

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

LOK SABHA
UNSTARRED QUESTION NO. 327
TO BE ANSWERED ON 18.07.2017

E-COMMERCE MARKET

327. SHRI DHARAM VIRI: SHRI ANTO ANTONY:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:

- (a) whether the Government is implementing a project called, the ‘National Consumer Helpline (NCH)’ for the immediate disposal of the complaints of the consumers and if so, the details including the salient features thereof;
- (b) whether the Government has any record regarding the number of complaints received and disposed through the NCH during the last five months, if so, the details thereof, State and month-wise;
- (c) whether it is a fact that overwhelming majority of consumer complaints registered during this period was related to e-commerce and if so, the details thereof and the steps being taken by the Government in this regard;
- (d) whether the e-commerce market is growing in the country at the desirable rate and if so, the details thereof; and
- (e) whether instances of irregularities in the functioning of e-commerce have come to the notice of the Government, if so, the details of the remedial action taken by the Government to remove such irregularities?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री सी. आर. चौधरी)

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

(a): Yes, Madam. National Consumer Helpline (NCH) was established on 15th March 2005. The Helpline can be contacted by consumers pan India on the toll-free number 1800-11-4000, short code 14404, sms +91-8130009809, website www.consumerhelpline.gov.in, Consumer App, e-mail, letters, walk-ins and fax. The National Consumer Helpline, besides taking up the consumer grievances with the companies/regulatory bodies concerned, guides the consumers in finding solutions to problems related to products & services, provides information related to companies and regulatory authorities, facilitates consumers in filing complaints against defaulting service providers, empowers consumers to use available Consumer Grievances Redressal Mechanisms and educates Consumers about their rights and responsibilities.

(b): The number of complaints received through the NCH & disposed of during the last five months is given in **Annexure**.

(c): During the period February to June 2017, NCH registered 30,587 complaints pertaining to e-commerce, which is the highest number of complaints in a sector, contributing to 17% of total complaints registered in the period i.e. 1,80,920.

(d): No, Madam. No such statistics are available to indicate whether e-commerce market is growing at a desirable rate.

(e): Complaints regarding e-commerce maintained by National Consumer Helpline indicate irregularities in the functioning of e-commerce. On receipt of complaints, NCH refers the complaints to the companies for redressal. In some cases, consumers are advised to file complaints in the Consumer Forum for redressal.

STATEMENT REFERRED IN REPLY TO PART (b) OF LOK SABHA UNSTARRED QUESTION NO.327 FOR 18.07.2017 REGARDING E-COMMERCE MARKET.

The detail of complaints registered at NCH during the period February 2017 to June 2017 month wise as under:

Month wise calls received		
Month	Complaints Made	Complaints Disposed
Feb 2017	29977	24379
Mar 2017	38468	31520
Apr 2017	36277	30032
May 2017	40030	31939
June 2017	36168	23167
Total	1,80,920	1,41,037

The number of complaints registered at NCH during the period February 2017 to June 2017 state wise as under:

State wise Calls - February to June 2017		
Sr.No.	State	Total calls
1	Maharashtra	24838
2	Uttar Pradesh	24667
3	Delhi	23196
5	Rajasthan	11872
4	Madhya Pradesh	11363
6	West Bengal	11845
8	Karnataka	10915
7	Gujarat	10353
9	Haryana	9904
10	Bihar	7478
11	Tamil Nadu	4873
12	Telangana	4700
13	Punjab	4440
14	Jharkhand	2887
16	Odisha	2746
15	Chhattisgarh	2555
17	Andhra Pradesh	2144
18	Uttarakhand	1972
19	Kerala	1888
20	Assam	1682
21	Jammu & Kashmir	1333
22	Himachal Pradesh	1195
23	Chandigarh	752
24	Goa	366
25	Tripura	288
26	Meghalaya	100
27	Arunachal Pradesh	102
28	Puducherry	94
29	Sikkim	75
30	Andaman Nicobar	70
31	Dadra & Nagar Haveli	66
32	Manipur	64
34	Daman & Diu	40
33	Nagaland	39
35	Mizoram	14
36	Lakshdweep	2
37	Not Identified/ Abroad	2
	Grand Total	1,80,920
