

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

**LOK SABHA
UNSTARRED QUESTION NO. 3240
TO BE ANSWERED ON 07.08.2018**

SALE OF FAKE PRODUCTS

3240. SHRI BHARAT SINGH:
(OIH)

**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 aware that fake or counterfeit products are being supplied in large scale in the country by the e-commerce companies;
- (b) if so, whether the Government has issued/proposed to issue guidelines to e-commerce companies selling counterfeit products to provide full refund to the customers; and
- (c) whether the Government is considering to impose heavy fines also on such e-commerce companies so as to check sale of counterfeit products by these companies in the future?

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) to (c) : In the National Consumer Helpline set up by the Department of Consumer Affairs, complaints are received with regard to poor quality, receipt of fake, duplicate, spurious products etc. A three tier quasi-judicial mechanism has been set up under the provisions of the Consumer Protection Act, 1986 to provide speedy and simple redressal to consumer disputes. They have been empowered to give relief of a specific nature and to award, compensation whenever appropriate to consumers. Penalties for non-compliance of orders given by the quasi-judicial bodies have also been provided in the Consumer Protection Act, 1986. When a complaint is upheld by a Consumer Forum, it can order the opposite party, inter alia, to remove the defect in the product, replace the goods with new goods, return the price to the consumer. Department has introduced the Consumer Protection Bill, 2018 in the Lok Sabha on 5th January, 2018 to replace the Consumer Protection Act, 1986. The Bill provides for making of rules by the Government for the purpose of preventing unfair trade practices in e-commerce.