

Help Documentation

For

Consumer Complaint (CC) Filing

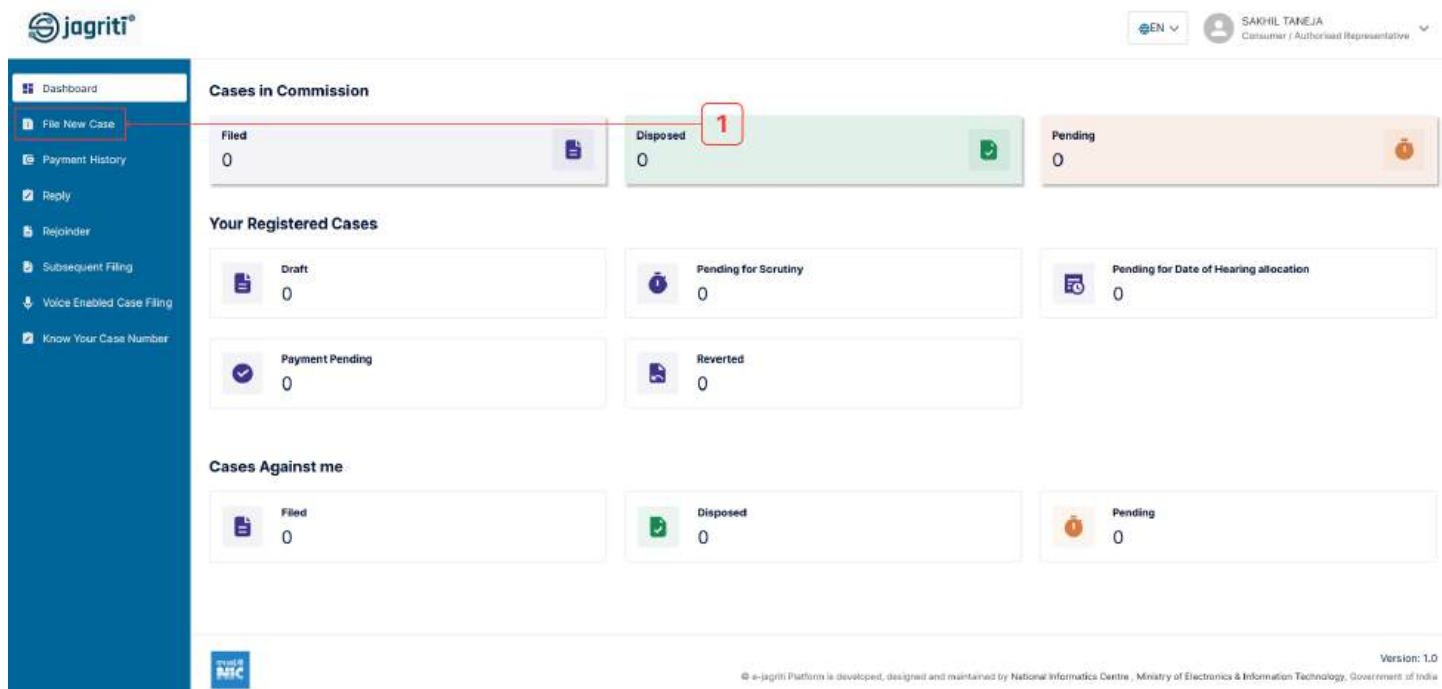


**National Informatics Centre ,
Ministry of Electronics & Information Technology,
Government of India**

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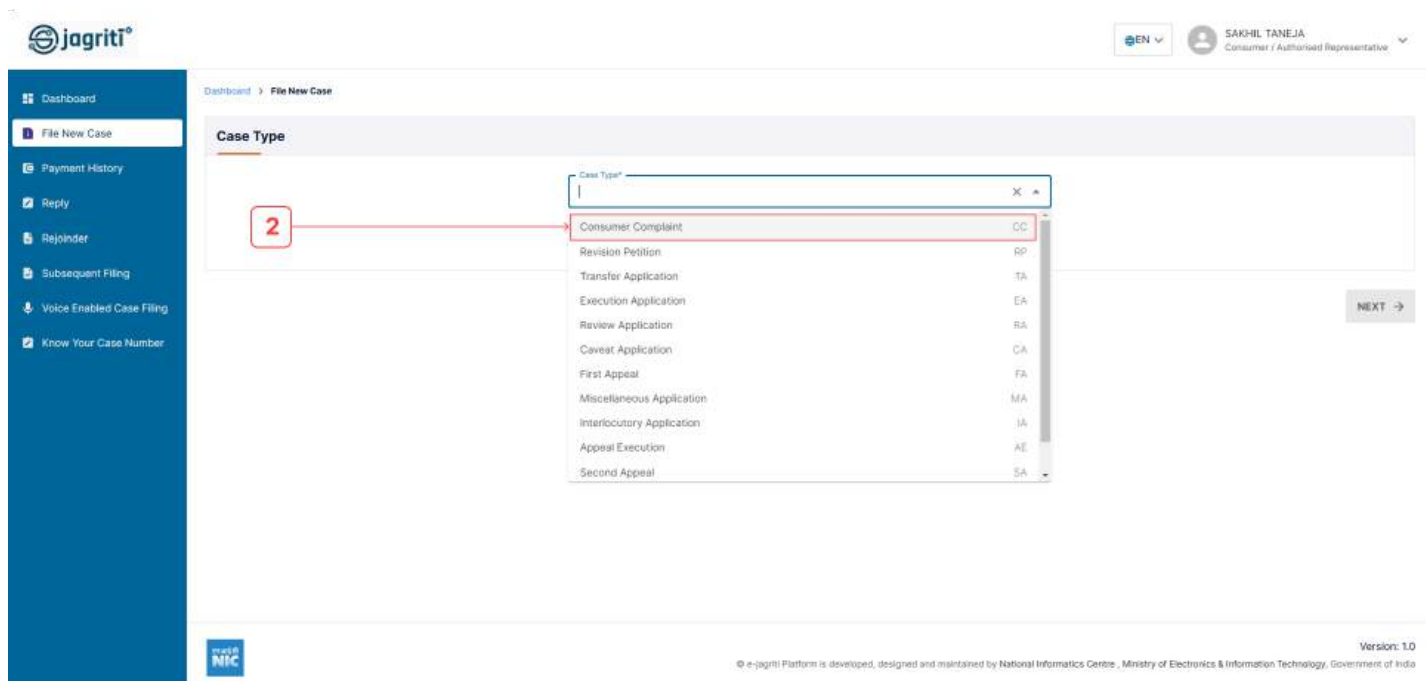
March 2025

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



The screenshot shows the Jagriti dashboard interface. On the left, a blue sidebar contains a menu with options: Dashboard, File New Case (highlighted with a red box), Payment History, Reply, Rejoinder, Subsequent Filing, Voice Enabled Case Filing, and Know Your Case Number. The main content area is titled 'Cases in Commission' and displays three cards: 'Filed' (0), 'Disposed' (0, highlighted with a red box and the number 1), and 'Pending' (0). Below this is the 'Your Registered Cases' section, which includes five cards: 'Draft' (0), 'Pending for Scrutiny' (0), 'Pending for Date of Hearing allocation' (0), 'Payment Pending' (0), and 'Reverted' (0). At the bottom, the 'Cases Against me' section shows three cards: 'Filed' (0), 'Disposed' (0), and 'Pending' (0). The footer includes the NIC logo, a copyright notice for the e-jagriti Platform, and the version number 1.0.

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



The screenshot shows the 'File New Case' screen in the Jagriti application. The 'Case Type' dropdown menu is open, displaying a list of case types. A red box with the number 2 highlights the 'Consumer Complaint' option, which is also highlighted in the list. The list includes: Consumer Complaint (CC), Revision Petition (RP), Transfer Application (TA), Execution Application (EA), Review Application (RA), Caveat Application (CA), First Appeal (FA), Miscellaneous Application (MA), Interlocutory Application (IA), Appeal Execution (AE), and Second Appeal (SA). A 'NEXT' button is visible on the right. The footer includes the NIC logo, a copyright notice for the e-jagriti Platform, and the version number 1.0.

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.

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EN SAKHIL TANEJA Consumer / Authorised Representative

Case Type*
Consumer Complaint

We may use a link for practice direction/filing proforma and other filing details.

The following documents are required to file in "Consumer Complaint"

3.1

- > 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)
- > Vakalatnama

Fee Structure for the value of the goods or services paid as Consideration under Consumer Protection Act, 2019

3.2

DCDRC		SCDRC		NCDRC	
Upto ₹ Five Lakh	₹ 0	Above ₹ Fifty Lakh and Upto ₹ One Crore	₹ 2000	Above ₹ Two Crore and Upto ₹ Four Crore	₹ 3000
Above ₹ Five Lakh and Upto ₹ Ten Lakh	₹ 200	Above ₹ One Crore and Upto ₹ Two Crore	₹ 2500	Above ₹ Four Crore and Upto ₹ Six Crore	₹ 4000
Above ₹ Ten Lakh and Upto ₹ Twenty Lakh	₹ 400			Above ₹ Six Crore and Upto ₹ Eight Crore	₹ 5000
Above ₹ Twenty Lakh and Upto ₹ Fifty Lakh	₹ 1000			Above ₹ Eight Crore and Upto ₹ Ten Crore	₹ 6000
				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.

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Dashboard > File New Case

1 Case Details 2 Compliment / Opposite Party 3 Additional Compliment 4 Additional Opposite Party 5 Document Upload 6 Final Submission & Checkout

Case Details

Paid or Considered* 5,00,00,000

Claim Considered 10,00,00,000

Your case will be submitted to NCED

Enter number value that you've paid for service

Define your recent claim amount in numbers

[Test Case Report](#)

Date of Cause of Action 04/03/2025

State of Cause of Action HARYANA

District of Cause of Action FARIDABAD

Case Category* AIRLINES

Sub Category* DOMESTIC AIRLINES

4.1

4.2

NEXT →

NIC

Version: 1.0

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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.

The screenshot displays the Jagriti Consumer Complaint (CC) form. The form is divided into several sections, each corresponding to a step in the process. The steps are indicated by a progress bar at the top: 1. Case Details, 2. Complainant / Opposite Party, 3. Additional Complainant, 4. Additional Opposite Party, 5. Document Upload, and 6. Final Submission & Checkout. The current step is 2, Complainant / Opposite Party.

5.1 Complainant Details: This section includes fields for Name (BIVA), Address (BIVA), Mobile Number (9822321516), Email (BIVAAND369@GMAIL.COM), and checkboxes for Senior Citizen, Widow, Differently Abled, and Serious Ailments. It also includes an Address 1 section with fields for Address Type (PRESENT), Address (A-10), Block (B BLOCK), Landmark/Locality (CITY SHINE PUBLIC SCHOOL), Country (INDIA), Pin Code (110096), State (DELHI), District (EAST), Post Office (GHAZIPUR S.O.), and Police Station.

5.2 Advocate Details: This section includes a table of advocates. The table has columns for S.No., Advocate Name, Mobile Number, Bar ID, Email, and Action. The table contains one row with the following data: S.No. 1, Advocate Name BCHIT KAREK, Mobile Number 9412344607, Bar ID 19, Email banchit1993@gmail.com, and Action (a red button).

5.3 Opposite Party Details: This section includes fields for Name (DEEPAK), Address (DEEPAK), Mobile Number, Email, and checkboxes for Senior Citizen, Widow, Differently Abled, and Serious Ailments. It also includes an Address 1 section with fields for Address Type (PRESENT), Address (D-10), Block (B BLOCK), Landmark/Locality, Country (INDIA), Pin Code (110092), State (DELHI), District (EAST), Post Office (ANAND VIHAR S.O.), and Police Station.

5.4: This section includes a "PREVIOUS" button and a "NEXT" button. A red arrow points from the "NEXT" button to the "5.4" label.

Footer: The footer includes the Jagriti logo, the National Informatics Centre (NIC) logo, and the text "Copyright © 2014 e-Jagriti. All rights reserved. | Site designed, developed and maintained by National Informatics Centre, Ministry of Electronics & Information Technology, Government of India. VERSION: 1.0".

Step 6:

6.1: Add an additional complainant , if any

6.2: Add Proforma complainant , if any

6.3 : Click "Next" to proceed.

The screenshot displays the 'File New Case' interface on the Jagriti platform. The top navigation bar shows the user is logged in as SAKHIL TANEJA, a Consumer / Authorized Representative. The left sidebar lists various case management options. The main area shows a progress bar with six steps: Case Details (completed), Complainant / Opposite Party (completed), Additional Complainant (current step), Additional Opposite Party, Document Upload, and Final Submission & Checkout. Below the progress bar, there are two red arrows pointing to the 'Additional Complainant' step, labeled 6.1 and 6.2, corresponding to the instructions. A red arrow labeled 6.3 points to the 'NEXT' button. A warning message states: 'Directly clicking on Previous button without saving your changes, may leads to loss of your data'. The footer includes the NIC logo and version information.

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.

The screenshot displays the Jagriti portal interface for filing a consumer complaint. The top navigation bar includes the Jagriti logo and user information (GEN, RMA, Consumer / Authorized Representative). The left sidebar lists various actions: Dashboard, File New Case, Payment History, Reply, Register, Subsequent Filing, and View Your Case Number.

The main content area shows a progress bar with six steps: Case Details, Complainant / Opposite Party, Additional Complainant (Step 6.4), Additional Opposite Party, Document Upload, and Final Submission & Checkout. The 'Additional Complainant' section is active, showing a form for adding a new complainant. This section includes fields for Name, Address, and Advocate Details. A red box labeled '6.4' highlights the 'Additional Complainant Details' section.

Below the 'Additional Complainant' section is the 'Advocate Details' section, which includes a table of available advocates. A red box labeled '6.5' highlights this section. The table has columns for S.No, Advocate Name, Mobile Number, Bar ID, Email, and Action. One advocate is listed: 1, EZHILARASAN E, 9857343761, 15, ezhilarsan396@gmail.com.

Below the 'Advocate Details' section is the 'Proforma Complainant Details' section. A red box labeled '6.6' highlights this section. It includes fields for Name, Address, and Advocate Details. Below this is another 'Advocate Details' section with a table of available advocates. A red box labeled '6.7' highlights this section. The table has columns for S.No, Advocate Name, Mobile Number, Bar ID, Email, and Action. One advocate is listed: 1, PRANJAL KUMAR, 9911385309, 8, pranjal.kumar@gmail.com.

At the bottom of the form, there is a 'NEXT' button. A red box labeled '6.8' highlights this button. A red arrow points from the 'NEXT' button to the '6.8' label.

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.

The screenshot displays the 'File New Case' workflow in the Jagriti platform. The progress bar shows six steps: Case Details, Complainant / Opposite Party, Additional Complainant, Additional Opposite Party (current step), Document Upload, and Final Submission & Checkout. Red annotations highlight specific actions: '7.1' points to the 'ADD ADDITIONAL OPPOSITE PARTY' link, '7.2' points to the 'ADD PROFORMA OPPOSITE PARTY DETAILS' link, and '7.3' points to the 'NEXT' button. A warning message states: 'Directly clicking on Previous button without saving your changes, may leads to loss of your data'. The interface includes a sidebar with navigation options and a top header with user information.

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 displays the Jagriti portal interface for filing a consumer complaint. The top navigation bar includes the Jagriti logo, a user profile icon, and a dropdown menu. The left sidebar contains navigation links: Dashboard, File New Case, Payment History, Reply, Register, Subsequent Filing, and View Your Case Number.

The main content area shows a progress bar with six steps: Case Details, Complaint / Opposite Party, Additional Complainant, Additional Opposite Party (highlighted with a red box and arrow labeled 7.4), Document Upload, and Final Submission & Checkout.

The 'Additional Opposite Party Details' section (7.4) includes fields for Name (DESHAM), Surname, Relative Name, Mobile Number, Email, and checkboxes for Senior Citizen, Widow, Differently Abled, and Serious Attempts. The Address 1 section includes fields for Address Type (BUSINESS), House No./Old No./Building/Floor (T1), Block/Street/Mohalla/Sector, Landmark/Locality, District (INDIA), Pin Code (110001), State (DELHI), District (CENTRAL), Post Office (CHILLA B D), and Police Station.

The 'Proforma Opposite Party Details' section (7.5) includes fields for Name (VIRASH), Surname, Relative Name, Mobile Number, Email, and checkboxes for Senior Citizen, Widow, Differently Abled, and Serious Attempts. The Address 1 section includes fields for Address Type (PRESENT), House No./Old No./Building/Floor (58), Block/Street/Mohalla/Sector, Landmark/Locality, District (INDIA), Pin Code (110011), State (DELHI), District (CENTRAL), Post Office (NIRMAN BHAWAN S.O), and Police Station.

At the bottom, a red box and arrow labeled 7.6 point to the 'NEXT' button. A warning message states: 'Directly clicking on Previous button without saving your changes, may leads to loss of your data'. Below this is a 'PREVIOUS' button.

The footer includes the NIC logo, copyright information (© 2024 e-Jagriti. All Rights reserved), and the version number (Version: 1.0).

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.

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Dashboard > File New Case

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

Upload Case Documents 8.1

Index*

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

Added: PasaUndertaking.pdf (141 KB)

Proforma for Filing Consumer Complaint*

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

Added: PasaUndertaking.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 exceeds 25 MB.

Added: green-sheet-new.pdf (301.96 KB)

Memo of Parties*

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

Added: PasaUndertaking.pdf (141 KB)

Consumer Complaint with Notarised affidavit*

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

Added: PasaUndertaking.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 exceeds 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.

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Dashboard / File New Case

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

Your case will be filed in NCDRC

Commission
NCDRC

9.1

CAUTION: Once you finalize your case, you cannot edit it.

☐ I hereby declare that the information provided is true and correct.

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

PREVIOUS

9.2

PREVIEW →

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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.

Jagriti | Dashboard | File New Case | Payment History | Reply | Reponder | Subsequent Filing | Know Your Case Number

Case Details 10.1 Edit

Filing Reference Number 202303040016	Claim Consideration 100000000	Paid Consideration 50000000
Date of Cause 04-03-2023	State of Cause of Action HARYANA	District of Cause of Action N/A
Case Category AIRLINES	Sub Category DOMESTIC AIRLINES	

Complainant Details Edit

Name RIYA	Mobile Number 8802231510	Email RIYAAAG300@GMAIL.COM
Is Senior Citizen NO	Is Widow NO	Is Differently Abled NO
Serious Ailments NO	Handicapped N/A	
Address Type PRESENT	House Number A-10	Street B BLOCK
Landmark CITY SHINE PUBLIC SCHOOL	Pin Code 110006	State DELHI
District EAST	Post Office GHAZIPUR B.O	Police Station N/A
Country INDIA	Is NO	
Advocate Name ROHIT KARKI	Advocate Id 6162204	Mobile 9412314807
Email KARKIROHIT1980@GMAIL.COM	Bar Council No 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".

Jagriti | Dashboard | File New Case | Payment History | Reply | Reponder | Subsequent Filing | Know Your Case Number

Final Submission Details

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

Final Submission & Checkout Edit

CONFIRMATION
WCDC

Final Submit

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

The screenshot shows the Jagriti portal interface. On the left is a sidebar with navigation links: Dashboard, File Your Case, Payment History, Reply, Recorder, Subsequent Filing, and Know Your Case Number. The main area displays the '4 Memo of Parties' and '5 Consumer Complaint with Notarised Affidavit' sections. Below these are 'Additional Documents' including '1 Doc One' and '1 Affidavit (A)'. A modal window titled 'Final Submission Details' is open, displaying the following text:

Final Submission Details

Your Case has been submitted to NCDRC commission with reference number. Keep the reference number as 202503040016 for all your future reference until the case is admitted. After scrutiny, a payment link will be provided. Please make the payment in order to complete the case registration procedure.

Buttons: PRINT, CONTINUE

At the bottom right, there is a 'FINAL SUBMIT' button. The footer includes copyright information for Jagriti and the National Informatics Centre, Ministry of Electronics & Information Technology, Government of India. Version: 1.0.

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

The screenshot shows the Jagriti portal interface. On the left is a sidebar with navigation links: Dashboard, File Your Case, Payment History, Reply, Recorder, Subsequent Filing, and Know Your Case Number. The main area displays the '4 Memo of Parties' and '5 Consumer Complaint with Notarised Affidavit' sections. Below these are 'Additional Documents' including '1 Doc One' and '1 Affidavit (A)'. A modal window titled 'Acknowledgement' is open, displaying the following text:

Acknowledgement

Case filed in NCDRC, NCDRC

Reference Number 202503040016

Complainant

Opposite Party

Category AIRLINES

Date of Filing 04-03-2025

Commission Name NCDRC

Buttons: PRINT, SUBMIT

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