



## E-filing Started in the State

### Why in News

- On January 28, 2022, the Chairman of Rajasthan State Consumer Disputes Redressal Commission, Jaipur, Justice Banwari Lal Sharma inaugurated the 'e-Dakhil Portal'. Now consumers in the state will be able to register their complaints online in consumer commissions through e-filing.

### Key Points

- Many facilities have been made available on the **e-Dakhil portal**. The platform is available through digital means such as e-notice, link to download the documents related to the case, VC link for hearing through video conference, facility to file written reply by the opposite party and alerts on SMS and e-mail.
- Registering complaints through the e-Dakhil portal from the comfort of their homes will bring great relief to the consumers and will save their time and money. Consumer commissions can also easily decide whether to accept or reject complaints online. If the said complaint is related to another commission, then it can be forwarded to the concerned commission.
- Rural consumers, who do not have electronic resources or find it difficult to register complaints on the portal, can take the services of Common Service Center (CSC) or E-Mitra to take their grievances to the Consumer Commission.
- The e-filing portal has been developed by the National Informatics Center and permission has been obtained from the National Consumer Commission to implement the e-filing system in the state.

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