



Welcome to Consumer Connect

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To file your case please visit www.consumerconnect.co.in

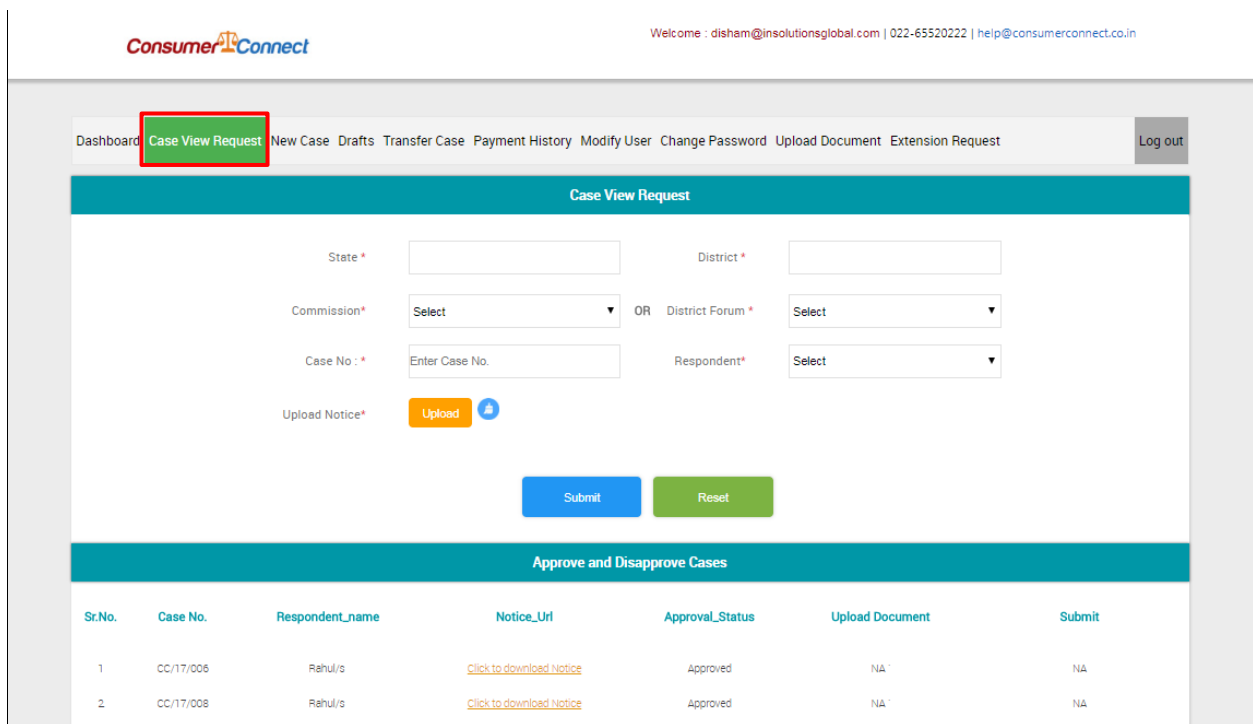
❖ User – Respondent

1. Respondent

It is used to respond on case/ file a case

Execution through the system

Whenever the opponent the gets the notice, he has to view & respond within 30days by uploading the notice.



The screenshot displays the 'Consumer Connect' web application interface. The top navigation bar includes 'Dashboard', 'Case View Request' (highlighted with a red box), 'New Case', 'Drafts', 'Transfer Case', 'Payment History', 'Modify User', 'Change Password', 'Upload Document', 'Extension Request', and 'Log out'. The main content area is titled 'Case View Request' and contains a form with the following fields:

- State * (text input)
- District * (text input)
- Commission* (dropdown menu with 'Select' option)
- OR
- District Forum * (dropdown menu with 'Select' option)
- Case No : * (text input with placeholder 'Enter Case No.')
- Respondent* (dropdown menu with 'Select' option)
- Upload Notice* (button with 'Upload' text and a document icon)

Below the form are two buttons: 'Submit' (blue) and 'Reset' (green). At the bottom, there is a table titled 'Approve and Disapprove Cases' with the following data:

Sr.No.	Case No.	Respondent_name	Notice_Url	Approval_Status	Upload Document	Submit
1	CC/17/006	Rahul/s	Click to download Notice	Approved	NA	NA
2	CC/17/008	Rahul/s	Click to download Notice	Approved	NA	NA

Figure 19. 1

Enter the all mandatory details & upload the notice as shown in Figure 19. 2

Sr.No.	Case No.	Respondent_name	Notice_Url	Approval_Status	Upload Document	Submit
1	CC/17/006	Rahul/s	Click to download Notice	Approved	NA	NA
2	CC/17/008	Rahul/s	Click to download Notice	Approved	NA	NA
3	CC/17/359	tubelight kumar	Click to download Notice	Approved	NA	NA

Figure 19. 2

Click on "Submit" button, the case will be moved to admin's "Respondent Case Status" bucket for approval. Once the admin approves the case, the case will be displayed in the respondent's dashboard as shown in Figure 19. 3

Sr.No.	Lodging No/Case No	Category	Case Type	Commission/District Forum	Status	Date Of Registration	Date Of Filing	Date of Admission	Action
1	CC/16/99	Others	Consumer Case (CC)	State Commission Mumbai	Accept	01-09-2016	31-08-2016	01-09-2016	✓
2	CC/17/80	Bank	Consumer Case (CC)	State Commission Mumbai	Accept	02-02-2017	01-02-2017	04-02-2017	Proceed
3	CC/17/006	Bank	Consumer Case (CC)	State Commission Mumbai	Close	19-05-2017	19-05-2017	20-05-2017	✓
4	CC/17/008	Insurance	Consumer Case (CC)	State Commission Mumbai	Accept	24-05-2017	24-05-2017	25-05-2017	✓

Figure 19. 3

Click on "Proceed" button, the upload documents page is opened as shown in Figure 19. 4

Upload Documents

Case No :

Select Respondent :

Document Type	Upload	Status
WRITTEN STATEMENT*	<input type="button" value="Upload"/> <input type="button" value="i"/> <input type="button" value="lock"/> <input type="checkbox"/> OR <input type="checkbox"/> <input type="button" value="document"/>	
AFFIDAVITE* (IN SUPPORT OF WRITTEN STATEMENT)	<input type="button" value="Upload"/> <input type="button" value="i"/> <input type="button" value="lock"/> <input type="checkbox"/> OR <input type="checkbox"/> <input type="button" value="document"/>	
VAKALATNAMA* (IF ADVOCATE IS APPOINTED)	<input type="button" value="Upload"/> <input type="button" value="i"/> <input type="button" value="lock"/> <input type="checkbox"/> OR <input type="checkbox"/> <input type="button" value="document"/>	
SUPPORTING DOCUMENT	<input type="button" value="Upload"/> <input type="button" value="lock"/>	<input type="button" value="Add"/>

*Note** : In case of Written statement and Vakalat nama either ou can upload File or you can Fill the Template provided.*

Figure 19. 4

Upload the documents or fill the web forms. Click on "Submit" button the complaint details page is opened as shown in Figure 19. 5

Consumer Complaint Details

[Complainant's Documents](#)

Case Type: Consumer Case (CC) Case Final number: CC/17/80

Date of Registration: 02-02-2017 Date of Filing: 01-02-2017 Date of Admission: 04-02-2017

Case Category: Bank Case Sub Category: Case Sub Sub Category:

Filing Entity: In-person

Complaint Details

Complaint 1 (Click here to view Complaint Details)

Advocate Details The checkbox appears checked if %Name% is selected for advocate to represent.

Advocates Name: Advocates Email ID: Advocates Mobile No.:

Opponent Details

Opponent 1 (Click here to view Opponent Details)

Opponents First Name/Company Name: Opponents Last Name: Mobile No.*: 9929047067

Address: Email ID*: test@gmail.com Phone No.:

Advocates Name: Advocates Email ID: Advocates Mobile No.:

Note** - Selecting Advocate here will reflect the same for other respondent which are merged

Opponent 2 (Click here to view Opponent Details)

Submit

Figure 19. 5

He can view all the documents and fill the advocate details. Click on "Submit" the case status will be changed in the "Action" column of dashboard as shown in Figure 19. 6

Dashboard
Case View Request New Case Drafts Transfer Case Payment History Modify User Change Password Upload Document Extension Request
Log out

As a Opponent

As a Appellant

Filing History

Case Tracker

Filing History

Sr.No.	Lodging No/ Case No	Category	Case Type	Commission/ District Forum	Status	Date Of Registration	Date Of Filing	Date of Admission	Action
1	CC/16/99	Others	Consumer Case (CC)	State Commission Mumbai	Accept	01-09-2016	31-08-2016	01-09-2016	⊗
2	CC/17/80	Bank	Consumer Case (CC)	State Commission Mumbai	Accept	02-02-2017	01-02-2017	04-02-2017	⊙
3	CC/17/006	Bank	Consumer Case (CC)	State Commission Mumbai	Close	19-05-2017	19-05-2017	20-05-2017	⊙
4	CC/17/008	Insurance	Consumer Case (CC)	State Commission Mumbai	Accept	24-05-2017	24-05-2017	25-05-2017	⊙

Figure 19. 6

He can track the case using "Case Tracker" as shown in Figure 19. 7

Filing History		Case Tracker					
Cases History							
Sr.No.	Lodging No/ Case No	Case From	Category	Case Type	Commission/ District Forum	Date Of Registration	Date Of Filing
1	CC/16/99	Case Registered by Consumer	Others	Consumer Case (CC)	State Commission Mumbai	01-09-2016	31-08-2016
2	CC/17/80	Case Registered by Consumer	Bank	Consumer Case (CC)	State Commission Mumbai	02-02-2017	01-02-2017
3	CC/17/006	Case Registered by Advocate	Bank	Consumer Case (CC)	State Commission Mumbai	19-05-2017	19-05-2017
4	CC/17/008	Case Registered by Consumer	Insurance	Consumer Case (CC)	State Commission Mumbai	24-05-2017	24-05-2017
5	CC/17/369	Case Registered by Consumer	Airlines	Consumer Case (CC)	State Commission Mumbai	31-05-2017	31-05-2017
6	CC/17/0011	Case Registered by Advocate	Bank	Consumer Case (CC)	State Commission Mumbai	07-06-2017	07-06-2017
7	CC/17/8529	Case Registered by consumer	Bank	Consumer Case (CC)	State Commission Mumbai	09-10-2017	09-10-2017
8	CC/18/901	Case Registered by consumer	Housing(a)Govt. & (b)Pvt.Society/Builder	Consumer Case (CC)	State Commission Mumbai	20-04-2018	11-04-2018
9	CC/18/302	Case Registered by Consumer	Housing(a)Govt. & (b)Pvt.Society/Builder	Consumer Case (CC)	State Commission Mumbai	22-05-2018	22-05-2018

Figure 19. 7

Click on the "Lodging No/Case No" the case details will be displayed as shown in Figure 19. 8

Filing History		Case Tracker								
Cases History										
Sr.No.	Lodging No/ Case No	Case From	Category	Case Type	Commission/ District Forum	Date Of Registration	Date Of Filing			
1	CC/16/99	Case Registered by Consumer	Others	Consumer Case (CC)	State Commission Mumbai	01-09-2016	31-08-2016			
Sr.No.	Case From	Documents	Date of Hearing	Previous Date	Court Room No.	Presiding Member	Member 1	Member 2	Comment/Event Log	Status
1	Case Registered by Consumer		13-06-2017	NA	2	anmol lawte	test test	Pending	testfx...	hearing_done
2	Case Registered by Consumer		13-06-2017	13-06-2017	0	Legal Registrar	Legal Registrar	Legal Registrar	Test	hearing_done
3	Case Registered by Consumer		24-06-2017	13-06-2017	1	stephen nuthipelly	stephen nuthipelly	Pending	test	hearing_done
4	Case Registered by Consumer		30-06-2017	24-06-2017	2	surekha lade	stephen nuthipelly	Pending	Test	hearing_done
5	Case Registered by Consumer		26-07-2017	30-06-2017	1	stephen nuthipelly	surekha lade	Pending	ffvsdv	hearing_done
6	Case Registered by Consumer		28-12-2017	26-07-2017	Pending	Pending	Pending	Pending	Pendi...	Rescheduled
7	Case Registered by Consumer		30-04-2018	28-12-2017	Pending	stephen nuthipelly	surekha lade	Pending	Pendi...	Rescheduled
8	Case Registered by Consumer		07-05-2018	30-04-2018	Pending	anmol lawte	anmol lawte	Pending	Pendi...	Rescheduled
9	Case Registered by Consumer		31-05-2018	07-05-2018	Pending	Pending	Pending	Pending	Pendi...	Rescheduled
10	Case Registered by Consumer		06-06-2018	31-05-2018	Pending	Pending	Pending	Pending	Pendi...	Pending
2	CC/17/80	Case Registered by Consumer	Bank	Consumer Case (CC)	State Commission Mumbai	02-02-2017	01-02-2017			
3	CC/17/006	Case Registered by Advocate	Bank	Consumer Case (CC)	State Commission Mumbai	19-05-2017	19-05-2017			

Figure 19. 8

➤ **Extension Request:**

It used to request for 15 days extension to respond on a case.

Extension Date

Welcome : disham@insolutionsglobal.com | 022-65520222 | help@consumerconnect.co.in

Dashboard

[Case View Request](#)
[New Case](#)
[Drafts](#)
[Transfer Case](#)
[Payment History](#)
[Modify User](#)
[Change Password](#)
[Upload Document](#)

Extension Request

Log out

As a Opponent

As a Appellant

Filing History

Case Tracker

Filing History

Sr.No.	Lodging No/ Case No	Category	Case Type	Commission/ District Forum	Status	Date Of Registration	Date Of Filing	Date of Admission	Action
1	CC/16/99	Others	Consumer Case (CC)	State Commission Mumbai	Accept	01-09-2016	31-08-2016	01-09-2016	
2	CC/17/80	Bank	Consumer Case (CC)	State Commission Mumbai	Accept	02-02-2017	01-02-2017	04-02-2017	
3	CC/17/006	Bank	Consumer Case (CC)	State Commission Mumbai	Close	19-05-2017	19-05-2017	20-05-2017	

Extension Request

Extension Date

RBT Extension

Figure 19. 9

Click on "Extension Date", the page is opened as shown in Figure 19. 10

The screenshot displays the 'Consumer Connect' web application interface. At the top, there is a navigation menu with options: Dashboard, Case View Request, New Case, Drafts, Transfer Case, Payment History, Modify User, Change Password, Upload Document, Extension Request (highlighted), and Log out. The main content area is titled '15 Days Extension Request For Case'. It contains several input fields: 'State *' (text input), 'District *' (text input), 'Commission*' (dropdown menu), 'District Forum *' (dropdown menu), 'Case No : *' (text input), and 'Respondent' (text input). There is an 'Upload Document*' section with an 'Upload' button and a plus sign icon. At the bottom of the form, there are 'Submit' and 'Reset' buttons. The 'Submit' button is circled in red. Below the form is a table header for 'Accept and Reject Cases' with columns: Sr.No., Case No., Respondent_name, Extension_Url, Approval_Status, Upload Document, and Submit.

Figure 19. 10

Enter all the mandatory details & upload the document. Click on "Submit" button the request will be moved to judge bucket for approval.

NOTE: "New Case", "Draft", "Transfer case", "Payment History" & "Upload Document" are same as shown in the "Consumer" section.

Thank You