

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

RAJYA SABHA

STARRED QUESTION NO. *101

TO BE ANSWERED ON 28.07.2026

COMPLAINT DISPOSAL IN E-JAGRITI PORTAL

101. SHRI SUJEET KUMAR

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

- (a) the reduction in the average time taken for disposal of consumer complaints through e- Jagriti as compared to the pre-digitisation period;
- (b) the increase in consumer complaint filings from rural districts since the launch of e- Jagriti; and
- (c) the measures taken to facilitate assisted filing for consumers with limited digital access?

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.

STATEMENT REFERRED IN REPLY TO PARTS (a) TO (c) OF RAJYA SABHA STARRED QUESTION NO.*101 FOR 28.07.2026 REGARDING COMPLAINT DISPOSAL IN E-JAGRITI PORTAL ASKED BY SHRI SUJEET KUMAR.

To modernize and digitally transform consumer dispute filing and management processes, the Department of Consumer Affairs launched the e-Jagriti portal on 1st January, 2025. The portal leverages Artificial Intelligence (AI) and Machine Learning (ML) and incorporates features such as 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 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 also supports virtual courtrooms, enabling the hearing of cases remotely and ensuring faster disposal while reducing dependency on physical infrastructure. These features address bottlenecks like geographical barriers, scheduling conflicts and manual interventions.

e-Jagriti has reduced reliance on physical proceedings and has accelerated justice delivery. Further, VC equipment for conducting hearing through video conferencing mode has already 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). e-Jagriti transformed consumer justice delivery - earning it the Silver Award under Category-I at the National Awards for e-Governance 2026 amid 341 nominations.

The details of the consumer cases filed and disposed by the consumer commissions (State-wise) in the year preceding the launch of e-Jagriti (2024) and the year following its launch (2025) are at **Annexure**. In 2025, 1,62,474 cases were filed and 1,50,197 disposed of, that outperformed the disposal rate of the year 2024. Also, the average time taken for disposal of consumer complaints has improved after the launch of e-Jagriti. Further, 1,021 Non-Resident Indians (NRIs) registered their complaints using e-Jagriti portal from abroad till 17th July, 2026.

To enhance awareness, accessibility and digital outreach of the e-Jagriti portal, including in semi-urban and rural areas, the Department of Consumer Affairs has undertaken a series of nationwide consumer awareness initiatives under the "Jago Grahak Jago" campaign. The Department has leveraged multiple communication platforms such as Prasar Bharati, NFDC, CBC, IRCTC, MyGov and official social media handles for dissemination of information on consumer rights and the e-Jagriti portal. Special outreach has been undertaken through IVRS and SMS campaigns in English, Hindi and nine regional languages, with focused coverage of North-Eastern States and SC/ST-dominated areas. Grant-in-aid is also provided to States/UTs for conducting localized consumer awareness activities. These extensive outreach efforts have enabled the e-Jagriti portal to achieve nationwide penetration, with consumer cases being registered through the portal.

Further, to increase awareness among consumers in rural areas and to facilitate online consumer complaint filing, the Department has been undertaking sustained outreach and capacity-building initiatives across the country. Weekly virtual capacity-building sessions are being conducted with Panchayati Raj Institutions across all States/UTs in several regional languages to strengthen rural accessibility and enhance awareness of the e-Jagriti portal. The Department has also participated in public outreach programmes, including the Surajkund International Crafts Mela and the National Conference on e-Governance (NCeG) 2026. In addition, the Department has collaborated with MyGov to promote the e-Jagriti portal through co-branded digital campaigns and citizen engagement activities. These initiatives have significantly expanded consumer awareness and digital outreach, facilitating wider access to the portal and promoting timely and technology-enabled consumer grievance redressal across the country, including the rural areas.

Help documents, animated tutorial videos and FAQs have been made available on the portal to facilitate assisted filing by consumers and guide them through the process of filing consumer cases. To complement this, Department has also initiated Jansunwai platform – weekly live video sessions every Friday at 4:00 PM since August 2025, chaired by senior officers from the Department of Consumer Affairs, NCDRC, NIC and the National Consumer Helpline. These interactive sessions offer instant technical support, resolve doubts, incorporate user feedback and build lasting trust. Hundreds of consumers and advocates have participated, leading to rapid platform improvements.

Further, to facilitate assisted filing for consumers with limited digital access, the Department instructed the National Informatics Centre (NIC) to ensure that the Technical Support Personnel (TSPs) and District Management Associates (DMAs) deployed under the “Consumer Protection” Scheme across the State and District Consumer Commissions provide proactive and prompt assistance to consumers in filing complaints through the e-Jagriti portal.

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (c) OF THE RAJYA SABHA STARRED QUESTION NO. 101 TO BE ANSWERED ON 28.07.2026 REGARDING COMPLAINT DISPOSAL IN E-JAGRITI PORTAL ASKED BY SHRI SUJEET KUMAR.

Sl. No.	Year State Name	2024		2025	
		Number of Cases		Number of Cases	
		Filed	Disposed (also includes the cases disposed which were filed in the previous years)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)
1.	National Consumer Disputes Redressal Commissions (NCDRC)	4546	6953	3402	4908
State Consumer Disputes Redressal Commissions (SCDRCs)					
1.	Andaman and Nicobar Islands	11	1	11	2
2.	Andhra Pradesh	3434	2672	3563	2618
3.	Arunachal Pradesh	40	26	26	26
4.	Assam	552	552	513	408
5.	Bihar	3928	3293	3268	3153
6.	Chandigarh	1741	1902	1406	1810
7.	Chhattisgarh	3077	4817	2791	4032
8.	Delhi	6418	6525	5574	5204
9.	Dadra and Nagar Haveli and Daman and Diu	19	0	0	0
10.	Goa	285	231	288	213
11.	Gujarat	18152	12583	18280	12553
12.	Haryana	13214	9674	12385	9676
13.	Himachal Pradesh	2280	2154	2280	1845
14.	Jharkhand	1389	1387	1261	880
15.	Jammu & Kashmir	46	160	317	84
16.	Karnataka	11872	10244	10630	10923
17.	Kerala	12003	6778	12018	8130
18.	Lakshadweep	2	2	2	0
19.	Madhya Pradesh	10624	14885	10548	13800
20.	Maharashtra	15918	14939	16434	14937
21.	Manipur	91	35	127	91
22.	Meghalaya	68	50	56	60
23.	Mizoram	99	67	125	55
24.	Nagaland	28	3	23	14
25.	Odisha	5844	4911	5631	3948
26.	Puducherry	157	169	172	174
27.	Punjab	8536	6815	6206	7280
28.	Rajasthan	12397	10741	11975	12473
29.	Sikkim	87	29	20	1
30.	Tamil Nadu	8224	7494	8356	7359
31.	Telangana	4405	3974	3605	3300
32.	Tripura	243	162	286	122
33.	Uttarakhand	709	548	939	1807
34.	Uttar Pradesh	17733	19630	16550	15751
35.	West Bengal	5009	3915	3828	2944
Total		173181	158321	162896	150581