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# e-Jagriti Wins Silver Award at National Awards for e-Governance 2026

Published On: 10-06-2026



The Department of Consumer Affairs' flagship digital platform e-Jagriti won the Silver Award at the National Awards for e-Governance (NAeG) 2026 for transforming consumer grievance redressal through technology-driven governance.?

The award was secured under Category I – Government Process Re-engineering by Use of Technology for Digital Transformation.

The platform belongs to the Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution.

e-Jagriti is an AI-powered digital platform for consumer grievance redressal and consumer justice delivery.

e-Jagriti facilitates virtual hearings and digital case management across consumer commissions.

The platform provides access to consumers residing in India as well as abroad, including NRIs.

The award was presented by the Department of Administrative Reforms and Public Grievances (DARPG).

The award was selected from among 341 nominations received from Central Ministries, Departments and State Governments.

## **About e-Jagriti:**

e-Jagriti is a unified digital consumer dispute redressal platform.

It integrates District, State and National Consumer Commissions on a single digital system.

It supports e-filing, case tracking, virtual hearings and digital record management.

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The platform is part of India's digital governance and consumer empowerment initiatives.

### **About National Awards for e-Governance (NAeG):**

NAeG is one of India's highest recognitions for excellence in e-governance.

The awards are administered by the Department of Administrative Reforms and Public Grievances (DARPG).

The awards promote innovation, digital transformation and citizen-centric governance.

### **About DARPG:**

DARPG stands for Department of Administrative Reforms and Public Grievances.

It functions under the Ministry of Personnel, Public Grievances and Pensions.

DARPG is the nodal agency for administrative reforms and public grievance redressal in India.

### **Exam Focus Points (Quick Revision Notes):**

e-Jagriti won the Silver Award at National Awards for e-Governance (NAeG) 2026.

Award Category: Government Process Re-engineering by Use of Technology for Digital Transformation.

e-Jagriti is an AI-powered consumer grievance redressal platform.

Platform developed by the Department of Consumer Affairs.

Award presented by the Department of Administrative Reforms and Public Grievances (DARPG)

DARPG functions under the Ministry of Personnel, Public Grievances and Pensions.

NAeG is among India's highest honours for excellence in e-governance.