

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

LOK SABHA
UNSTARRED QUESTION NO. 1203
TO BE ANSWERED ON 18.12.2018

SELLING OF COUNTERFEITS BY E-COMMERCE COMPANIES

1203. SHRI TEJ PRATAP SINGH YADAV: SHRIMATI K. MARAGATHAM:

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

- (a) whether one in five products sold by e-Commerce companies is fake, according to a survey by local circles, a private local social network;
- (b) if so, the details thereof;
- (c) whether the Government has issued/proposes to issue guidelines to e-Commerce companies selling counterfeit products to provide full refund to the customers and if so, the details thereof;
- (d) whether the Government is considering to impose heavy fines on such e-Commerce companies so as to check sale of counterfeit products in the future and if so, the details thereof; and
- (e) the steps taken by the Government to ensure accountability of e-Commerce companies and authenticity of products sold by them?

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 a survey conducted by Local Circles, a private social network, 19 % percent of only 8518 persons contacted have admitted having received fake products from e commerce sites.

(c) to (e) : Under Section 14 of the Consumer Protection Act 1986, if after the proceeding conducted, the District Forum is satisfied that the goods complained against, suffer from any of the defects specified in the complaint or that any of allegations contained in the complaint about the services are proved, it shall issue an order to the opposite party directing him to do one or more of the following:

- (i) to remove the defect pointed out
- (ii) to replace the goods
- (iii) to return to the complainant the price
- (iv) to pay such amount as may be awarded by it as compensation to the consumer.

The District Forum has also power to grant punitive damages in such circumstances as it deems fit.
