

FREQUENTLY ASKED QUESTIONS (FAQs)

Question.1. How will I file cases online in DRT.

Ans. Cases can be filed after visiting e-DRT Portal : <https://drt.gov.in> Go to **External User** and first register yourself then system will allow you to file cases.

Question 2: What are the types of applications that can be filed through e-filing in DRT.

Ans. Presently four types of applications i.e. OA, SA, MA, IA, Caveat, Appeal can be filed through e-filing window. User can also file documents like Vakalatnama, Re-joinder, Statement of Accounts etc.

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

Ans. No, there is no option for capturing the details of Bank Demand Draft/IPO/Offline Bharat kosh. Only online payment is permitted in E-filing

Question 4: What are 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 Dairy 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/> (**List of CPIO**). Applicant can also send a mail to nicpmu-drt@nic.in (**e-DRT Helpdesk**) or contact on 9953575873 Sh. Sanjay Bamel or 9999558409 Sh. Ved Prakash. Please share details like name of applicant, name of defendant, date of filing, payment date, name& contact no of the person by whom payment made and application reference/Payment reference no.

Question 6: What are the documents which is needed to be uploaded at the time of Filing?

Ans: Space of uploading 20 MB data in PDF form is provided in 04 blocks of 5MB each. You should upload the copy of Complaint, List of Diary and events and list of Documents, Affidavits and important loan Documents like Agreements/Guarantees. It is not a mandatory field and even if you are not able to upload all the documents you can very well file the case.

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 and which is to be paid in full, then only system will generate diary no. Short fee payment is also not accepted.

Question 8: If 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 fail reference case, then you can expect the refund to be credited to your account in 3-5 working days.

Question 9: If the payment is not done then will the data be erased from the system.

Ans: The data filled in E DRT portal is in Draft Save mode for 15 days.

Question 10: Will I be able to do modification in draft save data?

Ans: The system permits you to do modification in the draft save data.

Question: 11: Do I need to submit hard copy of file in the concerned DRT?

Ans: Yes. The hard copy of file is to be deposited in the concerned DRT within 07 days of Filing the case online along with confirmation slip.

Question:12: Is it mandatory to file cases in DRT online?

Ans: At present it is not mandatory to file cases in DRT Online, It's only an additional facility which has been provided. Manually also cases can be filed in the respective DRTs.

Question 13: If a case is wrongly filed then how we get the 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 seek your refund.

Question 14: 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 15: What should I do, if I do not get link for Online Hearing?

Ans: Please contact respective DRT/DRAT Registrar /Registrar in-charge. Contact Details are provided on e-DRT Portal-> List of CPIO (<https://drt.gov.in/front/rti.php>).

Question 16: In case I feel any difficulty in filing of case in e- DRT Portal then whom should I contact?

Ans: In case you feel any difficulty in filing of case in E DRT portal you feel free to contact us on nicpmu-drt@nic.in (**e-DRT Helpdesk**).