

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

LOK SABHA
UNSTARRED QUESTION NO. 3272
TO BE ANSWERED ON 09.08.2023

E-DAAKHIL

3272. SHRIMATI POONAMBEN MAADAM:

Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION** उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:

- (a) whether the e-daakhil portal has increased efficiency in resolving consumer complaints and improve the consumer complaint filing process;
- (b) if so, the details thereof and the features and functionalities of the e-daakhil portal;
- (c) the details of the number of registered users and the total number of complaints admitted to the e-daakhil portal since its launch, State/UT-wise;
- (d) whether the Government has taken any steps to improve the accessibility of the e-daakhil portal for consumers belonging to rural areas and may face challenges; and
- (e) if so, the details thereof?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री अश्विनी कुमार चौबे)

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI ASHWINI KUMAR CHOUBEY)

(a), (b), (d) & (e) : Consumer Protection Act, 2019 together with the Consumer Protection (Consumer Dispute Redressal Commissions) Rules, 2020 provide for e-filing of complaints in National Commission, State Commissions and District Commissions. E-daakhil portal was launched for speedy, effective, accessible and hassle-free resolution of cases through electronic filing of complaints. So far, besides National Commission, e-filing facility has been operationalised in 34 States/UTs. The features of E-daakhil inter-alia include facility for user registration, online fee payment, application status, rejoinders, SMS/mail alert and uploading of complaint documents.

E-daakhil has eliminated the need for physical presence and allows consumers to file complaints, submit documents, and respond to queries from anywhere irrespective of place of residence/workplace including rural areas. E-daakhil platform provides facility for online payment of court fees, real-time access to the status of the case and uploading of case related documents.

(c) : The details of number of registered users and the total number of cases admitted to the E-daakhil portal since its launch, State/UT-wise is **annexed**.

ANNEXURE REFERRED IN REPLY TO PART (c) OF LOK SABHA UNSTARRED QUESTION NO. 3272 FOR 09.08.2023 REGARDING E-DAAKHIL.

S. No.	State/UTs	Registered Users	Cases Admitted
1	Andaman & Nicobar	115	52
2	Andhra Pradesh	4027	197
3	Arunachal Pradesh	81	18
4	Assam	1196	54
5	Bihar	6058	380
6	Chandigarh	1274	1824
7	Chhattisgarh	1543	120
8	Dadar Nagar Haveli & Daman Diu	97	0
9	Delhi	20565	2133
10	Goa	409	38
11	Gujarat	7821	625
12	Haryana	8603	598
13	Himachal Pradesh	1083	162
14	Jammu & Kashmir	799	0
15	Jharkhand	2831	1003
16	Karnataka	10908	2112
17	Kerala	3677	198
18	Lakshadweep	6	1
19	Madhya Pradesh	8232	8037
20	Maharashtra	21775	2732
21	Manipur	61	0
22	Meghalaya	80	8
23	Mizoram	32	1
24	Nagaland	30	2
25	Odisha	3253	448
26	Puducherry	137	3
27	Punjab	3888	493
28	Rajasthan	7923	498
29	Sikkim	73	0
30	Tamil Nadu	6934	540
31	Telangana	6457	101
32	Tripura	265	21
33	Uttar Pradesh	19342	2154
34	Uttarakhand	1956	123
35	West Bengal	7622	494
Total		159153	25170

E-daakhil facility was launched in NCDRC (National Consumer Disputes Redressal Commission) on 07.09.2020 and since its inception 1644 cases have been admitted in the NCDRC.
