

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

LOK SABHA
UNSTARRED QUESTION NO. 570
TO BE ANSWERED ON 22.07.2026

E-JAGRITI PORTAL

570. SHRI ANURAG SHARMA:

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

- (a) whether the Government has launched the e-Jagriti Portal for online filing, monitoring and disposal of consumer complaints and if so, the details of its objectives, key features and present status of implementation;
- (b) the details of consumer complaints registered, disposed of and pending through the e- Jagriti Portal since its launch, year, State and district-wise;
- (c) the details of complaints received, disposed of and pending through the e-Jagriti Portal in Jhansi district, Uttar Pradesh along with the average time taken for grievance redressal;
- (d) whether the Government has undertaken any measures to enhance awareness, accessibility and digital outreach of the e-Jagriti Portal particularly in semi-urban and rural districts such as Jhansi and to strengthen the infrastructure for timely disposal of consumer grievances; and
- (e) if so, the details thereof and the outcomes achieved?

ANSWER

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

(a) to (e) : The Department launched “e-Jagriti” portal on 1st January, 2025, which aims to enhance consumer grievance redressal through 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 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**.

Since the launch of e-jagriti portal i.e. from 01.01.2025 to 30.06.2026, a total of 632 consumer cases were filed before the Jhansi District Consumer Disputes Redressal Commission and 553 cases were disposed of.

To enhance awareness, accessibility and digital outreach of the e-Jagriti Portal, including in semi-urban and rural areas, the Department of Consumer Affairs has undertaken a series of nationwide consumer awareness initiatives under the "Jago Grahak Jago" campaign. The Department has leveraged multiple communication platforms such as Prasar Bharati, NFDC, CBC, IRCTC, Meta, MyGov and official social media handles for dissemination of information on consumer rights and the e-Jagriti Portal. Special outreach has been undertaken through IVRS and SMS campaigns in English, Hindi and nine regional languages, with focused coverage of North-Eastern States and SC/ST-dominated areas. Grant-in-aid is also provided to States/UTs for conducting localized consumer awareness activities.

Further, to strengthen accessibility at the grassroots level, the Department has been conducting weekly virtual capacity-building sessions with Panchayati Raj Institutions across all States/UTs in several regional languages. The Department has also participated in public outreach programmes such as the Surajkund International Crafts Mela and the National Conference on e-Governance (NCeG) 2026, where the e-Jagriti Portal was showcased and received the Silver Award under the National e-Governance Awards. Additionally, the Department has collaborated with MyGov to promote the e-Jagriti Portal through co-branded digital campaigns and citizen engagement activities. These initiatives have significantly expanded consumer awareness and digital outreach, facilitating wider access to the Portal and promoting timely and technology-enabled consumer grievance redressal across the country.

ANNEXURE REFERRED TO IN REPLY TO PARTS (a) to (e) OF THE LOK SABHA UNSTARRED QUESTION NO. 570 TO BE ANSWERED ON 22.07.2026 REGARDING E-JAGRITI PORTAL.

Sl. No.	Year	2025		2026 (till June, 2026)	
	State 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.	NCDRC	3402	4908	1445	1707
2.	ANDAMAN AND NICOBAR ISLANDS	11	2	9	0
3.	ANDHRA PRADESH	3563	2618	2005	1357
4.	ARUNACHAL PRADESH	26	26	17	11
5.	ASSAM	513	408	292	218
6.	BIHAR	3268	3153	1901	1640
7.	CHANDIGARH	1406	1810	810	773
8.	CHHATTISGARH	2791	4032	1498	1697
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.	LAKSHADWEEP	2	0	1	0
19.	MADHYA PRADESH	10548	13800	5495	5493
20.	MAHARASHTRA	16434	14937	7543	6360
21.	MANIPUR	127	91	44	32
22.	MEGHALAYA	56	60	23	28
23.	MIZORAM	125	55	48	27
24.	NAGALAND	23	14	13	0
25.	ODISHA	5631	3948	2807	1555
26.	PUDUCHERRY	172	174	85	88
27.	PUNJAB	6206	7280	3055	3293
28.	RAJASTHAN	11975	12473	6022	6931
29.	SIKKIM	20	1	18	13
30.	TAMIL NADU	8356	7359	3800	3616
31.	TELANGANA	3605	3300	2261	1852
32.	TRIPURA	286	122	141	107
33.	UTTARAKHAND	939	1807	607	745
34.	UTTAR PRADESH	16550	15751	8103	6373
35.	WEST BENGAL	3828	2944	2006	1337
Total		162896	150581	82112	70176