

Help Documentation

For

Miscellaneous Application (MA) Filing

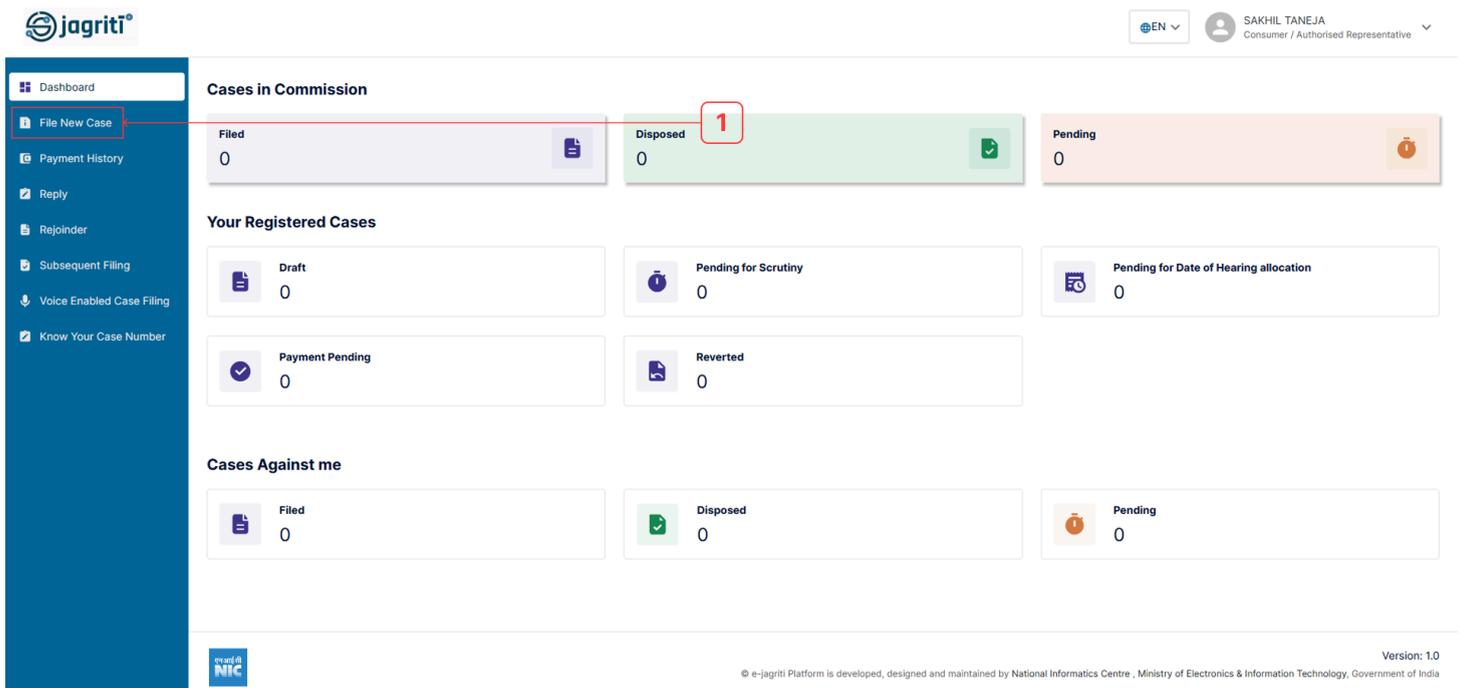


**National Informatics Centre ,
Ministry of Electronics & Information Technology,
Government of India**

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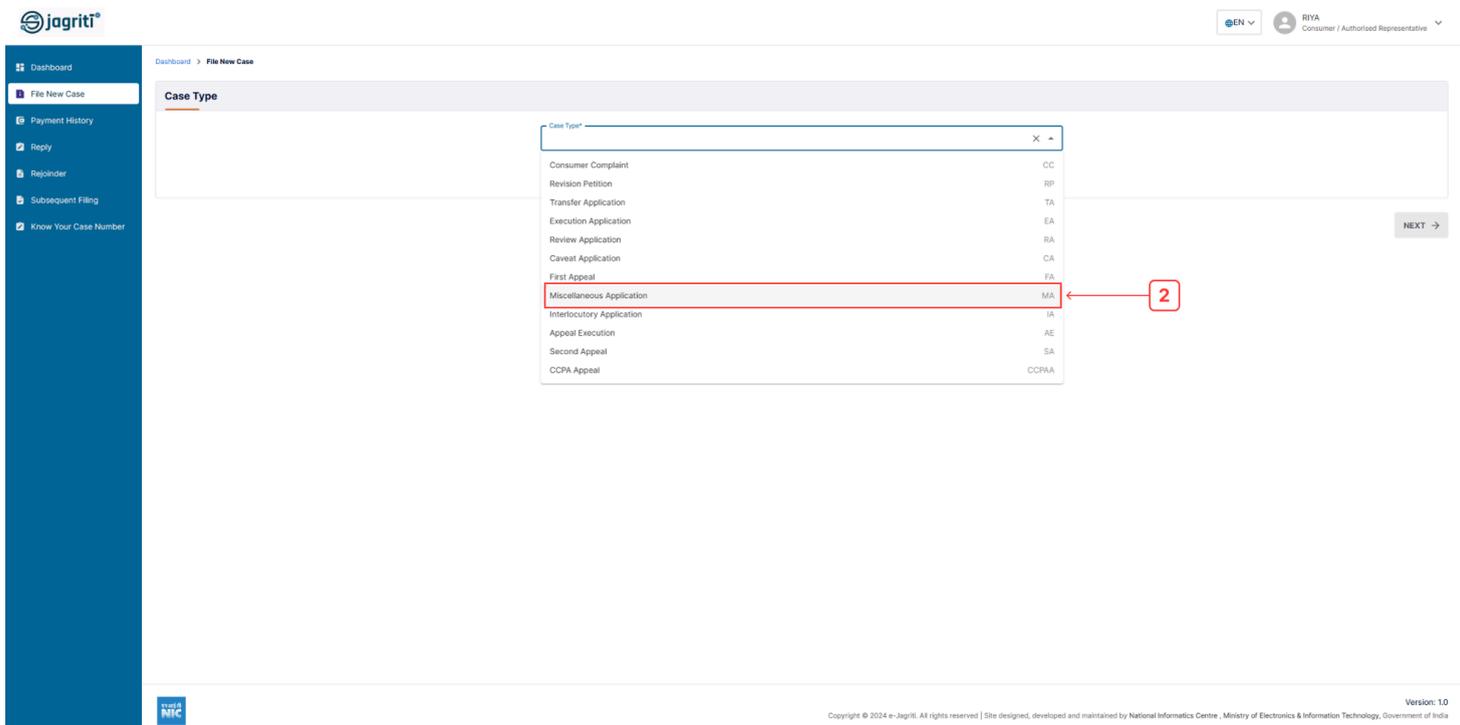
March 2025

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



The screenshot shows the Jagriti dashboard. On the left, the 'File New Case' menu item is highlighted. The main dashboard area displays 'Cases in Commission' with three categories: Filed (0), Disposed (0), and Pending (0). Below this are 'Your Registered Cases' and 'Cases Against me' sections, each with sub-categories like Draft, Pending for Scrutiny, etc., all showing zero counts. A red box highlights the 'Disposed' count in the 'Cases in Commission' section with the number '1'.

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



The screenshot shows the 'File New Case' screen. The 'Case Type' dropdown menu is open, showing a list of case types. 'Miscellaneous Application' is highlighted in the list, indicated by a red box and the number '2'.

Step 3: Upon selecting **"Miscellaneous Application"** 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 features a dropdown menu set to 'Miscellaneous Application'. Below this, a text prompt reads: 'We may use a link for practice direction/filing proforma and other filing details.' A red box highlights a list of required documents: 'Index', 'Miscellaneous Application with Notarised affidavit', 'Copy of order of National Commission', 'Add Annexures / Documents', 'Add Application (IA)', and 'Vakalatnama'. A red arrow labeled '3.1' points to this list. At the bottom right, a blue 'NEXT' button with a right-pointing arrow is highlighted, with a red arrow labeled '3.2' pointing to it. The footer includes the NIC logo, copyright information for 2024, and the version number 1.0.

Step 4:

4.1 : Either enter the old case format details

4.2 : Or the new case format details.

4.3 : Click the "Submit button" to proceed.

Dashboard > File New Case

EN RIVA Customer / Authorised Representative

1 Main Case Details 2 Case Details 3 Complainant / Opposite Party 4 Document Upload 5 Final Submission & Checkout

Enter Main Case Number

Enter old Case Format Details ← 4.1

Commission Name* State Commission (SCDRCI)* District Commission (DCDRCI)* Enter the disposed case number

OR 4.2

Enter New Case Number Format / Filing Reference Number ←

Enter the disposed case number

4.3 → SUBMIT

NIC National Informatics Centre

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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 displays the Jagriti application interface for viewing case details. The top navigation bar includes the Jagriti logo, a language dropdown set to 'EN', and a user profile for 'RIYA Consumer / Authorised Representative'. A progress indicator at the top shows five steps: 1. Main Case Details, 2. Case Details, 3. Complainant / Opposite Party, 4. Document Upload, and 5. Final Submission & Checkout. The 'Case Details' section is highlighted with a red box labeled '5.1'. Below this, a table displays case information:

Case Details Before NCDRC		
Case Number	Complainant	Respondent
NC/CC/16/2025	RIYA	RAGHU NANDAN
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	

A red box labeled '5.2' points to a 'NEXT >' button located at the bottom right of the page. The footer contains the NIC logo, copyright information for 2024, and the version number 'Version: 1.0'.

Step 6:

6.1: Select the reason for the case detail , such as Amended Memo of Parties, Amendment of Cause Title, Amendment of Name, Clarification, Condonation of Delay, Extension of Time, etc., along with the Date of Order.

6.2: Click "Next" to proceed.

The screenshot displays the 'File New Case' workflow in the Jagriti application. The progress bar shows five steps: 1. Main Case Details (completed), 2. Case Details (current step), 3. Complainant / Opposite Party, 4. Document Upload, and 5. Final Submission & Checkout. The 'Case Details' section contains a 'Reason' dropdown menu with 'AMENDED MEMO OF PARTIES' selected and a 'Date of Order' field with the value '20/03/2025'. A red box labeled '6.1' highlights the dropdown menu. Below the form, there are 'PREVIOUS' and 'NEXT' buttons. A red box labeled '6.2' highlights the 'NEXT' button. The application footer includes the National Informatics Centre (NIC) logo and copyright information.

Step 7:

7.1 :View the complainant/Opposite party detail

7.2: Tick the checkbox to add and view the Complainant/Opposite Party, then click on the "Add Another Advocate" tab to add an advocate.

7.3 :Click "Next" to proceed.

The screenshot displays the 'File New Case' process in the Jagriti system. The progress bar indicates the current step is 'Complainant / Opposite Party' (Step 3). The main content area is titled 'Complainant/Opposite Party Details' and contains a table with the following data:

S.No.	Complainant Name	Role Type	Complainant Mobile Number	Complainant Email	Filed by	Action
1	RIYA	Main Complainant	8802331516		<input type="checkbox"/>	VIEW
2	RAGHU NANDAN	Main Opposite Party	8826330566		<input type="checkbox"/>	VIEW

Below the table is the 'Advocate Details' section, which currently shows 'No Advocate Available, please add advocate to proceed further'. At the bottom of the page, there are 'PREVIOUS' and 'NEXT' navigation buttons. Red annotations are present: '7.1' points to the 'Complainant/Opposite Party Details' header, '7.2' points to the checkboxes in the 'Filed by' column, and '7.3' points to the 'NEXT' button.

Step 8:

8.1 : Upload the required documents: Index, Miscellaneous Application with Notarised affidavit, Copy of order of National Commission, Vakalatnama & Annexures (with appropriate title) or IA Application if required.

8.2 : Click “Next” to proceed.

Dashboard > File New Case

EN RYA Consumer / Authorised Representative

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

Upload Case Documents 8.1

S.No.	Document Name	Upload Document	Action
1	Index*	 Drag and Drop Files Here or Click to upload (pdf only). File size should not exceed 10 MB.	
2	Miscellaneous Application with Notarised affidavit*	 Drag and Drop Files Here or Click to upload (pdf only). File size should not exceed 10 MB.	
3	Copy of order of National Commission*	 Drag and Drop Files Here or Click to upload (pdf only). File size should not exceed 10 MB.	
4	Vakalatnama	 Drag and Drop Files Here or Click to upload (pdf only). File size should not exceed 10 MB.	

+ ADD ANNEXURES / DOCUMENTS

+ ADD APPLICATION(IA)

PREVIOUS 8.2 NEXT

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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. The progress bar at the top shows five steps: Main Case Details, Case Details, Complainant / 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, a caution message reads 'CAUTION: Once you finalize your case, you cannot edit it'. A checkbox labeled 'I hereby declare that the information provided is true and correct' is checked. 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 includes the NIC logo and copyright text: 'Copyright © 2024 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 10 : Review the details on the Preview page.

10.1 : Click the "Edit" button to correct the respective section's information.

Case Details

Filing Reference Number 202503200006	Case Type MISCELLANEOUS APPLICATION	Previous Case Number NC/CC/16/2025
Previous Case Type CONSUMER COMPLAINT	Previous Commission NCDRC	Case Category N/A
Reason AMENDED MEMO OF PARTIES		

Filed by Details

Name RIYA	Mobile Number 8802331516	Email N/A
Is Senior Citizen NO	Is Widow NO	Is Differently Abled NO
Serious Ailments 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	Nri NO	
Advocate Name PRASANTH V KURUP	Advocate Id 6163217	Mobile 9497103094
Email PRASANTHKURUP@GMAIL.COM	Bar Council Id 9	
Address Type PRESENT	Pincode 689645	District PATHANAMTHITTA

10.1 → **EDIT**

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

Final Submission & Checkout

Commission NCDRC

Final Submission Details

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

FINAL SUBMIT

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

The screenshot shows the Jagriti web application interface. The user is logged in as RIVA, Consumer / Authorized Representative. The application details are as follows:

CITY SHINE PUBLIC SCHOOL		
District	Post Office	DELHI
EAST	GHAZIPUR B.O	Police Station
Country	Nil	N/A
INDIA	NO	

Opposite Party Details

Name	Mobile Number	Email
RAGHU NANDAN	8826330566	N/A
Is Senior Citizen	Is Widow	Is Differently Abled
NO	NO	NO
Serious Allments	Handicapped	
NO		

Address Type

PRESENT

Landmark

CITY SHINE PUBLIC SCHOOL

District

EAST

Country

INDIA

Street

B BLOCK

State

DELHI

Police Station

N/A

Final Submission & Checkout

Commission

NCDCRC

Final Submission Details

Your case has been submitted to NCDRC National Commission with ref number. Keep the reference number as 202503200006 for all your future reference until the case is admitted.

CONTINUE

FINAL SUBMIT

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