

FININ2MIN

Consumer Protection Act, 2019 and E-commerce - Complete Professional Corpus - Professional Corpus

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36 publication units

Chapter I - Preliminary and Definitions

Map consumer status, goods/services, defect, deficiency, unfair contract, product liability, e-commerce and transaction roles.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to consumer status and definitions.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
S. 1	Preliminary and definitions - official section title to be read from the current Act
S. 2	Preliminary and definitions - official section title to be read from the current Act

Implementation and practical application

A business decision raises consumer status and definitions. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

Contract, company/LLP, tax/accounting, data/cyber, consumer, competition, MSMED, RERA, FEMA, IBC, sector law and evidence rules must be applied separately.

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Chapter II - Consumer Protection Councils

Understand advisory councils and policy feedback architecture.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to consumer councils.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
S. 3	Consumer protection councils - official section title to be read from the current Act
S. 4	Consumer protection councils - official section title to be read from the current Act
S. 5	Consumer protection councils - official section title to be read from the current Act
S. 6	Consumer protection councils - official section title to be read from the current Act
S. 7	Consumer protection councils - official section title to be read from the current Act
S. 8	Consumer protection councils - official section title to be read from the current Act
S. 9	Consumer protection councils - official section title to be read from the current Act

Implementation and practical application

A business decision raises consumer councils. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

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Chapter III - Central Consumer Protection Authority

Control complaints, investigations, recall, reimbursement, unsafe goods and misleading advertisements.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to CCPA powers and enforcement.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
S. 10	Central Consumer Protection Authority - official section title to be read from the current Act
S. 11	Central Consumer Protection Authority - official section title to be read from the current Act
S. 12	Central Consumer Protection Authority - official section title to be read from the current Act
S. 13	Central Consumer Protection Authority - official section title to be read from the current Act
S. 14	Central Consumer Protection Authority - official section title to be read from the current Act
S. 15	Central Consumer Protection Authority - official section title to be read from the current Act
S. 16	Central Consumer Protection Authority - official section title to be read from the current Act
S. 17	Central Consumer Protection Authority - official section title to be read from the current Act
S. 18	Powers and functions of Central Authority
S. 19	Central Consumer Protection Authority - official section title to be read from the current Act
S. 20	Recall of goods, reimbursement and discontinuation of services
S. 21	Directions and penalties against false or misleading advertisements
S. 22	Central Consumer Protection Authority - official section title to be read from the current Act
S. 23	Central Consumer Protection Authority - official section title to be read from the current Act
S. 24	Central Consumer Protection Authority - official section title to be read from the current Act
S. 25	Central Consumer Protection Authority - official section title to be read from the current Act
S. 26	Central Consumer Protection Authority - official section title to be read from the current Act
S. 27	Central Consumer Protection Authority - official section title to be read from the current Act

Implementation and practical application

A business decision raises CCPA powers and enforcement. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

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Chapter IV - Consumer Commissions

Map jurisdiction, complaint filing, evidence, hearings, orders, review, appeals, service, limitation and enforcement.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to consumer commission litigation.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
S. 28	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 29	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 30	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 31	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 32	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 33	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 34	Jurisdiction of District Commission
S. 35	Manner in which complaint shall be made
S. 36	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 37	Reference to mediation
S. 38	Procedure on admission of complaint
S. 39	Findings of District Commission
S. 40	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 41	Appeal against District Commission order
S. 42	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 43	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 44	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 45	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 46	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 47	Jurisdiction of State Commission
S. 48	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 49	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 50	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 51	Appeal to National Commission
S. 52	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 53	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 54	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 55	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 56	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 57	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 58	Jurisdiction of National Commission
S. 59	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 60	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 61	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 62	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 63	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 64	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 65	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 66	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 67	Appeal against National Commission order
S. 68	Consumer Commissions and enforcement - official section title to be read from the current Act

Provision	Subject / control
S. 69	Limitation period
S. 70	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 71	Enforcement of orders
S. 72	Consumer Commissions and enforcement - official section title to be read from the current Act
S. 73	Consumer Commissions and enforcement - official section title to be read from the current Act

Implementation and practical application

A business decision raises consumer commission litigation. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

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Chapter V - Consumer Mediation

Control referral, mediator conflicts, procedure, settlement and recording.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to consumer mediation.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
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Provision / instrument map

Provision	Subject / control
S. 74	Establishment of consumer mediation cell
S. 75	Consumer mediation - official section title to be read from the current Act
S. 76	Consumer mediation - official section title to be read from the current Act
S. 77	Consumer mediation - official section title to be read from the current Act
S. 78	Consumer mediation - official section title to be read from the current Act
S. 79	Consumer mediation - official section title to be read from the current Act
S. 80	Consumer mediation - official section title to be read from the current Act
S. 81	Consumer mediation - official section title to be read from the current Act

Implementation and practical application

A business decision raises consumer mediation. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

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Chapter VI - Product Liability

Separate manufacturer, service-provider and seller liability, causation and statutory defences.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to product liability.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
S. 82	Application of product liability chapter
S. 83	Product liability action
S. 84	Liability of product manufacturer
S. 85	Liability of product service provider
S. 86	Liability of product seller
S. 87	Exceptions to product liability action

Implementation and practical application

A business decision raises product liability. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

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Chapter VII - Offences and Penalties

Map misleading advertisements, adulterants, spurious goods, cognizance and search safeguards.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to consumer offences.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
S. 88	Offences and penalties - official section title to be read from the current Act
S. 89	False or misleading advertisement punishment
S. 90	Offences and penalties - official section title to be read from the current Act
S. 91	Offences and penalties - official section title to be read from the current Act
S. 92	Offences and penalties - official section title to be read from the current Act
S. 93	Offences and penalties - official section title to be read from the current Act

Implementation and practical application

A business decision raises consumer offences. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

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Chapter VIII - E-commerce, Rules and Savings

Apply e-commerce and direct-selling measures, overlapping remedies, delegated law and repeal/savings.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to e-commerce and delegated law.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
S. 94	Measures to prevent unfair trade practices in e-commerce and direct selling
S. 95	E-commerce, delegated law and repeal - official section title to be read from the current Act
S. 96	E-commerce, delegated law and repeal - official section title to be read from the current Act
S. 97	E-commerce, delegated law and repeal - official section title to be read from the current Act
S. 98	E-commerce, delegated law and repeal - official section title to be read from the current Act
S. 99	E-commerce, delegated law and repeal - official section title to be read from the current Act
S. 100	Act not in derogation of other laws
S. 101	E-commerce, delegated law and repeal - official section title to be read from the current Act
S. 102	E-commerce, delegated law and repeal - official section title to be read from the current Act
S. 103	E-commerce, delegated law and repeal - official section title to be read from the current Act
S. 104	E-commerce, delegated law and repeal - official section title to be read from the current Act
S. 105	E-commerce, delegated law and repeal - official section title to be read from the current Act
S. 106	E-commerce, delegated law and repeal - official section title to be read from the current Act
S. 107	E-commerce, delegated law and repeal - official section title to be read from the current Act

Implementation and practical application

A business decision raises e-commerce and delegated law. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

Contract, company/LLP, tax/accounting, data/cyber, consumer, competition, MSMED, RERA, FEMA, IBC, sector law and evidence rules must be applied separately.

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Consumer Protection General Rules, 2020

Map councils, complaints, procedure, records and administration.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to general rules.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
Module	general rules

Implementation and practical application

A business decision raises general rules. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

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Consumer Disputes Redressal Commission Rules, 2020

Map commission composition, jurisdiction procedure and filing requirements.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to commission rules.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
Module	commission rules

Implementation and practical application

A business decision raises commission rules. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

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Consumer Commission Procedure Regulations, 2020

Control complaints, evidence, hearings, orders, inspection, certified copies and electronic processes.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to commission procedure.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
Module	commission procedure

Implementation and practical application

A business decision raises commission procedure. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

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Consumer Protection Mediation Rules, 2020

Map eligible disputes, exclusions, panels, fees and settlement procedure.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to mediation rules.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
Module	mediation rules

Implementation and practical application

A business decision raises mediation rules. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

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Consumer Protection Mediation Regulations, 2020

Control mediator conduct, disclosure, confidentiality and administration.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to mediation regulations.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
Module	mediation regulations

Implementation and practical application

A business decision raises mediation regulations. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

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Consumer Protection E-commerce Rules, 2020 and Amendments

Map marketplace/inventory models, seller duties, disclosures, grievance, cancellation/refund and unfair practices.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to e-commerce rules.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
Module	e-commerce rules

Implementation and practical application

A business decision raises e-commerce rules. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

Contract, company/LLP, tax/accounting, data/cyber, consumer, competition, MSMED, RERA, FEMA, IBC, sector law and evidence rules must be applied separately.

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Consumer Protection Direct Selling Rules, 2021

Map direct seller/network entity duties, prohibited schemes, grievance and records.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to direct selling.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
Module	direct selling

Implementation and practical application

A business decision raises direct selling. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

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Consumer Commission Pecuniary Jurisdiction Rules, 2021

Apply current consideration-based jurisdiction thresholds and forum selection.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to pecuniary jurisdiction.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
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- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
Module	pecuniary jurisdiction

Implementation and practical application

A business decision raises pecuniary jurisdiction. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

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CCPA Misleading Advertisements and Endorsements Guidelines, 2022

Substantiate claims, disclaimers, endorsements, expert status and targeting of children.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to advertising and endorsements.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
- Maintain a reproducible source pack, decision memo, approval trail and transaction-level evidence.
- Apply connected company, contract, tax, accounting, data, competition, consumer, insolvency and sector-law overlays independently.

Provision / instrument map

Provision	Subject / control
Module	advertising and endorsements

Implementation and practical application

A business decision raises advertising and endorsements. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

Classify facts and role; capture current source; map approvals and evidence; calculate threshold/time/exposure; implement system gate; preserve filing and delivery proof; verify forum and limitation.

Cross-law overlays

Contract, company/LLP, tax/accounting, data/cyber, consumer, competition, MSMED, RERA, FEMA, IBC, sector law and evidence rules must be applied separately.

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CCPA Dark Patterns Guidelines, 2023

Review interface design, consent, subscription, scarcity, drip pricing and manipulation.

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to dark patterns.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
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Provision / instrument map

Provision	Subject / control
Module	dark patterns

Implementation and practical application

A business decision raises dark patterns. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

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Cross-law overlays

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Consumer Status and Maintainability

Professional control master for consumer status and maintainability

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to consumer status and maintainability.
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Provision / instrument map

Provision	Subject / control
Module	consumer status and maintainability

Implementation and practical application

A business decision raises consumer status and maintainability. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

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E-commerce Marketplace Seller Allocation

Professional control master for e-commerce marketplace seller allocation

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to e-commerce marketplace seller allocation.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
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Provision / instrument map

Provision	Subject / control
Module	e-commerce marketplace seller allocation

Implementation and practical application

A business decision raises e-commerce marketplace seller allocation. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

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Product Listing and Claims Substantiation

Professional control master for product listing and claims substantiation

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to product listing and claims substantiation.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
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Provision / instrument map

Provision	Subject / control
Module	product listing and claims substantiation

Implementation and practical application

A business decision raises product listing and claims substantiation. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

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Cancellation Return Refund and Chargeback

Professional control master for cancellation return refund and chargeback

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to cancellation return refund and chargeback.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
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Provision / instrument map

Provision	Subject / control
Module	cancellation return refund and chargeback

Implementation and practical application

A business decision raises cancellation return refund and chargeback. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

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Grievance Officer and Complaint SLA

Professional control master for grievance officer and complaint sla

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to grievance officer and complaint sla.
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Provision / instrument map

Provision	Subject / control
Module	grievance officer and complaint sla

Implementation and practical application

A business decision raises grievance officer and complaint sla. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

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Misleading Advertisement and Endorsement Review

Professional control master for misleading advertisement and endorsement review

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to misleading advertisement and endorsement review.
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Provision / instrument map

Provision	Subject / control
Module	misleading advertisement and endorsement review

Implementation and practical application

A business decision raises misleading advertisement and endorsement review. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

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Dark Pattern UX Compliance

Professional control master for dark pattern ux compliance

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to dark pattern ux compliance.
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Provision / instrument map

Provision	Subject / control
Module	dark pattern ux compliance

Implementation and practical application

A business decision raises dark pattern ux compliance. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

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Product Recall and Unsafe Goods

Professional control master for product recall and unsafe goods

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to product recall and unsafe goods.
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Provision / instrument map

Provision	Subject / control
Module	product recall and unsafe goods

Implementation and practical application

A business decision raises product recall and unsafe goods. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

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Product Liability Investigation

Professional control master for product liability investigation

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to product liability investigation.
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Provision / instrument map

Provision	Subject / control
Module	product liability investigation

Implementation and practical application

A business decision raises product liability investigation. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

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Consumer Complaint Drafting and E-filing

Professional control master for consumer complaint drafting and e-filing

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to consumer complaint drafting and e-filing.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
- Separate substantive obligation, operational workflow, filing or reporting, enforcement consequence, remedy, appeal and limitation.
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Provision / instrument map

Provision	Subject / control
Module	consumer complaint drafting and e-filing

Implementation and practical application

A business decision raises consumer complaint drafting and e-filing. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

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Territorial and Pecuniary Jurisdiction

Professional control master for territorial and pecuniary jurisdiction

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to territorial and pecuniary jurisdiction.
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Provision / instrument map

Provision	Subject / control
Module	territorial and pecuniary jurisdiction

Implementation and practical application

A business decision raises territorial and pecuniary jurisdiction. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

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Evidence Affidavit and Expert Testing

Professional control master for evidence affidavit and expert testing

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to evidence affidavit and expert testing.
- Read the Act with all effective Rules, regulations, notifications, directions, guidelines and forum procedure as at the event date.
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Provision / instrument map

Provision	Subject / control
Module	evidence affidavit and expert testing

Implementation and practical application

A business decision raises evidence affidavit and expert testing. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

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Consumer Mediation Strategy

Professional control master for consumer mediation strategy

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to consumer mediation strategy.
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Provision / instrument map

Provision	Subject / control
Module	consumer mediation strategy

Implementation and practical application

A business decision raises consumer mediation strategy. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

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Appeal Deposit and Limitation

Professional control master for appeal deposit and limitation

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to appeal deposit and limitation.
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Provision / instrument map

Provision	Subject / control
Module	appeal deposit and limitation

Implementation and practical application

A business decision raises appeal deposit and limitation. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

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Order Enforcement and Non-compliance

Professional control master for order enforcement and non-compliance

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to order enforcement and non-compliance.
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Provision / instrument map

Provision	Subject / control
Module	order enforcement and non-compliance

Implementation and practical application

A business decision raises order enforcement and non-compliance. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

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Warranty Service and After-sales Controls

Professional control master for warranty service and after-sales controls

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to warranty service and after-sales controls.
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Provision / instrument map

Provision	Subject / control
Module	warranty service and after-sales controls

Implementation and practical application

A business decision raises warranty service and after-sales controls. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

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Consumer Data DPDP and Cyber Interface

Professional control master for consumer data dpdp and cyber interface

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to consumer data dpdp and cyber interface.
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Provision / instrument map

Provision	Subject / control
Module	consumer data dpdp and cyber interface

Implementation and practical application

A business decision raises consumer data dpdp and cyber interface. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

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Case-law Citator and CCPA Order Tracker

Professional control master for case-law citator and ccpa order tracker

Chapter in 2 Minutes

- Identify the legal trigger, responsible actor and evidence relevant to case-law citator and ccpa order tracker.
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Provision / instrument map

Provision	Subject / control
Module	case-law citator and ccpa order tracker

Implementation and practical application

A business decision raises case-law citator and ccpa order tracker. The team should freeze the relevant chronology, identify every actor and legal relationship, map the current provision and delegated instrument, preserve system and communication evidence, quantify exposure, and choose cure, filing, response, settlement or litigation only after checking jurisdiction and limitation.

Control checklist

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