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[FILING A CONSUMER COMPLAINT BEFORE CONSUMER COURT]

The document has been prepared as a guide for general public for enhancing their understanding about the process of filing a consumer complaint before a consumer court in Pakistan.

Filing a Consumer Complaint before Consumer Court

The Consumer may file case / claim before Consumer Court which is headed by the District & Session Judge / Additional District & Session Judge.

Steps for Filing Consumer Complaint:

1. 15-Days Legal Notice to Service Provider:

Consumer should serve *a fifteen days legal notice on plain paper to the provider of defective product or faulty service(s)*, as the case may be, stating therein that he / she / they will redress the damage suffered by him / her / them and consequently pay damages to the consumer within fifteen days of receipt of legal notice, otherwise the consumer may file a claim for redressal of his / her / their grievance before Consumer Court.

- a. Legal notice should be served to the manufacturers / sellers of product(s) and to the service provider, in case of provision of service, especially *through registered post / mail, along-with acknowledgement*.
- b. There is a limitation of 30 days (from arising of cause of action) for filing a complaint in the consumer court.
- c. Serving a 15 days legal notice is pre-requisite for filing claim in Consumer Court.

2. Consumer Complaint:

If matter is not resolved through legal notice, then consumer may file a case / claim *on plain paper* for redressal of his / her / their grievance *before the Consumer Court within subsequent fifteen days*.

- d. No need to hire a lawyer. You can file a complaint yourself on a plain paper
- e. No Court fee is required for filing claim before Consumer Court. It's totally free of cost.

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