



CONSUMER VIRTHLI e-NEWSLETTER

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editorial

Kumin kum 2021 atang hian khawvel inher danglam zel milin Department pawhin bung thar a lo kai leh ta reng mai a, Consumer e-newsletter "Consumer Virthli" chhuaha a lo awm thei ta hi a lawmawm hle mai. Department hnathawh te phochhuahna remchang leh platform tha tak kan neih hi hriain hman tangkai theuh tum ila.

Mitin mai hi mahni mamawh atana thil lei ngai, thil - bungrua emaw service emaw leitu kan nih avangin kan dikna leh chanvo te hriat tumin bei ila, tichuan midang tan malsawmna kan lo ni thei dawn a ni. Chubakah chuan Consumer thain a tihur leh a tih thin te pawh hi he e-newsletter pawh hian min hriattir theih beisei zel ila. Tun atan chuan ram leh hnam tan kan Department hian hna a thawk zel tih hi hre tharin, Consumer thlipui hian Zoram dung leh vang a nuai theihnan tan ila thar sauh sauh ang u.

MINISTER'S MESSAGE



Mi zawng zawng hi Consumer kan ni vek mai a, eng sum dawna pawh hi a inngahna bul pawimawh ber chu Consumer-te hi kan ni bawk a. Kan chungkua, khawtlang leh ram in hma a sawn theihna tur chuan mitinte hian kan dikna chanvo kan hriata kan ngaihven thin hi a tul hle a ni. Hetiang a nih avang hian India sawrkar pawhin "**Consumer Protection Act**" te pawh duang chhuakin, Consumer ten kan dikna chanvo dik tak kan chan theih nan dan hmangin min humhalh tlat a ni.

Food, Civil Supplies and Consumer Affairs Department in Consumer-te hma khaw ngaia "Quarterly e-Newsletter", "**Consumer Virthli**" an buatsaih thei hi lawmawm ka ti hle a, mipuite zirtirna leh mipui ten kan chanvo dik tak kan chan theuh theihna tura tangkai taka he Newsletter hi hmang theuh turin duhsakna ka hlan che u a. Tin, he Newsletter "Consumer Virthli" buatsaihtute pawh hetiang buatsaihna chang in hriat avang leh in inpekna avangin in chungah ak meuh


(K LALRINLIANA)

Chief Secretary's Message

Food, Civil Supplies & Consumer Affairs department thahnemngaihna leh tumruhna avanga **Consumer Virthli e-newsletter** tihchhuah a ni hi a lawmawm hle in ka hria. He e-newsletter hlan Department kalphung leh hnathawh dana mipui nawlpui, Consumer te hriat awm chi hrih hre tuah a tang thei ngei dawn a. Tin, Consumer kan nihna kawnga harsatna kan tawh thin laka min chhanchhuak tu leh humhimtu pawimawh tak anih a beiseiawm baw a ni.

Mitin mai hi Consumer kan ni a, heihi Consumer Protection Act 2019 (CPA 2019) pawh hian a sawi chiang viauin ka hria. CPA 2019 chuan mi tupawh hralh lehchhawn atan ni lova service emaw product emaw leitu chu **'Consumer'** anih thu a sawi a. Chuvangin, Consumer tih tawngkam hian mitin mai hi a huap tak meuh meuh a ni. India ram tan chuan kum 1986-a Consumer Protection dan kan han neih khan consumer thlipul hi a tleh tir tak tak tan a.

Kum Sawmthum chuang a lo herliam hnuah, tunlal Online Khawvel mil Consumer Protection Dan thar "Consumer Protection Act 2019" kan neih hnu atang pheih hi chuan Consumer te hian kan chanvo kan humhalhin hma kan sawn lehzual turah ngaih a ni. Chutih rual erawh chuan inzirtirna tha, consumer awareness campaign kan sawn lehzual turah ngaih a ni. Chutih rual erawh chuan inzirtirna tl a, consumer awareness campaign te nen tangkawpa theihtawp chhuah chhonzawm zel anih chuan mipuite hian Consumer kan nihna anga Harhtharna kan chang thei ngeiin a rinawm. Chutiang tur atan chuan he e-newsletter pawh hian rawngbawlina nasa tak a thawk thei ngeiin ka beiseiin ka ring tlat a ni.



Tin, Covid-19 hripuiin min thlah tak tak theihlohna karah hian mitin ten hmaichhan emaw a hardcopy a khawih te pawh a remchan em em lohna karah mahni phone emaw Computer emaw a chhiar mai theih tura tihchhuah a ni hi tunlai boruak a inmil hle a. Chubakah, kum World Consumer Rights Day, 2020 thupui "Sustainable Consumer nen pawh a inrem em em a ni. Mipui nawlpul consumer te hian he leilung hi kan tu leh fatena hlim leh nuam ti tak a an chen theih tur khawvel hnutchhiah zel hi kan tihmakmawh a lo ni lehzel bawh nen, he e-newsletter sustainable consumption kawnga hmahruaitu ni nghal bawh a chhuak the hi a thanchhoh zelna tur kawngah pawh duhsakna ka hlan nghal bawh a ni.

CHIEF SECRETARY

Director's Message

Chibai vek ule,

Department of FCS&CA in hetiang a e-Newsletter a vawikhatna atâna 'Consumer Virthli' kan han buatsaih thei hi a lawmawmin, hemi lo hlawhtlinna tura tha leh hun sengtu zawng zawngte chungah lawmthu ka sawi ani.

Department a ka awm chung reilote ah hmasawna tam tak hmuh tur a awm hi a hotu ber, Minister Pu K.Lalrinliana leh thawktu zawng zawngte tanrualna leh taimakna zar ani a tih loh theih lova, Mizoram mipuite a zar zotu kan ni zel te hi a lawmawm em em ani. Sawi tur tam tak zingah, nitin mamawh harsa lutuk lova mipui kan awm thei te, buhfai ilo chhekkhawlna tur Kudam thar thahnem tak sak zawh leh sak mek ani te, bukna diktak hmanga PDS kaltlanga mipuite chanvo kan sem chho thei te, **One-Nation-One-Ration Card** kaltlanga NFSA card neite tana ration kan han la thei ta mai te India rama a tihlawhtling hmasa leh titha ah Pangana (**5th best performing**)-a kan invawrh kai thei te, Aadhar kaltlanga Ration card diklo leh felhlel kan han paih



teuh ta te hian mipuite sum tullo a luangral tur nasa takin a ti tlêm ta te, hi a lawmawm takzet ani. Tin Consumer te hamthatna leh chanvo humhalh kawngah pawh chak lehzualin **Department Legal Metrology Wing** leh **Consumer Cell (Directorate)** leh **District Commission** te kaltlangin hma a la chho ta leh dan hnuai ah Consumer te chanvo palzutna te pawh dân anga hremna lek kawh a lo ni chho zel ta te leh mipuiten an chanvo an humhalh ngam chho ta deuh deuh te hi a lawmawmin hmasawna ropui tak kan hmu kan ti lo thei lo ang. Consumer Protection Act 2019 hnuai ban pawimawh ber, District Commission theuhte din thara, thum chak thuai turin ruahmanna a fel thawktat tawh a; **IOC Marketing Discipline Guidelines** dân in a phut anga Consumer te hnena Gas cylinder-te anmahni chenna In ngeia va dah sak (**Home Delivery of LPG**) pawh Aizawl veng 4-ah kalpui ani tawh a veng 24 dangah kalpui tura ruahmanna pawh peihfel tawh ani a reilote ah a hlawhtlinna kan hmu chho turah kan ngai baw. Tin, Consumer dikna leh chanvo in hrilhhriat leh zirtirna kawngah pawh MCU lam te leh tlawmngai pawl dang te leh sorkar department dangte te nen pawh thawhhona tha tak nei chungin hma lak mek ani baw te hi a lawmawm ka ti takzet baw. Tin, **Consumer Welfare Corpus Fund** pawh bun fel ani tawh a, a pung chauh hi hman tur ani a, action plan fel tak nen Consumer te chanvo humhalhna kawngah tangkai taka hman chhoh tura peih ani ta te hi a lawmawm em ani.

He newsletter hi mipuite tana sorkar hmalakna pholanna hmanrua pawimawh tak leh sorkar leh mipuite inkara thawhhona boruak tha lehzual siamtu a lo awm zel beiseia buatsaih ani a, Department hmalakna leh hmathlir inhrilhhriatna atan te, thawktute pawh kan lo inpawh zawkna atan te leh Department thatna tur atana rawtna tha zawkte kan thawhkhawm na tur atana hmanraw tangkai a nih ngei ka beisei ani.

FCS&CA Department leh **Consumer Rights Movement** in hma lo sawn zel rawh se tiin duhsakna sang ber ka hlan a che u.



CONSUMER PROTECTION ACT 2019 HIGHLIGHT

1. CONSUMER (Sec 2(7) of CPA 2019)

= Mi tupawh sumdawanna atan ni lo-ei leh bar tur emaw a nitin khawsak mamawh tur atana sumdawngtu hnen atanga thil engpawh a ba emaw a then pek emaw a vaia pektlak emaw chutiang ang thil leitu chu CONSUMER a ni. A thlawn a tihsak erawh a huam lo thung. Amaherawhchu mi tupawh a intunun nana thil leia zuar chhawng lehtu hi Consumer a ni. Tin, Mamawh atana thil hire tu emaw chhawrtu te, ONLINE leh OFFLINE hmanga thilleitu hi Consumer a ni bawk 2(7) (ii) (b) of CPA 2019.

2. LUNGAWILOHNA THLEN CHUNGCHANG (section 35(1) of the Act & Section 34(2) of CPA 2019)

= Mi tupawhin a thil leiah harsatna a tawk emaw lungawilohna a neih chuan District Commission Office ah plain paper-ah ziakin leh document tul ang te thil telin a thlen thei. Tin, Consumer pawl emaw consumer group emaw state sorkar emaw Central sorkar ten an thlen thei bawk. Kan khin te hming leh address mumal tak ziahlan tur a ni. Mahni awmna District kher a ngai tawh lo

3. DILNA HNAWL CHUNGCHANG

= Case file hi a thehluttu hearing vawikhat tal koh a nih loh chuan hnawl ngawt a rem lo (Section 36). Case file pawm a nih chuan ni 21 chhungin opposite party te hriattir ve anni ang a, ni 30 chhung hun pek anni ang.

4. TAWNG HMAN CHUNGCHANG

= Lungawilohna thlen hmian Media Cell ah emaw Consumer Pawl-ah emaw dawrneitu/service provider hnenah thlen hmasak phawt a tha a, kar hnih khat hun inpek a, chumi hnuah tihfel theih a nih loh chuan Consumer Commission ah thubuai thlen theih a ni. Kan khin tur te hnam dang annih loh chuan Mizo tawng emaw pawha ziah theih a ni. Document tul ang te thil telin Copy 4 tal siam tur a ni.

5. UKIL RAWIH CHUNGCHANG.

= A tuartu emaw a aiawh tupawh inlan theih a ni a, mahni duhdan a ni. Duh chuan Ukil pawh a rawih theih tho a ni. A pawimawh ber chu Commission chuan i lungawilohna leh harsatna i tawh chu an lo ngaithla dawn a ni. (I mi khin ten Ukil an rawih avang khan zam loh tur).

6. CASE FILE DAWN A FEE CHAWI ZAT :

Sl. No.	Total Value of goods or services and the compensation claimed	Amount of fee payable
	District Forum	
(1)	Upto one lakh rupees – For complainants who are under the Below Poverty Line holding Antyodaya Anna Yojana Cards	Nil
(2)	Upto one lakh rupees – For complainants other than Antyodaya Anna Yojana card holders.	Rs. 100
(3)	Above one lakh and upto five lakh rupees	Rs. 200
(4)	Above five lakh and upto ten lakh rupees	Rs. 400
(5)	Above ten lakh and upto twenty lakh rupees	Rs. 500
	State Commission	
(6)	Above twenty lakh and upto fifty lakh rupees	Rs. 2000
(7)	Above fifty lakh and upto one crore rupees	Rs. 4000
	National Commission	
(8)	Above one crore rupees	Rs. 5000

7. THU THLEN THEIH TE

= Thil lei chungchanga harsatna leh lungawilohna engpawh a thlen theih a, rilru nat man, tha hah man Consumer Commission a kal man senso pe turin a thlen theih vek a ni. I thil lei chu a man dik tak, i mamawh ang taka tangkai leh puhuru thei che a ni tur a ni. MRP aia Rs 2 a sanga hralh hi dan hma-ah chuan a serious hle a, consumer palzuttu chu dan hma-ah thlen ngei ngei tur a ni. Hei hian misual leh pamham te a ti tawmim thin.

8. CONSUMER RIGHT LAR TE :

- 1) Right to be informed. (Thil leitu chuan langtlang takin hriat tur tul ang a hre vek thei ang).
- 2) Right to Choose (Thil leitu in duhzawng leh mit la zawng

tak thlan theihna a nei).

- 3) Right to be heard (Consumer te thu leh hla chu khawtlang leh pawl hrang hrangah ngaihthlak sak tur a ni).
- 4) Right to Seek redressal (Consumer lungawilohna leh harsatna awm te thlen theihna hmun tur siam sak a, a tul anga lo tanpui).
- 5) Right to Consumer Awareness (Consumer te chuan an nitin nun-ah an dikna chanvo leh chanpual an hre ve vek tur. Thil zuartu in Consumer hriat tul ang te a hrihfhahin a zirtir vek tur)

9. PRODUCT LIABILITY CHUNGCHANG 2(34) of CPA 2019

= Consumer venhimna dan tharah hian Product Liability telh thar a ni a, a lawmawm hle mai. Hemi ang hian thilsiamtu emaw service petu chuan kawng engkimah a thilsiam emaw service pekchhuah-ah mawh a phur dawn a, chutiang anih loh chuan lei chawi theihna leh zangnadawmna hial pawh a pek a tul thei dawn a ni.

10. E-COMMERCE CHUNGCHANG.(Sec 2(16) of CPA 2019)

= Tunlai khawvel-ah bungrua emaw service emaw, eng thil pawh aman pek lawk emaw a ba emaw a then pek lawk emaw a lei theih a ni ta. Dawra kal kher lovin Phone, Computer etc atangin ONILNE hmangin duh duh kan lei thei ta. Heng electronic hmanga indawrna digital payment system te hi e-commerce chuan a huam vek a ni. Consumer venhimna dan tharah hian e-commerce pawh telh thar a lo ni ve ta. Harsatna chinfel mai theih loh i neih chuan ngawih bopui mai lovin Consumer Commission ah te thlen thin ang che.

11. MISLEADING ADVERTISEMENT. (Sec 2(47) & Sec 21(2) of CPA 2019)

= Dan thar-ah hian Fakna chungchang thil tam tak telh thar a ni. Dawt leh thudik tawk lo emaw thudik chanve hmanga Fakna eng chi pawh – mi hruaisual thei ang chi te khap tlat a ni a. Hetiang tilui thilsiamchhuaktu emaw mimal mipui chungang leng – mi lar pawh nise, hrem theih anni. Hremna chhawngkhatna chauh pawh hi Rs nuai 10 thleng a ni. Thil siamtu leh Mi lar – fakna titute an fimkhur a ngai hle tawh a ni.

12. PERSONAL DATA CHUNGCHANG (Sec 2(47) (ix) of CPA 2019)

= Thil zuartu emaw Service petu – mimal/Company tupawhin an customer te mimal chanchin leh thil pawimawh an remtihna lovin an pe chhuak tur a ni lo.

13. THUREMNA ZAWM DUH LO HREMNA.

= CPA 2019 hian thuawihlo hremna a tipung hle a, kum thum thleng lungin tan emaw Rs 25,000 atanga Rs nuai khat thleng emaw a kawpa hremna a awm thei a ni.

14. E- FILLING.(Sec 35(1)(d) of CPA 2019)

= CPA 2019 chuan Consumer chu nasa taka remchanna a siam sak a, a hmuna kal kher ngai lova electronic hmanga thehluh theih dan kawng a hawng bawk a ni.

15. THUREM HUN CHHUNG. (Sec 35(7) of CPA 2019)

= Dan naranin thubuui pawm fel tawh chu thla thum chhungin chinfel tur a ni. Investigation tih ngai leh Lab a check ngai te a nih erawh chuan thla 5 chhungin chinfel theih a ni.

16. RECEIPT CHUNGCHANG (Sec 2(47)(vii) of CPA 2019)

= Thil leina Receipt emaw cash memo hi pekchhuah ngei tur a ni.

17. THIL THA LO THLENG LET CHUNGCHANG (Sec 2(47)(viii) of CPA 2019)

= Thil tha tawk lo emaw chhia emaw hmelhem emaw thawk tha tawk lo, a nihna tur ang ni thei lo lei a nihni - ni 30 chhungin a thar dangin thleng emaw, aman pek let leh emaw tur a ni.

18. CASE FILE THEIH HUN CHHUNG (Sec 69(1) of CPA 209)

= Thil a thlen atanga kum 2 chhung ngeiin Case File

NI MAI MAI RAWH SE!

- Vannehtluanga

Ka nunphunga thil tha lo ka tih deuh, sim har ka tih si chu, “Ni mai mai rawh se!” tih hi a ni. Ralchah dawrah mi thil maksak deuh deuh chah ka ching a. Septic tank-a phul tur hlo te, leitha siamna bawhlo te, thir kawngkhar hlùm chhohna khawl te, thlalakna chuan chhan vir kual thei te, dawhkan hmawr ki, naupangin an tauh lohna tura thupna te, a zawna kal chauha eng thei bulb te, ralkhat atanga hawna khar theih kawngkhar kalhna te... A! thun thawih pheikhawk, savun pheikhawk ang taka lang, sùk bawrh bawrh theih te, bluetooth bengdar nen – chah loha hleih ka nei lo. Ramhmul damdawi, êk nèmna nia ngaia ka chah kha rei fe ka kawl hnuah ka han ei chhin a, kawthuahna a lo nia...!

A vai chuan, “I duh ang a nih loh chuan hun tiam chhungin rawn thleng leh ang che.” an ti vek a, ka duh ang leh ka tum ang a ni lo fo a, mahse, han thleng leh kual vel chu “Mizopa meuh han tih awm a ni lo ve..!” tih ang deuh hian ka ngaihtuah ni hmiang - hmang tak tak ta mang lova thil inkhing lo pui pui kawl ruih ka ching. A pawl ber chu, “Ni mai mai rawh se..” tih ka ching tlat hi a ni.

Mut hmunah ka ngaihtuah a, “Chah ta lo ila... a nih loh vek leh, ka chah hmain a ziaak te kha lo chhiar uluk hmasa ila, 220 volts hmanna rama awm reng chung si hian 110 volts tih inziak te hi hmu reng chungin chah talh lo ila, a nih loh vek leh ka dawn hlimah ngun takin enchhin ila, ka beisei ang a nih loh chuan thawn lêt leh mai thin ila...” tiin ka ngaihtuah ziah. Ka peih chuang lo.

Thang rei lutuk leh an rawn thawn thlen tâk lohte pawh a awm nual. Tawngkam mawi tak hian hripui leng avang leh *Made In India* a nih loh avanga an rawn thawn thlen theih loh thu te, ngaihdam an dilna tawngkam mawi tak

takte nen ka dawng fo a, Ka pawisa pek tawh chu ka account-ah an rawn kir leh tur thu hi an rawn ziaak ve zel a, min rawn pe kir ta ngei em? Ka pek zat a lo lêt leh em? A khawi ber man hi nge lo lêt leh? Invoice number nen a inmil em? Ka hre lo vel vek! Disclaimer chhiar lova “**I Agree**” ti pur pur ang chi hi ka ni. Ka ho a ni tawp mai.

Keimah ang hi in awm ve nual ang. Bum kan nuam a ni satliah lo va, min bum a nih pawhin min bum tih pawh kan inhre meuh lo. Mi tih kan hria a kan ti ve liam luam a ni ber mai.

Tichuan chutiang khawpa pa hnaisai lo chu **Lok Adalat conciliator**-ah kum tam fe min thuttir ve ta zel a. Keimah ang hi ka hmachhawn tam em em a. “Ka leiba min pe lo” tih leh “Ka pêk fel vek tawh che kha!” tih ang chi thubuai hi kan rem tam em em a. Lei inbatna lehkha a mumal lo phawt a, leiba inrulhna leh pêk tlâkna lehkha nei mumal lote hlei hlei hi thiamthu sawi thiam kan ni duh khawp mai. A thiam zawk tih hriat ngawih ngawih pawhin a thiam channa lantirna lehkha a neih miao si loh chuan, ‘dan chu dan’ tih a ngai thin si a. Hreh ru deuh chung a keimah anga pawlawhte chung a thutlûkna siam a ngai thin.

Pawisa inpûktir hi kan lo uar em em mai a. Sorkarin a pung thin theih zât a bithliah aia tam daih hian kan inpûktir deuh ngei bawk

a. Kan ukilte lah hian sawisel lovin an lo notarize thei zel mai bawk si a. Mahni chenna in hmun meuh dahkhama cheng nuai tamtak inpûktirna-ah te hian, indelkhilna lehkha te hi a lo awm mumal lo va, chutiang vanga mittui tla chu ka hmu ve ta nual mai. Khawvel hi mittuia chin fel theih ni sela ukil kan mamawh lo vang. Indelkhilna lehkha lo uluk ila mittui tam tak hi a tlak a ngai bawk hek lo vang.

In ka sa a, ka Mizo mistiri a dam loh avangin vai mistiri ka ruai zawk a. Mizo dawrah thir tlawn a va lei ta a. In sakna châkkhai zuartu Mizo dawrkai ka dawrah ka inngai a. A lo ziak feltu vai leh ka vai mistiri inkarah chuan, 'awm' a awm tih ka hre mai. Mizo dawr neitu pawh chuan a hre ru mai thei. Mahse, 'ni mai mai rawh se' tih rilru ka put dun tlat avangin an bûk lung ka endik lo va, cheng sang telin ka hek maithei. Min bum a nih pawhin min bumna zat awm vel tal hi chu hriat a va tha em!

Heti em ema kan rama cancer natna tam chhan hi zu leh vaihlo a ni zozai lo vang. Kan thlai eite hi a him tawk lo a ni ang - tih hi vantlangin a rûkin kan ring vek. Mahse, "Ni mai mai rawh se" kan ti tlat a. Phai atanga bawkbawn leh fanghma leh tomato lo chho zut zut te hi khawia mi chiah nge? Eng tin nge an chìn? Hlo leh rannung thahna an phul nasa lutuk em? - tihte kan ngaihven lo va, kan hriat chian

hauh loh hi keimahni hrawk ngei hmangin kan han lem diak diak mai a nia! Hnam huaisen tak chu kan lo ni.

Ni e. Sawi tur a tam. Mahse eng tin nge kan tih ang? tih zawk hi a pawimawh lai chu a ni. Mizoramah hian, mipui tha nei turin sorkar tha neih hmasak kan tum a. Ka ring ta lo. Sorkar tha neih beisei ngawt hi kuangkuaha hausak tum ngawt ang deuh a ni. Mipui zawk hi kan thanharh hmasak mai loh chuan sorkar tha kan nei ngawt lo vang. Tu sorkar pawh lo awm se, nikum aiin

kuminah an pachhe tial tial dawn. Sorkar chuan sum a hmachhuan lo thei lo va, sum a awm loh chuan chak thei lo angah sorkar hi a inngai tlat tawh a. Dikna chin a awm bawk a, chuvangin mipui hian 'ni mai mai rawh se' tia thil dik lo kan en liam duhna rilru hi kan paih a ngai a ni.



En tir nan, sawi tak ang khan **Iron rod** buk hi a dik lo a nih chuan, tidik turin weight & measures hi beisei ta ila, an bûk lai hi endik turin sorkar hian official an thutchilhtir reng thei lo. Chu ai chuan, mipui hian, 'ni mai mai rawh se' kan tihna rilru hi hnuchhawnin, dik lo hi huai takin hmachhawn mai ila. Chu chuan sorkar pawh a tiharh ang a, kan dik deuh ang.

Khawi ramah mah gas bur bulah local council hruaitute an thu ther huang ngai lo. Ven ngai kan ngah lutuk chuan vèn sèn kan ni dawn chuang lo. Gas burah leh a sem danah dik lo

a awm chuan huai takin mipui hian i hmachhawn ngam ang u. Tu tihah emaw i khêk lo ang u.

Thil dik lo hi ngaia kan neih rei lutuk chuan, a deh a khirh tawlh tawlh thin. Petrol pawlh dal leh a dik lova hralh hi 'Ni mai mai rawh se' kan tih rei lutuk tawh avangin, a dika ti tura kan nawr dawn chuan, a phurtute hian min nawrhkhum ngam hial tawh a ni.

Eiru dawklak hian, eiru lova a chanvo dik tak chauh a dawn chuan, hlawk lovah a inngai a, a hna chu a sit a, eirûkna tel lo chuan a chhungkua chawm zo dawn lovin a inhria a, khawtlanga a nihna leh a dinhmun chu luah phâk dawn lovin a inhre tawh a, a 'normal' ngam lo vat mai a ni. Chutiang tho chuan, diklohna a hluar lutuk chuan, thil tam takah, dik chu thil tih theih loh leh ni thei lovah kan ngai tan. Hei hi kan hnam natna thûk tak a lo ni ta.

Mipui hian dik hi kan duh tak tak em? Dik hi kan ngam em? "A tha a lawm" tih satliah chi a ni lo. Kan dik dawn chuan kan retheihpui a ngai. Ka chanvo nia ka lo ngaih tam takte hi a changtu tur dik tak hnena ka hlan a ngai.

Chutiang bawkin, mipui hian dik duh em em mah ila, sorkarin hma a hruai si loh chuan, sorkar berin 'ni mai mai rawh se' tih rilru a put tlat chuan kan ram hian hma a sawn thei chuang lo vang. Official indaih lo te, pawisa awm tawk lote hi kan chhuanlam dawn chuan kumkhuain a bo dawn lo. Heti chung hian, dik lo hmuh chhun hrem ngam te, mipuite nena thawhhona tha te, transparency te kan ngaih pawimawh tial tial a tul ta takzet a ni.

Lawrkhawm

➔ Kum 1995 khan Hnathial Godown chu misualin an rawk avangin IFCS, Pu Lalkunga Sailo, tuna DD(M) chuan Staff meeting a neihpui dawn a. Retailer leh Office chhunga pawn lam mi chu chhuak rih vek turin thu a pe a. Pa pakhat Mizopa ve tak hi a chhuak duh ta tlat lo mai a. IFCS chuan thinrim takin, 'Nang kha chhuak rawh ka ti che a ni lawm ni, thu i va awih lo ve, chhuak nghal rawh' tiin a awki pawh a sanghle.

Chu pa chuan, 'Engvangin ka chhuah ang le' a ti sam et a. Pu Kunga thinrim tawt lutuk a han hau leh tur chiah chu Pu K.C Lalhmuaka, SK chuan, 'Kan pu, DCSO a nih kha' a tih veleh Pu Kunga chu, hlau mengphar, kut phar baw, khawngaih thlak khawpin a zak a, Pu Thlamuana, DCSO hnenah chuan thupha chu a chawi mai ni lo hian a sak hian a sa a ni ber e. (Hemi tuma a meng phar leh a phu zuk kut phar vel hi tun thlengin mitthlaah a la cham)

- Pu BM-a (MTO)

➔ New Vervekah 1993 vela kan awm lai chuan Kel talhin chaw kan ei khawm thin a. Muster Roll Checkgate Keeper ho kha chaw ei dawn hian an insual ziah a. Tlai lam chaw ei khawm chu insual an awm ziah mai, zingah eikhawm teh ang u kan ti a, zingah ui kan talha, chaw chu kan ei khawm a, chaw ei dawn chuan insual an awm tho.

- Pu Zadailova (DCSO Serchhip)



PROBLEMS OF CONSUMER PROTECTION IN MIZORAM (Consumerte Dikna Humhalhna Kawnga Harsatna)

– Prof. Chawngsailova
President, Mizoram Consumer Union

Kan sorkar chaktak, Consumer-te harsatna vei em emtu, FCS&CA changtu Minister, Secretary leh a bik takin Director-te thahnem ngaihna avangin, a vawi khatna atan Directorate atang ngeiin 'official'-in consumer-te dikna leh chanvo humhalhna kawnga consumer-te hriat tur leh kan mawhphurhna chi hrang hrangte, in hrilhhriatna (Awareness) na a tan E-newsletter, '**Consumer Virthli**' tihchhuah a lo ni dawn ta hi hmasawna rahbi chhinchhiah tlak tak a ni a. He 'Consumer Virthli' chhuak hmasa bera 'Article' ziak tura min sawmna ngai pawimawhin he thu hi ka han ziak ve a ni a. He thu ka ziah dawn hian ngaih pawimawh hmasak ka ngah em em a, ka inkhap nasa hle a, a tawpah he thu, '**Consumer-te Dikna leh Chanvo Humhalhna Kawnga Harsatna**' ti hi ziah ka ti tlu ta a ni. FCS&CA Dept tanpuina avang liau liau hian tunhnai atang khan MCU hian '**Consumer Chhantu**' pawh mumal takin kan chhun zawm thei a ni.

Consumer-te chung chang sawi dawn hian a bul thum deuh atanga tan a ngai thin a. Mi tam zawk phei chuan kan hre bel hle tawh anga, 'Consumer' tih chu sum leh pai saenga thil titu, hmangtu leh leitu zawng zawngte hi a ni mai a. Mi hausa leh lal ber berte pawhin thil an lei ve fo avangin consumer lo tumah kan awmlo a nih chu. 'Consumer Union' pawl-ah in hman hman vek lemlo mah ila, mi zawng zawng hi consumer lo kan awmlo a nih ber chu.

Sorkar laipuiin Consumerte humhalhna dikna leh chanvo humhalh nan dan **Consumer Protection Act 1986 (CPA)** tha tak mai hi 1986 khan min pe a. Chu CPA chu tih danglam leh siamthat (Amend) a nih fo hnu in 2019 mai khan

'Consumer Protection Act, 2019' (CPA 2019) tiin a thlak ta hlawk nghe nghe a.

He dan sorkar laipuiin min pek hi India ram mipui nawlpui, a bikin khawpuia cheng mi pangngai chinte chuan an hmangtu tangkai viau a. Chumi kan sawi theihna chhan chu India ram lairil leh khawpui zawka mite sumdawn dan atangte-in leh, Service providers (Sumdawng)-ten dan (CPA) an zawm that zia kan hmuh atangte-in leh, mipui mimir (Consumer)ten an dikna leh chanvo an hriat mai bakah an chanvo dik humhalh tlat tura midang hmalakna nghak lova an mahni ngeiin hma hruaia hma an lak mai thin dan kan hriat atangte hian kan sawi thei a ni.

CPA hian mi tumah sumdawna diklo (**Unfair Trade Practice (Section 2 {g})** a ti a), chutiang chuan an sumdawng tur a nilo a ti a. Chu bakah diklo leh thalo taka sum la si, Consumerte mit-tlung leh silo leh, an insawi anga ti tha leh silo- te chu **Service Difficiency [Section 2(r)]**, hna thawk thalo a ti bawka. Hetiang thil thalo (Imperfection) lakah-te hian Consumerte chu kan himna turin leh kan thlavang hauhna tur liau liau, a bik taka consumerte thu-buai hla-buai

chauh khawihthu tur Consumer Court kan ti mai thin a; chutiang chu min pe bawka. Chungte chu India rama District zawng zawngah **Consumers Dispute Redressal Forum** (District Forum kan tih mai) te, India rama State khawpui ber zela awm turin High Court ang hi **Consumers Dispute Redressal Commission** (State Commission kan tih mai thin) leh; New Delhi a Supreme Court ang hian **National Commission**-te min pe a ni. Mahse hengte hi CPA 2019 atangin an hming tih danglam an ni nual a. **'Forum'** tih aiah hian **'Commission'** tiin a dah ta vek a ni.

Heng Consumers Court (Commission)te hi State changkang zawng, vai ramah-te chuan an hmang tangkai em em a. Mipui (Consumers)in an dikna leh chanvo an hriat avangin sumdawng (service providers)-ten mite an duh duhin, a nawm-a- mak-in an bum theilo a ni. CPA palzut-in mi a lo sumdawng chuan consumer court-ah an thlen vat zel a. Chuvangin mi an fimkhur em em a ni.

Tin, Mizoram-ah hian Medical officer (Doctorte) leh Damdawiin-te hi khin en a en kan en loh leh cho loh, khin thiango ang hrimin kan ngai deuh roh amaw ni tih tur a ni a. Vairam leh khawvel ram dangah-te chuan Medical officer/Damdawiin-te fimkhur loh vanga miin a tawrhna hi Service Difficiency dik tak, nunna hial khawih, dam chhung chawr chhuah loh theina thil a nih

avangin, damdawi lama thawkte leh damdawiin-ten inthlahdah vang emaw a thil an tihsual chuan consumerten consumer court-ah an khing nasa a. Thiam an chan chuan (Thiam an chang chawka bawka) an khina-te tam tak tak an chawifo a ni.

Mizoramah chuan a la ni ve lemlo. Consumers Unionte leh sorkar (ATI angte) pawh hian nasa taka Awareness Campaign kan nei cham-chi chung pawh hian Mizo mipui hian kan bengkhawn loh lam hi chu chuti teh chiamin kan uksak tha vak duh lova. Kan ngaihven leh uksak lam chu a him em, himlo em tih ngaihtuah lek hman lova bawh huam huam (Entirnan: Khehpum, chiahpum etc) thin kan ni a. Diklo leh kuttlinglo (Corruption)a sum kan la lut tun tun thei a nih si loh chuan sum thawh chhuah leh lak luh hi a awlsam teh chiam loh nen, Mizo hi kan sum hmanna leh luan ralna lamah hian kan fir tawlo hle a. Hei hi a chhan bul chu Awareness kan neih that loh vangte, kan mawl (Hriatna tlem) vangte, kan dawihzep vangte, mi pawisawi kan hlauh vangte a ni fo. Tin, kan kristianna hian a dawihzep tawka chauhin Pathian thu min awi tir niin ka hre bawka.



Consumer Protection Act, 2019

CONSUMER TE TAN DAN THA ZAWKA LO CHHUAK TA.....

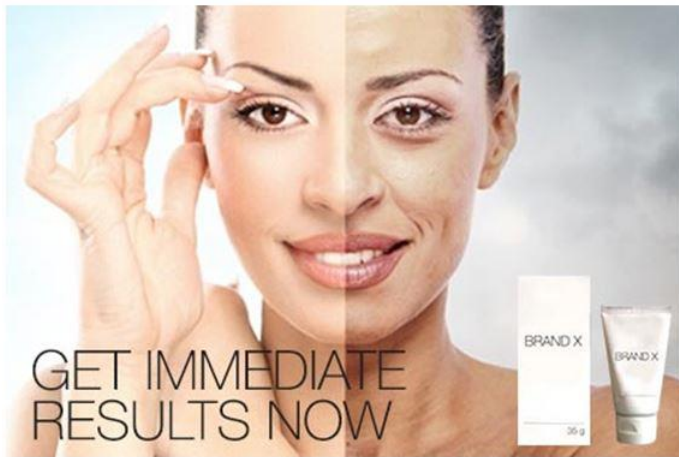
New Provisions in Force

from 20th July , 2020

The poster features a green background with the text 'Consumer Protection Act, 2019' in a large, black, cursive font. To the right of the text is a black silhouette of a person carrying a shopping basket. Below the main text, there is a line of smaller text: 'CONSUMER TE TAN DAN THA ZAWKA LO CHHUAK TA.....'. At the bottom, there are two white rectangular boxes containing the text 'New Provisions in Force' and 'from 20th July , 2020' in bold black font.

Chumi piah lama a chhan pawimawh tak chu Mizo hi kan la tlem a, kan inhre tawn deu vekin, kan in u-nau laichin kual vek a. Kan society hi close society a ni a; kan inlen pawh nasa in, culture/traditioin thil avangin man-leh-mual in eisak tawna-te avangin kan inzawm kual thim them a. Chung avangte chuan dan bawhchhe tute lakah miin action lak duh mahse in hmai eng zahna avangte- in kan tih atana tha em em kha kan tih loh phah ta fo thin a. Chuvangin kan duh loh leh kan hriat loh hlanin sual chu kan lo vulh lian zel mai thin a lo ni a.

**DAWTA FAKNA (MIS LEADING ADVT) HI
CPA 2019 CHUAN A KHAP TLAT A NI.**



'Consumer Awareness' a ka sawi fo thin chu Mizo kristiante hian Lal Isua min zirtir sual huat hi kan zawm tha lo lutuk leh keimahni hlimna atan chiah Pathian thute hi kan hman thin tih hi a ni. Kan Lal Isua chuan thisen chhuak khawp hial a sual do tur leh thih thlenga rinawm turin min zirtir a ni a. Mahse tute emaw hmai-eng zah vang leh kan lo in-u-nau, chhung-leh-khat, man-leh-mual eitu tih vel avangte hian sual (Thil diklo leh thalo) kan hmuh rengte chu kan do ngam ta thin lo a. Tin, a chang chuan mi hausa leh lalte, an laka tlaktlum kan duh vangte a ni fo bawk. Chu chu consumerte dikna leh chanvo humhalhna kawnga kan mutan, than-mawh-bawk(Problems of protecting consumers right) Mizorama mi chu a ni.

Kristian, Pathian ringtu inti, vai milem bia hmusit em em tute hian engatinge dik chu dik, diklo chu diklo kan tihve ngam reng reng loh mai le. Vai milem bia zawk zawkte hian sorkar dante hi an zawm tha zawk daih asin. Bible-in "Thutak chu khawlaiah a tlu reng a...(Isaia 49:14)" a tih kha Mizoram a sawina ni hial awmin ka hre thin.

Tunhma deuh khan Petrol pump a Oil teh tlinglo lutuk hi a Nodal department ah 'surprise checking' nei turin ngen a ni zauh zauh thin a ni awm e. Mahse report bawh zuia officialte check tura an va kal hi chuan an tehate kha alo dik leh vek hman vek zel thin an ti. Chutiang chu kan ram dinhmun a ni. Chuvangin report- in awmzia a neilo, kan report duh tawhlo law law mai ti a an sawi ka hre tawh thin. Chu chu tak tak a nih chuan thil thalo leh fello kan pawisak loh zia a lang Chiang a, a fello em em a ni. Chu chuan a kawh chu thamna bawlhhlawh a ni. Miin tute emaw laka tlaktlum duh vang emaw, thamna a duh vang emaw a an thil fello leh thalo tih thin kan thup bo pui duh chhung hi chuan consumerte dikna rahbeh sak a niin, an chanvo dik humhalh a harsa thin a ni.

Vai hote hi ringlo mi (Kristian nilo) an nih tlangpui avangin kan han pawngpaw hmuh nikhua loh ringawt chang a awm thin a. Min deptu vai chekhawh ho hi an

tenghneng deuh avangte pawh a ni thei e. Mahsela vairam pilril a vai hnampui chin tak takho khu chu European/sapho ang mai khu an ni a, consumerte dikna leh chanvo humhalhna kawngah na na na chuan tluklo tak hi kan nia. Kan hnam ala naupan vangah kan puh dawn nge chu ka sawi thei mailo a. Hnam upa na na na chuan an 'experience' avangte pawh a nianga, 'awareness' hi an lo nei nasa tawh a. Midangin an dikna leh chanvo kha an rawn humhalh sak ngawt dawnlo a, an mahni ngeiin hma an la a, sumdawna diklo leh thil fello lakah an mahni hma lak tur a ni tih an hria a. Diklo leh thalo, a nih tur ang nilo an hmuh chu roreltute hmaa hruai kha an hreh reng renglo.

USA a ka zin laiin tum khat chu Mizo nu Car khalh khan a hmaa Car, Negro nu khalh chu a va su palh hlauh mai a, a 'brake' a rap tha hmanlo a. Mizo nu chuan inthiamlo tak chungin ngaihdam an dil nasa a, mahse chu Negro nu chuan **"I shall do what I must do"** (Ka tih tur [Police hnena report] chu ka ti mai dawn a ni tihna) a ti tlat mai a; inhriatthiamna in hmun a chang tlem hle. Chuvangin mi pawh an motor khalh(Driving) chung changahte an fimkhur phah em em a ni. Kan society chu a nive lemlo. Inhriatthiamna kan ngah lutukna lamah hian kan kal thui mah mah hian ka hre thin. Mi thil tisual emaw ti diklo luite hre reng mah ila, lungawi tak tak zan chuang

silo hian kan phun kan phun a. "An tih awm tawk vel a ni" te kan han ti leh ringawt a. Hmanni-ah pawh ka hmelhriat tha tak, office pakhat chuan dawr-ah motor part a lei a. Dawr neitute chuan a MRP kha thaichhiain, a aia to zetin an leitir a. Lungawilo tak leh phun nang nang chungin, a mamawh si avangin a leisak ta tho a. Mi a rawn hrlih vat a. Kei chuan Consumer court a khing mai turin kalo ti a. Mahse a ni chuan a Reciept leh a motor tuamna (Cover) vel chu mi rawn pe ringawt a, a man khing duh silo in. Tun thlengin kala kawl. Engatinge thil thalo, diklohna sual do hi mahniin hma la duhlo a midang hma laktir hi kan tum tlat tih hi ka ngaihtuah a ni. Mi kuta rul kaw zen chu kan hreh lo.

Kan rama thil thalo do harsatna chhan pakhat lian tak nia ka hriat chu sual ngaihna-thiam tura sawi puitu milian/milar kan nei leh tlat thin hi a ni. Hetiang thilte avang hian thil diklo titu-te hrem loh in an awm leh thin a, sual leh diklohna a tlangnel phah a ni. Ringtu kristian kan nihna avanga in hriatthiam a in ngaihdam tur chin leh sorkara thlen tur chinte hi thliar hran thiam a tha ngawt mai. Bible chuan miin kan chungah thil tisual tase wawi 70 hmun 70 kan ngaidam tur a ni a ti a, Mahse chutiang ngawt a nih theih lohna lai a awmve tho a. Misualte kan ngaihdama, an sual an sim phah dawn a nih phawt chuan a tha phian mahna, mahse sim a hneka mi hmuhsit zui nan emaw, midangte laka a thil thalo tih a sim chuan si loh chuan a phu tawk ang hremna pek mai kha a nun siam that nan tak pawh a tha ve tho thei a. Bible tho hian mihring siam that nan khawdur a ngai a tive tho bawka ni.

Heng a chung a kan sawite tawite atang hian kan rama consumerte dikna leh chanvo humhalh tura hma lak harsat dan leh hmalak harsat chhan kawng hrang hrangte kan hre thei mai awm e. Consumerte dikna leh chanvo, hrereng chung a rahbeh sak thintute hi misual, hrem phu, roreltute hnena kan thlen avanga thil an tisual zel tur venna tha tak te pawh a ni. Consumer-te i tangrual zel ang u.//

AS ADVERTISED


IN REALITY

Consumer te i harh ang u

QUARTERLY WISE ESSENTIAL COMMODITY REPORT

1st Quarter (April 2020 to June 2020)		
Sl	Name Of Commodity	Quantity
1	HSD	10356 Kl
2	MS	3270 Kl
3	XP	450 Kl
4	SKO	636 Kl
5	LPG	427931 Cylinders
6	RICE (Bazar)	457,581 Bags
7	ALU	85,354 Bags
8	PURUN	37,461 Bags
9	DAL	74,359 Bags
10	TEL	146,573 Bags
11	CHI	26,278 Bags
12	CHINI	30,192 Bags
13	ATTA	40,500 Bags
14	MAIDA	20,362 Bags
15	ARTUI	78,226 Bags
16	AMUL	170,705 Bags
17	TOMOTO	20,225 Bags
18	HMARCHA	11355 Bags
19	CEMENT	1676395 Bags
20	ZIDCO (Rice)	65875 Bags
2nd Quarter (July 2020 to September 2020)		
1	HSD	8706Kl
2	MS	5264Kl
3	XP	540Kl
4	SKO	648Kl
5	LPG	449324 Cylinders
6	RICE (Bazar)	39631 Bags
7	ALU	33680 Bags
8	PURUN	11983 Bags
9	DAL	15,223 Bags

10	TEL	86,514 Bags
11	CHI	14,071 Bags
12	CHINI	20,655 Bags
13	ATTA	11,152 Bags
14	MAIDA	13,337 Bags
15	ARTUI	41,420 Cases
16	AMUL	145,497 Cases
17	TOMOTO	8232 Bags
18	HMARCHA	245 Bags
19	CEMENT	648679 Bags
20	ZIDCO (Rice)	17764 Bags
3rd Quarter (October 2020 to December 2020)		
1	HSD	14974 Kl
2	MS	7308 Kl
3	XP	492 Kl
4	SKO	792 Kl
5	LPG	472641 Cylinders
6	RICE (Bazar)	759,934 Bags
7	ALU	41,605 Bags
8	PURUN	34,556 Bags
9	DAL	17,831 Bags
10	TEL	137,408 Bags
11	CHI	13,918 Bags
12	CHINI	37,536 Bags
13	ATTA	17,307 Bags
14	MAIDA	38,369 Bags
15	ARTUI	22,478 Bags
16	AMUL	122,920 Bags
17	TOMOTO	4082 Bags
18	CEMENT	636257 Bags
19	ZIDCO (Rice)	14250 Bags


 (LAL THANKIMA)
 Sub-Inspector
 FCS&CA
 Vairengte Supply Check Gate



Consumer Rights Hoarding, Airport Road



Consumer Rights Hoarding, Thuampui Aizawl

Contact

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