

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

LOK SABHA  
**UNSTARRED QUESTION NO. 5965**  
TO BE ANSWERED ON 03.04.2018

**GOVERNMENT'S ONLINE SHOPPING PLATFORM**

5965. SHRI K. PARASURAMAN:

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

- (a) whether it is fact according to a recent report, India will account for one of the world's largest middle class consumer market as of now with an aggregated consumer expenditure of about US\$60 billion and foreign online retailers/ e-commerce companies are making billions from Indian market;
- (b) whether misuse of information for marketing purposes, fraudulent activities and delivery of damaged goods, wrong product or no product at all are some of the problems faced by the online consumers in the country; and
- (c) whether to overcome this issue and considering the fact of adopting to the current scenario, the Government had planned to launch own online platform equivalent to leading global e-commerce companies to provide quality on affordable price to the consumers, if so, the details thereof?

**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) : As informed by the Ministry of Electronics and Information Technology, according to the NASSCOM data, the Indian e-commerce market was USD 33 billion and growing at a rate of 19% in the financial year 2017.

(b) : Complaints relating to delivery of defective goods, damaged goods and also non-delivery of products are being received in the National Consumer Helpline being run by the Department of Consumer Affairs.

(c) : No, Madam.

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