e-Jagriti Platform

Prelims: *Current events of national and international importance | Governance*

Why in News?

Recently, e-Jagriti platform won the Silver Award for Digital Transformation (Government Process Re-engineering) at the National Awards for e-Governance.

- **E-Jagriti –** Electronic Justice and Grievance Redressal Information Technology and Innovations.
- A digital platform to streamline and digitize the consumer dispute redressal process.
- **Launched in –** January, 2025.
- **Nodal Ministry –** Ministry of Consumer Affairs, Food and Public Distribution, Government of India
- **Implementing Agency –** Department of Consumer Affairs (DoCA)
- **Type –** AI-enabled, paperless, unified digital platform.
- **Aim –** To transform consumer grievance redressal by integrating legacy systems, expanding virtual hearings, and ensuring seamless access for consumers in India and abroad.
- **Integration –** Unified four legacy applications –
  - Online Complaint Management System (OCMS)
  - e-Daakhil (Digital Admission/Filing Portal)
  - National Consumer Disputes Redressal Commission Case Management System (NCDRC CMS)
  - Computerization and Computer Networking of Consumer Fora in the Country (CONFONET)

Key Features

- **Digital Access** – Online filing with OTP login, multilingual support, AI chatbot, voice-to-text, and accessibility feature for Person with Diasbilities (PwDs).

- **Virtual Hearings** – Default mode is video hearings; hybrid conferencing at NCDRC and 35 State Commissions.
- **Notifications** – Automated SMS/email alerts with role-based dashboards for lawyers and officials.
- **Payments** – Integrated with Bharat Kosh, PayGov, and SBI ePay.
- **NRI Access** – Several complaints filed from countries like USA, UK, UAE, Canada, Germany, and Australia and cases were promptly resolved.
- **Service Efficiency** – Faster disposal rate with daily order uploads, video hearings, and more case disposals.

Reference

PIB | e-Jagriti

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