

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

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No.A-2/Listing/NCDRC/2021

7<sup>TH</sup> February, 2022

**PRACTICE DIRECTION**

Consequent upon the publishing of the Consumer Protection (Jurisdiction of the District Commission, the State Commission and the National Commission) Rules, 2021 vide Notification dated 30<sup>th</sup> December, 2021 by the Ministry of Consumer Affairs, Food and Public Distribution, Department of Consumer Affairs, the jurisdiction of the Consumer Commissions, established at different levels, has been fixed, as under:

**Jurisdiction of District Commission:** the District Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration does not exceed fifty lakh rupees.

**Jurisdiction of State Commission:** the State Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration exceeds fifty lakh but does not exceed two crore rupees.

**Jurisdiction of National Commission:** the National Commission shall have jurisdiction to entertain complaints where the value of the goods or services paid as consideration, exceeds two crore rupees.

However, the corresponding changes in the fee structure for making Consumer Complaints are yet to be prescribed and notified by the Ministry of Consumer Affairs, Food and Public Distribution, Department of Consumer Affairs by way of amendment in the Consumer Protection (Consumer Disputes Redressal Commissions) Rules, 2020.

Considering the situation, the Hon'ble President, National Consumer Disputes Redressal Commission is pleased to issue the following Practice Directions under Regulation 24 of the Consumer Protection (Consumer Commission Procedure) Regulations, 2020 which shall remain in operation till a new fee structure is prescribed for making Consumer Complaints and notified by the Ministry of Consumer Affairs, Department of Consumer Affairs:

- (1) Every complaint filed under sub-section (1) of section 35 or under sub-clauses (i) and (ii) of clause (a) of sub-section (1) of section 47 or under sub-clauses (i) and (ii) of clause (a) of sub-section (1) of section 58 shall be accompanied by a fee, as specified in the table given below, in the form of crossed Demand Draft drawn on a nationalised bank or through a crossed Indian Postal Order in favour of the President of the District Commission or the Registrar of the State Commission or the Registrar of the National Commission, as the case may be, and payable at the respective place where the District Commission, State Commission or the National Commission is situated, or through electronic mode as per arrangement made by the Commission concerned.
- (2) The District Commission or the State Commission, as the case may be, shall credit the amount of fee received by it under Practice Direction (1) above to the Consumer Welfare Fund of the State and where such Consumer Welfare Fund is not established, into the appropriate account of the State Government, and the National Commission shall credit such amount of fee received by it to the Consumer Welfare Fund of the Central Government.

| Sl.No. | Value of goods or services paid as consideration           | Amount of fee payable |
|--------|--|-----------------------|
|        | District Commission  |                       |
| (1)    | Upto rupees five lakh                                      | Nil                   |
| (2)    | Above rupees five lakh and upto rupees ten lakhs           | Rs.500                |
| (3)    | Above rupees ten lakh and upto rupees twenty lakhs         | Rs.800                |
| (4)    | Above rupees twenty lakh and upto rupees fifty lakh rupees | Rs.1000               |
|        | State Commission   |                       |
| (5)    | Above rupees fifty lakh and upto rupees one crore          | Rs.2000               |
| (6)    | Above rupees one crore and upto rupees two crore           | Rs.4000               |

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|     | National Commission                              |         |
|-----|--|---------|
| (7) | Above rupees two crore and upto rupees ten crore | Rs.5000 |
| (8) | Above rupees ten crore                           | Rs.7500 |

(3) These Practice Directions shall remain operational till the time the Ministry of Consumer Affairs, Department of Consumer Affairs, notifies the new or revised fee for making complaints.

(4) In case, a higher amount of fee is fixed by the the Ministry of Consumer Affairs, Food and Public Distribution, Department of Consumer Affairs subsequently, the difference in the fee amount shall be paid by the Complainants in the manner prescribed in Practice Direction (1) above.

(5) In case, a lesser amount of fee is fixed by the Ministry of Consumer Affairs, Department of Consumer Affairs subsequently, the difference in the fee amount shall be refunded to the Complainants by the Consumer Commission concerned.

(6) The Consumer Complaints filed between 20<sup>th</sup> July, 2020,i.e.,the date from which the Consumer Protection Act, 2019 has been made effective, and 30<sup>th</sup> December, 2021 i.e. the date of Notification of the Consumer Protection (Jurisdiction of the District Commission, the State Commission and the National Commission) Rules, 2021, shall not be transferred.

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



(S. Hanumantha Rao)  
Joint Registrar

Circulation:

- (i) The Under Secretary, CPU, Department of Consumer Affairs, Ministry of Consumer Affairs, Govt. of India with a request to place the Practice Direction before the Ld.Joint Secretary, Department of Consumer Affairs, Ministry of Consumer Affairs, Krishi Bhawan, New Delhi
- (ii) The Registrars, All the State Commissions  
(The Registrars of the State Commissions are also requested to circulate these Practice Directions to District Commissions falling under their jurisdiction)
- (iii) Sr.PPS to Hon'ble President, NCDRC
- (iv) All PSs to Hon'ble Members, NCDRC  
(with a request to bring the Practice Direction to the kind notice of the Hon'ble Members)
- (v) DR/ARs/SOs/CMs(NS), NCDRC
- (vi) Dealing Assistants (Filing), NCDRC
- (vii) SO (IT), NCDRC: for uploading the Practice Direction on Website of NCDRC
- (viii) Notice Board, NCDRC