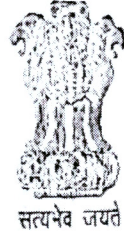


रोहित कुमार सिंह
भा प्र से
Rohit Kumar Singh
IAS



सचिव (112-116)
भारत सरकार
उपभोक्ता मामले विभाग
Secretary
Government of India
Department of Consumer Affairs

D.O. No: J-15011/5/2022-CPU (Part-IV)

3rd August, 2022

Hon'ble President,

This is in reference to the National Workshop on 'Effective and Speedy Consumer Dispute Redressal' held on June 20th, 2022 at New Delhi.

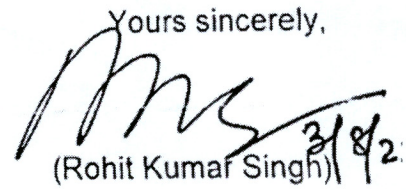
2. Through the deliberations at the workshop, it was brought out that the templates may be formulated for the timely disposal of cases in the Consumer Commission and as you would be aware, Department has initiated a nationwide campaign focusing on timely and effective disposal of complaints from 1st July, 2022 to 30th November, 2022.

2. In this regard, templates for writing Orders of Complaint and Appeals were prepared by Delhi State Consumer Dispute Redressal Commission, which is now being circulated amongst all the State Commissions in India.

2. You are requested to make use of the template attached herewith for your reference and ensure that the same is used to increase the speedy disposal of cases in your Commission.

With regards,

Yours sincerely,


(Rohit Kumar Singh) 3/8/22

Hon'ble Presidents,
All ~~State~~ Consumer Disputes Redressal Commission.

Copy for information to:

- ✓ 1. Mr. Justice R.K. Agarwal,
Hon'ble President,
National Consumer Disputes Redressal Commission,
NCDRC, Upbhokta Nyay Bhawan, INA Colony,
New Delhi.

State Commissioner, Hon'ble President of all State Consumer Disputes Redressal Commission.

Mizoram, Aizawl

Receipt No. 71

Date 22/8/2022



APPEAL NO.

TITLE OF THE CASE

DATE OF PRONOUNCEMENT

NAME OF THE COMMISSION

Date of Institution: _____

Date of final hearing: _____

Date of Pronouncement: _____

APPEAL NO.- _____

IN THE MATTER OF

NAME OF THE APPELLANT/APPELLANTS
ALONG WITH HIS ADDRESS.

(Through: Name of the Advocate appearing
for the appellant/appellants)

...Appellant/Appellants

VERSUS

NAME OF THE RESPONDENT/RESPONDENTS
ALONG WITH THEIR ADDRESS

(Through: : Name of the Advocate appearing for the
respondent/respondents)

...Respondent/Respondents

CORAM:

NAME OF THE PRESIDENT/ MEMBERS WHO PRESIDE THE
CONCERNED BENCH

Present: Name of the person present on the last date of hearing for
the parties.

PER: NAME OF THE JUDGE/MEMBER WHO AUTHORED THE
PRESENT JUDGMENT)

JUDGMENT

1. The facts of the case as per the _____ Forum record are:
"COPY IT FROM THE IMPUGNED ORDER."
2. The _____ Forum after taking into consideration the material available on record passed the order dated _____, whereby it held as under:
"COPY THE OBSERVATIONS FROM THE IMPUGNED ORDER."
3. Aggrieved by the aforesaid order of the District/State Commission, the Appellant has preferred the present appeal contending that _____
(MENTION THE GROUNDS OF APPEAL Submitted by the appellant).
4. The Respondent, on the other hand, denied all the allegations of the Appellant and submitted that _____
(MENTION THE AVERMENTS OF THE RESPONDENT)
5. We have perused the Appeal, Reply of the Respondent and Impugned Order.
6. The question of consideration before us is _____ (MENTION THE ISSUE WHICH NEEDS TO BE ADJUDICATED).
7. PROVIDE THE LAWS RELIED UPON.
8. PROVIDE THE REASONS/OBSERVATIONS TO THE ABOVEMENTIONED ISSUE.
9. CONCLUSION ON THE AFORESAID ISSUE.

APPEAL NO.

TITLE OF THE CASE

DATE OF PRONOUNCEMENT

10. The second question of consideration before us is _____ (MENTION THE NEXT ISSUE WHICH NEEDS TO BE ADJUDICATED).
11. PROVIDE THE LAWS RELIED UPON.
12. PROVIDE THE REASONS/OBSERVATIONS TO THE ABOVEMENTIONED ISSUE.
13. CONCLUSION ON THE AFORESAID ISSUE.
14. PROVIDE THE FINAL CONCLUSION AS TO WHETHER THE APPEAL IS ALLOWED OR DISMISSED.
15. IN CASE YOU ALLOW THE APPEAL, PROVIDE DIRECTIONS AS PER THE CASE.
16. Application(s) pending, if any, stand disposed of in terms of the aforesaid Order.
17. A copy of this Order be provided to all the parties free of cost as mandated by the Consumer Protection Act, 1986/2019. The Order be uploaded forthwith on the website of the commission for the perusal of the parties.
18. File be consigned to record room along with a copy of this Order.

(NAME OF THE PRESIDENT/MEMBERS)
DESIGNATION

(NAME OF ANOTHER MEMBER)
DESIGNATION

Pronounced On: _____

(DATE OF PRONOUNCEMENT)

COMPLAINT CASE NO.

TITLE OF THE CASE

DATE OF PRONOUNCEMENT

NAME OF THE COMMISSION

Date of Institution: _____

Date of final hearing: _____

Date of Pronouncement: _____

COMPLAINT CASE NO.- _____

IN THE MATTER OF

NAME OF THE COMPLAINANT/COMPLAINANTS
ALONG WITH HIS ADDRESS.

(Through: Name of the Advocate appearing
for the complainant/complainants)

...Complainant/ Complainants

VERSUS

NAME OF THE OPPOSITE PARTY/OPPOSITE PARTIES
ALONG WITH THEIR ADDRESS

(Through: : Name of the Advocate appearing for the
Opposite party/Opposite Parties)

...Opposite parties

CORAM:

NAME OF THE PRESIDENT/ MEMBERS WHO PRESIDE THE
CONCERNED BENCH

Present: Name of the person present on the last date of hearing for
the parties.

PER: NAME OF THE JUDGE/MEMBER WHO AUTHOR THE PRESENT
JUDGMENT)

JUDGMENT

1. The present complaint has been filed by the complainant before this commission alleging _____ and _____ by the opposite party and has prayed the following reliefs:
 - i) (COPY THE PRAYER CLAUSE OF THE COMPLAINT)
2. MENTION THE BRIEF FACTS NECESSARY FOR THE ADJUDICATION OF THE PRESENT COMPLAINT.
3. MENTION THE CONTENTIONS OF THE OPPOSITE PARTY RAISED IN THE WRITTEN STATEMENT.
4. MENTION ABOUT THE PLEADINGS FILED BY THE PARTIES.
5. We have perused the material available on record and heard the _____.
6. The first question of consideration before us is _____ (MENTION THE ISSUE WHICH NEEDS TO BE ADJUDICATED).
7. PROVIDE THE LAWS RELIED UPON.
8. PROVIDE THE REASONS/OBSERVATIONS TO THE ABOVEMENTIONED ISSUE.
9. CONCLUSION ON THE AFORESAID ISSUE.
10. The second question of consideration before us is _____ (MENTION THE NEXT ISSUE WHICH NEEDS TO BE ADJUDICATED).
11. PROVIDE THE LAWS RELIED UPON.
12. PROVIDE THE REASONS/OBSERVATIONS TO THE ABOVEMENTIONED ISSUE.
13. CONCLUSION ON THE AFORESAID ISSUE.
14. Keeping in view the facts of the present case and the extensive law as discussed above, we (DIRECTIONS TO BE GIVEN):

COMPLAINT CASE NO.	TITLE OF THE CASE	DATE OF PRONOUNCEMENT
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A. _____
B. _____

15. PROVIDE THE DATE TILL WHICH THE DIRECTIONS GIVEN IN ABOVE PARA NEEDS TO BE COMPLIED BY THE JUDGMENT DEBTOR AND THE PENALTY FOR NON-COMPLAINE OF THE DIRECTIONS PASSED IN THIS JUDGMENT.
16. Applications pending, if any, stand disposed of in terms of the aforesaid judgment.
17. A copy of this judgment be provided to all the parties free of cost as mandated by the Consumer Protection Act, 1986/2019. The judgment be uploaded forthwith on the website of the commission for the perusal of the parties.
18. File be consigned to record room along with a copy of this Judgment

(NAME OF THE PRESIDENT/MEMBERS)
DESIGNATION

(NAME OF ANOTHER MEMBER)
DESIGNATION

Pronounced On: _____

(DATE OF PRONOUNCEMENT)