

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

**LOK SABHA
UNSTARRED QUESTION NO.4071
TO BE ANSWERED ON 12.08.2026**

IMPLEMENTATION OF E-JAGRITI PLATFORM IN MADHYA PRADESH

4071. SHRI BUNTY VIVEK SAHU:
(OIH)

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

- (a) whether the digital system under the e-Jagriti platform has been fully implemented in the District Consumer Disputes Redressal Commission of Chhindwara district in Madhya Pradesh and if so, the present status thereof;
- (b) the details of facilities provided through the e-Jagriti platform in Chhindwara district, such as e-filing, online hearings, case management and digital availability of orders;
- (c) the manner in which the e-Jagriti platform has been integrated with other digital systems to provide speedy, transparent and end-to-end online dispute resolution to consumers; and
- (d) whether the implementation of this platform has led to a reduction in the number of pending consumer cases, timely disposal of grievances and improvement in the efficiency of the Consumer Commission in Chhindwara district and if so, the details thereof?

ANSWER

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

(a) to (d) : 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 Chhindwara District Consumer Disputes Redressal Commission, Madhya Pradesh.

Since the launch of the e-Jagriti portal, a total of 57 consumer cases have been heard through VC mode by the Chhindwara District Consumer Disputes Redressal Commission, Madhya Pradesh.

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.

Since the launch of the e-Jagriti portal, a total of 294 consumer cases were filed before the Chhindwara District Consumer Disputes Redressal Commission, Madhya Pradesh and 348 cases (also includes the cases disposed which were filed in the previous years) were disposed of, achieving a disposal rate of 118.37%.
