

CONSUMER PROTECTION RULE, 1987

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2. In these rules, unless the context otherwise requires:- Definitions: (a) "Act" means the Consumer Protection Act, 1986 (68 of 1986); (b) "agent" means a person duly authorised by a party to present any complaint or appear or reply on its behalf before the State Commission or the District Forum; (c) "appellant means a party which makes an appeal against the order of the District Forum; (d) "memorandum" means memorandum of appeal filed by the appellant; (e) "opposite party" means a person who answers complaint or claim; (f) "president" means the president of the State Commission or District Forum as the case may be; (g) "respondent" means the person who answers any memorandum of appeal; (h) "State" includes Union Territories.

3. Salaries and other allowances and terms and conditions of the President and Members of the District Forum: (1) The President of the District Forum shall receive the salary of the judge of a District Court if appointed on whole-time basis. Other Members and the President, if appointed on part time basis, shall receive consolidated honorarium of Rs. 250/- and Conveyance allowance of Rs. 50/- per day for the sitting. (2) The president and the Members of the District Forum shall be entitled for such traveling allowance and daily allowance on official tour as are admissible to the grade I Officer of the State Government. (3) The salary, honorarium and other allowance shall be defrayed out of the consolidated Fund of the State Government. (4) Before appointment, the President and Members of the District Forum shall have to give 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 Member. (5) In addition to provision of Section 10(2), State Government may remove from the office, the President and Member of a District Forum who: (a) has been adjudged an insolvent, or (b) has been convicted of an offence which in the opinion of the State Government 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 the public interest. (f) is absent himself from three consecutive sittings of the Forum, except for a reasonable cause. Provided that the President or Member shall not be removed from his office on the ground specified in Clauses (d) and (e) of the Sub-rule (5) except on an inquiry held by State Government in accordance with such procedure as it may specify in its behalf and finds the Member to be guilty of such ground. (6) The terms and conditions of the service of the President and the Member of the District Forum shall not be varied to their disadvantage during their tenure of office. (7) Where any vacancy occurs in the office of the President of the District Forum, the senior-most (in order of appointment) Member of District Forum, holding office for the time being, shall discharge the functions of the President until a person appointed to fill such vacancy assumes the office of the President of the District Forum. (8) When the President of the District Forum is unable to discharge the functions owing to absence, illness or any other cause, the senior-most (in order of the appointment) Member of the District Forum shall discharge the functions of the President until the day on which the President resumes the charge of his functions. (9) The President or any Member ceasing to hold office as such shall not hold any appointment in or be connected with the management or administration of an organization which has been the subject of any proceeding under the Act during his tenure for a period of 5 years from the date on which he ceases to hold such office

4. Place of sitting and other matters relating to District Forum : (1) The office of the District Forum shall be located at the headquarter of the District. Where State Government decides to establish a single District Forum having jurisdiction over more than one District, it shall notify the place and jurisdiction of District Forum so established. (2) The working days and the office hours of the District Forum shall be the same as that of the State Government. (3) The official seal and emblem of the District Forum shall be such as the State Government may specify. (4) Sitting of the District Forum, as and when necessary, shall be convened by the President. (5) No act or proceedings of the District Forum shall be invalid by reason only of the existence of any vacancy among its Members or any defect in its constitution. (6) State Government shall appoint such staff as may be necessary to assist the District Forum in its day to day work and perform such other functions as are provided under these rules, or assigned to it by the President. The salary payable to such staff shall be defrayed out of the Consolidated Fund of the State Government. (7) Where the opposite party admits the allegation made by the complainant, the District Forum shall decide the complaint on the basis of the merits of the case and documents present before it. (8) If during the proceedings conducted under Section 13, District Forum fixes a date for hearing of the parties, it shall be obligatory on the complainant and opposite party or its authorized agents to appear before the District Forum on such date of hearing or any other date to which hearing could be adjourned. Where the complainant or his authorized agent fails to appear before the District Forum on such day, the District Forum in its discretion either dismiss the complaint for default or decide it on merits. Where the opposite party or its authorized agent fails to appear on the day of hearing, the District Forum may decide the complaint ex-parte. (9) While proceeding under Sub-rule (8), the District Forum may, on such terms as it may think fit and at any stage, adjourn the hearing of the complaint but not more than one adjournment shall ordinarily be given and the complaint be decided within 90 days from the date of notice received by the opposite party where complaint does not require analysis or testing of the goods and within 150 days if it requires analysis or testing of the goods. (10) Orders of the District Forum shall be signed and dated by the Members of the District Forum constituting the Bench and shall be communicated to the parties free of charge

5. Procedure to be adopted by the District Forum for analysis and testing of the goods : (1) Under Section 13(1)(c), if considered necessary, the District Forum may direct the complainant to provide more than one sample of the goods in clean containers with stopper properly fixed on. (2) On receiving the sample of such goods, the District Forum shall seal it and fix labels on the containers carrying following information : (a) name and address of the appropriate laboratory to whom sample will be sent for analysis and test; (b) name and address of the District Forum; (c) case number (d) seal of the

District Forum. (3) The sample will be sent to the appropriate laboratory by the District Forum for sending report within 45 days or within such extended time as may be granted by the District Forum after specifying the nature of the defect alleged and date of submission of the report. 5-A The State Commission shall besides the President, have not less than two, but not more than three members, one of whom shall be a woman to be appointed by the State Government in accordance with the provisions of clause (b) of sub-section (1) of section 16 of the Act. (vide notification no. F-5-59/06/2/XXIX dated 12.01.2007) 6. Salary and other allowances and terms and conditions of the President and Members of the State Commission : (1) President of the State Commission shall receive the salary of the Judge of the High Court, if appointed on whole-time basis. Other members and the president, if appointed on part time basis, shall receive a consolidated honorarium of Rs.500/- and conveyance allowance of Rs. 100/- per day for the sitting. (2) The President and the Members of the State Commission shall be eligible for such travelling allowances and daily allowances on official tour as are admissible to Grade 1 Officer of the State Government. (3) The Salary, honorarium, other allowances shall be defrayed out of the Consolidated Fund of the State Government. (4) The President and the Members of the State shall hold office for a terms of five years or up to the age of 65 years whichever is earlier and shall not be eligible for re- nomination: Provided that the President and / or a Member may: (a) by writing under his hand and addressed to the State Government resign his office any time; (b) be removed from his office in accordance with provisions of Sub-rule (5). (5) The State Government may remove from office, President or a Member of the State Commission who; (a) has been adjudged an insolvent, or (b) has been convicted of an offence which in the opinion of the State Government, 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 the public interest: Provided that the President shall not be removed from his office on the ground specified in Clauses (d) and (e) of Sub-rule (5) except on an inquiry held by State Government, in accordance with such procedure as it may specify on this behalf and finds the Member to be guilty of such ground. (f) is absent himself from five consecutive sittings of the Commission, except for a reasonable cause. (6) Before appointment, President and a Member of the State Commission shall have to give 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 such Member. (7) The terms and conditions of the service of the President and the Members of the State Commission shall not be varied to their disadvantage during their tenure of office. (8) Every vacancy caused by resignation and removal of the President or any other Member of the State Commission under Sub-rule (4) or otherwise shall be filled by fresh appointment. (9) Where any such vacancy occurs in the office of the President of the State Commission, the senior-most (in of appointment) Member, holding office for the time being, shall discharge the functions of the President until a person appointed to fill such vacancy assumes the office of the President of the State Commission. (IO) When the President of the State Commission is unable to discharge the functions owing to absence, illness or any other reason, the senior-most (in order of the appointment) Member of the State Commission shall discharge the functions of the President until the day on which the President resumes the charge of his functions. (11) The President or any Member ceasing to hold office as such shall not hold any appointment in or be connected with the management or administration of an organization which have been subject of any proceeding under the Act during his tenure for a period of 5 years from the date on which he ceases to hold such office

7. Place of sitting and other matters relating to State Commission : (1) **Office of the State Commission shall be located at the capital of the State.**(2) The working days and the office hours of the State Commission shall be the same as that of the State Government. (3) The official seal and emblem of the State Commission shall be such as the State Government may specify. (4) Sitting of the State Commission, as and when necessary, shall be convened by the President (5) No act or proceedings of the State Commission shall be invalid by reasons only of the existence of any vacancy among its Members or any defect in the constitution thereof. (6) State Government shall appoint such staff, as may be necessary to assist the State Commission in its work and perform such other functions as are provided under these rules or assigned to it by the President. The salary payable to such staff shall be defrayed out of the Consolidated Fund of the State Government. (7) Where the opposite party admits the allegation made by the complainant, the State Commission shall decide the complaint on the basis of the merits of the case and

documents present before it. (8) If during the proceedings conducted under Section 13, State Commission fixes a date for hearing of the parties, it shall be obligatory on the complainant and opposite party or his authorized agent to appear before the State Commission on such date of hearing or any other date to which hearing could be adjourned. Where the complainant or his authorized agent fails to appear before the State Commission on such day, the State Commission in its discretion either dismiss the complaint for default or decide it on merits. Where the opposite party or its authorized agent fails to appear on the day of hearing, the State Commission may decide the complaint ex-parte. (9) While proceeding under Sub-rule (8) the State Commission may, on such terms as it may think fit and at any stage, adjourn the hearing of the complaint but not more than one adjournment shall ordinarily be given and the complaint should be decided within 90 days from the date of notice received by the opposite party where complaint does not require analysis or testing of the goods and within 150 days if it requires analysis or testing of the goods, (10) Orders of the State Commission shall be signed and dated by the Members of the State Commission constituting the Bench and shall be communicated to the parties free of charge

8. Procedure for hearing appeal : (1) Memorandum shall be presented by the appellant or his authorized agent to the State Commission in person or sent by registered post addressed to the Commission.(2) Every memorandum filed under Sub-rule (1) shall be in legible hand-writing preferably typed and shall set forth concisely under distinct head the ground of appeal without any argument or narrative and such ground shall be numbered consecutively. (3) Each memorandum filed shall be accompanied by the certified copy of the order of the District Forum appealed against and such of the documents as may be required to support grounds of objection mentioned in the memorandum. (4) When the appeal is presented after expiry of period of limitation as specified in the Act, memorandum shall be accompanied by an application supported by an affidavit setting forth the facts on which appellant relies 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 memorandum to the State Commission for official purposes. (6) On the date of hearing or any other day to which hearing may be adjourned it shall be obligatory for the parties or their authorized agents to appear before the State If appellant or his authorized agent fails to appear on such date the State Commission. Commission may, in its discretion, either dismiss the appeal or decide it on the merits of the case. If respondent or his authorized agent fails to appear on such date, the State Commission shall proceed ex-parte and shall decide the appeal ex-parte on merits of the case. (7) The appellant shall not, except by leave of the State Commission, urge or be heard in support of any ground of objections not set forth in the memorandum but the State Commission, in deciding the appeal, shall not confine to the grounds of objections set forth in the memorandum or taken by leave of the State Commission under this rule: Provided that the Commission shall not rest its decision on any other grounds unless the party who may be affected thereby has been given at least one opportunity of being heard by the State Commission. (8) State Commission may, on such terms as it may think fit and at any stage, adjourn the hearing of appeal, but not more than one adjournment shall ordinarily be given and the appeal should be decided within 90 days from the first date of hearing. (9) 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 free of charge.