

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

**RAJYA SABHA**  
**UNSTARRED QUESTION No. 1843**  
**TO BE ANSWERED ON 28.12.2018**

**SUPPLY OF FAKE PRODUCTS BY E-TAILERS**

1843. SHRI T. RATHINAVEL:

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

- (a) whether Government is aware that one in five products sold by e-tailers is fake;
- (b) whether it is also a fact that a survey conducted in this regard found that the e-tailers are selling fake products;
- (c) if so, whether Government is considering to take action against these e-tailers; and
- (d) if so, the details thereof?

**ANSWER**

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

(a) & (b) : In a survey conducted by a private social network, 19% percent of only 8518 persons contacted have admitted having received fake products from e-commerce sites.

(c) & (d) : Under Section 14 of the Consumer Protection Act 1986, if after the proceeding conducted, the District Forum is satisfied that the goods complained against, suffer from any of the defects specified in the complaint or that any of allegations contained in the complaint about the services are proved, it shall issue an order to the opposite party directing him to do one or more of the following: (i) to remove the defect pointed out (ii) to replace the goods (iii) to return to the complainant the price (iv) to pay such amount as may be awarded by it as compensation to the consumer. The District Forum has also power to grant punitive damages in such circumstances as it deems fit.

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