

Help Documentation

For

Consumer Complaint (CC) Filing

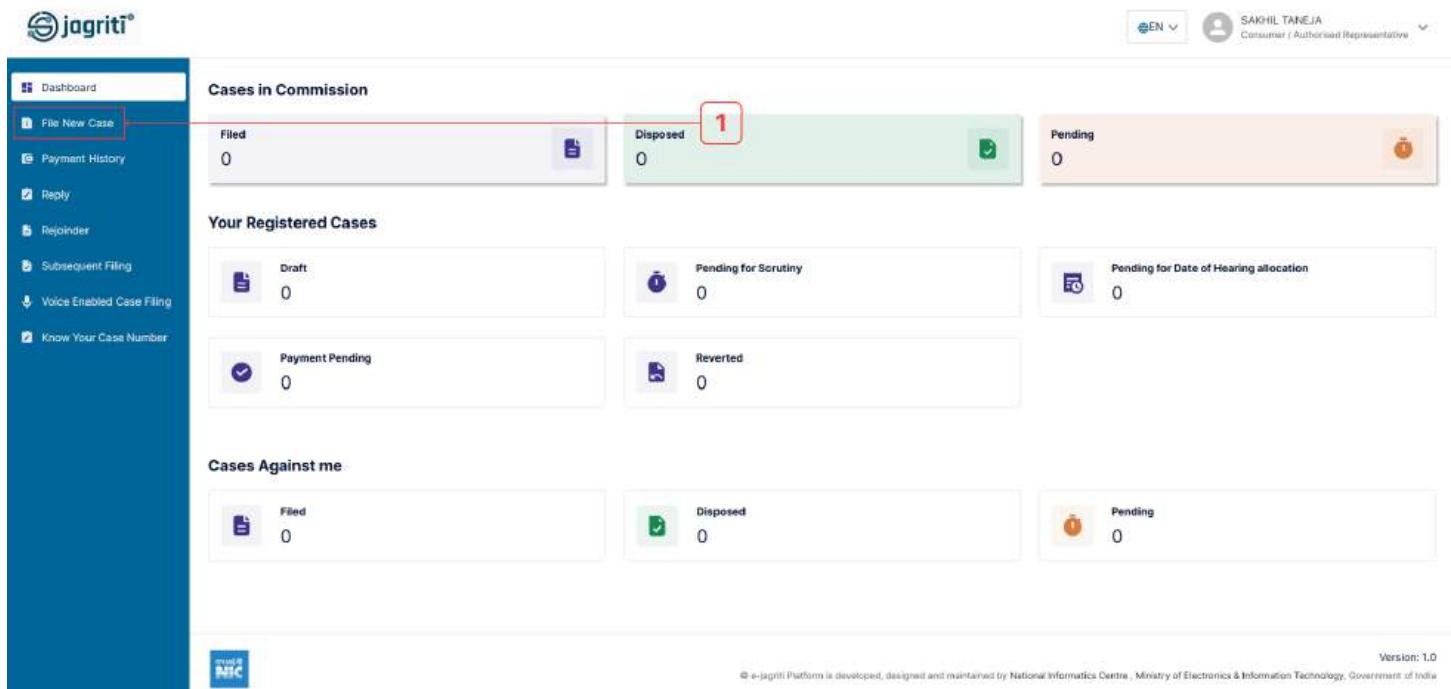


**National Informatics Centre ,
Ministry of Electronics & Information Technology,
Government of India**

(A-Block, CGO Complex, Lodhi Road,
New Delhi – 110003)

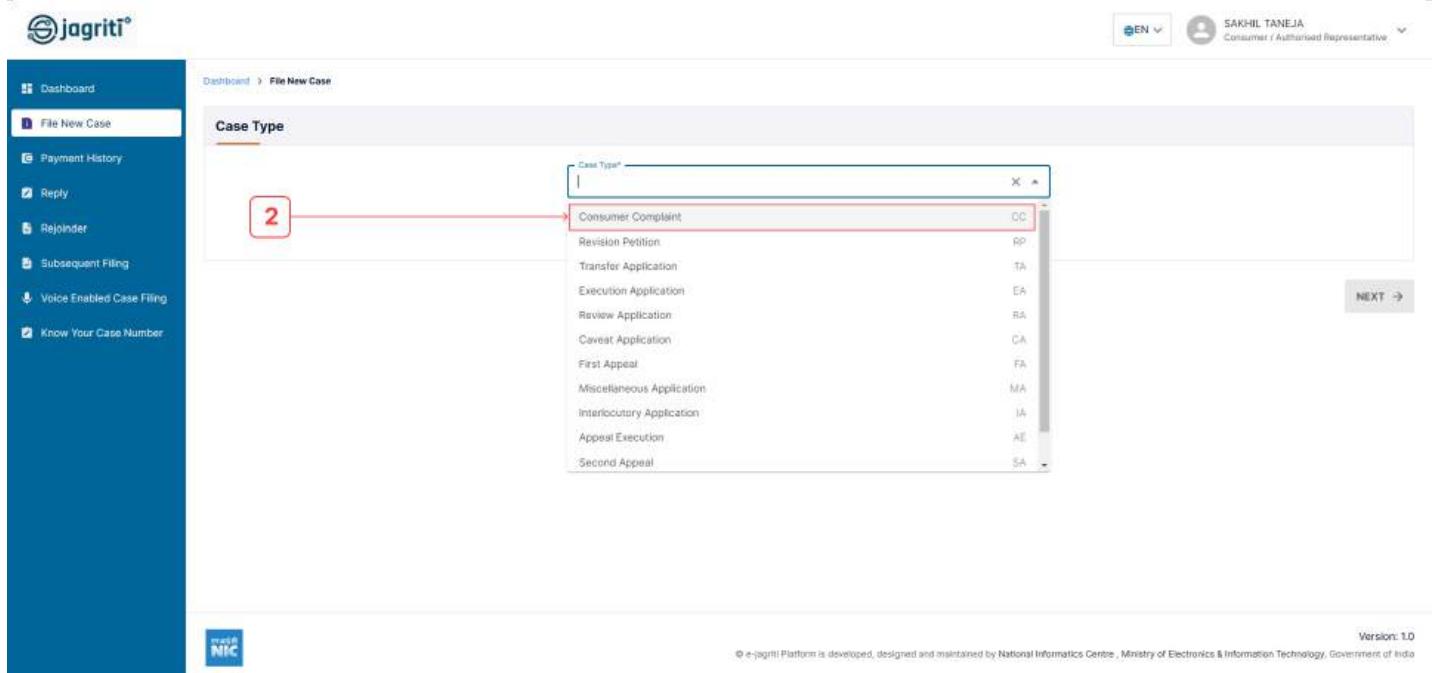
March 2025

Step 1: Navigate to the dashboard and select "File New Case" from the left menu.



The screenshot shows the e-Jagriti dashboard. On the left, a sidebar menu includes "File New Case" (highlighted with a red box). The main area displays "Cases in Commission" with sections for "Filed" (0), "Disposed" (1, highlighted with a red box), and "Pending" (0). Below this is a section for "Your Registered Cases" with categories: "Draft" (0), "Pending for Scrutiny" (0), "Pending for Date of Hearing allocation" (0), "Payment Pending" (0), and "Reverted" (0). At the bottom, there is a "Cases Against me" section with "Filed" (0), "Disposed" (0), and "Pending" (0). The footer includes the NIC logo and a note: "© e-Jagriti Platform is developed, designed and maintained by National Informatics Centre, Ministry of Electronics & Information Technology, Government of India".

Step 2: Choose "Consumer Complaint" from the list of case types in the selection menu.



The screenshot shows the "File New Case" page. The left sidebar menu is identical to the dashboard. The main area has a "Case Type" dropdown menu. The "Consumer Complaint" option is highlighted with a red box and has "CC" and "RP" icons next to it. A red box labeled "2" points to the dropdown menu. The "NEXT →" button is visible on the right. The footer includes the NIC logo and a note: "© e-Jagriti Platform is developed, designed and maintained by National Informatics Centre, Ministry of Electronics & Information Technology, Government of India".

Step 3: Upon selecting "Consumer Complaint" from the given case types,

3.1 : A list of required documents will be displayed.

3.2 : Review the applicable fee structure.

The screenshot shows the e-Jagriti platform interface. On the left, a sidebar lists navigation options: Dashboard, File New Case (highlighted in blue), Payment History, Reply, Rejoinder, Subsequent Filing, Voice Enabled Case Filing, and Know Your Case Number. The main content area is titled 'Consumer Complaint' under 'Case Type'. It displays a list of required documents: Index, Proforma for Filing Consumer Complaint, Synopsis with List of Dates and Events, Memo of Parties, Consumer Complaint with Notarised affidavit, Add Annexures / Documents, Add Application (IA), and Vakalathama. A red box labeled '3.1' points to this list. Below this, a table titled 'Fee Structure for the value of the goods or services paid as Consideration under Consumer Protection Act, 2019' is shown. The table is divided into three columns: DCDRC, SCDRC, and NCDRC. The DCDRC column shows fees for amounts up to ₹ 50 Lakh. The SCDRC column shows fees for amounts between ₹ 50 Lakh and ₹ 100 Lakh. The NCDRC column shows fees for amounts above ₹ 100 Lakh. A red box labeled '3.2' points to the NCDRC column. The table data is as follows:

Fee Structure for the value of the goods or services paid as Consideration under Consumer Protection Act, 2019					
DCDRC	SCDRC	NCDRC			
Up to ₹ Five Lakh	₹ 0	Above ₹ Fifty Lakh and Up to ₹ One Crore	₹ 2000	Above ₹ Two Crore and Up to ₹ Four Crore	₹ 3000
Above ₹ Five Lakh and Up to ₹ Ten Lakh	₹ 200	Above ₹ One Crore and Up to ₹ Two Crore	₹ 2500	Above ₹ Four Crore and Up to ₹ Six Crore	₹ 4000
Above ₹ Ten Lakh and Up to ₹ Twenty Lakh	₹ 400	Above ₹ Six Crore and Up to ₹ Eight Crore		Above ₹ Six Crore and Up to ₹ Eight Crore	₹ 5000
Above ₹ Twenty Lakh and Up to ₹ Fifty Lakh	₹ 1000	Above ₹ Eight Crore and Up to ₹ Ten Crore		Above ₹ Eight Crore and Up to ₹ Ten Crore	₹ 6000
		Above ₹ Ten Crore		Above ₹ Ten Crore	₹ 7500

Step 4

- 4.1: In “**Case Details**” enter the amount paid for the service, claim amount, date of cause of action, state, district, case category, and subcategory.
- 4.2: Click “**Next**” to proceed.

Case Details

Plaintiff compensation*
5,00,00,000

Claim compensation*
10,00,00,000

Date of Cause of Action*
04/03/2025

State of Cause of Action*
HARYANA

District of Cause of Action*
FARIDABAD

Case Category*
AERLINES

Subcategory*
DOMESTIC AIRLINES

4.1

4.2

NEXT →

Step 5

- 5.1: Enter the Complainant details. Select if applicable: Senior Citizen, Widow, Differently Abled, or Serious Ailments, and choose the address type (Present, Permanent, or Business).
- 5.2: Add the advocate from the list
- 5.3: Enter the Opposite Party details.
- 5.4: Click "Next" to proceed.

Dashboard > File New Case

Case Details Complainant / Opposite Party Additional Complainant Additional Opposite Party Document Upload Final Submission & Checkout

5.1

5.2

5.3

5.4

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Step 6:

- 6.1: Add an additional complainant , if any
- 6.2: Add Proforma complainant , if any
- 6.3 : Click "Next" to proceed.

Dashboard > File New Case

EN SAKHIL TANEJA Consumer / Authorised Representative

Case Details Complainant / Opposite Party Additional Complainant Additional Opposite Party Document Upload Final Submission & Checkout

ADD ADDITIONAL COMPLAINANT ADD PROFORMA COMPLAINANT DETAILS

6.1 6.2 6.3

PREVIOUS NEXT

Directly clicking on Previous button without saving your changes, may leads to loss of your data

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- 6.4 : To add an additional complainant , enter the details i.e name , address etc.
- 6.5 : Add the advocate from the list
- 6.6 : To add proforma complainant , enter the details i.e name , address etc.
- 6.7 : Add the advocate pertaining to the proforma complainant.
- 6.8 : Click "Next" to proceed.

6.4

6.5

6.6

6.7

6.8

Step 7

7.1: Add an additional opposite party detail , if any

7.2: Add Proforma opposite party , if any

7.3: Click "Next" to proceed.

Dashboard > File New Case

Case Details Complainant / Opposite Party Additional Complainant Additional Opposite Party Document Upload Final Submission & Checkout

+ ADD ADDITIONAL OPPONENT PARTY ← 7.1

+ ADD PROFORMA OPPONENT PARTY DETAILS ← 7.2

Directly clicking on Previous button without saving your changes, may leads to loss of your data.

← PREVIOUS 7.3 NEXT →

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7.4 : To add the Additional Opposite Party , enter the details i.e name , address etc.

7.5 : To add Proforma Opposite Party, enter the details i.e name , address etc.

7.6 : Click "Next" to proceed.

The screenshot shows the 'File New Case' process on the e-Jagriti platform. The workflow consists of six steps: Case Details, Complaint / Opposite Party, Additional Complainant, Additional Opposite Party, Document Upload, and Final Submission & Checkout. Step 7.4 is highlighted in red, indicating the current step for adding an 'Additional Opposite Party'. Step 7.5 is highlighted in red, indicating the next step for adding a 'Proforma Opposite Party'. Step 7.6 is highlighted in red, indicating the final step to proceed. The 'Additional Opposite Party Details' section is visible, showing fields for Name, Relation, Relative Name, and mobile number. The 'Proforma Opposite Party Details' section is also visible, showing similar fields. A note at the bottom left of the page states: 'Directly clicking on Previous button without saving your changes, may leads to loss of your data.'

Step 8:

- 8.1: Upload the required documents i.e Index, Proforma, Synopsis, Memo of Parties, Notarized Affidavit and Vakalatnama.
- 8.2: Upload Annexures (with appropriate title) or IA Application
- 8.3: Click "Next" to proceed.

Dashboard > File New Case

Case Details Complainant / Opposite Party Additional Complainant Additional Opposite Party Document Uploading Final Submission & Checkout

Upload Case Documents ← **8.1**

Index*

Drag and Drop Files Here or Click to upload (pdf only). File size should not exceed 25 MB.

Added: PassUndertaking.pdf (141 KB)

Proforma for Filing Consumer Complaint*

Drag and Drop Files Here or Click to upload (pdf only). File size should not exceed 25 MB.

Added: PassUndertaking-pdf.pdf (144.29 KB)

Synopsis with List of Dates and Events*

Drag and Drop Files Here or Click to upload (pdf only). File size should not exceed 25 MB.

Added: green-sheet-new.pdf (301.38 KB)

Memo of Parties*

Drag and Drop Files Here or Click to upload (pdf only). File size should not exceed 25 MB.

Added: PassUndertaking.pdf (141 KB)

Consumer Complaint with Notarised affidavit*

Drag and Drop Files Here or Click to upload (pdf only). File size should not exceed 25 MB.

Added: PassUndertaking-pdf.pdf (144.29 KB)

Additional Documents ← **8.2**

+ ADD ANNEXURES / DOCUMENTS

IA Documents ← **8.3**

+ ADD APPLICATION/IA

Vakalatnama

Drag and Drop Files Here or Click to upload (pdf only). File size should not exceed 25 MB.

Directly clicking on Previous button without saving your changes, may leads to loss of your data

← PREVIOUS

8.4 → **NEXT**

Step 9:

9.1: Select the commission name and tick the declaration checkbox.

9.2: Click the "Preview" button.

The screenshot shows the 'File New Case' workflow on the e-Jagriti platform. The steps are: Case Details, Complainant / Opposite Party, Additional Complainant, Additional Opposite Party, Document Upload, and Final Submission & Checkout. Step 9.1 is highlighted in a red box around the 'Commission' dropdown, which is set to 'NCDRC'. Step 9.2 is highlighted in a red box around the 'PREVIEW' button. The interface includes a sidebar with options like Dashboard, File New Case, Payment History, Reply, Rejoinder, Subsequent Filing, and Know Your Case Number. A footer note states: 'Directly clicking on Previous button without saving your changes, may leads to loss of your data'.

Step 10: Review the details on the Preview page.

10.1 : Click the "Edit" button to correct the respective section's information.

10.2 : Click "Submit" to complete the process.

Case Details

Claim Consideration: 100000000
Paid Consideration: 50000000

Date of Case: 04-03-2025
State of Case of Action: HARYANA

Case Category: AIRLINES
Sub Category: DOMESTIC AIRLINES

Complainant Details

Name: RIYA
Mobile Number: 9822321516
Email: RIYAAAD162@GMAIL.COM

Is Senior Citizen: NO
Is Differently Abled: NO

Is Widow: NO
Handicapped: N/A

Address Type: PRESENT
House Number: A-10
Street: B BLOCK

Landmark: CITY SHINE PUBLIC SCHOOL
Pin Code: 110096
State: DELHI

District: EAST
Post Office: GHAZIABAD
Police Station: N/A

Country: INDIA
Pin: NO

Advocate Name: ROHIT KARKI
Advocate ID: 6163204
Mobile: 9412314607

Email: KARKIRHT162@GMAIL.COM
Bar Council ID: 19

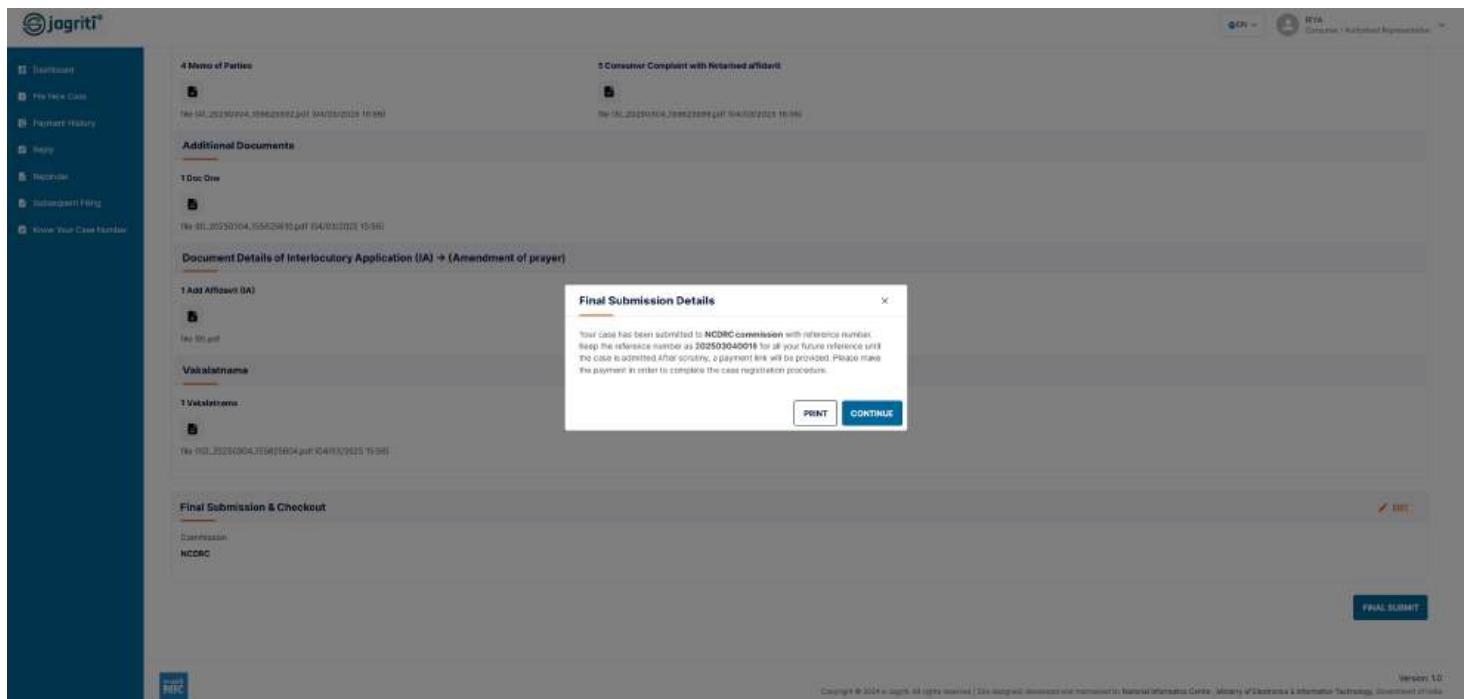
Step 11: Clicking the "Final Submit" button will trigger a pop-up asking, "Are you sure you want to submit? You will not be able to edit the form after submission".

Final Submission Details

Are you sure you want to submit? You will not be able to edit the form after submission.

NO YES

Step 12: Selecting "Yes" will generate a reference number and submit the case to the respective commission.



Step 13 : Upon clicking on “Print button” will generate a reference number, date of filing, commission name etc.

