



Protecting consumers for last 22 years. Redressed 30,000 complaints in last 22 years.

ABOUT ICRPC

International Consumer Rights Protection Council (ICRPC) is an NGO that is operating since 25 years for the protection of consumers.

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

ICRPC charges nominally for the hard work done for your benefit.

Those who are looking for free services, please excuse us. Do you beg for free food in the restaurant? Same way you have to pay to ICRPC for their hard work.

CONTACT

WHATSAPP:
+91 8369936626

WEBSITE:
www.icrpc.org

EMAIL:
mail@icrpc.org

A) STEPS FOR FILING COMPLAINT WITH ICRPC:

- 1) **CLICK HERE (to open online complaint form)** Copy of your submission with **complaint number** would be delivered to your registered email id soon after you submit the complaint form. After this, send your complaint documents to complaint@icrpc.org
- 2) Pay **non-refundable fee** to UPI no **8369936626@upi** (the fee amount appears in the online complaint form). You can also get the net-banking details instantly by requesting to payment@icrpc.org
- 3) Note the transaction number, bank name and date of transaction to write in the complaint form. Send the screen shot of the fee payment to paidfee@icrpc.org
- 4) Fill the complaint details properly in the complaint form with references to the dates, amounts and important facts so that we get the correct inputs to understand your case.
- 5) Please do not visit us personally to deliver your complaint documents or meet us as we do not meet anyone.
- 5) You can upload the complaint documents only up to **10 MB** of total file size. If you have larger set of documents (above 10 MB), then you need to send those by courier. Please ask us for the instructions about sending courier by writing to mail@icrpc.org.

B) PREPARE DOCUMENTS FOR SENDING TO ICRPC BY COURIER (If the file size is above 10 MB):

- 1) **FIRST PAGE:** Your name, address, telephone number, email id and screenshot of payment of fee. Mention the Online 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 that are neces (sary to explain your case.
- 5) Write page numbers on all the pages.

SUMMARY OF THE ABOVE

- * Pay the required fee through UPI payment. Amount appears in the form.
- * Fill online complaint form and receive the complaint number.
- * Upload documents if below 10 MB or send by courier if above 10 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 to 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 10 months and 1.5 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 through 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 complaint form data with uploaded or couriered documents, we take 3 to 15 days to send notice to the opposite party. We also acknowledge the receipt of your complaint after we open the couriered envelope and check your complaint. If the complaint has any defects, is without fee payment details or does not have proper information to understand your complaint, then it may be rejected and **the fee will not be refunded**. Fee is non-refundable.
- 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.
- 4) All communications to be sent to 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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