak tuten an thil siam thatzia an sawi mawina
- (XXII) ‘**Goods**’ chu bungrua cheawn thei (Movable), ei chi leh chaw lampang tlengin, Food Safety & Standards Act, 2006 in a sawite
- (XXIII) ‘**Harm**’ tihi consumer-in a thil lei, thil tha lo leh thil chhia, bungrua avanga harsatna chi hrang hrang natna, dam loh phahna, thihna hial emaw leh rilru natna tleng a tlente sawina a ni.
- (XXIV) ‘**Injury**’ tihi consumer-in a thil lei avanga tawrhna rilru leh taksahte leh ama bungraw danga harsatna a tawh phah sawina a ni.

- (XXV) ‘**Manufacturer**’ chu thil hralth tur siam chhuaktu sawina a ni.
- (XXVI) ‘**Mediation**’ chu consumer thu buai sawi remna tihna a ni.
- (XXVII) ‘**Mediator**’ chu Sec 75-naa thubuai a awm palha sawi remtu, inremna siamsaktu sawina a ni.
- (XXVIII) ‘**Member**’ te chu National Commission, State Commision leh District Commision-a consumer thubuai chingfeltu President leh Member dangte an ni.
- (XXIX) ‘**Misleading Advertisement**’ chu sumdawngtu pawn an thil zawrh, uchuak taka an fakna, a nihna bak baka an sawimawina sawina a ni.
- (XXX) ‘**National Commission**’ chu New Delhi-a ram pum huapa consumer thubuai ching fel tura Consumer Court sang ber, National Consumer Dispute Redressal Commission sawina a ni
- (XXXI) ‘**Notification**’ chu sorkar Official Gazette-in hriattirna a chhuah sawina a ni.
- (XXXII) ‘**Person**’chu mimal emaw. Pawl emaw sorkar hriatpuiin register-te emaw ṭangrual (Cooperative) emaw, Hindu chhungkua sawina a ni thei.

- (XXXIII) '**Prescribed**' chu sorkar danin thu leh hla a puan chhuah sawina leh tarlanna a ni.
- (XXXIV) '**Product**' chu sumdawnna atana thil siam chhuah leh thar chhuah engpawh sawina a ni. Mahse mihring thisen leh taksa lam a huam lo.
- (XXXV) '**Product Liability**' chu thil siam chhuaktuin a thil siam chhuah a hrakh avanga consumer-in harsatna a tawh phah avanga a laka zangna dawmna a bat sawina a ni.
- (XXXVI) '**Product Liability Action**' chu consumer-in Consumer Courta sumdawngtu laka harsatna a tawh avanga thubuai a siam sawina a ni.
- (XXXVII) '**Product Manufacturer**' chu Sec 33 a sawilan tawh ang, thil zawrh chhuah tur siamtu leh thar chhuaktu, an thil zawrhah pawh anmahni company emaw, address ngei dahtute sawina a ni.
- (XXXVIII) '**Product Seller**' chu thil siam chhuah zuartu leh zuar chhawngtute consumerte laka pawisa laa thil ti ṭhintute (Service providers)te sawina a ni.
- (XXXIX) '**Product service Provider**' pawh hi a chung Sec 37-in a sawi angin midangte (Consumer te) hnena sum laa thil ti ṭhintute sawina.

- (XL) ‘**Regulations**’ chu sorkar laipuite National Commission tena dan leh dun an siam te.
- (XLI) ‘**Regulator**’ chu consumer te humhalhtu danin a ruatte.
- (XLII) ‘**Restrictive Trade Practices**’ chu consumer te laka dik lo taka sumdawnna, anmahni humhalhna leh venhimna atana dan sorkar siam
- (XLIII) ‘**Service**’ chu consumer-te laka pawisa laa hna va thawhna/sumdawnna zawng zawng sawina a ni. Mahse a thlawna mi thil va tihsak, mi motora chuan man chawi loa chuan etc a huam lo.
- (XLIV) ‘**Spurious Goods**’ bungraw tha lo a tha anga sawi tlat hi
- (XLV) ‘**State Commission**’ chu Consumer Dispute Redressal Commision, CPA subsection (1) of section 42-in a sawi.
- (XLVI) ‘**Trader**’ chu bungraw hralth tura sumdawngte, siam chhuaktute huamin.
- (XLVII) ‘**Unfair Contract**’ chu consumer te nena indawra an intiamkamna or inbiakremna hmasa ang lo taka thil tipuitling lo leh consumer sawi dan lo ang leh duh loh ang taka thil tihna chi hrang hrangte. An lo inbiak lawkna dan bawh chhiatnate sawina a ni.

(XLVIII) ‘**Unfair Trade Practices**’ chu dik lo tak a sumdawnna chi zawng zawng, an thil zawrh hrallh duh luat vanga mipui consumer te bumna hi a ni. Thil hlui (Second-hand) chei that a, a thar anga sawite, dik lo tak a thilfakna zawng zawngte a ni.

## **CHAPTER II**

### **CONSUMER PROTECTION COUNCIL**

3. (1) Sorkar laipuiin dan siama hriattirna chhuahin, a hun leh ni te ruatin Central Consumer Protection Council, Central Council tia sawi bawk a din chu a ni.
- (2) Central Council chu Advisory Council ni nghal in Member-ah hengte hi an tel ang:
  - a) Central sorkara Dept of Consumer Affairs Minister chu Chairperson a ni ang
  - b) Official leh non-official Member tur te chu a tul anga ruat mai an ni ang.
4. Central Council chu Chairperson-in rem a tih hunah meeting nei ṭhinin kum khatah vawi khat tal a nei ṭhin tur a ni.
5. Central Council chuan consumer-te hmasawnna leh hmaṭhatna a ngaihtuah tlat tur a ni.
6. (1) State Sorkarin dan siama hriattirna chhuahin, a hun leh ni te ruatin State Consumer Protection Council, State Council tia sawi bawk chu a din ang.

- (2) State Sorkara Minister of Consumer Affairs chu chairperson a ni ang a, Member dangte chu a ၄၁ anga Central Sorkar inruat belh maiin heng Member te hi sawm (10) aiin an tam tur a ni lo. Kum khatah vawi hnih (2) tal meeting an nei tur a ni bawk.
7. State Council chuan consumer-te hmasawnna leh ham̄hatna a ngaihtuah tlat tur a ni.
8. (1) State Sorkarin dan siama hriattirna chhuahin, a hun leh ni te ruatin ‘District Consumer Protection Council, District Council’ tia sawi bawk chu a din ang.
- (2) District Collector (DC) chu Chairperson a ni ang a, Member dangte chu a ၄၂ anga ruat mai an ni ang. Kum khatah vawi hnih (2) tal meeting a nei ၅၈ thin tur a ni.
9. District Council chuan consumer-te hmasawnna leh hmāhatna a ngaihtuah tlat tur a ni.

### **CHAPTER III**

#### **Central Consumer Protection Authority**

10. (1) Sorkar laipuiin dan siama hriattirna chhuahin, a hun leh ni te ruatin ‘Central Consumer Protection Authority, Central Authority’ tia sawi bawk a din chu a ni. Hei hian Consumer-te ham̄hatna tur leh an dikna vawn him lamah hma a la tur a ni.

- (2) ‘Central Authority’-ah hian Chief Commisioner telin, Member dangte chu a ၂၅ ဗုံး Central Sorkarin a ruat belh mai tur a ni.
  - (3) Headquarter chu Delhi niin, Regional Office hmun hrang hrangah central sorkarin ၂၅ ဗုံး a tih danin a din belh ang.
- 11.** Central sorkar vekin Central Authority-a thawk turté lak (appoint) leh rawih (service) hlawh (salaries) ban (removal) leh thil dang chungchangah thuneihna a nei bawk ang.
- 12.** Central sorkar hian ‘Central Authority Commissioner, Chief Commissioner’ chungah thutawp a nei bawk ang.
- 13.** Central Sorkar chuan hna lak emaw, hlawh chung changah emaw thil dang reng rengah Central Authority chu hna thuang taka a thawh theih nan a thuam chak zel tur a ni.
- 14.** Central Authority chuan ‘Chief Commissioner leh Commissioner-te’ hnathawh a vil ang a, a ၂၅ ဗုံး ang an chungah thuneihna a pe bawk tur a ni.
- 15.** (1) Central Authority chuan Investigation Wing Head, Director General enkawlna hnuaih a din tur a ni.
- (2) Hemi atan hian Central Sorkar chuan Director-General, Additional Director-General, Director, Joint Director, Deputy Director leh Assistant Director a ၂၅ ဗုံး ang a ruat belh bawk ang. Hengte

hi an chan pual theuh hna leh thuneihna pek niin Director-General thu neihna hnuaiah hna an thawk ang.

- (3) Case chhui (Investigation) reng reng Director-General kaltlangin Central Authority hnenah theh luh thin tur a ni.
- 16.** District Collector/Commissioner tinten Central Authority kal tlanga consumer complaint reng reng uluk takin a ngaihtuah thin ang a, report pawh a hun takah a theh lut thin tur a ni.
- 17.** Complaint nei reng rengin ziakin emaw thirhrui hmangin DC emaw Central Authority hnenah a thehlut thin tur a ni.
- 18.**
  - (1) Central Authority chuan consumer-te dikna leh chanvo a humhim tlat ang a, dan lo anga sumdawnna a veng tlat bawk ang.
  - (2) Central Authority chuan:
    - a) Central sorkar emaw DC aṭāṅga complaint lut, Consumer-te dikna pal zuta a awmin emaw dik lo taka sumdawnna kalpui a nih chuan dan ang takin a chhui zui zel ang.
    - b) District Commission, State Commission emaw National Commission-a case reng rengah a ṭul dan a zirin a inrawlh/hma a la ve ang.
    - c) Consumer Rights chungchangah Awareness Campaign a tam thei ang ber a nei tur a ni.

- d) NGO te nen တံ့ခါန consumer-te dikna leh chanvo humhalhna lamah theihtawp a chhuah bawk tur a ni.

e) State leh Central sorkar nen တံ့ခါန consumer-te hma ဖာတနာ atan hna a thawk reng bawk tur a ni.

19. (1) Central sorkar complaint a awmin emaw thuchhuah a hmuh reng rengin Central Authority chuan Director-General emaw DC kaltlangin chhui chianna (investigation) a nei ngei ngei tur a ni.

(2) Central Authority-in ဖူးလုပ် a tih dan azirin investigation hi report kim chang nen dan ang takin thu neihna dang (Regulator) hnenah a pe chhawng (transfer) thei ang.

(3) Investigation neih lai hian Central Authority emaw DC te hian thu zawtfiah turin emaw, documents, case atan တံ့ခါန thei tur reng reng thehlut turin tupawh ko thei tura thuneihna pek a ni.

20. Central Authority-in Investigation hmanga thil dik lo a awm ngei nia a hriat chuan:

(a) bungrua a la let thei a.

(b) bungraw lei tawhna reng reng a pekkirtir thei a.

(c) Kutthlak chhunzawm tawh lo turin thu a pe thei bawk.

21. (1) Central Authority-in Investigation a tih hnuah tha a tih chuan a tisaultute chu na taka hrem theiin, kum khat emaw a aia tam pawh sumdawn zui hial a khap sak thei a ni. Pawisa pawh nuai 50 (fifty lakh rupees) thleng a chawitir thei bawk a ni.
- (2) Central Authority-in hremna a pek lai hian hengte hi a ngai pawimawh tur a ni:
- mihring (population) emaw hmun (area) a tih buai zat
  - vawi eng zat nge a tihsual tawh
  - a tuartu dinhmun
  - sum (gross revenue) inrawlh zat.
22. (1) Case chhui (investigation) neih laiin Director-General hnenah heng thuneihnate hi pek a ni ang:
- Documents, records emaw evidence pawimawh reng reng tul a tih hunah en phalsak a ni ang.
  - Chungte chu tha a tih danin hman phalsak a ni ang.
  - Tu pawh a tul hunah chung documents te phawrh turin a ko thei ang.
- 2) Hemi bik atan hian ‘Code of Criminal Procedure 1973’ hman tur a ni.
- 3) Heng Documents reng reng hi lak sak (seized) atanga ni sawmhnh (20) hnuah a copy siam a nih chuan a neitu hnenah pekkir leh tur a ni.

Director-General-in a țul a tih dan azirin a copy te chu a tiral thei ang.

23. Central sorkarin dan siamin emaw thuchhuah hmangin Central Authority thuneihna hi a hmang ṭangkai ṭhin ang.
24. Central Authority thu tluknaa lungawi lote reng reng chuan ni sawm thum chhungin National Commission hnenah a zualko thei ang.
25. Parliament hnuiai dan ang taka din a nih angin Central Sorkar hian a țul atana hman turin Central Authority hnenah sum a pe ṭhin tur a ni.
26. Central Authority chuan ‘Comptroller Auditor General’ rawn chungin a sum hman dan fel fai takin Receipt nen a vawng tlat tur a ni. ‘Comptroller Auditor General’ hian Central Authority sum hman dan a Audit ṭhin bawk ang. Auditna Report hi Central Sorkar hnenah thehluh leh ṭhin tur a ni.
27. Central Authority hmalakna/hnathawh reng reng chu kum tin vawi khat tal Report fel fai tak Central sorkar hnenah a theh lut ang a, chu chu Parliament-ah pharh a ni ṭhin bawk ang.

## **CHAPTER IV**

### **Consumer Disputes Redressal Commission**

28. (1) State sorkarin dan siama hriattirna chhuahin, a hun leh ni te ruatin, ‘District Consumer Disputes Redressal Commission’, ‘District Commission’

tih chu District tinah a din tur a ni. State sorkarin ṭul a tih chuan pakhat aia tam pawh District tinah a din thei ang.

- (2) District Commission chuan President a nei ang a, Member dangte chu Central Sorkar remtihnain pahnih emaw a aia tam lo a ruat belh thei bawk ang.
- 29.** Central sorkar vekin District Commission-a thawk turte laks (Appoint) leh rawih (Service) ban (Removal) leh thil dang chungchangah thuneihna a nei bawk ang.
- 30.** State sorkarin President leh Member dangte hlaws tur a tum thung ang.
- 31.** District Commission-a President emaw Member chuan ruat a nih atangin midang ruat leh a nih hma chu an hna an chelh thei ang.
- 32.** District Commission Member emaw President post eng vang pawha a awl a nih chuan State sorkarin hriattirna chhuahin a hnawh khat thei ang.
- 33.** State sorkarin District Commission mamawh dan a zirin hnathawkku (Offices Staff) a pe tur a ni a, hlaws pawh State sorkar tum tur a ni bawk.
- 34.**
  - (1) Complaint reng reng sum nuai za (1 crore) aia tam lo a nih chuan District Commission-in a ngaihtuah thei ang.
  - (2) District Commission thuneihna huam chhung (Area of jurisdiction)-a buaina awm reng reng

mimal emaw a aia tam emaw eng pawl pawh ni se a ngaihtuah thei ang.

- (3) District Commission chuan State sorkar phalna leh State Commission hriatpuina chauhin District dangah hna a thawk thei ang.
- 35.** District Commission hnena complaint thehlut theite chu:
- (a) Cosumer tupawh bungraw lei leh hrallh chungchanga buaina an neih chuan
  - (b) Sorkar hnuai Consumer Association in Register zawng zawngte.
  - (c) Consumer pakhat emaw a aia tam buaina inang nei an awmin.
  - (d) Central sorkar, Central Authority leh State sorkarte.
- 36.** District Commission-a rorelna reng rengah Commission President emaw Member pakhat tal an awm ̄thin tur a ni. Complaint reng reng Section 35 hmangin a pawmin emaw, a hnawl thei ̄thin bawk ang.
- 37.**
- (1) Case reng reng buaina chinfel a nih chuan District Commission-in ninga chhungin ziak ngeiin hriattirna a chhuah ̄thin ang.
  - (2) Case neitute inkarah inremna a awm chuan ziakin ninga chhungin District Commission hnenah hriattirna pek ngei ngei tur a ni.

- 38.** (1) District Commission-in complaint reng reng a ngaihtuah dawnin hengte hi a ngai pawimawh tur a ni:
- a) Bungraw chungchang a nih chuan complaint theh luh atanga ni sawmhnih pakhat chhungin hriattirna chhuahin buaina chungchang sawfiahna hun ni sawmthum chhung a pe veve tur a ni, a tul chuan ni sawm panga hun chhung pawh sei theih a ni bawk.
  - (b) Hemi hun chhunga an rawn inlan lo a nih chuan Commission in tha a tih dan azirin thutlukna a siam thei ang.
  - (c) Bungrua reng reng a hmel hemna felfai takiafiah theih a nih loh chuan Laboratory changtlung takah ni sawmli panga chhungin fiahna (Test) neih thin a ni ang a, a tul angin hun hi pawh sei theih a ni bawk.
  - (d) Laboratory-a Test-na man senso hi complaint neituin a chawi thin ang.
  - (e) Pawisa hi Laboratory-a Test neih nan chauh hman tur niin a Result kimchang tak ziakin Complaint Case neitute hnenah a tul chuan a pe thin ang.
  - (f) Test Result hi pawm loh a nih chuan ziakin a pawm lotu zawkin District Commission hnenah a thlen thin tur a ni.
- (2) Section 36-na hmanga Complaint lut bawhzui theih loh a awm chuan District Commission-in ni sawmthum chhungin ziakin a Case chungchang

hriattirna thehlut turin thu a chhuah ang a, a țul chuan ni sawmpanga aia rei lo pawh sei theih a ni ang.

- (3) Complaint a awmin, tupawhin hun tiam chhung emaw, dan anga an phat loh emaw, hma lakna a awm loh chuan District Commission-in hetiang hian a țul angin thu a ti tlu thei ang:
  - (i) Complaint thehluttu thu leh hla (evidence) hmangin.
  - (ii) Dan anga hmalakna emaw insawifiahna a awm lo a nih chuan.
- (4) District Commission hian hriattirna erawh a chhuah ngei tur a ni.
- (5) Chutianga rorel a nih tawh chuan Court dangah tumahin an sawi buai thei tawh lovang.
- (6) Complaint reng reng Affidavit nei chauh District Commission-in a ngaihtuah țhin ang.
- (7) Complaint reng reng hriattirna chhuah a nih ațanga thla thumna chhung ngeia a rang lama chinfel theih hram tur a ni. Mahse a thu a zirin thla nga thleng pawh sei theih a ni bawk. Amaherawhchu thutlukna mumal tak ziaka a awm hma loh chu District Commission hian țul a tih anga rei hma a la thei thung ang.

- (8) Thubuai ngaihtuah laiin District Commission in tha a tih chuan thu tlukna lailawk (Interim Order) a tichhuak thei ang.
- (9) Hemi bik atan hian District Commission chuan Civil Court thenkhatte angin ‘Code of Civil Procedure, 1908’ hnuaria thuneihna hengte bikah hian pek a ni ve ang:
- (a) Thuhretu (Witness) leh thubuai neitu (Defendant) koh leh thu zawh fiah
  - (b) Thubuaia lehkha (Documents) pawimawh awm thei chungchangah.
  - (c) Affidavit hmanga fiahna (Evidence) dawn chungchangah.
  - (d) Laboratory hmanga Test chung changah.
  - (e) Thuhretu chung changah
  - (f) Central sorkarin tul leh tha a tih ang zela hma la turin.
- (10) District Commission-in thu tlukna reng reng chu Indian Penal Code Sections 193 leh 228 tlawhchhanin thutlingah ngaih tur a ni. Code of Criminal Procedure 1973, Chapter XXVI section 195 behchhanin District Commission chu Criminal Court thuneihna ang pek a ni.
- (11) Thubuai kal laia thihna a awm chuan ‘First Schedule to the Code of Civil Procedure 1908 Order XXII’ hmanga ngaihtuah chhunzawm a ni ang.

- 39.** Bungruaah chhianna (Defect) a awm reng rengin District Commission chuan a tichhetu hnenah heng thuchhuah (Order) te hi a siam thei ang:
- (a) A chhe lai paih (Repaired)
  - (b) A thara thlak (Replace by new)
  - (c) Pawisa pekkir (Refund) bakah a pung awma pawisa chawitir
  - (d) Bungraw tihchhiat emaw inhliam (Injury) palh, ngaihthahna avanga a awmin, a tisualtuin pawisa chawi zat tuk chu a chawi tur a ni.
  - (e) Dik lo taka sumdawnna kalpui emaw chhunzawm tawh lo tura hremna pek.

Sum chawi zat hi a man pangngai aṭanga chhutin zaa sawmhnih panga (25%) aiin a hniam tur a ni lo.

- 40.** Thutlukna siam tawh reng reng a ṭul dan azirin ennawn theih tura thuneihna chu District Commission hnenah pek a ni.
- 41.** District Commission thlutluknaa lungawi lohna nei reng reng chuan State Commission hnenah ni sawmli panga chhungin ziak ngeiin a zualko ṭhin tur a ni.

State Commission hian ni sawmli panga liam tawh hnuah pawh ni se, ṭul a tih chuan thu tlingah a pawm thei ang.

District Commission-in chawi tur zat a bituk chanve (50%) a dakhkham (Deposit) a nih chauhin State Commission-in a ngaihtuah ṭhin ang.

- 42.** (1) State sorkar in dan siama hriattirna chhuahin, a hun leh nite ruatin, ‘State Consumer Disputes Redressal Commission’ emaw ‘State Commission’ tih chu a din tur a ni.
- (2) State Commission chu state khawpui (Capital)-ah din tur a ni. A ṭul dan a zirin Regional Branch a din thei bawk ang.
- (3) State Commission chuan President bakah Member dang Central sorkarin ṭul a tih dan a zirin mi pali emaw a aia tam lo a ruat ang.
- 43.** Central sorkarin State Commission-a thawk turte lakk chungchangah dan siama hriattirna chhuahin, lakk (Appoint) leh rawih (service) ban (removal) leh thil dang chungchangah thuneihna a nei ang.
- 44.** State sorkarin an hlawh tur a tum thung ang.
- 45.** State Commission-a President emaw Member chuan ruat a nih aṭangin midang ruat leh a nih hma chu an hna an chelh thei ang.
- 46.** State Commission hnathawh dan tur leh kalphung zawng zawng chu State sorkarin a duang vek ang a, a puibawm turin Member pawh a ruat belh thei ang.
- 47.** (1) State Commssion chuan a thuneihna hnuaih hengte hi a ngaihtuah thei ang:
- (a) Thubuai reng reng, sum nuai za aia tam lo a huam chauhin.

- b) District Commission thu tluknaa lungawi lohna a awm reng rengin.
  - (c) State Commission hian District Commission thu tlukna siam chu a ṭul dan a zirin a tidang lam thei a ni.
  - (d) State Commission chuan thubuai ‘Bench’ hmangin a ngaihtuah ang a, he Bench-ah hian President leh Member dangte President-in ṭul a tih dan a zirin an tel thei bawk ang.
- (2) State Commission thunneihna huam chhung (Area of Jurisdiction)-a buaina awm reng reng mimal emaw a aia tam emaw eng pawl pawh nise a ngaihtuah thei ang.
- 48.** Thubuai reng reng State Commission-in ṭul a tih chuan District Commission pakhat aṭangin District Commission dangah Case a sawn (Transfer) thei ang.
- 49.** Section 35, 36,37,38,39 hnuiaia Complaint awm reng reng a ṭul dan a zirin State Commision-in a ngaihtuah thei ang.
- 50.** State Commission hian a thutluknaa reng rengah ṭul a tih emaw dilna a awm a nih chuan ni sawmthum chhungin a ennawn thei ang.
- 51.** State Commission thutluknaa lungawi lo an awm chuan ni sawm thum chhung ngeiin National Commission-ah an zualko tur a ni. National Commission hian thutlinga a ngaih chauhin Case a ngaihtuah thin bawk ang.

52. State Commission emaw National Commission hnenah Case lut reng reng chu a luh aṭanga ni sawmkua ral hma ngeia ngaihtuah tur a ni.
53. Central sorkarin dan siama hriattirna chhuahin, a hun leh nite ruatin, ‘National Consumer Disputes Redressal Commission’ emaw ‘National Commission’ tih chu ram khawpui berah a din tur a ni. Central sorkarin ṭul a tih chuan pakhat aia tam (Regional Benches) pawh a din thei ang.
54. National Commission chuan President leh Member dang pali aia tlem lo ruat a ni bawk ang.
55. Central sorkar vekin National Commission-a thawk tur te lak (Appoint) leh rawih (Service) ban (Removal) leh thil dang chungchangah thunneihna a nei bawk ang. Member-te an Term (kum 5) an hman zawh chuan a ṭul dan a zirin ruat nawn theih an ni ang.

Member-te tana kum bithliah chin chu:

- a) President tan kum sawm sarih aia tam lo.
- b) Member dangte tan kum sawmruk pasarih aia tam lo.
56. President leh Member dangte‘ Section 177 of the Finance Act 2017’ hma lama ruatte chu Consumer Protection Act, 1986 hmanga thunneihna pek an ni ang.
57. Central sorkarin a ṭul angin National Commission chu a hnuaia hnathawk tur (Staff) a ruat sak ḥthin ang.

National Commission Member te chu President thuhnuia hnathawkin an hlawh leh hnathawh kalphung (Service) te chu a ṭul anga siam rem theih a ni bawk ang.

**58.** (1) National Commission thuneihna-te chu:

(a) (i) Complaint reng reng sum nuai 1000 aia tam a nih chuan National Commission-in a ngaihtuah thei ang.

(ii) State Commission aṭanga zual kona (Appeal) reng reng

(iii) Central Authority aṭanga zual kona (Appeal) reng reng

(2) District Commission thunneihna huamchhung (Area of jurisdiction)-a buaina awm reng reng chu 'Bench'-in a ngaihtuah thin ang a, President in tha a tih danin Bench-a awm tur Member a ruat thei ang.

(3) Thu tawp chu President kutah chauh a awm ang.

**59.** Section 35,36,37,38 leh 39 hnuiai Complaint reng reng chu National Commission chauhin thu tawp a siam thei ang.

**60.** National Commission hian Commission dangte thutlukna ennawn theiin a duh chuan a tidanglam thei bawk ang.

**61.** National Commission thutluknaa lungawi lo chuan National Commission vekah lungawi lohna ziakin a thlen nawn thei ang.

- 62.** State emaw District Commission pakhat aṭanga Commission danga Case sawn (Transfer) theihna chu National Commission kutah a awm ang.
- 63.** National Commission-a President chu eng vang pawhin hnathawk thei lo se Member dang aṭanga a Senior berin a thlak ṭhin ang.
- 64.** District, State emaw National Commission-a hna reng reng Member inthlak emaw rem chan loh avangin tihtawp a ni tur a ni lo.
- 65.** (1) District, State emaw National Commission-a Complaint lut reng reng hriattirna (Notice) chiang taka chhuah zel tur a ni.  
(2) A ṭul a nih chuan thir-hrui (electronic platform) pawh hman mai tur a ni.  
(3) District, State emaw National Commission-in hriattirna (Notice) a chhuah reng reng a dawngtuin a chhang let lo a nih chuan hrem theih a ni ang.
- 66.** National emaw State Commission chuan mimal emaw pawl eng pawh a ṭul chuan a ko (Summon) thei ang.
- 67.** Tupawh National Commission thutlukna (Judgement)-a lungawi lohna nei an awm a nih chuan thutlukna (Order) chhuah aṭanga ni sawmthum (30) chhungin Supreme Court-ah an zualko thei ang.
- 68.** District, State emaw National Commission thutlukna reng rengah zualko (Appeal) an awm lo a nih chuan thutawpah ngaih tur a ni.

69. District, State emaw National Commission chuan Complaint reng reng chhan tha tak a awm a nih loh chuan kum hnih chhunga Report a nih loh chuan a ngaihtuah lovang.
70. Consumer-te tana tha zawk tur a nih chauhin Central Sorkar rawn chungin National Commission chuan State Commission chungah thuneihna a lek kawh thin ang.
71. District, State emaw National Commission thutlukna reng reng chu ‘First Schedule to the Code of Civil Procedure,1908 Order XXI’ tlawhchhanin Court thutlukna puitling anga pawm tur a ni.
72. (1) District, State emaw National Commission thutlukna zawm lo reng reng pawisa chawitir chu Rs. 12000 aia tlem lo atanga nuai khat tlenga hrem theih niin thla thum atanga kum thum tleng lung in tantir hmanga hrem theih a ni.  
(2) ‘Code of Civil Procedure, 1973’ tlawh chhanin District, State leh National Commission te hian ‘First Class Judicial Magistrate’ tlukpui thuneihna pek an ni.
73. (1) ‘Code of Civil Procedure,1973’ tlawhchhanin thutlukna siam reng rengah lungawi lohna a awm chuan hengah hian a zualko (Appeal) theih a ni:
  - (a) District Commission atangin State Commission-ah.
  - (b) State Commission atangin National Commission-ah.

- (c) National Commission atangin Supreme Court-ah.
- (2) Ni sawmthum chhung ngeiin ziakin tihfel tur a ni.

## **CHAPTER V**

### **MEDIATION**

- 74.** (1) State sorkarin dan siama hriattirna chhuahin, a hun leh ni te ruatin, ‘Consumer Mediation Cell’ State tina District Commissions leh State Commissions-ah a din tur a ni.
- (2) Central sorkarin dan siama hriattirna chhuahin, a hun leh ni te ruatin, ‘Consumer Medition Cell’ chu ‘National Commission’ leh ‘Regional Bench’ hrang hranga awm tur a ruat tur a ni.
- (3) Consumer Mediation Cell chuan hengte hi a vawng tha tlat tur a ni:
- (a) Cell-a thawktute (Empanelled Mediators)
  - (b) Case lut zawng zawng
  - (c) Thubuai ngaihtuah zawng zawng
- (4) Cell hian District, State leh National Commission hnenah a hnathawhte a Report (Quarterly) thin tur a ni.
- 75.** (1) He Cell atan hian District, State leh National Commission chuan a thawktu tur President leh Member dangte awmna a ruat thin tur a ni.

- (2) Heng Member te hi kum nga (5) chhung atan ruat an ni ang a, a တုတ္ထ chuan pawh sei theih a ni bawk ang.
76. District, State leh National Commission hian Cell Member te a ruat lain thutawp a nei ang.
77. Consumer Mediation hnate chu:
- (a) Sum (Financial) emaw hna (Professional) chungchanga Consumer-te hriat tur pawimawh puan chhuah.
  - (b) Consumer-te zahawmna leh dikna vawnhim tlat.
78. Complaint chungchanga thu (Information) an dawn chungchangah District, State leh National Commission-ten တာ tawk an tih chuan thu tlentu (Mediator) chu a တုတ္ထ dan azirin an tlak ဗီး thin ang.
79. Consumer Mediation Cell chhunga thubuai reng reng District, State leh National Commission-te hriatpuinain ngaihtuah ဗီး thin a ni ang.
80. Cell hnuai a thubuai chungchanga inremna a awm chuan ziakin inremna thuthlung dah ဗီး thin tur a ni a, District, State emaw National Commission-in a hriatpui bawk tur a ni. Inremna a awm theih loh chuan Commission mawhphurtuin a တုတ္ထ dan a zirin a ngaihtuah chhunzawn a ni ဗီး thin ang.
81. District, State leh National Commission te chuan Case an dawna thuremna an siam fel tawhte chu ni sarih chhungan an Record fel tur a ni.

## **CHAPTER VI**

### **PRODUCT LIABILITY**

- 82.** Bungraw tihchhiat emaw hmel hem avanga zangna dawmna (Compensation) chungchang felfai taka ngaihtuah a ni thin ang.
- 83.** Bungraw chhia a awm avanga zangna dawmna chawitir tura Complaint (Product Liability) reng reng, tupawhin an neih chuan ngaihtuahsak thin a ni ang.
- 84.** Bungraw neitu chu heng avangte hian chawitir theih an ni:
  - (a) Tihchhiat emaw hmel hemna a awm chuan
  - (b) a tir atanga a chhiatsa chuan
  - (c) a nih dan tur phung a phak loh chuan
  - (d) Warranty a awm loh chuan
- 85.** Bungraw sem chhuaktu/buaipuitute (Product Servicer) pawh a chunga tarlan ang khian bungruaah chhiatna a awm chuan mawh an phur thin ang.
- 86.** Bungraw hrалh chhawngtute (Product Seller) pawh a huam bawk ang.
- 87.** Bungrua reng rengah a nih dan tur ang a nih phak loh chuan a hrалh chhawngtuin mawh a phur thin ang.

## CHAPTER VII

### OFFENCES AND PENALTIES

- 88.** Central Authority hnuia Section 20 leh 21 dan zawm lo reng reng chu thla ruk chhung lung in a tantir emaw, pawisa nuai sawmhnih thleng chawitir emaw, a pahnih hmang pawha hrem theih an ni.
- 89.** Bungraw siamtu emaw hralth chhuaktu reng rengin dan an zawm loh chuan kum hniih chhung lungin tan tir emaw pawisa nuai sawm chawitir thlenga hrem theih an ni. A တုလ် dan a ဇီရိ kum sawm lung in tan emaw nuai sawm nga chawi thlenga hrem theih an ni bawk.
- 90.**
  - (1) Mi tupawh midang hminga bungraw တာလွှဲ/chhia hralth an awm a nih chuan thla ruk chhung lung in tan tir emaw pawisa nuaikhat chawitir hmanga hrem theih an ni. A တုလ် dan a ဇီရိ kum khat lung in tan emaw nuai thum chawi thlenga hrem theih an ni bawk.
  - (2) Consumer chunga thihna hial a thleng a nih chuan kum sarih aia tlem lo emaw dam chhung lung in tan thlenga hrem theih niin, pawisa nuai sawm aia tlem lo chawitir theih a ni bawk.
- 91.** Tupawh ama hming emaw midang hminga bungraw တာလွှဲ/chhia a hralth emaw, lalut a nih chuan hetiang hian hrem theih a ni.
  - (a) Kum khat lung in tan leh nuai thum chawitir theih a ni.

- (b) Taksaa harsatna/inhliamna a thlen a nih chuan kum sarih chhung lung in tan leh pawisa nuai nga thleng chawitir theih a ni bawk.
  - (c) Consumer chunga thihna hial a thleng a nih chuan kum sarih aia tlem lo emaw, dam chhung lung in tan thlenga hrem theih niin, pawisa nuai sawm aia tlem lo chawitir theih a ni bawk.
- 92.** Section 88 leh 89 hnuia Central Authority phalna tel lo chuan ngaih thiamna a awm lovang.
- 93.** Section 22-na hmangin Director General emaw Officer dang hengte hi phalsak an ni ang:
- (a) Khawilai hmun pawh dap (Check)
  - (b) Documents pawimawh man sak (Seized)

## **CHAPTER VIII**

### **MISCELLANEOUS**

- 94.** E-commerce hmanga dik lo tak a sumdawnna kalpu a nih loh nan Central sorkarin a țul angin hma a la ang.
- 95.** Commission hrang hrang hnuia hnathawkte (Officer) reng reng ‘Indian Penal Code Section 21’ hnuia thuneihna pek an ni ang.
- 96.** (1) Section 88 leh 89 hnuia hremna reng reng pawisa chawi chungchangah a țul anga tihdanglam theih a ni ang.
- (2) Hemi bikah hian Central Authority hnenah thuneihna pek a ni ang.

97. Section 21 leh 96 hnuai sum chawitir chu a ṭul anga hman theih a ni.

98. Commission hrang hrang hnuai thawktute laka rorelna chungchanga dawt sawi chu na taka hrem theih an ni.

99. Central Authority chu Central sorkar thu ngaichang pah zelin hna a thawkin a hnathawte ziakin a Report thin tur a ni.

100. He dan hi dan (Law) dangte tichak emaw zawng chauha hman tur a ni.

101. Central sorkarin hriattirna chhuahin, he dan (Act) a nihna ang taka hman a nih theih nan a hnuai mite hi a huam ang:

  - (a) Section 2, clause (19)
  - (b) Section 2, clause (47) sub-clause (iii)
  - (c) Section 2, clause (47) sub-clause (iii)
  - (d) Section 3, sub-section (2) clause (b)
  - (e) Section 4 sub-section (2)
  - (f) Section 10, sub-section (2)
  - (g) Section (11)
  - (h) Section 13, sub-section (2)
  - (i) Section 15, sub-section (2)
  - (j) Section 22, sub-section (3)
  - (k) Section 22, sub section (4)

- (l) Section 26, sub-section (1)
- (m) Section 27, sub-section (1)
- (n) Section 29
- (o) Section 34, sub-section (1)
- (p) Section 35, sub-section (1)
- (q) Section 35, sub-section (2)
- (r) Section 37, sub-section (1)
- (s) Section 38, sub-section (2) clause (c)
- (t) Section 38, sub-section (9) clause (f)
- (u) Section 39, sub-section (2)
- (v) Section 41
- (w) Section 43
- (x) Section 47, sub-section (1) clause (i)
- (y) Section 51, sub-section (1)
- (z) Section 54 clause (b)
- (za) Section 55, sub-section (1)
- (zb) Section 57, sub-section (3)
- (zc) Section 58, sub-section (1)
- (zd) Section 67
- (ze) Section 70, sub-section (4)
- (zf) Section 74, sub-section (3)
- ( zg) Section 94

(zh) Section 96, sub-section (1)

(zi) Section 97

(zj) Dan a ṭul avanga belhte pawh a huam ang.

**102.** State sorkarin hriattirna chhuahin, he dan a nihna ang taka hman a nih theih nan a hnuai a mite hi a huam ang:

- (a) Section 2, clause (19)
- (b) Section 2, sub-section (47) sub-clause (iii) item (b)
- (c) Section 6, sub-section (2) clause (b)
- (d) Section 6, sub-section (4)
- (e) Section 8, sub-section (2) clause (b)
- (f) Section 8, sub-section (4)
- (g) Section 28, sub-section (2)
- (h) Section 30
- (i) Section 33, sub-section (3)
- (j) Section 38, sub-section (2) clause (c)
- (k) Section 41
- (l) Secction 42, sub-section (3)
- (m) Section 44
- (n) Section 46, sub-section (3) (o) Section 70, sub-section (5)
- (p) Section 74, sub-section (3)
- (q) Dan a ṭul avanga belhte pawh a huam ang.

**103.** Central sorkar phalna angin National Commission chuan he dan a nihna ang taka hman a nih theih nan heng a hnuai dante chungah thuneihna a nei ang:

- (a) Section 38, sub-section (7)
- (b) Section 52
- (c) Section 74, sub-section (4)
- (d) Section 74, sub-section (5)
- (e) Section 75, sub-section (2)
- (g) Section 75, sub-section (3)
- (h) Section 77, clause (c)
- (i) Section 79, sub-section (3)

**104.** Central sorkar phalna angin Central Authority chuan he dan a nihna ang taka hman a nih theih nan heng a hnuai dante chungah thuneihna a nei ang:

- (a) Section 13, sub-section (3)
- (b) Section 14, sub-section (3)
- (c) Section 15, sub-section (5)

**105.** (1) He dan hi Parliament-in a pawmpui theih nan Session laiin pharh tur a ni.

- (2) Chutiang bawkin State Legislature pawmpuina lak a ni bawk ang.

**106.** He dan kenkawh chungchangah harsatna a awm reng rengin Central sorkarin thuchhuah siamin a ṭul angin siam ṭhat hna a thawk ṭhin ang.

- 107.** (1) The Consumer Protection Act, 1986 chu thlak/ ḫhiah a ni e.
- (2) He dan hnuiai hmalakna emaw hmalak tawhna reng reng chu dan thar nena a in kalh a nih lem loh chuan chhunzawm theih a ni ang.
- (3) A chunga dan (sub-section 2) hian ‘General Clauses Act, 1897 Section 6’ hman chung changah harsatna a siam thei lovang.



## **TRAI DAN THAR CHUNGCHANG**

Kum 2019, Feb ni 1<sup>st</sup> atanga hman tñ turin Telecom Regulatory Authority of India (TRAI) chuan Star TV (Cable) lak dan thar (Digitalization) a ti chhuak a.

He danin a ngaihpawimawh ber chu Consumers te kan ni a. He dan thar siam a nihna chhan chu TRAI hi mipuiten Star TV kan lak danah leh pawisa kan chawi dan hi ngun taka a zir hnuin, Mipui (Consumer)-te hian kan en ngai reng reng loh Channel tam tak kan lain, chhiahte, pawisa te kan chawi reng tih a hmuchhuak a.

Tichuan, TRAI dan thar hian Consumer-te a ngaih pawimawh ber avangin, mi tumahin an en duh miah lohte, kan lak lohna turin, tuna kan sawi lai Star T.V. Digitalization dan thar hi a dawng ta a ni.

He dan TRAI-in a duan danah hi chuan miin Star T.V. a lak phawt chuan “Basic Pack” an tih, Channel 100 awmna, chu chu Rs130 + Chhiah, A vaiin Rs 150-in kan la ang.

Hei hian chhan a nei a, TRAI-hian Service Provider (Distributor)-te an sum hnar tih chhiat vek a duh loh avang a ni a. He Basic Pack Rs 150/- a kan lak atang hian ei tam tak an la nei dawn a ni.

Tichuan, chu mi bak chu Consumer-in a duh duh channel a lak belh thei tawh ang. An lakna man zat chu TRAI-in a bithliah angin Channel la tam duhin an chawi tam tawh ang a, a la tlemin an chawi tlem mai dawn a ni.

Bouquet System (package/group)-kan tih hi TRAI chuan siam a phal tho a, mahse Operator-ten an package-siamsa ang diak diaka Consumer-te lakluihtir erawh a phal miah lo, Consumer-ten package/bouquet chuang a mi pawh an duh duh Channel chu an thlang thei tur a ni tihna a ni.

Tin, a man thu hlaah pawh pre-paid leh post-paid hi TRAI chuan consumer dah lalin, Consumer thu thu a ti a ni.

Mizo mipuite hian Awareness hi kan tlachham em em a, theihtawp chhuahin M.C.U.-in Whatsapp-ah te, Facebook-ah te, TRAI-dan chu kan han thehdarh ve nasa a, mahse a chhan hriat a harsa a, beisei angin mipui-consumer te hian kan uksak tha that lo mai a, chuvangin awmzia a nei tam thei lo. Chutih chhung chuan mipui mimir hriat lohna chu remchangah hmangin sumdawngte chuan min ei hiau hiau reng mai a ni. PR harsa taka kan siam thinte pawh chhuah lohin a awm thin avangin mipui rethei zawk, nawlpuiin kan tuar ta a ni. TRAI-in he dan thar a chhuahna chhan chu mipui phurrit chhawk zangkhai nan a tih a ni a.

Mahse, Mizoramah erawh chuan kan phurrit chhawk zangkhai a hnekin, tam zawk chuan tun hmaa Fee kan pek thin aia tam kan pek a lo ngai ta si hi M.C.U. chuan pawi a ti em em a. Chuvangin Press mite, Social media te hi

mipui dikna leh chanvo thehdarh turin an ṭangkaiin MCU chuan an ṭanpuina te kan ngen bawk ṭhin a ni. Khawvel khawi hmunah pawh Press/Chanchin bute hi mipui vantlang beng, kan mit tivartu, mipui ngaihdan siamtu, Revolution hial lo chhuahtir theitu chu Press hi an nih avangin an pawimawh a. “Fourth Estate” tih an ni reng a ni. Mipui mimir, mi rethei zawkte phurrit chhawk zangkhaitir theitu pawimawh tak an ni.

Hmun tam zawkah TRAI dan kall a, tihluihna anga bouquet/package siamsa la tur leh a mal mala Channel kan duh thlang thei lo tura, a package-a la mai tura in tihna hi a nasat avangin, keini kristiante ramah heng thu sawi ngaia a awm ta hial hi a pawi kan ti a.

Kan ramah Service Provider (Operators)-ten Bouquet/ Package an siamdan kalhmang, TRAI dan ang chiah a nih lohte Fee an lak dan fel zan lo te, puan zar fo ngaih tawh loh hunte a nghahhlelhawm ngawt mai. Kan dikna leh chanvo hi keimahniin kan humhalh loh emaw, humhalh tura ke kan pen loh chuan tuman min humhalhsak ngawt lo ang. Chuvangin consumer te i harh ang u, i ṭangrual ang u. Sum leh pai harsa taka kan thawhchhuah sate hi mi hausa sumdawng ṭhenkhat pamhamten a nawm a makin min eisak reng a ni tih hria ila, kan dikna leh chanvo sorkarin min pek hi sorkar vek hi kan hnungah min pui turin a awm reng a, kan dikna humhalh turin theihtawp i chhuah teh ang u.//