

OFFICE OF THE MIZORAM STATE CONSUMER DISPUTES REDRESSAL COMMISSION
MIZORAM :: AIZAWL

CIRCULAR No. 1 of 2023

Aizawl, the 17th of July, 2023

It is hereby informed to all stakeholders concerned that, as per the communication vide D.O. No. J-6/1/2023-CPU(Part-2) dated 03.04.2023 received from the Joint Secretary, Department of Consumer Affairs, Government of India, it has been mandated that all consumer complaints submitted to the State Consumer Disputes Redressal Commission must be filed electronically, using the online platform with effect from 01.06.2023.

The designated online portal for e-filing of consumer complaints is <https://edaakhil.nic.in>

This directive is in line with the efforts to streamline and enhance the efficiency of consumer dispute resolution processes. The online filing system aims to provide convenience, transparency, and accessibility to consumers while ensuring the expeditious handling of their complaints.

It is urged that all concerned parties, including consumers, advocates, and officials of the State Consumer Disputes Redressal Commission, to familiarize themselves with the e-filing portal and comply with the mandatory requirement of electronic submission of consumer complaints from the specified effective date.

For any technical assistance or clarifications regarding the e-filing process, please refer to the user guide available on the portal or contact the Office of the State Commission during Office hours.

Sd/- LALMUANSANGA RALTE

Registrar,

State Consumer Disputes Redressal Commission,
Mizoram, Aizawl

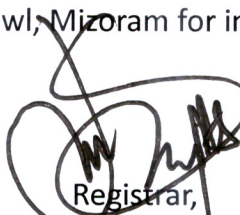
Memo No.C.17016/1/2006 – SC

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Aizawl, the 17th of July, 2023

Copy to:

1. The Joint Secretary, Department of Consumer Affairs, Ministry of Consumer Affairs, Food & Public Distribution, Govt. of India, Room no. 365A, Krishi Bhawan, New Delhi-110001 via email-js-ca@nic.in as an advance copy.
2. The Secretary, Food, Civil Supplies & Consumer Affairs for information.
3. The Director, Food, Civil Supplies & Consumer Affairs for information.
4. The President, State Consumer Disputes Redressal Commission for information and necessary action.
5. All the President, District Consumer Disputes Redressal Commissions for information and necessary action.
6. All the Registrar, District Consumer Disputes Redressal Commissions for information and necessary action.
7. The President, Mizoram Consumers' Union (Hqrs), Aizawl, Mizoram for information and necessary action.


Registrar,
17/7/2023

State Consumer Disputes Redressal Commission,
Mizoram, Aizawl