

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

**LOK SABHA
UNSTARRED QUESTION NO. 580
TO BE ANSWERED ON 19.12.2017**

E-COMMERCE

580. SHRI CHANDRA PRAKASH JOSHI:
(OIH)

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

- (a) whether the Government proposes to bring clarity in e-commerce and if so, the steps taken by the Government in this regard;
- (b) if not, the reasons therefor;
- (c) whether the Government receives suggestions or complaints regarding e-commerce;
- (d) if so, the steps taken on the basis of these suggestions/complaints; and
- (e) if not, the usefulness/relevance of these suggestions/complaints?

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) & (b) : In the context of the Consumer Protection Bill, 2015 introduced in Parliament, the Parliamentary Standing Committee on Food, Consumer Affairs and Public Distribution has recommended for the Central Government to make rules to regulate e-commerce.

(c) to (e) : Complaints regarding e-commerce are received in the National Consumer Helpline, which are referred to the companies concerned for redressal. In some cases, consumers are advised to file complaints in the appropriate Consumer Forum for redressal of their grievances.