

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

(IN MIZO)

Translated by
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on behalf of Mizoram Consumer Union

Minister Of State
FCS&CA, LAD, FISHERIES
Mizoram



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Date : 15/3/2021

MESSAGE

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

Tun laiah Media a chak tawh a, Internet khawvela kan awm mek tawhnaah hian sumdawwna leh a kaihnnawih thil tam takah inbumna pawh a tam ve zel a, chung laka kan him theih nan te, kan dikna chanvo Sawrkarin dan anga a zamte hriat hi mipuiten kan mawhphurhna a ni a. Dan hriat loh avanga kan tawrh thinnate, kan chan tur dik tak kan chan loh hian a tuartu chu tu dang ni loin keimahni bawk kan nih thin avangin kan chanvo dik tak hre tura kan inzir peih ve pawh hi a t'ul hle a ni.

Consumer-ten kan dikna humhalhna kawngah hian Mizoten hnam dang kan tluk lo fo thin a, kan chhut peih a, ngaihtuahna senga kan inzir ve hi a t'ul tak meuh a, chu mi atana he lehkhabu thehlep pawh hi buatsaih a nih angin Mizo mipuiten tawngkai taka kan hman ka beisei tlat a ni.

Ka lawm e.

(K. LALRINLIANA)



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MESSAGE


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

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

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

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

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



15/3/21

(Dr. LALHRIATZUALI RALTE) IAS

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



Date

MESSAGE

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

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

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

Nanlalngaihsaka
15-03-21

Mon 15 Mar 2021

(VANLALNGAIHSAKA)

THUHMA

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

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

bawk a. Mahse Mizo ṭawnga kan tana pawimawh tur nia kan hriat tlangpui kan han siam hi FCS&CA Director leh Supply changtu kan sorkar lu, Minister te thlenga min kaihhruaina vang a ni a; duhthusam lo lai awm nual mahse tlem tal chuan kan chhawr ṭangkai ngei kan beisei.

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

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

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

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

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

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

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

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

Prof Chawngsailova

A KAIH TAWI

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

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

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

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

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

7. Mediation Cell (Insawi remna hmanrua):

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

8. Product Liability (Thil siamtute mawhphurhna):

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

BUNG 1-NA

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

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

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

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

BUNG 2-NA

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

BUNG 3-NA

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

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

BUNG 4-NA

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

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

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

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

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

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

BUNG 5-NA

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

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

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

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

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

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

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

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

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

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

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

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

BUNG 6-NA

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

BUNG 7-NA

Offences & Penalty (Dan Bawhchhiatna leh Hremna Chungchang):

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

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

BUNG 8-NA
Miscellaneous

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

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

CONSUMER PROTECTION ACT, 2019
MINISTRY OF LAW AND JUSTICE

Legislative Department

No 35 of 2019

(Mizo Tawngin)

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

CHAPTER 1: PRELIMINARY:

Section:

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

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

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

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

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

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

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

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

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

CHAPTER II

CONSUMER PROTECTION COUNCIL

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

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

CHAPTER III

Central Consumer Protection Authority

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

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

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

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

- d) NGO te nen țang kawpin consumer-te dikna leh chanvo humhalhna lamah theihtawp a chhuah bawk tur a ni.
 - e) State leh Central sorkar nen țang kawpin consumer-te hma țhatna atan hna a thawk reng bawk tur a ni.
19. (1) Central sorkar complaint a awmin emaw thuchhuah a hmuh reng rengin Central Authority chuan Director-General emaw DC kaltlangin chhui chianna (investigation) a nei ngei ngei tur a ni.
- (2) Central Authority-in țul a tih dan azirin investigation hi report kim chang nen dan ang takin thu neihna dang (Regulator) hnenah a pe chhawng (transfer) thei ang.
- (3) Investigation neih lai hian Central Authority emaw DC te hian thu zawtfiah turin emaw, documents, case atan țangkai thei tur reng reng thehlut turin tupawh ko thei tura thuneihna pek a ni.
20. Central Authority-in Investigation hmanga thil dik lo a awm ngei nia a hriat chuan:
- (a) bungrua a la let thei a.
 - (b) bungraw lei tawhna reng reng a pekkirtir thei a.
 - (c) Kutthlak chhunzawm tawh lo turin thu a pe thei bawk.

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

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

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

CHAPTER IV

Consumer Disputes Redressal Commission

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

tih chu District tinah a din tur a ni. State sorkar-in tul a tih chuan pakhat aia tam pawh District tinah a din thei ang.

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

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

- (3) District Commission chuan State sorkar phalna leh State Commission hriatpuina chauhin District dangah hna a thawk thei ang.

35. District Commission hnena complaint thehlut theite chu:

- (a) Cosumer tupawh bungraw lei leh hralh chungchanga buaina an neih chuan
- (b) Sorkar hnuaia Consumer Association in Register zawng zawngte.
- (c) Consumer pakhat emaw a aia tam buaina inang nei an awmin.
- (d) Central sorkar, Central Authority leh State sorkarte.

36. District Commission-a rorelna reng rengah Commission President emaw Member pakhat tal an awm thin tur a ni. Complaint reng reng Section 35 hmangin a pawmin emaw, a hnawl thei thin bawk ang.

- 37.** (1) Case reng reng buaina chinfel a nih chuan District Commission-in ninga chhungin ziak ngeiin hriattirna a chhuah thin ang.
- (2) Case neitute inkarah inremna a awm chuan ziaikin ninga chhungin District Commission hnenah hriattirna pek ngei ngei tur a ni.

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

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

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

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

39. Bungruaah chhianna (Defect) a awm reng rengin District Commission chuan a tichhetu hnenah heng thuchhuah (Order) te hi a siam thei ang:

- (a) A chhe lai paih (Repaired)
- (b) A thara thlak (Replace by new)
- (c) Pawisa pekkir (Refund) bakah a pung awma pawisa chawitir
- (d) Bungraw tihchhiat emaw inhliam (Injury) palh, ngaihthahna avanga a awmin, a tisualtuin pawisa chawi ngai zat tuk chu a chawi tur a ni.
- (e) Dik lo taka sumdawnna kalpui emaw chhunzawm tawh lo tura hremna pek.

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

40. Thutlukna siam tawh reng reng a tul dan azirin ennawn theih tura thuneihna chu District Commission hnenah pek a ni.

41. District Commission thlutluknaa lungawi lohna nei reng reng chuan State Commission hnenah ni sawmli panga chhungin ziak ngeiin a zualko thin tur a ni.

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

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

42. (1) State sorkar in dan siama hriattirna chhuahin, a hun leh nite ruatin, ‘State Consumer Disputes Redressal Commission’ emaw ‘State Commission’ tih chu a din tur a ni.
- (2) State Commission chu state khawpui (Capital)-ah din tur a ni. A ÷ul dan a zirin Regional Branch a din thei baw k ang.
- (3) State Commission chuan President bakah Member dang Central sorkarin ÷ul a tih dan a zirin mi pali emaw a aia tam lo a ruat ang.
43. Central sorkarin State Commission-a thaw k turte lak chungchangah dan siama hriattirna chhuahin, lak (Appoint) leh rawih (service) ban (removal) leh thil dang chungchangah thuneihna a nei ang.
44. State sorkarin an hlaw h tur a tum thung ang.
45. State Commission-a President emaw Member chuan ruat a nih a ÷angin midang ruat leh a nih hma chu an hna an chel h thei ang.
46. State Commission hnathaw h dan tur leh kalphung zawng zawng chu State sorkarin a duang vek ang a, a puibawm turin Member paw h a ruat bel h thei ang.
47. (1) State Commssion chuan a thuneihna hnuaiah hengte hi a ngaihtuah thei ang:
- (a) Thubu ai reng reng, sum nuai za aia tam lo a huam chauhin.

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

52. State Commission emaw National Commission hnenah Case lut reng reng chu a luh aṅanga ni sawmkua ral hma ngeia ngaihtuah tur a ni.
53. Central sorkarin dan siama hriattirna chhuahin, a hun leh nite ruatin, ‘National Consumer Disputes Redressal Commission’ emaw ‘National Commission’ tih chu ram khawpui berah a din tur a ni. Central sorkarin ṭul a tih chuan pakhat aia tam (Regional Benches) pawh a din thei ang.
54. National Commission chuan President leh Member dang pali aia tlem lo ruat a ni bawh ang.
55. Central sorkar vekin National Commission-a thawk tur te lak (Appoint) leh rawih (Service) ban (Removal) leh thil dang chungchangah thuneihna a nei bawh ang. Member-te an Term (kum 5) an hman zawh chuan a ṭul dan a zirin ruat nawn theih an ni ang.
- Member-te tana kum bithliah chin chu:
- a) President tan kum sawm sarih aia tam lo.
 - b) Member dangte tan kum sawmruk pasarih aia tam lo.
56. President leh Member dangte ‘Section 177 of the Finance Act 2017’ hma lama ruatte chu Consumer Protection Act, 1986 hmanga thunneihna pek an ni ang.
57. Central sorkarin a ṭul angin National Commission chu a hnuai hmathawk tur (Staff) a ruat sak ṭhin ang.

National Commission Member te chu President thuhnuai hnthawkin an hlawh leh hnthawh kalphung (Service) te chu a tul anga siam rem theih a ni baw ang.

- 58.** (1) National Commission thuneihna-te chu:
- (a) (i) Complaint reng reng sum nuai 1000 aia tam a nih chuan National Commission-in a ngaihtuah thei ang.
 - (ii) State Commission atanga zual kona (Appeal) reng reng
 - (iii) Central Authority atanga zual kona (Appeal) reng reng
- (2) District Commission thunneihna huamchhung (Area of jurisdiction)-a buaina awm reng reng chu 'Bench'-in a ngaihtuah thin ang a, President in tha a tih danin Bench-a awm tur Member a ruat thei ang.
- (3) Thu tawp chu President kutah chauh a awm ang.
- 59.** Section 35,36,37,38 leh 39 hnuai Complaint reng reng chu National Commission chauhin thu tawp a siam thei ang.
- 60.** National Commission hian Commission dangte thutlukna ennawn theiin a duh chuan a tidanglam thei baw ang.
- 61.** National Commission thutluknaa lungawi lo chuan National Commission vekah lungawi lohna ziakin a thlen nawn thei ang.

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

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

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

CHAPTER V

MEDIATION

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

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

CHAPTER VI

PRODUCT LIABILITY

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

CHAPTER VII
OFFENCES AND PENALTIES

- 88.** Central Authority hnuai Section 20 leh 21 dan zawm lo reng reng chu thla ruk chhung lung in a tantir emaw, pawisa nuai sawmhnh thleng chawitir emaw, a pahnh hmang pawha hrem theih an ni.
- 89.** Bungraw siamtu emaw hralh chhuaktu reng rengin dan an zawm loh chuan kum hnih chhung lungin tan tir emaw pawisa nuai sawm chawitir thlenga hrem theih an ni. A tul dan a zirin kum sawm lung in tan emaw nuai sawm nga chawi thlenga hrem theih an ni baw.
- 90.** (1) Mi tupawh midang hminga bungraw tha lo/chhia hralh an awm a nih chuan thla ruk chhung lung in tan tir emaw pawisa nuaikhat chawitir hmanga hrem theih an ni. A tul dan a zirin kum khat lung in tan emaw nuai thum chawi thlenga hrem theih an ni baw.
- (2) Consumer chung a thihna hial a thleng a nih chuan kum sarh aia tlem lo emaw dam chhung lung in tan thlenga hrem theih niin, pawisa nuai sawm aia tlem lo chawitir theih a ni baw.
- 91.** Tupawh ama hming emaw midang hminga bungraw tha lo/chhia a hralh emaw, lalut a nih chuan hetiang hian hrem theih a ni.
- (a) Kum khat lung in tan leh nuai thum chawitir theih a ni.

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

CHAPTER VIII

MISCELLANEOUS

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

97. Section 21 leh 96 hnuaiia sum chawitir chu a ṭul anga hman theih a ni.
98. Commission hrang hrang hnuaiia thawktute laka rorelna chungchanga dawt sawi chu na taka hrem theih an ni.
99. Central Authority chu Central sorkar thu ngaichang pah zelin hna a thawkin a hnathawhte ziakin a Report ṭhin tur a ni.
100. He dan hi dan (Law) dangte tichak emaw zawng chauha hman tur a ni.
101. Central sorkarin hriattirna chhuahin, he dan (Act) a nihna ang taka hman a nih theih nan a hnuaiia mite hi a huam ang:
- (a) Section 2, clause (19)
 - (b) Section 2, clause (47) sub-clause (iii)
 - (c) Section 2, clause (47) sub-clause (iii)
 - (d) Section 3, sub-section (2) clause (b)
 - (e) Section 4 sub-section (2)
 - (f) Section 10, sub-section (2)
 - (g) Section (11)
 - (h) Section 13, sub-section (2)
 - (i) Section 15, sub-section (2)
 - (j) Section 22, sub-section (3)
 - (k) Section 22, sub section (4)

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

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

(zi) Section 97

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

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

(a) Section 2, clause (19)

(b) Section 2, sub-section (47) sub-clause (iii) item (b)

(c) Section 6, sub-section (2) clause (b)

(d) Section 6, sub-section (4)

(e) Section 8, sub-section (2) clause (b)

(f) Section 8, sub-section (4)

(g) Section 28, sub-section (2)

(h) Section 30

(i) Section 33, sub-section (3)

(j) Section 38, sub-section (2) clause (c)

(k) Section 41

(l) Section 42, sub-section (3)

(m) Section 44

(n) Section 46, sub-section (3) (o) Section 70, sub-section (5)

(p) Section 74, sub-section (3)

(q) Dan a ʔul avanga belhte pawh a huam ang.

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

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

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

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

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

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

106. He dan kenkawh chungchangah harsatna a awm reng rengin Central sorkarin thuchhuah siamin a ÷ul angin siam ÷at hna a thawk ÷hin ang.

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

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TRAI DAN THAR CHUNGCHANG

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

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

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

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

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

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

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

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

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

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

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

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

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

