# LEGAL NOTICE / FINAL DEMAND FOR COMPLIANCE WITH CONSUMER COMMISSION ORDER

Consumer Protection Act, 2019 • Sections 71, 72 and 73 • Order XXI CPC

**Important:** This is an optional pre-execution demand, not a statutory notice required by Sections 71 or 72. Do not delay execution to wait for a reply if the order is enforceable or limitation is running. The notice does not stay the order, extend limitation, substitute an execution application, or itself create a fresh cause of action. Check the operative order, compliance date, appeal and any specific stay order before service.

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| **From / Decree-holder:** | [Consumer / complainant name, address, email and mobile] |
| **Through Advocate:** | [Advocate name, office address, email and contact] |
| **Date:** | [DD/MM/YYYY] |
| **To / Judgment-debtor:** | [Opposite party's legal name, registered office / address, email] |
| **Original complaint:** | [CC No. ___ of ___ before District / State / National Commission] |
| **Order:** | [Order date, case number, operative paragraph(s) and certified-copy details] |
| **Service / knowledge:** | [Date and mode of service / date of knowledge, with proof] |
| **Compliance deadline:** | [Exact date stated in the order, if any] |
| **Appeal / stay:** | [Appeal number and forum, if any; specify whether a stay has actually been granted] |
| **Amount / relief due:** | [Principal, interest, costs, refund / replacement / rectification / other direction] |

**Subject: Demand for compliance with the final / interim order dated [date] passed by the [District / State / National] Consumer Disputes Redressal Commission in CC No. [number]**

Sir / Madam,

Under instructions from my client, [consumer name] (“the Decree-holder”), I issue this demand concerning your failure / partial failure to comply with the order identified above. The Decree-holder reserves all rights under the Consumer Protection Act, 2019 and applicable law.

**1.** That my client instituted Consumer Complaint No. [number] before the [name of Commission] against [opposite party name] concerning [brief subject of dispute]. The proceedings culminated in the order dated [date], a copy of which is enclosed.

**2.** That by the operative portion of the order, your organisation was directed to [quote each operative direction accurately: pay refund / compensation / interest / costs; replace goods; remove defect; provide documents; discontinue an unfair practice; execute conveyance; or other specific act]. The relevant paragraphs are [paragraph numbers].

**3.** That the Commission directed compliance within [period] from [date / receipt of order / other trigger]. The order was served / communicated to you on [date] through [mode], as evidenced by [acknowledgement / email delivery / portal record / postal tracking].

**4.** That the period granted for compliance expired on [date]. Despite service / knowledge of the order, you have not complied with the following directions: [identify each unperformed direction]. If any part has been performed, set out the date, amount and proof, and deduct it from the amount claimed.

**5.** That the monetary amount presently due is calculated as follows: principal / refund ■[amount]; compensation ■[amount]; interest at the rate and for the period expressly awarded by the Commission ■[amount]; costs ■[amount]; less payments / credits received ■[amount]; balance as on [date] ■[amount]. The calculation sheet is enclosed. No interest or amount not awarded by the order is added by this notice.

**6.** That, where the order requires non-monetary performance, you are called upon to complete the precise act directed by the Commission, including [replacement / repair / execution of document / delivery of possession / removal of deficiency / issuance of certificate / other]. A monetary calculation alone will not satisfy a non-monetary direction.

**7.** That Section 71 of the Consumer Protection Act, 2019 provides for enforcement of every order of the District, State or National Commission in the same manner as a decree of a civil court, applying Order XXI of the Code of Civil Procedure, 1908 as far as may be. The Decree-holder is entitled to seek execution before the Commission that passed the order, subject to the applicable procedure and any order staying its operation.

**8.** That Section 72 separately provides penal consequences for failure to comply with an order of a Consumer Commission. The statutory punishment is imprisonment for a term of not less than one month and up to three years, or a fine of not less than ■25,000 and up to ■1,00,000, or both. Any such proceeding is for the Commission to determine in accordance with law; this notice is not a finding of criminal liability.

**9.** That in Palm Groves Cooperative Housing Society Ltd. v. M/s Magar Girme and Gaikwad Associates, 2025 INSC 1023 (22 August 2025), the Supreme Court explained that Section 71 of the 2019 Act makes every order of the Consumer Commission enforceable as a decree and applies Order XXI CPC as far as may be. The Court distinguished the old 1986 Act's transitional enforcement gap from the 2019 Act's express provision.

**10.** That you are therefore called upon, within [7 / 15] days of receipt of this demand, to: (a) comply with every operative direction in the order; (b) remit the balance amount of ■[amount] to [bank / payment details] with proof of payment; (c) complete the non-monetary directions, if any, and provide documentary proof; and (d) provide a written compliance statement identifying the date and manner of each step taken.

**11.** That the response period above is a reasonable period requested in this optional demand; it is not a statutory waiting period under Section 71. If the order is enforceable and no stay operates, my client reserves the right to proceed without further notice by filing an execution application under Section 71 read with Order XXI CPC and, where facts justify, to seek action under Section 72, along with all other remedies available in law.

**12.** That if you contend that the order has been stayed, modified, satisfied or set aside, you are called upon to provide a certified / authenticated copy of the relevant appellate or judicial order and the exact operative directions relied upon. Mere filing of an appeal should not be described as a stay unless an actual stay order has been passed.

**13.** That you are further called upon to preserve the records relevant to compliance, including payment vouchers, bank transfer details, delivery / replacement records, correspondence, internal approvals, service records and any document relied upon to assert satisfaction of the Commission's order.

If the above directions have already been fully complied with, provide complete documentary proof within the same period so that the record can be reconciled. All rights and contentions are expressly reserved.

Yours faithfully,
**[Advocate name]**
Advocate for [Decree-holder]
[Enrolment number / office / contact details]