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

RAJYA SABHA
UNSTARRED QUESTION No. 1000
TO BE ANSWERED ON 29.07.2025

E- JAGRITI PORTAL

1000. SMT. KIRAN CHOUDHRY:
SHRI MAYANKKUMAR NAYAK:

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

(a)   the objectives of e-Jagriti portal;
(b)   the manner in which it has helped the consumers, consumer commissions, legal representatives/ advocates of the consumers;
(c)   whether it has been adopted by all the consumer commissions;
(d)   whether it has been made mandatory to file consumer complaints through e-Jagriti portal;
(e)   if so, since when; and

(f)   the number of consumer complaints lodged with the help of e-Jagriti portal and the details thereof, State-wise?

ANSWER

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

(a) to (e) :   The "e-Jagriti" portal aims to enhance consumer grievance redressal through a micro-service architecture, Artificial Intelligence / Machine Learning integration and modern features like faceless onboarding and role-based dashboards. It unifies existing applications (OCMS, e-Daakhil, NCDRC CMS, CONFONET) into a single, scalable platform, allowing users to file complaints seamlessly from anywhere with multilingual support. The system streamlines grievance processes with real-time data access, automated workflows and tools for stakeholders like judges and advocates. The platform offers digital case filing, document exchange and automated SMS/email notifications. Features include a chatbot help system, voice-to-text capabilities and accessibility support for the visually challenged and elderly. The portal is designed to provide a convenient, transparent and efficient means for consumers to seek redressal by enabling online complaint filing, digital submission of documents, online payment of fees and virtual hearing from any location.

Besides consumer, the portal also offers dedicated modules for advocates and judges. Advocates can track their cases, receive hearing notifications and upload documents through their personalized dashboards. The system also verifies advocate credentials through Bar Council integration. Judges benefit from secure, centralized access to complete digital case files, a smart court calendar and analytics dashboards that aid in workload monitoring and scheduling. The platform supports virtual courtrooms, enabling the hearing of cases remotely and ensuring faster disposal while reducing dependency on physical infrastructure.

e-Jagriti also integrates Bharat Kosh and PayGov payment gateways to simplify fee transactions and ensure flexibility and ease for users across jurisdictions. The system ensures secure access through role-based permissions and end-to-end encryption, maintaining the integrity and confidentiality of legal data.

By reducing reliance on paper, minimizing the need for travel and digitizing end-to-end workflows, e-Jagriti significantly enhances the efficiency of consumer commissions while contributing to environmental sustainability. All Consumer Commissions have been advised to actively adopt and promote the use of this portal. At present, e-Jagriti portal is operational and has been accessible to the National, State, Circuit Bench and District Consumer Commissions across the country since 1st January, 2025. The e-Jagriti portal is a part of the broader digital transformation of the consumer dispute redressal system in India.

(f) : The number of consumer complaints (State-wise) lodged on e-jagriti portal since 01.01.2025 to 23.07.2025 is at **Annexure.**

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ANNEXURE REFERRED TO IN REPLY TO PART (f) OF THE RAJYA SABHA UNSTARRED QUESTION NO. 1000 TO BE ANSWERED ON 29.07.2025 REGARDING E-JAGRITI PORTAL.

S. No.	State Name	Filed
1	NCDRC	1,839
2	ANDAMAN AND NICOBAR ISLANDS	5
3	ANDHRA PRADESH	1,791
4	ARUNACHAL PRADESH	10
5	ASSAM	251
6	BIHAR	1,571
7	CHANDIGARH	799
8	CHHATTISGARH	1,519
9	DELHI	1,998
10	GOA	156
11	GUJARAT	8,144
12	HARYANA	6,633
13	HIMACHAL PRADESH	1,266
14	JAMMU AND KASHMIR	3
15	JHARKHAND	503
16	KARNATAKA	5,299
17	KERALA	5,401
18	MADHYA PRADESH	4,878
19	MAHARASHTRA	7,197
20	MANIPUR	61
21	MEGHALAYA	31
22	MIZORAM	74
23	NAGALAND	13
24	ODISHA	2,344
25	PUDUCHERRY	83
26	PUNJAB	3,401
27	RAJASTHAN	5,722
28	SIKKIM	8
29	TAMIL NADU	3,154
30	TELANGANA	1,815
31	TRIPURA	109
32	UTTARAKHAND	459
33	UTTAR PRADESH	9,058
34	WEST BENGAL	1,891
	Total	**77,486**

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