

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

RAJYA SABHA
UNSTARRED QUESTION No. 204
TO BE ANSWERED ON 21.07.2026

CONSUMER GRIEVANCES THROUGH JAGRITI APP IN ODISHA

204. SHRI SUBHASISH KHUNTIA

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

- (a) the number of consumer grievances registered from Odisha through the Jagriti App during the last five years;
- (b) the number of grievances received, disposed of and pending during the said period;
- (c) whether any assessment has been made regarding the effectiveness of grievance redressal through the App and if so, the findings thereof; and
- (d) whether measures have been taken to strengthen consumer grievance redressal in Odisha and if so, the details thereof and if not, the reasons therefor?

ANSWER

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

(a) to (d) : The e-Daakhil portal, launched in 2020, facilitated online filing, fee payment and case monitoring. Further, to modernize the existing applications with the latest technologies, the Department launched “e-Jagriti” portal on 1st January, 2025, which aims to enhance consumer grievance redressal through 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 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). Since the launch of the portal, a total of 67 consumer cases have been disposed of through video-conferencing by the Consumer Commissions of Odisha.

The National Consumer Disputes Redressal Commission (NCDRC) and State Commissions in Chandigarh, Chhattisgarh, Himachal Pradesh, Karnataka, Madhya Pradesh, Meghalaya, Nagaland, Puducherry, Punjab, Rajasthan, Tamil Nadu, and Uttarakhand achieved disposal rates above 100% after July, 2025. In 2025, 1,62,474 cases were filed and 1,50,197 disposed of, that outperformed the disposal rate of the year 2024. Also, 1,021 Non-Resident Indians (NRIs) registered their complaints using e-Jagriti portal from abroad till 17th July, 2026.

During the last 5 years (2021 to 2025), a total of 24,930 consumer cases were filed before the Consumer Commissions in Odisha and 23,801 cases (approx. 95%) were disposed of.

The National Consumer Helpline (NCH) administered by the Department of Consumer Affairs has emerged as a single point of access to consumers across the country for their grievance redressal at a pre-litigation stage. Consumers can register their grievances from all over the country in 17 languages including Odia through a toll-free number 1915. These grievances can be registered on Integrated Grievance Redressal Mechanism (INGRAM), an omni-channel IT enabled central portal, through various channels- WhatsApp (8800001915), SMS (8800001915), email (nch-ca@gov.in), the NCH app, the web portal (consumerhelpline.gov.in) and the Umang app, as per their convenience. 1,853 companies, who have voluntarily partnered with NCH, as part of the 'Convergence' programme directly respond to these grievances according to their redressal process and revert by providing a feedback to the complainant on the portal.

During the last five years (2021 to 2025), a total of 1,21,461 grievances were received on NCH portal from the State of Odisha. All the grievances received during the said period have been disposed of.
