

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

LOK SABHA
UNSTARRED QUESTION NO. 4546
TO BE ANSWERED ON 20.08.2025

E-JAGRITI PORTAL

4546. SMT. POONAMBEN HEMATBHAI MAADAM:

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

- (a) the details of the objectives of E-Jagriti Portal and the manner in which it helped the consumers, Consumer Commissions and Legal representatives/Advocates of the consumers;
- (b) whether the said portal has been adopted by all the Consumer Commissions and if so, the details thereof;
- (c) whether it has been made mandatory to file consumer complaints through E-Jagriti portal and if so, the time by which it made mandatory; and
- (d) the details and the number of consumer complaints which have been lodged with the help of E-Jagriti portal till date, State/UT-wise?

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 virtual hearing from any location.

Besides consumer, the portal also offers dedicated modules for advocates and judges. Advocates can track their cases, receive hearing notifications and upload documents through their personalized dashboards. The system also verifies advocate credentials through Bar Council integration. Judges benefit from secure, centralized access to complete digital case files, a smart court calendar and analytics dashboards that aid in workload monitoring and scheduling. The platform supports virtual courtrooms, enabling the hearing of cases remotely and ensuring faster disposal while reducing dependency on physical infrastructure.

e-Jagriti also integrates Bharat Kosh and PayGov payment gateways to simplify fee transactions and ensure flexibility and ease for users across jurisdictions. The system ensures secure access through role-based permissions and end-to-end encryption, maintaining the integrity and confidentiality of legal data.

By reducing reliance on paper, minimizing the need for travel and digitizing end-to-end workflows, e-Jagriti significantly enhances the efficiency of consumer commissions while contributing to environmental sustainability. All Consumer Commissions have been advised to actively adopt and promote the use of this portal. At present, e-Jagriti portal is operational and has been accessible to the National, State, Circuit Bench and District Consumer Commissions across the country since 1st January, 2025. The e-Jagriti portal is a part of the broader digital transformation of the consumer dispute redressal system in India.

(d) : The number of consumer complaints (State-wise) lodged on e-jagriti portal since 01.01.2025 to 14.08.2025 is at **Annexure.**

ANNEXURE REFERRED TO IN REPLY TO PART (d) OF THE LOK SABHA UNSTARRED QUESTION NO. 4546 TO BE ANSWERED ON 20.08.2025 REGARDING E-JAGRITI PORTAL.

S. No.	State / UT Name	Filed
1.	NCDRC	2,037
STATES		
1.	ANDHRA PRADESH	2,067
2.	ARUNACHAL PRADESH	10
3.	ASSAM	292
4.	BIHAR	1,833
5.	CHHATTISGARH	1,704
6.	GOA	173
7.	GUJARAT	9,516
8.	HARYANA	7,360
9.	HIMACHAL PRADESH	1,420
10.	JHARKHAND	542
11.	KARNATAKA	5,912
12.	KERALA	6,161
13.	MADHYA PRADESH	6,128
14.	MAHARASHTRA	8,354
15.	MANIPUR	69
16.	MEGHALAYA	33
17.	MIZORAM	82
18.	NAGALAND	14
19.	ODISHA	2,651
20.	PUNJAB	3,762
21.	RAJASTHAN	6,496
22.	SIKKIM	11
23.	TAMIL NADU	3,857
24.	TELANGANA	2,035
25.	TRIPURA	133
26.	UTTARAKHAND	518
27.	UTTAR PRADESH	9,930
28.	WEST BENGAL	2,146
UNION TERRITORIES		
1.	ANDAMAN AND NICOBAR ISLANDS	5
2.	CHANDIGARH	913
3.	D&N HAVELI AND D&D	0
4.	DELHI	2,375
5.	JAMMU AND KASHMIR	27
6.	LADAKH	0
7.	LAKSHADWEEP	0
8.	PUDUCHERRY	106
	Total	88,672