

Consumer Complaint

Consumer Complaint as provided under Section 2(5) of the Consumer Protection Act, 2019, where the value of the goods or services and compensation, if any, claimed, is to be filed electronically on e-daakhil.nic.in or with the Registry of this Commission within a period of two years from the date on which the cause of action has arisen.

The complaints can be filed at the Filing Counter of the District and State Commission on every working day from 10.30 a.m. to 4.30 p.m. In National Commission the complaints can be filed on all working days (Monday to Friday) between 10:00 A.M. to 4:30 P.M. at Ground Floor 'Upbhokta Nyay Bhawan', 'F' Block, General Pool Office Complex, INA, New Delhi-110023. It is necessary for the person filing the complaint to get an acknowledgement indicating the date of filing the complaint, so as to show the Commission that the same has been filed within the period of limitation in terms of the provisions contained in the Act.

Consumer Complaint should be signed by the complainant and supported by a Notarised attested affidavit with 1+1 sets (with File cover) + Number of Opposite Parties. The Consumer Complaint along with all the copies should be paginated and duly indexed in the following seriatim:

1. Index
2. List of dates
3. Memo of Parties(with fresh complete address)
4. Complaint with notarized attested affidavit
5. Supporting Documents in favour of complaint e.g. cash memo, receipts, voucher, invoices (All the annexure must be attested as True Copy on the last page with name & signature)
6. Application for Delayed matters Notarised attested affidavit, if beyond limitation. (2 years from cause of action)
7. The complaint should be filed along with fee in the form of Postal Order/ Demand Draft, as prescribed in Annexure-1

Note :

1. The documents shall be filed in English language only or translated copy of any other language, duly typed in double space on one side of the paper. If any supporting documents are not legible the same will not be accepted until clear legible/photo copies are filed.
2. If the documents are not filed as per in the format mentioned above the same will be returned to the parties at the counter itself without acknowledgement and will only be registered after removing the defects.
3. After the issue of notice, any documents in a case, the same has to be served on the other side and 1+1 sets (with File cover) be filed with proof of service. No document will be accepted unless filed two days (working days) in advance from the date of hearing.

4. Henceforth, the review petition/application for recalling of order will be listed before the bench by way of circulation in chambers.

5. The counsel or the parties appearing in person are filing a common petition / order/ appeal against common order passed by the District Commission, State Commission and National Commission in a bunch of appeals / complaints. It causes inconvenience to the Hon'ble Benches to decide the independent issues pertaining to each matter, such as award of different amounts to different parties, etc. Hence, the Hon'ble President is pleased to direct the parties / Counsel to file independent or separate appeals/revision petitions, against each appeal/complaint decided by the State Commission in the common order.

6. No. of copies to be filed in the Commission 1+1 sets (with File cover) + Number of Opposite Parties.

7. Application for Certified copy of order must be made on Letter Head with signature & Rubber stamp by counsel with a statement that first free certified copy has not been received either by the party-in-person or their counsel.

8. Duplicate certified copy shall be issued on payment basis as per Regulation with a clear endorsement that earlier first free certified copy was sent by post at the address of the party-in-person or to their Counsel/Authorized Representative.

JURISDICTION FOR FILING COMPLAINTS

The Complaint can be instituted at the place where:

- a) the opposite party or each of the opposite parties, where there are more than one, at the time of the institution of the complaint, ordinarily resides or carries on business or has a branch office or personally works for gain; or
- b) any of the opposite parties, where there are more than one, at the time of the institution of the complaint, actually and voluntarily resides, or carries on business or has a branch office, or personally works for gain, provided that in such case the permission of the District Commission is given; or
- c) the cause of action, wholly or in part, arises; or
- d) the complainant resides or personally works for gain.

BY ORDER
HON'BLE PRESIDENT
NCDRC

Proforma for filing Consumer Complaints

S.No	CONSUMER COMPLAINT NO. _____ OF _____	
1.	Name and address of the Complainant with telephone number(s) and e-mail: Name: Address: Tel: Landline No. : Mobile No. Aadhar No: E-mail :-	Mr. Mrs. Ms.
2.	Authorized Representative (legal heir or guardians of the minor)	
3.	Advocate for the Complainant, if any Name: Address: City: State: Pin code: Tel: Landline No. : Mobile No. : E-mail :-	
4.	Case Category(Misleading Advertisements, Unfair Trade Practices, Direct Selling, Insurance/ spurious goods, defective goods, restrictive trade practices, food, medical negligence, Charging above the MRP, Housing or Real Estate, Banking & Finance	

	and others)	
5.	Cause of action Date: Place:	
6.	*Supporting Documents in favour of complaint (All documents must be self-attested) a) Receipts or b) Cash Memo or c) Invoice d) Vouchers e) Any document related to conversations between both the parties or f) Agreements	
7.	*Delay, if beyond period of two years of the cause of action if any:	
8.	Number of Complainants:	
9.	Whether the documents filed are attested true copies?	Yes No
10.	If the documents are in different language, Whether English translations of all the documents are filed?	Yes No
11.	Voluntary Information* Number of Opposite Parties Address: Tel: Landline No. : Mobile No. : E-mail :-	
12.	Submission of Fees: Fee to be paid as provided in Table (Annexure- 1) given below:	

*Delay, if beyond period of two years of the cause of action if any:

Mention grounds for Delay:

- a) Sickness
- b) Out of India
- c) In case of sudden Demise of the complainant
- d) Non-availability of representative
- e) Notarized attested affidavit to be attached with the application for condonation of Delay
- f) whether any application previously filed in the Consumer Commission
- g) Others, may please specify

*In case any information furnished above are found to be false then the same shall be dealt under Section 191 of the Indian Penal Code.

VERIFICATION:

I, the Complainant, above mentioned, do hereby verify that the information provided herein above is true and complete in all respects, and nothing material has been concealed there from.

Signature of the Complainant / Counsel /

Authorised Representative

FEEES PRESCRIBED

S.NO.	VALUE OF GOODS OR SERVICES PAID AS CONSIDERATION	AMOUNT OF FEE PAYABLE	FORM OF PAYMENT OF FEE
DISTRICT COMMISSION			
1.	UPTO RUPEES FIVE LAKH	NIL	
2.	ABOVE RUPEES FIVE LAKH AND UPTO RUPEES TEN LAKHS	RS.200	BY WAY OF POSTAL ORDER OR DEMAND DRAFT IN FAVOUR OF PRESIDENT, DISTRICT FORUM.
3.	ABOVE RUPEES TEN LAKH AND UPTO RUPEES TWENTY LAKHS	RS.400	BY WAY OF POSTAL ORDER OR DEMAND DRAFT IN FAVOUR OF PRESIDENT, DISTRICT FORUM.
4.	ABOVE RUPEES TWENTY LAKH AND UPTO RUPEES FIFTY LAKH RUPEES	RS.1000	BY WAY OF POSTAL ORDER OR DEMAND DRAFT IN FAVOUR OF PRESIDENT, DISTRICT FORUM.
STATE COMMISSION			
5.	ABOVE RUPEES FIFTY LAKH AND UPTO RUPEES ONE CRORE	RS.2000	BY WAY OF DEMAND DRAFT IN FAVOUR OF REGISTRAR, STATE COMMISSION, DELHI
6.	ABOVE RUPEES ONE CRORE AND UPTO RUPEES TWO CRORE	RS.2500	BY WAY OF DEMAND DRAFT IN FAVOUR OF REGISTRAR, STATE COMMISSION, DELHI

NATIONAL COMMISSION

7.	ABOVE RUPEES TWO CRORE AND UPTO RUPEES FOUR CRORE	RS.3000	BY WAY OF DEMAND DRAFT IN FAVOUR OF REGISTRAR, NATIONAL COMMISSION
8.	ABOVE RUPEES FOUR CRORE AND UPTO RUPEES SIX CRORE	RS.4000	BY WAY OF DEMAND DRAFT IN FAVOUR OF REGISTRAR, NATIONAL COMMISSION

9.	ABOVE RUPEES SIX CRORE AND UPTO RUPEES EIGHT CRORE	RS.5000	BY WAY OF DEMAND DRAFT IN FAVOUR OF REGISTRAR, NATIONAL COMMISSION
10.	ABOVE RUPEES EIGHT CRORE AND UPTO RUPEES TEN CRORE	RS.6000	BY WAY OF DEMAND DRAFT IN FAVOUR OF REGISTRAR, NATIONAL COMMISSION
11.	ABOVE RUPEES TEN CRORE	RS.7500	BY WAY OF DEMAND DRAFT IN FAVOUR OF REGISTRAR, NATIONAL COMMISSION

