Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs

RAJYA SABHA
UNSTARRED QUESTION No.1525
TO BE ANSWERED ON 28/07/2017

LEGISLATION TO BRING E-COMMERCE PLATFORMS UNDER CONSUMER LAW

1525. SHRIMATI JAYA BACHCHAN:

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

(a) the steps taken by Government, since the inception of e-commerce platforms, for consumer protection;
(b) whether Government is planning to bring in a separate legislation to cover such platforms under consumer protection in the near future, if so, the details thereof and if not, the reasons therefor;
(c) whether Government has received complaints regarding poor quality goods and services of e-commerce firms, if so, the details thereof including number of complaints received; and
(d) whether many firms did not respond to action taken by Government, if so, the details thereof indicating Government's plan for addressing the issue?

ANSWER

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C.R. CHAUDHARY)

(a) & (b) : The Consumer Protection Act, 1986 has been enacted to better protect the interests of the consumers. Under the said Act, a three-tier quasi-judicial mechanism has been established at the district, State and National levels to provide for speedy, simple and inexpensive resolution of consumer disputes. Under the provisions of the Consumer Protection Act, a consumer can file a complaint against defective goods, deficient services and other unfair trade practice in a Consumer Forum. The provisions of the Consumer Protection Act, 1986, in so far as it relate to redressal of consumer grievances, apply to consumers transacting in e-commerce also.

The Consumer Protection Bill, 2015, introduced in the Lok Sabha in August 2015, seeks to provide for establishment of an executive agency, to be known as the Central Consumer Protection Authority, which will look into, inter alia, unfair trade practices. The Parliamentary Standing Committee on Food, Consumer Affairs and Public Distribution, which has examined the Bill, has recommended for empowering the Central Government to make rules to regulate e-commerce.

(c) : The details of complaints received against e-commerce companies in the National Consumer Helpline during the period April 2016 to March 2017 are as under: -

Nature of Complaints	**Number of Complaints**
Paid amount not refunded	11595
Delivery of Defective Product	8106
Deficiency in Services	7029
Poor quality / Spurious / Fake Products	2040
Grand Total	**28770**

(d) : The NCH sends complaints to e-commerce companies against whom it receives complaints from complainants. In 2016-17, following are the 20 e-commerce companies with the largest number of complaints, who have not responded to complaints sent by NCH:

Sr. No.	Company Name
1	Myntra.com
2	Bookmyoffer.Com
3	Street Style Store
4	Shopazz.Com
5	Phone Pe
6	Zonic
7	Onlineclues.Com
8	Quickr
9	Deals Amzon
10	Dealandoffers
11	Dhamaldiscount.Com
12	Trapthedeal.in
13	Bookmyshow
14	Flaberry.in
15	Craftsvilla
16	Superbdealonline.com
17	Printlan.In
18	Bestpriceshop
19	Maxbhi
20	Dealzkart

In such cases, the complainants are advised to approach the appropriate Consumer Forum established under the Consumer Protection Act, 1986.

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