

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

LOK SABHA
UNSTARRED QUESTION NO. 5364
TO BE ANSWERED ON 05.04.2023

NOTICES FROM CCPA

5364. SHRI A.K.P. CHINRAJ:

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

- (a) whether it is true that Central Consumer Protection Authority (CCPA) has issued notices to Ola and Uber, the two online ride hailing platforms for unfair trade practices and violation of consumer rights, if so, the details thereof;
- (b) the nature of reply given by Ola and Uber for the respective notices;
- (c) the final order passed by CCPA against these notices;
- (d) the time limit for CCPA to pass order in this case; and
- (e) the number of complaints received through PGPORTAL and National consumer helpline against Ola and Uber from 2017?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री अश्विनी कुमार चौबे)

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI ASHWINI KUMAR CHOUBEY)

(a) to (e) : The Central Consumer Protection Authority has issued notices to Ola and Uber on concerns related with deficiency in service, inadequate consumer grievance redressal mechanism, unreasonable levy of cancellation charge and lack of any information on the algorithm.

441 grievances have been received on PG portal and 18890 complaints received on National Consumer Helpline from 01.01.2017 to 31.03.2023 against Ola and Uber.
