E – Jagriti

Prelims – *Current events of national and international importance| Economic and Social sector initiatives.*

Why in News?

Recently, NCDRC along with states recorded disposal rate of over 100 % of consumer cases with support of e-Jagriti.

- **E-Jagriti -** Electronic Justice and Grievance Redressal Information Technology and Innovations.
- It is a unified digital platform to ***transform consumer grievance redressal*** across the country.
- **Launched in –** 1st January, 2025.
- **Nodal Ministry –** Ministry of Consumer Affairs, Food and Public Distribution.
- **Objectives –** To enhance accessibility, transparency, and efficiency for consumers and all stakeholder.
- To provides simple, fast and a more cost-effective consumer disputes redressal software solution at all levels.
- To integrates legacy systems such as OCMS, e-Daakhil, NCDRC CMS, and the CONFONET portal into a single seamless interface, eliminating fragmentation for users.
- **Coverage –** Across all 36 States and Union Territories along with the ***National Consumer Disputes Redressal Commission (NCDRC).***
- It enables consumers and advocates to register via OTP-based authentication, file complaints from anywhere in India or abroad, pay fees online or offline, and track case progress.
- **Role –** It is a citizen-centric design, offering digital case filing, document exchange, virtual hearings, real-time SMS, and email updates.
- It enhances multilingual support, chatbot assistance, and voice-to-text features to aid visually challenged and elderly users.
- **Services offered –** It provides dedicated modules for advocates to track cases, receive hearing alerts, upload documents, and verify credentials through Bar Council integration.
- Judges secure access to complete digital case files, smart court calendars, analytics dashboards, and virtual courtrooms for faster, remote hearings.
- It integrates *Bharat Kosh and PayGov payment* gateways for seamless fee transactions, ensures secure access through role-based permissions and end-to-end encryption.
- It reduces reliance on paper and travel by fully digitizing workflows.
- **Significance –** Over two lakh users, including NRIs, have registered on the e-Jagriti platform.
- It boosts the efficiency of consumer commission and supports environmental sustainability.
- It recorded a case disposal rate over 100 % in multiple states.

Achievements of Grievances redressal in India

• Consumer grievance redressal along with NCDRC, recorded a disposal rate of over 100 percent in the ten States.
• As per data, NCDRC achieved a disposal rate of 122 %. While Tamil Nadu has highest disposal rate 277 % followed by Rajasthan, Telangana, etc.
• Overall disposal of consumer cases across the country was substantially higher than the corresponding period in 2024.
• More than 2 lakh users including NRIs, have registered on e - Jagriti platform since its launch and 85,531 cases were filed within a year.

Quick Facts

The National Consumer Disputes Redressal Commission (NCDRC)
• It is a **quasi-judicial commission** in India which was set up in 1988 under **the Consumer Protection Act of 1986.** • The Commission is headed by a sitting or a retired Judge of the Supreme Court of India or a sitting or a retired Chief Justice of a High Court. • Any person aggrieved by an order of NCDRC may prefer an Appeal against such order to the Supreme Court of India within 30 days.

References

1. PIB| E- Jagriti.
2. Ministry of Consumer Affairs| NCDRC.

Related News – E- Dakhil Portal.

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