

**GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
DEPARTMENT OF CONSUMER AFFAIRS**

**RAJYA SABHA
UNSTARRED QUESTION No. 219
TO BE ANSWERED ON 03.02.2023**

E-DAAKHIL PORTAL

219. DR. FAUZIA KHAN

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) the details of the e-Daakhil Portal launched for facilitation of consumers in online filing of complaints;
- (b) the total number of such complaints filed on the said portal till date;
- (c) the details thereof, State-wise/UT-wise;
- (d) the total number of such complaints resolved so far, the details thereof, State-wise/UT-wise; and
- (e) the details of other measures being taken to further facilitate online filing of complaints?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

(SHRI ASHWINI KUMAR CHOUBEY)

(a) : The Consumer Protection Act, 2019 provides for e-filing of the complaints. Further the Consumer Protection (Consumer Dispute Redressal Commissions) Rules, 2020 provide for the manner of filing of complaints electronically in National Commissions, State Commission and District Commission. e-Daakhil portal was launched for electronically filing of complaints. So far besides the National Commission, e-filing facility has been operationalised in 34 States/UTs. The features of e-Daakhil inter-alia include facility for user registration, online fee payment, application status, rejoinders, SMS/mail alert and for uploading complaint documents. It thus provides for speedy, effective and hassle-free resolution of cases.

(b) to (d) : The total number of consumer complaints filed online through e-Daakhil portal (as on 24.01.2023) in the country is 35,898. The details of such complaints filed and resolved have been annexed.

(e) : A scheme titled 'Computerization & Computer Networking of Consumer Commissions' i.e. 'CONFONET' is being implemented by the Department of Consumer Affairs. Under this scheme, necessary hardware and manpower support is being provided to the Consumer Commissions all across the country to facilitate online filing of consumer complaints, e-hearing, e-affidavit, e-payment, e-notice, e-judgment etc.

ANNEXURE**ANNEXURE REFERRED IN REPLY TO PARTS (B) TO (D) OF RAJYA SABHA UNSTARRED QUESTION NO. 219 FOR 03.02.2023 REGARDING E-DAAKHIL PORTAL.****National Commission**

National Consumer Disputes Redressal Commission	COMPLAINTS FILED (A)	COMPLAINTS REGISTERED	COMPLAINTS RESOLVED
	6345	365	99

State Commissions

Sl. No.	STATES/UTs	COMPLAINTS FILED (B)	COMPLAINTS REGISTERED	COMPLAINTS RESOLVED
1	ANDAMAN NICOBAR	72	46	15
2	ANDHRA PRADESH	561	38	9
3	ARUNACHAL PRADESH	16	3	0
4	ASSAM	58	17	5
5	BIHAR	774	202	31
6	CHANDIGARH	977	829	94
7	CHHATTISGARH	178	22	3
8	DADRA AND NAGAR HAVELI AND DAMAN AND DIU	3	0	0
9	DELHI	4675	1642	393
10	GOA	43	4	1
11	GUJARAT	1230	196	52
12	HARYANA	1499	206	65
13	HIMACHAL PRADESH	121	41	16
14	JHARKHAND	747	468	32
15	KARNATAKA	2618	1044	158
16	KERALA	265	87	24
17	LAKSHADWEEP	1	0	0
18	MADHYA PRADESH	3857	3156	160
19	MAHARASHTRA	4332	1105	267
20	MANIPUR	4	0	0
21	MEGHALAYA	5	5	1
22	MIZORAM	2	1	0
23	NAGALAND	4	0	0
24	ODISHA	387	174	65
25	PUDUCHERRY	2	0	0
26	PUNJAB	490	112	52
27	RAJASTHAN	886	118	14
28	SIKKIM	13	0	0
29	TAMIL NADU	638	42	12
30	TELANGANA	882	28	9
31	TRIPURA	37	7	6
32	UTTAR PRADESH	3142	1156	273
33	UTTARAKHAND	271	37	17
34	WEST BENGAL	763	92	36
	TOTAL	29553	10878	1810

Total Complaints filled (A+B) = 35,898
