

## FREQUENTLY ASKED QUESTIONS (FAQs)

### **Question 1: How can I file cases online in DRT?**

**Ans:** Cases can be filed after visiting e-DRT Portal <https://drt.gov.in> . Go into External user and complete the registration process. Then the system will allow you to file cases.

### **Question 2: What types of applications can be filed through e-filing in DRT?**

**Ans:** Four types of applications i.e. OA, SA, MA and IA can be filed through e-filing window.

### **Question 3: Can applicant do e-filing with Bank Draft/IPO/offline Bharatkosh Payments?**

**Ans:** Currently only online payment through Bharat Kosh is available.

### **Question4: What are the options of online payments in e-filing?**

**Ans:** There are four payment options for online payment: Net Banking, Debit Card, Credit Card and UPI.

### **Question 5: What should applicant do if he/she does not get Diary No. after making payment?**

**Ans:** Applicant should contact the concerned DRT/ DRAT through the **Contact Persons** details provided on DRT Portal <https://drt.gov.in/>. Applicant can also send a mail to [nicpmu-drt@nic.in](mailto:nicpmu-drt@nic.in) . Please share details like name of applicant, name of defendant, date of filing, payment date, name & contact no. of the person by whom payment was made and application reference/Payment reference no. etc.

### **Question 6: What documents are required to be uploaded at the time of e-Filing?**

**Ans:** Space of uploading 100 MB data in PDF form is provided in 04 blocks of 25 MB each. You should upload the copy of Complaint, List of dates and events and list of Documents, Affidavits and important loan Documents like Agreements/Guarantees etc. in proper book-marking format.

**Question 7: What if fee is not paid or there is short fee payment, will the case be registered?**

**Ans:** The system will calculate the fee amount automatically which is to be paid in full, and after payment the system will generate the diary number. Short fee payment is not accepted.

**Question 8: While making payment account is debited and message is showing unsuccessful then how will I get the refund?**

**Ans:** In case the amount is debited from your account for the failed reference case, then you can expect the refund to be credited to your account in 3-5 working days.

**Question 9: In case the payment is not done successfully then whether the data be erased from the system?**

**Ans:** The data filled in e-DRT portal remain in Draft Save mode for 15 days.

**Question 10: Will I be able to modify the details in draft save data?**

**Ans:** The system permits to modify the data saved in draft.

**Question 11: Is it mandatory to file cases in DRT online?**

**Ans:** Yes, it is mandatory to file all cases in DRT through Online mode, in pursuance to Gazette notification No.G.S.R. 79(E) dated 31.01.2023 issued by Department of Financial Services.

**Question 12: If a case is wrongly filed then how can I initiate for refund of fee paid?**

**Ans:** In such a situation you will have to contact the Section Officer/DDO of the concerned DRT/DRAT and apprise him about the facts and for claiming your refund.

**Question 13: Is there any User Manual for e-filing in DRT?**

**Ans:** Yes. Snapshots of e-filing process are available in user manual for e-filing in DRT. User can download user manual from DRT Portal <https://drt.gov.in/> ->User Manual for e-filing in DRT. User are advised to read the user manual carefully and keep the required things handy before doing e-filing.

**Question 14: In case I feel any difficulty in filing of case in e-Drt portal then whom should I contact?**

**Ans:** In case you find any difficulty in filing of case in e-DRT portal you may contact us on [nicpmu-drt@nic.in](mailto:nicpmu-drt@nic.in).

