

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

LOK SABHA
UNSTARRED QUESTION NO. 6008
TO BE ANSWERED ON 01.04.2026

E-DAAKHIL PORTAL FOR CONSUMER DISPUTES

6008. SHRI BALABHADRA MAJHI:
SHRI P P CHAUDHARY:
SHRI KHAGEN MURMU:
SHRI DILESHWAR KAMAIT:
SHRI BIBHU PRASAD TARAI:

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

- (a) the number of consumer complaints filed through the e-Daakhil Portal since its launch, State/UT-wise including the number of complaints received from Nabarangpur Lok Sabha Constituency of Odisha and Pali Lok Sabha Constituency of Rajasthan;
- (b) the number of District, State and National Consumer Commissions integrated with the portal so far including those covering Nabarangpur Lok Sabha Constituency;
- (c) the number of cases disposed of through the said portal and the average time taken for disposal during the last three years in the country especially in Rajasthan, year-wise;
- (d) the number of awareness programmes and capacity-building workshops conducted to promote the use of the portal, particularly in Nabarangpur Lok Sabha Constituency; and
- (e) the funds allocated and utilised for the portal during the last three years, year-wise, including expenditure incurred for activities in Nabarangpur Lok Sabha Constituency of Odisha?

ANSWER

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

(a) to (c) : The Department administers a scheme namely CONFONET with the objective to set up Information and Communications Technology (ICT) infrastructure which includes e-Governance solution for monitoring the consumer cases filed, disposed & pending with the Consumer Commissions at National Consumer Disputes Redressal Commission (NCDRC), State Commissions and District Commissions. Under the scheme, e-Daakhil portal was launched in 2020 to facilitate online filing, fee payment and case monitoring. Further, to modernize the existing applications with the latest technologies, the Department has launched “e-Jagriti” portal (CONFONET 2.0) on 1st January, 2025, which aims to enhance consumer grievance redressal through a micro-service architecture, 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. 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 has reduced reliance on physical proceedings and has accelerated justice delivery. 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.

e-Jagriti portal is an integrated platform which connects all 665 District Commissions, 36 State Commissions and 1 National commission, including the 2 District Commissions of the Nabarangpur Lok Sabha Constituency, on one single platform.

The details of the consumer cases filed and disposed by the Consumer Commissions during the last 5 years (State-wise and Year-wise) are at **Annexure I**.

The details of the consumer cases filed and disposed by the Consumer Commissions of Nabarangpur Lok Sabha Constituency of Odisha and Pali Lok Sabha Constituency of Rajasthan during the last 5 years are at **Annexure II**.

(d) & (e) : To ensure a smooth nationwide transition from e-daakhil to e-Jagriti, the first half of 2025 was dedicated to intensive capacity building. NIC provided hands-on training to technical personnel deployed in the Consumer Commissions at National, State and District Levels demonstrating the features and functionalities of e-Jagriti portal. The Department conducted regional workshops across the country in addition to 40+ one-to-one VC meetings with States to get the feedback on e-Jagriti portal and to ensure their smooth transition to e-Jagriti portal.

For Consumers and advocates, help documents and animated tutorial videos have been uploaded besides FAQs to guide them in filing the case through the portal. 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 offered instant technical support, resolved doubts, incorporated user feedback and built lasting trust. Hundreds of consumers and advocates participated in these sessions, leading to rapid platform improvements.

In addition, the Department has been conducting country-wide multimedia awareness campaigns titled “Jago Grahak Jago” under the Consumer Awareness Scheme. The Department is adopting a multi-channel approach—combining physical outreach, digital initiatives, and social media campaigns—to raise large-scale consumer awareness against misleading advertisements, unfair trade practices, dark patterns, grievance redressal mechanisms and various other consumer related issues.

To ensure physical outreach to the Consumers, the Department participated in Maha Kumbh Mela 2025 at Prayagraj, and Surajkund Mela 2026 in Haryana. To reach citizens without smartphones or internet access, the Department carried out large-scale IVRS voice call campaigns across the country with a focus on Scheduled caste - dominated areas in 2025 in which 23 Cr calls were made. Similarly, the Department also conducted large-scale SMS campaigns in eleven languages in which 65 Cr. SMSs were sent to 15 Cr. PDS beneficiaries in first phase and 24 Cr. SMSs were sent to consumers in ST dominated areas, in 2nd phase in 2025. The Department also generated awareness by playing consumer awareness jingles on All India Radio during ICC Men's T20 World Cup 2026 matches which was broadcasted over 24 Rainbows Stations, 66 Primary Channels & 86 Local Radio Stations of National & Regional channels of AIR.

To strengthen awareness among young and rural consumers, the Department distributed Amar Chitra Katha comic books containing consumer-rights stories through EMRS schools. Digital copies of these comics were also uploaded on the Rashtriya e-Pustakalaya. At the grassroots level, the Department conducted weekly virtual sessions with Panchayats across various States and Union Territories during the year 2024, 2025 and 2026 wherein more than lakh number of Panchyats representatives attended the sessions. The Department also ran a digital banner advertisement campaign in February 2026 on the IRCTC website and mobile app, generating 78.7 crore impressions during the campaign period.

It is the responsibility of the State Governments to provide infrastructure and human resources for the Consumer Commissions at the State and District level. However, under CONFONET scheme, the Department supplements the efforts of the State Governments to set up Information and Communications Technology (ICT) infrastructure. The scheme is being implemented through National Informatics Centre (NIC). NIC provides hardware, software and technical manpower to the Consumer Commissions through National Informatics Centre Services Inc. (NICSI). The details of funds released under the CONFONET scheme during the last 3 years are as follows :-

Financial Year	Funds Released (Rs. in Crore)
2022-23	29.26
2023-24	36.21
2024-25	70.75

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (c) OF THE LOK SABHA UNSTARRED QUESTION NO. 6008 TO BE ANSWERED ON 01.04.2026 REGARDING E-DAAKHIL PORTAL FOR CONSUMER DISPUTES.

Sl. No.	Year State Name	2021		2022		2023		2024		2025	
		Number of Cases		Number of Cases		Number of Cases		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)	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)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)
1.	NCDRC	2697	1965	3655	4054	5816	6125	4546	6953	3402	4908
2.	ANDAMAN AND NICOBAR ISLANDS	21	24	23	36	8	2	11	1	11	2
3.	ANDHRA PRADESH	1648	471	2678	3372	3398	3942	3434	2672	3563	2618
4.	ARUNACHAL PRADESH	14	9	25	19	39	30	40	26	26	26
5.	ASSAM	335	213	554	608	553	511	552	552	513	408
6.	BIHAR	2745	808	5277	3047	4279	4874	3928	3293	3268	3153
7.	CHANDIGARH	2149	1180	2135	1655	1782	2625	1741	1902	1406	1810
8.	CHHATTISGARH	3464	2147	2829	2356	3403	4662	3077	4817	2791	4032
9.	DELHI	4053	1778	5031	5106	6063	8545	6418	6525	5574	5204
10.	DADRA AND NAGAR HAVELI AND DAMAN AND DIU	12	0	19	2	31	0	19	0	0	0
11.	GOA	271	183	177	178	219	365	285	231	288	213
12.	GUJARAT	14944	9751	14676	16143	17634	17226	18152	12583	18280	12553
13.	HARYANA	10364	4567	11959	9002	13251	11795	13214	9674	12385	9676
14.	HIMACHAL PRADESH	1038	811	2267	1796	2415	2104	2280	2154	2280	1845
15.	JHARKHAND	678	76	1923	2106	1703	2028	1389	1387	1261	880
16.	JAMMU & KASHMIR	0	0	12	0	31	3	46	160	317	84
17.	KARNATAKA	7066	7968	9035	11939	10435	12538	11872	10244	10630	10923
18.	KERALA	4974	3719	6121	7198	8473	6700	12003	6778	12018	8130
19.	LAKSHADWEEP	0	0	0	0	4	0	2	2	2	0
20.	MADHYA PRADESH	17449	9158	16340	21091	11976	18309	10624	14885	10548	13800
21.	MAHARASHTRA	20987	13073	22607	16757	18523	7632	15918	14939	16434	14937
22.	MANIPUR	30	18	74	60	50	62	91	35	127	91
23.	MEGHALAYA	31	20	67	186	55	60	68	50	56	60
24.	MIZORAM	56	113	67	108	64	53	99	67	125	55
25.	NAGALAND	21	3	15	16	14	15	28	3	23	14
26.	ODISHA	3426	2562	4105	5206	5924	7174	5844	4911	5631	3948
27.	PUDUCHERRY	48	2	45	55	95	145	157	169	172	174
28.	PUNJAB	8478	8821	8151	8173	6966	8652	8536	6815	6206	7280
29.	RAJASTHAN	14775	11341	14812	11491	13662	12341	12397	10741	11975	12473
30.	SIKKIM	16	19	27	10	56	26	87	29	20	1
31.	TAMIL NADU	2485	1231	7086	10026	7348	9079	8224	7494	8356	7359
32.	TELANGANA	3533	2566	4378	5390	3972	4571	4405	3974	3605	3300
33.	TRIPURA	270	182	512	596	225	256	243	162	286	122
34.	UTTARAKHAND	1659	1327	2217	2224	1102	929	709	548	939	1807
35.	UTTAR PRADESH	14988	13414	20428	25782	19023	25657	17733	19630	16550	15751
36.	WEST BENGAL	4687	2219	6353	7080	5692	6743	5009	3915	3828	2944
	Total	149412	101739	175680	182868	174284	185779	173181	158321	162896	150581

**ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (c) OF THE LOK SABHA UNSTARRED QUESTION NO. 6008 TO BE ANSWERED ON 01.04.2026 REGARDING E-
DAAKHIL PORTAL FOR CONSUMER DISPUTES.**

Sl. No.	Year District Name	2021		2022		2023		2024		2025	
		Number of Cases		Number of Cases		Number of Cases		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)	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)	Filed	Disposed (also includes the cases disposed which were filed in the previous years)
1	Jodhpur 1 (Pali Constituency)	96	331	466	475	292	311	470	84	89	216
2	Jodhpur 2 (Pali Constituency)	403	737	446	877	530	912	403	197	519	481
3	Pali (Pali Constituency)	117	82	136	83	147	92	128	76	156	56
4	Malkangiri (Nabarangapur Constituency)	125	103	107	50	99	24	62	27	51	36
5	Nabarangapur (Nabarangapur Constituency)	131	141	92	151	54	30	103	180	98	49
