

**GOVERNMENT OF INDIA
MINISTRY OF COMMERCE & INDUSTRY
DEPARTMENT OF INDUSTRIAL POLICY & PROMOTION**

LOK SABHA

**UNSTARRED QUESTION NO. 917.
TO BE ANSWERED ON MONDAY, THE 21ST NOVEMBER, 2016.**

COMPLAINTS AGAINST E-COMMERCE COMPANIES

**917. SHRI S. RAJENDRAN:
SHRI B. VINOD KUMAR:
SHRI PR. SENTHIL NATHAN:
DR. BOORA NARSAIAH GOUD:**

Will the Minister of **COMMERCE AND INDUSTRY** be pleased to state:

वाणिज्य एवं उद्योग मंत्री

- (a) whether the Government has received any complaints against the e-commerce companies for selling inferior quality goods/services and violations of Foreign Direct Investment (FDI) norms in the country during each of the last three years and the current year, if so, the details thereof;
- (b) whether the Government has initiated a probe into the operation of e-commerce companies in the wake of such complaints, if so, the details thereof including the action taken against such companies, company-wise;
- (c) the total value of products sold by the top ten e-commerce companies during the said period, company-wise; and
- (d) the corrective steps taken by the Government to protect the consumers against any cheating by the e-commerce companies?

ANSWER

**वाणिज्य एवं उद्योग राज्य मंत्री (स्वतंत्र प्रभार)(श्रीमती निर्मला सीतारमण)
THE MINISTER OF STATE (INDEPENDENT CHARGE)
OF THE MINISTRY OF COMMERCE & INDUSTRY
(SHRIMATI NIRMALA SITHARAMAN)**

- (a) & (b):** No data regarding complaints received against e-commerce companies is centrally maintained. However, the details of complaints relating to e-commerce received in the National Consumer Helpline (NCH) during each of the last three years and the current year is as under:

Year	Total Complaints
April, 2013-March, 2014	4792
April, 2014-March, 2015	13812
April, 2015-March, 2016	23955
April, 2016-October, 2016	19666

Such complaints are forwarded to companies which have partnered with NCH for consumer grievance redressal. In case, any complaint is not resolved, consumers may file the cases with the Police or in a Court of law of jurisdiction or a Consumer Forum of jurisdiction.

Further, Enforcement Directorate conducts investigation under the Foreign Exchange Management Act, 1999 (FEMA) in cases of contravention of FDI policy by various entities as and when any credible information is received in this regard. Based on the outcome of the investigation, appropriate action under the provision of FEMA is taken in such cases.

(c): No such data is centrally maintained by the Government.

(d): Consumer Protection Bill (No. 226 of 2015) introduced in the Lok Sabha on 10.08.2015 covers e-commerce transactions and inter alia seeks to establish a Central Consumer Protection Authority for protection of the interests of the consumers.
