

CENTRAL CONSUMER PROTECTION AUTHORITY
Room No 365, Krishi Bhawan, New Delhi - 110001

F.No. CCPA-2/36/2025-CCPA [E-37098]

CORAM:

Smt. Nidhi Khare, Chief Commissioner, CCPA
Shri Anupam Mishra, Commissioner, CCPA

Appearance on behalf of Talk Pro (Iconet Services Pvt. Ltd.)

Capt. Anil Midha, CEO

Date: 01.12.2025

ORDER

1. The Central Consumer Protection Authority (hereinafter referred to as 'CCPA') has been established under section 10 of the Consumer Protection Act 2019 to regulate matters relating to violation of rights of consumer, unfair trade practices, false and misleading advertisement which are prejudicial to the interest of public and consumers and to promote, protect and enforce the rights of consumer as a class. The CCPA has been empowered under section 19(1) of the Consumer Protection Act, 2019, to conduct or cause to be conducted a preliminary inquiry to ascertain whether a *prima facie* case exists as regards violation of consumer rights or any unfair trade practice or any false or misleading advertisement, on receipt of any information or complaint or directions from the Central Government or of its own motion.

2. The CCPA took suo motu cognizance of the matter of violation of consumer rights, misleading advertisement and unfair trade practice wherein Talk Pro (Iconet Services Pvt. Ltd.) (hereinafter referred as opposite party) was found to be engaged in the sale of walkie talkies without mandatory disclosures as required by law. Specifically, the platform did not disclose the license number, Equipment Type Approval certification, registration details with the Saral Sanchar Portal, false claims of frequency under the permitted bandwidth of license free walkie talkies and appeared to conceal other requisite information mandated under the extant applicable statutory provisions.

3. Accordingly, the CCPA conducted a preliminary inquiry to examine the veracity of the absence of critical information and assertions made in the listings of walkie talkies on the e-commerce platform of the Opposite Party. The entity was examined on the issue of misleading advertisement using unfair trade practice (as envisaged under the Consumer Protection Act 2019). Accordingly, in exercise of power under section 18 and 19 of the Act, the CCPA conducted a preliminary inquiry.

3.1. Preliminary inquiry revealed that the use of walkie-talkies is regulated under the Indian Wireless Telegraphy Act, 1933. The legislation oversees and controls wireless communication devices, delineates specific guidelines and mandates for legal possession and operation of walkie talkies. Additionally, it is important to mention that:

- i. The Wireless Planning and Coordination (WPC) Wing under the Ministry of Communications and Information Technology, under Section 4 and 10 of the Indian Telegraphy Act 1933, published the Use of Low Power and Very Low Power Short Range Radio Frequency Devices (Exemption from Licensing Requirement) Rules, 2018 which provide guidelines and procedures for obtaining a walkie-talkie license, and also lists devices exempt from licensing requirements.
- ii. Further, it was noted that Rule 3 Table V of the Use of Low Power and Very Low Power Short Range Radio Frequency Devices (Exemption from Licensing Requirement) Rules, 2018 issued vide Ministry of Communication's Notification dated 18.10.2018 prescribes that Personal Mobile Radios (PMRs) that operate in the frequency range of 446.0 – 446.2 MHz (megahertz), are exempted from the requirement of a license.
- iii. Moreover, Rule 5 of the above-stated Rules of 2018 provides that:
"manufacturers must obtain an Equipment Type Approval (ETA) certificate from the Wireless Planning and Coordination (WPC) Wing to ensure regulatory compliance".
The ETA process requires registration on the Saral Sanchar Portal.

3.2. However, it was observed that the e-commerce platform "Talk Pro," failed to disclose important information such as the Equipment Type Approval certification, license number, registration particulars with the Saral Sanchar Portal, and other requisite disclosures as mandated under the applicable laws, thereby mislead consumers into believing that the walkie-talkie devices offered for sale have ETA approval and are freely usable by the general public.

3.3. Considering the above Rules and Regulations and consumer rights as mentioned under Section 2(9) of the Act, which includes rights to be informed about the standards and genuineness of goods and services, the right to be protected against the marketing of goods, products which are hazardous to life and property and the right of the consumer awareness, it was found in the preliminary inquiry report that prima facie it was a fit case of misleading advertisement and unfair trade practice that is likely to adversely impact the consumers as a class as envisaged by Consumer Protection Act, 2019.

4. It was also observed that under the Consumer Protection (E-commerce) Rules, 2020, the opposite party was required to ensure that essential information was clearly and prominently displayed to consumers. In this case, the opposite party appeared to have failed to provide complete and accurate disclosures and thereby appeared to have violated its obligations under the aforesaid E-commerce Rules, resulting in a possible violation of consumer interest.

5. Para 4 and 12 of the *Guidelines for Prevention of Misleading Advertisements and Endorsements for Misleading Advertisements, 2022* stated that every advertisement is required to make only truthful and honest representations, to refrain from misleading consumers through unsubstantiated or baseless assertions, and to ensure that any claim

founded upon objectively verifiable facts is capable of being duly substantiated when so required by the Central Authority. The Guidelines further prohibit any exaggeration of the accuracy, performance, efficacy, or service quality of the product so advertised.

6. In view of the above observations, the omission to disclose the requirement of ETA certification and other mandatory disclosures for the sale of devices operating on unauthorized frequencies prima facie indicated non-compliance with mandatory regulatory requirements and appeared to be engaged in practices amounting to misleading advertisement through concealment of important information thereby manipulating informed decision making, unfair trade practice, and violation of consumer rights under the Act. Accordingly, the Opposite Party appeared to be engaging in practices that warranted further examination under the provisions of the Act.

7. In light of the findings of the preliminary inquiry report, a Notice dated 05.05.2025 was issued to the Opposite Party based on the above issues including the misrepresentation that certain walkie-talkie devices were displayed 'license-free' beyond the statutorily exempted category, and the misleading representation that no governmental permission or annual governmental fees were required and that such devices could be freely used within India without a license. Thus, CCPA gave an opportunity to the opposite party to submit reply regarding the issues raised above along with supporting documents, if any. The Notice also requested clarification concerning the Name and contact details of each seller and consumers whom the product was sold. Product URLs and listing IDs of the walkie-talkie devices, details of frequency specifications and any licensing information displayed on the listings, whether ETA/WPC certification details were collected or verified for these products and the number of units sold per listing from January 2023 to date.

8. In response to the above Notice, a reply dated 22.05.2025 was received from opposite party, wherein, following submissions were made that:-

- i. WPC has issued a Dealer Possession License (DPL) to Iconet Services against which licensed radio equipments are sold to police, army, railways etc.
- ii. As per the WPC requirement, the details of buyer to whom the WPC issues the License and the details of the equipment viz. frequency details, transmit power output, the number of radio equipment sold, are entered in the Saral Sanchar Portal,
- iii. The information is replicated on companies website www.talkpro.in to know more about our company credentials.
- iv. There is no provision to buy these licensed products on our website. Further, there is a provision to buy only license- free walkie talkies for which the WPC has granted Equipment Type Approval (ETA).
- v. Additionally, the opposite party submitted the details of product URLs, details of frequency specifications, particulars of ETA, name of consumers and the number of units sold (i.e. total 248 units sold during January 2023 to 16.05.2025),

- vi. Inter-alia, steps have been taken for incorporating necessary changes on its website based on the inputs of the notice.

9. The reply submitted by the Opposite Party was carefully examined by the CCPA and it is found that:

- i. It has merely furnished a screenshot of the product listing, without providing any substantive details pertaining to the frequency specifications of the devices,
- ii. Secondly, the absence of requisite licensing information displayed therein, and whether such products have been duly certified under the ETA/WPC or not is not explicitly provided.
- iii. Thirdly, it failed to clarify whether impugned devices have been onboarded on the Saral Sanchar portal in accordance with extant regulatory requirements.

10. Considering the above, it is clear that absence of such disclosures gives rise to ambiguity regarding the operational legitimacy of the impugned products offered for sale. Disclosures as to whether they may be lawfully operated without a license or are subject to specific licensing prerequisites is vital information for the interest of consumer. This lack of transparency not only causes confusion among consumers of ordinary prudence but also undermines consumer confidence and potentially poses serious risks to public safety and national security. In light of the above, CCPA finds that there exists a prima facie case and the submissions made by the opposite party cannot be considered a valid defense in this matter.

11. It may be mentioned that under section 19(1) of the Act wherein CCPA may after receiving any information or complaint or directions from the Central Government or of its own motion, conduct or cause to be conducted a preliminary inquiry and if it is satisfied that there exists a prima facie case, it shall cause investigation to be made by the Director General or by the District Collector. Thus, consequent to the satisfaction, vide letter dated 03.06.2025 CCPA forwarded the matter to DG (Investigation) to get it investigated.

12. DG (Investigation) CCPA in its investigation report on dated 22.08.2025 submitted the following:

- i. Opposite party listed and sold walkie-talkie devices on its platform without consistently disclosing critical information regarding frequency range, licensing requirements, and ETA/WPC certification, thereby impairing consumers' ability to make informed decisions.
- ii. Despite multiple communications, including the formal email dated 21.08.2025, the company furnished an Equipment Type Approval (ETA) certificate only for one model namely TalkPro LF446. It failed to furnish ETA certificates or any other regulatory approvals for remaining three models which were listed under "License Free" category. This Omission constitutes violating mandatory compliance requirements prescribed under the Indian Telegraphy Act 1885 and the Use of Low Power and Very Low Power Short Range Radio Frequency Devices (Exemption from Licensing Requirement) Rules, 2018.

- iii. The 4GL model was found to operate on 3G/4G/LTE frequency bands, which are not covered under the license-free spectrum allocations prescribed by the Department of Telecommunications. Despite this, the product was marketed as a “license-free walkie-talkie,” which is factually incorrect and legally misleading.
- iv. The misrepresentation of the 4GL model’s frequency band constitutes misleading advertisement under Section 2(28) and unfair trade practice under Section 2(47) of the Consumer Protection Act, 2019.
- v. The company’s promotional materials and product listings contained unsubstantiated claims such as “100% legal” and “no license required”, without furnishing supporting documentation or clarifying the applicable frequency band and licensing conditions. These blanket assertions mislead consumers into believing that all listed models were exempt from the regulatory licensing, despite clear statutory requirements to the contrary.
- vi. Opposite party’s submission of a manufacturing license issued by WPC does not satisfy the requirement to furnish operational licensees for end-user deployment within licensed frequency bands.

13. Further, upon a comprehensive evaluation of the material brought on record and the findings of the investigation, it stands conclusively established in the investigation report that the Opposite Party has engaged in multiple acts of omission, misrepresentation, and regulatory non-compliance in relation to the listings of its walkie-talkie products on the e-commerce platform. The established violations are delineated as follows:

- i. Failure to Furnish Mandatory Regulatory Approvals: The Opposite Party failed to furnish the requisite Equipment Type Approval (ETA) certificates in respect of three of the four listed models, namely X-10, H250A, and 4GL, which had been represented as “license-free” devices. Such failure persisted despite repeated communications issued by the Authority, including a formal requisition dated 21.08.2025. The omission to furnish essential regulatory documentation demonstrates clear non-compliance with mandatory statutory requirements.
- ii. False and Misleading Representation of the 4GL Model: The investigation further reveals that the 4GL model operates on 3G/4G/LTE frequency bands, which are not encompassed within the category of license-exempt frequency allocations under the extant telecom regulatory framework. The Opposite Party marketed the said model as “license-free” and made affirmative claims such as “100% legal” and “no license required,” without possessing any substantiating documentation. These claims were therefore misleading, and had the effect of misinforming consumers regarding the legal status, permissibility, and regulatory obligations associated with the device.
- iii. Misclassification of Licensed Devices as License-Exempt: It is further established that multiple product models were misclassified as “license-free” despite operating on frequency bands that mandatorily require licensing. Such misclassification constitutes a material misrepresentation and an omission of vital information that a reasonable consumer is entitled to receive prior to purchase.

- iv. Contravention of Statutory Provisions: The cumulative conduct of the Opposite Party amounts to a contravention of Sections 2(9), 2(11), 2(28), and 2(47) of the Consumer Protection Act, 2019, insofar as the acts complained of constitute violation of consumer rights, dissemination of misleading advertisements, deficiency in services, and engagement in unfair trade practices. These statutory breaches warrant appropriate regulatory action for the protection of consumer interests.
 - v. Violation of Specific Regulatory Guidelines: Additionally, the conduct of the Opposite Party is in clear violation of the *Guidelines for the Prevention and Regulation of Illegal Listing and Sale of Radio Equipment including Walkie-Talkies on E-commerce Platforms, 2025*, which impose a duty upon e-commerce entities and sellers to implement proactive measures to prevent the listing or sale of unauthorized radio communication equipment.
 - vi. Thus, a clear case of violation of consumer rights, dissemination of misleading advertisements, deficiency in services, and engagement in unfair trade practices under the Consumer Protection Act, 2019 stands fully established.
14. Central Authority (CCPA) vide letter dated 12.09.2025 shared the investigation report to the opposite party to furnish their comments on the investigation report at the earliest and latest by 19.09.2025. Thereafter, an opportunity of hearing was also provided on 25.09.2025.
15. Vide email dated 18.09.2025 Capt. Anil Midha, CEO of the opposite party submitted the following reply:
- i. That they are an MSE and a Make in India manufacturer for the VHF and UHF equipment with staff strength of 15 persons and having an average turnover of Rs.14 Crores. We make Licensed as well as License Free radios. Additionally, have the relevant Certifications from WPC including the ETA certification for the License Free models.
 - ii. Talk Pro has not engaged in any misrepresentation. However, there may have been acts of omission- not by intent but due to oversight.
 - iii. When asked by the CCPA to submit the copy of ETA for a particular model Talkpro LF446-, we did furnish the same. Regarding the details of the ETA for all the 4 License Free models as displayed on the website of the opposite party. Further, there is no valid reason for not furnishing the copies of the ETA for these 4 models by us.
 - iv. Since all the mobile phones work on 3G/ 4G/LTE, and mobile phones do not require any special license to operate. We have not made any claim of "100% legal" or 100% License Free.

16. During the hearing held on 25.09.2025 Capt. Anil Midha, CEO appeared on behalf of the opposite party and made the following submissions:

- i. It had duly displayed the relevant ETA number on its official website.
- ii. That subsequent to the issuance of the Notice by the CCPA, the Opposite Party undertook all necessary modifications to its website so as to clearly display all mandatory particulars, including the license number, the ETA Certificate number, and the frequency range of the devices offered for sale.
- iii. The Opposite Party emphasized that the walkie-talkie devices sold by it operate within an approximate radius of one kilometer and are intended solely for limited uses such as within hotel premises, event-management activities, and construction sites.
- iv. It was also submitted that the Opposite Party has never sold any licensed product without the requisite mandatory information being provided and displayed.

17. The Central Authority, after careful consideration of the submissions (oral and written) made by the opposite party as well as the findings recorded in the investigation report observes that –

- i. The Opposite Party engaged in the sale of walkie-talkie devices operating beyond the permissible bandwidth prescribed for license-free operation, while simultaneously falsely representing such devices as “100% legal” and “license-free,” and further asserting that no governmental permission or annual governmental fee was required and that the devices could be freely used within India without a license.
- ii. During the course of the hearing, the Opposite Party submitted that the concerned walkie-talkie devices functioned within an approx. operational radius of one kilometre; however, the product descriptions and brochures issued by the Opposite Party unequivocally indicated an approx. range of four to six kilometers, and, in certain instances, claimed city-wide coverage. In these circumstances, the duty to make fair and complete disclosure without suppression of material and statutorily mandated information is indispensable. The disclosure is also paramount considering that the product involved is a sensitive communication device having bearing on national security. The opposite Party failed to disclose other requisite information mandated under the statutory provisions presently in force.
- iii. Inter alia, it has been noted that the modifications subsequently incorporated on the opposite party’s website were effected only after the issuance of the Notice by the CCPA, in spite of the fact that such disclosures were required to be made in compliance with the mandatory prevailing legal obligations at the relevant time.

- iv. It has been further observed that the opposite party did not disclose the country of origin of the imported products. Thus, the opposite party cannot absolve itself of responsibility by merely claiming few modification in their website thereby making compliance with the Consumer Protection Act, 2019 and Rules made thereunder.

18. (18.1.)Section- 2(28) of the Consumer protection Act, 2019 defines “misleading advertisement” in relation to any product or service to mean an advertisement, which—

- i) falsely describes such product or service; or
- ii) gives a false guarantee to, or is likely to mislead the consumers as to the nature, substance, quantity or quality of such product or service; or
- iii) conveys an express or implied representation which, if made by the manufacturer or seller or service provider thereof, would constitute an unfair trade practice; or
- iv) deliberately conceals important information;

18.2. Besides, u/s 2 (47) ‘unfair trade practice’ refers to the practice when for the objective of promoting the use or supply of any service, any person, adopts unfair or deceptive practice inter-alia any statement, whether orally or in writing or by visible representation including by means of electronic record which representation that the goods or services have sponsorship, approval, performance, characteristics, accessories, uses or benefits which such goods or services do not have or representation that the seller or the supplier has a sponsorship or approval or affiliation which such seller or supplier does not have.

18.3. Inter-alia, not providing the above-mentioned information on the company’s website in a clear and accessible manner, not only leads to the violation of Consumer Protection Act, 2019 but also Rule 7 of the Consumer Protection (E-Commerce) Rules, 2020 which mandates a inventory e-commerce entity to provide information in a clear and accessible manner which is necessary for the purpose of enabling the consumers to make informed decisions at pre-purchase stage.

18.4. With regard to the present matter there are several provisions that entrust duties and responsibilities on the sellers. The thrust of the Consumer protection laws is to enable the consumer to be informed and make informed choices. In this pursuit, the statute has incorporated the role of e-commerce entity and their seller as a partner in the due diligence. Therefore, with the enactment of the Consumer Protection Act, 2019, the doctrine of *Caveat Emptor* has evolved into *Caveat Venditor*. Inter-alia, the opposite party has engaged in the lack of mandatory disclosure regarding Equipment Type Approval certification, license number, registration particulars with the Saral Sanchar Portal and inadequacy to specify the operating frequency range of the devices renders it difficult for consumers to ascertain whether the products fall within the category of license-exempt category or require prior licensing for lawful usage.

19. From a bare reading of the above provisions of the Act, it is clear that any advertisement should:

- i. contain truthful & honest representation of facts,
- ii. Not indulge in unfair Trade practice as defined in Section 2(47) of the Act. It should be free from false representation that the goods/services are of particular standard, approval, performance or benefits [(section 2(47) (d)] and should not make false or misleading representation concerning the need for or usefulness of any goods or services (section 2(47) (f) of Consumer Protection Act with respect to unfair trade practice.
- iii. Disclose important information in such a manner that they are clear, prominent and extremely hard to miss for viewers/consumers so as to not conceal important information.

20. (20.1.) It is imperative to mention that Department of Telecommunication's Spectrum Management on Online Sale or Purchase of Wireless Sets and Equipments which can be accessed via below link <https://dot.gov.in/spectrummanagement/online-sale-or-purchase-wireless-sets-and-equipments> states the following:-

"ii) It is the responsibility of these intermediaries to follow certain due diligence guidelines as stated in the Information Technology (Intermediaries guidelines) Rules, 2011, which includes signing of "User Agreement" for access or usage of the intermediary's computer resource by any person (Sellers and Purchasers under the referred context). These IT rules clearly indicate the typical aspects this "User Agreement" should address including the need for compliance of any laws by these sellers and the purchasers.

iii) In the instant case, there is a need for the Dealer Possession License (DPL) under the relevant provisions of the Indian Wireless Telegraphy Act 1933 by the seller for wireless equipment if it is in the licensed bands or "Equipment Type Approval (ETA)" if it is in the de-licensed band. The purchaser needs to obtain "frequency authorization/agreement in principle letter" from WPC Wing, DoT under Indian Telegraph Act 1885 before purchasing any equipment in the licensed bands and subsequently wireless operating license for the same after submitting required documents and spectrum charges/ fees. Therefore, the on-line intermediaries need to ensure that these statutory requirements are fulfilled.

20.2. Hence, it is reiterated that if there is any licensing/ statutory requirement for telecom equipment being sold or purchased, it is be the responsibility of those selling it or purchasing it; the online intermediaries facilitating such sale and purchase should ensure that the relevant statutes of the Government are not violated."

21. CCPA has carefully considered the submissions of the opposite party during hearings, the written submissions, necessary changes incorporated by the opposite party on their website and the findings of the investigation report. In light of the observations, and findings, documents placed on record and conclusions in the foregoing paras supra:

21.1. CCPA finds that:

- i. The opposite party listed walkie-talkie devices on its platform without providing mandatory disclosures relating to:
 - a. Licensing requirements under the Indian Telegraph Act, 1885 and the Wireless Telegraphy Act, 1933;
 - b. Frequency range and spectrum compliance;
 - c. Equipment Type Approval (ETA) and Wireless Planning & Coordination (WPC) certification status.
- ii. The thrust of the Consumer protection (E-Commerce) Rules, 2020 is also to promote the rights of consumers to be informed as mentioned in the Act and the said Rules place the onus of honest disclosure of information on the e-commerce entities and their sellers as a matter of fact that consumers engaging in electronic commerce necessarily rely upon the accuracy and completeness of online product descriptions, specifications, and images, owing to the absence of any opportunity for physical inspection prior to purchase.
- iii. It is pertinent to record that the Opposite Party operates as an e-commerce intermediary and is engaged in the business of manufacturing, listing, and facilitating the sale of a wide spectrum of walkie-talkies and other digital equipments throughout the territory of India by means of their online platform. The said platform is accessible on a nationwide basis through its website, thereby enabling consumers across various States and Union Territories to view, evaluate, and purchase the products so listed.
- iv. In consequence thereof, the Opposite Party's activities confer upon it substantial consumer reach and a significant market presence, as evidenced by the sale of 248 units (i.e of model Talkpro X10: 141, Talkpro LF446: 104 and Talkpro H250A:3) during the period from January 2023 to 16.05.2025. Given such extensive accessibility and consumer engagement, any misleading, inaccurate, or non-compliant listing or advertisement published on the platform possesses the inherent potential to misinform, mislead, and adversely affect a large class of consumers.
- v. The offering for sale of walkie-talkie devices that do not conform to mandatory statutory and regulatory requirements constitutes a material misrepresentation to consumers and renders them vulnerable to regulatory non-compliance, operational hazards, and potential national security risk. Thus, the opposite party has engaged in misleading advertisement and unfair trade practice.

- vi. CCPA had shared the evidences which the opposite party could not satisfactorily explain which established the violation of the provisions relating to unfair trade practice, misleading advertisement as envisaged in section 20 of the Act.
- vii. From the conspectus of the facts highlighted in the case, opposite party is found to be in clear violation of the provisions of Use of Low Power and Very Low Power Short Range Radio Frequency Devices (Exemption from Licensing Requirement) Rules, 2018 under India Telegraphy Act 1933 and Consumer Protection Act 2019, deficiency of service, misleading advertisement.
- viii. As already noted, the product under examination is a sensitive device and has a bearing on national security. The opposite party is to carry out the due diligence as required by the Information Technology Act. However the gravity of the violation is further compounded by its express misleading representation that the product needs no licensing. The misrepresentation has pushed the unsuspecting consumers towards the risks of legal troubles for use of unapproved products. The action of the opposite party has seriously undermined consumer interest.

21.2. Therefore, CCPA based on the observations in the aforementioned paras and having considered the findings investigation report is of the opinion that it is also necessary to levy a penalty.

22. The CCPA is empowered under Section- 21 of the Consumer Protection Act, 2019 to issue directions to the advertiser of false or misleading advertisement to discontinue or modify the advertisement and if necessary, it may, by order, impose a penalty which may extend to ten lakh rupees and for every subsequent contravention may extend to fifty lakh rupees. Further, Section 21 (7) of the above Act prescribes that following may be regarded while determining the penalty against false or misleading advertisement:-

- a. the population and the area impacted or affected by such offence;
- b. the frequency and duration of such offence;
- c. the vulnerability of the class of persons likely to be adversely affected by such offence.
- d. the gross revenue from the sales effected by virtue of such offence.

23. In view of the above, the Central Authority hereby issues the following directions:

- i. To provide a truthful disclosure of all relevant information at the point where goods are offered for sale on the platform of opposite party. The opposite party shall periodically carry out self-audit of its platform so that such violations of law through deceptive listings are not prevalent. It shall further publish certificate of such self-audit on thier website in consumer interest.
- ii. The opposite shall pay a penalty of ₹ 1,00,000/- for indulging in misleading advertisement and unfair trade practice.

- iii. The opposite party shall ensure that in future no walkie-talkies or any product requiring statutory approval/certification is listed or sold on its platform without full compliance with applicable laws and mandatory disclosures.
- iv. The opposite party shall submit a compliance report to CCPA on the above directions within 15 days from the date of this Order.

24. The above order and directions are passed in exercise of the powers conferred upon CCPA under section 10, 20, 21 of the Consumer Protection Act 2019.



(Nidhi Khare)
Chief Commissioner



(Anupam Mishra)
Commissioner