

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

Tele No. 011-24608715

E-mail: ncdrc@nic.in

No. NCDRC/VC/2024-2025

Upbhokta Nyay Bhawan,
'F'- Block, GPO Complex,
INA, New Delhi- 110023

10th April, 2024

PRACTICE DIRECTION
(for Hybrid Mode Hearing)

The Competent Authority of the National Consumer Disputes Redressal Commission vide its administrative order dated 08.04.2024, is pleased to direct as under;

1) The cases listed before all the Hon'ble Benches of the National Commission **from 15th April 2024 onwards**, shall be heard through Hybrid mode (Physical /Video Conferencing) on a **Pilot Project Basis**, till further orders.

2) The Hon'ble Members of National Commission shall conduct the Hybrid mode hearings (Physical/Video Conferencing) of the cases from the premises of the National Commission.

3) The VC / Hybrid hearing links for all the Hon'ble Benches will be provided on the NCDRC **Cause List** for the convenience of Ld. Counsel and Parties. Hence, there is no need to send VC link to the Ld. Counsel/ Parties by the National Commission.

4) Ld. Counsel and Parties should have minimum Internet connection of **2 Mbps**.

5) The Ld. Counsel representing the case and parties appearing in person may join the VC/Hybrid Hearing of the concerned Hon'ble Bench at the Item Number of their case by seeing the online Display Board of this Commission i.e. <http://ncdrc.nic.in/displayboard.html>

6) The Ld. Counsel representing the case and parties appearing in person are requested to kindly join the VC / Hybrid hearing with the provided link when their case number is called up. They shall maintain all courtesies & protocols applicable to a physical court while appearing through VC before the National Commission. They keep their microphones muted at all times till they are called upon to make their submissions. Mobile phones shall stay on silent/ switched off/ airplane mode, background disturbances ought to be avoided during the VC hearings. Upon being directed to make submissions, only Senior Advocate/ Advocate or litigant appearing in-person shall keep the microphone in "ON" mode. Other persons shall **MUTE** their microphones. Persons shall ensure that cross-talk or cross submissions are avoided at all times.

7) Before the commencement of the VC hearings, all the Ld. Counsel and Parties attending the hearing shall have their **PRESENCE** recorded in the **VC hearing Chat Box** in the below mentioned format:-

Item No. ➡ Name of the Counsel/ Parties ➡ On behalf of Petitioner No./Respondent No.

8) If any interruptions or security concerns arise, the VC hearing facility will be reviewed and appropriate measures will be taken accordingly.

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

By Order


(S. HANUMANTHA RAO)
REGISTRAR

Copy to:-

- 1) PPS to Hon'ble President, NCDRC
- 2) PS to Hon'ble Mr. Justice Ram Surat Ram Maurya, Member, NCDRC
- 3) PS to Hon'ble Mr. Subhash Chandra, Member, NCDRC
- 4) PS to Hon'ble Mr. Justice Karuna Nand Bajpayee, Member, NCDRC
- 5) PS to Hon'ble Mr. Binoy Kumar, Member, NCDRC
- 6) PS to Hon'ble, Mr. Justice Sudip Ahluwalia, Member, NCDRC
- 7) PS to Hon'ble. Mr. Inder Jit Singh, Member, NCDRC
- 8) PS to Hon'ble AVM J. Rajendra, AVSM, VSM (Retd.), Member, NCDRC
- 9) PS to Hon'ble, Bharatkumar Pandya, Member, NCDRC
- 10) PS to Hon'ble, Member, Dr. Sadhna Shanker, Member, NCDRC
- 11) Deputy Registrar/ Assistant Registrar(s), NCDRC
- 12) Court Master (s) / Section In-charge (s) of RP/FA/CC/Listing Section, NCDRC
- 13) SO (IT) to upload this Notice on the website of NCDRC.
- 14) Notice Board, NCDRC



(S. HANUMANTHA RAO)

REGISTRAR