

What happens after you file at the Consumer Commission: hearing, reply and mediation

When to use this

- You have filed or are about to file at the Commission
- You got a hearing date and want to know what happens
- You are offered mediation

Steps

1. Admission and notice

The Commission checks the complaint and, if admitted, sends a notice to the other side to reply, usually within about 30 days (extendable). Keep the case number from e-Jagriti.

2. Reply and your evidence

The other side files a reply. You may file evidence and documents, and a short written argument. Keep copies of everything.

3. Hearings

Hearings can be in person or by video. Attend on the dates, or send an advocate. Missing dates can delay or hurt the case.

4. Mediation or order

The Commission can refer the matter to mediation if both sides agree. If not, it passes an order, which can be appealed to the State Commission within the time allowed.

Key facts

- Do not miss a hearing date
- Mediation needs both sides to agree
- An order can be appealed within the time stated in the law

Helplines: Cyber fraud 1930 · Consumer helpline 1915 · Women 181 · Emergency 112
· Free legal aid 15100

Full guide and free action plan: shikayat.co/guides/consumer-commission-hearing-and-mediation · Updated 2026-10

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