

Help Documentation

For

Consumer Complaint (CC) Filing

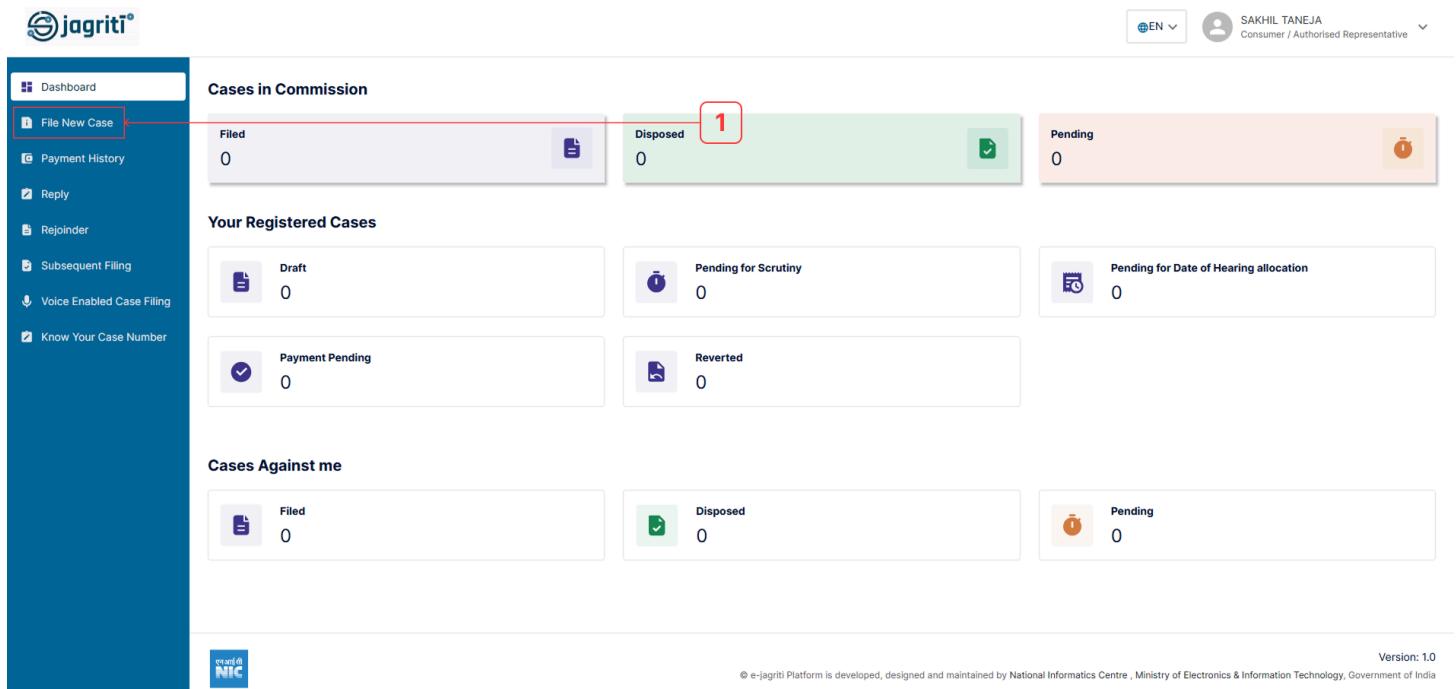


**National Informatics Centre ,
Ministry of Electronics & Information Technology,
Government of India**

(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.



Cases in Commission

Category	Count	Icon
Filed	0	
Disposed	1	
Pending	0	

Your Registered Cases

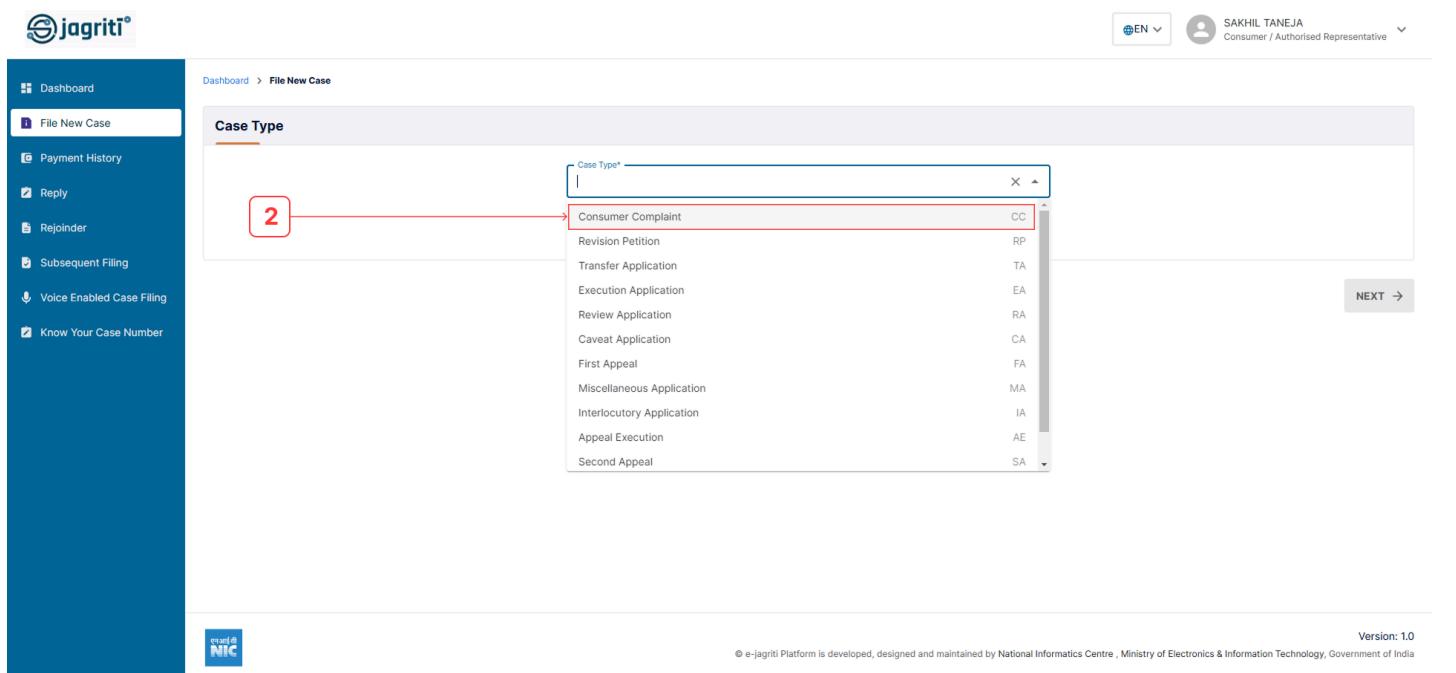
Draft 0	Pending for Scrutiny 0	Pending for Date of Hearing allocation 0
Payment Pending 0	Reverted 0	

Cases Against me

Filed 0	Disposed 0	Pending 0
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Step 2: Choose "Consumer Complaint" from the list of case types in the selection menu.



Dashboard > File New Case

Case Type

Case Type*	Code
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

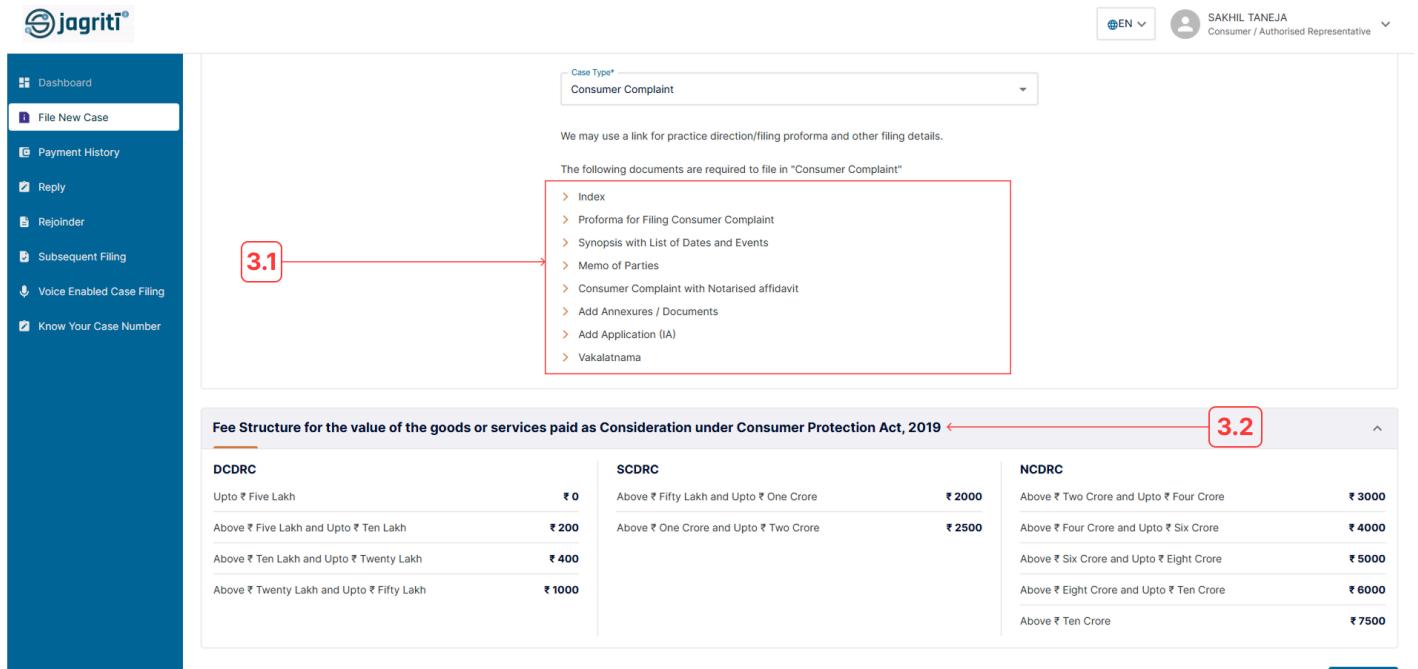
NEXT →

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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.



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	Above ₹ Fifty Lakh and Upto ₹ One Crore	Above ₹ Two Crore and Upto ₹ Four Crore
Above ₹ Five Lakh and Upto ₹ Ten Lakh	₹ 200	₹ 2000
Above ₹ Ten Lakh and Upto ₹ Twenty Lakh	Above ₹ One Crore and Upto ₹ Two Crore	₹ 4000
Above ₹ Twenty Lakh and Upto ₹ Fifty Lakh	₹ 400	Above ₹ Six Crore and Upto ₹ Eight Crore
	₹ 1000	₹ 5000
		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' wizard at Step 4: Case Details. The form includes the following data:

- Paid as consideration*: 5,00,00,000
- Claim Consideration: 10,00,00,000
- Date of Cause of Action: 04/03/2025
- State of Cause of Action: HARYANA
- Sub Category: DOMESTIC AIRLINES
- District of Cause of Action: FARIDABAD

Red boxes labeled '4.1' and '4.2' indicate the steps being described in the instructions.

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 2 Complainant / Opposite Party 3 Additional Complainant 4 Additional Opposite Party 5 Document Upload 6 Final Submission & Checkout

I am Complainant I am Authorized Representative

Complainant Details 5.1

Name* RIYA Relation Relative Name Mobile Number* 8802331516

Email RIYAAA0369@GMAIL.COM

Senior Citizen Widow Differently Abled Serious Ailments

Address 1 NRI

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 Police Station

ALSO AT ADD ADDRESS

Advocate Details 5.2

Search... ADD ADVOCATE

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

Opposite Party Details 5.3

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/Flat 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

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5.4

PREVIOUS 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 shows the 'File New Case' interface. A horizontal progress bar at the top indicates the steps: Case Details (green checkmark), Complainant / Opposite Party (green checkmark), Additional Complainant (blue circle with '3'), Additional Opposite Party (grey circle with '4'), Document Upload (grey circle with '5'), and Final Submission & Checkout (grey circle with '6'). Step 3 is highlighted with a red box and labeled '6.1'. Step 2 is also highlighted with a red box and labeled '6.2'. Step 6 is highlighted with a red box and labeled '6.3'. Below the progress bar, there are buttons for '+ ADD ADDITIONAL COMPLAINANT' (with '6.1' label) and '+ ADD PROFORMA COMPLAINANT DETAILS' (with '6.2' label). A note at the bottom left says: 'Directly clicking on Previous button without saving your changes, may leads to loss of your data'. The 'PREVIOUS' and 'NEXT' buttons are also highlighted with red boxes.

- 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 shows the 'File New Case' workflow on the e-Jagriti platform. The process consists of six steps, with steps 6.4, 6.5, 6.6, and 6.8 highlighted by red boxes and arrows pointing to specific sections or buttons.

Step 6.4: Additional Complainant Details

Step 6.5: Advocate Details

Step 6.6: Proforma Complainant Details

Step 6.8: NEXT →

Additional Complainant Details (Step 6.4):

- Name: RAHUL
- Relation: (dropdown menu)
- Relative Name: (input field)
- Mobile Number: 8802331516
- Email: (input field)
- Senior Citizen, Widow, Differently Abled, Serious Ailments: (checkboxes)
- Address 1: PERMANENT
- House No./Door No./Building/Flat: 20
- Block/Street/Mohalla/Sector: (input field)
- Landmark/Locality: (input field)
- Country: INDIA
- Pin Code: 110093
- State: DELHI
- District: NORTH EAST
- Post Office: HARSH VIHAR S.O.
- Police Station: (input field)

Advocate Details (Step 6.5):

Search bar: Search...

S.No.	Advocate Name	Mobile Number	Bar ID	EmailId	Action
1	EZHILARASAN E	9597383761	15	ezhilarasan396@gmail.com	

Proforma Complainant Details (Step 6.6):

Advocate Details (Step 6.7):

Next Step (Step 6.8):

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

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

7.1

7.2

7.3

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

← PREVIOUS 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' wizard with the following steps completed: Case Details, Complainant / Opposite Party, Additional Complainant, and Additional Opposite Party. The 'Additional Opposite Party' step is currently active, indicated by a green progress bar and a green circular icon with the number 4. A red box highlights the 'Additional Opposite Party Details' section, which contains fields for Name*, Relation, Relative Name, and Mobile Number. The 'Name*' field is populated with 'RESHMA'. The 'Relation' dropdown is set to 'Mother'. The 'Relative Name' and 'Mobile Number' fields are empty. Below these fields are checkboxes for Senior Citizen, Widow, Differently Abled, and Serious Ailments, all of which are unchecked. The 'Address 1' section follows, with fields for Address Type (set to 'BUSINESS'), House No./Door No./Building/Flat (11), Landmark/Locality, Country (INDIA), Post Code (110091), State (DELHI), District (EAST), Post Office (CHILLA B.O), and Police Station. Buttons for 'ALSO AT ADD ADDRESS' and 'ADD ADDITIONAL OPPONENT PARTY' are present. The 'Proforma Opposite Party Details' section is shown below, with a red box highlighting it and the number 7.5. It has similar fields for Name*, Relation, Relative Name, and Mobile Number, with 'Name*' set to 'VINARM'. The 'Address 1' section for the proforma party is also shown, with Address Type set to 'PRESENT', House No./Door No./Building/Flat (56), Landmark/Locality, Country (INDIA), Post Code (110011), State (DELHI), District (CENTRAL), Post Office (NIRMAN BHAWAN S.O), and Police Station. Buttons for 'ALSO AT ADD ADDRESS' and 'ADD PROFORMA OPPONENT PARTY DETAILS' are present. A note at the bottom left states: 'Directly clicking on Previous button without saving your changes, may leads to loss of your data'. The bottom right shows the 'NEXT >' button. The top right shows the user profile 'RIYA Consumer / Authorised Representative' and the language 'EN'.

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) X

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) X

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) X

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) X

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) X

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.

Your case will be filed in NCDRC

Commission*
NCDRC

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

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.

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".

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.