

**JAGO
GRAHAK
JAGO**

75
Azadi Ka
Amrit Mahotsav

E-DAAKHIL



E- DAAKHIL

Developed under Consumer Protection Act 2019, eDaakhil portal has a provision of online filing of consumer complaints in the Consumer Commissions and online payment of fees for filing a complaint.

CONSUMER PROTECTION ACT, 2019

The Consumer Protection Bill, 2019 was introduced in Lok Sabha on July 8, 2019, which aims to provide the timely and effective administration and settlement of consumer disputes. The New Act sought to replace the more than three decades old Consumer Protection Act, 1986 (Act). The Consumer Protection Act, 2019 came into force from 20th July 2020.



Under this new Act, besides general rules, there are Central Consumer Protection Council Rules, Consumer Disputes Redressal Commission Rules, Appointment of President & Members in State/District Commission Rules, Mediation Rules, Model Rules and E-Commerce Rules and Consumer Commission Procedure Regulations, Mediation Regulations and Administrative control over State Commission & District Commission Regulations.

The Consumer Protection Act, 2019 established the Central Consumer Protection Authority (CCPA) whose primary objective would be to promote, protect and enforce the rights of consumers.

रजिस्ट्री सं० डी० एल०—(एन)04/0007/2003—19

REGISTERED NO. DL—(N)04/0007/2003—19



भारत का राजपत्र The Gazette of India

असाधारण

EXTRAORDINARY

भाग II — खण्ड 1

PART II — Section 1

प्राधिकार से प्रकाशित

PUBLISHED BY AUTHORITY

सं० 54]

नई दिल्ली, शुक्रवार, अगस्त 9, 2019/ श्रावण 18, 1941 (शक)

No. 54]

NEW DELHI, FRIDAY, AUGUST 9, 2019/SHRAVANA 18, 1941 (SAKA)

इस भाग में भिन्न पृष्ठ संख्या दी जाती है जिससे कि यह अलग संकलन के रूप में रखा जा सके।

Separate paging is given to this Part in order that it may be filed as a separate compilation.

MINISTRY OF LAW AND JUSTICE (Legislative Department)

New Delhi, the 9th August, 2019/Shravana 18, 1941 (Saka)

The following Act of Parliament received the assent of the President on the 9th August, 2019, and is hereby published for general information:—

THE CONSUMER PROTECTION ACT, 2019

No. 35 OF 2019

[9th August, 2019.]

An Act to provide for protection of the interests of consumers and for the said purpose, to establish authorities for timely and effective administration and settlement of consumers' disputes and for matters connected therewith or incidental thereto.

BE it enacted by Parliament in the Seventieth Year of the Republic of India as follows:—

CHAPTER I

PRELIMINARY

1. (1) This Act may be called the Consumer Protection Act, 2019.

(2) It extends to the whole of India except the State of Jammu and Kashmir.

(3) It shall come into force on such date as the Central Government may, by notification, appoint and different dates may be appointed for different States and for different provisions of this Act and any reference in any such provision to the commencement of this Act shall be construed as a reference to the coming into force of that provision.

(4) Save as otherwise expressly provided by the Central Government, by notification, this Act shall apply to all goods and services.

Short title,
extent,
commencement
and
application.

Salient features of Consumer Protection Act 2019



PROVISION OF SEEKING COMPENSATION FOR INJURY

Caused due to defective product or deficiency in service



PUNISHMENT BY A COMPETENT COURT

To manufacturer or seller of adulterated / spurious goods



NO FEE TO FILE CONSUMER COMPLAINTS

That value upto Rs. 5 lakh



PROVISION OF HEARING COMPLAINTS

Through video conferencing is also available in many Consumer Commissions



MANDATORY ACKNOWLEDGEMENT

Of consumer complaints by e-commerce entity within 48-hours of receipt



E-COMMERCE ENTITY TO REDRESS

Complaints within one month from the date of receipt



National Commission



State Commission

- 34



Circuit Bench

- 14



District Commission

- 649

CONFONET

Computerization and Computer Networking of Consumer Forums in Country

The CONFONET project has been implemented in the backdrop of The Consumer Protection Act, 1986. Under the provision of the Act, quasi-judicial machinery, namely, Consumer Forums at the district level and Consumer Dispute Redressal Commissions at the State and National Level were setup. The project was initiated, and an Executive Finance Committee (EFC) was prepared to provide a turnkey solution at each of the district forum, state commission & national level, including linkages with respective state and central governments.

CONFONET **aims to digitalize the functioning of the Consumer Commissions** at all the three tiers (National, State and District) throughout the country to enable access of information and computerize the workflow of consumer commission. The Members and staff of the various Consumer Commissions and Forums can access statistical reports regarding filing, disposal, and pendency of cases at their respective commissions/forums, at ConfoNet portal.



OCMS

Online Case Monitoring System

The Case Monitoring System provides a single-window solution for automation of all the activities undertaken at the Consumer Forums at the National, State and District Levels. The registration of complaints, recording of court proceedings, issue of notices, generation of cause lists, recording of judgments, record-keeping and generation of statistical reports and all other court related activities are carried out through this standardized software alone. Role-based logins can be created for the different users and related services can be easily offered to them.

The Case Monitoring System incorporates specifically designed modules which allow replication of data to a Centralized Online Server. Once data has been exported to this server, it can be accessed by the public in the form of case status and case history information, cause lists, judgments, and national level reports.



COMMISSION WISE COUNTS OF FILED AND DISPOSED OFF COMPLAINTS

Commissions	Total Filed (in Lakhs)	Disposed (in Lakhs)	Filed in Nov'2021
National	1.02	0.82	272
State	4.67	3.03	975
District	17.30	12.78	9512

CONFONET WEB PORTAL USAGE TRENDS (2021)

*As last updated on 3rd DEC 2021

Average Daily Page Views (Nov 2021): 29800

Average Page Views for year 2021: 7,336,220

Average Daily Unique Visitors (Nov 2021): 20700

Average Unique Visitors for year 2021: 4,640,347

SMS sent (Nov 2021): 119679

SMS sent in year 2021: 1,741,541

Total Judgements Uploaded: 16.24 Lakhs

Total Cause list Uploaded: 1.35 Lakh



E - Daakhil दाखिल

Complaint filing made easy

To file complaint visit

<https://edaakhil.nic.in/index.html>

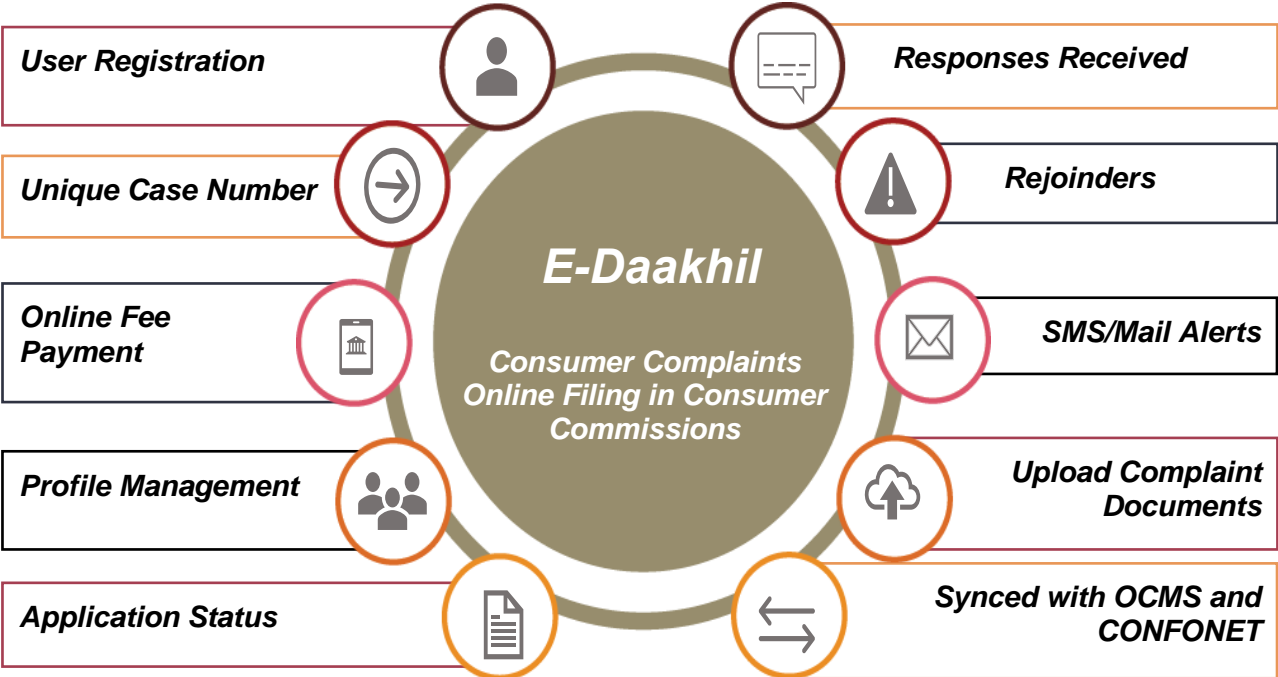
E-DAAKHIL

ONLINE CASE FILING SYSTEM

Under the light of CPA 2019 and during Covid times, it was the need of the hour to facilitate the consumer by online filing to battle the pandemic situation. It is very vital as through this portal all the deprived and aggrieved consumers will be able to file the consumer complaints in the consumer Commissions online from anywhere at the comfort of their own and also pay the complaint fee & monitor the status of the case online.

Till now eDaakhil portal has been launched for NCDRC on 7th September 2020, and thereafter the facility is launched in 23 States/UTs for respective State Commission and District Commissions. Any consumer/advocate can register themselves on the eDaakhil software with proper authentication through OTP sent on their registered mobile / activation link sent on registered email-id. Thereafter, they can proceed for filing of complaint.

FEATURES OF EDAAKHIL



E-DAAKHIL Success Story

District Commission UT Chandigarh

E-Daakhil Application No.- A21040000971

Consumer Issue:

Consumer had Purchased a combo set of Cast Iron (tawa) and Cast Iron Skillet Single handle for Rs 1529 from the website or the Opposite Party on 10.01.2021. After opening the package, he was shocked to see the quality of the Products as the surface of the tawa was not as smooth as it was shown on the website. Edges of the Pan were sharp, unwanted spots on the surface of the pan . Finishing was not done properly and black colour was coming out on the hands while handling from both products. Consumer requested for return, however, Opposite Party flatly refused to collect the Products.

Process:

This Consumer lodged an online E-Daakhil complaint on 09.04.2021 which was registered & heard by the consumer commission and judgment was awarded in favour of consumer within 5 month, reducing physical movement and presence of the consumer in the commission.

Judgement:

Consumer commission decided ordering refund of Rs.1529 with 9% interest, Rs 1500 for Mental Harassments and Agony and Rs.1000 for Cost of litigation.

Accessible and Speedy justice delivered

EDAARKHIL STATISTICS

Total Location Covered	
NCDRC	1
SCDRC	23 Out of 36
DCDRC	484 Out of 661
CB	6 Out of 14

ONLINE FILED COMPLAINTS THROUGH E-DAARKHIL			
Commissions	National	State	District
Total Filed	2474	147	7411
Filed in Nov'2021	400	9	794

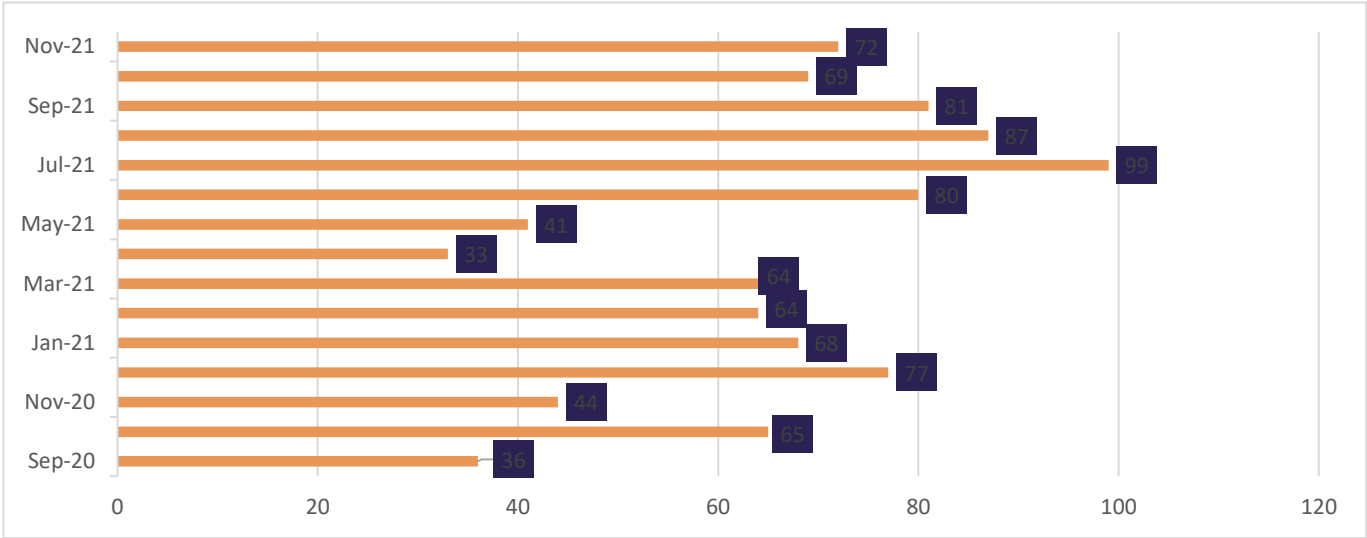
ONLINE PAYMENT OF FEES THROUGH E-DAARKHIL PORTAL	
Total Payments	1056
In month Nov,2021	72

**E-LEARNING/ON-SITE TRAININGS
CONDUCTED: 125**



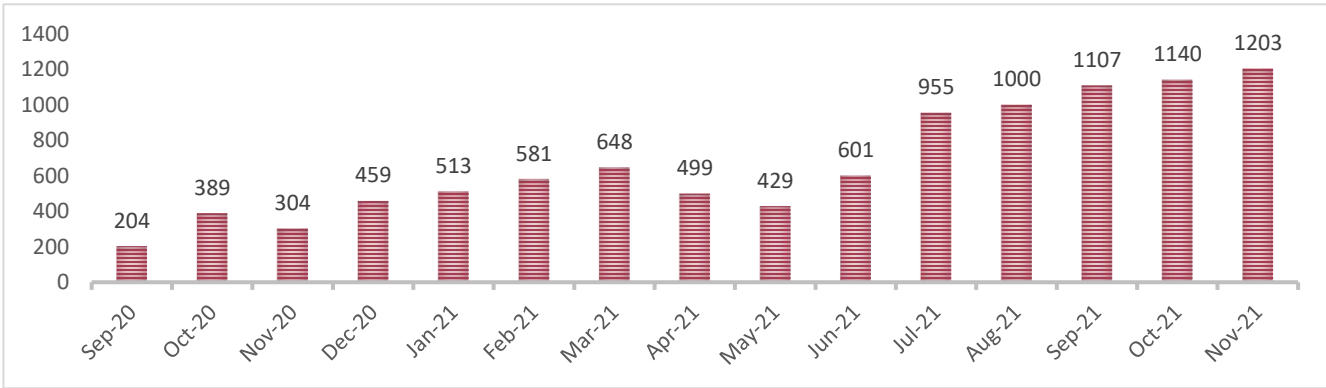
ONLINE PAYMENT TRANSACTIONS BY MONTH, THROUGH E-DAAKHIL

*** A S O N 3 0 T H N O V 2 0 2 1**



COMPLAINTS FILED IN COMMISSIONS THROUGH E-DAAKHIL PORTAL

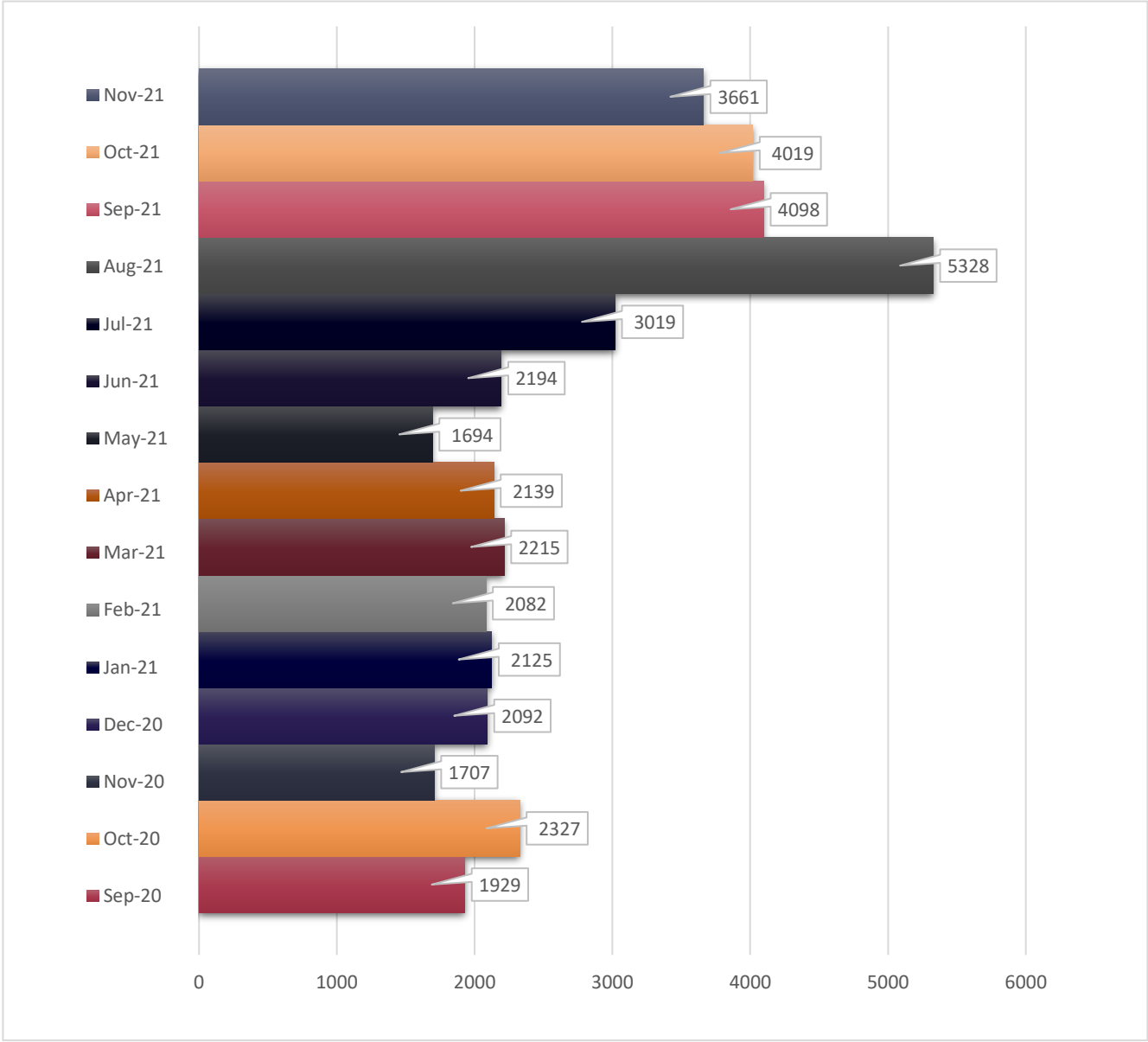
*** A S O N 3 0 T H N O V 2 0 2 1**





E-DAAKHIL PORTAL REGISTERED USERS COUNT EACH MONTH

** AS ON 30TH NOV 2021*



INTEGRATION OF E-DAAKHIL WITH CSC (COMMON SERVICE CENTER)

The eDaakhil has also been integrated with the Common Service Centers (CSC), a mission mode project under the Digital India program to make public utility services accessible to residents of remote and rural parts of the country.

DIGITAL SEVA CONNECT

Digital India Power To Empower **CSC**

Username or Email Password

a z 5 7 8 Enter Captcha Text

Not readable! Click Here to refresh

Remember me

SIGN IN

[Forgot password](#)

[care\[at\]csc\[dot\]gov\[dot\]in](mailto:care[at]csc[dot]gov[dot]in) 1800 121 3468 Digitalseva

Welcome to Digital Seva Connect

Gateway to CSC Network!

Digital Seva Connect is a secure authentication system for connecting our users to services available on Digital Seva portal. Enter your username and password here to authenticate your log-in and enjoy seamless access to Digital Seva portal.

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Therefore, consumers who do not have the access or knowledge to operate electronic devices can seek help from their local CSCs to file complaints in the concerned consumer commission.



e-Daakhil

e-filing of consumer complaints
in the Consumer Commissions
through CSCs



Visit Digital Seva Portal to fill the online complaints

CSCs are authorized to collect
Rs.50/- per registration
and support citizens in raising their concerns



AI INITIATIVE – CHATBOT

*November, 2021

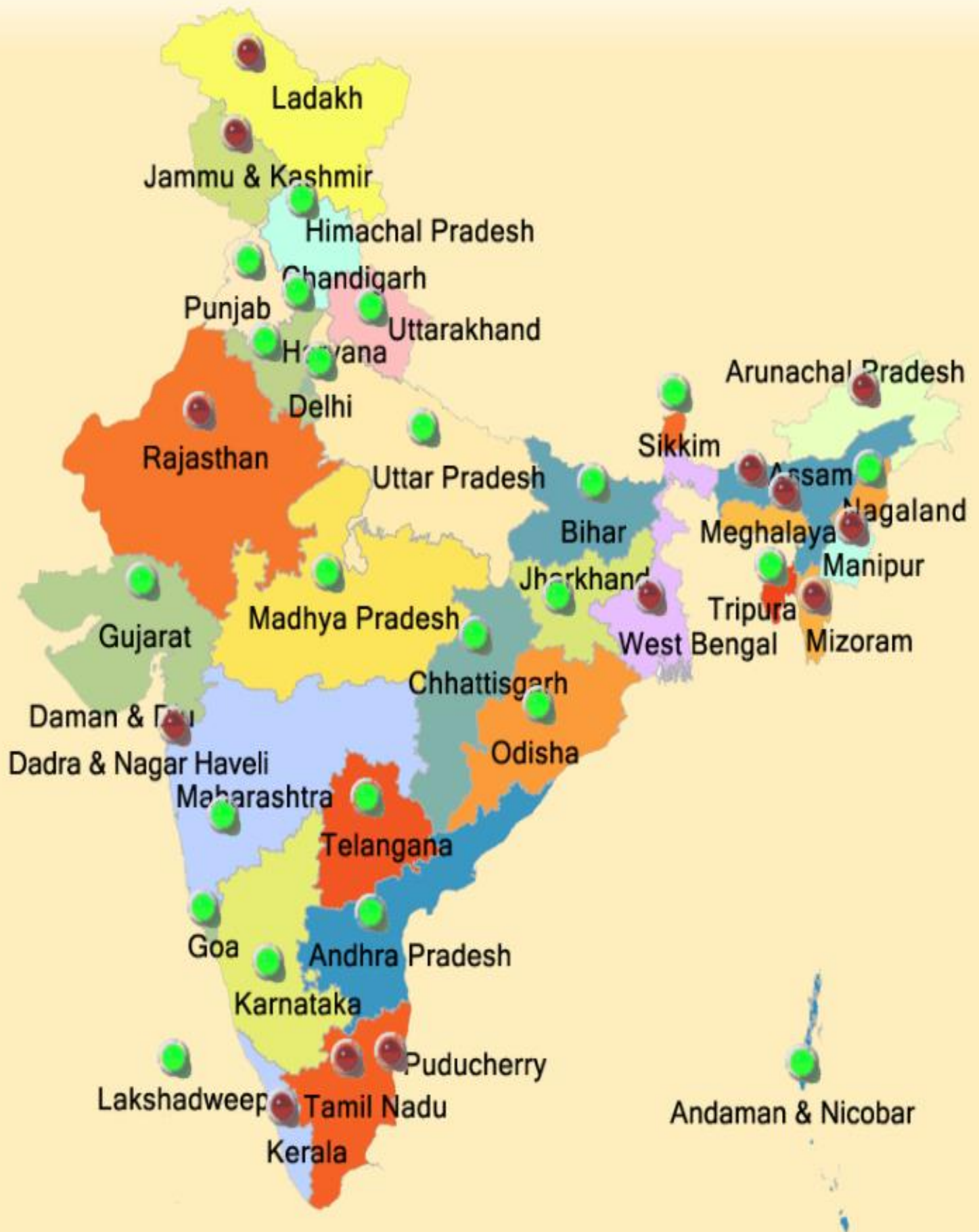




EDA AKHIL LAUNCH DETAILS

#	National/State Commission Name	Onboard Date
1	NCDRC	7-Sep-2020
2	DELHI	8-Sep-2020
3	MAHARASHTRA	18-Sep-2020
4	ANDAMAN NICOBAR	28-Oct-2020
5	ANDHRA PRADESH	24-Dec-2020
6	BIHAR	24-Dec-2020
7	CHANDIGARH	24-Dec-2020
8	CHHATTISGARH	24-Dec-2020
9	GUJARAT	24-Dec-2020
10	JHARKHAND	24-Dec-2020
11	MADHYA PRADESH	24-Dec-2020
12	ORISSA	24-Dec-2020
13	UTTAR PRADESH	24-Dec-2020
14	PUNJAB	7-Jan-2021
15	KARNATAKA	4-Feb-2021
16	HARYANA	5-Feb-2021
17	TRIPURA	5-Mar-2021
18	UTTARAKHAND	15-Mar-2021
19	TELANGANA	1-Jun-2021
20	HIMACHAL PRADESH	25-Jun-2021
21	GOA	6-Sep-2021
22	LAKSHADWEEP	6-Sep-2021
23	SIKKIM	7-Oct-2021
24	NAGALAND	2-Dec-2021

India Map





Frequently Asked Questions (FAQs)

- **How to register and file a complaint with eDaakhil?**

To file a case with eDaakhil, user must register himself/herself on the eDaakhil portal (<https://edaakhil.nic.in/>), with a valid email-id. For more information, please follow Video user manuals provided at the website.

- **What are the different modes of payment available?**

Payment can be done either through Online or Offline mode.

- **What if the user is unable to open the payment gateway?**

User should contact EDaakhil team through Help desk. <https://edaakhil.nic.in/edaakhil/faces/manual/helpdesk.xhtml>

- **What are the modes/options available for online payment?**

Online payments can be done through Debit/Credit Card, Internet Banking, IMPS or UPI. Aadhaar based payments are also allowed.

- **What are the modes/Options available for offline payment?**

Offline payments are possible through Bank DD/IPO, challan or NEFT/RTGS.

- **How should the user fill in details for IPO and challan?**

IPO or challan details should be filled in the provided text fields and upload a soft copy of your document(challan/NEFT/RTGS/DD/IPO) online. It should then be sent to the respective commission via mail.

- **Which Payment aggregators to choose from?**

User may choose any depending on the current success rates as displayed on the application's screen.

- **Where can the user find complete list of fees/charges with their claim amount value?**

Please check this link to see the complete list of charges.
<https://consumeraffairs.nic.in/sites/default/files/Consumer%20Commission%20Rules%20%26%20General%20Rules.pdf>

- **What to do when the user made payment, but case is not listed so far?**

Once payment is successful, the application will list under Pending Approved Cases section, which means the application has been submitted successfully before the commission. User will get email /mobile notification once it gets approved.

- **When can the user get the case number for the application submitted online?**

The case number will be generated automatically when the approved application details are fetched through an online platform running at commission's side for regular processing. Once generated, it will start reflecting in your account created on e-Daakhil platform.

1.

- **Can the user file reply and rejoinder?**

Yes, the user can file Reply/Response and Rejoinder for fresh cases which was filed through e-Daakhil portal. The process of Filing Reply/ Response and rejoinder given link below https://edaakhil.nic.in/userguide/docs/Write_Response_latest.pdf
https://edaakhil.nic.in/userguide/docs/Rejoinder_filing.pdf

Please note that user can file reply and rejoinder only for the cases which are filed from e-Daakhil portal. For previously filed cases or cases filed through offline mode, it is not provisioned yet.

- **Can user submit documents physically?**

If user is submitting application online, he/she would need to upload these documents online. For physical submission in any case, please contact respective commission.

"A **Consumer** is defined as a person who buys any good or avails a service for a consideration. It does not include a person who obtains a good for resale or a good or service for commercial purpose. It covers transactions through all modes including offline, and online through electronic means, teleshopping, multi-level marketing or direct selling."



सत्यमेव जयते

उपभोक्ता मामले विभाग
DEPARTMENT OF
CONSUMER AFFAIRS

Department of Consumer Affairs
Krishi Bhawan
New Delhi 110001



A-Block, CGO Complex, Lodi Rd,
New Delhi-110003

<https://confonet.nic.in/>

<https://edaakhil.nic.in/>