

निधि खरे, भा.प्र.से.
NIDHI KHARE, I.A.S.



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आज़ादी का
अमृत महोत्सव

सचिव
भारत सरकार
उपभोक्ता मामले विभाग
Secretary
Government of India
Department of Consumer Affairs

D.O. No J-6/1/2023-CPU (Part-1)
21 June 2024

Kindly find enclosed my D.O. letter dated 12.04.2024 (**copy enclosed**) regarding the implementation of the Hybrid Video Conferencing (VC) Facility across State Consumer Commissions.

2. Since the initiation of the VC facility implementation project, remarkable achievements have been witnessed in enhancing accessibility and efficiency in dispute resolution processes. The adoption of digital hearings has significantly reduced geographical barriers and facilitated seamless participation for all stakeholders involved.
3. However, despite these advancements, we are receiving complaints and requests from consumers indicating inconsistent implementation of the VC facility across several State Consumer Commissions.
4. Therefore, I request each State Consumer Commission to **prioritize the hearing through video conferencing mode as the default option** for all the hearings, ensuring maximum accessibility and convenience for consumers. Further, National Consumer Disputes Redressal Commission (NCDRC) has also issued Practice Direction (**copy enclosed**) on 10.04.2024, which may also be referred for better clarity regarding conducting of hearing through video conferencing.
5. Your continued cooperation in this matter is crucial to uphold consumer rights and strengthen consumer dispute resolution mechanisms.

Yours sincerely,
Sd/-
(Nidhi Khare)

To,

Presidents of all State Consumer Disputes Redressal Commissions

Copy to :

President, National Consumer Disputes Redressal Commission

(Nidhi Khare)

Krishi Bhawan, Dr. Rajendra Prasad Road, New Delhi - 110001 फोन/Phone : 011-23782807, 23070121

फैक्स/Fax : 011-23384716 ई-मेल/E-mail : secy-ca@nic.in

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Secretary
Government of India
Department of Consumer Affairs

D.O.No.J-24//6/2023-CPU

12th April, 2024

I am writing to extend my sincerest appreciation to the State/UT Consumer Commissions for their exceptional cooperation and support in successfully implementing the **Hybrid Video Conferencing (VC) Facility project**. This initiative marks a significant milestone in advancing consumer rights and ensuring accessible and efficient dispute resolution mechanisms. By embracing this digital approach, we have overcome geographical constraints and facilitated remote hearings, thereby fostering convenience and accessibility for all parties involved.

2. Furthermore, I would like to draw your attention to the recent directive from the Supreme Court in the **Writ Petition (Crmn) 351/2023 titled Sarvesh Mathur Vs The Registrar General High Court of Punjab and Haryana**, which underscores the importance of providing VC facilities to citizens. This directive emphasizes the imperative for tribunals, including consumer commissions, to leverage VC technology to facilitate hearings for all citizens, thereby bringing justice to the doorsteps of the consumers.

3. In light of the successful implementation of the VC Facility, I would request each State Consumer Commission to ensure efficient utilization of VC facility which should be available as **"default option"** for consumers so that the **maximum people can be benefitted by the VC facility**.

4. Further, I request each State/UT Consumer Commission may also share a comprehensive report detailing the number of consumers who have benefited from the VC Facility services on monthly basis. This report will not only help us assess the impact of the initiative but also guide us in further improving and expanding our services to better serve the interests of consumers across the nation.

5. Your cooperation in the matter is solicited in public interest.

Yours sincerely,
Sd/-
(Nidhi Khare)

Presidents of all State/UT Consumer Commissions
(where VC facilities have been installed)

Copy to: Registrars of the concerned State/UT Consumer Commissions

(Nidhi Khare)

**NATIONAL CONSUMER DISPUTES REDRESSAL COMMISSION
GOVERNMENT OF INDIA**

Tele No. 011-24608715

E-mail: ncdrc@nic.in

No. NCDRC/VC/2024-2025

Upbhokta Nyay Bhawan,
'F'- Block, GPO Complex,
INA, New Delhi- 110023

10th April, 2024

PRACTICE DIRECTION
(for Hybrid Mode Hearing)

The Competent Authority of the National Consumer Disputes Redressal Commission vide its administrative order dated 08.04.2024, is pleased to direct as under;

1) The cases listed before all the Hon'ble Benches of the National Commission from 15th April 2024 onwards, shall be heard through Hybrid mode (Physical /Video Conferencing) on a Pilot Project Basis, till further orders.

2) The Hon'ble Members of National Commission shall conduct the Hybrid mode hearings (Physical/Video Conferencing) of the cases from the premises of the National Commission.

3) The VC / Hybrid hearing links for all the Hon'ble Benches will be provided on the NCDRC Cause List for the convenience of Ld. Counsel and Parties. Hence, there is no need to send VC link to the Ld. Counsel/ Parties by the National Commission.

4) Ld. Counsel and Parties should have minimum Internet connection of 2 Mbps.

5) The Ld. Counsel representing the case and parties appearing in person may join the VC/Hybrid Hearing of the concerned Hon'ble Bench at the Item Number of their case by seeing the online Display Board of this Commission i.e. <http://ncdrc.nic.in/displayboard.html>

6) The Ld. Counsel representing the case and parties appearing in person are requested to kindly join the VC / Hybrid hearing with the provided link when their case number is called up. They shall maintain all courtesies & protocols applicable to a physical court while appearing through VC before the National Commission. They keep their microphones muted at all times till they are called upon to make their submissions. Mobile phones shall stay on silent/ switched off/ airplane mode, background disturbances ought to be avoided during the VC hearings. Upon being directed to make submissions, only Senior Advocate/ Advocate or litigant appearing in-person shall keep the microphone in "ON" mode. Other persons shall MUTE their microphones. Persons shall ensure that cross-talk or cross submissions are avoided at all times.

7) Before the commencement of the VC hearings, all the Ld. Counsel and Parties attending the hearing shall have their PRESENCE recorded in the VC hearing Chat Box in the below mentioned format:-

Item No. → Name of the Counsel/ Parties → On behalf of Petitioner No./Respondent No.

8) If any interruptions or security concerns arise, the VC hearing facility will be reviewed and appropriate measures will be taken accordingly.

9) This issues with the approval of the Hon'ble President, National Commission.

By Order


(S. HANUMANTHA RAO)
REGISTRAR

Copy to:-

- 1) PPS to Hon'ble President, NCDRC
- 2) PS to Hon'ble Mr. Justice Ram Surat Ram Maurya, Member, NCDRC
- 3) PS to Hon'ble Mr. Subhash Chandra, Member, NCDRC
- 4) PS to Hon'ble Mr. Justice Karuna Nand Bajpayee, Member, NCDRC
- 5) PS to Hon'ble Mr. Binoy Kumar, Member, NCDRC
- 6) PS to Hon'ble, Mr. Justice Sudip Ahluwalia, Member, NCDRC
- 7) PS to Hon'ble. Mr. Inder Jit Singh, Member, NCDRC
- 8) PS to Hon'ble AVM J. Rajendra, AVSM, VSM (Retd.), Member, NCDRC
- 9) PS to Hon'ble, Bharatkumar Pandya, Member, NCDRC
- 10) PS to Hon'ble, Member, Dr. Sadhna Shanker, Member, NCDRC
- 11) Deputy Registrar/ Assistant Registrar(s), NCDRC
- 12) Court Master (s) / Section In-charge (s) of RP/FA/CC/Listing Section, NCDRC
- 13) SO (IT) to upload this Notice on the website of NCDRC.
- 14) Notice Board, NCDRC


(S. HANUMANTHA RAO)
REGISTRAR