

**STATE CONSUMER DISPUTES REDRESAL COMMISSION,
MAHARASHTRA, MUMBAI.**

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Date :- 10th June 2020

:- CIRCULAR :-

Due to Covid 19 Pandemic the regular functioning of the State Consumer Disputes Redressal Commission (SCDRC), at present is stopped. The undersigned has decided to start hearing of the cases which are ready for final hearing/arguments. However due to Pandemic Covid-19, the physical hearing before State Commission is not possible. Therefore undersigned has decided to start virtual hearing of the cases which are ready for final hearing.

At present "*Consumer Connect*" portal is providing facility of e-filing of Consumer Cases before State Commission to which sanction is accorded by Government of Maharashtra Vide G. R. Dt. 13/04/2018. In case of e-filing scanned copies of the documents of complainant are already available. The said cases can be easily made ready for final hearing on submission of scanned copies of the documents by the opponents. Therefore the undersigned has decided to fix the cases filed by way of e-filing for final hearing. For that purpose platform of "*Consumer Connect*" is decided to be utilized. The "*Consumer Connect*" has assured to provide all technical assistance for virtual hearing of the cases. The "*Consumer Connect*" has also assured that they will not charge any fees for uploading the documents by the opponents. Hence the matters filed by way of e-filing be fixed for final Hearing by way of virtual hearing (Video Conferencing).

The advocates appearing for the respondent/opponent shall contact with "*Consumer Connect*" for availing the facility of uploading the scan copies of their documents. The contact no. of Consumer connect is 022-65520222/42006396/60223200, and email id is help@consumerconnect.co.in, care@consumerconnect.co.in. Portal name is www.consumerconnect.co.in.

In the case of complaints and appeals filed physically (i.e. offline filling) the parties shall provide scanned copies of all documents filed in Commission as well as written notes of arguments and case laws on which they rely. After submission of all the documents by both side, matter may be fixed for virtual hearing and listed in cause list.

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The Advocate of the concerned parties shall go through causelist of matters placed for virtual hearing. Instructions for participating in Virtual hearing of the cases are attached with this circular.

Dated this 10th June of 2020.



(Justice A. P. Bhangale)

President,

State Consumer Disputes Redressal
Commission, Maharashtra Mumbai.

DIRECTIONS FOR PARTICIPATING IN VIRTUAL HEARING.

Advocates and parties-in-person to note the following directions for participating in Virtual hearing of the cases before State Commission,

1. **Time Slots and Logging In:** Advocates/Parties/In-person should sign in 10 minutes before the notified timing. If there is likely to be a delay, the Consumer Connect Associate will endeavor to send out a message.
2. **Minimizing number of participants:** Advocates and parties should minimize number of persons participating in VC meeting, restricting themselves as far as possible to arguing counsel and one instructing assistant.
3. **Single device login.** Participants should login with one device only (laptop or mobile phone), not more.
4. **Consultations with Juniors.** Advocates may make independent arrangements for parallel chat with juniors or other assistants. If arguing counsel need to consult with their Junior or take instructions, they should remember to switch off their microphones at the court VC hearing. The parallel chat should not have audio as that may interfere with the court VC hearing.
5. **Use of mobile phones.** Mobile phones may be used to text or message, but must otherwise be in the silent mode
6. **Software/Platform:** The VC hearing is on the Webex platform. The login link and details are given below.
7. **Download:**
 - a. The desktop meeting client can be downloaded here: <https://www.webex.com/downloads.html>. Alternatively, it can be used via a browser (Google Chrome is recommended for best browser performance).
 - b. Download all the compilation of case documents from the document section by login to www.consumerconnect.co.in to save the time of downloading the case file during the hearing.
8. **Audio-Video to be off by default.** All microphones and video cameras must be turned off and KEPT OFF until called on by the Commission. Only arguing counsel in the matter in hand is permitted to turn on their microphones and cameras. This is to reduce the bandwidth load and prevent disruption.
9. **Optimal bandwidth; quiet and undisturbed environment.** All participating advocates must ensure that they have
 - (a) A stable internet connection (a 1mbps connection is the minimum recommendation); and
 - (b) That they are in a place with a distraction-free and static background (no background noise or movement).
10. **Recording.** No recording in any form is permitted. This will be strictly enforced.

- 11. Admission to the VC hearing meeting in batches/groups.**
- a. To keep the VC session manageable, participating advocates will be admitted to the meeting in batches (approximately for five matters at a time).
 - b. Until admitted, participating advocates must await till their turn.
- 12. Dress Code for Advocates:** Dress code as per directions of Hon' ble Bombay High court.
- 13. Parties In-person:** Must be in a formal attire or in the decent wearing like Pant shirt and Salwarkamiz.