

Online Consumer Complaint Filing

E-filing of complaint at Consumer Forums of India

Write Response

Are you an opposite party involved in a case?

Do you want to write a response online?

Go to Edaakhil Portal www.edaakhil.nic.in

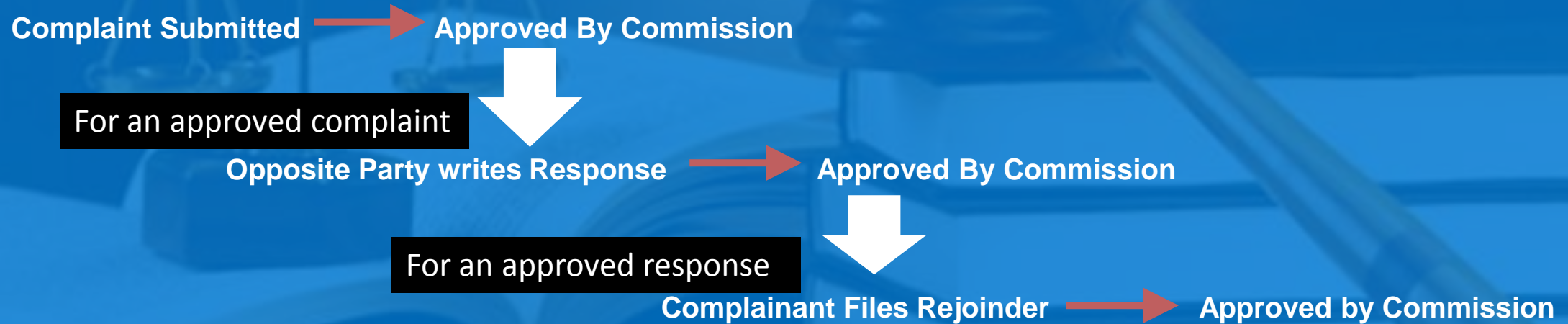
Registration

On the Edaakhil Portal's Home Page
Click on Complainant/Advocate Section--> Registration

1. Register UserId to get OTP
2. Get activation link through OTP
3. Activate Link in email received on your email account

When a RESPONSE can be written by opposite party?

1. For an approved complaint , response can be submitted to concerned commission.
2. For an approved response, rejoinder can be filed by complainant.



User Login



User Login

1. Click on Complainant/Advocate Section
2. Click on Login submenu.

LOGIN SCREEN



Write Response by Opposite Party : File Response (for filed case CC)

Once case is approved by the forum ,

1. Opposite parties could take action on filed case.
2. Opposite Party involved in the case could write a response.
3. To file a response for CC case type, opposite party is required to login and go to Write Response menu and click on File Response(by Respondent) submenu



 **Consumer Forum Online-Application Portal** User2

Home Filing (By Complainant / Advocate) Appeal / Revision Petition **Write Response (By Opposite Party / Advocate)** Profile ^ logout

Case Status of All Cases File in Consumer Forum

File Response(by Respondent) ←
View Response Status

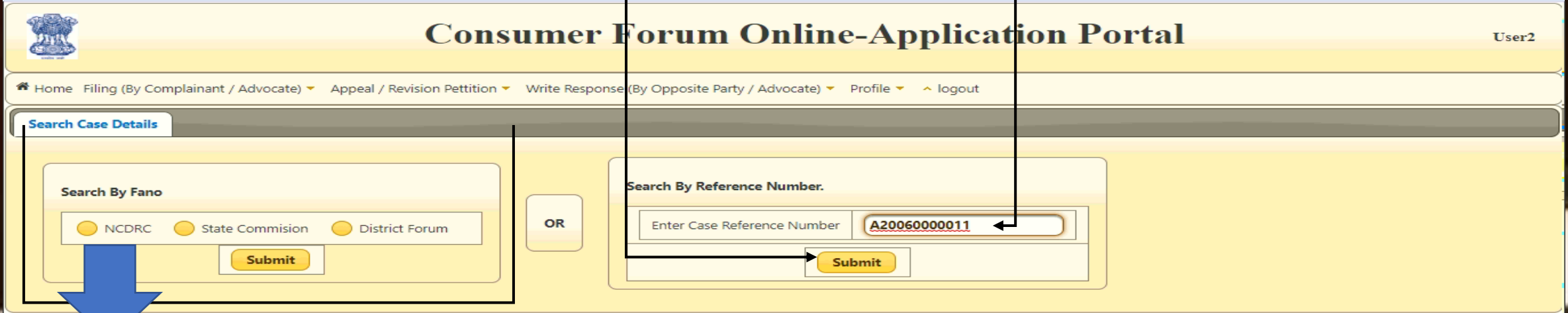
S.No.	Case Reference Number	Case No	Name	Name	Amount	Cause Date	E-Application Date	Case Filing Stage	View Details
No records found.									

Write Response by Opposite Party : File Response (for filed case CC)

Case for which response is to be written could be located/searched either by Fano or by reference Number

1. Search by Reference Number:

Put in Case Reference number in the right panel and
Click on submit button



Consumer Forum Online-Application Portal User2

Home | Filing (By Complainant / Advocate) | Appeal / Revision Petition | Write Response (By Opposite Party / Advocate) | Profile | ^ logout

Search Case Details

Search By Fano

NCDRC
 State Commission
 District Forum

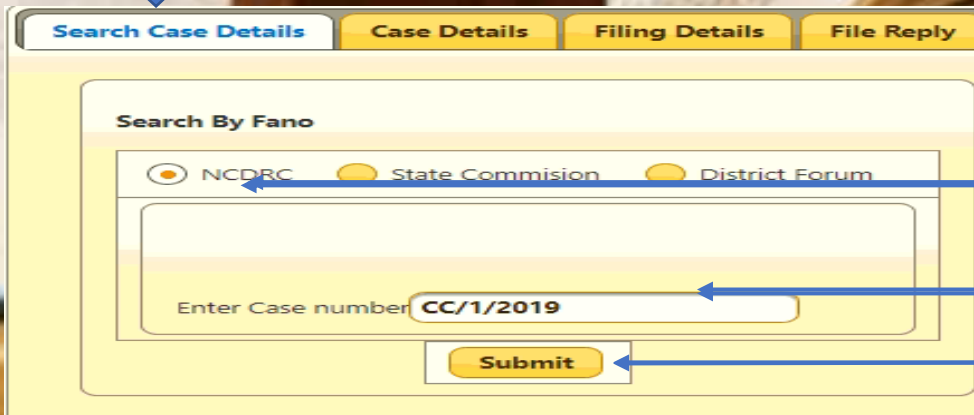
Submit

OR

Search By Reference Number.

Enter Case Reference Number:

Submit



Search Case Details | Case Details | Filing Details | File Reply

Search By Fano

NCDRC
 State Commission
 District Forum

Enter Case number:

Submit

OR

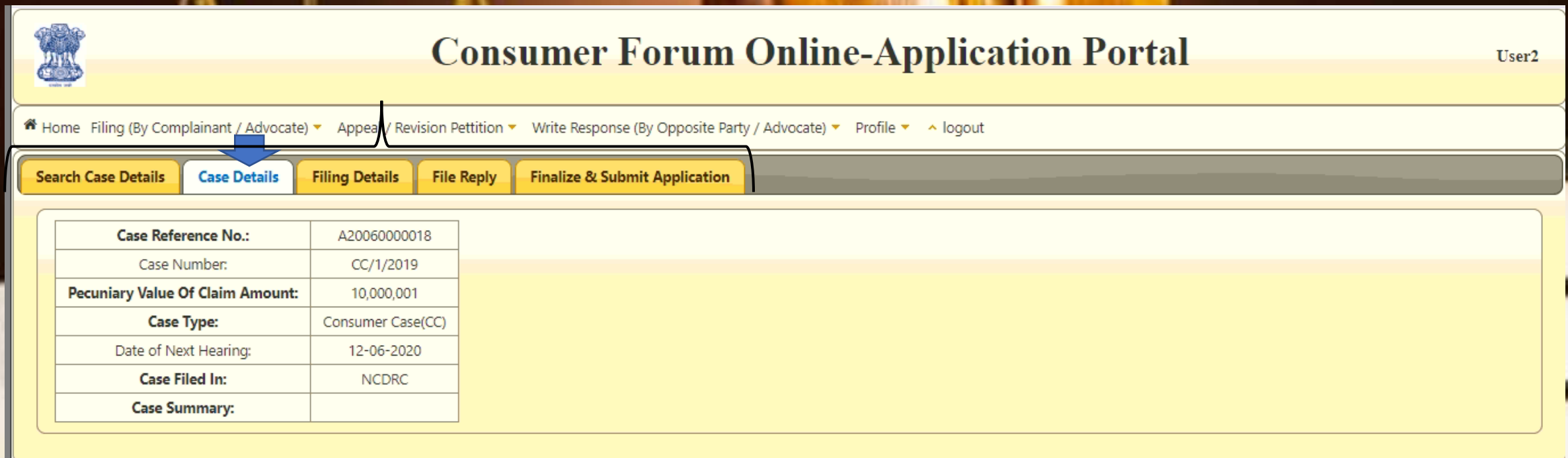
2. Search by Fano/Caseno:

- Select the consumer Forum
- Put in case number/FANO
- Click on submit button.

Write Response by Opposite Party : File Response(for filed case CC)

Next Page opens up with 5 tabs . Each represents different sections of case details.

Case Details Tab will show the some basic details related to the case like reference, Case number, amount , hearing date etc.



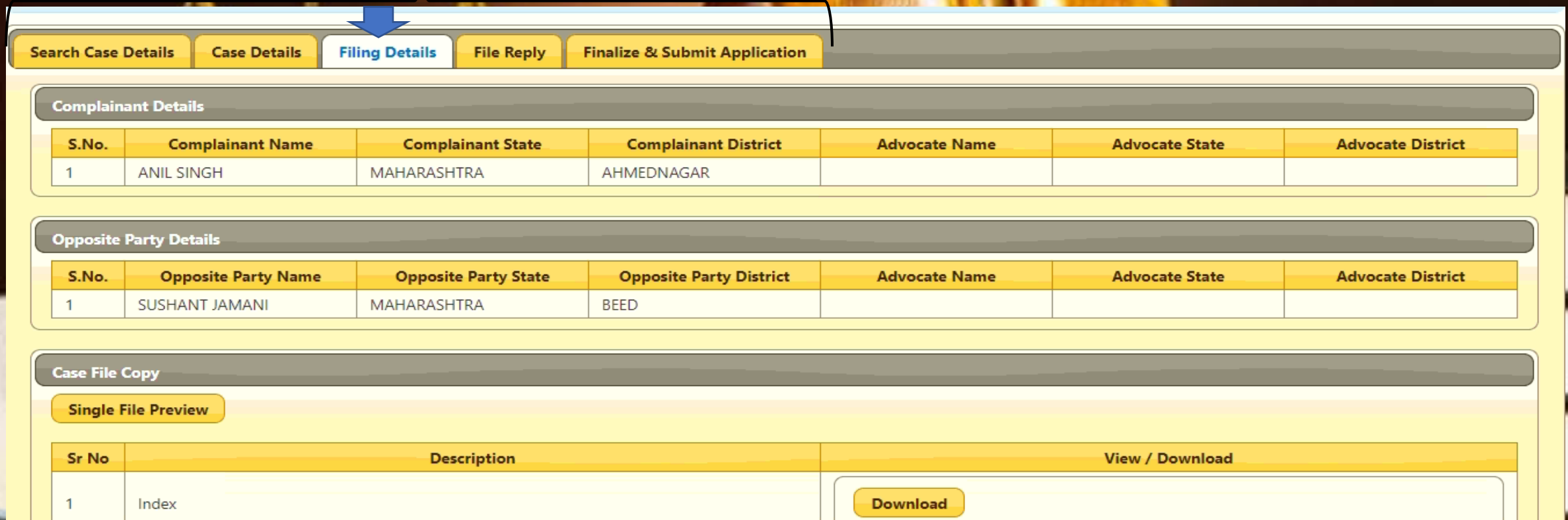
The screenshot displays the 'Consumer Forum Online-Application Portal' interface. At the top left is the Government of India emblem. The title 'Consumer Forum Online-Application Portal' is centered, with 'User2' on the right. A navigation menu includes 'Home', 'Filing (By Complainant / Advocate)', 'Appeal / Revision Petition', 'Write Response (By Opposite Party / Advocate)', 'Profile', and 'logout'. Below this is a tabbed interface with five tabs: 'Search Case Details', 'Case Details' (highlighted with a blue arrow), 'Filing Details', 'File Reply', and 'Finalize & Submit Application'. The 'Case Details' tab contains a table with the following information:

Case Reference No.:	A20060000018
Case Number:	CC/1/2019
Pecuniary Value Of Claim Amount:	10,000,001
Case Type:	Consumer Case(CC)
Date of Next Hearing:	12-06-2020
Case Filed In:	NCDRC
Case Summary:	

Write Response by Opposite Party : File Response (for filed case CC)

Adjacent to Case Details tab is Filing Details tab

- Here you will get information about complainants and respondents and submitted documents by the petitioner.



The screenshot shows the 'Filing Details' tab selected in a navigation bar. Below the navigation bar are three main sections:

- Complainant Details:** A table with 7 columns: S.No., Complainant Name, Complainant State, Complainant District, Advocate Name, Advocate State, and Advocate District. The data row shows S.No. 1, Complainant Name ANIL SINGH, Complainant State MAHARASHTRA, Complainant District AHMEDNAGAR, and empty fields for Advocate Name, Advocate State, and Advocate District.
- Opposite Party Details:** A table with 7 columns: S.No., Opposite Party Name, Opposite Party State, Opposite Party District, Advocate Name, Advocate State, and Advocate District. The data row shows S.No. 1, Opposite Party Name SUSHANT JAMANI, Opposite Party State MAHARASHTRA, Opposite Party District BEED, and empty fields for Advocate Name, Advocate State, and Advocate District.
- Case File Copy:** A section with a 'Single File Preview' button and a table with 3 columns: Sr No, Description, and View / Download. The data row shows Sr No 1, Description Index, and a 'Download' button in the View / Download column.

Write Response by Opposite Party : File Response (for filed case CC)

Filing Details *cont.....*

1. Uploaded Documents by complainant will be visible to opposite party by clicking on download button.
2. The documents will get downloaded and can be viewed by respondent.

Case File Copy		
Single File Preview		
Sr No	Description	View / Download
1	Index	Download
2	List of Dates and Events	Download
3	Memo of Parties (with complete addresses)	Download
4	Complaint with affidavit	Download
5	Payment Reciept Details	Download

Write Response by Opposite Party : File Response (for filed case CC)

File Reply Tab:

1. Upload the required documents.
2. Any additional document can be uploaded by clicking on Add Document button.
3. The same can be downloaded by clicking on the Download button

Home Filing (By Complainant / Advocate) Appeal / Revision Pettition Write Response (By Opposite Party / Advocate) Profile logout

Your Case Response (A20060000018) already Filed in Consumer Forum.

Search Case Details Case Details Filing Details **File Reply** Finalize & Submit Application

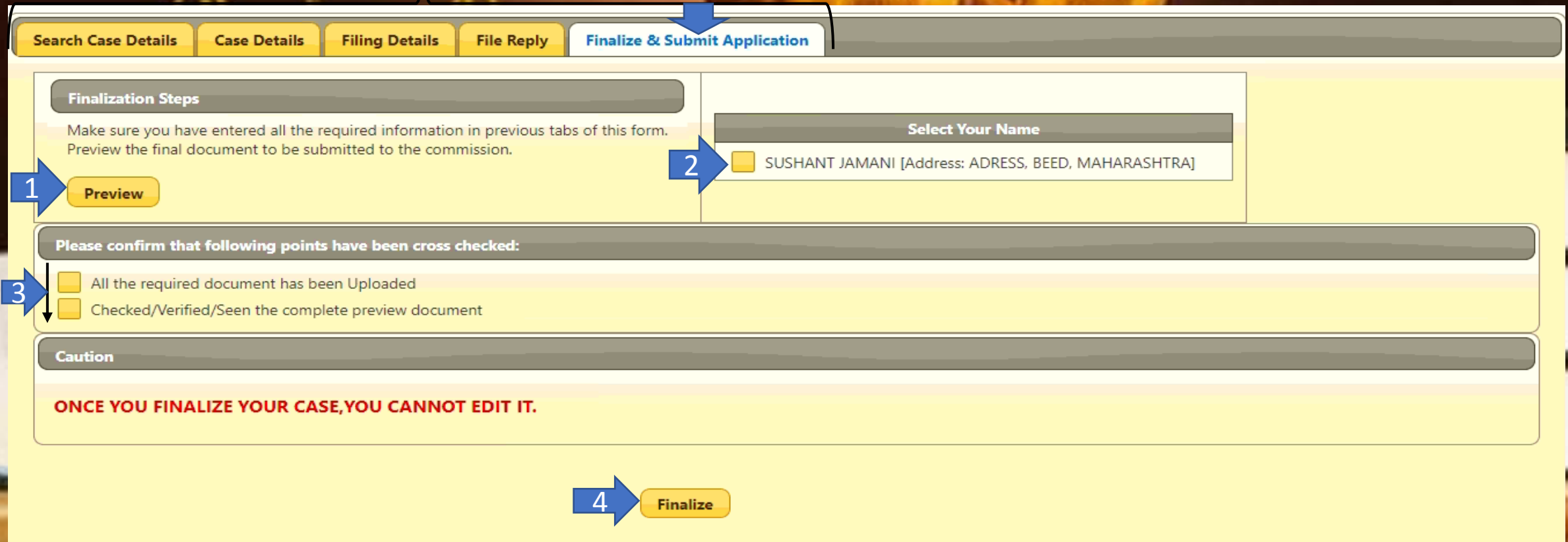
Upload Case Documents			
Sr No	Description	File	View / Download
1	Index	x Delete Uploaded File	Download
2	Reply with affidavit	x Delete Uploaded File	Download

[Add Document](#)

Write Response by Opposite Party : File Response (for filed case CC)

Finalize and Submit Application:

1. Click on Preview button to view the uploaded documents
2. Mark tick on the checkbox besides your name.
3. Please confirm by marking the checkboxes tick if required documents and information have been provided.
4. Click on Finalize button



The screenshot shows the 'Finalize & Submit Application' tab in a web application. The interface includes a navigation bar with tabs: Search Case Details, Case Details, Filing Details, File Reply, and Finalize & Submit Application. The main content area is divided into several sections:

- Finalization Steps:** A section with a sub-header 'Finalization Steps' and instructions: 'Make sure you have entered all the required information in previous tabs of this form. Preview the final document to be submitted to the commission.' A yellow 'Preview' button is located below the instructions, with a blue arrow labeled '1' pointing to it.
- Select Your Name:** A section with a sub-header 'Select Your Name' and a list of names. The first name is 'SUSHANT JAMANI [Address: ADRESS, BEED, MAHARASHTRA]' with a yellow checkbox next to it. A blue arrow labeled '2' points to this checkbox.
- Please confirm that following points have been cross checked:** A section with a sub-header 'Please confirm that following points have been cross checked:' and two checkboxes:
 - All the required document has been Uploaded
 - Checked/Verified/Seen the complete preview documentA blue arrow labeled '3' points to the first checkbox.
- Caution:** A section with a sub-header 'Caution' and a red warning message: 'ONCE YOU FINALIZE YOUR CASE, YOU CANNOT EDIT IT.'
- Finalize:** A yellow 'Finalize' button is located at the bottom right of the page, with a blue arrow labeled '4' pointing to it.

Write Response by Opposite Party : File Response (for filed case CC)

- Enter the OTP received
- Click on Continue button to submit response to the Fora for approval

OTP Form

Case Reference Number: A20060000018

OTP-ID: 2593

You will receive OTP (One Time Password) on your Mobile Number or on the email id you have already entered.

You will Recieve a Message On your Mobile Number: *****0944

You will Recieve a Message On your Email_Id: **shivani.respond@hotmail.com**

You have to enter the OTP in the text box shown below after verifying the OTP-ID received in the SMS or Email.

Enter OTP

Write Response by Opposite Party : File Response (for filed case CC)

1. Once response gets submitted successfully to the forum,
2. User will get an acknowledgement.
3. Now, commission will take action after verification of the documents
4. Complaint might get rejected or approved .

Information

Your E-Filing Case Reply is Submitted Successfully. Now you can't edit your content. Your case will be forwarded to concerned consumer forum.

✓ OK

Write Response by Opposite Party : View Response Status (for filed case CC)

This will show the status of the response submitted by the respondent

1. "PENDAPRV" status in the screenshot below defines that approval is pending by the Fora.
2. If the response gets Reverted by the forum then submit the response again.
3. Response status "Approve" signifies approval has been granted by the forum.
4. Click on "View" button to get details.

Home Filing (By Complainant / Advocate) Appeal / Revision Pettition Write Response (By Opposite Party / Advocate) Profile logout

Case Response Status					
Ref Number	Respondent	File Date	Version Number	Response Status	View Details
A20060000018	SUSHANT JAMANI	11-06-2020	1	PENDAPRV	View

Next page

When View Button is clicked. It will open a next page displaying the case details

Home Filing (By Complainant / Advocate) Appeal / Revision Pettition Write Response (By Opposite Party / Advocate) Profile logout

Application Number	Version Number	User Account
A20060000018	1	[REDACTED]

Case Response Documents		
Sr No	Document Name	View
1	Index	View
2	Reply with affidavit	View

The background of the slide is a blurred image of the Indian national flag (saffron, white, and green) with the Ashoka Chakra in the center. In the foreground, there is a pair of brass scales of justice and a wooden gavel with a gold band, symbolizing law and justice.

THANK YOU

Help Desk: 011-24305332 | Confonet-info@nic.in