



CWP-29645-2025

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**IN THE HIGH COURT OF PUNJAB AND HARYANA
AT CHANDIGARH**

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Date of Decision: 19.05.2026

United India Insurance Company and another**...Petitioners**

Versus

The Punjab State Consumer Disputes Redressal Commission and others**...Respondents****CORAM: HON'BLE MR. JUSTICE JAGMOHAN BANSAL**

Present: - Mr. Shireesh Gupta, Advocate for the petitioners
(*through video conferencing*)

Mr. Ishan Kaushal, Assistant Advocate General, Punjab

JAGMOHAN BANSAL, J. (Oral)

1. The petitioners through instant petition under Articles 226/227 of the Constitution of India are seeking setting aside of requirement of online filing of appeals before respondent No.1. They are further seeking direction to respondent No. 1 to exempt them from filing appeal against judgment dated 01.04.2025 through online mode.

2. Respondent No. 2 filed Complaint No.249 dated 19.10.2020 before respondent No.3-District Consumer Disputes Redressal Commission, Ludhiana which was allowed vide order dated 01.04.2025 whereby petitioners were directed to pay ₹8,10,530/- along with costs of ₹20,000/-. The petitioners attempted to file an appeal on e-Jagriti portal against order dated 01.04.2025 which could not be processed due to non-updation of complaint filed before respondent No.3. Counsel for the petitioners sent

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communication dated 18.07.2025 to respondent No.1 intimating the problem being faced by them in online filing but to no avail.

3. The petitioners are claiming that they are unable to file appeal before Punjab State Consumer Disputes Redressal Commission because online filing results in error and respondents are not accepting physical copy.

4. Registrar, State Consumer Disputes Redressal Commission, Punjab vide order dated 27.04.2026 was directed to file status report. In compliance thereof, short reply by way of affidavit dated 14.05.2026 of Ms. Veena Bhardwaj, Registrar, State Consumer Disputes Redressal Commission, Punjab has been filed. The same is taken on record. Registry is directed to tag the same at an appropriate place.

5. In the aforesaid affidavit, it has been disclosed that '*e-Jagriti*' portal was developed in January' 2025 and at that point of time, there were teething problems. Most of the issues stand resolved and the petitioners may upload his appeal on aforesaid portal. Physical copy cannot be accepted because of online allotment of appeal number.

6. The petitioners are claiming that they are not able to upload their appeal on online portal and Registrar in her affidavit has confirmed that there were few transitional issues but most of them stand resolved.

7. To resolve the issue, this Court finds it appropriate to hold that petitioners may approach Registrar, State Consumer Disputes Redressal Commission, Punjab who shall assist them in uploading appeal on e-Jagriti Portal. If despite the assistance of Registrar, the petitioners fail to upload their appeal, they may move an appropriate application before this Court.



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8. Disposed of in above terms.

(JAGMOHAN BANSAL)
JUDGE

19.05.2026
Mohit Kumar

Whether speaking/reasoned	Yes/No
Whether reportable	Yes/No