MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 15th July, 2020

G.S.R. 451 (E).—In exercise of the powers conferred under proviso to sub-section (1) of section 102 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules, namely: -

1. Short title and commencement —
(1) These rules may be called the Consumer Protection (Salary, allowances and conditions of service of President and Members of the State Commission and District Commission) Model Rules, 2020.
(2) They shall come into force on the 20th day of July, 2020.

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;
(d) 'State Government' includes an administrator of a Union territory appointed under article 239 of the Constitution except in rule 13.

(2) The words and expressions used herein and not defined and 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 in the super time scale of pay.

(2) A Member shall receive a pay equal to the pay at the minimum of the scale of pay of a Deputy Secretary 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 an Additional Secretary 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. Transport allowance.—The President or member shall be entitled to transport 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, Leave Travel Concession, 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 and in the case of the Union Territories, from the Consolidated Fund of India.

14. The terms and conditions of the service— the President and the members of the District Commission and the State Commission shall not be varied to their disadvantage during their tenure of office.

[F.No.J-10/8/2018-CPU]
AMIT MEHTA, Jt. Secy.

Annexure

[See Rule 12]

FORM I

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

I, A. B., 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, A. B., 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.

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 15th July, 2020

G.S.R. 452(E).—In exercise of the powers conferred by sections 29 and 43, read with clauses (n) and (w) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules, namely: -

1. Short title and commencement.—
(1)These rules may be called the Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020.

(2) They shall come into force on the 20th day of July, 2020.

2. Definitions.—
(1) In these rules, unless the context otherwise requires, -

(a) "Act" means the Consumer Protection Act, 2019 (35 of 2019);
(b) "Selection Committee" means the Selection Committee referred to in sub-rule (1) of rule 6;

(2) The words and expressions used herein, but not defined and defined in the Act shall have the same meaning assigned to them in the Act.

3. Qualifications for appointment of President and members of the State Commission.—
(1) A person shall not be qualified for appointment as President, unless he is, or has been, a Judge of the High Court;

(2) A person shall not be qualified for appointment as a member unless he is of not less than forty years of age and possesses--
(a) an experience of at least ten years as presiding officer of a district court or of any tribunal at equivalent level or combined service as such in the district court and tribunal:
Provided that not more than fifty percent of such members shall be appointed; or
(b) a bachelor's degree from a recognised university and is a person of ability, integrity and standing, and has special knowledge and professional experience of not less than twenty years in consumer affairs, law, public affairs, administration, economics, commerce, industry, finance, management, engineering, technology, public health or medicine:

(3) At least one member or the President of the State Commission shall be a woman.

4. Qualifications for appointment of President and member of District Commission.—
(1) A person shall not be qualified for appointment as President, unless he is, or has been , or is qualified to be a District Judge.

(2) A person shall not be qualified for appointment as member unless he-

(a) is of not less than thirty-five years of age;
(b) possesses a bachelor's degree from a recognised University; and
(c) is a person of ability, integrity and standing, and having special knowledge and professional experience of not less than fifteen years in consumer affairs, law, public affairs, administration, economics, commerce, industry, finance, management, engineering, technology, public health or medicine .

(3) At least one member or the President of the District Commission shall be a woman.

5. Disqualification for appointment of President or member of State Commission and District Commission.—
A person shall be disqualified for appointment as the President or a member of a State Commission or District Commission if he—

1 has been convicted and sentenced to imprisonment for an offence which involves moral turpitude; or
2 has been adjudged to be insolvent; or
3 is of unsound mind and stands so declared by a competent court; or
4 has been removed or dismissed from the service of the State Government or Central Government or a body corporate owned or controlled by such Government; or
5 has, in the opinion of the State Government, such financial or other interest as is likely to prejudicially affect his functions as the President or a member.

6.Procedure of appointment.—
(1) The President and members of the State Commission and the District Commission shall be appointed by the State Government on the recommendation of a Selection Committee, consisting of the following persons, namely: –

(a) Chief Justice of the High Court or any Judge of the High Court nominated by him- Chairperson;
(b) Secretary in charge of Consumer Affairs of the State Government – Member;

(c) Nominee of the Chief Secretary of the State—Member.

(2) The Secretary in charge of Consumer Affairs of the State Government shall be the convener of the Selection Committee.

(3) No appointment of the President, or of a member shall be invalid merely by reason of any vacancy or absence in the Selection Committee other than a vacancy or absence of the Chairperson.

(4) The process of appointments shall be initiated by the State Government at least six months before the vacancy arises.

(5) If a post falls vacant due to resignation or death of a member or creation of a new post, the process for filling the post shall be initiated immediately after the post has fallen vacant or is created, as the case may be.

(6) The advertisement of a vacancy inviting applications for the posts from eligible candidates shall be published in leading newspapers and circulated in such other manner as the State Government may deem appropriate.

(7) After scrutiny of the applications received till the last date specified for receipt of such applications, a list of eligible candidates along with their applications shall be placed before the Selection Committee.

(8) The Selection Committee shall consider all the applications of eligible applicants referred to it and if it considers necessary, it may shortlist the applicants in accordance with such criteria as it may decide.

(9) The Selection Committee shall determine its procedure for making its recommendation keeping in view the requirements of the State Commission or the District Commission and after taking into account the suitability, record of past performance, integrity and adjudicatory experience.

(10) The Selection committee shall recommend a panel of names of candidates for appointment in the order of merit for the consideration of the State Government.

(11) The State Government shall verify or cause to be verified the credentials and antecedents of the recommended candidates.

(12) Every appointment of a President or member shall be subject to submission of a certificate of physical fitness as indicated in the Annexure appended to these rules, duly signed by a civil surgeon or District Medical Officer.

(13) Before appointment, the selected candidate shall furnish an undertaking that he does not and will not have any such financial or other interest as is likely to affect prejudicially his functions as a President or member.

7. Resignation by President or Member of State Commission or District Commission.— The President or any member may, by writing under his hand addressed to the State Government, resign his office at any time:

Provided that the President or member shall, unless he is permitted by the State Government to relinquish office sooner, continue to hold office until the expiry of three months from the date of receipt of such notice or until a person duly appointed as a successor enters upon his office or until the expiry of his term of office, whichever is the earliest.

8. Removal of President or Member of State Commission or District Commission from office.—(1) The State Government shall remove from office any President or member, who—
(a) has been adjudged as an insolvent; or
(b) has been convicted of an offence which involves moral turpitude; or
(c) has become physically or mentally incapable of acting as such member; or

(d)has acquired such financial or other interest as is likely to affect prejudicially his functions as a member; or
(e)has so abused his position as to render his continuance in office prejudicial to public interest:

Provided that where a President or member is proposed to be removed on any ground specified in clauses (c) to (e), the President or member shall be informed of the charges against him and given an opportunity of being heard in respect of those charges.

9.Procedure for inquiry of misbehaviour or incapacity of President or Member of State Commission or District Commission.—(1) If a written complaint is received by the State Government, alleging any definite charge of misbehaviour or incapacity to perform the functions of the office in respect of the President or a Member of the State Commission or District Commission, the State Government shall make a preliminary scrutiny of such complaint.

(2) If on preliminary scrutiny, the State Government is of the opinion that there are reasonable grounds for making an inquiry into the truth of any misbehaviour or incapacity of the President or a Member of the State Commission or District Commission, it shall make a reference to the National Commission in the case of State Commission and to the State Commission in the case of District Commission to conduct the inquiry.

(3) The National Commission or the State Commission, as the case may be, shall complete the inquiry within three months or such further time as may be specified by the National Commission.

(4) After the conclusion of the inquiry, the National Commission or the State Commission, as the case may be, shall submit its report to the State Government stating therein its findings and the reasons therefor on each of the charges separately with such observations on the whole case as it may think fit.

(5) The National Commission or the State Commission, as the case may be, shall not be bound by the procedure laid down by the Code of Civil Procedure, 1908 (5 of 1908) but shall be guided by the principles of natural justice and shall have power to regulate its own procedure, including the fixing of date, place and time of its inquiry.

10. Term of office of President or Member.—The President and every member of the State Commission and the District Commission shall hold office for a term of four years or up to the age of sixty-five years, whichever is earlier and shall be eligible for reappointment for another term of four years subject to the age limit of sixty- five years, and such reappointment is made on the basis of the recommendation of the Selection Committee.

[F. No. J-10/7/2018-CPU]
AMIT MEHTA, Jt. Secy.

ANNEXURE

[See rule 6 (12)]

CERTIFICATE OF PHYSICAL FITNESS

I hereby certify that I have examined Shri/Smt./Ms..... and that I have not discovered that he/she has any disease (communicable or otherwise) , constitutional weakness or bodily infirmity, except..... I do not consider this a disqualification for his/her for employment as member in the State/District Consumer Disputes Redressal Commission for a period of four years or up to the age of sixty five years, whichever is earlier.

Date.....

Signature of candidate

Signature
Designation
(Civil Surgeon/District Medical Officer)

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 15th July, 2020

G.S.R. 447(E).—In exercise of the powers conferred by clauses (d),(e) and (zj) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules, namely:—

1. Short title and commencement. — (1) These rules may be called the Consumer Protection (Central Consumer Protection Council) Rules, 2020.
(2) They shall come into force on the 20th day of July,2020.

2. Definitions. — (1) In these rules, unless the context otherwise requires,—
(a) ―Act‖ means the Consumer Protection Act, 2019 (35 of 2019);
(b) ―Central Council‖ means the Central Consumer Protection Council established under sub-section (1) of section 3 of the Act;
(c) ―Chairperson‖ means the chairperson of the Central Council;
(d) ―Schedule‖ means a Schedule appended to these rules;
(e) ―State‖ include Union territory.

(2) The words and expressions used herein, but not defined, and defined in the Act shall have themeaning assigned to them in the Act.

3. Composition of Central Council. — The Central Government shall, by notification in the Official Gazette, establish the Central Council which shall consist of the following members, not exceeding thirty-six, namely: —
(a) the Minister in-charge of Consumer Affairs in the Central Government who shall be the Chairperson of the Central Council;
(b) the Minister of State (where he is not holding independent charge) or Deputy Minister in charge of Consumer Affairs in the Central Government who shall be the Vice-Chairperson of the Central Council;
(c) the Minister in-charge of Consumer Affairs of two of the States from each region as mentioned in Schedule I to be changed by rotation on expiration of the term of the Central Council on each occasion;
(d) an administrator (whether designated as administrator or Lieutenant Governor) of a Union territory, to represent that Union territory, as mentioned in Schedule II, to be changed by rotation on expiration of the term of the Central Council on each occasion;
(e) two Members of Parliament—one from the Lok Sabha and one from the Rajya Sabha;
(f) representatives of Departments of the Central Government, autonomous organisations or regulators concerned with consumer interests, not exceeding five to be nominated by the Central Government;
(g) the Chief Commissioner of the Central Consumer Protection Authority;
(h) the Registrar, National Consumer Disputes Redressal Commission, New Delhi;
(i) representatives of consumer organisations not exceeding five, to be nominated by the Central Government;
(j) representatives with proven expertise and experience who are capable of representing consumer interests, drawn from amongst consumer organisations, consumer activists, research and training organisations, academicians, farmers, trade or industry, not exceeding five, one from each of the regions specified in Schedule I, of whom at least one shall be a woman;
(k) the Secretaries in-charge of Consumer Affairs in the States, not exceeding three, to be nominated by the Central Government;
(l) the Secretary in-charge of Consumer Affairs in the Central Government shall be the Member-Secretary of the Central Council.

4. Term of Central Council. — The term of the Central Council shall be three years: Provided that the Central Council shall continue to function for a further period of three months ortill it is reconstituted, whichever is earlier.

5.Resignation of members of Central Council. — Any member may, by notice in writing under his hand addressed to the Chairperson of the Central Council, resign from the Central Council.

6. Vacancy caused by resignation. — (1) A vacancy caused by the resignation of a member under rule 5 shall be filled by a fresh appointment from the same category of members by the Central Government.

(2)The person appointed to fill the vacancy caused by the resignation of a member under rule 5shall hold office only for the period of time that the original member would have been entitled to hold office had the vacancy not occurred.

7. Working Groups. — (1) For the purposes of performing its functions under the Act, the Central Council may constitute from amongst its members, such working groups as it

maydeem necessary, and every working group so constituted shall perform such task as are assigned to it by the Central Council.

(2) The Central Council shall entrust to each working group clearly defined tasks which are specified through terms of reference, and which shall also include the time-period within which such task are to be completed.
(3) The working groups shall report to the Chairperson of the Central Council.
(4) The findings of each working group shall be placed before the Central Council for its consideration.
(5) The working group shall cease to function on the completion of the task for which it was constituted.

8. Meetings of Central Council for transaction of business. — (1) The meetings of the Central Council shall ordinarily be held in the National Capital Territory of Delhi:
Provided that the Central Council may also hold its meetings at any other place in India, wherever in the opinion of the Chairperson, it is expedient so to do.
(2) The Chairperson, or in his absence, the Vice-Chairperson shall preside over the meetings of the Central Council.
(3) In the absence of both the Chairperson and the Vice-Chairperson, the meetings of the Central Council shall be presided over by a member of the Central Council elected for this purpose.
(4) A meeting of the Central Council may be called with the approval of the Chairperson by issuing a notice in writing to every member at least fifteen days before the intended date of the meeting by post, or through e-mail to facilitate speedy communication.
(5) The notice of every meeting of the Central Council shall intimate the time, date, and place of the meeting and the items of agenda for the meeting.
(6) Any business not included in the agenda shall not be transacted at a meeting of the Central Council except with the permission of the Chairperson, or the Vice-Chairperson, or the member presiding over the meeting, as the case may be.
(7) The draft minutes of each meeting of the Central Council shall be prepared as soon as possible and not later than one week from the conclusion of each meeting and the same shall be submitted to the Chairperson or the Vice-Chairperson or to the member who presided over the meeting for his approval.
(8) The draft minutes of each meeting of the Central Council approved by the Chairperson or the Vice-Chairperson or the member who presided over this meeting shall be forwarded to each member of the Central Council as soon as possible for adoption at the next meeting.
(9) No proceedings of the Central Council shall be invalid merely by reasons of existence of any vacancy in or any defect in the constitution of the Central Council.

9. Reimbursement of expenses and sitting fees.— (1) Non-local non-official members of the Central Council shall be entitled to:—
(a) avail economy class airfare in connection with journeys undertaken to and from for the purpose of attending meetings of the Central Council or the working groups;
(b) a sum of rupees five thousand per each day of the meeting of the Central Council or its working groups as incidental charges to cover the expenditure towards their daily allowance, lodging, local conveyance from their place of residence to the station or airport and from the station or airport to the venue of meeting of the Central Council or its working groups, and vice-versa.

(2) Every claim made under sub-rule (1) shall be subject to the member of the Central Council certifying that he shall not claim any benefit from any other ministry, department or organisation of the Central Government during his visit for the purpose of attending the meeting of the Central Council or any of its working groups.

(3) Local non-official members residing at the place of the venue of the meeting of the Central Council or its working groups, shall be entitled to avail consolidated conveyance hire charges of up to rupees one thousand per each day of the meeting irrespective of the classification of the city.

4) Members of Parliament attending meetings of the Central Council or its working groups shall be entitled to travelling and daily allowances at such rates as are admissible to such Members.

SCHEDULE I
[See rule 3 (3)]

(1) Eastern Region - to consist of the States of Bihar, Chattisgarh, Jharkhand, Odisha, and West Bengal.
(2) Western Region - to consist of the States of Goa, Gujarat, Maharashtra, Madhya Pradesh and Rajasthan.
(3) Northern Region - to consist of the States of Haryana, Himachal Pradesh, Punjab, Uttar Pradesh and Uttarakhand.
(4) Southern Region - to consist of the States of Andhra Pradesh, Karnataka, Kerala, Tamil Nadu and Telangana.
(5) North Eastern Region – to consist of the States of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Tripura and Sikkim.

SCHEDULE II
[See rule 3 (4)]

The Union territories of the Andaman and Nicobar Islands, Chandigarh, Dadra and Nagar Haveli and Daman and Diu, Jammu and Kashmir, Ladakh, Lakshadweep, Puducherry, the National Capital Territory of Delhi.

[F. No. J-10/2/2019-CPU]
AMIT MEHTA, Jt. Secy.

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(DEPARTMENT OF CONSUMER AFFAIRS)

NOTIFICATION

New Delhi, the 15 July, 2020

G.S.R. 448(E).— In exercise of the powers conferred by sub-section (1) and clauses (a), (p), (q), (s), (u), (v), (y), (z), (zd), (ze), and (zj) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019) and in supersession of the Consumer Protection Rules, 1987 in so far as they relate to matters covered under these rules, except as respects things done or omitted to be done before such supersession, the Central Government hereby makes the following rules, namely:-

1. Short title and commencement.— (1) These rules may be called the Consumer Protection (Consumer Disputes Redressal Commissions) Rules, 2020.
(2) They shall come into force on the 20th day of July,2020.

2. Definitions. —(1) ln these rules, unless the context otherwise requires,—
(a) 'Act' means the Consumer Protection Act 2019 (35 of 2019);
(b) 'appellant' means a person who makes an appeal against the order of the National Commission, the State Commission or the District Commission, as the case may be;
(c) 'authorised agent' means a person duly authorised by a party to present any complaint, appeal or reply on behalf of such party before the National Commission, the State Commission, or the District Commission, as the case may be;
(d) ‘Commission’ means the District Commission, the State Commission, or the National Commission, as the case may be;
(e) ‘Consumer Welfare Fund’ means the Consumer Welfare Fund established by a State Government or, as the case may be, by the Central Government under section 57 of the Central Goods and Services Tax Act, 2017 (12 of 2017) ;
(f) 'memorandum' means any memorandum of appeal filed by the appellant;
(g) 'nationalised bank' means a corresponding new bank specified in the First Schedule to the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 (5 of 1970) or a corresponding new bank specified in the First Schedule to the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1980 (40 of 1980);
(h) ‘opposite party' means a person who answers a complaint under the Act;
(i) 'President' means the President of the National Commission, the State Commission or the District Commission, as the case may be;
(j) 'respondent' means the person who answers any memorandum of appeal;
(k) “section” means a section of the Act;
(l) 'State' includes a Union territory;

(2) The words and expressions used herein, but not defined and defined in the Act shall have themeaning assigned to them in the Act.

3. Working days and office hours of National Commission. — The working days and office hours of the National Commission shall be the same as that of the Central Government .

4. Seal and emblem. — The official seal and emblem of the National Commission shall be such as the Central Government may specify.

5. Sitting of National Commission. — The President of the National Commission shall convene sittings of the National Commission as and when it may be necessary, and such sittings shall be notified by the National Commission.

6. Manner of authentication of goods by National Commission for analysis and testing.-
(1)The National Commission may direct the complainant to provide one or more than one sample of the goods in clean containers with stopper properly fixed on them for the purposes of testing or analysis.
(2) On receiving the samples of such goods, the National Commission shall seal it and fix labels on the containers carrying the following information, namely:-
(a) the name and address of the appropriate laboratory to whom sample shall be sent for analysis and test;
(b) the name and address of the National Commission;
(c) the case number; and
(d) the official seal of the National Commission.
(3) The sealed sample shall be sent to the recognised laboratory by the National Commission.
(4) The recognised laboratory shall, after receiving sealed sample and examining it, shall forward its report to the National Commission within forty-five days or within such extended time as may be granted by the National Commission, specifying the nature of the defect and date of submission of report.

7. Fee for making complaints. – (1) Every complaint filed under sub-section (1) of section 35 or under sub-clauses (i) and (ii) of clause (a) of sub-section (1) of section 47 or under sub-clauses (i) and (ii) of clause (a) of sub-section (1) of section 58 shall be accompanied by a, as specified in the table given below, in the form of crossed Demand Draft drawn on a nationalised bank or through a crossed Indian Postal Order in favour of the President of the District Commission or the Registrar of the State Commission or the Registrar of the National Commission, as the case may be, and payable at the respective place where the District Commission, State Commission or theNational Commission is situated, or through electronic mode as per arrangement made by theCommission concerned.

(2) The District Commission or the State Commission, as the case may be, shall credit the amount of fee received by it under sub-rule (1) to the Consumer Welfare Fund of the State and where such Consumer Welfare Fund is not established, into the appropriate account of the State Government, and the National Commission shall credit such amount of fee received by it to the Consumer Welfare Fund of the Central Government.

Table

SI. No.	Value of goods or services paid as consideration	Amount of fee payable
(1)	(2) District Commission	(3)
(1)	Upto rupees five lakh	Nil
(2)	Above rupees five lakh and upto rupees ten lakhs	Rs.200
(3)	Above rupees ten lakh and upto rupees twenty lakhs	Rs 400
(4)	Above rupees twenty lakh and upto rupees fifty lakh rupees	Rs. 1000
(5)	Above rupees fifty lakh and upto rupees one crore	Rs.2000
	State Commission	
(6)	Above rupees one crore and upto rupees two crore	Rs.2500
(7)	Above rupees two crore and upto rupees four crore	Rs.3000

(8)	Above rupees four crore and upto rupees six crore	Rs.4000
(9)	Above rupees six crore and upto rupees eight crore	Rs.5000
(10)	Above rupees eight crore and upto rupees ten crore	Rs.6000
	National Commission	
	Above rupees ten crore	Rs. 7500

8. Manner of filing complaints electronically. —The electronic filing of complaints in National Commission, State Commission and District Commission shall be effective from such date and for such category of cases as may be notified by the President of the National Commission from time to time.

9. Additional powers of National Commission, State Commission and District Commission: --(1) The National Commission, the State Commission or the District Commission, as the case may be, shall have power to require any person, —

(a)to produce before it such book, account, document or commodity which is in the custody or under the control of such person, if it is required for the purposes of any proceedings before it, and allow the same to be examined and kept by such officer of the Commission as it may specify in this behalf;
(b)to furnish to the officer specified in clause(a), such information as may be required for the purposes of any proceedings before it.

(2) Where during any proceedings under this Act, the National Commission, the State Commission or the District Commission, as the case may be, has any ground to believe that any book, paper, commodity or document which may be required to be produced in such proceedings, are being or may be, destroyed, mutilated, altered, falsified or secreted, it may, by written order, authorise any officer to exercise the power of entry and search of any premises, and seizure of any book, paper, document or commodity as may be required for the purposes of such proceeding.
Provided that such seizure shall be communicated to the National Commission, the State Commission or the District Commission, as the case may be, as soon as it is made or within a period not exceeding seventy-two hours of making such seizure after specifying the reasons in writing for making such seizure.

(3) The National Commission, the State Commission or the District Commission, as the case may be, on examination of such seized documents or commodities may order the retention thereof or may return it to the party concerned.

10. Credit of amount payable for loss or injury suffered by consumers who are not identifiable conveniently. –(1)Where an order is passed under clause (k) of sub-section (1) of section 39 by the DistrictCommission, or the State Commission, or the National Commission, in the exercise of its powers vested under sub- section (1) of section 49 respectively or sub-section (1) of section 59, directing the opposite party to pay such amount as may be determined by it on account of loss or injury suffered by a large number of consumers, who are not identifiable conveniently, such sum shall be credited by the District Commission and the State Commission in the Consumer Welfare Fund established by the State Government, and by the National Commission in the Consumer Welfare Fund established by the Central Government.

(2) The amount credited to the Consumer Welfare Fund of the Central Government under sub-rule (1) shall be utilised in accordance with rule 97 of the Central Goods and Services Tax Rules, 2017 and the amount credited to the Consumer Welfare Fund of the State Government under sub-rule (1) shall be utilised in accordance with the rules framed under the State Goods and Service Tax Act, 2017.

11. Procedure for filing and hearing of appeal before State Commission.- (1) A Memorandum shall be presented by the appellant or his authorised agent to the State Commission in person or sent by a registered post with acknowledgment due addressed to the State Commission.
(2) Every memorandum filed under sub-rule (1) shall preferably be typed, or be in legible handwriting, and shall set forth concisely under distinct heads, the grounds of appeal without any argument or narrative and such grounds shall be numbered consecutively.
(3) Each memorandum shall be accompanied by the certified copy of the order of the District Commission appealed against and such of the documents, as may be required to support grounds of appeal mentioned in the memorandum.
(4) When the appeal is presented after the expiry of the period of limitation as specified in section 41, the memorandum shall be accompanied by an application supported by an affidavit setting forth the facts on which appellant relies upon to satisfy the State Commission that he has sufficient cause for not preferring the appeal within the period of limitation.
(5) The appellant shall submit four copies of the memorandum to the State Commission for official purposes.
(6) On the date of hearing or any other day to which hearing may be adjourned, the parties or their authorised agents shall appear before the State Commission, and where
(a) the appellant or his authorised agent fails to appear, State Commission may, in its discretion, either dismiss the appeal or decide it ex-parte on the merits of the case;
(b) the respondent or his authorised agent fails to appear, the State Commission shall proceed ex-parte and decide the appeal on the merits of the case.
(7) The appellant shall not, except by the leave of the State Commission, urge or be heard in support of any ground of appeal not set forth in the memorandum, but the State Commission in deciding the appeal, need not confine itself to the grounds of appeal set forth in the memorandum or taken by leave of the State Commission under this rule:
Provided that the State Commission shall not rest its decision on any other grounds unless the party who may be affected thereby, has been given, at least the opportunity of being heard by the State Commission.
(8) No adjournment shall ordinarily be granted at any stage by the State Commission, unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the State Commission:
Provided that the State Commission shall not ordinarily grant more than one adjournment and shall ensure, as far as possible, that the appeal is decided within ninety days from the date of admission:
Provided further that in the event of an appeal being disposed of after the period specified in the first proviso, the State Commission shall record in writing the reasons for the same at the time of disposal of the said appeal.
(9) The order of the State Commission on appeal shall be signed and dated by the members of the State Commission constituting the Bench and shall be communicated to the parties concerned free of cost.

12. Procedure in respect of complaints before National Commission. —(1) A complaint shall be presented to the National Commission by the complainant in person or by his agent,

or be sent by a registered post, addressed to that Commission, containing the following particulars, namely:-
(a) the name, description and the address of the complainant;
(b) the name, description and address of the opposite party or parties, as the case may be, so far as they can be ascertained;
(c) the facts relating to the complaint and when and where it arose;
(d) the documents in support of the allegations contained in the complaint;
(e) the relief which the complainant claims.

(2) Every complaint under sub-rule (1) shall be accompanied by a fee as specified in rule 7.

(3) The National Commission shall, while disposing of any complaint before it, follow the procedure and conditions provided under sections 37 and 38, with such modifications as may be considered necessary by it.

(4) On the date of hearing or any other date to which hearing may be adjourned, the parties or their authorised agents shall appear before the National Commission, and where-
(a) the appellant or his authorised agent fails to appear, the National Commission may, in its discretion, either dismiss the complaint for default or decide it on merits;
(b) the respondent or his authorised agent fails to appear, the National Commission may decide the complaint ex-parte on the merits of the case.

(5) The National Commission may, on such terms as it deems fit and at any stage of the proceedings, adjourn the hearing of the complaint, but the complaint shall be decided as far as possible within a period of-
(a) three months from the date of notice received by the opposite party where such complaint does not require any analysis or testing of commodities; and
(b) five months if such complaint requires analysis or testing.

(6) In the event of a complaint being disposed of after the period specified in sub-rule (5), the National Commission shall record in writing, the reasons for such delay.

(7) If after conducting the proceedings, the National Commission is satisfied with the allegations contained in the complaint, it shall issue order to the opposite party or parties, as the case may be, directing him or them to take one or more of the actions mentioned in sub-section (1) of section 39.

(8) The National Commission shall also have the power to direct that any order passed by it, where no appeal has been preferred under section 67 or where the order of the National Commission has been affirmed by the Supreme Court under that section, be published on its website or through any other media and no legal proceedings shall lie against the National Commission or any media for such publication.

(9) The State Commission and the District Commission shall follow the procedure specified in this rule, with such modifications as may be necessary, in respect of the complaint before them.

13. Appeals before National Commission. – Where an appeal is filed under section 51, the amount to be deposited by the appellant as provided in the second proviso to the said

sectionshall be remitted in the form of a crossed Demand Draft drawn on a nationalised bank in favour of the Registrar, National Commission, payable at New Delhi.

14. Procedure for filing and hearing of appeal before National Commission-
(1) A Memorandum shall be presented by the appellant or his authorised agent to the National Commission in person or sent by registered post addressed to the National Commission.
(2) Every memorandum filed under sub-rule (1) shall preferably be typed, or be in legible handwriting, and shall set forth concisely under distinct heads, the grounds of appeal without any argument or narrative and such grounds shall be numbered consecutively.
(3) The memorandum shall be accompanied by a crossed Demand Draft as specified in rule 16, a certified copy of the order of the State Commission appealed against and such of the documents as may be required to support grounds of appeal mentioned in the memorandum.
(4)When the appeal is presented after the expiry of the period of limitation as specified in section 51, the memorandum shall be accompanied by an application supported by an affidavit setting forth the facts on which the appellant relies upon to satisfy the National Commission that he has sufficient cause for not preferring the appeal within the period of limitation.
(5)The appellant shall submit four copies of the memorandum to the National Commission for official purposes.
(6)On the date of hearing or on any other day to which hearing may be adjourned, the parties or their authorised agents shall appear before the National Commission, and where-
(a) the appellant or his authorised agent fails to appear, the National Commission may, in its discretion, either dismiss the appeal or decide it ex-parte on the merits of the case;
(b) the respondent or his authorised agent fails to appear, the National Commission shall proceed ex-parte and shall decide the appeal on the merits of the case.

(7)The appellant shall not, except by the leave of the National Commission, urge or be heard in support of anyground of appeal not set forth in the memorandum but the National Commission, in deciding the appeal, may not be confined to the grounds of appeal set forth in the memorandum or taken by leave of the National Commission under this rule:

Provided that the National Commission shall not rest its decision on any other grounds unless the party who may be affected thereby, has been given, at least the opportunity of being heard by the National Commission.

(8) No adjournment shall ordinarily be granted at any stage by the National Commission, unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the National Commission:
Provided that the National Commission may also adjourn the hearing of the appeal suomotu, on such terms as it may think fit and at any stage of the proceedings for reasons to be recorded in writing, but shall ensure, as far as possible, that the appeal is decided within ninety days from the date of its admission:
Provided further that in the event of an appeal being disposed of after the period specified in the first proviso, the National Commission shall record in writing the reasons of the same at the time of disposal of the said appeal.

15. Number of Members in National Commission.-The National Commission shall consist of a President and not less than four members and not more than eleven members, of whom at least one member shall be a woman.

16. Sitting of National Commission and signing of orders. – (1) Every proceeding of the National Commission shall be conducted by members of a Bench constituted by the President of the National Commission with one or more members as he may deem fit.
(2) Every order made by the National Commission shall be signed by the members who conducted the proceeding and if there is any difference of opinion among the members of the Bench, the opinion of the majority shall be the order of the National Commission.

17. Manner of depositing amount in appeals before Supreme Court. — Where an appeal is filed before the Supreme Court under section 67, the amount to be deposited by the appellant as provided in the second proviso to that section shall be remitted in the form of a crossed Demand Draft drawn on a nationalised bank in favour of the Registrar, Supreme Court, payable at New Delhi.

18. Furnishing of information by State Commission. – The State Commissions shall furnish information to the Central Government on a quarterly basis in the form as specified in Schedule I to these rules.

SCHEDULE-I [Rule 18]
Present position of Implementation
(Quarterly Performance Report)
Working of Consumer Commissions/Consumer Protection Measures
Name of State:

1. **Establishment of State Commissions and District Fora :**

I. Total number of Districts in State/Union Territory
II. Number of District Commissions in the State
(a) Total Setup :
(b) Functional :
(c) Non Functional :
(d) Name of District where District Commission yet to be set up :
(e) Number of District where District Commission yet to be set up
(f) Number of District where more than one District Commission has been set up
III. Whether State Commission functional
IV. Strength and vacancies
(a) President (b) Members
(c) Reason for Vacancies and Action taken to fill up the same (to be enclosed separately)

2. Performance of State Commission and District Commission

I (a) Total cases filed since inception
(b) Cases disposed of
(c) Cases disposed of within prescribed time norms
(d) Number of cases disposed of by Lok Adalat method
II Detailed Break up of cases pending (give number of cases)
(a) Over 3 months up to 1 year
(b) Over 1 year up to 2 years
(c) Over 2 years up-to 5 years (d) Over 5 years
III Cases disposed of within time norms (give number) (a) Cases received after 15 March ‘02
(b) Cases disposed of within time norms out of (a) above (Number and %)

2. **Implementation of Confonet Project Computer Hardware/Software has**

3. State Commission

Sanctioned Vacancies Sanctioned Vacancies
District Name
No of District Commission
Yes No District Commission
Strength
State Commission
State Commission
State Commission
State Commission
Yes No Yes No
Strength
District Commission
District Commission
District Commission
District Commission (Numbers)

(a) been received (b) been installed
(c) been functional
Activities being done through computers
(a) Is Case Monitoring System Installed & Operational;
(b) Has the live case data been entered?
(c) Whether Cause list and judgement being posted on the website.

4. Training

Training of Members/President in Indian Institute of Public Administration
Training of State/District level Officers in BIS Training Institute
Training under Confonet (a) President and Members (b) Other Staff
Any other Training

1. Short title and commencement. — (1) These rules may be called the Consumer Protection (General) Rules, 2020.
(2) They shall come into force on the 20th day of July, 2020.

2. Definitions:- In these rules, unless the context otherwise requires,---
(a) 'Act" means the Consumer Protection Act, 2019 (35 of 2019);
(b) 'public utility service' means any—
(i) transport service for the carriage of passengers or goods by air, road or water; or
(ii) postal, telegraph, telephone or broadband service; or
(iii)supply of power, light or water or fuel or natural gas to the public by any establishment; or (iv)insurance service; and
(v) service in, or in connection with, the working of any major port or dock;

3.Public utility services to be establishments. – Public utility services shall be establishments for the purpose of Clause (19) of section 2.

4. Certain activities to be exempt from unfair trade practice.–Permitting of the following activities carried out for promoting directly or indirectly the sale, use or supply of any

product or any business interest shall be exempt from the purview of unfair trade practices, namely:–
(a) lotteries allowed under the Lotteries (Regulation) Act, 1998 (17 of 1998); and
(b) games of chance or skill not prohibited under the Public Gambling Act, 1867 (3 of 1867), which are
not gambling and wherein success depends on a substantial degree of skill and not chance.

5. Manner of issuing invoice or bill or cash memo or receipt for goods sold or services rendered.– (1) Every invoice, bill, cash memo or receipt for goods sold or services rendered, issued by a seller shall have the following minimum particulars, namely:-
(a) The name and address of the seller;
(b) a consecutive serial number not exceeding sixteen characters, in one or multiple series, containing letters or numerals or special characters (hyphen or dash, and slash, symbolised as "-" and "/" respectively) and any combination thereof, unique for a financial year;
(c) the date of its issue;
(d) the name of the consumer;
(e) the description of goods or services;
(f) the quantity, in case of goods;
(g) the shipping address, where applicable;
(h) the taxable value and discounts;
(i) the rate of tax;
(j) the signature of the seller or his authorised representative;
(k) the customer care number or e-mail ID, where available, and
(l) the total price in single figure, along with the breakup price showing all the compulsory and voluntary charges, such as delivery charges, postage and handling charges, conveyance charges and the applicable tax:
Provided that where such invoice, bill, cash memo or receipt is issued by a seller in electronic form, the signature of the seller is not required.
(2) The serial number on the invoice, bill, cash memo or receipt to be issued by a seller shall not be altered, removed, replaced, or erased under any circumstances.

[F.No.J-10/6/2018-CPU]
AMIT MEHTA, Jt. Secy.

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 15th July, 2020

G.S.R. 450(E).—In exercise of the powers conferred by sub-section (1) and clauses (r) and (zf) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules, namely:—

1. Short title and commencement.—(1) These rules may be called the Consumer Protection (Mediation) Rules, 2020.

(2) They shall come into force on the 20th day of July, 2020.

2. Definitions—(1) ln these rules, unless the context otherwise requires,—

(a)"Act" means the Consumer Protection Act, 2019 (35 of 2019);
(b)“Commission” means District Commission, State Commission or National Commission, as the case may be;
(c)“mediation cell” means a consumer mediation cell established in accordance with the provisions of section 74;
(d)“panel” means a panel of mediators prepared by the Commission under sub-section (1) of section 75;
(e)“Parties” means parties to a dispute;
(f)“Settlement" means a settlement arrived at in the course of mediation.

(2)All other words and expressions used in the rules and not defined but defined in the ConsumerProtection Act, 2019 (35 of 2019) shall have the meanings respectively assigned to them in the Act.

3. Mediation Cell.---(1) Every Mediation Cell set up in a Commission, shall have a panel of mediators on the recommendation of a selection committee consisting of the President and a member of that Commission.
(2) The Mediation Cell shall have such support staff as may be decided by the President of that Commission in consultation with the concerned Government and that Government shall provide all administrative assistance and infrastructure facilities required by the Commission.

4. Matters not to be referred to mediation.---The following matters shall not be referred to mediation, namely:—
(a) the matters relating to proceedings in respect of medical negligence resulting in grievous injury or death;
(b) matters which relate to defaults or offences for which applications for compounding of offences have been made by one or more parties;
(c) cases involving serious and specific allegations of fraud, fabrication of documents, forgery, impersonation, coercion;
(d) cases relating to prosecution for criminal and non-compoundable offences;
(e) cases which involve public interest or the interest of numerous persons who are not parties before the Commission:
Provided that, in any case other than those mentioned in this rule, the Commission before which the case is pending may choose not to refer it to mediation if it appears to the Commission that no elements of a settlement exist which may be acceptable to the parties or that mediation is otherwise not appropriate having regard to the circumstances of the case and the respective positions of the parties.

5.Refund of fee.—Where the Commission refers the parties to mediation, the complainant shall be entitled to receive full amount of application fee paid in respect of such complaint, if a settlement is reached between such parties.

6. Resort to arbitral or judicial proceedings.—The parties shall not initiate any arbitral or judicial proceedings in respect of a matter which is the subject-matter of the mediation and also when such parties have expressly undertaken not to initiate any such proceeding.

7. Settlement agreement not to be discharged by death of party thereto.—(1) A settlement agreement shall not be discharged by the death of any party thereto and shall be enforceable by or against the legal representative of the deceased party.
(2) Nothing in this rule shall affect the operation of any law by virtue of which any right of action is extinguished by the death of a person.

[F. No. J-10/2/2020-CPU]
AMIT MEHTA, Jt. Secy.

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 15th July, 2020

G.S.R. 452(E).—In exercise of the powers conferred by sections 29 and 43, read with clauses (n) and (w) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules, namely: -

1. Short title and commencement.—(1)These rules may be called the Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020.
(2) They shall come into force on the 20th day of July, 2020.

2. Definitions.—(1) In these rules, unless the context otherwise requires, -
(a) "Act" means the Consumer Protection Act, 2019 (35 of 2019);
(b) "Selection Committee" means the Selection Committee referred to in sub-rule (1) of rule 6;
(2) The words and expressions used herein, but not defined and defined in the Act shall have the same meaning assigned to them in the Act.

3. Qualifications for appointment of President and members of the State Commission.—(1) A person shall not be qualified for appointment as President, unless he is, or has been, a Judge of the High Court;
(2) A person shall not be qualified for appointment as a member unless he is of not less than forty years of age and possesses—
(a) an experience of at least ten years as presiding officer of a district court or of any tribunal at equivalent level or combined service as such in the district court and tribunal: Provided that not more than fifty percent of such members shall be appointed; or
(b) a bachelor's degree from a recognised university and is a person of ability, integrity and standing, and has special knowledge and professional experience of not less than twenty years in consumer affairs, law, public affairs, administration, economics, commerce, industry, finance, management, engineering, technology, public health or medicine:
(3) At least one member or the President of the State Commission shall be a woman.

4. Qualifications for appointment of President and member of District Commission.—(1) A person shall not be qualified for appointment as President, unless he is, or has been , or is qualified to be a District Judge.

(2) A person shall not be qualified for appointment as member unless he-
(a) is of not less than thirty-five years of age;
(b) possesses a bachelor's degree from a recognised University; and
(c) is a person of ability, integrity and standing, and having special knowledge and professional experience of not less than fifteen years in consumer affairs, law, public affairs, administration, economics, commerce, industry, finance, management, engineering, technology, public health or medicine .
(3) At least one member or the President of the District Commission shall be a woman.

5. Disqualification for appointment of President or member of State Commission and District Commission.—A person shall be disqualified for appointment as the President or a member of a State Commission or District Commission if he—
(1) has been convicted and sentenced to imprisonment for an offence which involves moral turpitude; or
(2) has been adjudged to be insolvent; or
(3) is of unsound mind and stands so declared by a competent court; or
(4) has been removed or dismissed from the service of the State Government or Central Government or a body corporate owned or controlled by such Government; or
(5) has, in the opinion of the State Government, such financial or other interest as is likely to prejudicially affect his functions as the President or a member.

6. Procedure of appointment.—(1) The President and members of the State Commission and the District Commission shall be appointed by the State Government on the recommendation of a Selection Committee, consisting of the following persons, namely: –
(a) Chief Justice of the High Court or any Judge of the High Court nominated by him Chairperson;
(b) Secretary in charge of Consumer Affairs of the State Government – Member;
(c) Nominee of the Chief Secretary of the State—Member.
(2) The Secretary in charge of Consumer Affairs of the State Government shall be the convener of the Selection Committee.
(3) No appointment of the President, or of a member shall be invalid merely by reason of any vacancy or absence in the Selection Committee other than a vacancy or absence of the Chairperson. (4) The process of appointments shall be initiated by the State Government at least six months before the vacancy arises.
(5) If a post falls vacant due to resignation or death of a member or creation of a new post, the process for filling the post shall be initiated immediately after the post has fallen vacant or is created, as the case may be.
(6) The advertisement of a vacancy inviting applications for the posts from eligible candidates shall be published in leading newspapers and circulated in such other manner as the State Government may deem appropriate.
(7) After scrutiny of the applications received till the last date specified for receipt of such applications, a list of eligible candidates along with their applications shall be placed before the Selection Committee.
(8) The Selection Committee shall consider all the applications of eligible applicants referred to it and if it considers necessary, it may shortlist the applicants in accordance with such criteria as it may decide.
(9) The Selection Committee shall determine its procedure for making its recommendation keeping in view the requirements of the State Commission or the District Commission and after taking into account the suitability, record of past performance, integrity and adjudicatory experience.

(10) The Selection committee shall recommend a panel of names of candidates for appointment in the order of merit for the consideration of the State Government.
(11) The State Government shall verify or cause to be verified the credentials and antecedents of the recommended candidates.
(12) Every appointment of a President or member shall be subject to submission of a certificate of physical fitness as indicated in the Annexure appended to these rules, duly signed by a civil surgeon or District Medical Officer.
(13) Before appointment, the selected candidate shall furnish an undertaking that he does not and will not have any such financial or other interest as is likely to affect prejudicially his functions as a President or member.

7. Resignation by President or Member of State Commission or District Commission.— The President or any member may, by writing under his hand addressed to the State Government, resign his office at any time: Provided that the President or member shall, unless he is permitted by the State Government to relinquish office sooner, continue to hold office until the expiry of three months from the date of receipt of such notice or until a person duly appointed as a successor enters upon his office or until the expiry of his term of office, whichever is the earliest.

8. Removal of President or Member of State Commission or District Commission from office.—(1) The State Government shall remove from office any President or member, who—
(a) has been adjudged as an insolvent; or
(b) has been convicted of an offence which involves moral turpitude; or
(c) has become physically or mentally incapable of acting as such member; or
(d) has acquired such financial or other interest as is likely to affect prejudicially his functions as a member; or
(e) has so abused his position as to render his continuance in office prejudicial to public interest: Provided that where a President or member is proposed to be removed on any ground specified in clauses (c) to (e), the President or member shall be informed of the charges against him and given an opportunity of being heard in respect of those charges.

9. Procedure for inquiry of misbehaviour or incapacity of President or Member of State Commission or District Commission.—(1) If a written complaint is received by the State Government, alleging any definite charge of misbehaviour or incapacity to perform the functions of the office in respect of the President or a Member of the State Commission or District Commission, the State Government shall make a preliminary scrutiny of such complaint.
(2) If on preliminary scrutiny, the State Government is of the opinion that there are reasonable grounds for making an inquiry into the truth of any misbehaviour or incapacity of the President or a Member of the State Commission or District Commission, it shall make a reference to the National Commission in the case of State Commission and to the State Commission in the case of District Commission to conduct the inquiry.
(3) The National Commission or the State Commission, as the case may be, shall complete the inquiry within three months or such further time as may be specified by the National Commission. (4) After the conclusion of the inquiry, the National Commission or the State Commission, as the case may be, shall submit its report to the State Government stating therein its findings and the reasons therefor on each of the charges separately with such observations on the whole case as it may think fit.
(5) The National Commission or the State Commission, as the case may be, shall not be bound by the procedure laid down by the Code of Civil Procedure, 1908 (5 of 1908) but shall be

guided by the principles of natural justice and shall have power to regulate its own procedure, including the fixing of date, place and time of its inquiry.

10. Term of office of President or Member.—The President and every member of the State Commission and the District Commission shall hold office for a term of four years or up to the age of sixty-five years, whichever is earlier and shall be eligible for reappointment for another term of four years subject to the age limit of sixty-five years, and such reappointment is made on the basis of the recommendation of the Selection Committee.

[F. No. J-10/7/2018-CPU]
AMIT MEHTA, Jt. Secy.

ANNEXURE

[See rule 6 (12)]

CERTIFICATE OF PHYSICAL FITNESS

I hereby certify that I have examined Shri/Smt./Ms…….. and that I have not discovered that he/she has any disease (communicable or otherwise) , constitutional weakness or bodily infirmity, except…… I do not consider this a disqualification for his/her for employment as member in the State/District Consumer Disputes Redressal Commission for a period of four years or up to the age of sixty five years, whichever is earlier.

Date…….
Signature of candidate

Signature
Designation
(Civil Surgeon/District Medical Officer)

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 15th July, 2020

G.S.R. 447(E).—In exercise of the powers conferred by clauses (d),(e) and (zj) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules, namely:—

1. Short title and commencement. — (1) These rules may be called the Consumer Protection (Central Consumer Protection Council) Rules, 2020. (2) They shall come into force on the 20th day of July,2020.

2. Definitions. — (1) ln these rules, unless the context otherwise requires,—
(a) —"Act" means the Consumer Protection Act, 2019 (35 of 2019);
(b) —"Central Council" means the Central Consumer Protection Council established under sub-section (1) of section 3 of the Act;
(c) —"Chairperson" means the chairperson of the Central Council;
(d) —"Schedule" means a Schedule appended to these rules;
(e) —"State" include Union territory.

(2) The words and expressions used herein, but not defined, and defined in the Act shall have the meaning assigned to them in the Act.

3. Composition of Central Council. — The Central Government shall, by notification in the Official Gazette, establish the Central Council which shall consist of the following members, not exceeding thirty-six, namely: —
(a) the Minister in-charge of Consumer Affairs in the Central Government who shall be the Chairperson of the Central Council;
(b) the Minister of State (where he is not holding independent charge) or Deputy Minister in charge of Consumer Affairs in the Central Government who shall be the Vice-Chairperson of the Central Council;
(c) the Minister in-charge of Consumer Affairs of two of the States from each region as mentioned in Schedule I to be changed by rotation on expiration of the term of the Central Council on each occasion;
(d) an administrator (whether designated as administrator or Lieutenant Governor) of a Union territory, to represent that Union territory, as mentioned in Schedule II, to be changed by rotation on expiration of the term of the Central Council on each occasion;
(e) two Members of Parliament—one from the Lok Sabha and one from the Rajya Sabha;
(f) representatives of Departments of the Central Government, autonomous organisations or regulators concerned with consumer interests, not exceeding five to be nominated by the Central Government;
(g) the Chief Commissioner of the Central Consumer Protection Authority;
(h) the Registrar, National Consumer Disputes Redressal Commission, New Delhi;
(i) representatives of consumer organisations not exceeding five, to be nominated by the Central Government;
(j) representatives with proven expertise and experience who are capable of representing consumer interests, drawn from amongst consumer organisations, consumer activists, research and training organisations, academicians, farmers, trade or industry, not exceeding five, one from each of the regions specified in Schedule I, of whom at least one shall be a woman;
(k) the Secretaries in-charge of Consumer Affairs in the States, not exceeding three, to be nominated by the Central Government;
(l) the Secretary in-charge of Consumer Affairs in the Central Government shall be the Member-Secretary of the Central Council.

4.Term of Central Council. — The term of the Central Council shall be three years: Provided that the Central Council shall continue to function for a further period of three months or till it is reconstituted, whichever is earlier.

5.Resignation of members of Central Council. — Any member may, by notice in writing under his hand addressed to the Chairperson of the Central Council, resign from the Central Council.

6. Vacancy caused by resignation. —
(1) A vacancy caused by the resignation of a member under rule 5 shall be filled by a fresh appointment from the same category of members by the Central Government.
(2) The person appointed to fill the vacancy caused by the resignation of a member under rule 5 shall hold office only for the period of time that the original member would have been entitled to hold office had the vacancy not occurred.

7. Working Groups. — (1) For the purposes of performing its functions under the Act, the Central Council may constitute from amongst its members, such working groups as it may deem necessary, and every working group so constituted shall perform such task as are assigned to it by the Central Council.
(2) The Central Council shall entrust to each working group clearly defined tasks which are specified through terms of reference, and which shall also include the time-period within which such task are to be completed.
(3) The working groups shall report to the Chairperson of the Central Council.
(4) The findings of each working group shall be placed before the Central Council for its consideration.
(5) The working group shall cease to function on the completion of the task for which it was constituted.

8. Meetings of Central Council for transaction of business. — (1) The meetings of the Central Council shall ordinarily be held in the National Capital Territory of Delhi: Provided that the Central Council may also hold its meetings at any other place in India, wherever in the opinion of the Chairperson, it is expedient so to do.
(2) The Chairperson, or in his absence, the Vice-Chairperson shall preside over the meetings of the Central Council.
(3) In the absence of both the Chairperson and the Vice-Chairperson, the meetings of the Central Council shall be presided over by a member of the Central Council elected for this purpose.
(4) A meeting of the Central Council may be called with the approval of the Chairperson by issuing a notice in writing to every member at least fifteen days before the intended date of the meeting by post, or through e-mail to facilitate speedy communication.
(5) The notice of every meeting of the Central Council shall intimate the time, date, and place of the meeting and the items of agenda for the meeting.
(6) Any business not included in the agenda shall not be transacted at a meeting of the Central Council except with the permission of the Chairperson, or the Vice-Chairperson, or the member presiding over the meeting, as the case may be.
(7) The draft minutes of each meeting of the Central Council shall be prepared as soon as possible and not later than one week from the conclusion of each meeting and the same shall be submitted to the Chairperson or the Vice-Chairperson or to the member who presided over the meeting for his approval.
(8) The draft minutes of each meeting of the Central Council approved by the Chairperson or the Vice-Chairperson or the member who presided over this meeting shall be forwarded to each member of the Central Council as soon as possible for adoption at the next meeting.
(9) No proceedings of the Central Council shall be invalid merely by reasons of existence of any vacancy in or any defect in the constitution of the Central Council.

9. Reimbursement of expenses and sitting fees.— (1) Non-local non-official members of the Central Council shall be entitled to:— (a) avail economy class airfare in connection with

journeys undertaken to and from for the purpose of attending meetings of the Central Council or the working groups; (b) a sum of rupees five thousand per each day of the meeting of the Central Council or its working groups as incidental charges to cover the expenditure towards their daily allowance, lodging, local conveyance from their place of residence to the station or airport and from the station or airport to the venue of meeting of the Central Council or its working groups, and vice-versa.

(2) Every claim made under sub-rule (1) shall be subject to the member of the Central Council certifying that he shall not claim any benefit from any other ministry, department or organisation of the Central Government during his visit for the purpose of attending the meeting of the Central Council or any of its working groups.

(3) Local non-official members residing at the place of the venue of the meeting of the Central Council or its working groups, shall be entitled to avail consolidated conveyance hire charges of up to rupees one thousand per each day of the meeting irrespective of the classification of the city

(4) Members of Parliament attending meetings of the Central Council or its working groups shall be entitled to travelling and daily allowances at such rates as are admissible to such Members.

SCHEDULE I
[See rule 3 (3)]

(1) Eastern Region - to consist of the States of Bihar, Chattisgarh, Jharkhand, Odisha, and West Bengal.

(2) Western Region - to consist of the States of Goa, Gujarat, Maharashtra, Madhya Pradesh and Rajasthan.

(3) Northern Region - to consist of the States of Haryana, Himachal Pradesh, Punjab, Uttar Pradesh and Uttarakhand.

(4) Southern Region - to consist of the States of Andhra Pradesh, Karnataka, Kerala, Tamil Nadu and Telangana.

(5) North Eastern Region – to consist of the States of Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Tripura and Sikkim.

SCHEDULE II
[See rule 3 (4)]

The Union territories of the Andaman and Nicobar Islands, Chandigarh, Dadra and Nagar Haveli and Daman and Diu, Jammu and Kashmir, Ladakh, Lakshadweep, Puducherry, the National Capital Territory of Delhi.

[F. No. J-10/2/2019-CPU]
AMIT MEHTA, Jt. Secy.

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(DEPARTMENT OF CONSUMER AFFAIRS)

NOTIFICATION

New Delhi, the 15 July, 2020

G.S.R. 448(E).— In exercise of the powers conferred by sub-section (1) and clauses (a), (p), (q), (s), (u), (v), (y), (z), (zd), (ze), and (zj) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019) and in supersession of the Consumer Protection Rules, 1987 in so far as they relate to matters covered under these rules, except as respects things done or omitted to be done before such supersession, the Central Government hereby makes the following rules, namely:-

1. **Short title and commencement.—** (1) These rules may be called the Consumer Protection (Consumer Disputes Redressal Commissions) Rules, 2020.
(2) They shall come into force on the 20th day of July,2020.

2. Definitions. —(1) ln these rules, unless the context otherwise requires,—
(a) 'Act' means the Consumer Protection Act 2019 (35 of 2019);
(b) 'appellant' means a person who makes an appeal against the order of the National Commission, the State Commission or the District Commission, as the case may be;
(c) 'authorised agent' means a person duly authorised by a party to present any complaint, appeal or reply on behalf of such party before the National Commission, the State Commission, or the District Commission, as the case may be;
(d) 'Commission' means the District Commission, the State Commission, or the National Commission, as the case may be;
(e) 'Consumer Welfare Fund' means the Consumer Welfare Fund established by a State Government or, as the case may be, by the Central Government under section 57 of the Central Goods and Services Tax Act, 2017 (12 of 2017) ;
(f) 'memorandum' means any memorandum of appeal filed by the appellant;
(g) 'nationalised bank' means a corresponding new bank specified in the First Schedule to the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1970 (5 of 1970) or a corresponding new bank specified in the First Schedule to the Banking Companies (Acquisition and Transfer of Undertakings) Act, 1980 (40 of 1980);
(h) 'opposite party' means a person who answers a complaint under the Act;
(i) 'President' means the President of the National Commission, the State Commission or the District Commission, as the case may be;
(j) 'respondent' means the person who answers any memorandum of appeal;
(k) "section" means a section of the Act;
(l) 'State' includes a Union territory; (2) The words and expressions used herein, but not defined and defined in the Act shall have the meaning assigned to them in the Act.

3 **Working days and office hours of National Commission**. — The working days and office hours of the National Commission shall be the same as that of the Central Government

4. **Seal and emblem. —** The official seal and emblem of the National Commission shall be such as the Central Government may specify.

5. **Sitting of National Commission.** — The President of the National Commission shall convene sittings of the National Commission as and when it may be necessary, and such sittings shall be notified by the National Commission.

6. **Manner of authentication of goods by National Commission for analysis and testing**.-(1)The National Commission may direct the complainant to provide one or

more than one sample of the goods in clean containers with stopper properly fixed on them for the purposes of testing or analysis.

(2) On receiving the samples of such goods, the National Commission shall seal it and fix labels on the containers carrying the following information, namely:-

(a) the name and address of the appropriate laboratory to whom sample shall be sent for analysis and test;

(b) the name and address of the National Commission;

(c) the case number; and (d) the official seal of the National Commission.

(3) The sealed sample shall be sent to the recognised laboratory by the National Commission.

(4) The recognized laboratory shall, after receiving sealed sample and examining it, shall forward its report to the National Commission within forty-five days or within such extended time as may be granted by the National Commission, specifying the nature of the defect and date of submission of report.

7. Fee for making complaints. – (1) Every complaint filed under sub-section (1) of section 35 or under sub-clauses (i) and (ii) of clause (a) of sub-section (1) of section 47 or under sub-clauses (i) and (ii) of clause (a) of sub-section (1) of section 58 shall be accompanied by a fee, as specified in the table given below, in the form of crossed Demand Draft drawn on a nationalised bank or through a crossed Indian Postal Order in favour of the President of the District Commission or the Registrar of the State Commission or the Registrar of the National Commission, as the case may be, and payable at the respective place where the District Commission, State Commission or the National Commission is situated, or through electronic mode as per arrangement made by the Commission concerned.

(2) The District Commission or the State Commission, as the case may be, shall credit the amount of fee received by it under sub-rule (1) to the Consumer Welfare Fund of the State and where such Consumer Welfare Fund is not established, into the appropriate account of the State Government, and the National Commission shall credit such amount of fee received by it to the Consumer Welfare Fund of the Central Government.

TABLE

SL. No.	**Value of goods or services paid as consideration**	Amount of fee payable
1	**2**	**3**
	District Commission	
1	Upto rupees five lakh	Nil
2	Above rupees five lakh and upto rupees ten lakhs	Rs. 200
3	Above rupees ten lakh and upto rupees twenty lakhs	Rs 400
4	Above rupees twenty lakh and upto rupees fifty lakh rupees	Rs.1000
5	Above rupees fifty lakh and upto rupees one crore	Rs.2000
	State Commission	
6	Above rupees one crore and upto rupees two crore	Rs.2500
7	Above rupees two crore and upto rupees four crore	Rs.3000
8	Above rupees four crore and upto rupees six crore	Rs.4000
9	Above rupees six crore and upto rupees eight crore	Rs.5000
10	Above rupees eight crore and upto rupees ten crore	Rs.6000
	National Commission	
11	Above rupees ten crore	Rs.7500

8.Manner of filing complaints electronically. —The electronic filing of complaints in National Commission, State Commission and District Commission shall be effective from such date and for such category of cases as may be notified by the President of the National Commission from time to time.

9.Additional powers of National Commission, State Commission and District Commission: --(1) The National Commission, the State Commission or the District Commission, as the case may be, shall have power to require any person, —
(a) to produce before it such book, account, document or commodity which is in the custody or under the control of such person, if it is required for the purposes of any proceedings before it, and allow the same to be examined and kept by such officer of the Commission as it may specify in this behalf;
(b) to furnish to the officer specified in clause(a), such information as may be required for the purposes of any proceedings before it.
(2) Where during any proceedings under this Act, the National Commission, the State Commission or the District Commission, as the case may be, has any ground to believe that any book, paper, commodity or document which may be required to be produced in such proceedings, are being or may be, destroyed, mutilated, altered, falsified or secreted, it may, by written order, authorise any officer to exercise the power of entry and search of any premises, and seizure of any book, paper, document or commodity as may be required for the purposes of such proceeding.
Provided that such seizure shall be communicated to the National Commission, the State Commission or the District Commission, as the case may be, as soon as it is made or within a period not exceeding seventy-two hours of making such seizure after specifying the reasons in writing for making such seizure.
(3) The National Commission, the State Commission or the District Commission, as the case may be, on examination of such seized documents or commodities may order the retention thereof or may return it to the party concerned.

10. Credit of amount payable for loss or injury suffered by consumers who are not identifiable conveniently. –(1)Where an order is passed under clause (k) of sub-section (1) of section 39 by the District Commission, or the State Commission, or the National Commission, in the exercise of its powers vested under subsection (1) of section 49 respectively or sub-section (1) of section 59, directing the opposite party to pay such amount as may be determined by it on account of loss or injury suffered by a large number of consumers, who are not identifiable conveniently, such sum shall be credited by the District Commission and the State Commission in the Consumer Welfare Fund established by the State Government, and by the National Commission in the Consumer Welfare Fund established by the Central Government.
(2) The amount credited to the Consumer Welfare Fund of the Central Government under sub-rule (1) shall be utilised in accordance with rule 97 of the Central Goods and Services Tax Rules, 2017 and the amount credited to the Consumer Welfare Fund of the State Government under sub-rule (1) shall be utilised in accordance with the rules framed under the State Goods and Service Tax Act, 2017.

11. Procedure for filing and hearing of appeal before State Commission.- (1) A Memorandum shall be presented by the appellant or his authorised agent to the State Commission in person or sent by a registered post with acknowledgment due addressed to the State Commission.

(2) Every memorandum filed under sub-rule (1) shall preferably be typed, or be in legible handwriting, and shall set forth concisely under distinct heads, the grounds of appeal without any argument or narrative and such grounds shall be numbered consecutively.
(3) Each memorandum shall be accompanied by the certified copy of the order of the District Commission appealed against and such of the documents, as may be required to support grounds of appeal mentioned in the memorandum.
(4) When the appeal is presented after the expiry of the period of limitation as specified in section 41, the memorandum shall be accompanied by an application supported by an affidavit setting forth the facts on which appellant relies upon to satisfy the State Commission that he has sufficient cause for not preferring the appeal within the period of limitation.
(5) The appellant shall submit four copies of the memorandum to the State Commission for official purposes.
(6) On the date of hearing or any other day to which hearing may be adjourned, the parties or their authorised agents shall appear before the State Commission, and where
(a) the appellant or his authorised agent fails to appear, State Commission may, in its discretion, either dismiss the appeal or decide it ex-parte on the merits of the case;
(b) the respondent or his authorised agent fails to appear, the State Commission shall proceed ex-parte and decide the appeal on the merits of the case.
(7) The appellant shall not, except by the leave of the State Commission, urge or be heard in support of any ground of appeal not set forth in the memorandum, but the State Commission in deciding the appeal, need not confine itself to the grounds of appeal set forth in the memorandum or taken by leave of the State Commission under this rule:
Provided that the State Commission shall not rest its decision on any other grounds unless the party who may be affected thereby, has been given, at least the opportunity of being heard by the State Commission.
(8) No adjournment shall ordinarily be granted at any stage by the State Commission, unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the State Commission:
Provided that the State Commission shall not ordinarily grant more than one adjournment and shall ensure, as far as possible, that the appeal is decided within ninety days from the date of admission:
Provided further that in the event of an appeal being disposed of after the period specified in the first proviso, the State Commission shall record in writing the reasons for the same at the time of disposal of the said appeal.
(9) The order of the State Commission on appeal shall be signed and dated by the members of the State Commission constituting the Bench and shall be communicated to the parties concerned free of cost.

12. Procedure in respect of complaints before National Commission. —(1) A complaint shall be presented to the National Commission by the complainant in person or by his agent, or be sent by a registered post, addressed to that Commission, containing the following particulars, namely:-
(a) the name, description and the address of the complainant;
(b) the name, description and address of the opposite party or parties, as the case may be, so far as they can be ascertained;
(c) the facts relating to the complaint and when and where it arose;
(d) the documents in support of the allegations contained in the complaint;
(e) the relief which the complainant claims.
(2) Every complaint under sub-rule (1) shall be accompanied by a fee as specified in rule 7.

(3) The National Commission shall, while disposing of any complaint before it, follow the procedure and conditions provided under sections 37 and 38, with such modifications as may be considered necessary by it.
(4) On the date of hearing or any other date to which hearing may be adjourned, the parties or their authorised agents shall appear before the National Commission, and where-
(a) the appellant or his authorised agent fails to appear, the National Commission may, in its discretion, either dismiss the complaint for default or decide it on merits;
(b) the respondent or his authorised agent fails to appear, the National Commission may decide the complaint ex-parte on the merits of the case.
(5) The National Commission may, on such terms as it deems fit and at any stage of the proceedings, adjourn the hearing of the complaint, but the complaint shall be decided as far as possible within a period of-
(a) three months from the date of notice received by the opposite party where such complaint does not require any analysis or testing of commodities; and
(b) five months if such complaint requires analysis or testing. (6) In the event of a complaint being disposed of after the period specified in sub-rule (5), the National Commission shall record in writing, the reasons for such delay.
(7) If after conducting the proceedings, the National Commission is satisfied with the allegations contained in the complaint, it shall issue order to the opposite party or parties, as the case may be, directing him or them to take one or more of the actions mentioned in sub-section (1) of section 39.
(8) The National Commission shall also have the power to direct that any order passed by it, where no appeal has been preferred under section 67 or where the order of the National Commission has been affirmed by the Supreme Court under that section, be published on its website or through any other media and no legal proceedings shall lie against the National Commission or any media for such publication.
(9) The State Commission and the District Commission shall follow the procedure specified in this rule, with such modifications as may be necessary, in respect of the complaint before them.

13. Appeals before National Commission. – Where an appeal is filed under section 51, the amount to be deposited by the appellant as provided in the second proviso to the said section shall be remitted in the form of a crossed Demand Draft drawn on a nationalised bank in favour of the Registrar, National Commission, payable at New Delhi. 14. Procedure for filing and hearing of appeal before National Commission-(1) A Memorandum shall be presented by the appellant or his authorised agent to the National Commission in person or sent by registered post addressed to the National Commission.
(2) Every memorandum filed under sub-rule (1) shall preferably be typed, or be in legible handwriting, and shall set forth concisely under distinct heads, the grounds of appeal without any argument or narrative and such grounds shall be numbered consecutively.
(3) The memorandum shall be accompanied by a crossed Demand Draft as specified in rule 16, a certified copy of the order of the State Commission appealed against and such of the documents as may be required to support grounds of appeal mentioned in the memorandum.
(4) When the appeal is presented after the expiry of the period of limitation as specified in section 51, the memorandum shall be accompanied by an application supported by an affidavit setting forth the facts on which the appellant relies upon to satisfy the National Commission that he has sufficient cause for not preferring the appeal within the period of limitation.
(5) The appellant shall submit four copies of the memorandum to the National Commission for official purposes.
(6) On the date of hearing or on any other day to which hearing may be adjourned, the parties or their authorised agents shall appear before the National Commission, and where-

(a) the appellant or his authorised agent fails to appear, the National Commission may, in its discretion, either dismiss the appeal or decide it ex-parte on the merits of the case;
(b) the respondent or his authorised agent fails to appear, the National Commission shall proceed ex-parte and shall decide the appeal on the merits of the case.
(7) The appellant shall not, except by the leave of the National Commission, urge or be heard in support of any ground of appeal not set forth in the memorandum but the National Commission, in deciding the appeal, may not be confined to the grounds of appeal set forth in the memorandum or taken by leave of the National Commission under this rule:
Provided that the National Commission shall not rest its decision on any other grounds unless the party who may be affected thereby, has been given, at least the opportunity of being heard by the National Commission.
(8) No adjournment shall ordinarily be granted at any stage by the National Commission, unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the National Commission:
Provided that the National Commission may also adjourn the hearing of the appeal suo motu, on such terms as it may think fit and at any stage of the proceedings for reasons to be recorded in writing, but shall ensure, as far as possible, that the appeal is decided within ninety days from the date of its admission:
Provided further that in the event of an appeal being disposed of after the period specified in the first proviso, the National Commission shall record in writing the reasons of the same at the time of disposal of the said appeal.

15. Number of Members in National Commission.-The National Commission shall consist of a President and not less than four members and not more than eleven members, of whom at least one member shall be a woman.

16. Sitting of National Commission and signing of orders. – (1) Every proceeding of the National Commission shall be conducted by members of a Bench constituted by the President of the National Commission with one or more members as he may deem fit.
(2) Every order made by the National Commission shall be signed by the members who conducted the proceeding and if there is any difference of opinion among the members of the Bench, the opinion of the majority shall be the order of the National Commission.

17. Manner of depositing amount in appeals before Supreme Court. — Where an appeal is filed before the Supreme Court under section 67, the amount to be deposited by the appellant as provided in the second proviso to that section shall be remitted in the form of a crossed Demand Draft drawn on a nationalised bank in favour of the Registrar, Supreme Court, payable at New Delhi.

18. Furnishing of information by State Commission. – The State Commissions shall furnish information to the Central Government on a quarterly basis in the form as specified in Schedule I to these rules.

[F.No.J-10/6/2018-CPU]
AMIT MEHTA, Jt. Secy

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 15th July, 2020

G.S.R. 450(E).—In exercise of the powers conferred by sub-section (1) and clauses (r) and (zf) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules, namely:—

1. **Short title and commencement.—**(1) These rules may be called the Consumer Protection (Mediation) Rules, 2020. (2) They shall come into force on the 20th day of July, 2020.

2. **Definitions—(**1) ln these rules, unless the context otherwise requires,

(a) "Act" means the Consumer Protection Act, 2019 (35 of 2019);
(b) “Commission” means District Commission, State Commission or National Commission, as the case may be;
(c) “mediation cell” means a consumer mediation cell established in accordance with the provisions of section 74;
(d) “panel” means a panel of mediators prepared by the Commission under sub-section (1) of section 75;
(e) “Parties” means parties to a dispute;
(f) “Settlement" means a settlement arrived at in the course of mediation.
(2) All other words and expressions used in the rules and not defined but defined in the Consumer Protection Act, 2019 (35 of 2019) shall have the meanings respectively assigned to them in the Act.

3. Mediation Cell.---(1) Every Mediation Cell set up in a Commission, shall have a panel of mediators on the recommendation of a selection committee consisting of the President and a member of that Commission.
(2) The Mediation Cell shall have such support staff as may be decided by the President of that Commission in consultation with the concerned Government and that Government shall provide all administrative assistance and infrastructure facilities required by the Commission

4. Matters not to be referred to mediation.---The following matters shall not be referred to mediation, namely:—

(a) the matters relating to proceedings in respect of medical negligence resulting in grievous injury or death;
(b) matters which relate to defaults or offences for which applications for compounding of offences have been made by one or more parties;
(c) cases involving serious and specific allegations of fraud, fabrication of documents, forgery, impersonation, coercion;
(d) cases relating to prosecution for criminal and non-compoundable offences;
(e) cases which involve public interest or the interest of numerous persons who are not parties before the Commission:

Provided that, in any case other than those mentioned in this rule, the Commission before which the case is pending may choose not to refer it to mediation if it appears to the Commission that no elements of a settlement exist which may be acceptable to the parties or that mediation is

otherwise not appropriate having regard to the circumstances of the case and the respective positions of the parties.

5. Refund of fee.—Where the Commission refers the parties to mediation, the complainant shall be entitled to receive full amount of application fee paid in respect of such complaint, if a settlement is reached between such parties.

6.Resort to arbitral or judicial proceedings.—The parties shall not initiate any arbitral or judicial proceedings in respect of a matter which is the subject-matter of the mediation and also when such parties have expressly undertaken not to initiate any such proceeding.

7. Settlement agreement not to be discharged by death of party thereto.—(1) A settlement agreement shall not be discharged by the death of any party thereto and shall be enforceable by or against the legal representative of the deceased party. (2) Nothing in this rule shall affect the operation of any law by virtue of which any right of action is extinguished by the death of a person.

[F. No. J-10/2/2020-CPU]
AMIT MEHTA, Jt. Secy

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, 23rd July, 2020

G.S.R. 462(E).—In exercise of the powers conferred by sub-clause (zg) of sub-section (1) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules, namely: -

1. **Short title and commencement**. — (1) These rules may be called the Consumer Protection (E-Commerce) Rules, 2020. (2) They shall come into force on the date of their publication in the Official Gazette
2. **Scope and Applicability.** – (1) Save as otherwise expressly provided by the Central Government by notification, these rules shall apply to:

(a) all goods and services bought or sold over digital or electronic network including digital products;
(b) all models of e-commerce, including marketplace and inventory models of e-commerce;
(c) all e-commerce retail, including multi-channel single brand retailers and single brand retailers in single or multiple formats; and
(d) all forms of unfair trade practices across all models of e-commerce:
Provided that these rules shall not apply to any activity of a natural person carried out in a personal capacity not being part of any professional or commercial activity undertaken on a regular or systematic basis.

(2) Notwithstanding anything contained in sub-rule (1), these rules shall apply to a e-commerce entity which is not established in India, but systematically offers goods or services to consumers in India.

3. Definitions. — (1) In these rules unless the context otherwise requires, —
(a) "Act" means the Consumer Protection Act, 2019 (35 of 2019);
(b) "e-commerce entity" means any person who owns, operates or manages digital or electronic facility or platform for electronic commerce, but does not include a seller offering his goods or services for sale on a marketplace e-commerce entity;
(c) "grievance" includes any complaints to an e-commerce entity regarding violations of the provisions of the Act and the rules made thereunder;
(d) "GSTIN" means the Goods and Services Tax Identification Number as under the Central Goods and Services Tax Act, 2017 (12 of 2017);
(e) "information" shall have the same meaning as to it clause (v) of sub-section (1) of section 2 of the Information Technology Act, 2000 (21 of 2000);
(f) "inventory e-commerce entity‖ means an e-commerce entity which owns the inventory of goods or services and sells such goods or services directly to the consumers and shall include single brand retailers and multi-channel single brand retailers;
(g) "marketplace e-commerce entity" means an e-commerce entity which provides an information technology platform on a digital or electronic network to facilitate transactions between buyers and sellers;
(h) ―PAN" means Permanent Account Number as under section 139A of the Income Tax Act, 1961 (43 of 1961);
(i) "platform" means an online interface in the form of any software including a website or a part thereof and applications including mobile applications;
(j) "ranking" means the relative prominence or relevance given to the goods or services offered through a marketplace e-commerce entity as presented, organised or communicated by such entity, irrespective of the technological means used for such presentation, organisation or communication;
(k) ―seller" means the product seller as defined in clause (37) of section 2 of the Act and shall include any service provider;
(l) "user" means any person who accesses or avails any computer resource of an e-commerce entity.
(2) The words and expressions used herein and not defined, but defined in the Act or in the Information Technology Act, 2000 (21 of 2000) or the rules made thereunder shall have the same meaning as respectively assigned to them in those Acts or rules.

4. Duties of e-commerce entities. ---
(1) An e-commerce entity shall:
(a) be a company incorporated under the Companies Act, 1956 (1 of 1956) or the Companies Act, 2013 (18 of 2013) or a foreign company covered under clause (42) of section 2 of the Companies Act, 2013 (18 of 2013) or an office, branch or agency outside India owned or controlled by a person resident in India as provided in sub-clause (iii) of clause (v) of section 2 of the Foreign Exchange Management Act, 1999 (42 of 1999); and
(a) appoint a nodal person of contact or an alternate senior designated functionary who is resident in India, to ensure compliance with the provisions of the Act or the rules made thereunder.
(2) Every e-commerce entity shall provide the following information in a clear and accessible manner on its platform, displayed prominently to its users, namely:--
(क) legal name of the e-commerce entity;

(ख) principal geographic address of its headquarters and all branches;

(ग) name and details of its website; and

(घ) contact details like e-mail address, fax, landline and mobile numbers of customer care as well as of grievance officer. (3) No e-commerce entity shall adopt any unfair trade practice, whether in the course of business on its platform or otherwise.
(4) Every e-commerce entity shall establish an adequate grievance redressal mechanism having regard to the number of grievances ordinarily received by such entity from India, and shall appoint a grievance officer for consumer grievance redressal, and shall display the name, contact details, and designation of such officer on its platform.
(5) Every e-commerce entity shall ensure that the grievance officer referred to in sub-rule (4) acknowledges the receipt of any consumer complaint within forty-eight hours and redresses the complaint within one month from the date of receipt of the complaint.
(6) Where an e-commerce entity offers imported goods or services for sale, it shall mention the name and details of any importer from whom it has purchased such goods or services, or who may be a seller on its platform.
(7) Every e-commerce entity shall endeavour on a best effort basis to become a partner in the convergence process of the National Consumer Helpline of the Central Government.
(8) No e-commerce entity shall impose cancellation charges on consumers cancelling after confirming purchase unless similar charges are also borne by the e- commerce entity, if they cancel the purchase order unilaterally for any reason.
(9) Every e-commerce entity shall only record the consent of a consumer for the purchase of any good or service offered on its platform where such consent is expressed through an explicit and affirmative action, and no such entity shall record such consent automatically, including in the form of pre-ticked checkboxes.
(10) Every e-commerce entity shall effect all payments towards accepted refund requests of the consumers as prescribed by the Reserve Bank of India or any other competent authority under any law for the time being in force, within a reasonable period of time, or as prescribed under applicable laws.
(11) No e-commerce entity shall—
(a) manipulate the price of the goods or services offered on its platform in such a manner as to gain unreasonable profit by imposing on consumers any unjustified price having regard to the prevailing market conditions, the essential nature of the good or service, any extraordinary circumstances under which the good or service is offered, and any other relevant consideration in determining whether the price charged is justified;
(b) discriminate between consumers of the same class or make any arbitrary classification of consumers affecting their rights under the Act.

5. Liabilities of marketplace e-commerce entities. – (1) A marketplace e-commerce entity which seeks to avail the exemption from liability under sub-section (1) of section 79 of the Information Technology Act, 2000 (21 of 2000) shall comply with sub-sections (2) and (3) of that section, including the provisions of the Information Technology (Intermediary Guidelines) Rules, 2011.
(2) Every marketplace e-commerce entity shall require sellers through an undertaking to ensure that descriptions, images, and other content pertaining to goods or services on their platform is accurate and corresponds directly with the appearance, nature, quality, purpose and other general features of such good or service.
(3) Every marketplace e-commerce entity shall provide the following information in a clear and accessible manner, displayed prominently to its users at the appropriate place on its platform:

(a) details about the sellers offering goods and services, including the name of their business, whether registered or not, their geographic address,customer care number, any rating or other aggregated feedback about such seller, and any other information necessary for enabling consumers to make informed decisions at the pre-purchase stage:
Provided that a marketplace e-commerce entity shall, on a request in writing made by a consumer after the purchase of any goods or services on its platform by such consumer, provide him with information regarding the seller from which such consumer has made such purchase, including the principal geographic address of its headquarters and all branches, name and details of its website, its email address and any other information necessary for communication with the seller for effective dispute resolution;
(b) a ticket number for each complaint lodged through which the consumer can track the status of the complaint;
(c) information relating to return, refund, exchange, warranty and guarantee, delivery and shipment, modes of payment, and grievance redressal mechanism, and any other similar information which may be required by consumers to make informed decisions;
(d) information on available payment methods, the security of those payment methods, any fees or charges payable by users, the procedure to cancel regular payments under those methods, charge-back options, if any, and the contact information of the relevant payment service provider;

(ङ) all information provided to it by sellers under sub-rule (5) of rule 6; and

(च) an explanation of the main parameters which, individually or collectively, are most significant in determining the ranking of goods or sellers on its platform and the relative importance of those main parameters through an easily and publicly available description drafted in plain and intelligible language.
(4) Every marketplace e-commerce entity shall include in its terms and conditions generally governing its relationship with sellers on its platform, a description of any differentiated treatment which it gives or might give between goods or services or sellers of the same category.
(5) Every marketplace e-commerce entity shall take reasonable efforts to maintain a record of relevant information allowing for the identification of all sellers who have repeatedly offered goods or services that have previously been removed or access to which has previously been disabled under the Copyright Act, 1957 (14 of 1957), the Trade Marks Act, 1999 (47 of 1999) or the Information Technology Act, 2000 (21 of 2000):
Provided that no such e-commerce entity shall be required to terminate the access of such seller to its platform pursuant to this sub-rule but may do so on a voluntary basis.

6. Duties of sellers on marketplace. – (1) No seller offering goods or services through a marketplace e-commerce entity shall adopt any unfair trade practice whether in the course of the offer on the e-commerce entity's platform or otherwise.
(2) No such seller shall falsely represent itself as a consumer and post reviews about goods or services or misrepresent the quality or the features of any goods or services.
(3) No seller offering goods or services through a marketplace e-commerce entity shall refuse to take back goods, or withdraw or discontinue services purchased or agreed to be purchased, or refuse to refund consideration, if paid, if such goods or services are defective, deficient or spurious, or if the goods or services are not of the characteristics or features as advertised or as agreed to, or if such goods or services are delivered late from the stated delivery schedule:
Provided that in the case of late delivery, this sub-rule shall not be applied if such late delivery was due to force majeure.
(4) Any seller offering goods or services through a marketplace e-commerce entity shall:

(a) have a prior written contract with the respective e-commerce entity in order to undertake or solicit such sale or offer;
(b) appoint a grievance officer for consumer grievance redressal and ensure that the grievance officer acknowledges the receipt of any consumer complaint within forty-eight hours and redresses the complaint within one month from the date of receipt of the complaint;
(c) ensure that the advertisements for marketing of goods or services are consistent with the actual characteristics, access and usage conditions of such goods or services.
(d) provide to the e-commerce entity its legal name, principal geographic address of its headquarters and all branches, the name and details of its website, its e-mail address, customer care contact details such as fax, landline, and mobile numbers and where applicable, its GSTIN and PAN details.
(5) Any seller offering goods or services through a marketplace e-commerce entity shall provide the following information to the e-commerce entity to be displayed on its platform or website:
(a) all contractual information required to be disclosed by law;
(b) total price in single figure of any good or service, along with the breakup price for the good or service, showing all the compulsory and voluntary charges such as delivery charges, postage and handling charges, conveyance charges and the applicable tax, as applicable;
(c) all mandatory notices and information provided by applicable laws, and the expiry date of the good being offered for sale, where applicable;
(d) all relevant details about the goods and services offered for sale by the seller including country of origin which are necessary for enabling the consumer to make an informed decision at the pre-purchase stage;
(e) the name and contact numbers, and designation of the grievance officer for consumer grievance redressal or for reporting any other matter;
(f) name and details of importer, and guarantees related to the authenticity or genuineness of the imported products;
(g) accurate information related to terms of exchange, returns, and refund including information related to costs of return shipping in a clear and accessible manner;
(h) relevant details related to delivery and shipment of such goods or services; and
(i) any relevant guarantees or warranties applicable to such goods or services.

7. Duties and liabilities of inventory e-commerce entities: - (1) Every inventory e-commerce entity shall provide the following information in a clear and accessible manner, displayed prominently to its users:
(a) accurate information related to return, refund, exchange, warranty and guarantee, delivery and shipment, cost of return shipping, mode of payments, grievance redressal mechanism, and any other similar information which may be required by consumers to make informed decisions;
(b) all mandatory notices and information required by applicable laws;
(c) information on available payment methods, the security of those payment methods, the procedure to cancel regular payments under those methods, any fees or charges payable by users, charge back options, if any, and the contact information of the relevant payment service provider;
(d) all contractual information required to be disclosed by law;
(e) total price in single figure of any good or service along with the breakup price for the good or service, showing all the compulsory and voluntary charges, such as delivery charges, postage and handling charges, conveyance charges and the applicable tax; and
(f) a ticket number for each complaint lodged, through which the consumer can track the status of their complaint.

(2) No inventory e-commerce entity shall falsely represent itself as a consumer and post reviews about goods and services or misrepresent the quality or the features of any goods or services.
(3) Every inventory e-commerce entity shall ensure that the advertisements for marketing of goods or services are consistent with the actual characteristics, access and usage conditions of such goods or services;
(4) No inventory e-commerce entity shall refuse to take back goods, or withdraw or discontinue services purchased or agreed to be purchased, or refuse to refund consideration, if paid, if such goods or services are defective, deficient spurious, or if the goods or services are not of the characteristics or features as advertised or as agreed to, or if such goods or services are delivered late from the stated delivery schedule: Provided that in the case of late delivery, this sub rule shall not apply if such late delivery was due to force majeure.
(5) Any inventory e-commerce entity which explicitly or implicitly vouches for the authenticity of the goods or services sold by it, or guarantees that such goods or services are authentic, shall bear appropriate liability in any action related to the authenticity of such good or service.

8. Contravention of rules. — The provisions of the Consumer Protection Act, 2019 (35 of 2019) shall apply for any violation of the provisions of these rules.

[F. No. J-10/3/2018-CPU]
AMIT MEHTA, Jt. Secy.

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

CORRIGENDUM

New Delhi, the 4th August, 2020

G.S.R. 488(E).— In the notification of the Government of India, Ministry of Consumer Affairs, Food and Public Distribution, Department of Consumer Affairs, number G.S.R. 462 (E), dated the 23rd July, 2020, published in the Gazette of India, Extraordinary, Part II, Section 3, Sub-section (i), dated 23rd July, 2020 (Issue No. 358), –

(i) in page 8, in line 40, for "(क)", read "(a)";

(ii) in page 8, in line 41, for "(ख)", read "(b)";

(iii) in page 8, in line 42, for "(ग)", read "(c)";

(iv) in page 8, in line 43, for "(घ)", read "(d)";

(v) in page 9, in line 52, for "(ङ)", read "(e)";

(vi) in page 10, in line 1, for "(च)", read "(f)";

[F. No. J-10/3/2018-CPU]
ANUPAM MISHRA, Jt. Secy.

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 17th May, 2021

G.S.R. 328 (E).—In exercise of the powers conferred by sub-clause (zg) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules to amend the Consumer Protection (E-Commerce) Rules, 2020, namely: - 1.

(1) These rules may be called the Consumer Protection (E-Commerce) (Amendment) Rules, 2021.

(2) They shall come into force on the date of their publication in the Official Gazette. 2. In the Consumer Protection (E-Commerce) Rules, 2020, in rule 4, for sub-rule (1), the following sub-rule shall be substituted, namely:--

"(1) where an e-commerce entity is a company incorporated under the Companies Act, 1956 (1 of 1956) or under the Companies Act, 2013 (18 of 2013) or a foreign company covered under clause (42) of section 2 of the Companies Act, 2013 (18 of 2013) or an office, branch or agency outside India owned or controlled by a person resident in India as provided in sub-clause (iv) of clause (v) of section 2 of the Foreign Exchange Management Act, 1999 (42 of 1999), it shall appoint a nodal officer or an alternate senior designated functionary who is resident in India, to ensure compliance with the provisions of the Act or the rules made thereunder."

[F. No. J-10/3/2018-CPU]
ANUPAM MISHRA, Jt. Secy.

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 28th December, 2021

G.S.R. 889(E).—In exercise of the powers conferred by clause (zg) of sub-section (2) of section 101 read with section 94 of the Consumer Protection Act, 2019, the Central Government hereby makes the following rules, namely:-

1. Short title and commencement. — (1) These rules may be called the Consumer Protection (Direct Selling) Rules, 2021.

(2) They shall come into force on the date of their publication in the Official Gazette.

2. Application. — (1) Save as otherwise expressly provided, these rules shall apply to—

(a) all goods and services bought or sold through direct selling;

(b) all models of direct selling;

(c) all direct selling entities offering goods and services to consumers in India;
(d) all forms of unfair trade practices across all models of direct selling:
Provided that existing direct selling entities shall comply with the provisions of these rules within ninety days from the date of publication of these rules in the Official Gazette;
(2) Notwithstanding anything contained in sub-rule (1), these rules shall also apply to a direct selling entity which is not established in India, but offers goods or services to consumers in India.

3. Definitions. — (1) In these rules, unless the context otherwise requires,—
(a) "Act" means the Consumer Protection Act, 2019 (35 of 2019);
(b) "cooling-off period" means a period of time given to a participant to cancel the agreement he has entered into for participating in the direct selling business without resulting in any breach of contract or levy of penalty;
(c) "direct seller" means a person authorised by a direct selling entity through a legally enforceable written contract to undertake direct selling business on principal to principal basis;
(d) "direct selling entity" means the principal entity which sells or offers to sell goods or services through direct sellers, but does not include an entity which is engaged in a Pyramid Scheme or money circulation scheme;
(f) "money circulation scheme" means the schemes defined in clause (c) of section 2 of the Prize Chits and Money Circulation Schemes (Banning) Act, 1978 (43 of 1978);
(g) "mis-selling" means selling a product or service by misrepresenting in order to successfully complete a sale and includes providing consumers with misleading information about a product or service or omitting key information about a product or providing information that makes the product appear to be something it is not;
(h) "prospect" means a person to whom an offer or a proposal is made by a direct seller to join a direct selling entity;
(i) "Pyramid Scheme" means a multi layered network of subscribers to a scheme formed by subscribers enrolling one or more subscribers in order to receive any benefit, directly or indirectly, as a result of enrolment or action or performance of additional subscribers to the scheme, in which the subscribers enrolling further subscribers occupy a higher position and the enrolled subscribers a lower position, resulting in a multi-layered network of subscribers with successive enrolments:
(j) "saleable", in relation to goods or services, means unused and marketable goods or services which have not expired, and which are not seasonal, discontinued or used for special promotion;
(k) "sensitive personal data" means the sensitive data or information as specified from time to time under section 43A of the Information Technology Act, 2000 (21 of 2000);
(l) "State" includes a Union territory;
(2) Words and expressions used herein and not defined, but defined in the Act shall have the meanings respectively assigned to them in the Act.

4. Mandatory maintenance of records.— Every direct selling entity shall maintain at its registered office, either manually or electronically, all such documents as are required under any law for the time being in force, including the following documents or records, as may be applicable, namely:–
(a) Certificate of Incorporation;
(b) Memorandum of Association and Articles of Association;
(c) Permanent Account Number and Tax Deduction and Collection Account Number;
(d) Goods and Services Tax registration;
(e) Goods and Services Tax Returns;

(f) Income Tax Returns;
(g) Balance Sheet, Audit Report and such other relevant reports;
(h) Register of direct sellers;
(i) Certificate of Importer-Exporter code (in case of imported goods)
(j) License issued under the Food Safety and Standards Authority of India Act, 2006 (34 of 2006) for the purposes of manufacture or sale of food items;
(k) License and Registration Certificate issued under the Drugs and Cosmetics Act, 1940 (23 of 1940) for the purposes of manufacture or sale of drugs, including Ayurvedic, Siddha and Unani drugs and Homeopathic Medicines;
(l) Certificate of Registration of Trademark.

5. Obligations of direct selling entity.— (1) Every direct selling entity shall–
(a) if a company, be incorporated under the Companies Act, 2013 (18 of 2013) or if a partnership firm, be registered under the Partnership Act, 1932 (9 of 1932) or if a limited liability partnership, be registered under the Limited Liability Partnership Act, 2008 (6 of 2009);
(b) have a minimum of one physical location as its registered office within India;
(c) make self-declaration to the effect that it has complied with the provisions of these rules and is not involved in any Pyramid Scheme or money circulation scheme;
(d) maintain proper and updated website with all relevant details of that entity, including the documents or records specified in rule 4, the self-declaration specified in clause (c), contact information which is current and updated, details of its nodal officer, grievance redressal officer, its management, products, product information, price and grievance redressal mechanism for consumers;
(e) own, hold or be the licensee of a trademark, service mark or any other identification mark which identifies that entity with the goods or services to be sold or supplied, but shall not give commissions, bonus or incentives on sale of goods or services of which it is not the owner, holder or licensee of trademark, service mark or other identification marks;
(f) obtain all applicable trade registrations and licenses, including Permanent Account Number and Goods and Services Tax Registration;
(g) get all information provided by it on its website duly certified by a Company Secretary.
Explanation.—For the purposes of this clause, "Company Secretary" means a person as defined in clause (c) of sub-section (1) of section 2 of the Company Secretaries Act, 1980 (56 of 1980);
(h) have a prior written contract with its direct sellers in order to authorise them to sell or offer to sell its goods or services, and the terms of such agreement shall be just, fair and equitable;
(i) ensure that all its direct sellers have verified identities and physical addresses and issue identity cards and documents only to such direct sellers;
(j) create adequate safeguards to ensure that goods and services offered by its direct sellers conform to applicable laws;
(k) be liable for the grievances arising out of the sale of goods or services by its direct sellers.
(2) Every direct selling entity shall provide the following information on its website in a clear and accessible manner, which shall be displayed prominently to its users, namely:—
(a) registered name of the direct selling entity;
(b) registered address of the direct selling entity and of its branches;
(c) contact details, including e-mail address, fax, land line and mobile numbers of its customer care and grievance redressal officers;
(d) a ticket number for each complaint lodged through which the complainant can track the status of the complaint;

(e) information relating to return, refund, exchange, warranty and guarantee, delivery and shipment, modes of payment, grievance redressal mechanism and such other information which may be required by the consumers to make informed decisions;
(f) information on available payment methods, the security of those payment methods, the fees or charges payable by users, the procedure to cancel regular payments under those methods, charge-back options, if any, and the contact information of the relevant payment service provider;
(g) total price of any goods or service in single figure, along with its break-up price showing all compulsory and voluntary charges, including delivery charges, postage and handling charges, conveyance charges and the applicable tax;
(h) provide correct and complete information at pre-purchase stage to enable buyers to make informed purchase decisions, and such information shall, in addition to the mandatory declarations to be provided under the Legal Metrology (Packaged Commodities) Rules, 2011, contain the following information, namely:—
(i) the name of purchaser and seller;
(ii) description of goods or services;
(iii) quantity of goods or services;
(iv) the estimated delivery date of goods or services;
(v) the process of refund;
(vi) warranty of the goods;
(vii) exchange or replacement of goods in case of it being defective;
(viii) all contractual information required to be disclosed by or under any law for the time being in force.
(3) No direct selling entity shall adopt any unfair trade practice in the course of its business or otherwise, and shall abide by the requirements specified in any law for the time being in force.
(4) All products of a direct selling entity shall comply with the declarations to be made under the Legal Metrology Act, 2009 (1 of 2010).
(5) Every direct selling entity shall store sensitive personal data within the jurisdiction of India, in accordance with the applicable law for the time being in force and shall take appropriate steps to ensure protection of such data provided by a consumer and also ensure adequate safeguards to prevent access or misuse of such data by any unauthorised person.
(6) Every direct selling entity shall, having regard to the number of grievances ordinarily received by such entity from persons in India, establish an adequate grievance redressal mechanism and appoint one or more grievance redressal officers for redressal of consumers' grievances and display the current and updated name, contact details including telephone number, email address and designation of such officer on its website, and the details of its website shall also be prominently printed on the product information sheet or pamphlet.
(7) Every direct selling entity shall ensure that the grievance redressal officer referred to in sub-rule (6) acknowledges the receipt of any consumer complaint within forty-eight working hours of receipt of such complaint and redresses the complaint normally within a period of one month from the date of receipt of the complaint and in case of delay of more than a month, reasons for the delay, and the actions taken on the complaint, are informed to the complainant in writing.
(8) Every direct selling entity shall appoint a nodal officer who shall be responsible for ensuring compliance with the provisions of the Act and the rules made thereunder, and to ensure compliance with any order, or requisition, made in accordance with the provisions of any other law for the time being in force or the rules made thereunder.
(9) Every direct selling entity shall establish a mechanism for filing of complaints by consumers through its offices or branches or direct sellers, either in person or through post, telephone, e-mail or website.

(10) Every direct selling entity shall maintain a record of all its direct sellers, including their identity proof, address proof, e-mail and such other contact information.
(11) Every direct selling entity shall, on the request in writing made by a consumer after the purchase of any goods or services, provide him with the information regarding any direct seller from whom such consumer has made a purchase, and such information shall include the name, address, e-mail, contact number and any other information which is necessary for making communication with such direct seller for effective dispute resolution.
(12) Every direct selling entity shall ensure that the advertisements for marketing of goods or services are consistent with the actual characteristics, access and usage conditions of such goods or services.
(13) No direct selling entity shall, directly or indirectly, falsely represent itself as a consumer and post reviews about its goods or services or misrepresent the quality or features of any of its goods or services.
(14) A direct selling entity which explicitly or implicitly vouches for the authenticity of the goods or services sold, or guarantees that such goods or services are authentic, shall bear the liability in any action related to the authenticity of such goods or services.
(15) Notwithstanding the distribution system adopted by it, a direct selling entity shall monitor the practices adopted by its direct sellers and ensure compliance with these rules by means of legally binding contract with such direct sellers.
(16) Every direct selling entity shall maintain a record of relevant information allowing for the identification of all direct sellers who have been delisted by the direct selling entity and such list shall be publicly shared on its website.
(17) Every direct selling entity shall become a partner in the convergence process of the National Consumer Helpline of the Central Government.

6. Obligations of direct seller.— (1) Every direct seller shall—
(a) have a prior written contract with the direct selling entity for undertaking sale of, or offer to sell, any goods or services of such entity;
(b) at the initiation of any sale representation, truthfully and clearly identify himself, disclose the identity of the direct selling entity, the address of place of business, the nature of goods or services sold and the purpose of such solicitation to the prospect;
(c) make an offer to the prospect providing accurate and complete information, demonstration of goods and services, prices, credit terms, terms of payment, return, exchange, refund policy, return policy, terms of guarantee and after-sale service;
(d) provide an order form to the consumer at or prior to the time of the initial sale, which shall identify the direct selling entity and the direct seller and shall contain the name, address, registration number or enrolment number, identity proof and contact number of the direct seller, complete description of the goods or services to be supplied, the country of origin of the goods, the order date, the total amount to be paid by the consumer, the time and place for inspection of the sample and delivery of goods, consumer's rights to cancel the order or to return the product in saleable condition and avail full refund on sums paid and complete details regarding the complaint redressal mechanism of the direct selling entity;
(e) obtain goods and service tax registration, Permanent Account Number registration, all applicable trade registrations and licenses and comply with the requirements of applicable laws, rules and regulations for sale of a product;
(f) ensure that actual product delivered to the buyer matches with the description of the product given;
(g) take appropriate steps to ensure the protection of all sensitive personal information provided by the consumer in accordance with the applicable laws for the time being in force

and ensure adequate safeguards to prevent access to, or misuse of, data by unauthorized persons.

(2) A direct seller shall not—

(a) visit a consumer's premises without identity card and prior appointment or approval;

(b) provide any literature to a prospect, which has not been approved by the direct selling entity;

(c) require a prospect to purchase any literature or sales demonstration equipment;

(d) in pursuance of a sale, make any claim that is not consistent with claims authorized by the direct selling entity.

7. Duties of direct selling entity and direct seller .—Subject to the provisions of Chapter VI of the Act, relating to Product Liability, the following shall be the duties of direct selling entity and direct seller, as may be applicable, namely:—

(i) Every direct selling entity and every direct seller shall ensure that—

(a) the terms of the offer are clear, so as to enable the consumer to know the exact nature of offer being made and the commitment involved in placing any order;

(b) the presentations and other representations used in direct selling shall not contain any product description, claim, illustration or other element which, directly or by implication, is likely to mislead the consumer;

(c) the explanation and demonstration of the goods or services offered are accurate and complete, particularly with regard to price and, if applicable, to credit conditions, terms of payment, cooling-off periods or right to return, terms of guarantee, after-sales service and delivery;

(d) the descriptions, claims, illustrations or other elements relating to verifiable facts are capable of substantiation;

(e) any misleading, deceptive or unfair trade practices are not used;

(f) direct selling is not represented to the consumer as being a form of market research;

(g) the promotional literature, advertisement or mail contain the name and address or telephone number of the direct selling company, and include the mobile number of the direct seller;]

(h) direct selling shall not state or imply that a guarantee, warranty or other expression having substantially the same meaning, offers to the consumer any rights in additional to those provided by law, when it does not;

(i) the terms of any guarantee or warranty, including the name and address of the guarantor, shall be easily available to the consumer and limitations on consumer rights or remedies, where permitted by law, shall be clear and conspicuous;

(j) the remedial action open to the consumer shall be clearly set out in the order form or other accompanying literature provided with the goods or service;

(k) the presentation of the offer does not contain or refer to any testimonial, endorsement or supportive documentation unless it is genuine, verifiable and relevant;

(l) when after-sales service is offered, details of the service are included in the guarantee or stated elsewhere in the offer and if the consumer accepts the offer, information shall be given on how the consumer can activate the service and communicate with the service agent;

(m) products, including, where applicable, samples, are suitably packaged for delivery to the consumer and for possible return, in compliance with the appropriate health and safety standards;

(n) unless otherwise stipulated in the offer, orders shall be fulfilled within the delivery date proposed to the consumer at the time of purchase and the consumer shall be informed of any undue delay as soon as it becomes apparent or comes within the knowledge of the direct selling entity or the concerned direct seller;

(o) in cases of delay under clause (n), any request for cancellation of the order by the consumer shall be granted, irrespective of whether the consumer has been informed of the delay, and the deposit, if any, shall be refunded as per the cancellation terms proposed to the consumer at the time of purchase, and if it is not possible to prevent delivery, the consumer shall be informed of the right to return the product at the direct selling company's or the direct seller's cost as per the procedure for return of the goods proposed to the consumer at the time of purchase;

(p) right of return offered by that entity shall be in writing;

(q) whether payment for the offer is on an immediate sale or instalment basis, the price and terms of payment shall be clearly stated in the offer together with the nature of any additional charges such as postage, handling and taxes and, whenever possible, the amounts of such charges;

(r) in the case of sales by instalment, the credit terms, including the amount of any deposit or payment on account, the number, amount and periodicity of such instalments and the total price compared with the immediate selling price, if any, shall be clearly shown in the offer;

(s) any information needed by the consumer to understand the cost, interest and terms of any other form of credit is provided either in the offer or when the credit is offered;

(t) unless the duration of the offer and the price are clearly stated in the offer, prices shall be maintained for a reasonable period of time;

(u) the procedure for payment and debt collection shall be determined in writing before any contract is signed and it shall be such as to avoid undue inconvenience to the consumer, making due allowance for delays outside the consumer's control;

(v) the provisions of the Legal Metrology Act, 2009 (1 of 2010) and the rules framed thereunder shall be followed.

(ii) A direct selling entity or direct seller shall not—

(a) indulge in fraudulent activities or sales and shall take reasonable steps to ensure that participants do not indulge in false or misleading representations or any other form of fraud, coercion, harassment, or unconscionable or unlawful means;

(b) engage in, or cause or permit, any conduct that is misleading or likely to mislead with regard to any material particulars relating to its direct selling business, or to the goods or services being sold by itself or by the direct seller;

(c) indulge in mis-selling of products or services to consumers;

(d) use, or cause or permit to be used, any fraudulent, coercive, unconscionable or unlawful means, or cause harassment, for promoting its direct selling business, or for sale of its goods or services;

(e) refuse to take back spurious goods or deficient services and refund the consideration paid for goods and services provided;

(f) charge any entry fee or subscription fee.

(3) A direct selling entity and a direct seller shall comply with the requirements of all relevant laws, including payment of taxes and deductions thereunder.

(4) A direct selling entity and a direct seller shall not induce consumers to make a purchase based upon the representation that they can reduce or recover the price by referring prospective customers to the direct sellers for similar purchases.

8. Persons not to be engaged in the business of direct selling.— No person who is convicted, or bankrupt during the last five years prior to his association with the business of direct selling, or a person of unsound mind, shall be engaged in the business of direct selling.

Explanation.—For the purpose of this rule, the term 'Bankrupt' shall have the same meaning as assigned to it in clause (3) of section 79 of the Insolvency and Bankruptcy Code, 2016 (31 of 2016).

9. Application of e-commerce rules.— The direct sellers as well as the direct selling entities using e-commerce platforms for sale shall comply with the requirements of the Consumer Protection (eCommerce) Rules, 2020.

10. Prohibition of Pyramid Scheme and money circulation scheme.—No direct selling entity or direct seller shall—
(a) promote a Pyramid Scheme or enrol any person to such scheme or participate in such arrangement in any manner whatsoever in the garb of doing direct selling business;
(b) participate in money circulation scheme in the garb of doing direct selling business.

11. Monitoring by State Government.— For ensuring compliance of these rules by direct selling entity and direct sellers, every State Government shall set up a mechanism to monitor or supervise the activities of direct sellers and direct selling entity.

12. Inconsistencies in laws.— Where any regulation made under the Reserve Bank of India Act, 1934 (2 of 1934) is applicable to a direct selling entity governed under these rules, the provisions of such regulations shall prevail over the provisions of these rules to the extent of inconsistency.

13. Contravention of rules.— The provisions of the Act shall apply for any contravention of these rules.

[F. No. J-10/9/2018-CPU]
ANUPAM MISHRA, Jt. Secy.

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 30th December, 2021

G.S.R. 912(E).—In exercise of the powers conferred by provisos to sub-section (1) of section 34, sub-clause (i) of clause (a) of sub-section (1) of section 47 and sub-clause (i) of clause (a) of sub-section (1) of section 58 read with sub-clauses (o), (x) and (zc) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules, namely:--

1. Short title and commencement.—(1) These rules may be called the Consumer Protection (Jurisdiction of the District Commission, the State Commission and the National Commission) Rules, 2021.
(2) They shall come into force on the date of their 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) “District Commission, State Commission and National Commission” shall have the meaning assigned to them in the Act;
(2) The words and expressions used herein, but not defined, and defined in the Act, shall have the same meaning assigned to them in the Act.

3. Jurisdiction of District Commission.—Subject to the other provisions of the Act and in pursuance of proviso to sub-section (1) of section 34 of the Act, the District Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration does not exceed fifty lakh rupees.

4. Jurisdiction of State Commission.—Subject to the other provisions of the Act and in pursuance of proviso to sub-clause (i) of clause (a) of sub-section (1) of section 47, the State Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration exceeds fifty lakh but does not exceed two crore rupees.
5. Jurisdiction of National Commission.—Subject to the other provisions of the Act and in pursuance of proviso to sub-clause (i) of clause (a) of sub-section (1) of section 58, the National Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration, exceeds two crore rupees.

[F. No. J-9/1/2020-CPU]
ANUPAM MISHRA, Jt. Secy.

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 27th September, 2021

GSR.. 665(E) In exercise of the powers conferred by sub-section (1) of section 27 read with clause (m) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules, namely :

1. Short title and commencement.-(1) These rules may be called the Central Consumer Protection Authority (Annual Report) Rules, 2021.
(2) They shall come into force from the date of their publication in the Official Gazette.

2. Definitions. - (1) In these rules, unless context otherwise requires, -
(a) "Act" means the Consumer Protection Act, 2019 (35 of 2019);
(b) "Annual Report" means the annual report prepared by the Central Authority under sub-section (1) section 27 of the Act;
(c) "Central Authority" means the Central Consumer Protection Authority established under section 10 of the Act;
(d) "Year" means the financial year commencing from the 1st day of April and ending on the 31st day of March of the year immediately following.
(2) Words and expressions used herein and not defined but defined in the Act shall have the same meanings assigned to them in the Act.

3. Preparation and furnishing of annual report.-(1) The Central Authority shall prepare once in every year an Annual Report in the Form annexed to these rules, giving a true and full account of its activities performed in the year.
(2) The Central Authority may, with the prior permission of the Central Government, also include any other item in the annual report.
(3)The Central Authority shall forward the annual report to the Central Government within a period of one hundred and eighty days immediately following the close of the year for which it has been prepared. FORM Annual Report [See rule 3(1)]

A. Introduction
(i) Chief Commissioner's statement;
(ii) Objective;
(iii) Important achievements
(iv) The year in review;
(v) Legislative work;
(vi) Sectors-wise cases instituted;
(vii) Outreach programme;
(viii) Steps taken to monitor misleading advertisements and unfair trade practises;
(ix) International Engagement
(x) Impact on consumers

B. Investigations and inquiries ordered or undertaken by the Central Authority or the Director General or District Collector:
A brief narrative of investigations and inquiries undertaken by the Central Authority or the Director General or District Collector.

C. Orders passed by the Central Authority:
A brief narrative of the orders passed by the Central Authority separately for which no prima facie case is made out, and consumer violation is proved, category-wise for each category of orders passed along-with a tabular statement indicating the section under which the order was passed and brief particulars of the orders.

D. Powers and duties of the Central Authority under section 18:
A narrative of activities undertaken by the Central Authority by filing of Complaints or intervention before District Commission or State Commission or National Commission, research in the field of consumer rights and consumer awareness, safety notices to alert consumers, advisories issued to Ministries and Departments of Central Government and State Governments on consumer welfare measures, guidelines issued to prevent unfair trade practices and to protect consumer interests including mandate of use of unique and universal goods identifiers, recommendation for adoption of international conventions and best international practices on consumer rights, co-operation with consumer organisations and any other relevant information.

E. Execution of the orders of the Central Authority and imposition of penalties:
(i) Monetary penalties. Details of recovery of penalty imposed, details of penalty imposed but not recovered, total number of matters and total amount of monetary penalty levied and total amount realised.

(ii) Matters referred to Court under section 92. Total number of matters referred to the court during the year, total number of matters disposed of by the court during the year, total number of matters pending with the court at the end of the year.
(iii) Corrective Advertisement.-Number of matters in which corrective advertisement has been ordered during the year:
(iv) Compounding of offences, applications made for compounding, application disposed of, total amount of monetary penalty levied and total amount realised.

F. Appeals:
(i) number of appeals filed against the orders of the Central Authority in the year;
(ii) number of appeals pending at the beginning of the year;
(iii) appeals filed during the year;
(iv) number of appeals allowed by the National Commission during the year;
(v) number of appeals disallowed by the National Commission during the year;
(vi) brief write up on the appeals allowed by the National Commission;
(vii) brief write up of appeals/cases filed before any other Court and Tribunal;

G. Communications or References:
(i) A brief narrative on the references received and reference made to the Government, Ministries, statutory and regulatory bodies, government body or any other institution or organisation, including number of references received during the year, number of references sent during the year, number of references disposed of during the year, number of references pending at the end of the year.
(ii) Directions received from the Central Government.-A brief narrative on the directions received from the Central Government including number of directions received during the year, number of directions of during the year, number of directions pending at the end of the year, inquiry or investigation made into violations of consumer rights on the directions from the Central Government.

H. Administration and establishment matters
(i) Composition of the Central Authority;
(ii) Details of Chief Commissioner or Commissioner appointed in the year and Commissioner who demoted office;
(iii) Details of Director General appointed in the year and those who demoted office;
(iv) Organisational structure;
(v) a tabular statement containing information on Personnel in Central Authority, category-wise, sanctioned posts, posts filled up, vacancies, appointments made in the year and such other matters;
(vi) experts and consultants engaged: details of number of experts and consultants appointed in the year and of those who demoted office, or any other officials or person called by the Central Authority;
(vii) employee welfare measures, if any, beyond the regular terms and conditions of employment, undertaken by the Authority;
(viii) details of delegation of power made in the year by Chief Commissioner to any other Commissioner or the officer of the Central Authority under section 14 of the Act.

. I. International co-operation
A brief narrative of international co-operation, if any, undertaken by the Central Authority.

J. Consumer Awareness

A brief narrative of activities undertaken under sub-section (2) of Section 18:
(i) Workshops, seminars and other interactions with public or experts or policy makers or regulatory bodies on Consumer law and for creating awareness of consumer issues;
(ii) Papers and studies published for consumer advocacy and for creating awareness of consumer issues;
(iii) Capacity building of stakeholders to participate in consumer regulatory process;
(iv) Consumer related Sectorial/Regulatory impact assessment; market studies and research projects carried out by the Central Authority;
(v) other activities.

K. Budget and accounts
(1) Budget estimates and revised estimates, under broad categories;
(2) receipts, under broad categories, under sections 25 and 26 of the Act;
(3) actual expenditures under broad categories;
(4) balance available in the account maintained under the under sections 25 and 26 of the Act;
(5) any other information.

L. On-going programmes:
A brief narrative of on-going programmes.

M. Capacity Building:-A brief narrative of capacity building initiatives undertaken including:
(i) number of employees (category-wise and grade-wise) trained in house with details of such programmes like content, duration and faculty;
(ii) number of employees (category-wise and grade-wise) trained by outside institutions (separately within India and outside India) with details of names of institutions and duration also to specify whether training was under internship, exchange programmes, fellowships, study leave, special arrangements with foreign universities/institutions;
(iii) expenditure on capacity building initiatives.

N. Right to Information Act, 2005 (22 of 2005):
(a) number of applications received by Central Public Information Officer or Assistant Central Public Information Officer seeking information under the said Act;
(b) number of applications for which information has been provided by Central Public Information Officer;
(c) number of applications pending with Central Public Information Officer;
(d) number of appeals filed before First Appellate Authority against the order of Central Public Information Officer;
(e) number of appeals which have been disposed of by First Appellate Authority;
(f) number of appeals pending with First Appellate Authority:
(g) number of applications or appeals not disposed of in the stipulated time frame

. O. Prevention of Sexual Harassment of Women at Workplace:
(a) Number of complaints;
(b) action taken thereon.

[F. No.- J-25/51/2021-CCPA]
ANUPAM MISHRA, Commissioner

CENTRAL CONSUMER PROTECTION AUTHORITY

NOTIFICATION

New Delhi, the 6th December, 2021

S.O. 5029(E). In exercise of the powers conferred by sub-section (1) of section 26 read with clause (l) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government, in consultation with the Comptroller and Auditor General of India, hereby makes the following rules, namely :

1.Short title and commencement. (1) These rules may be called the Central Consumer Protection Authority (Form of annual statement of accounts and records) Rules, 2021.
(2) They shall come into force on the date of their publication in the Official Gazette.

2. Definitions. (1) In these rules, unless context otherwise requires, -
(a) "Act" means the Consumer Protection Act, 2019 (35 of 2019);
(b) "Central Authority" means the Central Consumer Protection Authority established under section 10 of the Act;
(c) "Form" means a form appended to these rules;
(d) "Year" means the financial year beginning on the 1st April and ending on the 31st March of the year immediately following.
(2) Words and expressions used herein and not defined, but defined in the Act shall have the same meanings respectively assigned to them in the Act.

3**. Budget, Accounts and Audit**. (1) At the expiration of a period of twelve months ending with the 31st March of every year, the Central Authority shall prepare, with reference to that period, a balance-sheet, an income and expenditure account and receipt and payment account in Form I, Form II and Form III, respectively.
(2) The Central Authority shall preserve accounts and other relevant records prepared under sub-rule (1) for a minimum period of five years following the financial year to which they relate.
(3) The account and other relevant records under the sub-rule (1) shall be signed by the Chief Commissioner, two Commissioners and the Chief Account Officer or officer- in-charge of Finance and Accounts of the Central Authority.
(4) The Annual statement of Accounts duly approved by the competent authority shall be forwarded to the concerned audit office by 30th June every year and after due approval, the annual report and the audited accounts shall be forwarded to the nodal Ministry for it to be laid on the table of the Parliament by 31st December.

[F. No.- J-25/52/2021-CCPA]
ANUPAM MISHRA, Commissioner

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 30th December, 2021

G.S.R. 912(E). In exercise of the powers conferred by provisos to sub-section (1) of section 34, sub-clause (i) of clause (a) of sub-section (1) of section 47 and sub-clause (i) of clause (a) of sub-section (1) of section 58 read with sub-clauses (o), (x) and (zc) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules, namely:--

1. Short title and commencement. (1) These rules may be called the Consumer Protection (Jurisdiction of the District Commission, the State Commission and the National Commission) Rules, 2021.
(2) They shall come into force on the date of their 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) "District Commission, State Commission and National Commission" shall have the meaning assigned to them in the Act;
(2) The words and expressions used herein, but not defined, and defined in the Act, shall have the same meaning assigned to them in the Act.

3.Jurisdiction of District Commission. Subject to the other provisions of the Act and in pursuance of proviso to sub-section (1) of section 34 of the Act, the District Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration does not exceed fifty lakh rupees.

4.Jurisdiction of State Commission. Subject to the other provisions of the Act and in pursuance of proviso to sub-clause (i) of clause (a) of sub-section (1) of section 47, the State Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration exceeds fifty lakh but does not exceed two crore rupees.

5. Jurisdiction of National Commission. Subject to the other provisions of the Act and in pursuance of proviso to sub-clause (i) of clause (a) of sub-section (1) of section 58, the National Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration, exceeds two crore rupees.

[F. No. J-9/1/2020-CPU]
ANUPAM MISHRA, Jt. Secy

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 6th December, 2021

S.O. 5021(E). In exercise of the powers conferred by sub-sections (3) and (4) of section 22, subsection (1) of section 96 and section 97 read with clauses (j), (k), (zh) and (zj) of sub-section

(2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules, namely:-

1.Short title and commencement. (1) These rules may be called the Consumer Protection (Search and Seizure and Compounding of offences by the Central Authority and Crediting of Penalty) Rules, 2021.
(2) They shall come into force on the date of their 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) 'Central Authority' means the Central Consumer Protection Authority established under section 10 of the Act;
(c) 'Director General means the Director General appointed under the sub -section (2) of section 15 of the Act. (2) Words and expressions used herein and not defined, but defined in the Act shall have the meanings assigned to them in the Act.

3. Procedure of taking copies or extracts of documents, records, or articles seized or produced. (1)Where the Director General or any other officer authorised by him in this behalf, or the District Collector, in the exercise of his powers under clause (a) and clause (c) of sub-section (1) of section 22 of the Act, has seized, or require production of, any document, record, or article, the Director-General or any other officer authorised by him in this behalf or the District Collector, as the case may be, shall return the same to the person from whom such document, record, or article was seized, or required for production, within a period of twenty days from the date of such seizure or production;
(2) The Director General or any other officer authorised by him in this behalf or District Collector who has seized or require production under sub-rule (1), may take copies of, or extracts from, the relevant document, record, or article, as its nature permits, before returning such document, record, or article:
Provided that the Director-General or any other officer authorised by him in this behalf or District Collector may require the person from whom such document, record, or article was seized or required for production to take and provide such copy or extract to the Director-General or officer or District Collector, as the case may be.
(3) The copies or extracts of the document, record, or article made under sub-rule (2) shall be authenticated by way of an affidavit as set out in Form I by the person from whom such document, record, or article is seized or required for production:
Provided that where such person refuses to so authenticate, such document, record, or article shall be returned to him only after copies thereof or extracts therefrom have been taken as authenticated by the District Commission within the local limits of whose jurisdiction such document, record or article has been seized or required to be produced.

4. Disposal of articles subject to speedy or natural decay. (1) Where any article is seized by the Director-General or any other officer authorised by him in this behalf, or the District Collector in exercise of his powers under sub-section (1) of section 22 of the Act and the Director-General or any other officer authorised by him in this behalf or District Collector, as the case may be, is of the opinion that such article is subject to speedy or natural decay, he may cause such article to be sold by public auction.
(2) Where any article is sold, under sub-rule (1), the sale proceeds thereof, after deduction of the expenses of such sale and other incidental expenses thereto, shall, immediately after the sale of the property, be credited to the Consolidated Fund of India:

Provided that where, pursuant to the investigation in the course of which such article was seized, no order is passed or proceeding initiated or, if any proceeding is initiated, such person is acquitted in such proceeding or in any appeal arising therefrom, the amount of the sale proceeds shall be paid to the person from whom the article was seized.

5. Compounding of offences. (1) Notwithstanding anything contained in the Code of Criminal Procedure, 1973 (2 of 1974) and subject to the provisions of section 96 of the Act, any offence committed for the first time punishable under sections 88 and 89 of the Act may, either before or after the institution of any prosecution, be compounded by an officer so authorised by the Chief Commissioner.

(2) Any person may either before or after the institution of prosecution, make an application in the form as specified by the Central Authority with the approval of the Central Government from time to time to the compounding officer referred to in sub-rule(1), to compound the offences specified under section 96 of the Act.

(3) On receipt of an application under sub- rule (2), the compounding officer shall call for any other information from the applicant which may be considered relevant for examination of such application and such information shall be furnished by the applicant within a period of thirty days or within such extended period as may be allowed by the compounding officer, from the date of receipt of communication from the compounding officer.

(4) The compounding officer, after giving personal hearing to the applicant and after taking into account the contents of the said application, may, by order, giving reasons of arriving at the decision, either allow the application indicating the compounding amount or reject such application:

Provided that the application shall not be rejected unless an opportunity has been given to the applicant of being heard and the grounds of such rejection are mentioned in such order:

Provided further that the applicant shall not claim, as a matter of right, that his offence be compounded:

Provided also that no compounding shall be allowed by the compounding officer where there are apparent contradictions, inconsistencies or incompleteness in the case of the applicant.

(5) A copy of order passed under sub- rule (4) shall be sent to the applicant by registered post or speed post or by e-mail at the address given in the application and also be placed on the website of the Central Authority. [II 3(ii)] 7

(6) Where the prosecution has already been instituted, the compounding officer may bring the composition, including the compounding amount, to the notice of the court by filing appropriate application, and shall be bound by the decision of the court on such application.

(7) The applicant shall within a period of thirty days from the date of receipt of order under sub-rule (4) allowing the compounding of offences, or order of the court under sub-rule (6), pay to the Central Authority the compounding amount as ordered to be paid by the compounding officer or the court, as the case may be, and shall furnish the proof of such payment to the compounding officer: Provided that the compounding amount once paid shall not be refunded except in cases where the court rejects grant of immunity from prosecution for the same offence.

(8) The amount for composition under this rule shall be as provided in the following table:

Sl. No.	Offence specified under the Act	Compounding amount
1	Section 88	fifty per cent of the maximum, subject to minimum of twenty-five per cent of the applicable fine.

2	Section 89	fifty per cent of the maximum, subject to minimum of twenty-five per cent of the applicable fine.

Provided that the compounding amount shall be decided by the compounding officer having regard to:
(a) the conduct of the person alleged to have committed the relevant offence;
(b) gravity of the alleged offence, including the harm suffered by consumers;
(c) history of violations of the Act;
(d) existence of any circumstances beyond the control of the person alleged to have committed the relevant offence;
(e) processes which have been introduced to minimise future violations;
(f) any economic benefits accruing to the person alleged to have committed the relevant offence as a result of alleged offence;
(g) conditions to deter future violations;
(h) compensation of any consumers who may have suffered harm;
(i) whether the person alleged to have committed the relevant offence has undergone any other civil or regulatory enforcement action; and
(j) any other factors relevant in the facts and circumstances of the case.
(9) Where the offence committed falls under both sections specified in the table in sub-rule (8), the amount so compounded, in such cases shall be the amount as determined for the offence for which a higher compounding amount has been prescribed.

6. Powers and duties of compounding officer. (1) Where the compounding officer is satisfied that any person who has made the application for compounding of offence under sub-rule (2) of rule 5 has cooperated in the proceedings before him and has made full and true disclosure of the facts relating to the goods, articles, process, system or service, he may, if the prosecution has not been instituted with respect to the case so compounded, grant to such person exemption from being prosecuted, subject to such conditions as the compounding officer may deem fit to impose.
(2) The compounding officer shall endeavour to decide every application for compounding within sixty days of its filing.
(3) The compounding officer shall file before the Chief Commissioner, a monthly report indicating the details of applications received by him and actions taken thereon.

7.Credit of penalty under section 21 and section 96 of the Act. The penalty collected under section 21 and section 96 of the Act shall be credited to the Consolidated Fund of India.

Form I
FORM OF AFFIDAVIT
Seizure of books of account and other documents
(Refer Rule 3(3))

I, son of/wife of/daughter of Mr. _____, aged about _____ years and residing at _____ do hereby solemnly affirm and sincerely state as follows:
1. I am the sole proprietor/Partner/Director/employee of _____ (here give the name of the firm/Company/entity) having its Office/carrying on business/Registered Office at _____.
2. I say that on _____ at about ___a.m./p.m., the Director General/officer authorised by the Director General/District Collector, by name of _____, inspected/searched the premises at _____ where I/the firm/company/entity, namely _____ am/is carrying on

business. During the course of such search, the Director General/officer authorised by the Director General/District Collector has seized/required the production of certain documents/records/articles relating to the business.
3. I say that the documents/records/articles seized/required to be produced during the search are required for carrying on business and hence it is necessary that they be returned to me immediately.
4. At my request, the Director General/officer authorised by the Director General/District Collector has agreed to return the documents/records/articles so seized during the search, subject to my providing him extracts or copies of such documents/records/articles. The Director General/officer authorised by the Director General/District Collector has given me the details of the extracts or the copies required by him.
5. I say that I have caused the extracts/copies so required to be taken in the presence of the Director General/officer authorised by the Director General/District Collector.
6. I confirm and declare that the extracts/copies annexed to this Affidavit are the true, authentic and genuine extracts/copies of documents/records/articles seized on _____ and in confirmation thereof, I have initialed each page of the extracts or copies of such document or record / initialed and placed thumb impression on a label affixed to such article.
7. I am aware that based on the solemn declarations given in this Affidavit, the Director General/officer authorised by the Director General/District Collector has agreed to return the documents/records/articles seized as aforesaid on _____.
8. I hereby undertake to produce the documents/records/articles or any part thereof at any time as may be required by the Director General/officer authorised by the Director General/District Collector or before any inquiry proceedings or before any adjudication proceedings that may be initiated by the Director General/officer authorised by the Director General/District Collector against me or against the firm/company/entity, namely_____, or against both.
(SIGNATURE OF THE DEPONENT)

Solemnly affirmed and signed before me on this _____ day of _____ Notary Public._____

[F. No. J-09/09/2020-CPU]
ANUPAM MISHRA, Jt. Secy.

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 15th September, 2022

G.S.R. 704(E).—In exercise of the powers conferred by sections 29 and 43, read with clauses (n) and (w) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules to amend the Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020, namely: -
1. (1) These rules may be called the Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of

the President and members of the State Commission and District Commission) (Amendment) Rules, 2022.

(2) They shall come into force on the date of their publication in the Official Gazette.

2. In the Consumer Protection (Qualification for appointment, method of recruitment, procedure of appointment, term of office, resignation and removal of the President and members of the State Commission and District Commission) Rules, 2020, for rule 10, the following rule shall be substituted, namely:--

Term of office of President or Member.— (1) The President of the State Commission shall hold office for a term of four years or upto the age of sixty-seven years, whichever is earlier and shall be eligible for reappointment for another term of four years subject to the age limit of sixty-seven years, and such reappointment shall be made on the basis of the recommendation of the Selection Committee.

(2) Every member of the State Commission and the President and every member of the District Commission shall hold office for a term of four years or upto the age of sixty-five years, whichever is earlier and shall be eligible for reappointment for another term of four years subject to the age limit of sixty-five years, and such reappointment shall be made on the basis of the recommendation of the Selection Committee.

[F. No. J-10/7/2018-CPU]
ANUPAM MISHRA, Jt. Secy

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi, the 20th December, 2022

G.S.R. 892(E).—In exercise of the powers conferred by sub-section(1) and clauses (q) and (zj) of sub-section (2) of section 101 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules to amend the Consumer Protection (Consumer Disputes Redressal Commissions) Rules, 2020, namely:-

1. (1) These rules may be called the Consumer Protection (Consumer Disputes Redressal Commissions) Amendment Rules, 2022.

(2) They shall come into force on the date of their publication in the Official Gazette.

2. In the Consumer Protection (Consumer Disputes Redressal Commissions) Rules, 2020, in rule 7, in sub-rule (2), for the Table, the following Table shall be substituted, namely:-

"**TABLE**

Sl. No	Value of goods or services paid as consideration	Amount of fee payable
(1)	(2)	(3)
	District Commission	
1	Upto Rupees Five Lakh	Nil
2	Above Rupees Five Lakh and upto Rupees Ten Lakh	Rs. 200
3	Above Rupees Ten Lakh and upto Rupees Twenty Lakh	Rs. 400
4	Above Rupees Twenty Lakh and upto Rupees Fifty Lakh	Rs. 1000
	State Commission	

5	Above Rupees Fifty Lakh and upto Rupees One Crore	Rs. 2000
6	Above Rupees One Crore and upto Rupees Two Crore	Rs. 2500
	National Commission	
7	Above Rupees Two Crore and upto Rupees Four Crore	Rs. 3000
8	Above Rupees Four Crore and upto Rupees Six Crore	Rs. 4000
9	Above Rupees Six Crore and upto Rupees Eight Crore	Rs. 5000
10	Above Rupees Eight Crore and upto Rupees Ten Crore	Rs. 6000
11	Above Rupees Ten Crore	Rs. 7500"

[F. No. J-10/6/2018-CPU(Pt.1)]
ANUPAM MISHRA, Jt. Secy.

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)

NOTIFICATION

New Delhi the 29th June, 2022

G.S.R. 484(E).—In exercise of the powers conferred by clause (zb) of sub-section (2) of section 101 read with sub-section (3) of section 57 of the Consumer Protection Act, 2019 (35 of 2019), the Central Government hereby makes the following rules, namely:

1.Short title and commencement. – (1) These rules may be called the National Consumer Disputes Redressal Commission (Group 'C' posts) Recruitment Rules, 2022.
(2) They shall come into force on the date of their publication in the Official Gazette
.

2.Initial Constitution. – The incumbents of the posts mentioned in column (1) of the Schedule annexed to these rules, except the posts at serial numbers 6 and 7, who were appointed to the said posts before the commencement of these rules on regular basis shall be deemed to have been appointed to the said posts under these rules and the continuous service rendered by them in the respective posts before the commencement of these rules shall be taken into account for deciding their eligibility for promotion to the next higher grade.

3.Number of post, classification, level in pay matrix – The number of posts, their classification and level in the pay matrix attached thereto, shall be as specified in columns (2) to (4) of the aforesaid Schedule.

4.Method of recruitment, age-limit, qualifications, etc. – The method of recruitment, age-limit, qualifications and other matters relating thereto, shall be as specified in columns (5) to (13) of the said Schedule.

5. Disqualification. – No person, -
(a) who has entered into or contracted a marriage with a person having a spouse living; or
(b) who, having a spouse living, has entered into or contracted a marriage with any person, shall be eligible for appointment to the said posts:
Provided that the Central Government may, if satisfied that such marriage is permissible under the personal law applicable to such person and the other party to the marriage and that there are other grounds for so doing, exempt any person from the operation of this rule.

6.Power to relax. – Where the Central Government, in consultation with the President, National Consumer Disputes Redressal Commission is of the opinion that it is necessary or expedient so to do, it may, by order and for reason to be recorded in writing relax any of the provisions of these rules with respect to any class or category of persons**.**

7. Saving. – Nothing in these rules shall affect reservation, relaxation of age-limit and other concessions required to be provided for the Scheduled Castes, the Scheduled Tribes, ex-Servicemen and other special categories of persons in accordance with the orders issued by the Central Government from time to time in this regard.

SCHEDULE

Name of post.	**Number of post**	**Classification**	**Level in pay matrix.**	**Whether selection post or nonselection post.**	**Age-limit for direct recruits.**
1	**2**	**3**	**4**	**5**	**6**
1. Upper Division Clerk	19* (2022) * Subject to variation dependent on workload.	Group 'C'	Level-4 (Rs. 25500-81100)	Nonselection.	Between 18 and 27 years of age. (relaxable for Government servants upto forty years in accordance with the instructions or orders issued by the Central Government from time to time). Note 1: The crucial date for determining the agelimit shall be last date of receipt of application as fixed by the recruiting

					agency. Note 2: The crucial date for determining the agelimit shall be the closing date for receipt of applications from candidates in India and not the closing date prescribed for those in Assam, Meghalaya, Arunachal Pradesh, Mizoram, Manipur, Nagaland, Tripura, Sikkim, Lahaul and Spiti District and Pangi Sub-Division of Chamba District of Himachal Pradesh, Union territories of Ladakh, Andaman and Nicobar Islands or Lakshadweep.

Educational and other qualifications required for direct recruits	**Whether age and educational qualifications prescribed for direct recruits will apply in the case of promotees.**	**Period of probation, if any**	**Method of recruitment, whether by direct recruitment or by promotion or by deputation/absorption and percentage of the vacancies to be filled by various methods.**
7	**8**	**9**	**10**

Bachelor Degree from a recognised University.	Not applicable.	Two years for direct recruits.	40% by promotion. 60% by direct recruitment.

In case of recruitment by promotion or deputation/ absorption, grades from which promotion or deputation/ absorption is to be made.	**If a Departmental Promotion Committee exists, what is its composition.**	**Circumstances in which the Union Public Service Commission is to be consulted in making recruitment.**
11	**12**	**13**
Promotion: Lower Division Clerk or Junior Library Attendant in level-2 (Rs.19900-63200) in the pay matrix with eight years' regular service in the grade. Note 1: Where juniors who have completed their qualifying or eligibility service are being considered for promotion, their senior would also be considered provided they are not short of the requisite qualifying or eligibility service by more than half of such qualifying or eligibility service or two years, whichever is less and have successfully completed their probation period for promotion to the next higher grade along with their juniors who have already completed such qualifying or eligibility service.	A. Departmental Confirmation Committee (for considering confirmation) consisting of :- 1. Registrar, National Consumer Disputes Redressal Commission - Chairperson; 2. Joint Registrar, National Consumer Disputes Redressal Commission - Member; 3. Deputy Registrar, National Consumer Disputes Redressal Commission - Member. B. Departmental Promotion Committee (for considering promotion) consisting of :- 1. Registrar, National Consumer Disputes Redressal Commission - Chairperson ; 2. Joint Registrar, National Consumer Disputes Redressal Commission - Member; 3. Deputy Registrar, National Consumer Disputes Redressal Commission - Member.	Not applicable.

1	**2**	**3**	**4**	**5**	**6**
2. Stenographer Grade -II	7* (2022) * Subject to variation dependent on workload.	Group 'C'	Level-4 ((Rs.25500-81100)	Not applicable.	Between 18 and 27 years of age. (relaxable for Government servants up to forty years in

					accordance with the instructions or orders issued by the Central Government from time to time). Note 1: The crucial date for determining the age-limit shall be last date of receipt of application as fixed by the recruiting agency. Note 2: The crucial date for determining the age- limit shall be the closing date for receipt of applications from candidates in India and not the closing date prescribed for those in Assam, Meghalaya, Arunachal Pradesh, Mizoram, Manipur, Nagaland, Tripura, Sikkim, Lahaul and Spiti District and Pangi Sub-Division of Chamba District of Himachal Pradesh,

					Union territories of Ladakh, Andaman and Nicobar Islands or Lakshadweep.

7	8	9	10
(i) 12th class pass from a recognised Board; (ii) Skill Test Norms: – Dictation: Ten minutes at the rate of eighty words per minute; (iii) Transcription: Fifty minutes in English or sixty-five minutes in Hindi on computer.	Not applicable.	Two years.	By direct recruitment. Note: The vacancies caused by the incumbent being away on deputation or long illness or study leave or under other circumstances for a duration of one year or more may be filled on deputation basis from officials of Central Government or State Government or Supreme Court or High Courts or Public Sector Undertakings or Tribunal or QuasiJudicial authority,- (a) holding analogous post on regular basis in the parent cadre or department; and (b) possessing the qualification prescribed for direct recruits under column (7).

11	12	13
Not applicable.	Departmental Confirmation Committee (for considering confirmation) consisting of :- 1. Registrar, National Consumer Disputes Redressal Commission - Chairperson; 2. Joint Registrar, National	Not applicable.

	Consumer Disputes Redressal Commission - Member; 3. Deputy Registrar, Nationa	

[F. No. J-1/12/2021-CPU]'
ANUPAM MISHRA, Jt. Secy.

MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(Department of Consumer Affairs)
NOTIFICATION
New Delhi, the 6th March, 2023

G.S.R. 171(E).—In exercise of the powers conferred by clause (zb) of sub-section (2) of section 101 read with sub-section (3) of the section 57 of the Consumer Protection Act, 2019 (35 of 2019) and in supersession of the National Consumer Disputes Redressal Commission (Registrar) Recruitment Rules, 2014, except as respects things done or omitted to be done before such supersession , the Central Government hereby makes the following Rules for regulating the method of recruitment to the post of Registrar in the National Consumer Disputes Redressal Commission, namely:

1. Short title and commencement.–(1) These rules may be called the National Consumer Disputes Redressal Commission (Registrar) Recruitment Rules, 2023.

(2) They shall come into force on the date of their publication in the Official Gazette

2. Number of posts, classification and level in pay matrix.–The number of said post, its classification and the level in the pay matrix attached thereto shall be as specified in columns (2) to (4) of the Schedule annexed to these rules.

3. Method of recruitment, age - limit, qualifications, etc.–The method of recruitment to the said post, age - limit, qualifications and other matters relating thereto shall be as specified in columns (5) to (13) of the aforesaid Schedule.

4. Disqualification. – No person, -

(a) who has entered into or contracted a marriage with a person having a spouse living; or

(b) who, having a spouse living, has entered into or contracted a marriage with any person, shall be eligible for appointment to the said post:

Provided that the Central Government may, if satisfied that such marriage is permissible under the personal law applicable to such person and the other party to the marriage and that there are other grounds for so doing, exempt such person from the operation of this rule.

5. Power to relax.–Where the Central Government is of the opinion that it is necessary or expedient so to do, it may, by order and for reason to be recorded in writing, relax any of the provisions of these rules with respect to any class or category of persons.

6. Saving.–Nothing in these rules shall affect reservation, relaxation of age- limit and other concessions required to be provided for the Scheduled Castes, the Scheduled Tribes, ex-Servicemen and other special categories of persons in accordance with the orders issued by the Central Government from time to time in this regard.

SCHEDULE.

Name of post.	Number of posts.	Classification.	Level in pay matrix.	Whether selection or non-Selection Post.	Age-limit for direct recruits.

1	2	3	4	5	6
1. Registrar	1* (2022) *Subject to variation dependent on workload	Group 'A'.	Level 14: (Rs 144200-218200)	Not applicable.	Not applicable.

Educational and other qualifications required for direct recruits.	Whether age and educational qualifications prescribed for direct recruits will apply in the case of promotees	Period of probation, if any	Method of recruitment, whether by direct recruitment or by promotion or by deputation/absorption and percentage of the vacancies to be filled by various methods.
7	**8**	**9**	**10**
Not applicable.	Not applicable.	Not applicable.	By Composite Method (Deputation/Promotion)

In case of recruitment by promotion or deputation/absorption, grades from which promotion or deputation/absorption to be made.	If a Departmental Promotion/ Screening Committee exists, what is its composition	If a Departmental Promotion/ Screening Committee exists, what is its composition
11	**12**	**13**
Deputation/Promotion. – Officers under the Central Government or State Government or autonomous or statutory organizations or Supreme Court or High Courts or public sector undertakings, - (a)(i) holding analogous post on regular basis in the parent cadre or department; or (ii) with two years' service in the grade rendered after appointment thereto on a regular basis in level13A(Rs.131100-216600) or equivalent in the parent cadre or department; or (iii) with three years' service in the grade rendered after appointment thereto on regular basis in level-13(Rs. 123100- 215900) or equivalent in the parent	Search-cum-Selection Committee(for considering selection of a candidate) consisting of: 1. Secretary to the Government of India in the Department of Consumer Affairs - Chairperson; 2. Special Secretary or Additional Secretary to the Government of India in the Department of Consumer Affairs - Member; 3. Special Secretary or Additional Secretary to the Government of India in the Department for Promotion of Industry and Internal Trade - Member; 4. Special Secretary or Additional Secretary to the Government of India in the Department of Legal Affairs – Member;	Not applicable.

cadre or department; and (b) possessing the following educational qualification and experience, namely:- (i) Degree in Law from a recognized University, and (ii) fifteen years' work experience in a Group A post – (A) in a Court or Tribunal or Quasi Judicial Authority; or (B) experience in personnel and administrative matters and interpretation of rules, regulations, instructions issued by the Government from time to time. The departmental Joint Registrar in the Level-13(Rs. 123100-215900) with three years of regular service in the grade shall also be considered along with outsiders and in case, he is selected, the post shall be deemed to have been filled by promotion. Note 1: The period of deputation including the period of deputation in another excadre post held immediately preceding this appointment in the same or some other organization or Department of the Central Government shall not ordinarily exceed five years. Note 2: The maximum age limit for appointment by deputation shall not be exceeding fifty-eight years as on the closing date of receipt of application	and 5. One expert having expertise in the field of law nominated by the Department of Legal Affairs – Member	

[F. No. J-1/3/2021-CPU]
ANUPAM MISHRA, Jt. Secy.