

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

RAJYA SABHA
UNSTARRED QUESTION No. 3435
TO BE ANSWERED ON 31.03.2023

COMPLAINTS AGAINST E-COMMERCE ENTITIES

3435. SHRI KANAKAMEDALA RAVINDRA KUMAR

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

- (a) details of the grievances/complaints received against e-commerce entities by aggrieved consumers in the country;
- (b) details of the action taken by Government or its agency or any statutory body on the complaints submitted by the aggrieved consumers, entity-wise;
- (c) whether Government has felt any necessity to further streamline the grievance redressal mechanism against e-commerce entities; and
- (d) if so, the details thereof?

ANSWER

THE MINISTER OF STATE CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

(SHRI ASHWINI KUMAR CHOUBEY)

(a) : A total of 3,57,616 grievances have been reported by consumers on the National Consumer Helpline during calendar year 2022 with respect to e-commerce companies which, inter-alia, relates to delivery of defective products, non-refunding of paid amount, non/delay in delivery of product, deficiency in services etc.

(b) : The National Consumer Helpline (NCH) receives grievances of consumers through telephone, web portal, letters, SMS, emails etc. and through the Mobile App. These grievances are then taken up with the concerned entities for resolution.

The Government has also setup the Central Consumer Protection Authority (CCPA) to inquire into unfair trade practices that affect the rights of consumers as a class.

(c) & (d) : Under the provisions of the Consumer Protection Act, 2019, E-Commerce Rules, 2020 have been notified by Central Govt. on 23.07.2020 for prevention of unfair trade practice in e-commerce.

As per the provisions of the E-Commerce Rules, 2020, every e-commerce entity shall provide, inter-alia, contact details like e-mail address, fax, landline and mobile numbers of customer care as well as of grievance officer in a clear and accessible manner on its platform, displayed prominently to its users.

Further, every e-commerce entity shall establish an adequate grievance redressal mechanism having regard to the number of grievances ordinarily received by such entity and shall appoint a grievance officer for consumer grievance redressal, and shall display the name, contact details, and designation of such officer on its platform. It shall also acknowledge the receipt of any consumer complaint within forty-eight hours of receipt and redress the complaint within one month from the date of receipt.
