

“आप घर बैठे अपनी सुविधा अनुसार edaakhil.nic.in/Portal के द्वारा अपनी याचिका व विनय पत्र दायर कर सकते हो।”

Procedure for Online/e-Filing of Consumer Complaint/Appeal in [https://edaakhil.nic.in/ Portal](https://edaakhil.nic.in/Portal)

Step-1 On the edaakhil.nic.in Portal's Home Page

Click on Complainant/Advocate Section--> Registration

Register User Id to get OTP

Get activation link through OTP

Activate Link in email received on your email account

Step-2 File a New Case.

Login with activated user id/ email id

Start Filing your case

Step-3 Prerequisites to file a new case:

The Consumer Complaint along with all the copies should be paginated and duly indexed in the following seriatim:1. Index2. List of Dates3. Memo of Parties (with fresh complete addresses & telephone no.)4. Complaint with Notarized attested affidavit.5. Fee payable for making Consumer Complaint (Offline Mode) Demand Draft in favor of the respective consumer Commission Please have the scanned copies of all the necessary documents before filing a consumer case.

Step 4 Filing a New Case:

Click on the Filing(By Complainant/Advocate) dropdown Menu This opens up a list of submenus, click on File a New Case submenu Case Details Tab: There are three sections on this page; Complainant Details, Respondent Details and Complainant's advocate details. Fill in the required details

Step 5 CASE FILING: FINALIZE --> RECEIVED OTP

User will get an OTP on registered mobile number

- Enter OTP received on mobile number
- If OTP is not received by user, click on Resend OTP button to get OTP.
- Case Finalized Acknowledgement will be displayed to the user.
- Now the case will get listed under Pending Approval Section or Pending Payment Section