

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

RAJYA SABHA
UNSTARRED QUESTION No. 2601
TO BE ANSWERED ON 11.08.2026

IMPLEMENTATION AND IMPACT OF THE E-JAGRITI PLATFORM

2601. SHRI SUJEET KUMAR:

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

- (a) the key features of the e-Jagriti platform, including the legacy systems integrated into it and the AI/ML-enabled and accessibility features introduced for consumers, adjudicating authorities, senior citizens and persons with disabilities;
- (b) the recognition and awards received by the platform for promoting digital governance and consumer justice;
- (c) the progress made in operationalising e-Jagriti across the States, Union Territories and the National Consumer Disputes Redressal Commission (NCDRC); and
- (d) the impact of the platform on the timely disposal of consumer complaints, including whether any State Consumer Commissions or the NCDRC have recorded monthly disposal exceeding fresh filings?

ANSWER

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

(a) to (d) : 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. 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).

The portal incorporates accessibility features for persons with disabilities, senior citizens including partially blind users, such as text spacing adjustment, text size modification and image hiding option, enlarged cursor, colour contrast change, and text-to-speech functionality. All such accessibility features have been integrated and are available on the portal.

In addition to the benefits offered to consumers, the portal provides dedicated modules for Advocates and Presidents/Members of Consumer Commissions, enabling a more streamlined and efficient case management process. Advocates can monitor the status of their cases, receive timely hearing notifications, upload documents through personalized dashboards and participate in hybrid or virtual hearings. These features significantly reduce paperwork and the need for physical appearances, resulting in a more seamless and efficient legal practice.

For Presidents and Members, the portal offers secure, centralized access to comprehensive digital case records, along with a smart court calendar, automated cause lists, analytics dashboards and virtual courtroom capabilities. These features facilitate effective workload management, scheduling and case monitoring while standardizing judicial processes, minimizing delays, improving case disposal rates and enabling more efficient utilization of resources.

e-Jagriti has reduced reliance on physical proceedings and has accelerated justice delivery. 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 NCDRC and SCDRCs 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, 1,62,896 cases were filed and 1,50,581 disposed of, that outperformed the disposal rate of the year 2024. Further, 1,021 Non-Resident Indians (NRIs) registered their complaints using e-Jagriti portal from abroad till 17th July, 2026.
