

Help Documentation

For

Fee Submission for Your Complaint



**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

1.1 Select **"Payment history"** from the left menu.

1.2 View the reference number and click on the **"Pay"** button to proceed with the payment.

The screenshot displays the Jagriti dashboard interface. The left sidebar menu is visible, with 'Payment History' selected and highlighted by a red box and arrow labeled '1.1'. The main content area shows the 'Payment History' section with a search bar and a table of payment records. The table has the following data:

No	Reference / Diary Number	Complainant / Appellant / Petitioner	Opposite Party / Respondent	Case Stage	Filing Date	Action
1	202501080009	DEEPAK VIJAY	RYA	APPLICATION APPROVED AND PAYMENT IS PENDING	08-01-2025	PAY

The 'PAY' button in the 'Action' column is highlighted with a red box and arrow labeled '1.2'. Below the table, there is a pagination control showing 'Rows per page: 5' and '1-1 of 1'.

Step 2 : Review Case Details

2.1 Review all details carefully.

2.2 Click on the "Proceed to Pay" button to continue.

The screenshot shows the Jagriti dashboard interface. On the left is a blue sidebar with navigation options: Dashboard, File New Case, Payment History, Reply, Rejoinder, Subsequent Filing, Voice Enabled Case Filing, and Know Your Case Number. The main content area is titled 'Case Details' and contains a table with the following information:

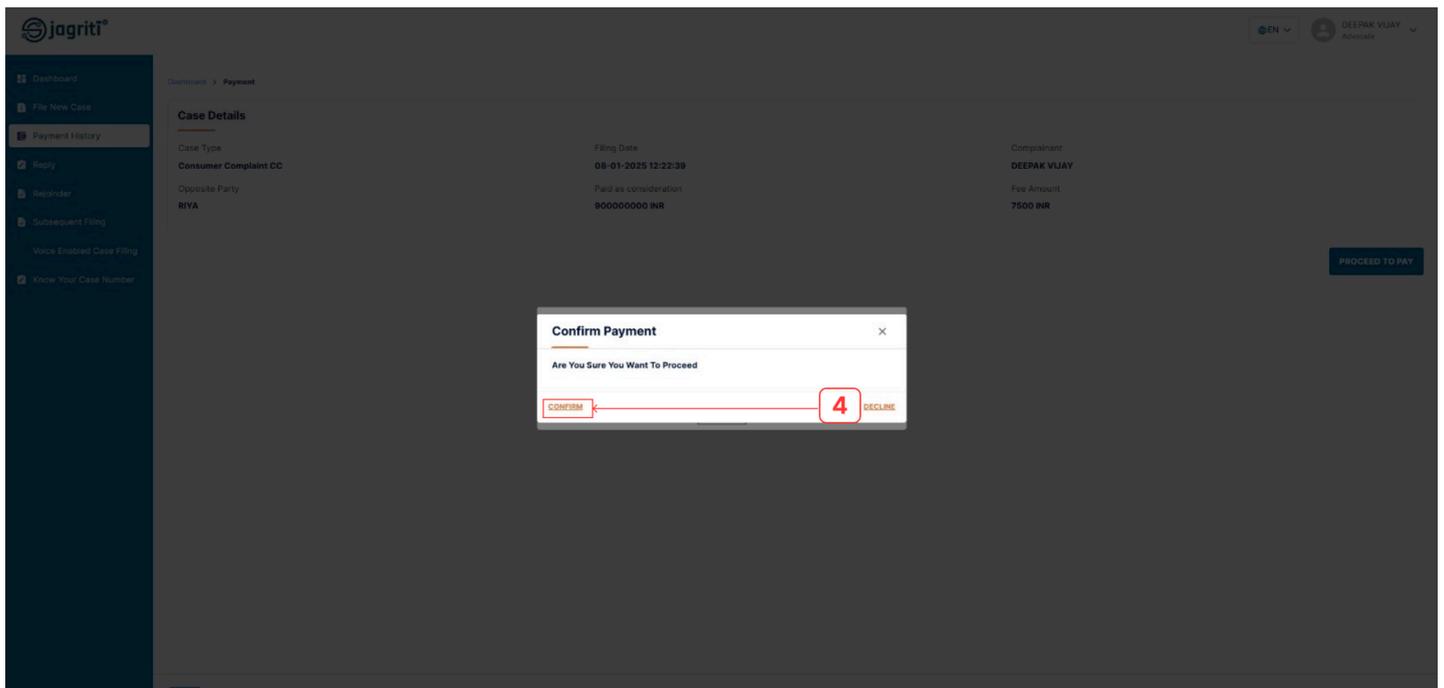
Case Type	Filing Date	Complainant
Consumer Complaint CC	08-01-2025 12:22:39	DEEPAK VIJAY
Opposite Party	Paid as consideration	Fee Amount
RIYA	900000000 INR	7500 INR

Red callout boxes with numbers 2.1 and 2.2 are present. Callout 2.1 points to the 'Case Details' header. Callout 2.2 points to a blue button labeled 'PROCEED TO PAY' located at the bottom right of the case details section.

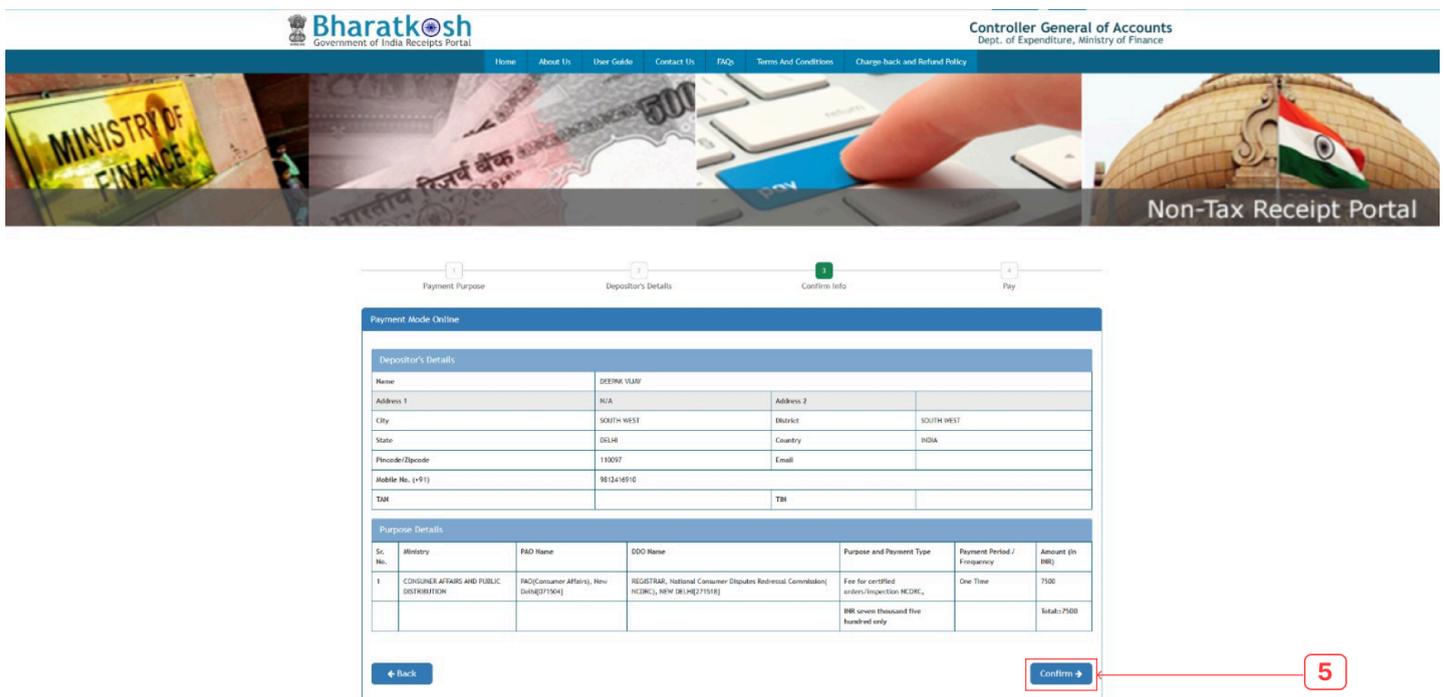
Step 3 : Select a payment method from the available options, such as “Bharatkosh, Razorpay, or PayGov”.

This screenshot shows the same dashboard as above, but with a modal window open in the center. The modal is titled 'Please Choose Your Preferred Bank Method' and contains three options: Razorpay, Pay Gov India, and Bharatkesh. A red callout box with the number 3 points to the Bharatkesh option. A 'CLOSE' button is located at the bottom of the modal. The 'PROCEED TO PAY' button from the previous screenshot is still visible in the background.

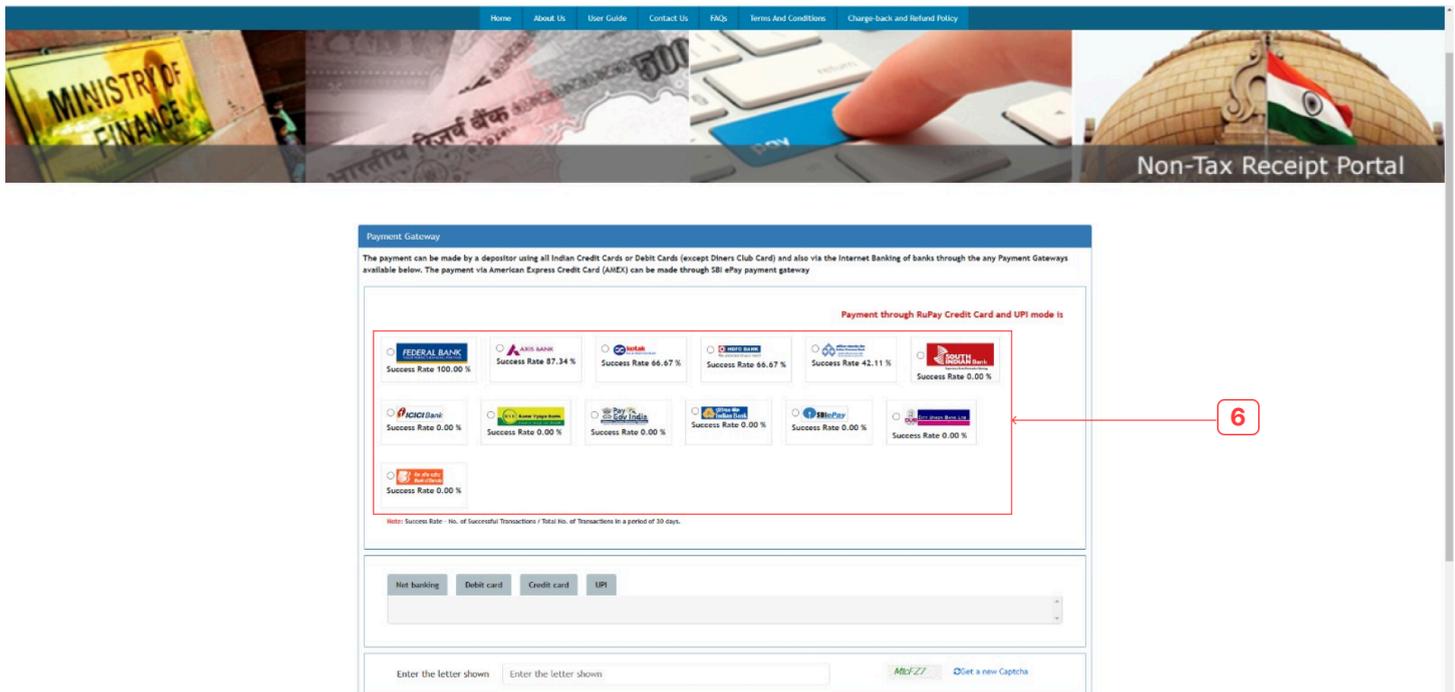
Step 4 : Selecting Bharatkosh will redirect the user to the Bharatkosh website; verify the payment details and click **"Confirm"** to proceed.



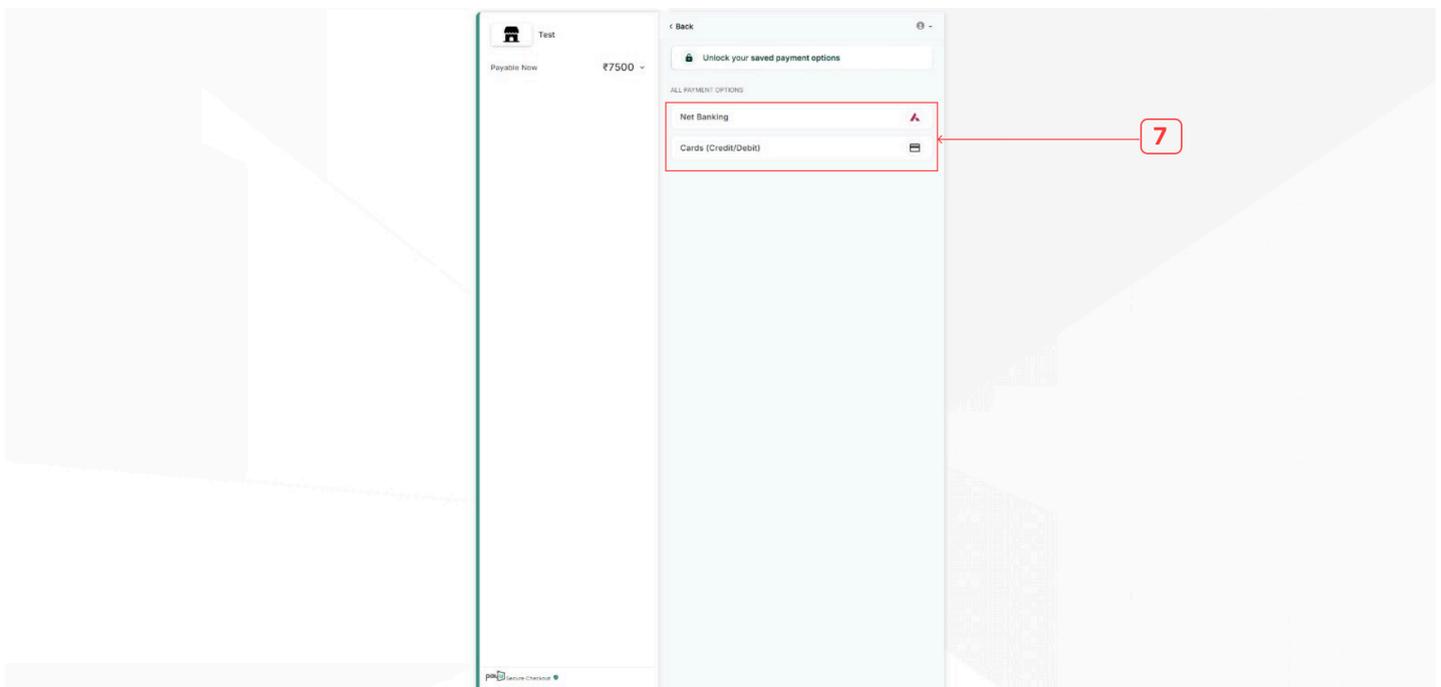
Step 5 : verify the payment details and click **"Confirm"** to proceed.



Step 6 : Payments can be made using any Indian credit or debit card, UPI as well as through internet banking via various payment gateways.



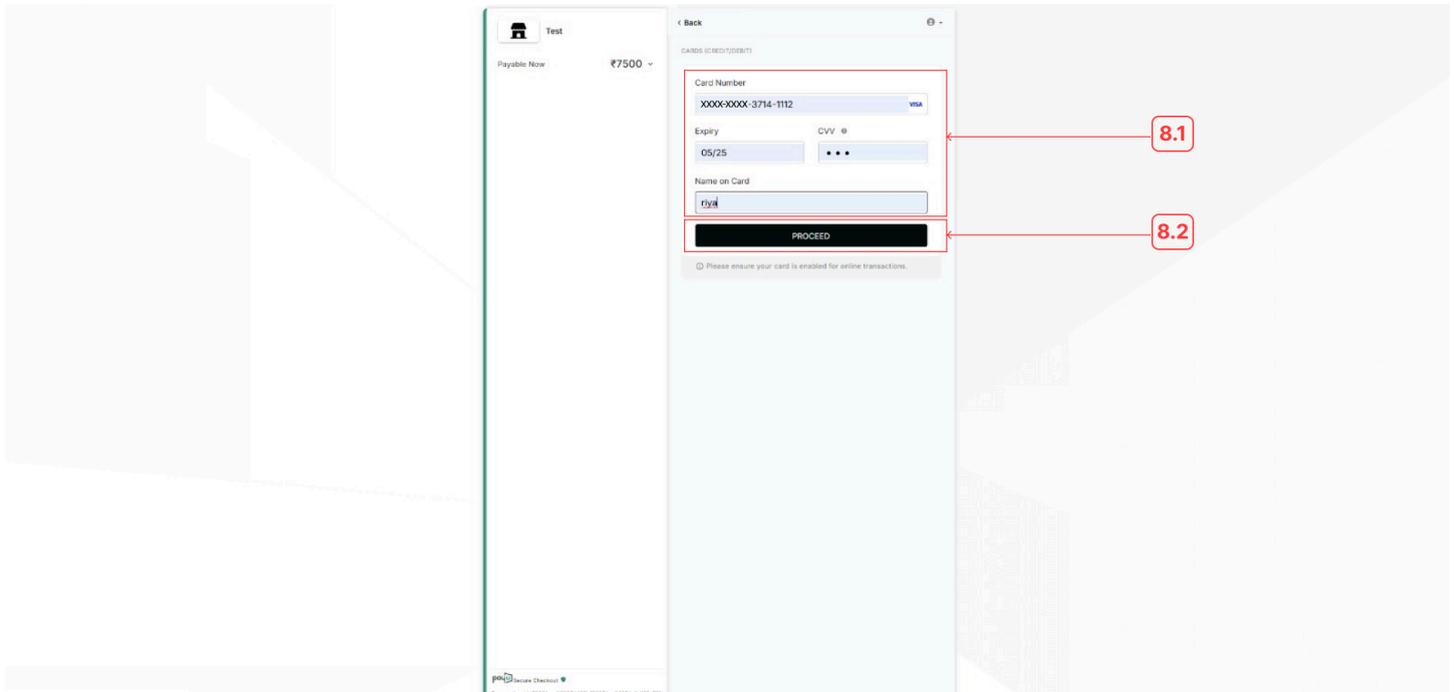
Step 7 : Once a payment option is selected, the corresponding fields will appear to enter the required payment details.



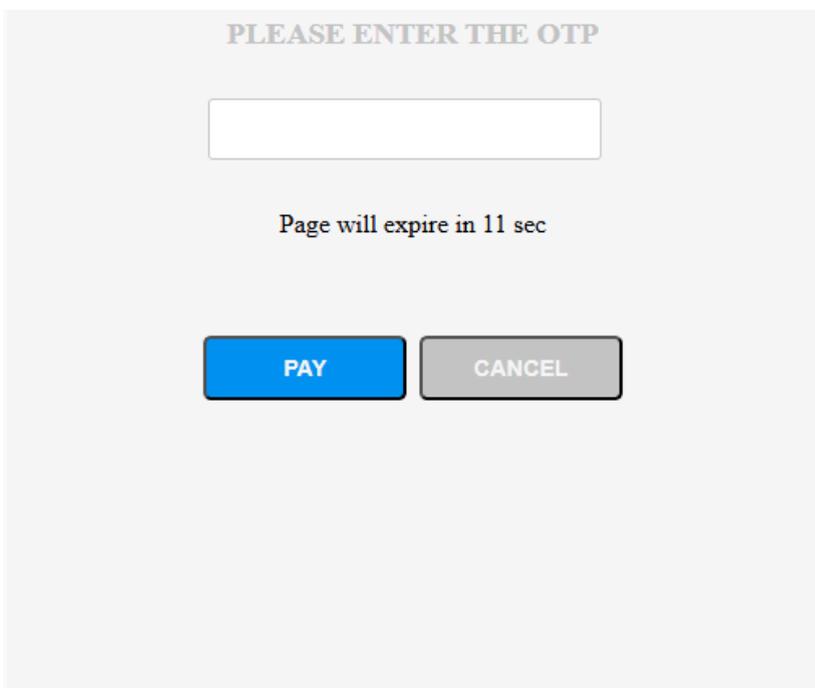
Step 8 : Enter Payment Details

8.1 On the payment screen, enter your Card Number, Expiry Date, CVV, and Name on Card.

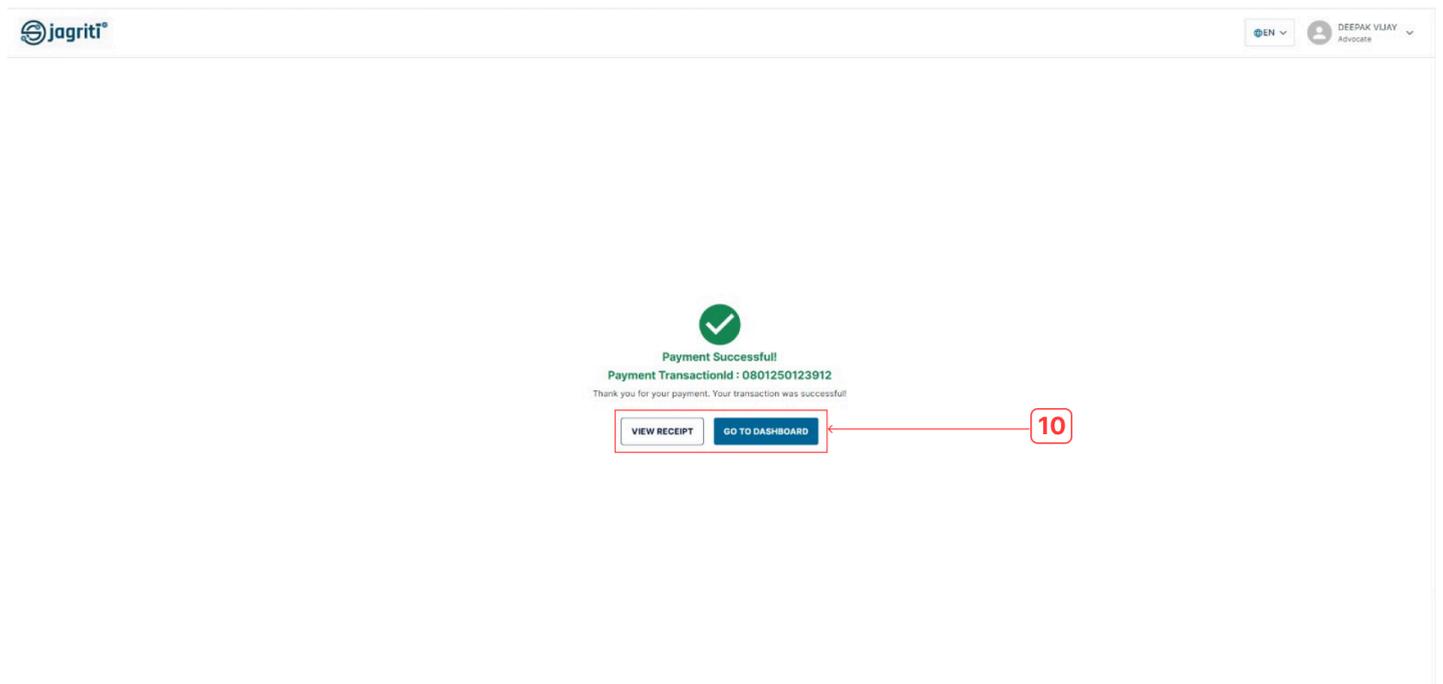
8.2 Click on the "**Proceed**" button to continue.



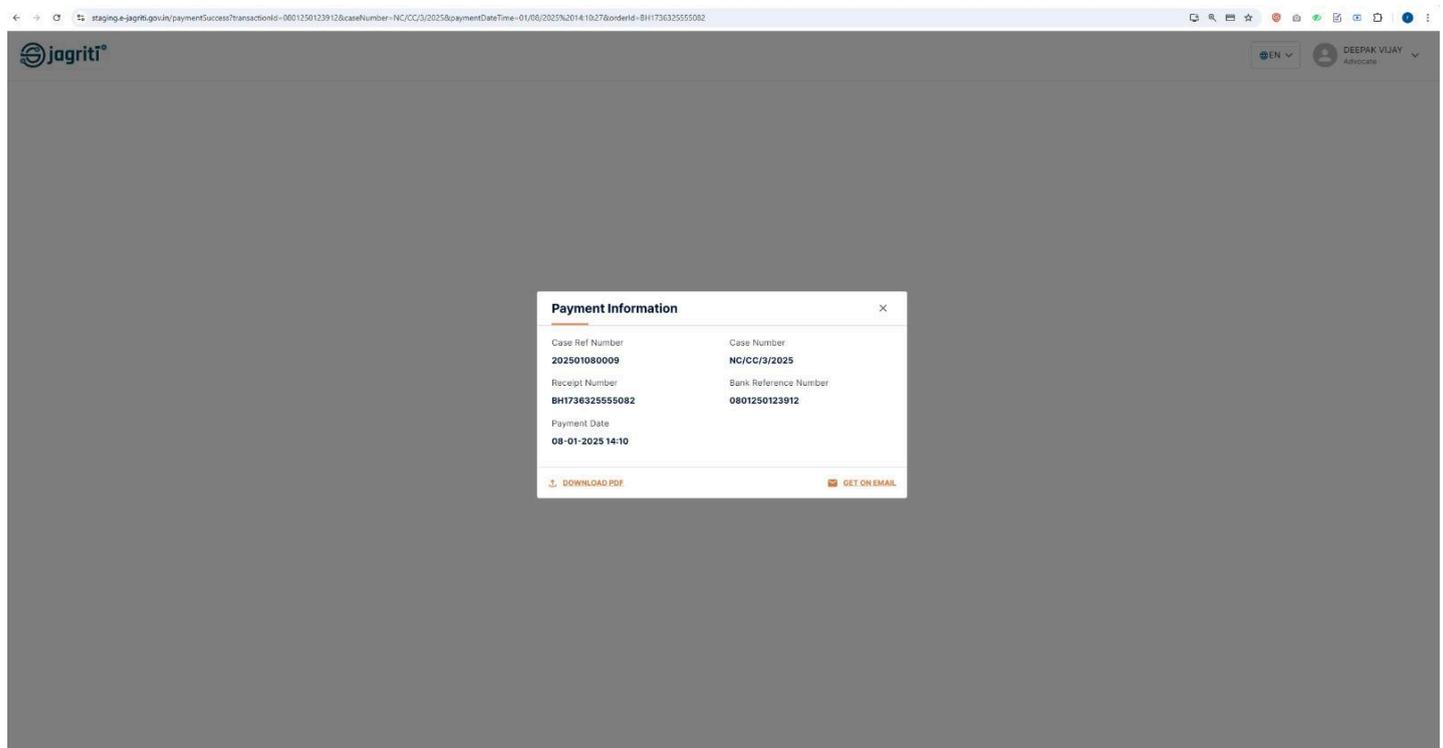
Step 9: Enter the OTP and click on pay button to complete the payment.



Step 10 : After successful payment users can view the receipt or proceed to the dashboard.



Step 11: Clicking “View Receipt” lets the user access and download the receipt with key details or receive it via email.



Step 12 : The downloaded PDF will include details such as, transaction ID, case number, amount, payment status etc.

Online Payment Receipt

Case No : NC/CC/3/2025

Receipt No : BH1736325555082	Name : DEEPAK VIJAY
Transaction Id : 0801250123912	Case Reference No : 202501080009
Bank Reference : 0801250123912	Amount : 7500 INR
Payment Date : 08-01-2025 14:10	Mode Of Payment : Online
Payment Status : Success	Case Filed In : NCDRC
Respondent : RIYA	