

**Government of India  
Ministry of Consumer Affairs, Food and Public Distribution  
Department of Consumer Affairs**

**RAJYA SABHA**

**STARRED QUESTION NO. \*24**

**TO BE ANSWERED ON 22.07.2025**

**PENDING CASES UNDER CONFONET PROJECT**

**\*24. SHRI SANJAY SINGH:**

Will the **MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION** be pleased to state:

- (a) the total number of pending cases in the Consumer Commissions under the ConfoNet project and the average disposal rate of such cases;
- (b) whether Government has conducted any independent evaluation of the effectiveness of the ConfoNet system, if so, the key findings thereof; and
- (c) the new features introduced in ConfoNet 2.0 for the speedy disposal of cases by leveraging Artificial Intelligence (AI) and Machine Learning (ML) technologies?

**ANSWER**

**THE MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION  
(SHRI PRALHAD JOSHI)**

(a) to (c) : A Statement is laid on the Table of the House.

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (c) OF RAJYA SABHA STARRED QUESTION NO.\*24 FOR 22.07.2025 REGARDING PENDING CASES UNDER CONFONET PROJECT BY SHRI SANJAY SINGH.**

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Department of Consumer Affairs is continuously working for consumer protection and empowerment of consumers by enactment of progressive legislations. With a view to modernize the framework governing the consumer protection in the new era of globalization, technologies, e-commerce markets etc. Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.

Salient features of the new Consumer Protection Act, 2019 are establishment of a Central Consumer Protection Authority(CCPA); simplification of the adjudication process in the Consumer Commissions such as enhancing pecuniary jurisdiction of the Consumer Commissions, 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, videoconferencing for hearing, deemed admissibility of complaints if admissibility is not decided within 21 days of filing; provision of product liability; penal provisions for manufacture/sale of adulterated products/spurious goods; provision for making rules for prevention of unfair trade practice in e-commerce and direct selling.

The Consumer Protection Act, 2019 provides for a three tier quasi-judicial machinery at District, State and National level commonly known as “Consumer Commissions” for protection of the rights of consumers and to provide simple and speedy redressal of consumer disputes including those related with unfair trade practices. The Consumer Commissions are empowered to give relief of a specific nature and award compensation to consumers, wherever appropriate.

The total number of cases filed and disposed at the National, State & District level consumer commissions is as follows :

S No	Commission	Filed	Disposed	Average disposal %
1	NCDRC	1,10,700	91,241	82.42
2.	SCDRC	5,68,326	4,50,327	79.27
3.	DCDRC	23,06,460	18,63,447	80.79
	Total	29,85,486	24,05,015	80.50

The Department conducted an independent evaluation of the effectiveness of the schemes of the Department including Confonet scheme during 2020 through National Productivity Council of India (NPC). This evaluation covered multiple States and highlighted key findings on the Confonet scheme's implementation, such as its computerization efforts and case management processes, while also identifying challenges and areas for improvement. The Department has already incorporated these insights into the development of Confonet 2.0 (e-Jagriti), aiming to strengthen the consumer protection framework based on the evaluation's findings.

The revamped CONFONET portal (e-Jagriti) aims to enhance consumer grievance redressal through a micro-service architecture, Artificial Intelligence / Machine Learning integration and latest features like faceless onboarding and role-based dashboards. It unifies existing applications (OCMS, e-Daakhil, NCDRC CMS, CONFONET application) into a single, scalable system that significantly benefit consumers by enabling them to file complaints seamlessly from anywhere, anytime, with multi-lingual support. The integrated platform streamlines the grievance redressal process, offering faster resolution and enhanced transparency. The revamped system also supports real-time data access, automated workflows and offer enhanced participation tools for other stakeholders like judges, advocates etc.

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