

Help Documentation

For

CCPA Appeal Filing



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

(A-Block, CGO Complex, Lodhi Road,
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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 'File New Case' highlighted. The main content area is titled 'Cases in Commission' and shows three boxes: 'Filed' (0), 'Disposed' (0), and 'Pending' (0). Below this is 'Your Registered Cases' with five boxes: 'Draft' (0), 'Pending for Scrutiny' (0), 'Pending for Date of Hearing allocation' (0), 'Payment Pending' (0), and 'Reverted' (0). At the bottom is 'Cases Against me' with three boxes: 'Filed' (0), 'Disposed' (0), and 'Pending' (0). A red box highlights the 'File New Case' menu item, and another red box highlights the 'Disposed' count in the 'Cases in Commission' section.

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

The screenshot shows the 'File New Case' page in Jagriti. A dropdown menu for 'Case Type' is open, displaying a list of case types. The 'CCPA Appeal' option is highlighted with a red box. The dropdown 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), Second Appeal (SA), and CCPA Appeal (CCPA). A red box highlights the 'CCPA Appeal' option, and another red box highlights the 'CCPA' text next to it.

Step 3: Upon selecting **"CCPA Appeal"** from the given case types,

3.1 : The required documents for case filing will be displayed.

3.2 : Click the **"Next"** button to proceed.

The screenshot shows the 'File New Case' interface on the Jagriti portal. The 'Case Type' dropdown menu is set to 'CCPA Appeal'. Below the dropdown, a message states: 'We may use a link for practice direction/filing proforma and other filing details.' A list of required documents is displayed, including:

- > Index
- > Proforma for Filing CCPA Appeal
- > Notarised Affidavit in support of pleadings filed before CCPA
- > Synopsis with List of Dates and Events
- > Memo of Parties
- > CCPA Appeal with Notarised affidavit
- > Certified copy of order of Central Authority
- > Add Annexures / Documents
- > Add Application (IA)
- > Vakalatnama

A red box labeled '3.1' highlights this list of documents. A red arrow labeled '3.2' points to the 'NEXT' button at the bottom right of the page.

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Step 4:

4.1 : On the “**Case Details**” page, enter the CCPA Appeal Authority Name, Reference ID, Date of Order, Case Category, and Sub Category.

4.2 : Click on the “**Next**” button to proceed.

The screenshot shows the 'File New Case' page on the Jagriti portal. The page has a blue sidebar with navigation options: Dashboard, File New Case, Payment History, Reply, Rejoinder, Subsequent Filing, and Know Your Case Number. The main content area features a progress bar with six steps: 1. Case Details, 2. Appellant / Opposite Party, 3. Additional Appellant, 4. Additional Opposite Party, 5. Document Upload, and 6. Final Submission & Checkout. The 'Case Details' step is active. Below the progress bar, there are five input fields: 'CCPA Appeal Authority Name*', 'Reference Id*', 'Date of Order*' (with a calendar icon and the value '17/02/2025'), 'Case Category*', and 'Sub Category*'. A red callout '4.1' points to these fields. At the bottom right, there is a blue 'NEXT →' button, with a red callout '4.2' pointing to it. The footer contains the NIC logo and copyright information: 'Copyright © 2024 e-Jagriti. All rights reserved | Site designed, developed and maintained by National Informatics Centre, Ministry of Electronics & Information Technology, Government of India'. The version is noted as 'Version: 1.0'.

Step 5 :

5.1 : Provide the required information about the Appellant & Add advocate.

5.2 : Enter the Opposite Party details.

5.3 : Click on the 'Next' to proceed.

The screenshot displays the 'File New Case' workflow in the Jagriti system. The progress bar at the top shows six steps: Case Details (1), Appellant / Opposite Party (2), Additional Appellant (3), Additional Opposite Party (4), Document Upload (5), and Final Submission & Checkout (6). Step 2 is currently active.

5.1 Appellant Details: This section includes fields for Name (RTA), Relation, Relative Name, Mobile Number (8802331516), and Email (RIYAA0369@GMAIL.COM). There are checkboxes for Senior Citizen, Widow, Differently Abled, and Serious Ailments. The address section includes Address Type (PRESENT), House No./Door No./Building/Flat (A-19), Block/Street/Mohalla/Sector (B BLOCK), Landmark/Locality (CITY SHINE PUBLIC SCHOOL), Country (INDIA), Pin Code (110096), State (DELHI), District (EAST), Post Office (GHAZIPUR B.O), and Police Station. A '+ ALSO AT ADD ADDRESS' link is present. An 'ADD ADVOCATE' button is located at the bottom right of this section.

5.2 Opposite Party Details: This section mirrors the Appellant details with fields for Name, Relation, Relative Name, Mobile Number, Email, and checkboxes for Senior Citizen, Widow, Differently Abled, and Serious Ailments. The address section includes Address Type, House No./Door No./Building/Flat, Block/Street/Mohalla/Sector, Landmark/Locality, Country (INDIA), Pin Code, State, District, Post Office, and Police Station. A '+ ALSO AT ADD ADDRESS' link is present.

5.3 Navigation: A warning message states: 'Directly clicking on Previous button without saving your changes, may leads to loss of your data'. Below this are 'PREVIOUS' and 'NEXT' buttons. A red box highlights the 'NEXT' button, with an arrow pointing to it from the '5.3' label.

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Step 6:

6.1 : Enter Additional Appellant Details as required & add advocate.

6.2 : Fill in the Proforma Complainant Details & add advocate.

6.3 : Click "Next" to proceed.

Dashboard > File New Case

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

Additional Appellant Details 6.1

Name* Relation Relative Name Mobile Number*

Email

Senior Citizen Widow Differently Abled Serious Ailments

Address 1 NRI

Address Type* House No./Door No./Building/Flat Block/Street/Mohalla/Sector

Landmark/Locality Country* INDIA Pin Code*

State* District* Post Office* Police Station

+ ALSO AT ADD ADDRESS

Advocate Details ADD ADVOCATE

Please add advocate to proceed further

+ ADD ADDITIONAL APPELLANT

Proforma Complainant Details 6.2

Name* Relation Relative Name Mobile Number*

Email

Senior Citizen Widow Differently Abled Serious Ailments

Address 1 NRI

Address Type* House No./Door No./Building/Flat Block/Street/Mohalla/Sector

Landmark/Locality Country* INDIA Pin Code*

State* District* Post Office* Police Station

+ ALSO AT ADD ADDRESS

Advocate Details ADD ADVOCATE

Please add advocate to proceed further

+ ADD PROFORMA COMPLAINANT DETAILS

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

PREVIOUS 6.3 NEXT

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Step 7:

7.1 : Enter Additional Opposite Party Details as required.

7.2 : Fill in the Proforma Opposite Party Details if applicable.

7.3 : Click on the 'Next' button to proceed.

The screenshot displays the Jagriti web application interface for filing a CCPA appeal. A progress bar at the top shows six steps: Case Details, Appellant / Opposite Party, Additional Appellant, Additional Opposite Party (current step), Document Upload, and Final Submission & Checkout. The main content area contains two forms: 'Additional Opposite Party Details' and 'Proforma Opposite Party Details'. Both forms include fields for Name, Relation, Relative Name, Mobile Number, Email, and checkboxes for Senior Citizen, Widow, Differently Abled, and Serious Ailments. The 'Additional Opposite Party Details' form also includes an 'Address 1' section with fields for Address Type, House No./Door No./Building/Flat, Block/Street/Mohalla/Sector, Landmark/Locality, Country (set to INDIA), Pin Code, State, District, Post Office, and Police Station. A red box labeled '7.1' points to the 'Additional Opposite Party Details' form. Below it, another red box labeled '7.2' points to the 'Proforma Opposite Party Details' form. At the bottom, a red box labeled '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 footer includes the NIC logo, copyright information for 2024, and the version number 1.0.

Step 8:

8.1: Upload Mandatory Documents: Index, Proforma for CCPA Appeal, Notarised Affidavit, Synopsis with Dates & Events, Memo of Parties, CCPA Appeal with Affidavit, Certified Order Copy, and Vakalatnama, If required, upload: Annexures/Documents and IA Application.

8.2: Click "Next" to proceed.

The screenshot displays the 'File New Case' interface on the Jagriti portal. A progress bar at the top shows six steps: Case Details, Appellant / Opposite Party, Additional Appellant, Additional Opposite Party, Document Upload (highlighted in blue), and Final Submission & Checkout. A red box labeled '8.1' points to the 'Upload Case Documents' section. This section contains several document upload areas, each with a dashed border and a central upload icon. The documents to be uploaded are: Index*, Proforma for Filing CCPA Appeal*, Notarised Affidavit in support of pleadings filed before CCPA*, Synopsis with List of Dates and Events*, Memo of Parties*, CCPA Appeal with Notarised affidavit*, Certified copy of order of Central Authority*, Additional Documents (with a '+ ADD ANNEXURES / DOCUMENTS' button), IA Documents (with a '+ ADD APPLICATION/IA' button), and Vakalatnama. Each upload area includes the instruction: 'Drag and Drop Files Here or Click to upload (pdf only). File size should not exceed 10 MB.' At the bottom of the page, a 'PREVIOUS' button is on the left, and a 'NEXT' button is on the right, highlighted in red and labeled '8.2'. 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, copyright information for 2024 e-Jagriti, and the version number 1.0.

Step 9:

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

9.2: Click the "Preview" button.

The screenshot displays the 'File New Case' interface on the Jagriti platform. At the top, the Jagriti logo is on the left, and user information (EN, RIYA Consumer / Authorised Representative) is on the right. A progress bar shows six steps: Case Details, Appellant / Opposite Party, Additional Appellant, Additional Opposite Party, Document Upload, and Final Submission & Checkout. The 'Final Submission & Checkout' step is currently active. Below the progress bar, a message states 'Your case will be filed in NCDRC'. A dropdown menu for 'Commission' is set to 'NCDRC' and is highlighted with a red box labeled '9.1'. Below this, there are three checkboxes: 'CAUTION: Once you finalize your case, you cannot edit it', 'I hereby declare that the information provided is true and correct', and 'Directly clicking on Previous button without saving your changes, may leads to loss of your data'. A 'PREVIOUS' button is on the left, and a 'PREVIEW' button is on the right, both highlighted with red boxes and labeled '9.2'. The footer contains the NIC logo and copyright information.

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 "Final Submit" to complete the process.



EN
2024
Consumer / Authorized Representative

- Dashboard
- File New Case
- Payment History
- Reply
- Inspector
- Subsequent Filing
- Know Your Case Number

Case Details

Filing Reference Number 202502170043	Authority Name AIRPORT APPELLATE TRIBUNAL	Authority Id 98795789
Date Of Order 17-02-2025	Case Category ADVERTISEMENTS	Sub Category ADVERTISEMENTS - OTHERS

Complainant Details ✎

Name RIYA	Mobile Number 880237510	Email RIYAAAS309@GMAIL.COM
Is Senior Citizen NO	Is Widower NO	Is Differently Aabled NO
Serious Ailments NO	Handicapped N/A	
Address Type PRESENT	House Number A-10	Street B BLOCK
Landmark CITY SHINE PUBLIC SCHOOL	Pin Code 110095	State DELHI
District EAST	Post Office GHAZIPUR B.O	Police Station N/A
Country INDIA	N/A NO	
Advocate Name ADV. ANIL CHAUDHARI	Advocate Id 0163197	Mobile 9911678530
Email ADV.ANILCHAUDHARI07@GMAIL.COM	Bar Council Id 11	
Address Type BUSINESS	Pincode 442005	District GADCHROLI
State MAHARASHTRA		
Advocate Name DHARMESH SINHA	Advocate Id 6163196	Mobile 9868188580
Email DHARMESH04@GMAIL.COM	Bar Council Id 5	
Address Type PRESENT	Pincode 110060	District NORTH WEST
State DELHI		

10.1

Opposite Party Details ✎

Name DEEPAK VIJAY	Mobile Number N/A	Email N/A
Is Senior Citizen NO	Is Widower NO	Is Differently Aabled NO
Serious Ailments NO	Handicapped N/A	
Address Type BUSINESS	House Number N/A	Street N/A
Landmark N/A	Pin Code 121012	State HARYANA
District MH	Post Office SECTOR-310 S.O	Police Station N/A
Country INDIA	N/A NO	

Additional Complainant Details 1 ✎

Name RIYA	Mobile Number 880237510	Email N/A
Is Senior Citizen NO	Is Widower NO	Is Differently Aabled NO
Serious Ailments NO	Handicapped N/A	
Address Type PRESENT	House Number N/A	Street N/A
Landmark N/A	Pin Code 110090	State DELHI
District NEW DELHI	Post Office DADARPUR KHADAR B.O	Police Station N/A
Country INDIA	N/A NO	
Advocate Name PREYANKA	Advocate Id 6163194	Mobile 980429355
Email RADHA.KRISHNA1785@GMAIL.COM	Bar Council Id 13	
Address Type BUSINESS	Pincode 170061	District KANDRA
State HIMACHAL PRADESH		

Additional Opposite Party Details 1 ✎

Name DEEPAK VIJAY	Mobile Number 880234567	Email N/A
Is Senior Citizen NO	Is Widower NO	Is Differently Aabled NO
Serious Ailments NO	Handicapped N/A	
Address Type PERMANENT	House Number N/A	Street N/A
Landmark N/A	Pin Code 110095	State DELHI
District NEW DELHI	Post Office GHAZIPUR B.O	Police Station N/A
Country INDIA	N/A NO	

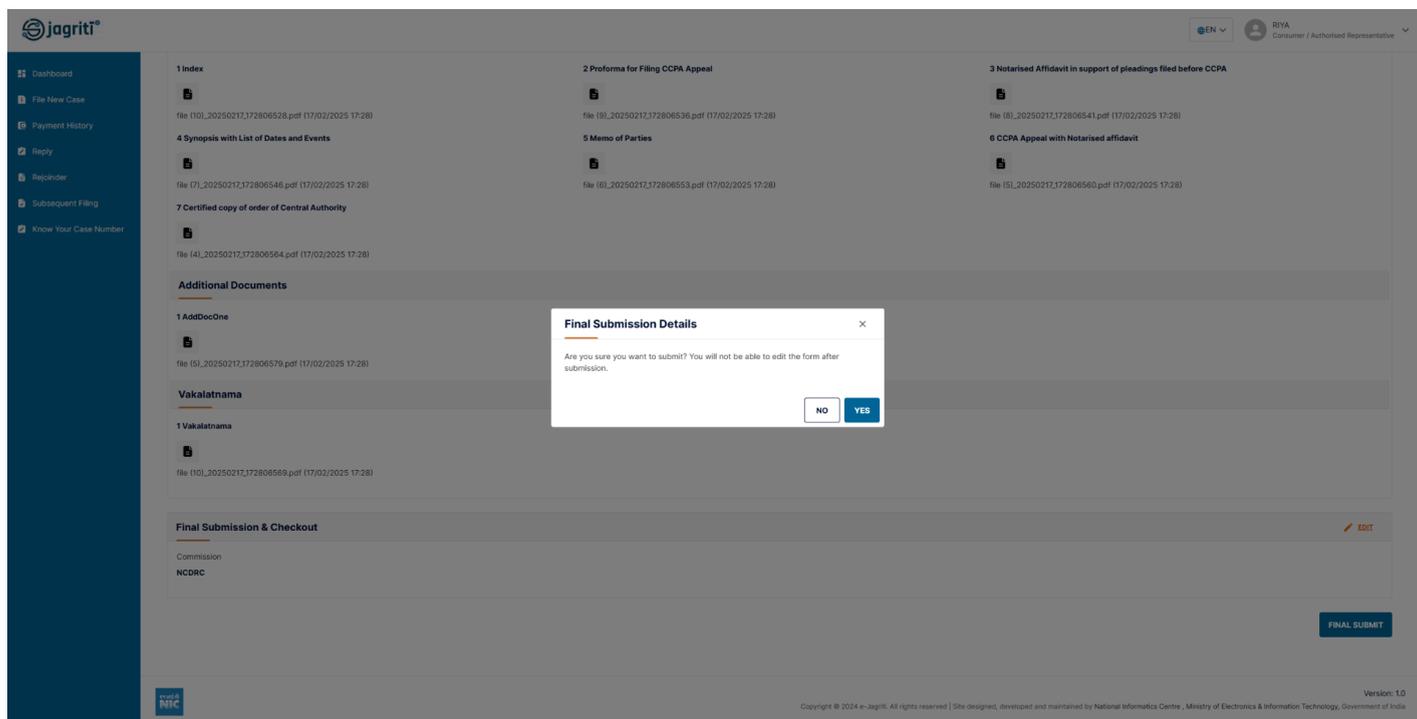
10.2

FINAL SUBMIT

e-Jagriti Help Document

10/12

Step 11: Clicking "Final Submit" will trigger a pop-up to confirm submission.



Step 12: "Final Submit" generates a reference number and forwards the case to the respective commission.

The screenshot displays the Jagriti e-filing interface. A modal window titled "Final Submission Details" is centered on the screen, containing the following text: "Your case has been submitted to NCDRC with reference number. Keep the reference number as 202502170043 for all your future reference until the case is admitted." Below the text are two buttons: "PRINT" and "CONTINUE".

The background interface shows a sidebar on the left with navigation options: Dashboard, File New Case, Payment History, Reply, Rejoinder, Subsequent Filing, and Know Your Case Number. The main content area is divided into several sections:

- 1 Index**: file (10)_20250217,172806528.pdf (17/02/2025 17:28)
- 2 Proforma for Filing CCPA Appeal**: file (9)_20250217,172806536.pdf (17/02/2025 17:28)
- 3 Notarised Affidavit in support of pleadings filed before CCPA**: file (8)_20250217,172806541.pdf (17/02/2025 17:28)
- 4 Synopsis with List of Dates and Events**: file (7)_20250217,172806548.pdf (17/02/2025 17:28)
- 5 Memo of Parties**: file (6)_20250217,172806553.pdf (17/02/2025 17:28)
- 6 CCPA Appeal with Notarised affidavit**: file (5)_20250217,172806560.pdf (17/02/2025 17:28)
- 7 Certified copy of order of Central Authority**: file (4)_20250217,172806564.pdf (17/02/2025 17:28)

Additional Documents

- 1 AddDocOne**: file (5)_20250217,172806579.pdf (17/02/2025 17:28)
- Vakalatnama**
- 1 Vakalatnama**: file (10)_20250217,172806569.pdf (17/02/2025 17:28)

Final Submission & Checkout

Commission: NCDRC

Buttons: PRINT, CONTINUE, FINAL SUBMIT, EDIT

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