

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

LOK SABHA
UNSTARRED QUESTION NO.2781
TO BE ANSWERED ON 05.08.2026

IMPLEMENTATION OF E-JAGRITI PLATFORM

2781. SMT. SMITA UDAY WAGH: DR. BHOLA SINGH: SHRI ANOOP PRADHAN VALMIKI: SMT. KAMLESH JANGDE: SHRI PRATAP CHANDRA SARANGI: SHRI LAVU SRI KRISHNA DEVARAYALU: SHRI KALI CHARAN SINGH: DR. VINOD KUMAR BIND: SHRI ANURAG SINGH THAKUR: SHRI DINESHBHAI MAKWANA: DR. K SUDHAKAR: SMT. HIMADRI SINGH: SHRI AVIMANYU SETHI: DR. MANNA LAL RAWAT: SHRI DILIP SAIKIA: SHRI BIDYUT BARAN MAHATO: SHRI LUMBARAM CHOUDHARY:

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

- (a) the details of date on which the e-Jagriti platform was launched along with the total number of consumer complaints registered, disposed of and pending since its launch, year and Statewise;
- (b) whether the Government has reviewed the progress made in implementation of the e- Jagriti platform across the District, State and National Consumer Commissions and if so, the details thereof especially Balasore district and States of Odisha, Andhra Pradesh, Uttar Pradesh including Bhadohi, Madhya Pradesh including Shahdol district;
- (c) whether the Government maintains State and district-wise data on Consumer Commissions integrated with the e-Jagriti platform in the country, if so, the details thereof including Andhra Pradesh especially Palnadu district, Maharashtra especially Jalgaon Lok Sabha Constituency;
- (d) whether the Government has introduced digital features such as e-filing, virtual hearings, digital case management, online notices, delivery of consumer justice, certified digital orders especially in tribal and rural areas like Shahdol, Anuppur and Umaria and real-time case tracking under the e-Jagriti platform and if so, the details thereof;
- (e) whether the Government has integrated e-Jagriti with other digital governance systems for end-to-end online consumer dispute resolution and timely disposal of cases and if so, the details thereof; and
- (f) whether the Government has assessed the impact of e-Jagriti on reducing pendency, improving transparency, improving disposal time and enhancing access to consumer justice in the country and if so, the details thereof, State-wise including Andhra Pradesh, Himachal Pradesh and Maharashtra particularly in Jalgaon Lok Sabha Constituency and the target set for its nationwide implementation?

ANSWER

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

(a) to (f) : 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).

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 details of the consumer cases filed and disposed by the consumer commissions since the launch of e-jagriti portal, year and State-wise are at **Annexure-I**. 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.

At present, e-Jagriti portal is operational and has been accessible to the National, State, Circuit Bench and District Consumer Disputes Redressal Commissions across the country including the Baleshwar (Balasore) district of Odisha; Sant Ravidas Nagar (Bhadohi) district of Uttar Pradesh; Shahdol, Anuppur and Umaria districts of Madhya Pradesh and Jalgaon district of Maharashtra since 1st January, 2025.

The Department of Consumer Affairs regularly reviews the progress of the implementation of the e-Jagriti platform across the NCDRC, SCDRCs and District Consumer Disputes Redressal Commissions (DCDRCs) through periodic meetings chaired by senior officers of the Department with the State and District Consumer Commissions and representatives of the Bar. These reviews focus on the implementation status, operational issues and effective utilization of the e-Jagriti platform.

Help documents, animated tutorial videos and FAQs have been made available on the portal to facilitate assisted filing by consumers and guide them through the process of filing consumer cases. To complement this, the Department has also initiated the 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 offer instant technical support, resolve doubts, incorporate user feedback and build lasting trust. Hundreds of consumers and advocates have participated, leading to rapid platform improvements.

Further, to facilitate assisted filing for consumers with limited digital access, the Department has instructed the National Informatics Centre (NIC) to ensure that the Technical Support Personnel (TSPs) and District Management Associates (DMAs) deployed under the "Consumer Protection" Scheme across the State and District Consumer Commissions provide proactive and prompt assistance to consumers in filing complaints through the e-Jagriti portal.

The details of the consumer cases filed and disposed by the DCDRC of Baleshwar (Balasore) district of Odisha; Sant Ravidas Nagar (Bhadohi) district of Uttar Pradesh; Shahdol, Anuppur and Umaria districts of Madhya Pradesh and Jalgaon district of Maharashtra, since the launch of e-jagriti portal are at **Annexure-II**.

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (f) OF THE LOK SABHA UNSTARRED QUESTION NO. 2781 TO BE ANSWERED ON 05.08.2026 REGARDING IMPLEMENTATION OF E-JAGRITI PLATFORM

Sl. No.	Year	2025		2026 (till June, 2026)	
	Commission Name	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)
1.	National Consumer Disputes Redressal Commission (NCDRC)	3402	4908	1445	1707
State Consumer Disputes Redressal Commissions (SCDRCs)					
1.	Andaman and Nicobar Islands	11	2	9	0
2.	Andhra Pradesh	3563	2618	2005	1357
3.	Arunachal Pradesh	26	26	17	11
4.	Assam	513	408	292	218
5.	Bihar	3268	3153	1901	1640
6.	Chandigarh	1406	1810	810	773
7.	Chhattisgarh	2791	4032	1498	1697
8.	D&N Haveli and D&D	0	0	0	0
9.	Delhi	5574	5204	3455	3090
10.	Goa	288	213	149	93
11.	Gujarat	18280	12553	8614	6703
12.	Haryana	12385	9676	6127	4307
13.	Himachal Pradesh	2280	1845	983	730
14.	Jammu & Kashmir	317	84	217	143
15.	Jharkhand	1261	880	670	463
16.	Karnataka	10630	10923	5875	5464
17.	Kerala	12018	8130	5973	3930
18.	Ladakh	0	0	0	0
19.	Lakshadweep	2	0	1	0
20.	Madhya Pradesh	10548	13800	5495	5493
21.	Maharashtra	16434	14937	7543	6360
22.	Manipur	127	91	44	32
23.	Meghalaya	56	60	23	28
24.	Mizoram	125	55	48	27
25.	Nagaland	23	14	13	0
26.	Odisha	5631	3948	2807	1555
27.	Puducherry	172	174	85	88
28.	Punjab	6206	7280	3055	3293
29.	Rajasthan	11975	12473	6022	6931
30.	Sikkim	20	1	18	13
31.	Tamil Nadu	8356	7359	3800	3616
32.	Telangana	3605	3300	2261	1852
33.	Tripura	286	122	141	107
34.	Uttarakhand	939	1807	607	745
35.	Uttar Pradesh	16550	15751	8103	6373
36.	West Bengal	3828	2944	2006	1337
Total		162896	150581	82112	70176

ANNEXURE-II

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (f) OF THE LOK SABHA UNSTARRED QUESTION NO. 2781 TO BE ANSWERED ON 05.08.2026 REGARDING IMPLEMENTATION OF E-JAGRITI PLATFORM.

(till 29th July, 2026)

S No.	Name of the DCDRC	State	Number of Cases filed	Number of cases disposed (also includes the cases disposed which were filed in the previous years)
1.	Baleshwar (Balasore)	Odisha	129	82
2.	Sant Ravidas Nagar (Bhadohi)	Uttar Pradesh	169	204
3.	Shahdol	Madhya Pradesh	130	195
4.	Anuppur	Madhya Pradesh	82	71
5.	Umaria	Madhya Pradesh	44	39
6.	Jalgaon	Maharashtra	917	370
