



**Protecting consumers for last 20 years. Redressed 25,000 complaints in last 20 years.**

## ABOUT ICRPC

International Consumer Rights Protection Council (ICRPC) is an NGO that works for the protection of consumers.

ICRPC is not financed from anywhere and does not receive advertisements on its website to remain fair and unbiased.

We charge nominally for the work we do for your personal gains.

Those who are looking for free services, please excuse us.

## CONTACT

PHONE:  
+91 8369936626

WEBSITE:  
[www.icrpc.org](http://www.icrpc.org)

EMAIL:  
[mail@icrpc.org](mailto:mail@icrpc.org)

## A) STEPS FOR FILING COMPLAINT WITH ICRPC:

- 1) Make **non-refundable payment of Rs 500** online through net-banking or Google Pay no 9969828656. You can get the net-banking details instantly by requesting to [payment@icrpc.org](mailto:payment@icrpc.org)
- 2) Note the transaction number and date to use it in the complaint form.
- 3) Fill this transaction number of Rs 500 with bank details and date of transaction in the consumer complaint form. Fill the complaint details properly with references to the dates, amounts and important facts so that we get the correct inputs to understand your case.
- 4) [CLICK HERE](#) The copy of your submission with complaint number would be delivered to your registered email id soon after you submit the complaint form. You will need this complaint number to upload your complaint documents as per instructions in that email.
- 5) Please do not visit us personally to deliver your complaint documents as we do not entertain or meet anyone.
- 6) You can upload the complaint documents only up to **5 MB** of total file size. If you have larger set of documents (above 5 MB), you need to send those by courier. Please ask us for the instructions about sending courier by writing to [mail@icrpc.org](mailto:mail@icrpc.org).

## B) PREPARE DOCUMENTS FOR SENDING TO ICRPC BY COURIER (If the file size is above 5 MB):

- 1) **FIRST PAGE:** Your name, address, telephone number, email id and transaction number of online payment of Rs 500. Mention the Complaint No at the top of the page.
- 2) **SECOND PAGE:** Name, address, telephone number, email id of the Chairman/customer care of the company, company head office, or the branch/dealer/agent with whom you directly dealt with. Without email id we would not be able to send the notice to the company.
- 3) **THIRD PAGE:** Complaint in details 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 an evidence.
- 4) **FURTHER PAGES:** Referenced documents in support of your complaint.
- 5) Write page numbers on all the pages.

## SUMMARY OF THE ABOVE

- \* Pay Rs 500 fee by net-banking or google pay.
- \* Fill online complaint form
- \* Upload documents if below 5 MB or send by courier if above 5 MB

## How can ICRPC help me?

You can file complaint with ICRPC. The officers at ICRPC will send legal notice to the Opposite Party.

### Can I complain to ICRPC over telephone?

No, Every complaint is required in writing with supporting documents. There is a proper procedure for this.

### What if the Opposite Party does not settle the issue even after receiving notice?

Then you have an option to file a case in the consumer court. ICRPC will help you in making your case papers to present in the court.

### Does ICRPC charge for making the case papers?

Yes. Very nominal and affordable.

### How much?

Depends on the nature of complaint and the value of claims.

### How much time it takes by the court to give judgment?

Between 1.5 years and 2 years if everything goes on well

### Do I need to hire a lawyer?

No. you will not require any lawyer. You can attend the hearings on your own. It is a very easy process.

### What if I am unable to attend the court hearings due to other commitments?

You can appoint a representative on power of attorney.

### Can I file joint complaint with fellow citizens?

Yes. If the issue and the jurisdiction of court is the same.

## C) ACTION BY ICRPC AFTER RECEIVING YOUR COMPLAINT DOCUMENTS:

1) After we receive your online form with uploaded or couriered documents, we take about 20 days to send notice to the defaulter company. We also acknowledge the receipt of your complaint after we open the couriered envelope and check your documents. If the complaint has defects, not as per the above procedure, or does not contain proper details to understand your complaint, then it may be rejected without refund of Rs 500. However, you can resend the complaint again.

2) If your issue is not resolved through our notice, than we ask you to proceed with filing a case in the consumer court.

3) We would help you with the preparation of your case papers for filing in the consumer court. We charge nominal fee for preparing the case papers. 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. You can fight your own case and learn the process in order to help others too.

Any further communication to be sent only to [mail@icrpc.org](mailto:mail@icrpc.org)

### IMPORTANT:

#### Time limit to file complaint in the consumer court?

Complaints can be filed within 2 years from the date of cause of action.

#### What is the cause of action?

It is the reason or violation, about which you came to know, and against which your complaint arises. The date when you learnt about this defect is the date of the cause of action. It can also be a letter or an email that has given rise to the cause of action.



Thanks !

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