

**Digitized Workflow in  
State/District/National Consumer  
Commission**

# 1. e-Filing

**e-FILING OF COMPLAINT**

**MANDATORY DETAILS :**

1. I'd Proof/ I'd number
2. Address/ State/ District.
3. Mobile No.
4. e-mail I'd.
4. Father's Name
5. Proof of payment in support of pecuniary jurisdiction (in case of SCDRC and NCDRC).

**Desirable Documents:-**

1. Any other documents in support of the claim such as invoices, e-mails etc.

Documents not uploaded successfully, should further be uploaded with requisite details.

Documents uploaded successfully

**E-SCRUTINY BY REGISTRY**

**YES**

**MATTER LISTED BEFORE BENCH FOR E-ADMISSION WITHIN 21 DAYS**

**NO,**

**MATTER SENT BACK FOR CURING THE DEFECTS**

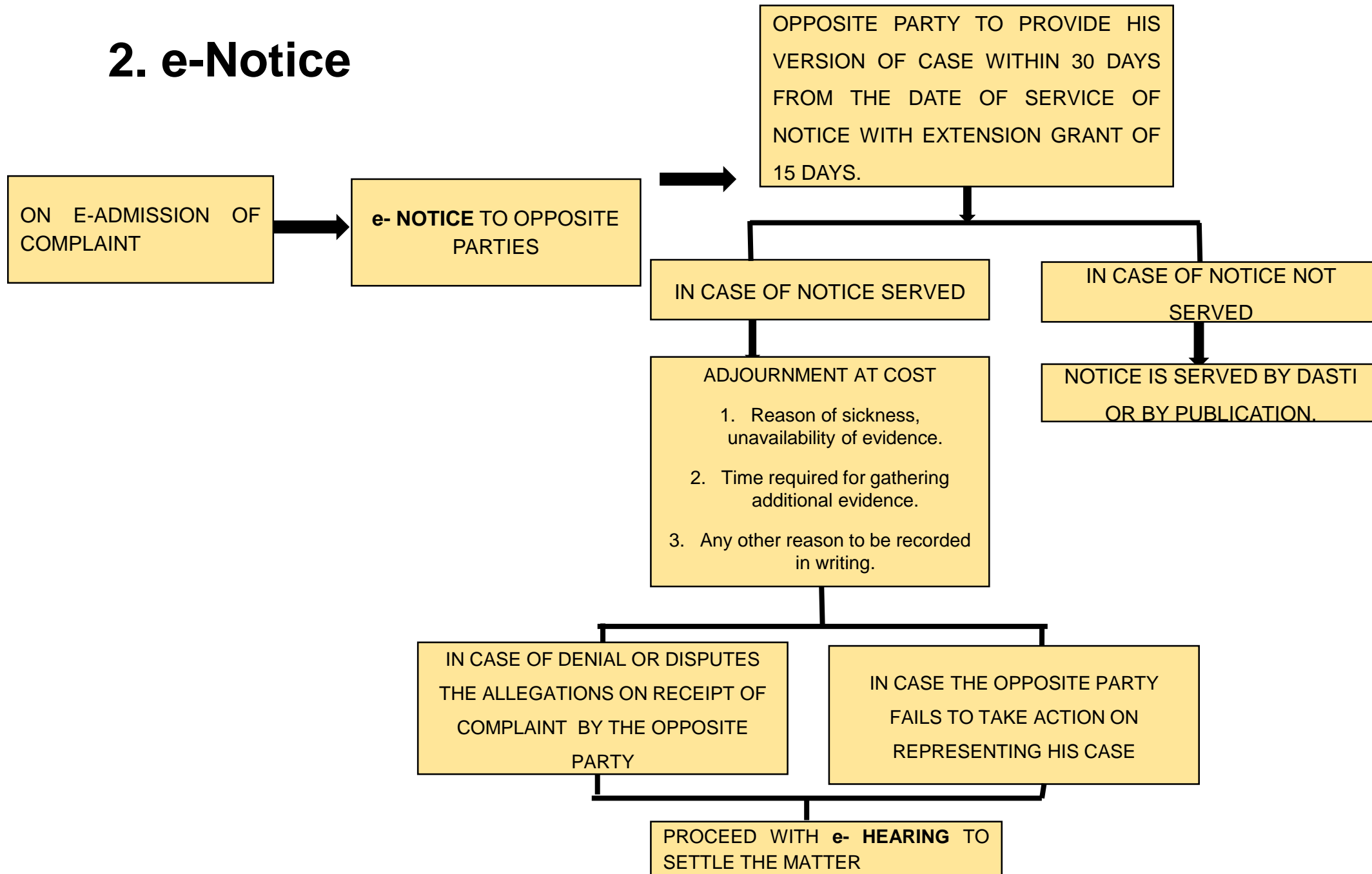
**ADMITTED**

**I. E-NOTICE ISSUED TO RESPONDENTS FOR NEXT DATE OF HEARING.**

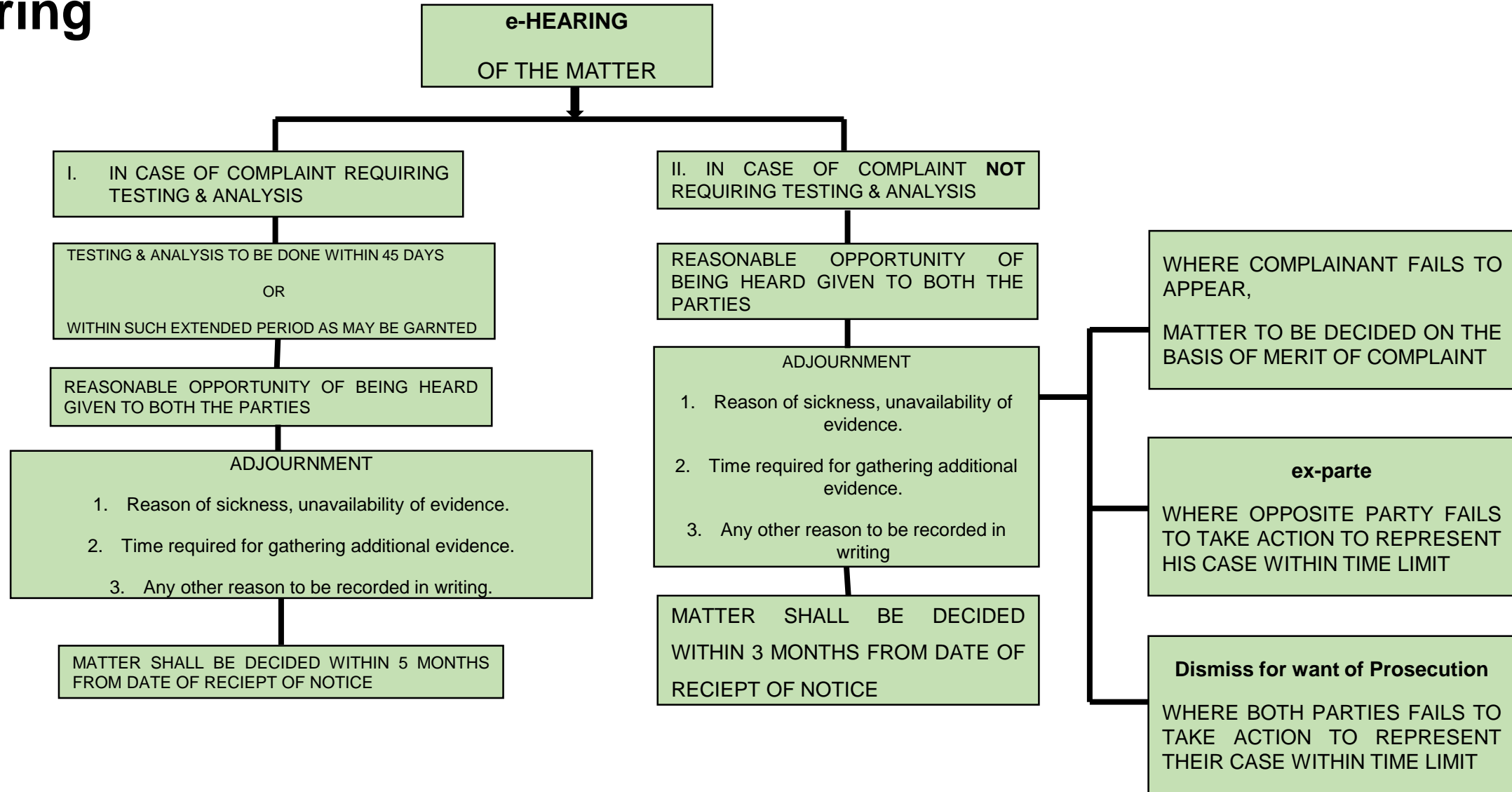
**REJECTED**

**II. IN CASE OF FRIVOLOUS/ ANONYMOUS/ LACK OF DOCUMENTS IN COMPLAINT TO BE REJECTED, BY GIVING AN OPPORTUNITY OF BEING HEARD**

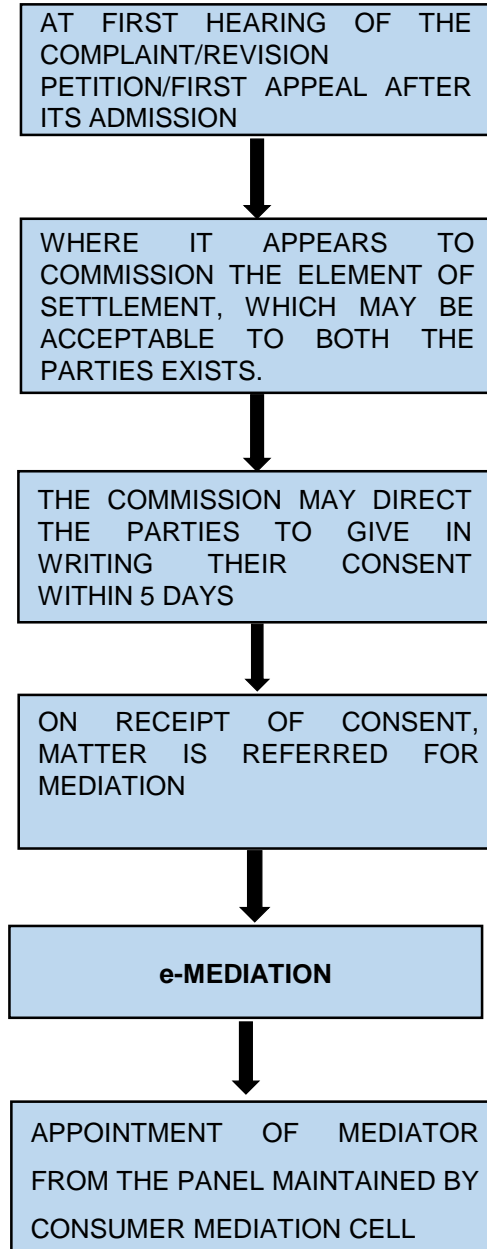
## 2. e-Notice

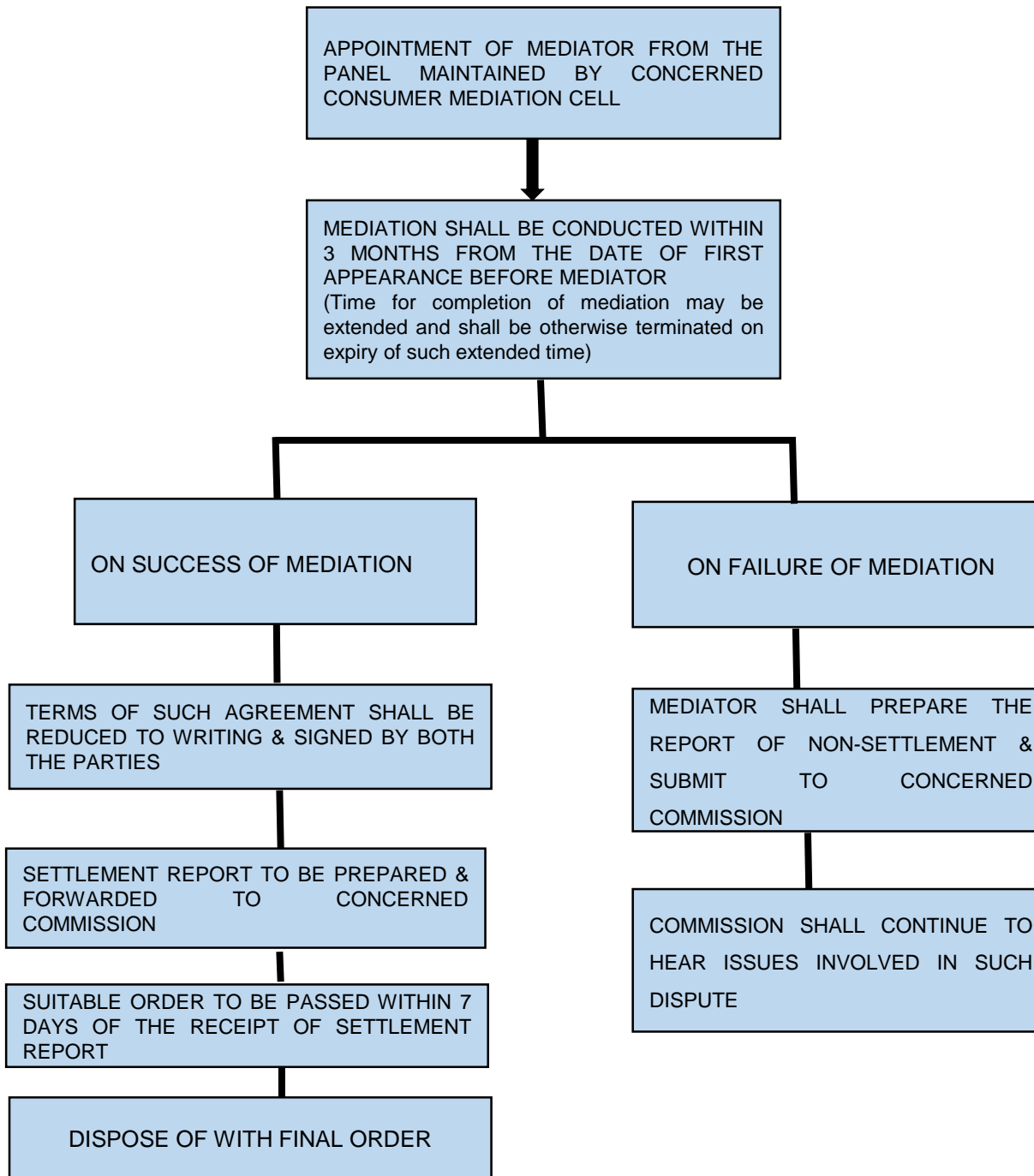


# 3. e-Hearing



## 4. e-Mediation





**e- REVIEW OF ORDER PASSED BY**

DCDRC

SCDRC

NCDRC

ADMISSIBLE IN CASE OF

REVIEW OF ORDER MAY BE FILED BY

- 1.) APPLICATION OF ANY OF THE PARTIES
- 2.) COMMISSION ON ITS OWN MOTION ,IF THERE IS APPARENT ERROR ON THE FACE OF IT WITHIN 30 DAYS OF PASSING OF ORDER.

NOT ADMISSIBLE IN CASE OF ITS ABSENCE

Extension may be granted:-

1. CONDONATION OF DELAY APPLICATION IS FILED AND ACCEPTED BY THE COMMISSION.

EXTENSION MAY NOT BE GRANTED, IF CONDONATION OF DELAY APPLICATION IS NOT ACCEPTED BY THE COMMISSION.

FINAL ORDER

**e- APPEAL**

**NCDRC**

PERSON AGGRIEVED BY NCDRC ORDER, MAY PREFER APPEAL TO SUPREME COURT ON REASONABLE GROUNDS/ SUFFICIENT CAUSE WITHIN 30 DAYS OF PASSING OF ORDER.



**e- APPEAL  
DCDRC**

PERSON AGGRIEVED BY SCDRC ORDER, MAY PREFER APPEAL TO NCDRC ON REASONABLE GROUNDS/ SUFFICIENT CAUSE WITHIN 45 DAYS OF PASSING OF ORDER.

FURTHER EXTENSION MAY BE GRANTED, IF :-

- 1.) Sufficient cause of sickness, medical emergency.
- 2.) For gathering additional necessary evidence.
- 3.) Others, may please specify in writing.

EXTENSION MAY NOT BE GRANTED, IF SUFFICIENT CAUSE IS NOT SHOWN.

E-SCRUTINY BY REGISTRY OF MANDATORY DOCUMENTS:-

- 1.) CERTIFIED COPY OF ORDERS.
- 2.) Records of Pleadings.
- 3.) DELAY APPLICATION, IF ANY.
- 4.) AFFIDAVIT.
- 5.) STATUTORY DEPOSITS.

MATTER TO BE SENT TO BENCH FOR ADMISSION WITHIN 21 DAYS

ADMITTED

NOT ADMITTED

APPEAL SHALL BE HEARD &  
TO BE DISPOSED OF WITHIN  
90 DAYS FROM ITS ADMISSION

FINAL ORDER

SATISFIED

NOT SATISFIED

MAY PREFER APPEAL TO  
NCDRC ON REASONABLE  
GROUNDS WITHIN 30 DAYS OF  
PASSING OF ORDER.

**e- APPEAL  
SCDRC**

PERSON AGGRIEVED BY SCDRC ORDER, MAY PREFER APPEAL TO NCDRC ON REASONABLE GROUNDS/ SUFFICIENT CAUSE WITHIN 30 DAYS OF PASSING OF ORDER.

FURTHER EXTENSION MAY BE GRANTED, IF :-

- 4.) Sufficient cause of sickness, medical emergency.
- 5.) For gathering additional necessary evidence.
- 6.) Others, may please specify in writing.

EXTENSION MAY NOT BE GRANTED, IF SUFFICIENT CAUSE IS NOT SHOWN.

E-SCRUTINY BY REGISTRY OF MANDATORY DOCUMENTS:-

- 6.) CERTIFIED COPY OF ORDERS.
- 7.) Records of Pleadings.
- 8.) DELAY APPLICATION, IF ANY.
- 9.) AFFIDAVIT.
- 10.) STATUTORY DEPOSITS.

MATTER TO BE SENT TO BENCH FOR ADMISSION WITHIN 21 DAYS

ADMITTED

NOT ADMITTED

APPEAL SHALL BE HEARD &  
TO BE DISPOSED OF WITHIN  
90 DAYS FROM ITS ADMISSION

FINAL ORDER

SATISFIED

NOT SATISFIED

MAY PREFER APPEAL TO  
SUPREME COURT ON  
REASONABLE GROUNDS  
WITHIN 30 DAYS OF PASSING  
OF ORDER.

# 1. e-Revision petition

**e-FILING** of revision petition

REVISION PETITION MAY BE FILED BEFORE  
1.) NCDRC OF ORDER PASSED BY SCDRC.  
2.) SCDRC OF ORDER PASSED BY DCDRC.  
WITHIN 90 DAYS FROM DATE OF RECEIPT OF ORDER FROM SCDRC IF,  
1.) SCDRC/DCDRC HAS EXERCISED A JURISDICTION NOT VESTED IN IT BY LAW.  
2.) FAILED TO EXERCISE JURISDICTION BY LAW.

**MANDATORY DETAILS :**  
1.) Name, address, contact No. of both parties.  
2. Revision petition with affidavit.  
3. Delay application, if any  
4. Certified copies of orders of DCDRC and SCDRC.  
5. All other annexures (Rejoinder, Written statement, filed before Commission).

Documents not uploaded successfully, should further be uploaded with requisite details.

Documents uploaded successfully

**E-SCRUTINY BY REGISTRY**

**YES**  
MATTER LISTED BEFORE BENCH FOR E-ADMISSION WITHIN 21 DAYS

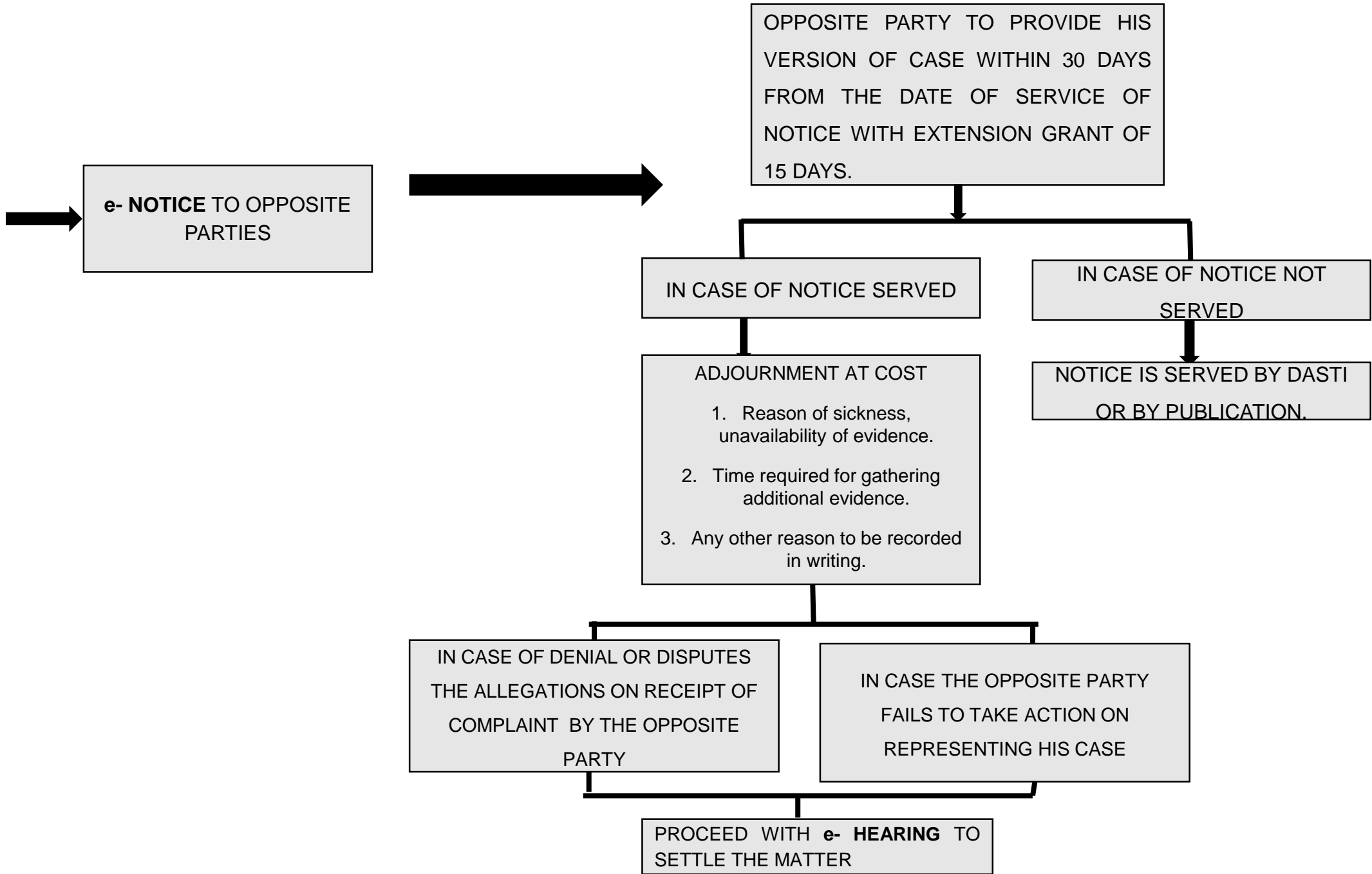
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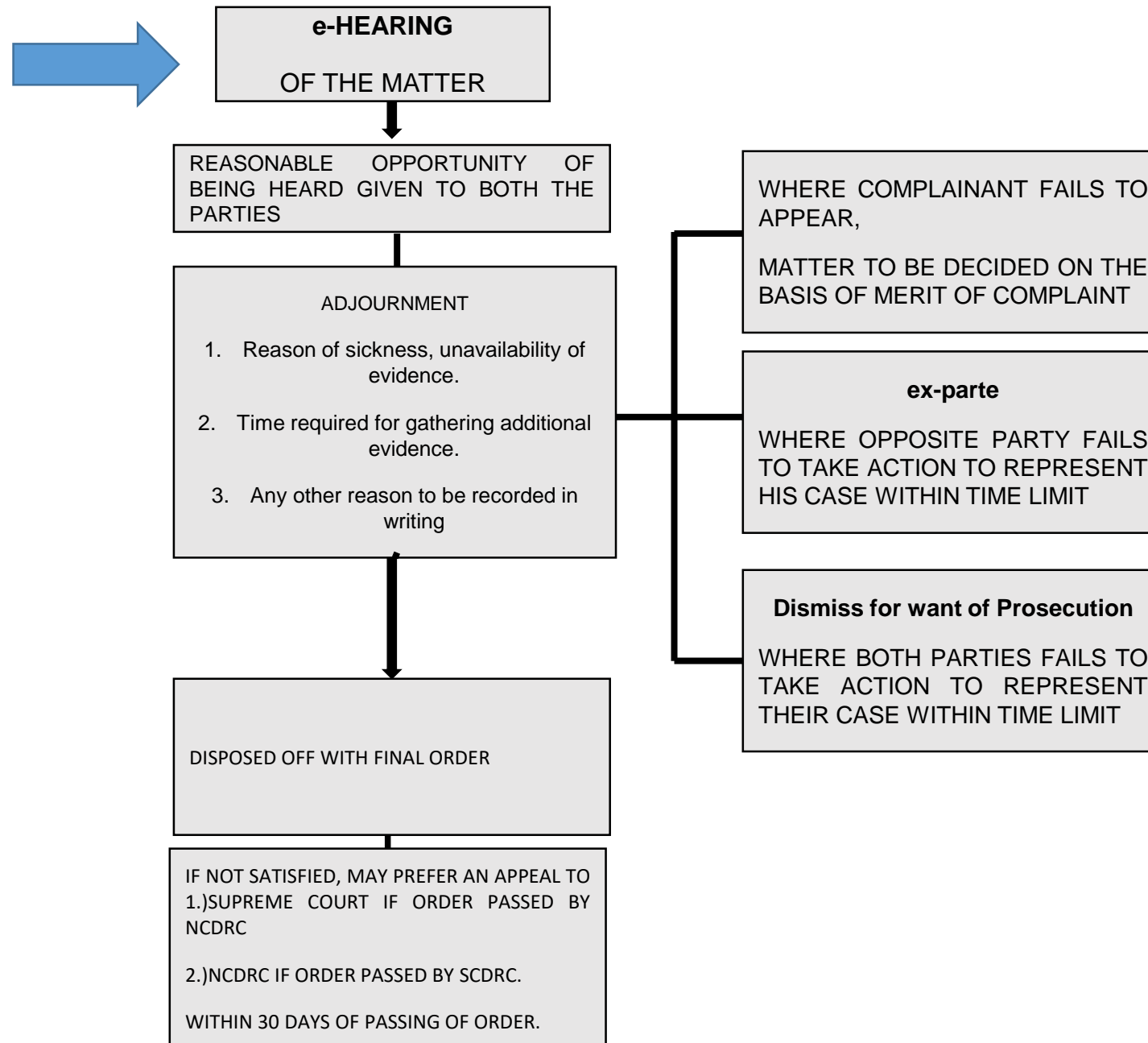
**ADMITTED**

**REJECTED**

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II. IN CASE OF FRIVOLOUS/ ANONYMOUS/ LACK OF DOCUMENTS IN COMPLAINT TO BE REJECTED, BY GIVING AN OPPORTUNITY OF BEING HEARD





5.)E-transfer application

E-TRANSFER APPLICATION

SCDRC

NCDRC

On application of the Complainant/State commission on its own motion transfer any complaint pending before:-  
DCDRC in one state to another DCDRC within same state.

On application of the Complainant/National commission on its own motion transfer any complaint pending before:-  
1.DCDRC of one state to DCDRC of another state.  
2.SCDRC to another SCDRC.

Mandatory Documents:-  
1.Name, address,contact details of both the parties.  
2.Transfer petition with affidavit.  
3.Records of pleadings of DCDRC.  
4.Certified copy of DCDRC orders

Mandatory Documents:-  
1.Name, address,contact details of both the parties.  
2.Transfer petition with affidavit.  
3.Records of pleadings of DCDRC.  
4.Certified copy of DCDRC/SCDRC orders.

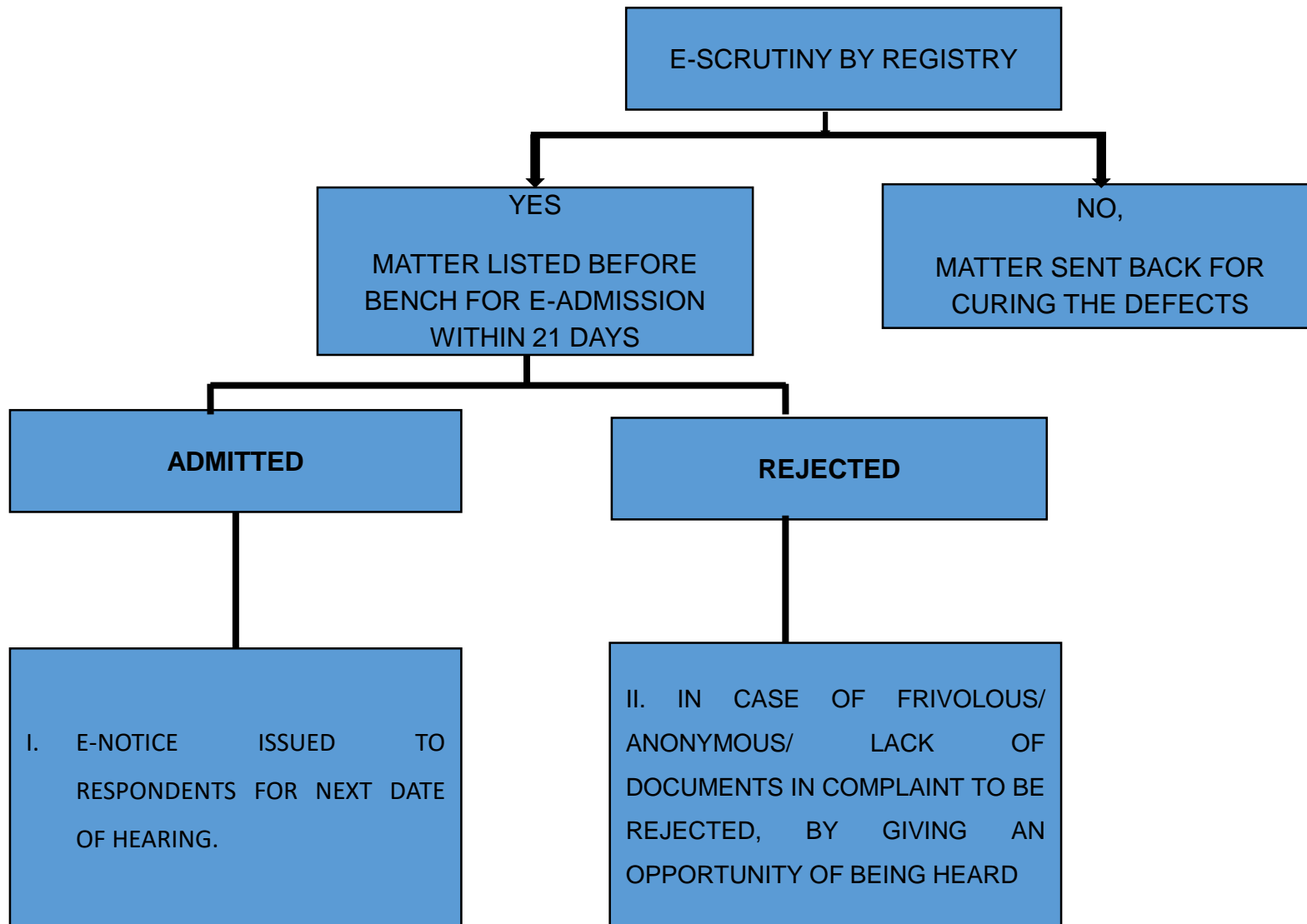
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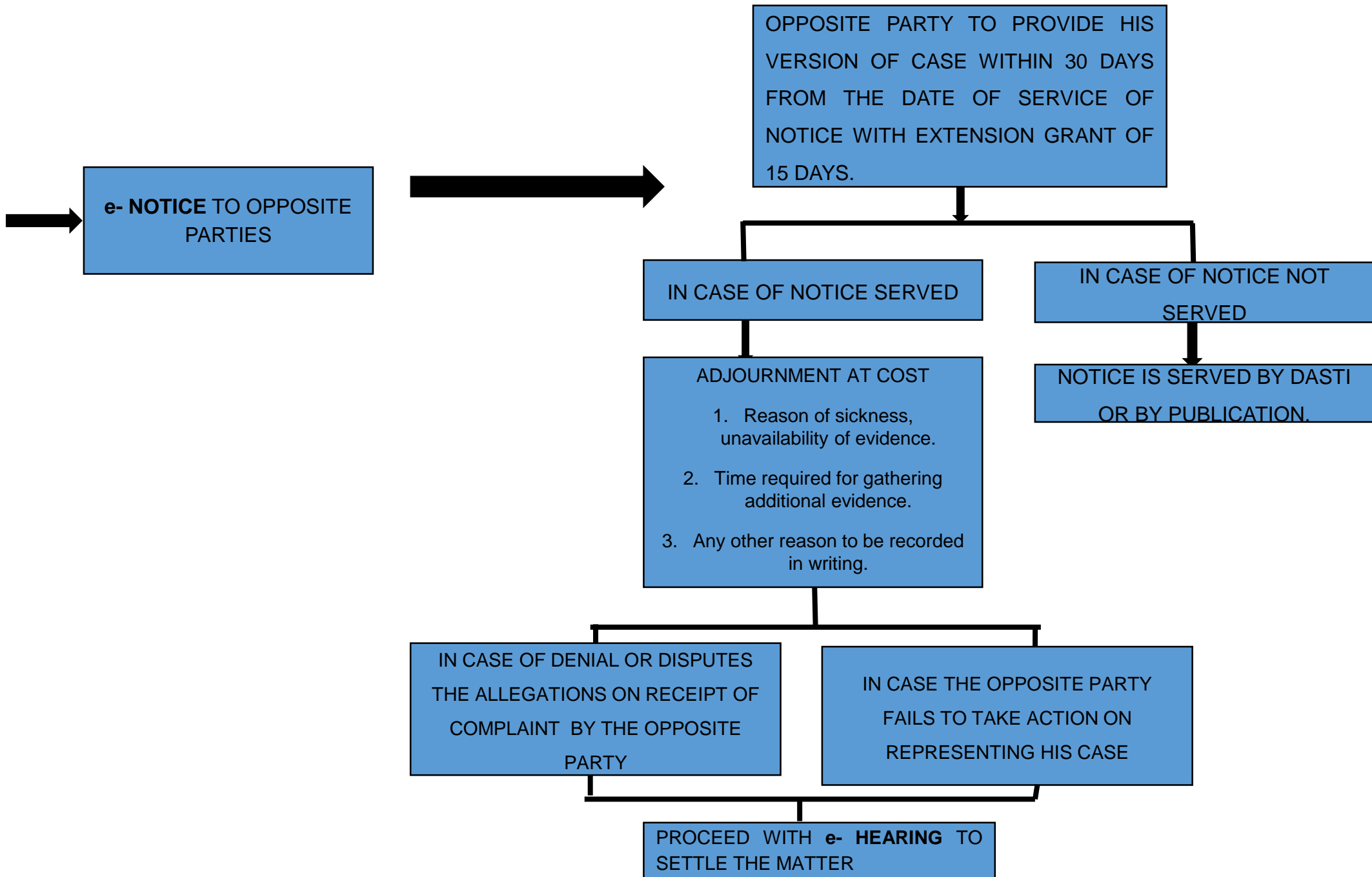
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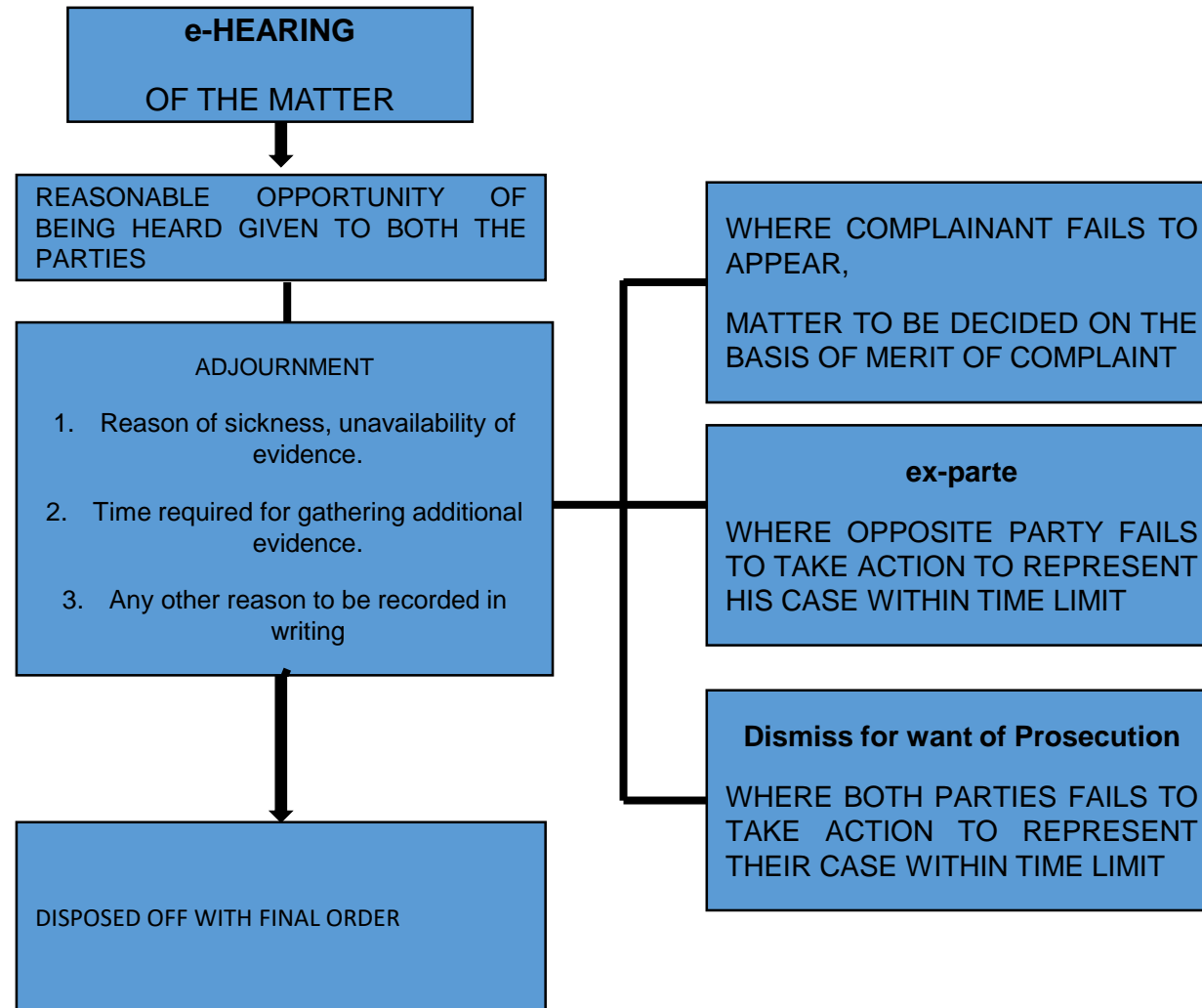
E-SCRUTINY BY REGISTRY

Send back for uploading requisite documents









# EXECUTION APPLICATION

E-EXECUTION APPLICATION

DCDRC

SCDRC

NCDRC

MANDATORY DOCUMENTS:-

- 1.)Name, address, contact details of both the parties.
- 2.)Execution application
- 3.) Court order copy.
- 4.)Annexures(Rejoinder, written statements)

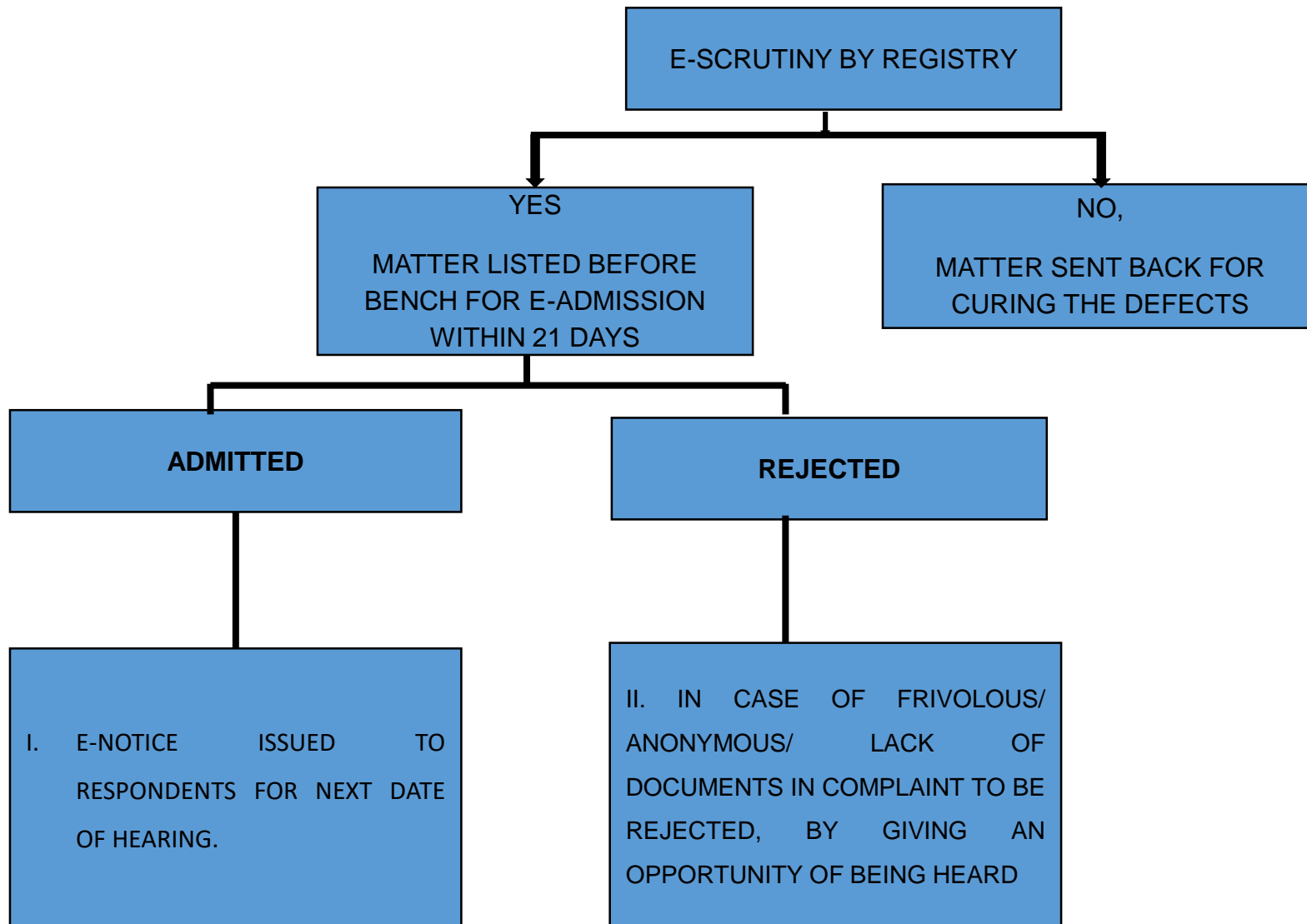
MANDATORY DOCUMENTS:-

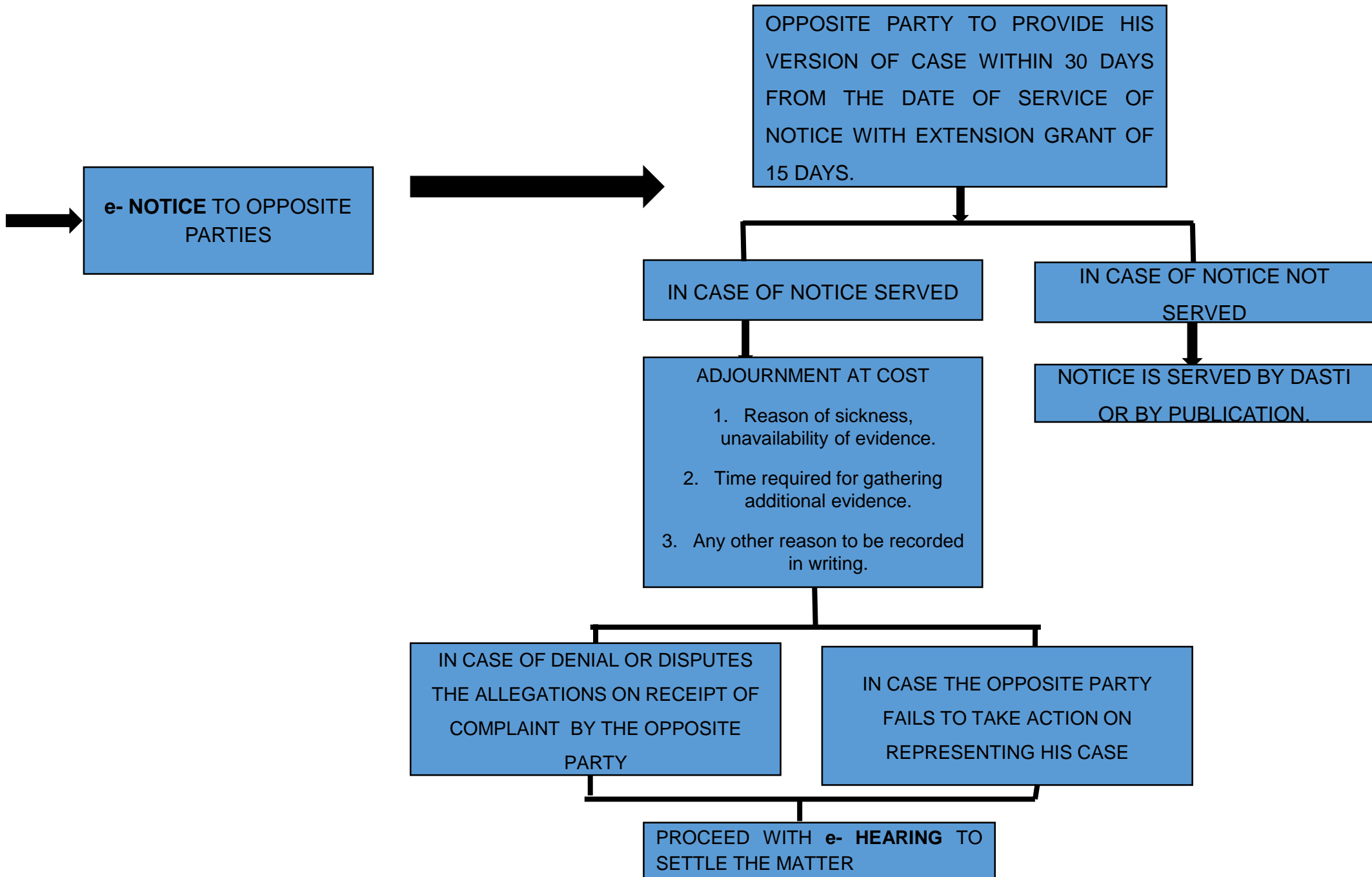
- 1.)Name, address, contact details of both the parties.
- 2.)Execution application
- 3.) Court order copy.
- 4.)Annexures(Rejoinder, written statements)

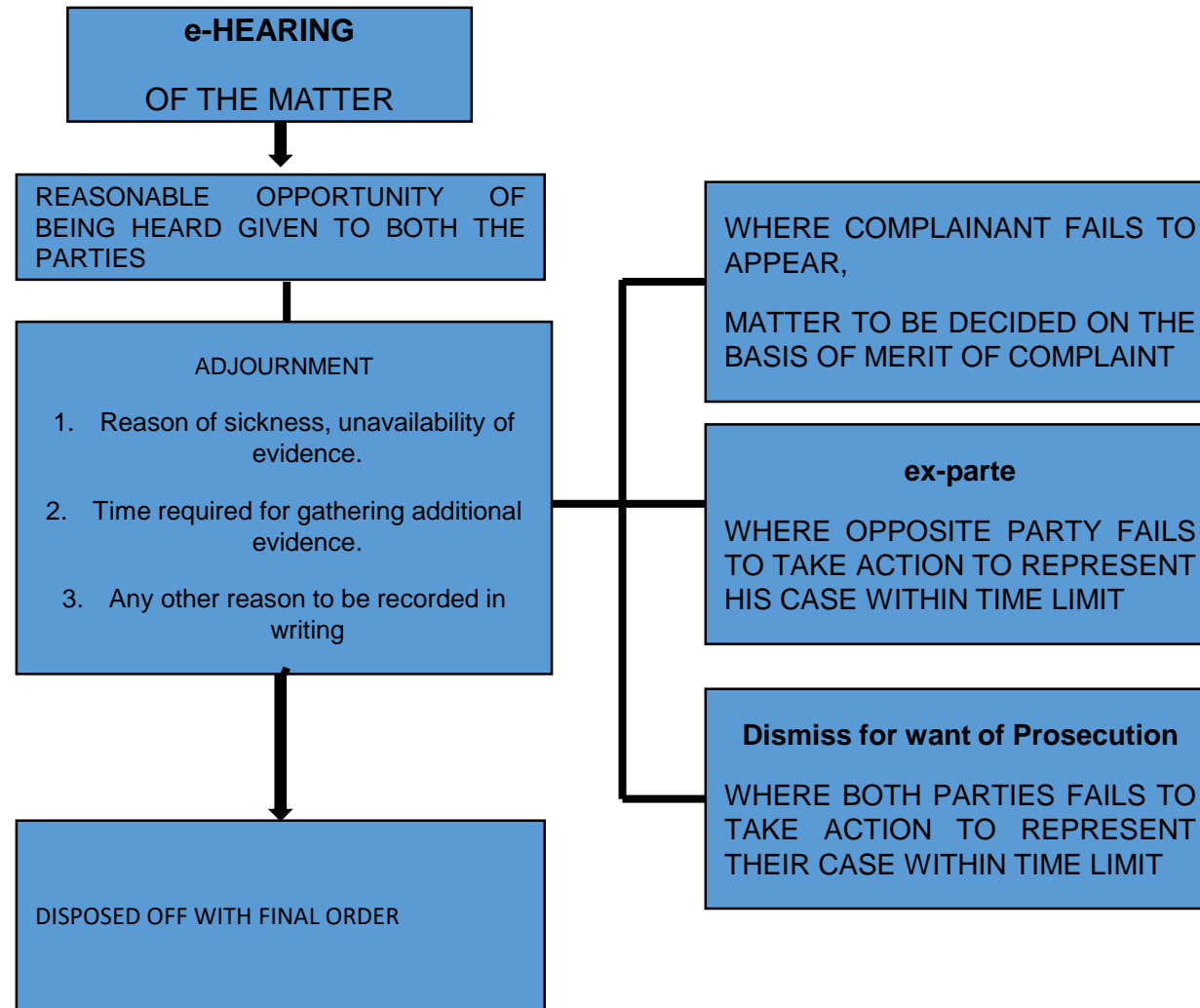
MANDATORY DOCUMENTS:-

- 1.)Name, address, contact details of both the parties.
- 2.)Execution application
- 3.) Court order copy.
- 4.)Annexures(Rejoinder, written statements)

E-SCRUTINY BY REGISTRY







# E-APPEAL AGAINST EXECUTION

E-APPEAL AGAINST EXECUTION

DCDRC

Appeal shall lie both on facts and on law from order passed in EA to SCDRC within 30 days from date of order.

SCDRC

Appeal shall lie both on facts and on law from order passed in EA to NCDRC within 30 days from date of order.

NCDRC

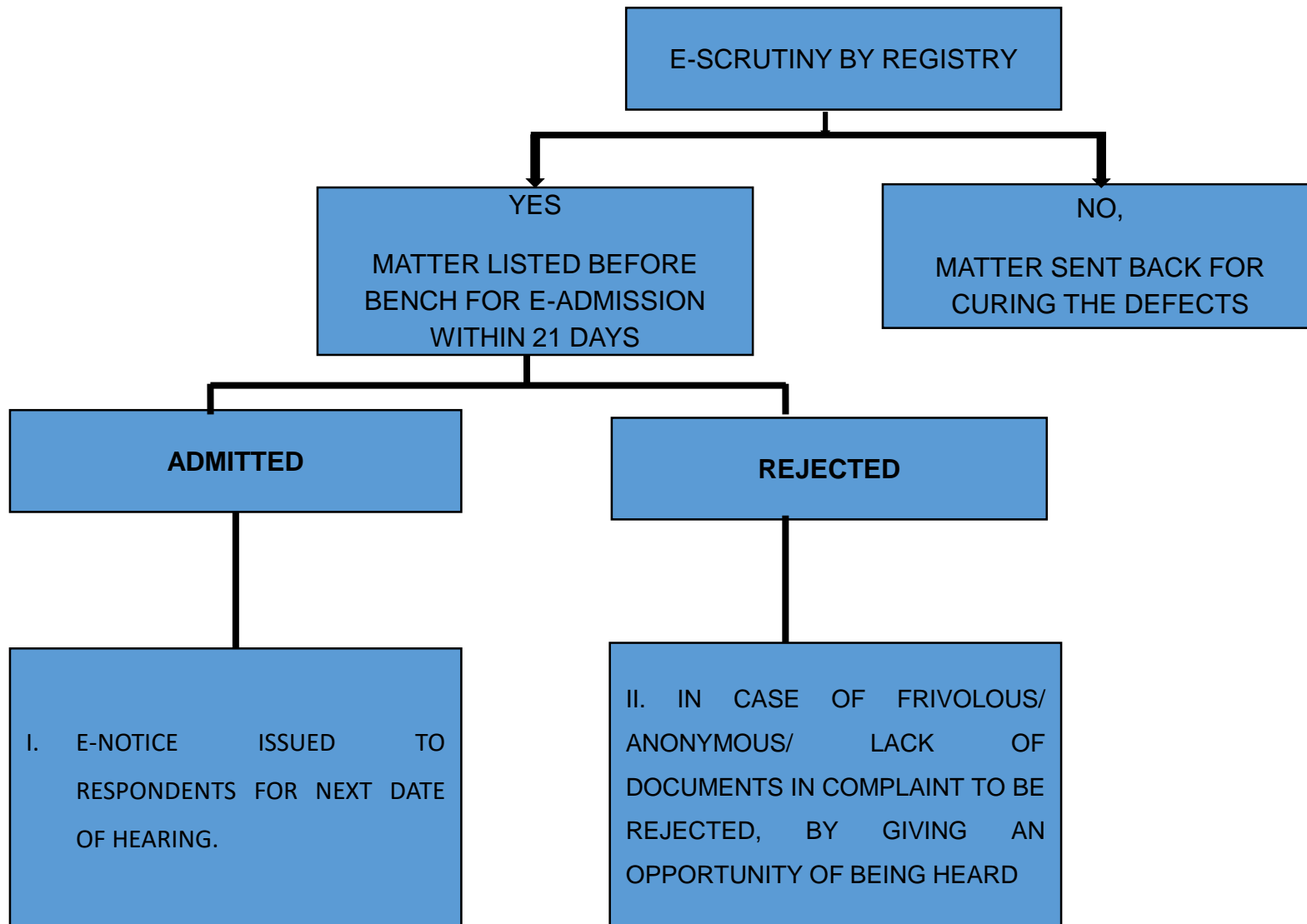
Appeal shall lie both on facts and on law from order passed in EA to Supreme court within 30 days from date of order.

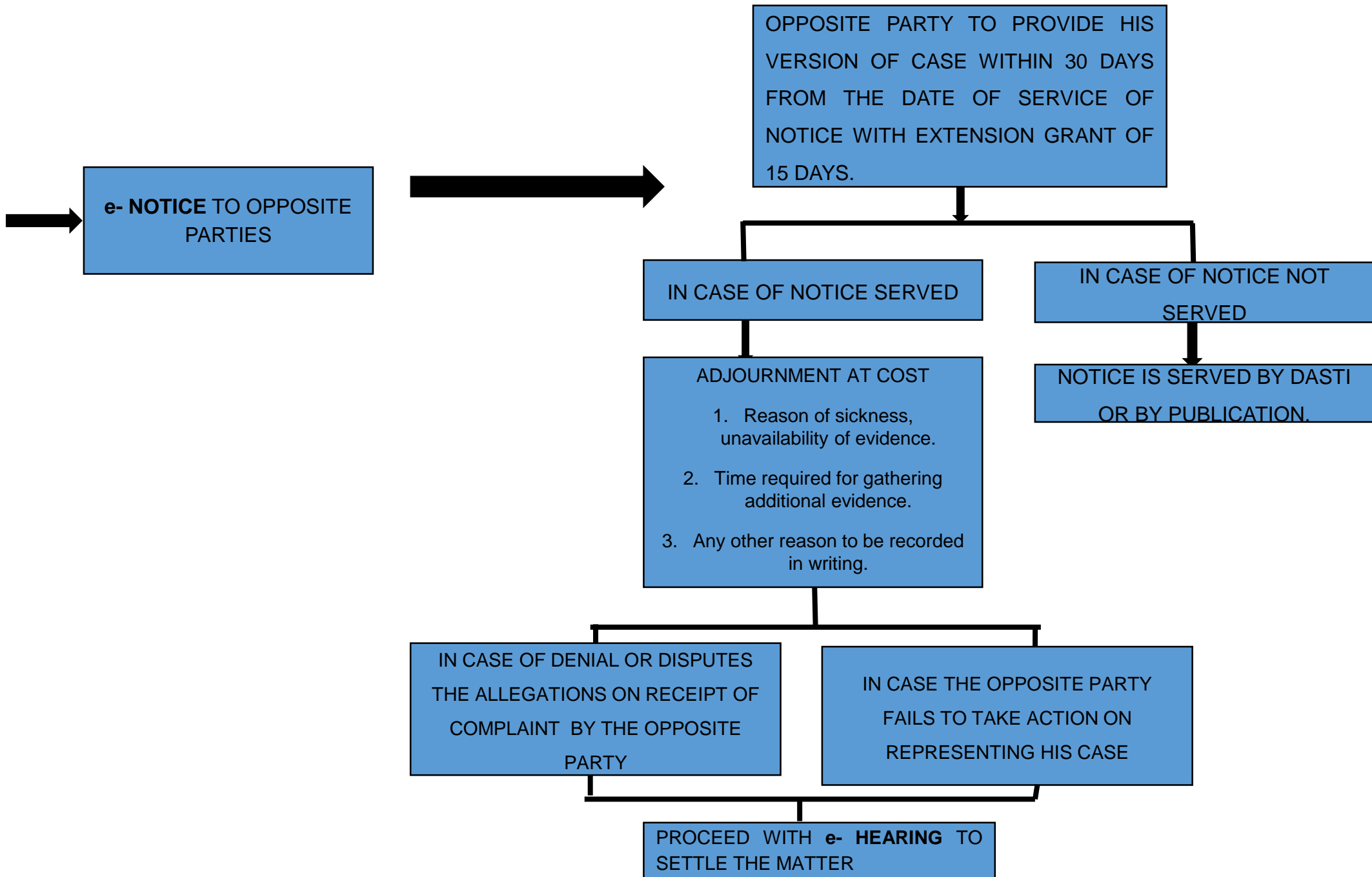
MANDATORY DOCUMENTS:-  
1.)Name, address, contact details of both the parties.  
2.)Execution application  
3.) Court order copy.  
4.)Annexures(Rejoinder, written statements)  
5.Delay application ,if any.

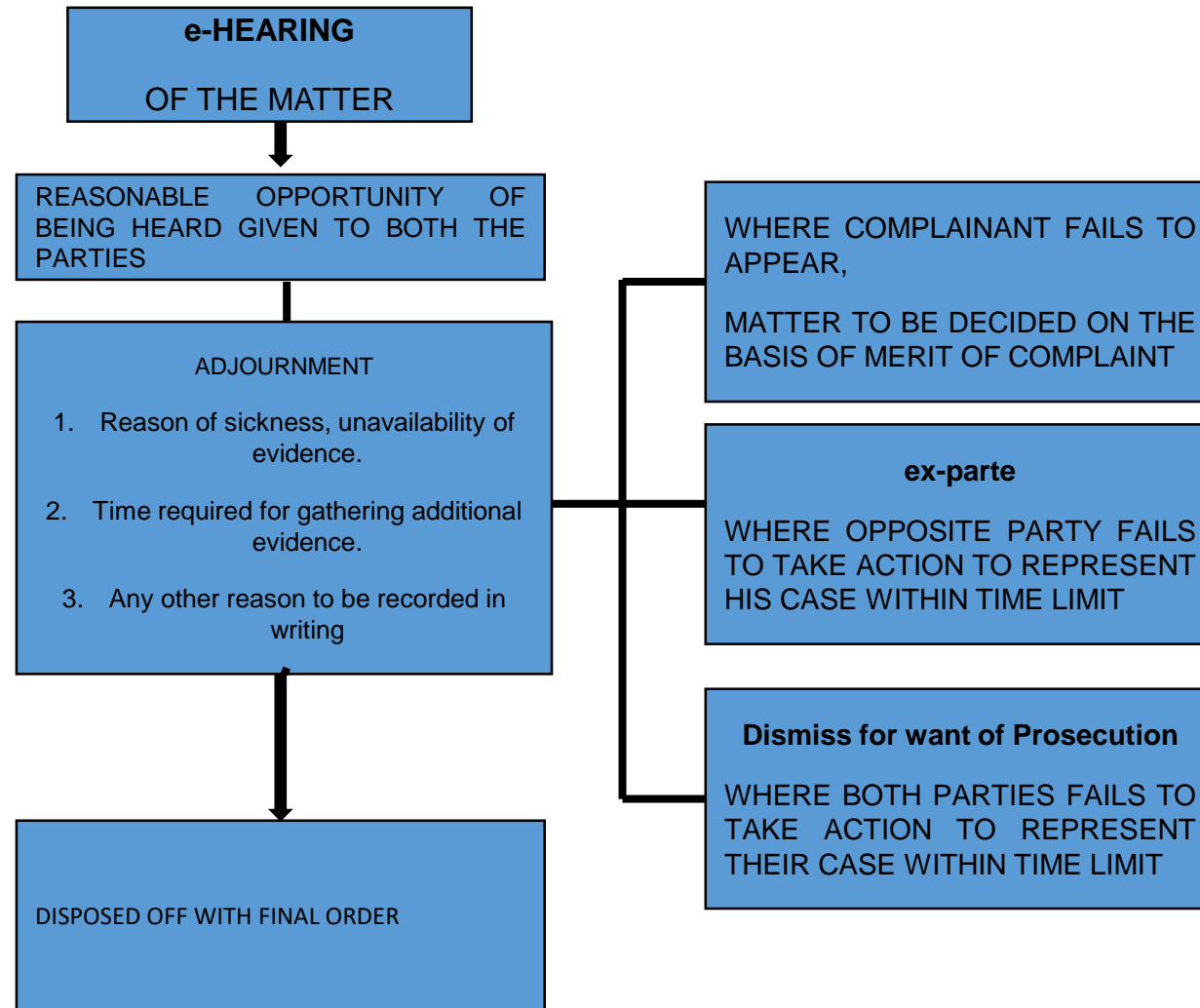
MANDATORY DOCUMENTS:-  
1.)Name, address, contact details of both the parties.  
2.)Execution application  
3.) Court order copy.  
4.)Annexures(Rejoinder, written statements)  
5.Delay application, if any.

E-SCRUTINY BY REGISTRY









# Miscellaneous Application

E-MISCELLANEOUS APPLICATION(AFTER DISPOSAL OF FINAL ORDER)

DCDRC(MISCELLANEOUS APPLICATION MAY BE FILED:-  
1.)FOR CORRECTION OF ORDER.  
2.)ANY TYPOGRAPHICAL ERROR.  
3.)OTHER, MAY PLZ SPECIFY)

SCDRC(MISCELLANEOUS APPLICATION MAY BE FILED:-  
1.)FOR CORRECTION OF ORDER.  
2.)ANY TYPOGRAPHICAL ERROR.  
3.)OTHER, MAY PLZ SPECIFY

NCDCRC(MISCELLANEOUS APPLICATION MAY BE FILED:-  
1.)FOR CORRECTION OF ORDER.  
2.)ANY TYPOGRAPHICAL ERROR.  
3.)OTHER, MAY PLZ SPECIFY

MANDATORY DOCUMENTS:-  
1.)Name, address, contact details of both the parties.  
2.)Miscellaneous Application.  
3.) Court order copy.  
4.)Any other document in support of claim.

MANDATORY DOCUMENTS:-  
1.)Name, address, contact details of both the parties.  
2.)Miscellaneous Application.  
3.) Court order copy.  
4.)Any other document in support of claim.

MANDATORY DOCUMENTS:-  
1.)Name, address, contact details of both the parties.  
2.)Miscellaneous Application.  
3.) Court order copy.  
4.)Any other document in support of claim.

E-SCRUTINY BY REGISTRY

