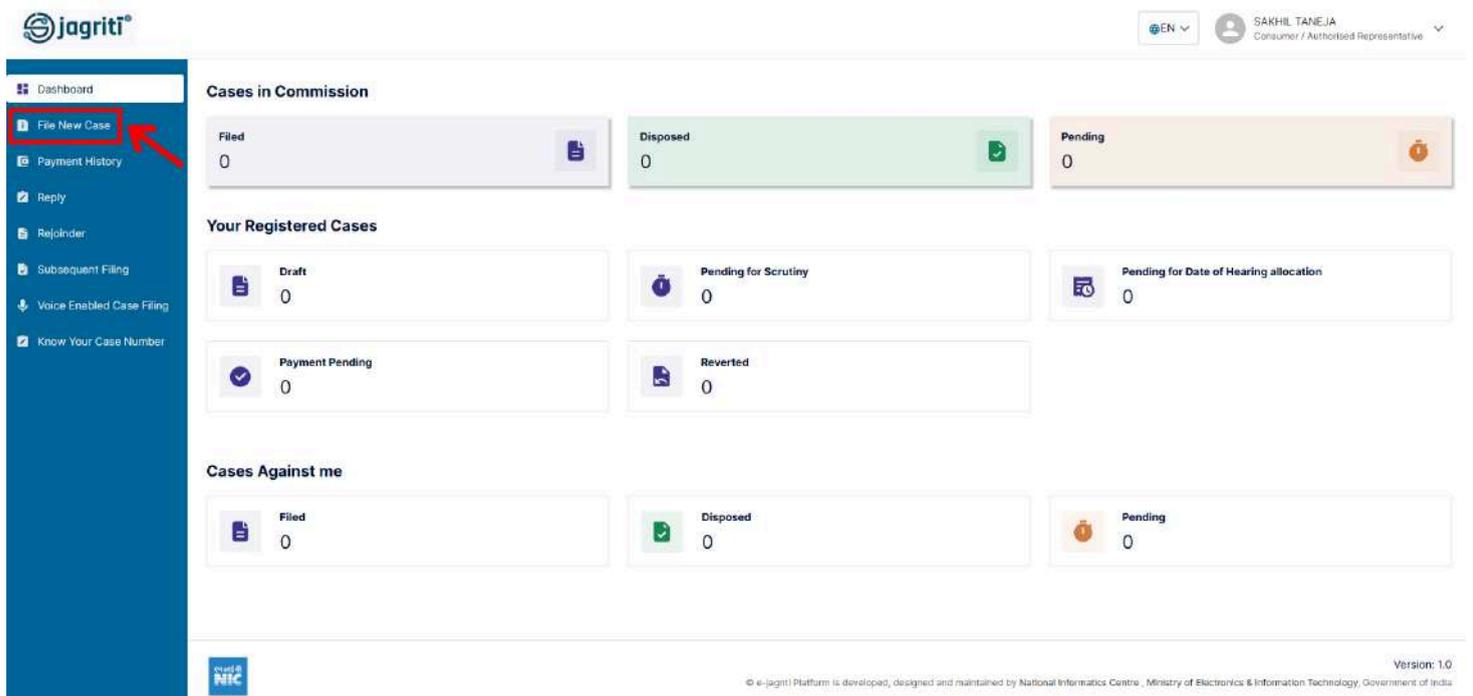


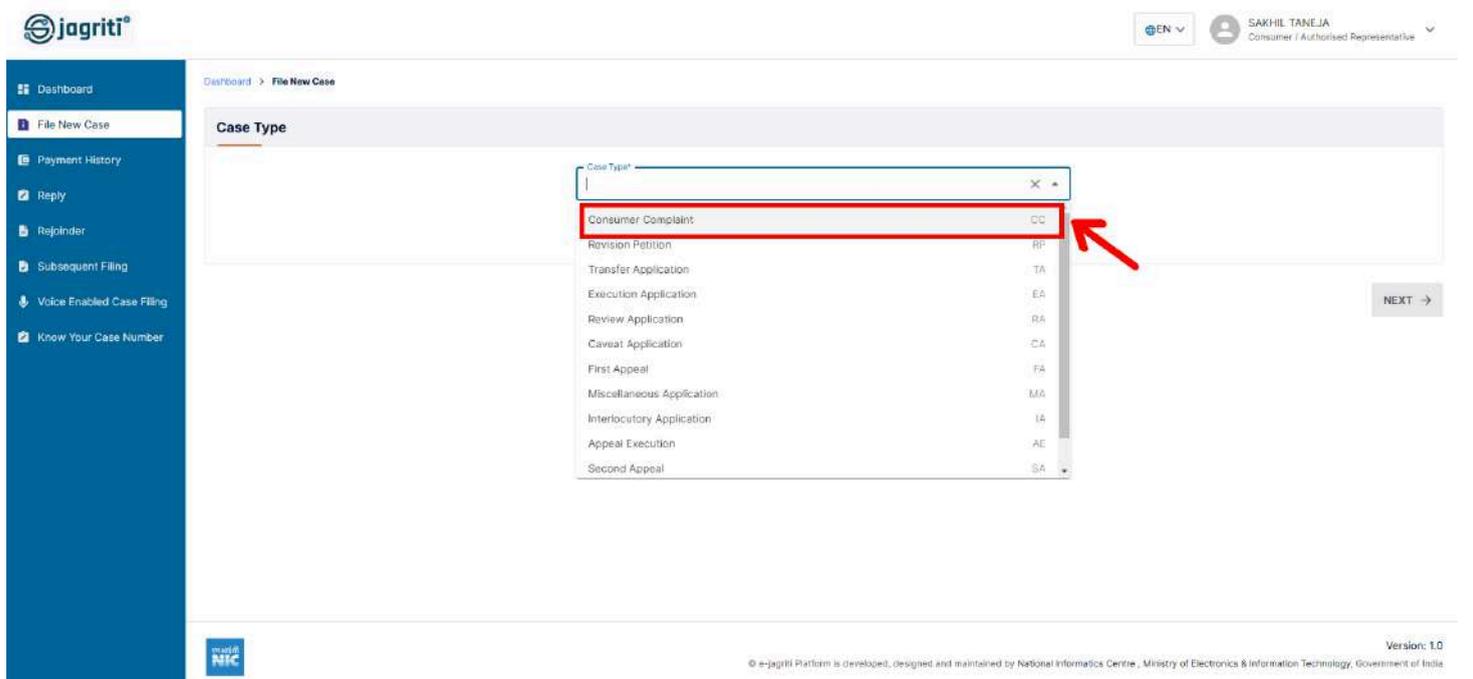


Fresh Complaint Filing Tutorial

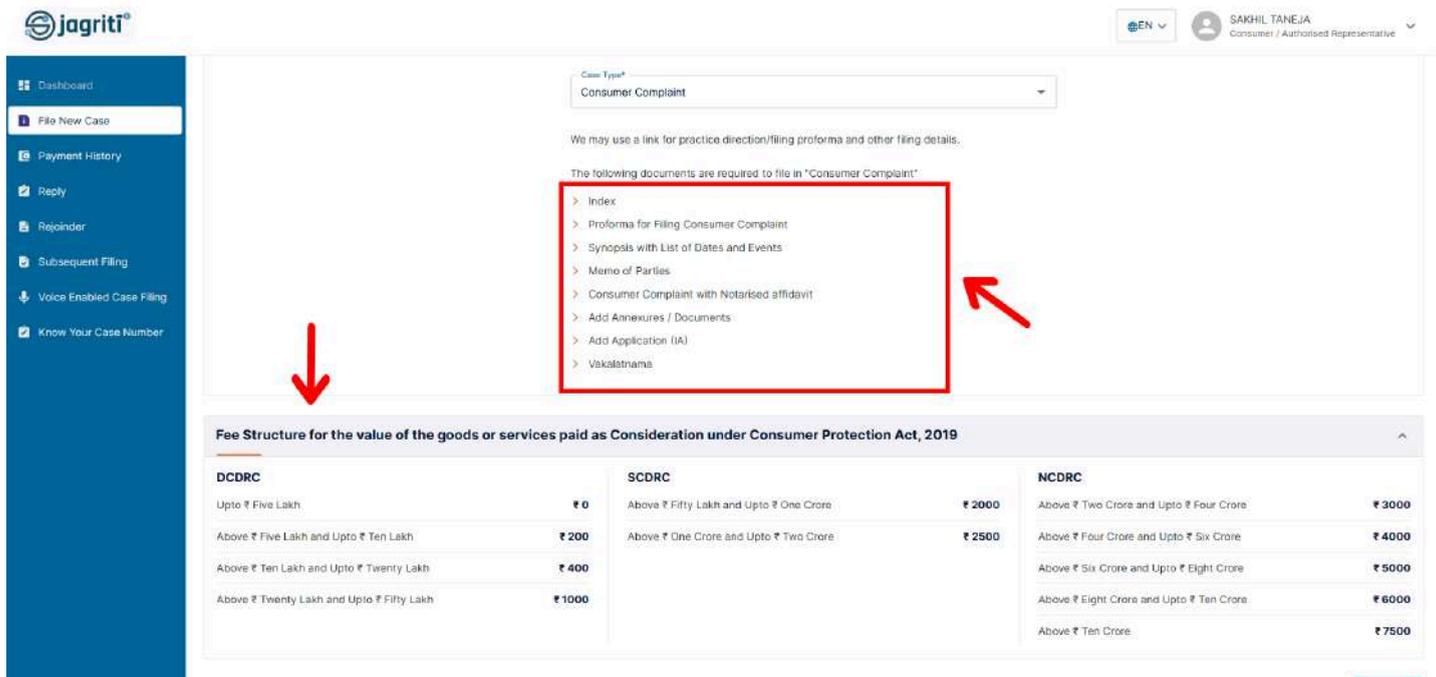
Step 1: Navigate to the dashboard and select **"File New Case"** from the left menu.



Step 2: Kindly choose **"Consumer Complaint"** from the list of case types in the selection menu.



Step 3: Upon selecting "Consumer Complaint", a list of required documents and the applicable fee structure will be displayed for review. Proceed by clicking "Next button".



The screenshot shows the Jagriti portal interface. The user is logged in as SAKHIL TANEJA, Consumer / Authorised Representative. The 'Case Type' dropdown is set to 'Consumer Complaint'. Below this, a list of required documents is displayed, enclosed in a red box. A red arrow points to the 'Next' button at the bottom right of the document list.

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: In the first step of case filing, enter the amount paid for the service, claim amount, date of cause of action, state, district, case category, and subcategory, then click **"Next"** to proceed.

The screenshot displays the 'File New Case' interface on the Jagriti platform. The user is currently in the 'Case Details' step (Step 1) of a 6-step process. The form contains the following information:

- Paid as consideration*:** 20,00,000
- Claim Consideration:** 25,00,000
- Date of Cause of Action:** 03/01/2025
- State of Cause of Action*:** UTTAR PRADESH
- District of Cause of Action*:** GAUTAM BUDDHA NAGAR
- Case Category*:** E-COMMERCE
- Sub Category*:** AMAZON
- Sub Sub Category:** PAYMENT ISSUE

A red arrow points to the **NEXT** button, which is highlighted with a red box. The footer of the page includes the NITC logo and the text: '© e-jagriti Platform is developed, designed and maintained by National Informatics Centre, Ministry of Electronics & Information Technology, Government of India. Version: 1.0'.

Step 5 : In the second step of case filing, enter the Complainant and Opposite Party details. Select if applicable: Senior Citizen, Widow, Differently Abled, or Serious Ailments, and choose the address type (Present, Permanent, or Business). Then add the advocate from the list and click **"Next"** to proceed.

The screenshot displays the 'File New Case' process on the Jagriti platform. The progress bar indicates the current step is 'Complainant / Opposite Party'. The user is logged in as SAKHIL TANEJA, a Consumer / Authorized Representative.

Complainant Details:

- Name: SAKHIL TANEJA
- Relation: (Dropdown)
- Relative Name: (Text)
- Mobile Number: 788893XXXX
- Email: PRADYCHA XXXXXX@GMAIL.COM
- Checkboxes: Senior Citizen, Widow, Differently Abled, Serious Ailments
- Address 1 (Permanent):
 - Address Type: PERMANENT
 - House No./Door No./Building/Flat: H NO 45
 - Block/Street/Mohalla/Sector: SECTOR 16
 - Landmark/Locality: ATTA MARKET
 - Country: INDIA
 - Pin Code: 201301
 - State: UTTAR PRADESH
 - District: GAUTAM BUDDHA NAGAR
 - Post Office: NOIDA H.O.
 - Police Station: (Text)

Advocate Details:

- Message: Please add advocate to proceed further.
- Button: ADD ADVOCATE

Opposite Party Details:

- Name: (Text)
- Relation: (Dropdown)
- Relative Name: (Text)
- Mobile Number: (Text)
- Email: (Text)
- Checkboxes: Senior Citizen, Widow, Differently Abled, Serious Ailments
- Address 1 (Permanent):
 - Address Type: (Dropdown)
 - House No./Door No./Building/Flat: (Text)
 - Block/Street/Mohalla/Sector: (Text)
 - Landmark/Locality: (Text)
 - Country: INDIA
 - Pin Code: (Text)
 - State: (Dropdown)
 - District: (Dropdown)
 - Post Office: (Dropdown)
 - Police Station: (Text)

Navigation: PREVIOUS (disabled), NEXT (active)

Step 6: In the third step of case filing, enter the Additional and Proforma Complainants' details and add the advocate from the list, then click **"Next"** to proceed.

The screenshot displays the Jagriti e-filing platform 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 shows the 'File New Case' process with a progress bar consisting of six steps: Case Details (1), Complainant / Opposite Party (2), Additional Complainant (3), Additional Opposite Party (4), Document Upload (5), and Final Submission & Checkout (6). Steps 1 and 2 are completed, indicated by green checkmarks. Step 3 is the current step, indicated by a blue circle with the number 3. Below the progress bar, there are two buttons: '+ ADD ADDITIONAL COMPLAINANT' and '+ ADD PROFORMA COMPLAINANT DETAILS'. A red arrow points to the first button, and another red arrow points to the second button. Below these buttons is a warning message: 'Directly clicking on Previous button without saving your changes, may leads to loss of your data'. Below the warning is a 'PREVIOUS' button. On the right side of the main content area, there is a 'NEXT' button with a right-pointing arrow, which is highlighted with a red box. At the top right of the interface, there is a language dropdown set to 'EN' and a user profile for 'SAKHIL TANEJA' with the role 'Consumer / Authorised Representative'. At the bottom left, there is a 'mad@ NIC' logo. At the bottom right, there is a 'Version: 1.0' label and a copyright notice: '© e-jagriti Platform is developed, designed and maintained by National Informatics Centre, Ministry of Electronics & Information Technology, Government of India'.

- Dashboard
- File New Case
- Payment History
- Reply
- Reorder
- Subsequent Filing
- Know Your Case Number

Dashboard > File New Case



Additional Complainant Details

Name* Relation Relative Name Mobile Number*
Email

Senior Citizen Widow Differently Aabled Serious Ailments

Address 1 NRI

Address Type* House No./Door No./Building/Flat Block/Street/Mohalla/Sector
Landmark/Locality Country* PIN Code*
State* District* Post Office* Police Station

+ ALSO AT THIS ADDRESS

Advocate Details ADD ADVOCATE

Please add advocate to proceed further

+ ADD ADDITIONAL COMPLAINANT

Proforma Complainant Details

Name* Relation Relative Name Mobile Number*
Email

Senior Citizen Widow Differently Aabled Serious Ailments

Address 1 NRI

Address Type* House No./Door No./Building/Flat Block/Street/Mohalla/Sector
Landmark/Locality Country* PIN Code*
State* District* Post Office* Police Station

+ ALSO AT THIS ADDRESS

Advocate Details ADD ADVOCATE

Please add advocate to proceed further

+ ADD PROFORMA COMPLAINANT DETAILS

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

PREVIOUS

NEXT



Step 7: In the fourth step of case filing, enter the Additional and Proforma Opposite Parties' details, then click "Next" to proceed.

The screenshot displays the Jagriti web application interface for filing a case. The top navigation bar includes the Jagriti logo, a language dropdown set to 'EN', and a user profile for 'RYA Consumer / Authorized Representative'. A progress bar at the top indicates the current step is 4, 'Additional Opposite Party', with previous steps (Case Details, Complaint / Opposite Party, Additional Complainant) completed and subsequent steps (Document Upload, Final Submission & Checkout) pending.

The main content area is divided into two sections for adding opposite parties:

- Additional Opposite Party Details:** This section contains a form with fields for Name*, Relation, Relative Name, and Mobile Number. Below these are an Email field and checkboxes for Senior Citizen, Widow, Differently Abled, and Serious Ailments. The 'Address 1' section includes a radio button for 'NR' and fields for Address Type*, House No./Door No./Building/Flat, Block/Street/Mohalla/Sector, Landmark/Locality, State*, District*, Post Office*, and Pin Code*.
- Proforma Opposite Party Details:** This section is identical in structure to the first, providing a template for adding another party.

Each section has a '+ ALSO AT ANE ADDRESS' link and a '+ ADD ADDITIONAL OPPOSITE PARTY' or '+ ADD PROFORMA OPPOSITE PARTY DETAILS' link. At the bottom, a warning message states: 'Directly clicking on Previous button without saving your changes, may leads to loss of your data'. Navigation buttons for 'PREVIOUS' and 'NEXT' are located at the bottom right.

Footer: The footer includes the NITC logo and the text: 'Version: 1.0 Copyright © 2024 e-Jagriti. All rights reserved | Site designed, developed and maintained by National Informatics Centre, Ministry of Electronics & Information Technology, Government of India.'

Step 8: In the fifth step of case filing, upload the required documents i.e Index, Proforma, Synopsis, Memo of Parties, Notarised Affidavit and Vakalatnama. Wherever Applicable upload Annexures(with appropriate title) or IA Application then click **"Next"** to proceed.

The screenshot displays the 'File New Case' workflow in the Jagriti system. The progress bar at the top indicates the current step is 'Document Upload' (Step 5), with previous steps like 'Case Details', 'Complainant / Opposite Party', 'Additional Complainant', and 'Additional Opposite Party' completed. The main area is titled 'Upload Case Documents' and contains several sections for document uploads:

- Index***: A dashed box for uploading the Index document. A file named 'PassUndertaking.pdf (1.41 KB)' has been added.
- Proforms for Filing Consumer Complaint***: A dashed box for uploading proforms. A file named 'PassUndertaking-pdf.pdf (144.20 KB)' has been added.
- Synopsis with List of Dates and Events***: A dashed box for uploading the synopsis. A file named 'green-sheet-new.pdf (301.30 KB)' has been added.
- Memo of Parties***: A dashed box for uploading the memo of parties. A file named 'PassUndertaking.pdf (1.41 KB)' has been added.
- Consumer Complaint with Notarised affidavit***: A dashed box for uploading the consumer complaint with a notarised affidavit. A file named 'PassUndertaking-pdf.pdf (144.20 KB)' has been added.
- Additional Documents**: A section with a '+ ADD ANNEXURES / DOCUMENTS' button.
- IA Documents**: A section with a '+ ADD APPLICATION(S)' button.
- Vakalatnama**: A dashed box for uploading the Vakalatnama document.

At the bottom of the page, there are two navigation buttons: 'PREVIOUS' and 'NEXT'. A red arrow points to the 'NEXT' button, which is highlighted with a red box. A warning message states: 'Directly clicking on Previous button without saving your changes, may leads to loss of your data'.

Step 9 : On the Final Submission page, select the commission name, tick the declaration checkbox, and click the **"Preview"** button.

The screenshot displays the 'File New Case' interface on the Jagriti platform. At the top, the Jagriti logo is on the left, and the user profile 'SAKHIL TANEJA, Consumer / Authorised Representative' is on the right. A progress bar at the top shows six steps: Case Details, Complainant / Opposite Party, Additional Complainant, Additional Opposite Party, Document Upload, and Final Submission & Checkout. The 'Final Submission & Checkout' step is highlighted with a '6' in a blue circle. Below the progress bar, a dropdown menu is open for selecting a District Commission, with 'Ghaziabad' and 'Gautam Buddha Nagar' visible. A red arrow points to the 'Voice Enabled Case Filing' option in the left sidebar. Below the dropdown, there is a 'CAUTION' message: 'Once you finalize your case, you cannot edit it'. A checkbox for 'I hereby declare that the information provided is true and correct' is present. A warning message states: 'Directly clicking on Previous button without saving your changes, may leads to loss of your data'. At the bottom, there are two buttons: 'PREVIOUS' with a left arrow and 'PREVIEW' with a right arrow. A red arrow points to the 'PREVIEW' button. The footer includes the National Informatics Centre logo and the text: 'Version: 1.0 © e-Jagriti Platform is developed, designed and maintained by National Informatics Centre, Ministry of Electronics & Information Technology, Government of India'.

Step 10 : On the Preview page, review the details, edit any incorrect information by clicking " Edit ", and click "Submit" to complete the process.

Case Details

| | | |
|-------------------------|--------------------------|-----------------------------|
| Filing Reference Number | Claim Consideration | Paid Consideration |
| 202501070166 | 2500000 | 2000000 |
| Date Of Cause | State Of Cause Of Action | District Of Cause Of Action |
| 03-01-2025 | UTTAR PRADESH | GAUTAM BUDDHA NAGAR |
| Case Category | Sub Category | Sub Sub Category |
| E-COMMERCE | AMAZON | PAYMENT ISSUE |

Complainant Details

| | | |
|---------------------|---------------|----------------------------|
| Name | Mobile Number | Email |
| SAKHIL TANEJA | 7888933007 | PRADYCHANDEL1995@GMAIL.COM |
| Is Senior Citizen | Is Widow | Is Differently Abled |
| NO | NO | NO |
| Serious Ailments | Handicapped | |
| NO | N/A | |
| Address Type | House Number | Street |
| PERMANENT | H NO 45 | SECTOR 16 |
| Landmark | Pin Code | State |
| ATTA MARKET | 201301 | UTTAR PRADESH |
| District | Post Office | Police Station |
| GAUTAM BUDDHA NAGAR | NOIDA H.O | N/A |
| Country | Nri | |
| INDIA | NO | |

Opposite Party Details

| | | |
|-------------------|----------------------------|----------------------|
| Name | Mobile Number | Email |
| AMAZON | N/A | N/A |
| Is Senior Citizen | Is Widow | Is Differently Abled |
| NO | NO | NO |
| Serious Ailments | Handicapped | |
| NO | N/A | |
| Address Type | House Number | Street |
| BUSINESS | N/A | N/A |
| Landmark | Pin Code | State |
| N/A | 201009 | UTTAR PRADESH |
| District | Post Office | Police Station |
| GHAZIABAD | ARYA NAGAR S.O (GHAZIABAD) | N/A |
| Country | Nri | |
| INDIA | NO | |

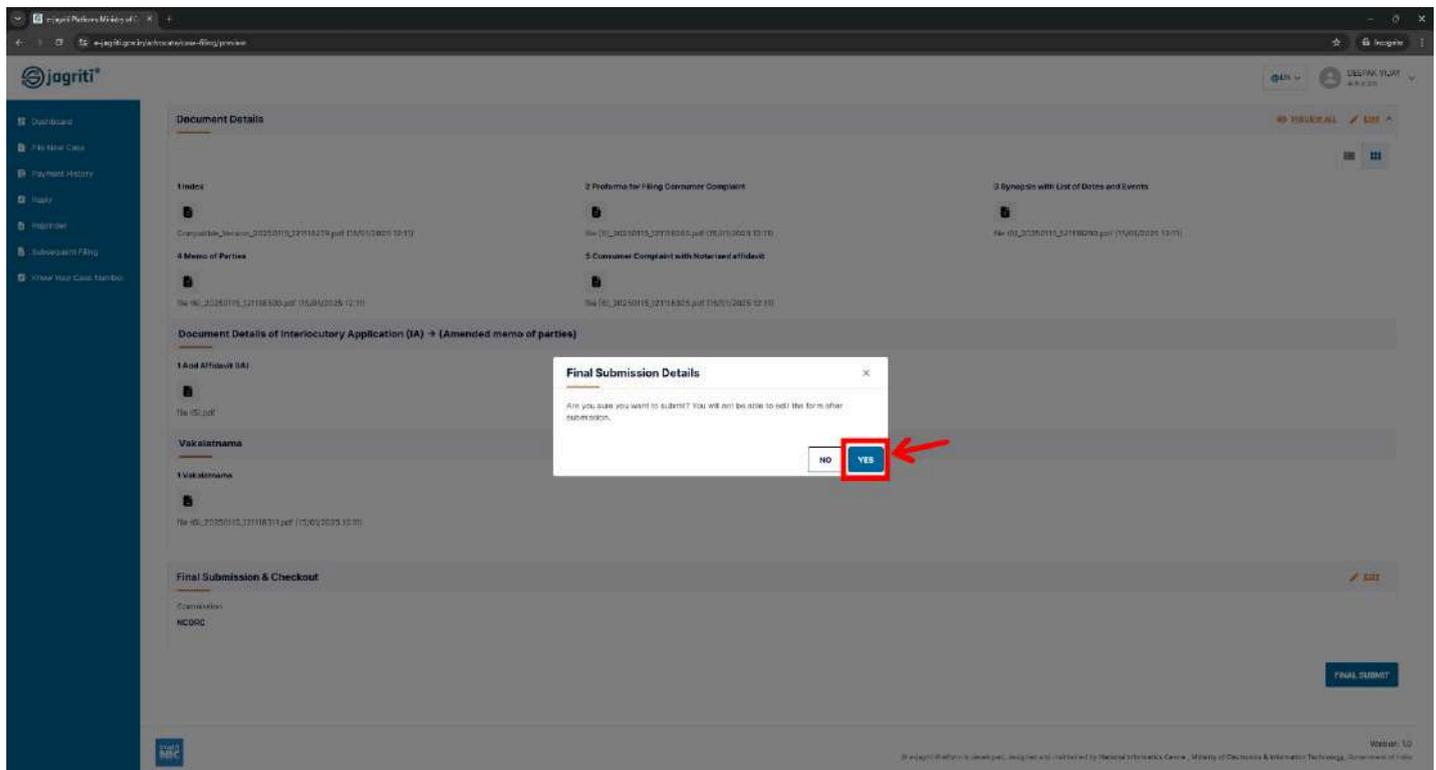
Document Details

| | | |
|--|---|--|
| 1 Index | 2 Proforma for Filing Consumer Complaint | 3 Synopsis with List of Dates and Events |
| PassUndertaking_20250107,125413866.pdf | PassUndertaking-pdf_20250107,125413863.pdf | green-sheet-new_20250107,125413872.pdf |
| 4 Memo of Parties | 5 Consumer Complaint with Notarised affidavit | |
| PassUndertaking_20250107,125413860.pdf | PassUndertaking-pdf_20250107,125413866.pdf | |

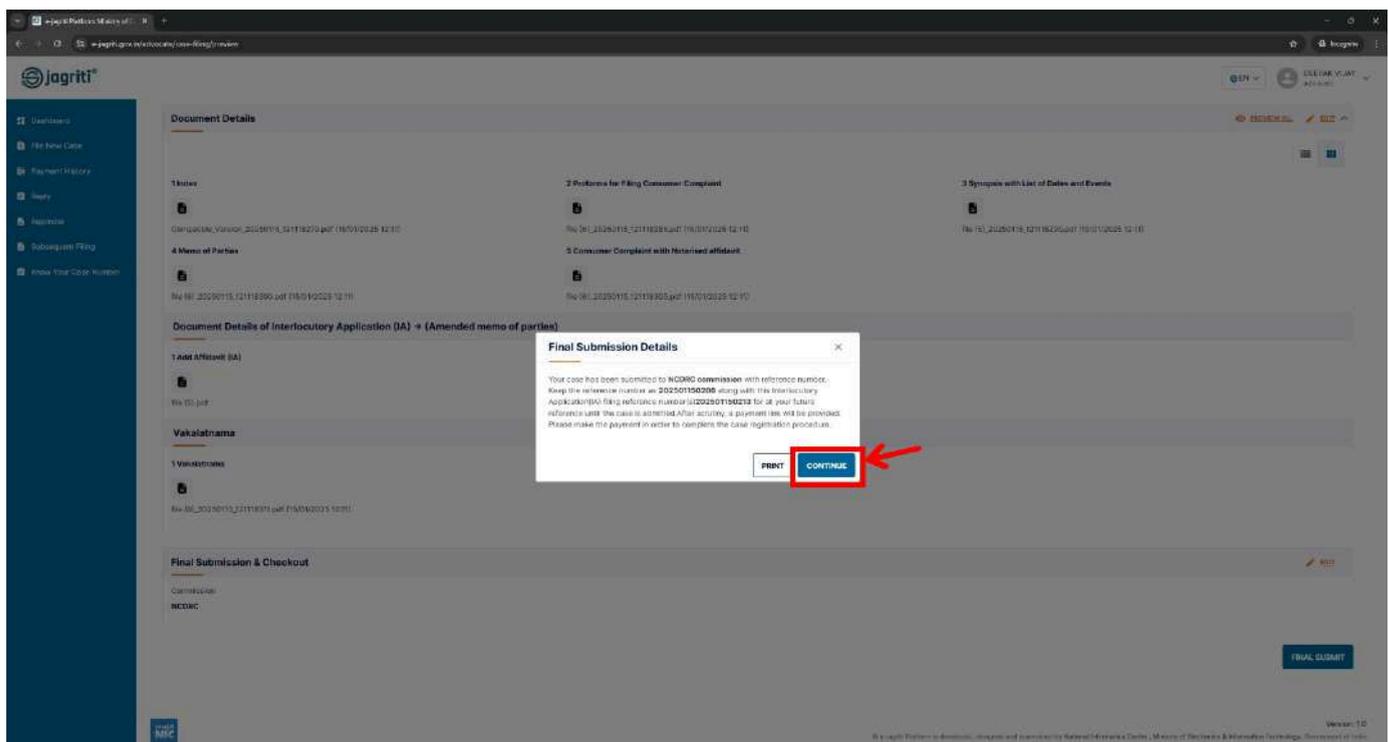
Final Submission & Checkout

| |
|-------------------------------|
| Commission |
| GHAZIABAD DISTRICT COMMISSION |

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: Clicking the "Print" button allows the reference number to be downloaded.

