

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

RAJYA SABHA
UNSTARRED QUESTION No. 3278

TO BE ANSWERED ON 23/03/2018

COMPLAINTS AGAINST E-COMMERCE COMPANIES

3278. SHRI VIVEK K. TANKHA:

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

- (a) whether it is a fact that a large number of consumers are not getting their refunds from the various e-commerce companies;
- (b) if so, the details of number of complaints received by various consumer helplines/portals, such as, National Consumer Helpline, consumerhelpline.gov.in, etc., regarding the same; and
- (c) whether Government is considering taking any action against such e-commerce platforms for failure to implement return and refund policies in a timely manner?

ANSWER

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) & (b) : The complaints regarding “paid amount not refunded” in e-commerce Sector are received at the National Consumer Helpline (NCH). The number of complaints received during the last three financial years and current year is as under:

Year	Complaints Registered
May 2014- March 2015	2157
Apr 2015- March 2016	2812
Apr 2016 - Mar 2017	9461
Apr 2017 - Feb 2018	14193
Total	28623

(c) : The Department of Consumer Affairs introduced the Consumer Protection Bill, 2018 in the Lok Sabha on 5.1.2018. The Bill seeks to provide for establishment of an executive agency to be called the Central Consumer Protection Authority (CCPA) which will prevent unfair trade practices. All transactions for buying/hiring of goods/services through any mode, inclusive of but not limited to offline, online through electronic means, teleshopping or direct selling or multi-level marketing have also been included in the ambit of the proposed Consumer Protection Act.
