

Dear Consumer,

Thanks for contacting International Consumer Rights Protection Council (ICRPC). The procedure for filing consumer complaint with ICRPC is as follows:

A) STEPS FOR FILING COMPLAINT WITH ICRPC:

- 1) Make non-refundable payment of Rs 500 online. Note the transaction number. You can get the netbanking details instantly from payment@consumergrievance.com
- 2) Fill this transaction number and complaint details in online complaint form that opens in this link [CLICK HERE](#). The copy of this filled-in form with complaint number will be delivered to your registered email id as soon as you submit this form. Print a copy of this form for sending to ICRPC.
- 3) Send the complaint documents set by courier to

Arun Saxena
ICRPC
A-701, Prakruti Pearl
Hiranandani Estate
Thane (West) 400607

B) HOW TO PREPARE DOCUMENTS FOR SENDING TO ICRPC:

- 1) FIRST PAGE: Printout of the online form copy with transaction details of online payment of Rs 500 handwritten on top.
- 2) SECOND PAGE: Your name, address, telephone number, email id and transaction number of online payment of Rs 500.
- 3) THIRD PAGE: Name, address, telephone number, email id of the Chairman of the company, company head office, and the branch/dealer/agent with whom you directly dealt with.
- 3) FOURTH PAGE: Complaint in detail with relief (settlement) that you are looking for. Give date wise events with reference to attached documents (bills, emails, etc) for better understanding and as evidence.
- 4) FURTHER PAGES: Referenced documents in support of your complaint.

Write page numbers on all pages

C) ACTION BY ICRPC AFTER RECEIVING YOUR COMPLAINT DOCUMENTS:

1) We will acknowledge the receipt of your complaint envelope when we open and check your documents. If they are not as per above procedure, these may be rejected without refund of Rs 500.

2) We will issue a legal notice to the Opposite Party by email with copy to you within 30 days from the date of acknowledgement email given to you.

3) If the Opposite Party does not settle your grievance after receiving notice, we will help you with preparation of case papers for filing in consumer court. We charge nominal fee for this. No need to hire a lawyer as that will be expensive. We will help and guide you till you get the judgment from the consumer court.

Any further communication to be sent only to mail@consumergrievance.com

From:

International Consumer Rights Protection Council (ICRPC)
www.consumergrievance.com