

by small, medium and large enterprises.

■ **Hotels, Restaurants Barred from Levying Default Service Charge**

The Central Consumer Protection Authority (CCPA) has issued guidelines barring hotels or restaurants from adding service charge automatically or by default to the food bill. The hotel or restaurant will have to clearly inform the consumer that service charge is voluntary, optional, and at consumer's discretion. The consumer may lodge a complaint against the violator hotel or restaurants on the National Consumer Helpline, NCH by calling 1915 or the NCH mobile app.