

Help Documentation

For

Consumer Complaint (CC) Filing

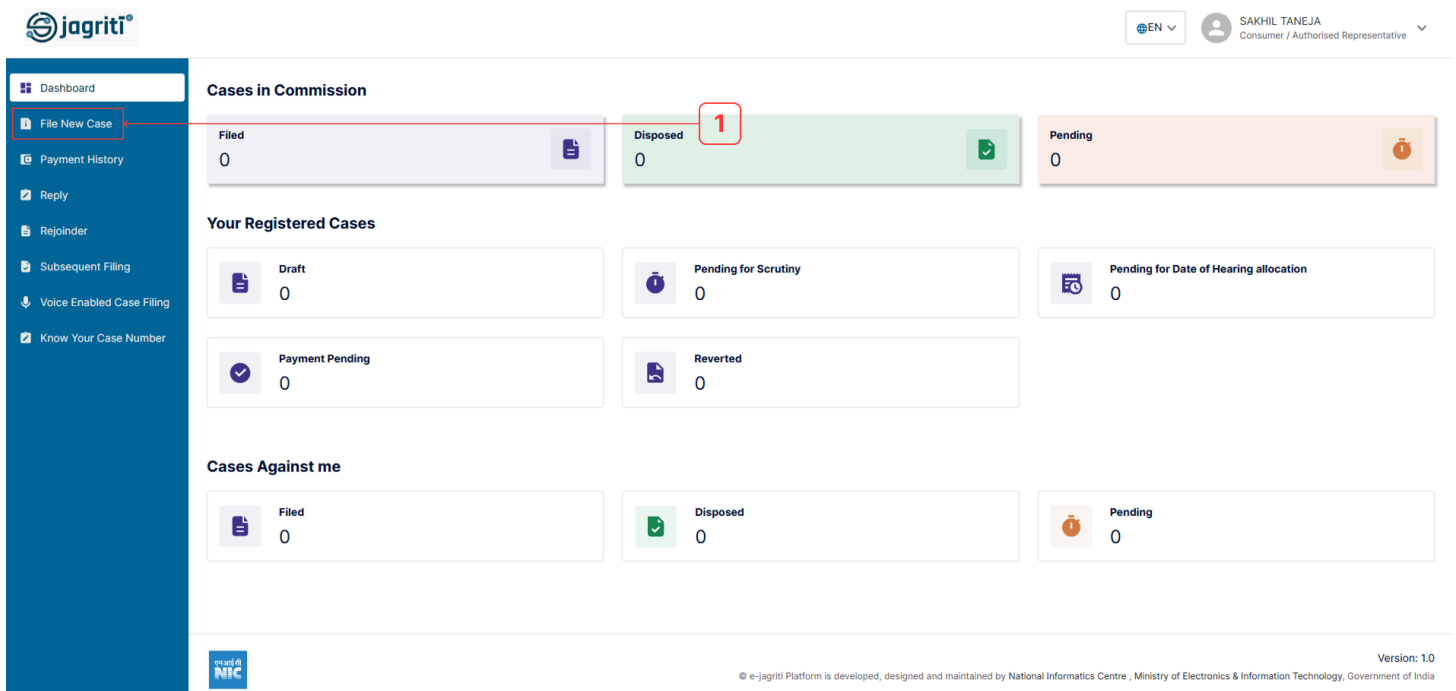


**National Informatics Centre ,
Ministry of Electronics & Information Technology,
Government of India**

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New Delhi – 110003)

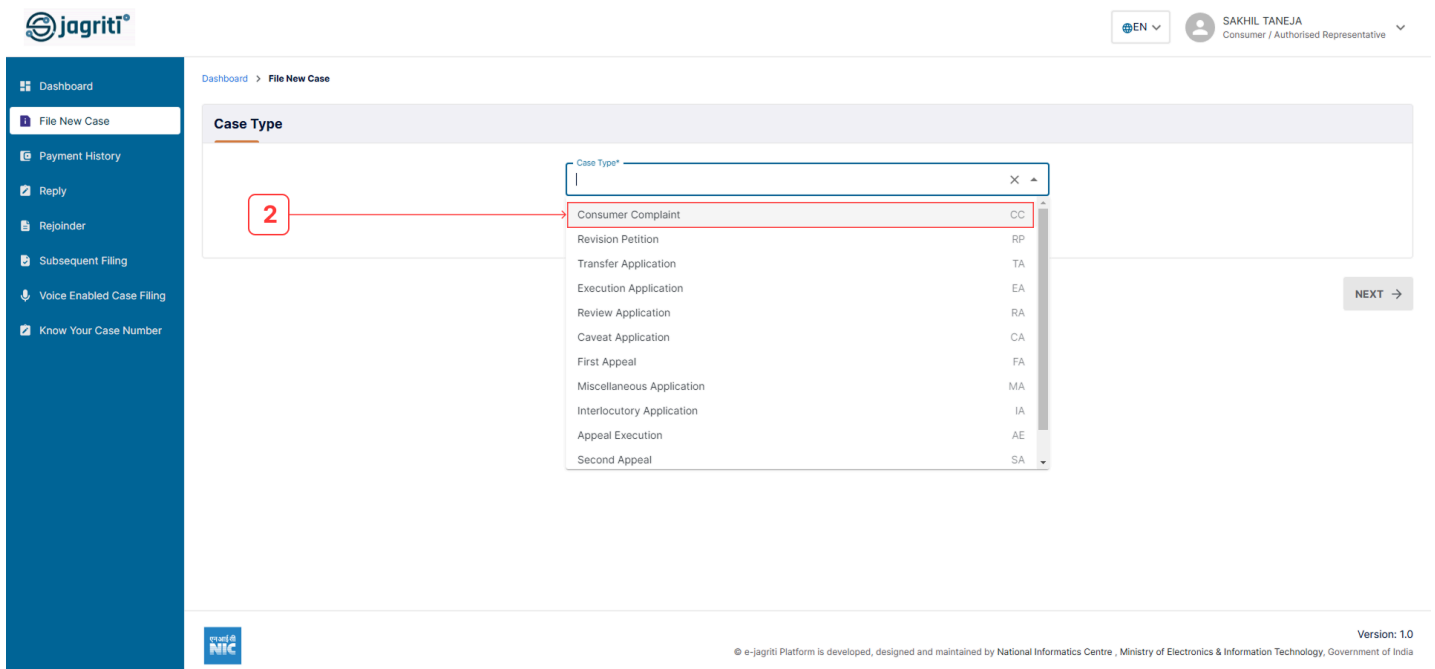
March 2025

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



The screenshot shows the Jagriti dashboard. On the left, the 'File New Case' option is highlighted in the menu. The main area displays 'Cases in Commission' with three categories: Filed (0), Disposed (0), and Pending (0). A red box with the number 1 highlights the 'Disposed' count. Below this, 'Your Registered Cases' are shown with five categories: Draft (0), Pending for Scrutiny (0), Pending for Date of Hearing allocation (0), Payment Pending (0), and Reverted (0). At the bottom, 'Cases Against me' are shown with three categories: Filed (0), Disposed (0), and Pending (0). The footer includes the NIC logo and version information: Version: 1.0, © 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.

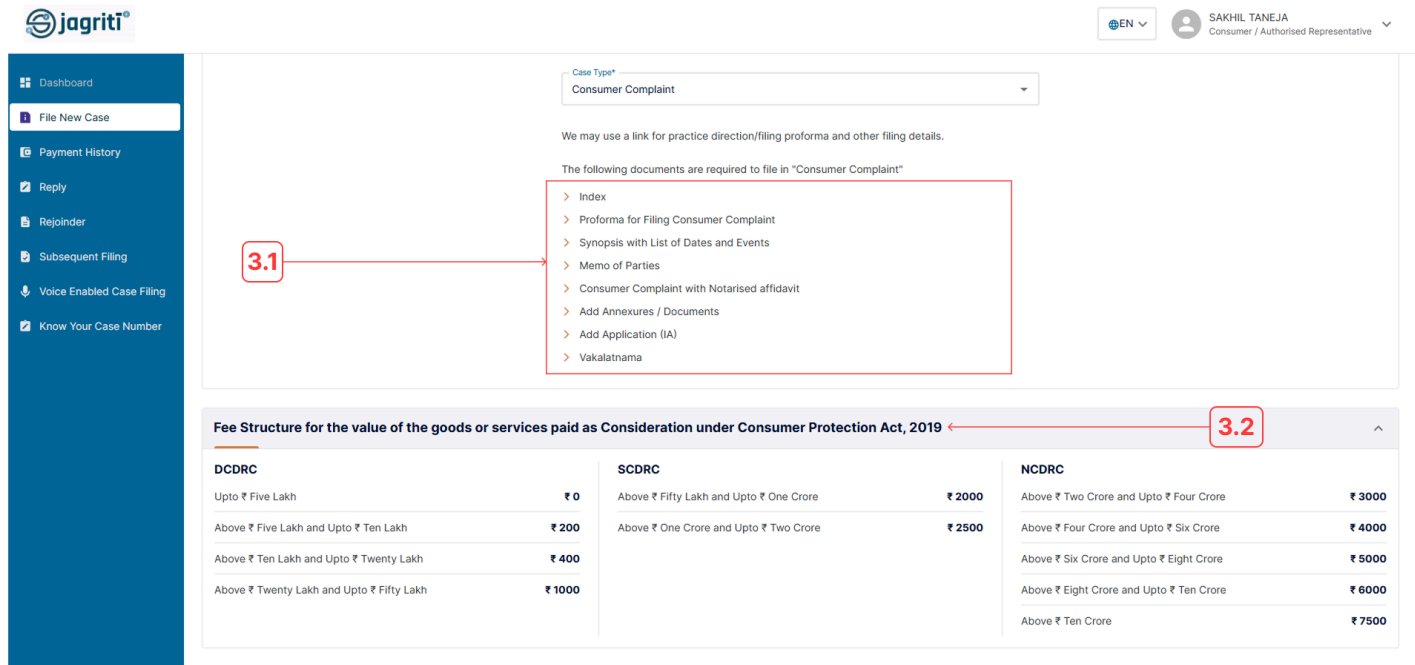


The screenshot shows the 'File New Case' page. The 'Case Type' dropdown menu is open, displaying a list of case types. The 'Consumer Complaint' option is highlighted in the list. A red box with the number 2 highlights the 'Consumer Complaint' option. The list of case types includes: Consumer Complaint (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). The 'NEXT' button is visible on the right. The footer includes the NIC logo and version information: Version: 1.0, © 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.



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EN SAKHIL TANEJA Consumer / Authorised Representative

Dashboard

File New Case

Payment History

Reply

Rejoinder

Subsequent Filing

Voice Enabled Case Filing

Know Your Case Number

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"

- > 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

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.

The screenshot shows the 'File New Case' interface on the Jagriti portal. The top navigation bar includes the Jagriti logo, a language dropdown (EN), and a user profile (RIYA, Consumer / Authorized Representative). The left sidebar lists navigation options: Dashboard, File New Case, Payment History, Reply, Rejoinder, Subsequent Filing, and Know Your Case Number. The main content area displays a progress bar with six steps: 1. Case Details, 2. Complainant / Opposite Party, 3. Additional Complainant, 4. Additional Opposite Party, 5. Document Upload, and 6. Final Submission & Checkout. Step 1 is active. The 'Case Details' section contains the following fields:

- Paid as consideration***: 5,00,00,000 (with a note: 'Your case will be submitted to NCDRC. Enter number value that you've paid for service. Five Crore Rupees').
- Claim Consideration**: 10,00,00,000 (with a note: 'Define your exact claim amount in numbers. Ten Crore Rupees').
- 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.

A red box labeled '4.1' points to the 'Case Details' section header. A red box labeled '4.2' points to the 'NEXT' button at the bottom right of the form.

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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.

Dashboard > **File New Case**

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

☒ I am Complainant ☐ I am Authorized Representative

Complainant Details

Name* RIYA Relation Relative Name Mobile Number* 8802331516

Email RIYAAAG369@GMAIL.COM

☐ Senior Citizen ☐ Widow ☐ Differently Abled ☐ Serious Ailments

Address 1 ☐ NRI

Address Type* PRESENT House No./Door No./Building/Fat 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 Police Station

+ ALSO AT ADD ADDRESS

Advocate Details

ADD ADVOCATE

Search...

S.No.	Advocate Name	Mobile Number	Bar ID	EmailId	Action
1	ROHIT KARKI	9412314607	19	karkirohit1980@gmail.com	

Opposite Party Details

Name* DEEPAK Relation Relative Name Mobile Number

Email

☒ Senior Citizen ☐ Widow ☐ Differently Abled ☐ Serious Ailments

Address 1 ☐ NRI

Address Type* PRESENT House No./Door No./Building/Fat D-119 Block/Street/Mohalla/Sector

Landmark/Locality Country* INDIA Pin Code* 110092

State* DELHI District* EAST Post Office* ANAND VIHAR S.O Police Station

+ ALSO AT ADD ADDRESS

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

PREVIOUS 5.4 NEXT →

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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.

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 / Authorised 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 boxes labeled 6.1 and 6.2. Box 6.1 points to the 'ADD ADDITIONAL COMPLAINANT' link, and box 6.2 points to the 'ADD PROFORMA COMPLAINANT DETAILS' link. A red box 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.

Dashboard > File New Case

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

+ ADD ADDITIONAL COMPLAINANT ← 6.1

+ ADD PROFORMA COMPLAINANT DETAILS ← 6.2

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

← PREVIOUS

6.3 → NEXT →

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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.

Dashboard > **File New Case**

Progress: 1. Case Details (✓) 2. Complainant / Opposite Party (✓) 3. **Additional Complainant** (3) 4. Additional Opposite Party (4) 5. Document Upload (5) 6. Final Submission & Checkout (6)

Additional Complainant Details

Name* RAHUL Relation [v] Relative Name [v] Mobile Number* 8802331516

Email [v]

☐ Senior Citizen ☐ Widow ☐ Differently Aabled ☐ Serious Ailments

Address 1 ☐ NRI

Address Type* PERMANENT House No./Door No./Building/Fat 20 Block/Street/Mohalla/Sector [v]

Landmark/Locality [v] Country* INDIA Pin Code* 110093

State* DELHI District* NORTH EAST Post Office* HARSH VIHAR S.O Police Station [v]

+ ALSO AT ADD ADDRESS

Advocate Details

ADD ADVOCATE

Search...

S.No.	Advocate Name	Mobile Number	Bar ID	EmailId	Action
1	EZHILARASAN E	9597383761	15	ezhilarsan396@gmail.com	[v]

+ ADD ADDITIONAL COMPLAINANT

Proforma Complainant Details

Name* VIJAY Relation [v] Relative Name [v] Mobile Number* 8802331516

Email [v]

☐ Senior Citizen ☐ Widow ☐ Differently Aabled ☐ Serious Ailments

Address 1 ☐ NRI

Address Type* PRESENT House No./Door No./Building/Fat 67 Block/Street/Mohalla/Sector [v]

Landmark/Locality [v] Country* INDIA Pin Code* 110092

State* DELHI District* EAST Post Office* ANAND VIHAR S.O Police Station [v]

+ ALSO AT ADD ADDRESS

Advocate Details

ADD ADVOCATE

Search...

S.No.	Advocate Name	Mobile Number	Bar ID	EmailId	Action
1	PANKAJ KUMAR	9911385309	8	pankajkumarr@gmail.com	[v]

+ ADD PROFORMA COMPLAINANT DETAILS

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

PREVIOUS

6.8 NEXT

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.

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EN SAKHIL TANEJA Consumer / Authorised Representative

Dashboard > File New Case

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

+ ADD ADDITIONAL OPPOSITE PARTY 7.1

+ ADD PROFORMA OPPOSITE 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 displays the Jagriti portal interface for filing a consumer complaint. The top navigation bar includes the Jagriti logo, a language dropdown (EN), and a user profile (RIYA, Consumer / Authorized Representative). The left sidebar lists navigation options: Dashboard, File New Case, Payment History, Reply, Reponder, Subsequent Filing, and Know Your Case Number.

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

The 'Additional Opposite Party Details' section (Step 4) contains the following fields:

- Name*: RESHMA
- Relation: [Dropdown]
- Relative Name: [Text]
- Mobile Number: [Text]
- Email: [Text]
- Senior Citizen: ☐
- Widow: ☐
- Differently Abled: ☐
- Serious Ailments: ☐
- Address 1: ☐ NRI
 - Address Type*: BUSINESS
 - House No./Door No./Building/Fat: 11
 - Block/Street/Mohalla/Sector: [Text]
 - Landmark/Locality: [Text]
 - Country*: INDIA
 - Pin Code*: 110091
 - State*: DELHI
 - District*: EAST
 - Post Office*: CHILLA B.O.
 - Police Station: [Text]

Below this section is a link: [+ ALSO AT ADD ADDRESS](#).

The 'Proforma Opposite Party Details' section (Step 5) contains the following fields:

- Name*: VINADM
- Relation: [Dropdown]
- Relative Name: [Text]
- Mobile Number: [Text]
- Email: [Text]
- Senior Citizen: ☐
- Widow: ☐
- Differently Abled: ☐
- Serious Ailments: ☐
- Address 1: ☐ NRI
 - Address Type*: PRESENT
 - House No./Door No./Building/Fat: 56
 - Block/Street/Mohalla/Sector: [Text]
 - Landmark/Locality: [Text]
 - Country*: INDIA
 - Pin Code*: 110011
 - State*: DELHI
 - District*: CENTRAL
 - Post Office*: NIRMAL BHAWAN S.O.
 - Police Station: [Text]

Below this section is a link: [+ ADD PROFORMA OPPOSITE PARTY DETAILS](#).

At the bottom, there is a warning: **Directly clicking on Previous button without saving your changes, may leads to loss of your data**. Below this are two buttons: **PREVIOUS** and **NEXT** (highlighted with a red box and '7.6').

The footer includes the NIC logo, copyright information (© 2024 e-Jagriti), 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.

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: PassUndertaking.pdf (1.41 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: 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 exceeds 25 MB.

Added: green-sheet-new.pdf (301.36 KB)

Memo of Parties*

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

Added: PassUndertaking.pdf (1.41 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: 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 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

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.

Case Details 10.1 [EDIT](#)

Filing Reference Number 202503040016	Claim Consideration 100000000	Paid Consideration 50000000
Date Of Cause 04-03-2025	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 8802331516	Email RIYAAA0369@GMAIL.COM
Is Senior Citizen NO	Is Widow NO	Is Differently Abled NO
Serious Allments NO	Handicapped N/A	
Address Type PRESENT	House Number A-19	Street B BLOCK
Landmark CITY SHINE PUBLIC SCHOOL	Pin Code 110096	State DELHI
District EAST	Post Office GHAZIPUR B.O	Police Station N/A
Country INDIA	Net NO	
Advocate Name ROHT KARKI	Advocate Id 6163204	Mobile 9412314607
Email KARKIROHT1980@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](#)

Final Submission & Checkout [EDIT](#)

Commission
NCDRC

[FINAL SUBMIT](#)

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 New Case, Payment History, Reply, Rejoinder, Subsequent Filing, and Know Your Case Number. The main area displays the '5 Consumer Complaint with Notarised affidavit' section. It includes a list of documents under 'Additional Documents' and 'Vakalatnama'. 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.

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 with the 'Final Submission Details' modal window open. The modal window displays the following information:

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, CONTINUE

At the bottom right, there is a 'FINAL SUBMIT' button.