

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

RAJYA SABHA
UNSTARRED QUESTION No. 1958
TO BE ANSWERED ON 18.03.2025

CONSUMER GRIEVANCE REDRESSAL AND AWARENESS INITIATIVES

1958. SHRI SUJEET KUMAR:

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

- (a) the total number of complaints registered and resolved through the e-Daakhil platform in the last three years, and measures proposed to improve accessibility in underserved regions;
- (b) the funds allocated for enhancing video conferencing facilities at State and District Consumer Commissions, with details of implementation in Odisha;
- (c) the impact of "Jago Grahak Jago" and "Jagriti" campaigns in raising consumer awareness nationwide; and
- (d) the effect of multilingual grievance redressal services on consumer satisfaction, particularly in linguistically diverse regions like Odisha?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI B. L. VERMA)

(a): The Consumer Protection Act, 2019 provides for online filing of complaint from the Consumer Commission having jurisdiction over the place of work/residence of the consumer irrespective of the place of transaction. Further the Consumer Protection (Consumer Disputes Redressal Commissions) Rules, 2020 provide for manner of filing of complaints electronically in National Commission, State Commissions and District Commissions. To facilitate electronic filing of consumer complaints, e-Daakhil portal was launched on 07.09.2020. E-daakhil portal has been made accessible in all States/UTs. The total number of cases admitted and disposed through e-Daakhil platform in the last three years are 1,09,962 and 34,019 respectively.

(b): Under CONFONET scheme, VC equipment for conducting hearing through video conferencing mode has been installed and made functional at 10 benches of the National Consumer Disputes Redressal Commission (NCDRC) and 35 benches of State Consumer Disputes Redressal Commissions (SCDRCs) including that of Odisha SCDRC.

(c): The Department of Consumer Affairs has been generating consumer awareness by undertaking country-wide multimedia awareness campaigns under the aegis of "Jago Grahak Jago" to reach out to every consumer across the country by utilizing traditional media like All India Radio, Doordarshan, fairs & festivals, etc. as well as social media.

(d): In the State of Odisha, a total number of 32378 complaints were registered on National Consumer Helpline (NCH) during the period from 01.01.2024-28.02.2025, out of which 31524 complaints have been disposed of.
