

GOVERNMENT OF INDIA  
MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION  
DEPARTMENT OF CONSUMER AFFAIRS

**RAJYA SABHA**  
**UNSTARRED QUESTION No. 1217**

TO BE ANSWERED ON 16.12.2022

**GUIDELINES TO STANDARDIZE REVIEWS ON ONLINE PLATFORMS**

1217. SHRI PRABHAKAR REDDY VEMIREDDY

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

- (a) whether it is a fact that Government is going to issue guidelines to standardize reviews to remove fake or sponsored or deceptive reviews on online platforms;
- (b) whether it is also a fact that a Committee has been constituted for this purpose;
- (c) whether India is the first country to make such an attempt; and
- (d) if so, the details thereof?

**ANSWER**

THE MINISTER OF STATE, CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

(SHRI ASHWINI KUMAR CHOUBEY)

(a) to (d) : The Department of Consumer Affairs constituted the committee to develop framework on checking fake and deceptive reviews in e-commerce on 10.06.2022.

The committee includes various stakeholders including e-commerce companies, industry associations, consumer organizations and law chairs.

The Bureau of Indian Standards (BIS) has notified framework on 'Online Consumer Reviews — Principles and Requirements for their Collection, Moderation and Publication' on 23.11.2022 for safeguarding and protecting consumer interest from fake and deceptive reviews in e-commerce.

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