

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

**LOK SABHA  
UNSTARRED QUESTION NO.3426  
TO BE ANSWERED ON 01.01.2019**

**COMPLAINTS AGAINST E-COMMERCE COMPANIES**

3426. SHRIMATI DARSHANA VIKRAM JARDOSH: SHRI GUTHA SUKENDER REDDY:  
(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 volume of online shopping as well as the number of online shopping frauds is increasing now a days and if so, the details thereof;
- (b) whether it is a fact that complaints against e-commerce companies are increasing day-by-day making delay in their timely disposal, if so, the number of complaints received by the Government in such cases during the last four years along with the number of cases in which action has been taken;
- (c) whether the Government proposes to formulate any scheme to protect the customers in such cases and if so, the details thereof; and
- (d) whether the Government has initiated any regulating mechanism of these e-commerce companies complaints and 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) & (b) : As per information available in the National Consumer Helpline run by the Department of Consumer Affairs, there is a rise in online shopping frauds. In the last four years from May, 2014 to March, 2018, 1,76,933 complaints relating to e-commerce had been received in the National Consumer Helpline. The companies which have partnered with the National Consumer Helpline resolved 1,01,103 complaints out of the 1,24,813 complaints sent to them.

(c) & (d) : The Consumer Protection Act, 1986 provides for a three tier quasi-judicial mechanism called Consumer For a, where consumer can file a complaint against any unfair trade practice regarding e-commerce. Further, the Consumer Protection Bill, 2018 which was introduced in the Parliament on 5th January, 2018 and passed by Lok Sabha on 20.12.2018, inter-alia, seeks to establish a Central Consumer Protection Authority for protection of the interests of the consumers. The Bill also seeks to empower the Central Government to make rules to prevent unfair trade practices in e-commerce to protect the interest and rights of consumers. The National Consumer Helpline has partnered with more than 480 companies/organizations including 70 e-commerce companies under its convergence programme. The complaints received are transferred through the system software to these companies for redressal.