

**OFFICE OF THE MIZORAM STATE CONSUMER DISPUTES REDRESSAL COMMISSION  
MIZORAM :: AIZAWL**

**CIRCULAR No. 1 of 2022**

*Aizawl, the 21<sup>st</sup> of December, 2022*

To assist the Consumer Commissions in day to day functioning of the Office, the points extracted from Consumer Protection Act, 2019 (CPA 2019), relevant rules and regulations may be noted:

1. *Admissibility of complaint may be decided within 21 days from the date on which complaint was filed.* Otherwise, it will be deemed to have been admitted [section 36(2)(3) of CPA 2019 read with sub-regulation 9(6) of the Consumer Protection (Consumer Commission Procedure) Regulation, 2020].
2. *Every complaint shall be accompanied by a fee as per table below* [rule 7(1) of the Consumer Protection (Consumer Disputes Redressal Commission) Rules, 2020 read with sub-rules 3 & 4 of the Consumer Protection (Jurisdiction of the District Commission, The State Commission and The National Commission) Rules, 2021]:

<b>A. STATE CONSUMER DISPUTES REDRESSAL COMMISSION</b>		
<b>Sl. No.</b>	<b>Value of goods or services paid as consideration</b>	<b>Fee to be paid</b>
1	Above Rs. 1 crore and upto Rs. 2 crore	Rs. 2500
2	Above Rs. 50 lakh and upto Rs. 1 crore	Rs. 2000
<b>B. DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION</b>		
3	Above Rs. 20 lakh and upto Rs. 50 lakh	Rs. 1000
4	Above Rs. 10 lakh and upto Rs. 20 lakh	Rs. 400
5	Above Rs. 5 lakh and upto Rs. 10 lakh	Rs. 200
6	Upto Rs. 5 lakh	Nil

3. The requisite complaint fee shall be paid in the form of:
  - a) **crossed Demand Draft drawn on a nationalised bank** [currently there are 12 nationalised banks vide <https://financialservices.gov.in/banking-divisions/public-sector-banks> such as State Bank of India, UCO Bank, Punjab & Sind Bank, Punjab National Bank, Indian Overseas Bank, Central Bank of India, Canara Bank, Bank of India and Bank of Baroda] **or**
  - b) **crossed Indian Postal Order (IPO)**
  - c) **a & b should be in favour of:**
    - i. the President of the District Commission or
    - ii. the Registrar of the State Commission.

It may be noted that since payment is to be done in the form of crossed DD and crossed IPO, the fee so received needs to be transferred in the relevant office bank account within the validity period as mentioned in the face of crossed DD or crossed IPO. That is, crossed DD or crossed IPO cannot be directly converted into cash by presenting it in the appropriate office. First, it has to be

routed through the bank account of the appropriate entity.

4. The District Commission or the State Commission, as the case may be, *shall credit the amount of fee received to the Consumer Welfare Fund of the State*. Modus Operandi will be intimated once head of account is granted by the State Government.
5. Complaints may also be filed online through <https://edaakhil.nic.in> and complaint fee be paid online for all Districts except Hnahthial, Khawzawl and Saitual Districts. For online filing to be effective, Technical Service Personnel (TSP) in the State Commission and Data Management Assistant (DMA) in each District Commission need to be vigilant.
6. As stipulated under Section 41 of CPA 2019, appeal shall not be entertained by the State Commission unless the appellant has deposited 50% (fifty per cent) of any amount in terms of the order of the District Commission. The said fifty per cent shall be deposited in the form of **Banker's Cheque** in favour of the Registrar, State Commission.

This deposit will be termed as 'Statutory Deposit', and will be released later, on the request of the concerned party, only by way of submission of application enclosing concerned judgement order and authorisation letter from the attorney. The application should be addressed to the Registrar of the State Commission.

**Sd/- V. LALDINSANGA**

Registrar,

State Consumer Disputes Redressal Commission,  
Mizoram, Aizawl

**Memo No.C.17016/1/2006 – SC**

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**Aizawl, the 21<sup>st</sup> of December, 2022**

Copy to:

1. The Secretary, Food, Civil Supplies & Consumer Affairs for information.
2. The Director, Food, Civil Supplies & Consumer Affairs for information.
3. The President, State Consumer Disputes Redressal Commission for information and necessary action.
4. All the President, District Consumer Disputes Redressal Commissions for information and necessary action.
5. All the Registrar, District Consumer Disputes Redressal Commissions for information and necessary action.



Registrar,

State Consumer Disputes Redressal Commission,  
Mizoram, Aizawl