

# Help Documentation

*For*

## First Appeal (FA) Filing

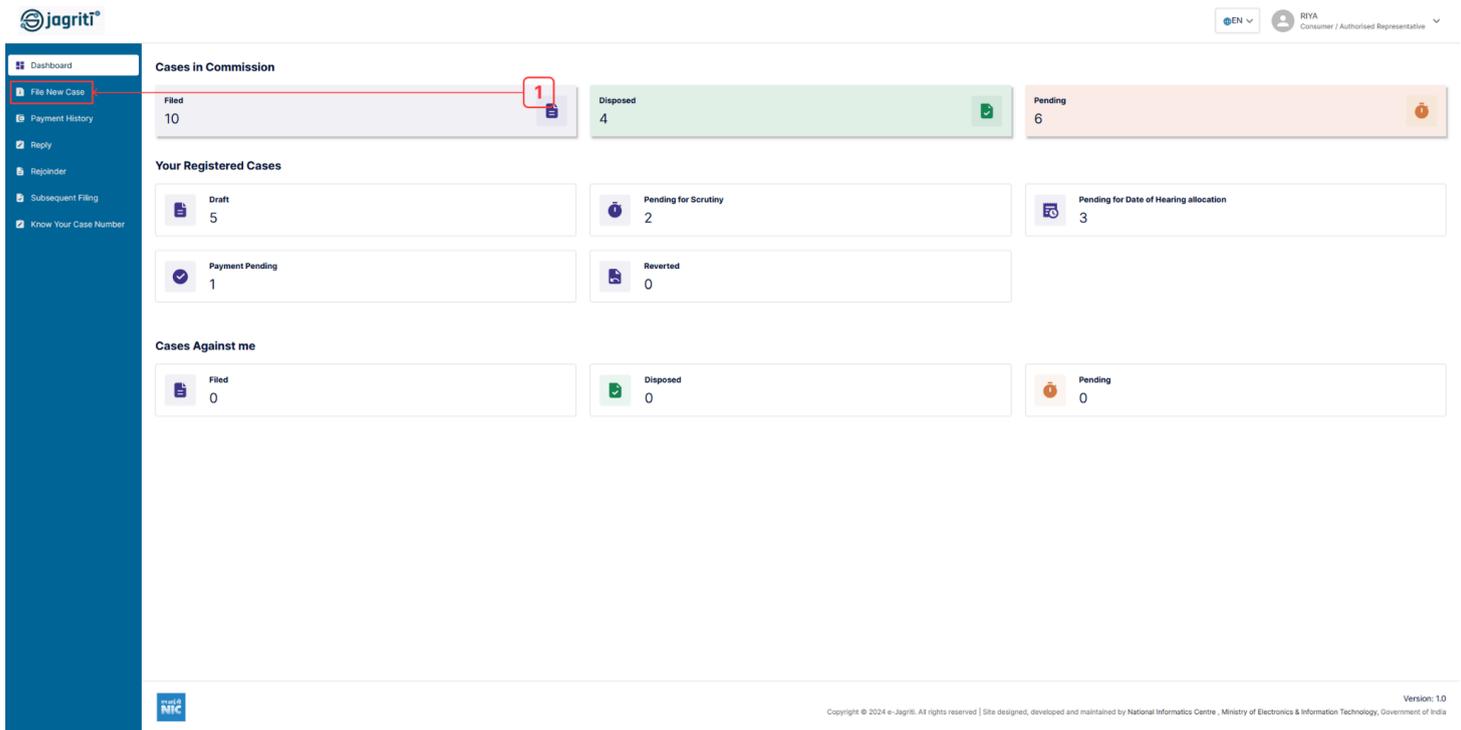


**National Informatics Centre ,  
Ministry of Electronics & Information Technology,  
Government of India**

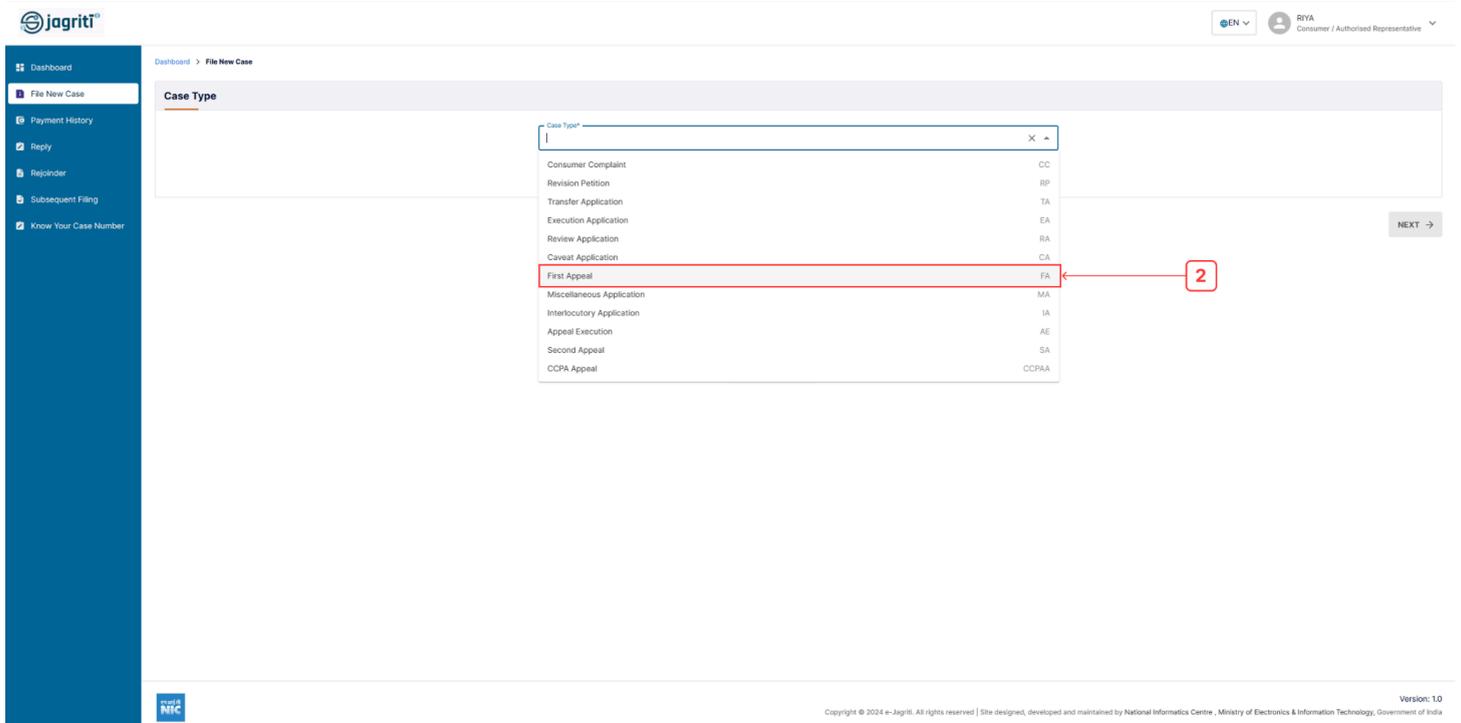
(A-Block, CGO Complex, Lodhi Road,  
New Delhi – 110003)

**March 2025**

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



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



**Step 3:** Upon selecting "**First 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 displays the Jagriti web application interface. On the left is a blue sidebar with navigation options: Dashboard, File New Case (selected), Payment History, Reply, Rejoinder, Subsequent Filing, and Know Your Case Number. The main content area is titled 'Case Type' and shows a dropdown menu with 'First Appeal' selected. Below the dropdown, there is a list of required documents for filing a 'First Appeal', enclosed in a red box labeled '3.1'. The list includes: Index, Proforma for Filing First Appeal, Notarised Affidavit in support of pleadings filed before State Commission, Synopsis with List of Dates and Events, Memo of Parties, First Appeal with Notarised affidavit, Certified copy of order of State Commission, Add Annexures / Documents, Add Application (A), and Vakalatnama. At the bottom right of the main content area, there is a blue 'NEXT' button with a right-pointing arrow, labeled '3.2'.

Dashboard > File New Case

Case Type

Case Type\*

First Appeal

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

The following documents are required to file in "First Appeal"

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

NEXT →

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### Step 4:

4.1: Enter the old case details and case number along with the name of the commission (National, State, or District Consumer Disputes Redressal Commission

4.2: Click the "Submit button" to proceed.

Dashboard > File New Case

EN Consumer / Authorized Representative

1 Case Details 2 Impugned Order Details 3 Appellant / Respondent 4 Document Upload 5 Final Submission & Checkout

Enter Case Number Of Commission Below

4.1

Enter old Case Format Details

Commission Name\* State Commission (SCDR)\* District Commission (DCDR)\* Case Number

OR

Enter New Case Format Details

Case Number

4.2 SUBMIT

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## Step 5 :

5.1: View the old case details including case number , case type, commission etc.

5.2: Click "Next" to proceed.

The screenshot shows the 'File New Case' page in the Jagriti system. The progress bar indicates five steps: 1. Case Details, 2. Impugned Order Details, 3. Appellant / Respondent, 4. Document Upload, and 5. Final Submission & Checkout. The 'Case Details Before NCDRC' section is highlighted with a red box and labeled '5.1'. The details are as follows:

Case Number	Complainant	Respondent
NC/CC/16/2025	RIYA	DEEPAK VIJAY
Case Type	Commission	Commission Type
CONSUMER COMPLAINT	NCDRC	NCDRC
State	Case Stage	Date Of Order
N/A	DISPOSED OFF	N/A
Case Category	Case Sub Category	
AGRICULTURE	AGRICULTURE - OTHERS	

The 'NEXT' button is highlighted with a red box and labeled '5.2'.

**Step 6:**

6.1: Enter the date of the impugned order or interim order, along with the date of receipt of the order.

6.2: Enter the DD details, if available.

6.3: Click "Next" to proceed.

Dashboard > File New Case

EN RYA Consumer / Authorised Representative

Case Details Impugned Order Details Appellant / Respondent Document Upload Final Submission & Checkout

Case Details ← 6.1

Date of Impugned Order OR Date of Interim Order Date of Receipt of Order

DD Details ← 6.2

DD No. Date Amount

Bank Name

← PREVIOUS 6.3 → NEXT →

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### Step 7:

7.1 :To add appellant & respondent in the list ,tick the checkboxes.

7.2 :Click on “next”.

7.3 :Tick the checkbox to select an advocate & click "Add Another Advocate" if not listed.

7.4 :Click "Next" to proceed.

**Appellant & Respondent Details**

<input type="checkbox"/>	S.No.	Name	Role Type	Mobile Number	Email
<input type="checkbox"/>	1	RIVA	Main Complainant	8802331516	
<input type="checkbox"/>	2	DEEPAK VIJAY	Main Opposite Party		

**Advocate Details**

No Advocate Available, please add advocate to proceed further

ADD ANOTHER ADVOCATE

PREVIOUS

NEXT

**Step 8:**

8.1: Upload the required documents: Index, Proforma, Synopsis, Memo of Parties, Notarized Affidavit, FA with Notarized Affidavit, Certified State Commission Order, Vakalatnama, Annexures (titled), or IA Application.

8.2: Click "Next" to proceed.

The screenshot displays the 'Document Upload' step of the 'File New Case' process on the Jagriti portal. A progress bar at the top indicates the current step is 4 out of 5. The main area is titled 'Upload Case Documents' and contains several document upload sections, each with a dashed border and a 10 MB file size limit. The sections are: Index\*, Proforma for Filing First Appeal\*, Notarised Affidavit in support of pleadings filed before State Commission\*, Synopsis with List of Dates and Events\*, Memo of Parties\*, First Appeal with Notarised affidavit\*, Certified copy of order of State Commission\*, Additional Documents (with an 'ADD ANNEXURES / DOCUMENTS' button), IA Documents (with an 'ADD APPLICATION/IA' button), and Vakalatnama. At the bottom, a 'PREVIOUS' button is on the left and a 'NEXT' button is on the right, with a red arrow pointing to it labeled '8.2'.

**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 portal. At the top right, the user is identified as 'RIYA Consumer / Authorised Representative'. The progress bar indicates five steps: Case Details, Impugned Order Details, Appellant / Respondent, Document Upload, and Final Submission & Checkout. The 'Final Submission & Checkout' step is currently active. The main form area is titled 'Your case will be filed in NCDRC'. It features a dropdown menu for 'Commission' with 'NCDRC' selected, highlighted by a red box and labeled '9.1'. Below this is a 'CAUTION' message: 'Once you finalize your case, you cannot edit it'. A declaration checkbox is present with the text 'I hereby declare that the information provided is true and correct'. A 'PREVIOUS' button is located 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: '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 number 'Version: 1.0' is also present.

**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.

The screenshot displays the 'File New Case' interface on the e-Jagrati portal. The page is divided into several sections for case details, each with an 'EDIT' button. A red box highlights the 'EDIT' button in the 'Appellant Details' section, with an arrow labeled '10.1' pointing to it. Another red box highlights the 'FINAL SUBMIT' button at the bottom right, with an arrow labeled '10.2' pointing to it.

**Case Details**

Filing Reference Number <b>202502140005</b>	Case Type <b>FIRST APPEAL</b>	Previous Case Number <b>NC/CC/16/2025</b>
Previous Case Type <b>CONSUMER COMPLAINT</b>	Previous Commission <b>NCDRC</b>	Case Category <b>AGRICULTURE</b>
Sub Category <b>AGRICULTURE - OTHERS</b>	Date Of Order Receipt <b>14-02-2025</b>	Impunged Order Date <b>14-02-2025</b>

**Appellant Details**

Name <b>RIYA</b>	Mobile Number <b>8802315116</b>	Email <b>N/A</b>
Is Senior Citizen <b>NO</b>	Is Widow <b>NO</b>	Is Differently Abled <b>NO</b>
Serious Ailments <b>NO</b>	Handicapped <b>N/A</b>	
Address Type <b>PRESENT</b>	House Number <b>A-19</b>	Street <b>B BLOCK</b>
Landmark <b>CITY SHINE PUBLIC SCHOOL</b>	Pin Code <b>110096</b>	State <b>DELHI</b>
District <b>EAST</b>	Post Office <b>GHAZIPUR B.O</b>	Police Station <b>N/A</b>
Country <b>INDIA</b>	Nis <b>NO</b>	

**Respondent Details**

Name <b>DEEPAK VIJAY</b>	Mobile Number <b>N/A</b>	Email <b>N/A</b>
Is Senior Citizen <b>NO</b>	Is Widow <b>NO</b>	Is Differently Abled <b>NO</b>
Serious Ailments <b>NO</b>	Handicapped <b>N/A</b>	
Address Type <b>BUSINESS</b>	House Number <b>N/A</b>	Street <b>N/A</b>
Landmark <b>N/A</b>	Pin Code <b>121012</b>	State <b>HARYANA</b>
District <b>NUH</b>	Post Office <b>SECTOR-21D S.O</b>	Police Station <b>N/A</b>
Country <b>INDIA</b>	Nis <b>NO</b>	

**Document Details**

<b>1 Index</b> file (10)_20250214_172549137.pdf (14/02/2025 17:25)	<b>2 Proforma for Filing First Appeal</b> file (9)_20250214_172549156.pdf (14/02/2025 17:25)	<b>3 Notarised Affidavit in support of pleadings filed before State Commission</b> file (8)_20250214_172549186.pdf (14/02/2025 17:25)
<b>4 Synopsis with List of Dates and Events</b> file (7)_20250214_172549173.pdf (14/02/2025 17:25)	<b>5 Memo of Parties</b> file (6)_20250214_172549180.pdf (14/02/2025 17:25)	<b>6 First Appeal with Notarised affidavit</b> file (5)_20250214_172549187.pdf (14/02/2025 17:25)
<b>7 Certified copy of order of State Commission</b> file (6)_20250214_172549195.pdf (14/02/2025 17:25)		

**Additional Documents**

**1 AddDoc1**  
file (1)\_20250214\_172549209.pdf (14/02/2025 17:25)

**Document Details of Interlocutory Application (IA) → (Amended memo of parties)**

**1 Add Affidavit (IA)**  
file (2).pdf

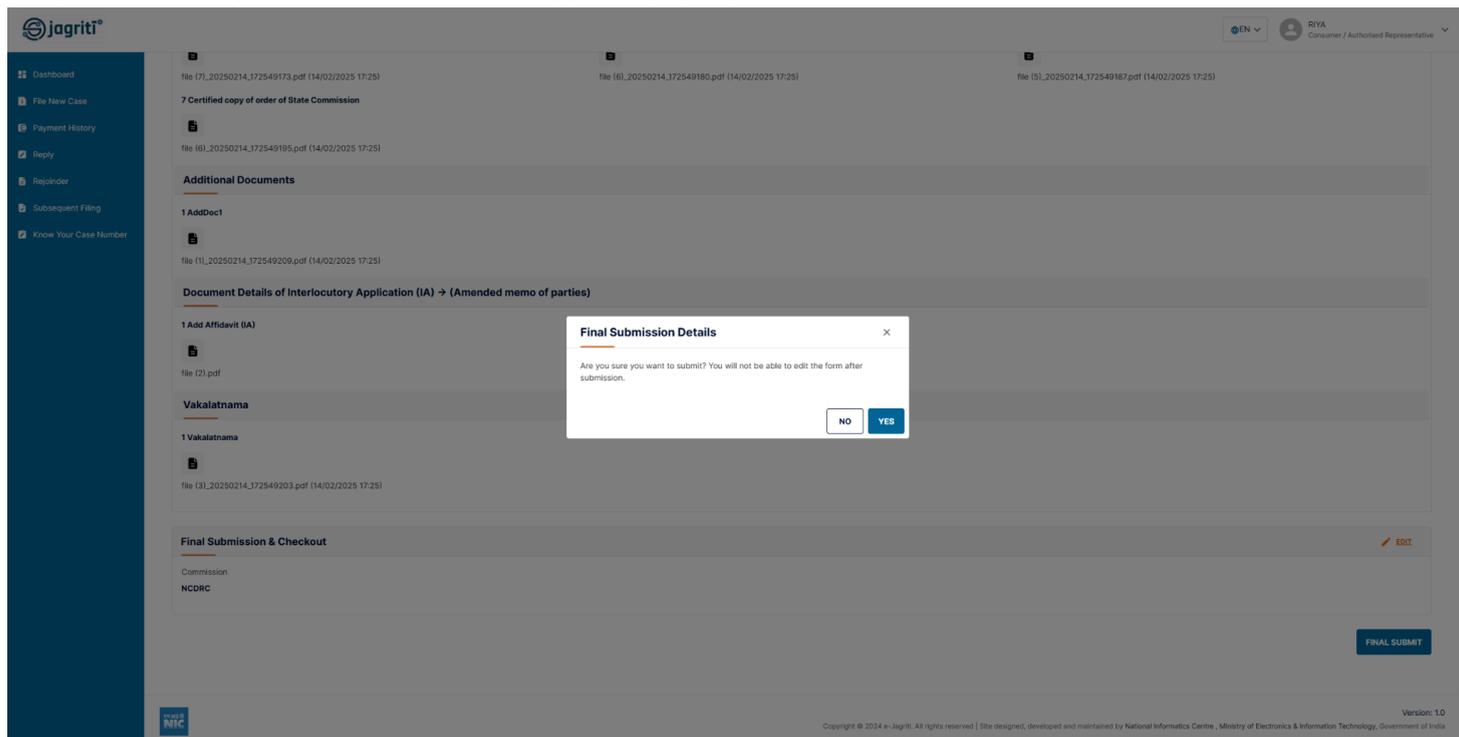
**Vakalatnama**

**1 Vakalatnama**  
file (3)\_20250214\_172549203.pdf (14/02/2025 17:25)

**Final Submission & Checkout**

Commission  
**NCDRC**

**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.

