



Protecting consumers for last 20 years. Redressed about 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

EMAIL:
mail@icrpc.org

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International Consumer Rights
Protection Council

STEPS FOR FILING COMPLAINT WITH ICRPC:

1) Make non-refundable payment of Rs 500 online. Note the transaction number and date. You can get the netbanking details instantly by email request to payment@icrpc.org. You can also pay by google pay to 8369936626 mentioning your name.

2) Fill the transaction number, date of transaction, bank details and complaint details in the online complaint form that opens through this link [CLICK HERE](#). The copy of this filled-in form with complaint reference number would be delivered to your registered email id as soon as you submit the complaint form. It may go to your spam folder too. Print a copy of this form for sending to ICRPC by courier. No need to send by courier if your complaint documents are less than 10 pages that can be uploaded with the online form.

3) Send the complaint documents (duly tied or stapled to avoid rejection) by courier to

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

4) Please do not visit us personally to deliver your complaint documents as we would not entertain you.

5) If we receive loose documents by courier, we would reject your complaint. So do not forget to tie or staple the bunch.

HOW TO PREPARE DOCUMENTS FOR SENDING TO ICRPC:

1) **FIRST PAGE:** Printout of the online form copy with correct transaction details of online payment of Rs 500.

2) **SECOND PAGE:** Your name, current postal address, telephone number, and email id.

3) **THIRD 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 notice to the company.

4) **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 an evidence.

5) **FURTHER PAGES:** Referenced documents in support of your complaint.

6) Write page numbers on all pages.

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.

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.

ACTION BY ICRPC AFTER RECEIVING YOUR COMPLAINT DOCUMENTS:

- 1) We acknowledge the receipt of your complaint after your couriered documents are checked by us. 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 the preparation of the case papers for filing in the consumer court. We charge nominal fee for preparing 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.

All communications to be sent only 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 “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 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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