



Payment Flow

Case Type: Consumer Complaint

We may use a link for practice direction/filing proforma and other filing details.

The following documents are required to file in "Consumer Complaint"

- > Index
- > Proforma for Filing Consumer Complaint
- > Synopsis with List of Dates and Events
- > Memo of Parties
- > Consumer Complaint with Notarised affidavit.
- > Add Annexures / Documents
- > Add Application (AA)
- > Vakalatnama

Fee Structure for the value of the goods or services paid as Consideration under Consumer Protection Act, 2019

DCDRC		SCDRC		NCDRC	
Upto ₹ Five Lakh	₹ 0	Above ₹ Fifty Lakh and Upto ₹ One Crore	₹ 2000	Above ₹ Two Crore and Upto ₹ Four Crore	₹ 3000
Above ₹ Five Lakh and Upto ₹ Ten Lakh	₹ 200	Above ₹ One Crore and Upto ₹ Two Crore	₹ 2500	Above ₹ Four Crore and Upto ₹ Six Crore	₹ 4000
Above ₹ Ten Lakh and Upto ₹ Twenty Lakh	₹ 400			Above ₹ Six Crore and Upto ₹ Eight Crore	₹ 5000
Above ₹ Twenty Lakh and Upto ₹ Fifty Lakh	₹ 1000			Above ₹ Eight Crore and Upto ₹ Ten Crore	₹ 6000
				Above ₹ Ten Crore	₹ 7500

Step 1 : Click the **"Payment History"** tab, find the case under **"Pending Payment"**, and click **"Pay"** to proceed.

Dashboard > Payment History

PENDING PAYMENTS | PENDING TRANSACTIONS | PAYMENT RECEIPTS

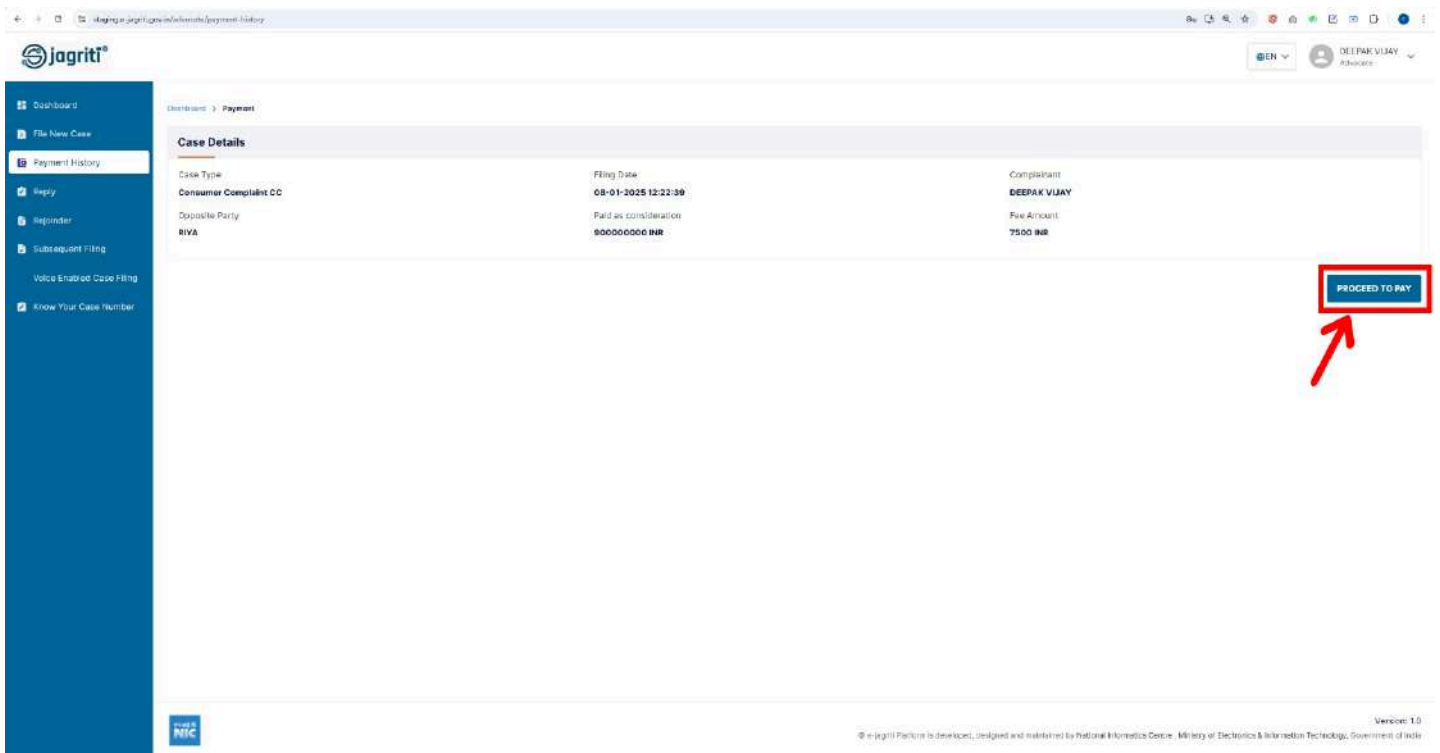
Search: _____

No.	Reference / Case Number	Complainant / Applicant / Petitioner	Opposite Party / Respondent	Case Stage	Filing Date	Action
1	202501080009	DEEPAK VIJAY	RYA	APPLICATION APPROVED AND PAYMENT IS PENDING	08-01-2025	Pay

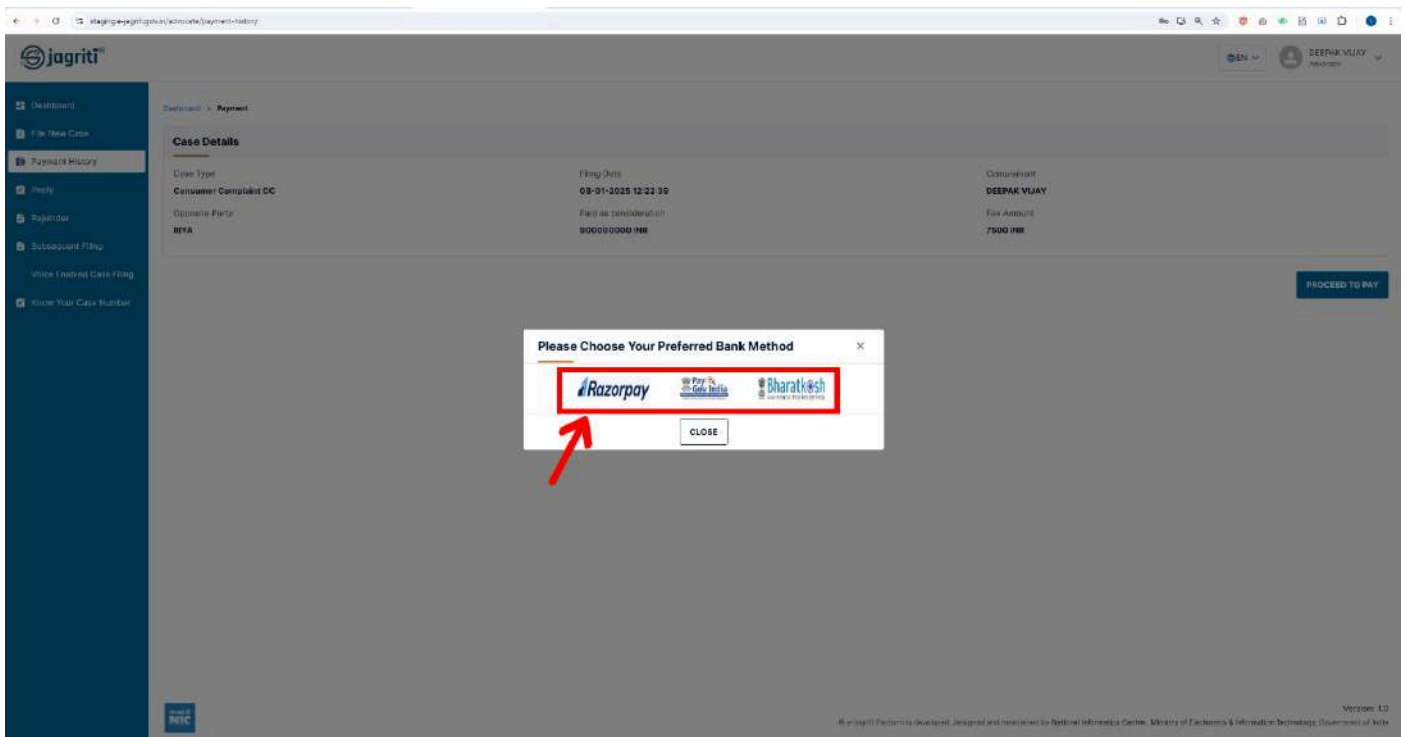
Rows per page: 5 | 1-1 of 1

Version: 1.0

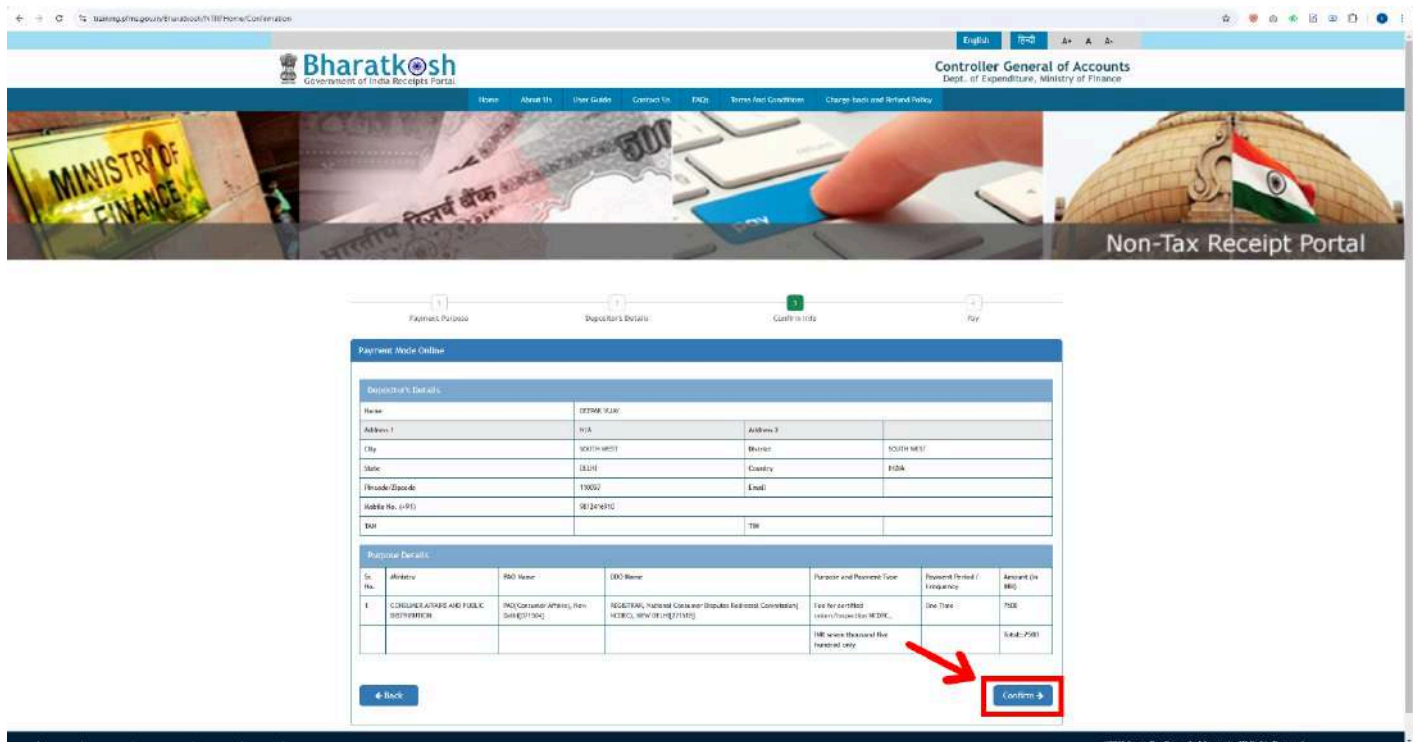
Step 2: Review and verify the case details, then click on the **"Proceed to Pay"** button to continue.



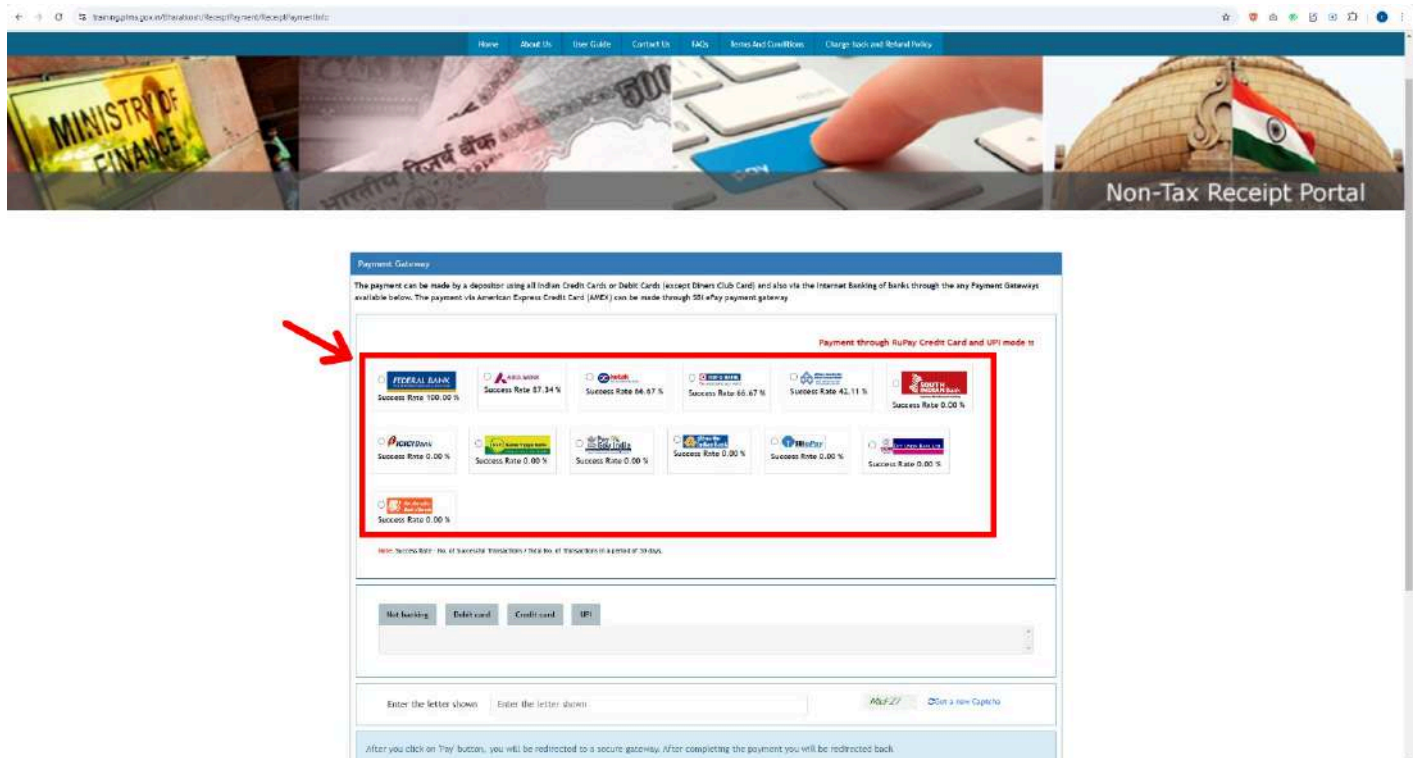
Step 3: Select a payment method from the available options, such as **"Bharatkosh, Razorpay, or PayGov"**.



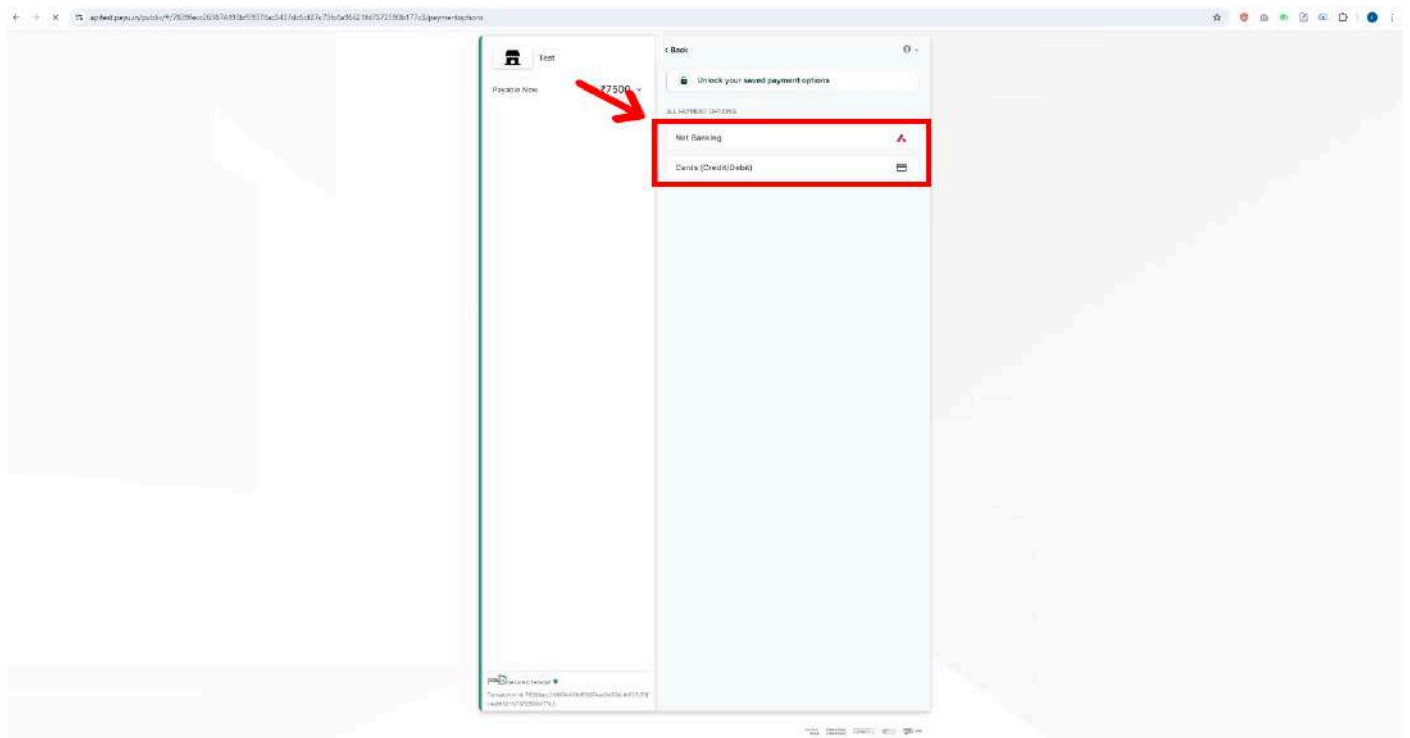
Step 4: Selecting Bharatkosh will redirect the user to the Bharatkosh website; verify the payment details and click "**Confirm**" to proceed.



Step 5: Payments can be made using any Indian credit or debit card, UPI as well as through internet banking via various payment gateways.



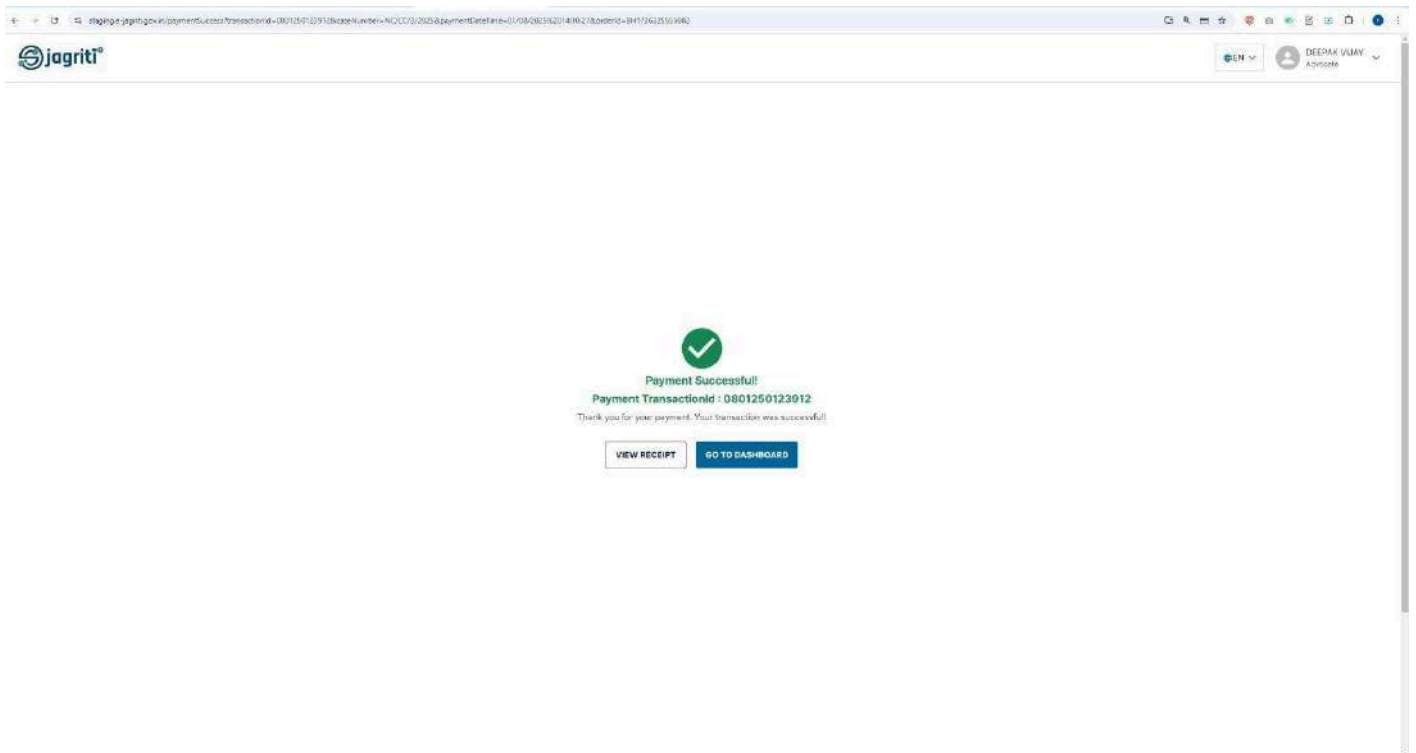
Step 6: Once a payment option is selected, the corresponding fields will appear to enter the required payment details.



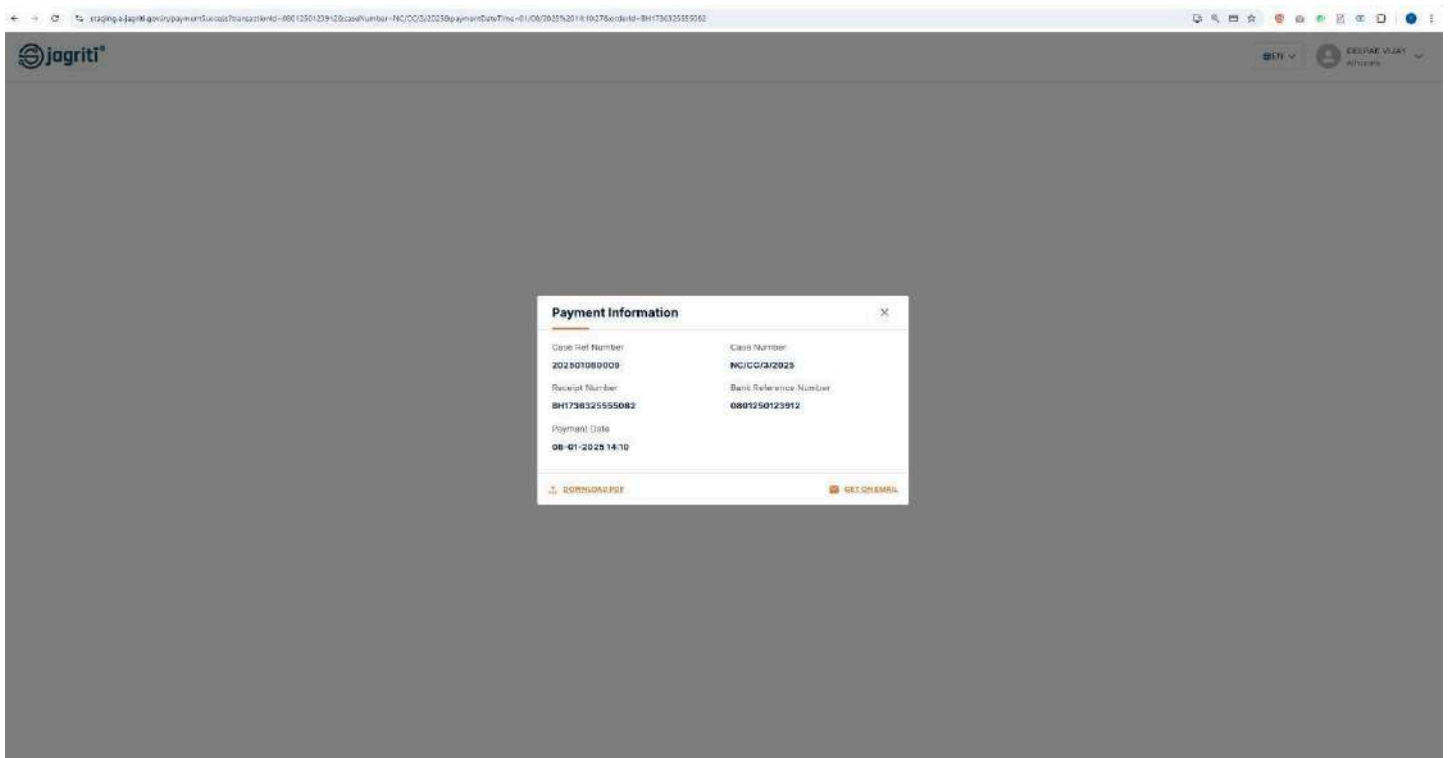
Step 7: After selecting a payment option, the user will be prompted to enter required details, including OTP verification, to complete the transaction.



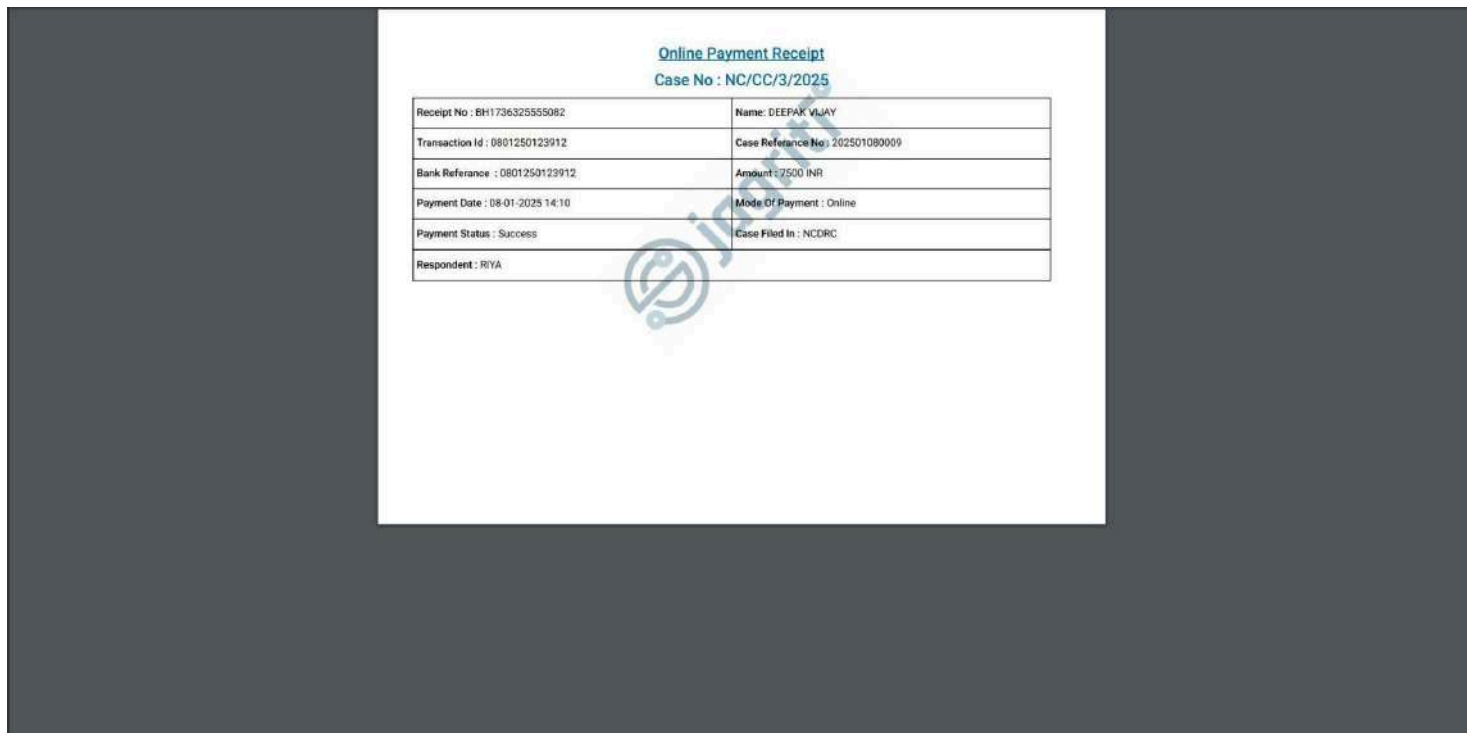
Step 8: After completing the transaction, the user will receive a confirmation message with the payment status and transaction ID, and can view the receipt or proceed to the dashboard.



Step 9: Clicking “View Receipt” lets the user access and download the receipt with key details or receive it via email.



Step 10: The downloaded PDF will include details such as payment receipt, case and transaction information, amount, payment status, and respondent details.



Step 11: After successful payment, clicking 'Dashboard' will redirect the user to the dashboard page.

