

## e-Jagriti portal

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The **Secretary of Consumer Affairs** has recently stated that incorporating **Artificial Intelligence (AI)** into the **e-Jagriti portal** will decrease the backlog in consumer courts.

- Earlier, the **Union Minister for Consumer Affairs, Food and Public Distribution** has launched modernized **CONFONET software** in the portal.



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### **About the e-Jagriti portal:**

- The e-Jagriti portal aims to provide a simpler, faster, and more cost-effective method for **consumer dispute resolution** at all levels.
- It integrates platforms like **OCMS, E-Daakhil, NCDRC Case Monitoring System**, and the **CONFONET website** into a single platform.
- It operates under the **Consumer Protection Acts of 1986 and 2019**, and the **Ministry of Consumer Affairs, Food & Public Distribution**.
- It focuses on optimizing **case management** through minimized redundancy, reduced human intervention, and automated workflows, utilizing **AI and Machine Learning (ML)** technologies to **lower the pendency** of cases in Consumer Commissions.

### **Features of the portal-**

- **Case filing, online fee payment, case monitoring modules**, a **smart search facility** using AI for metadata and keyword creation, **voice-to-text conversion** for judgments and case histories.
- It has a **virtual court facility** to expedite case disposal, increase hearing opportunities, and reduce the costs and time associated with physical court appearances.