

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

**RAJYA SABHA**  
**UNSTARRED QUESTION No. 1153 (OIH)**  
TO BE ANSWERED ON 10.02.2026

**GRIEVANCE REDRESSAL THROUGH E-JAGRITI PORTAL**

1153. SHRI BRIJ LAL:

(OIH) SHRI SHAMBHU SHARAN PATEL:

SHRI SUBHASH BARALA:

DR. MEDHA VISHRAM KULKARNI:

DR. DINESH SHARMA:

SMT. RAMILABEN BECHARBHAI BARA:

SMT. MAMATA MOHANTA:

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

- (a) the number of consumer complaints registered and disposed of through the e-Jagruti portal till December 2025;
- (b) whether a 100 percent disposal rate has been achieved in more than ten States and at the National Consumer Disputes Redressal Commission (NCDRC) after July 2025;
- (c) if so, the details thereof; and
- (d) the number of Non-Resident Indians (NRIs) using the e-Jagruti portal to register complaints from abroad till December 2025?

**ANSWER**

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

(a) : During the year 2025, a total of 1,62,474 cases were filed before the Consumer Commissions through the e-Jagruti portal and 1,50,197 cases were disposed of during the same period.

(b) & (c) : Yes, Sir. The National Consumer Disputes Redressal Commission (NCDRC) and the State Consumer Disputes Redressal Commissions (SCDRCs) of Chandigarh, Chhattisgarh, Himachal Pradesh, Karnataka, Madhya Pradesh, Meghalaya, Nagaland, Puducherry, Punjab, Rajasthan, Tamil Nadu and Uttarakhand have achieved disposal rate of more than 100 % after July, 2025.

(d) : 572 Non-Resident Indians (NRIs) have registered their complaints using e-Jagruti portal from abroad till December, 2025.

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