



**STATE CONSUMER DISPUTES REDRESSAL COMMISSION,  
MAHARASHTRA**

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**Preliminary intimation about intention to invite proposals for  
simplifying procedures**

The Commission has found that consumers experience considerable difficulty in being required to travel to the place of District Fora to file consumer complaints and, thereafter, to attend the hearings, which many times stretch over a long period of time. The costs and hassles involved in all this discourages consumer from filing consumer complaints. This results in many consumers preferring to suffer injustice in putting up with sub standard goods or services rather than enforce their rights. This in turn results in deterioration of the quality of goods and services provided by our industry and business, which would not be in tune with the Hon'ble Prime Minister's mission - "*Make in India*".

Hon'ble Prime Minister has also spoken of a digital India. The Commission feels that use of technology would result in saving the consumer of hassle in filing consumer complaints and also enable him to address Fora from the comfort of his home without being required to travel.

The Commission therefore proposes to invite proposals from well established and reputed service providers for comprehensive solutions for e-filing, e-payment and appearance via web based Video Conferencing or video

calls. The Commission would be sending these requirements to the Consumer Affairs and Information Technology Departments of the Government shortly.

While thinking of such solutions, the Commission is aware of the limitation on the possibility of burdening the exchequer. Therefore, the solutions which Commission contemplates would be ones where the consumer pays for the services to the service providers and the service provider ensures that the charges so levied result in some actual saving to the consumer and make economic sense to the consumer in availing of those services rather, than choosing to appear in person.

The Commission would welcome proposals from reputed and well established enterprises in this behalf, offering end to end solutions, so that consumers get a relief, which would ultimately be considered by the Department of Consumer Affairs as well as Information Technology Department of State of Maharashtra.

By order

Sd/-

( A.S.Wairagade )

Registrar Legal,

State Commission, Maharashtra, Mumbai

Dated 21<sup>st</sup> April, 2015