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Consumer Complaint — Document Checklist

Use this checklist to organise records for a consumer grievance or potential consumer dispute. Keep the transaction history and communications in one place.

1. Purchase/service records

- Invoice, bill, receipt or order confirmation.
- Agreement, terms and conditions or service contract, if applicable.
- Warranty/guarantee documents, if applicable.
- Payment proof such as transaction receipt or relevant statement.

2. Problem and evidence

- Photos/videos showing the defect, damage or service issue, where relevant.
- Inspection/service reports or technical reports, if any.
- Emails, chats, letters or other communications with the seller/service provider.
- Timeline of the purchase, complaint, promised resolution and subsequent follow-ups.

3. Complaint and resolution attempts

- Copy of the complaint/grievance submitted to the company.
- Complaint/ticket/reference number.
- Company response or refusal, if any.
- Any proposed refund, replacement, repair or settlement communication.

4. Identity and transaction details

- Name and contact details used for the transaction.
- Seller/service-provider name and available address/contact details.
- Order/invoice/customer/account reference numbers.

5. Before escalation

- Keep copies of every document submitted.
- Do not exaggerate the loss or claim facts you cannot support.
- Check the current procedure and appropriate forum before filing.

6. National Consumer Helpline

- The Department of Consumer Affairs states that NCH provides a pre-litigation grievance mechanism and consumers can register grievances online or through its listed channels.
- Official NCH contact information currently lists 1915 and 1800-11-4000, with service hours shown as 8 AM to 8 PM (except national holidays).

Before your consultation

- Bring originals where available and keep copies/scans for your records.
- Arrange documents in date order and keep important notices/orders together.
- Do not share Aadhaar, PAN, bank details, OTPs or passwords through an unsecured website or chat.
- Write down a short timeline of important events, with dates and names of people/organisations involved.

Disclaimer

This checklist is for general informational purposes only and is not legal advice. Documents and requirements can vary depending on the facts, applicable law, court or authority. Do not submit documents solely because they appear on this checklist; confirm what is required for your matter with the relevant authority or a qualified advocate.

Official sources checked for this edition

- National Consumer Helpline, Department of Consumer Affairs — official portal and about page. ■cite■turn0search1■turn0search3■
- NCH official contact page. ■cite■turn0search0■

Prepared for website lead-magnet use • Information checked: 15 August 2026