

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

**LOK SABHA
UNSTARRED QUESTION NO. 1632
TO BE ANSWERED ON 06.03.2018**

COMPLAINTS REGARDING NON-ISSUANCE OF BILLS

1632. DR. RAVINDRA KUMAR RAY: SHRI SHER SINGH GHUBAYA: PROF.
(OIH) CHINTAMANI MALVIYA:

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

- (a) whether the Government has received complaints regarding non-issuance of bills to the customers on the sale of costly mobile phones by a prominent e-commerce company;
- (b) if so, whether the Government proposes to protect the rights of consumers by ensuring issuance of bills by the said company to the customers;
- (c) if so, whether the Government proposes to set up any complaint assistance centre in this regard;
- (d) if so, the details thereof; and
- (e) if not, the reasons therefor?

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) : A very few complaints regarding non issuance of bills by e-commerce companies on the sale of mobile phones have been received in the National Consumer Helpline (NCH), being run by the Department of Consumer Affairs.

(b) : The Central Government has already introduced the Consumer Protection Bill, 2018 in Parliament to replace the existing Consumer Protection Act, 1986. There is a provision in the said Bill to the effect that non-issuance of bill or cash memo or receipt for the goods sold or services provided will be treated as unfair trade practice.

(c) to (e) : The Department of Consumer Affairs runs a National Consumer Helpline (NCH) with a toll free number 1800-11-4000 and a short code 14404. A consumer can call to seek information, advice or guidance for his queries and lodge complaints. A consumer can also lodge a complaint through the INGRAM portal “ www.consumerhelpline.gov.in” and also through a mobile app.
