

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

LOK SABHA
UNSTARRED QUESTION NO. 709
TO BE ANSWERED ON 04.02.2026

E-DAAKHIL PORTAL

709. SHRI NAVEEN JINDAL:

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

- (a) the details of the steps being taken by the Government to enhance and speed up the consumer grievance redressal mechanisms at the State and district levels to avoid delays in case disposal;
- (b) the manner in which the e-Daakhil portal for online complaint filing is effective and the details of the number of complaints which have been filed on the portal during each of the years since its inception alongwith the average time taken to resolve a complaint through this platform; and
- (c) the extent to which the efforts of the Government to ensure uniform and effective enforcement of the Consumer Protection Act, 2019 across all States and Union Territories borne fruit in quantifiable terms?

ANSWER

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

(a) to (c) : The “e-Jagriti” portal 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 system streamlines grievance redressal processes with real-time data access, automated workflows and tools for stakeholders like judges and advocates. The platform offers digital case filing, document exchange and automated SMS/email notifications. Features include a chatbot help system, voice-to-text capabilities and accessibility support for the visually challenged and elderly. 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.

The Department of Consumer Affairs has provided VC facilities to 10 benches of the National Consumer Disputes Redressal Commission (NCDRC) and 35 benches of State Consumer Disputes Redressal Commissions (SCDRCs). Further, e-Jagriti portal is operational since 1st January, 2025 and has been accessible to the National, State, Circuit Bench and District Consumer Commissions across the country. During the year 2025, a total of 1,62,474 cases were filed before the Consumer Commissions through the e-Jagriti portal and 1,50,197 cases were disposed of during the same period.
