

GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
DEPARTMENT OF CONSUMER AFFAIRS

RAJYA SABHA
UNSTARRED QUESTION No. 869
TO BE ANSWERED ON 09.02.2024

CONSUMER E-COURT PROJECT

869. SHRI RAKESH SINHA

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

- (a) whether the e-court project implemented in Judiciary has also been successively implemented in respect of Consumer Courts handling consumer disputes;
- (b) if so, whether the entire country has been covered under this project in respect of Consumer Court;
- (c) the fund allocated under this particular head; and
- (d) whether entire coverage has yet to be achieved and the tentative date of completion for the same?

ANSWER

THE MINISTER OF STATE, CONSUMER AFFAIRS,
FOOD AND PUBLIC DISTRIBUTION
(SHRI ASHWINI KUMAR CHOUBEY)

(a) to (d) : The e-court project is a pan-India Project, monitored and funded by Department of Justice, Ministry of Law and Justice, Government of India for the District Courts across the country. This has not been implemented in respect of Consumer Courts handling consumer cases. However, the Department of Consumer Affairs administers a scheme titled 'Computerization & Computer Networking of Consumer Commissions' i.e. 'CONFONET' since 2005. It is an Online Case Management System (OCMS) for National Consumer Disputes Redressal Commission (NCDRC), 36 State/UT Consumer Disputes Redressal Commissions (SCDRCs) and 651 District Consumer Disputes Redressal Commissions (DCDRCs).

Under CONFONET scheme, the Department provides Information and Communications Technology (ICT) infrastructure and implements an e-Governance solution for monitoring the consumer cases filed, disposed & pending with NCDRC, SCDRCs and DCDRCs.

With a view to further modernise/upgrade existing CONFONET software and make it more contemporary, CONFONET 2.0 software has been launched on 24th Dec 2023. The upgraded platform of CONFONET 2.0, known as **www.e-jagriti.gov.in (Justice and Grievance Redressal for Consumers using IT_enabled Transformation)** is enriched with latest technological features for the users
