



E-Daakhil Portal

[Source: PIB](#)

The **E-Daakhil portal**, launched nationwide by the [Department of Consumer Affairs](#), is now operational in all states and union territories, with its latest launch in [Ladakh](#) in **November 2024**.

- **About:** The E-Daakhil portal was launched on **7th September 2020** by the **National Consumer Dispute Redressal Commission** under the [Consumer Protection Act 2019](#), amid the COVID-19 pandemic.
- **Features:**
 - It provides an **inexpensive, speedy, and hassle-free mechanism** for filing consumer complaints online.
 - It lets consumers file complaints, pay fees, and track cases from home. Registration is simple via **OTP** on mobile phones or email addresses.
- **Usage and Impact:**
 - Over **281,024 users** have registered on the portal, with **198,725 cases filed and 38,453 resolved**, addressing issues like **faulty product compensation** and financial grievances.
- **Integration with E-Daakhil:** The government is also developing **e-Jagruti**, a platform to enhance case filing and resolution, aiming to transform consumer justice in India.

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