

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 581**  
**TO BE ANSWERED ON 19.12.2017**

**COMPLAINTS AGAINST E-COMMERCE COMPANIES**

581. SHRI BHAGWANT MANN: DR. KIRIT P. SOLANKI: SHRI HARISH MEENA:

**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 e-commerce market is growing in the country at the desirable rate and if so, the details thereof;
- (b) whether instances of irregularities in the functioning of e-commerce have come to the notice of the Government and if so, the details of the remedial action taken by the Government to remove such irregularities;
- (c) whether there is a rise in number of complaints against the e-commerce companies in last three years and if so, the details thereon;
- (d) whether the Government proposes to set up a special regulator for consumer grievances related to e-commerce and if so, the details thereof; and
- (e) the action taken by the Government for quick redressal of the complaints of the consumers against these companies?

**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) : No study in this regard has been conducted.
- (b) : Complaints regarding e-commerce received at the National Consumer Helpline are referred to the companies concerned for redressal. In some cases, consumers are advised to file complaints in the appropriate Consumer Forum for redressal.
- (c) : Yes, there is a rise in number of complaints against the e-commerce companies in last three years. The number of complaints relating to e-commerce received in the National Consumer helpline in the last three years are as under:

<b>Year</b>	<b>No. of e-commerce complaints</b>
May, 2014-March, 2015	13, 812
April, 2015- March, 2016	23,955
April, 2016- March, 2017	50, 767

- (d) : At present there is no such proposal.
- (e) : The National Consumer Helpline has partnered with more than 340 companies including 55 e-commerce companies under its convergence programme. The complaints received are transferred through the system software to these companies for redressal.

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