

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

LOK SABHA
UNSTARRED QUESTION NO.1818
TO BE ANSWERED ON 29.07.2026

E-JAGRITI PORTAL

1818. SHRI HASMUKHBHAI SOMABHAI PATEL:

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, Legal representatives/Advocates of the consumers;
- (b) whether it 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, since when; and
- (d) the number of consumer complaints that have been lodged with the help of E-Jagriti portal, State wise?

ANSWER

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

(a) : 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.

(b) & (c) : 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 since 1st January, 2025.

(d) : 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**.

ANNEXURE REFERRED TO IN REPLY TO PART (d) OF THE LOK SABHA UNSTARRED QUESTION NO. 1818 TO BE ANSWERED ON 29.07.2026 REGARDING E-JAGRITI PORTAL.

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
