

**GOVERNMENT OF INDIA
MINISTRY OF COMMERCE & INDUSTRY
DEPARTMENT FOR PROMOTION OF INDUSTRY AND INTERNAL TRADE
LOK SABHA**

**UNSTARRED QUESTION NO. 3824.
TO BE ANSWERED ON WEDNESDAY, THE 11TH DECEMBER, 2019.**

CHEATING INCIDENTS BY e-COMMERCE COMPANIES

**3824. SHRI A. GANESHAMURTHI:
SHRI M. SELVARAJ:**

Will the Minister of **COMMERCE AND INDUSTRY** be pleased to state:

वाणिज्य एवं उद्योग मंत्री

- (a) whether a large number of cheating incidents have been reported on e-commerce platforms;
- (b) if so, the details thereof and the total number of cases that have been registered by the affected individuals/ companies through e-commerce as on date for the last three years;
- (c) the action taken by the Government on these cheating cases;
- (d) whether the Government has taken/proposes to take necessary steps to prevent cheating on e-commerce platforms and safeguard people from cheating/ fraudulent activities through e-commerce; and
- (e) if so, the details thereof and if not, the reasons therefor?

ANSWER

वाणिज्य एवं उद्योग मंत्री (श्री पीयूष गोयल)

**THE MINISTER OF COMMERCE & INDUSTRY
(SHRI PIYUSH GOYAL)**

- (a) & (b):** Yes, Sir. Financial Year wise no. of fraud dockets registered under the e-commerce platform at the National Consumer Helpline are as per the below Table: -

Financial Year	Fraud Online shopping Cases
12 Aug. 2016- Mar.17	977
April2017-Mar.18	2, 441
April2018-Mar.19	4,955
April2019-Nov.19	5,620
Total	13,993

- (c) to (e):** The Consumer Protection Act, 1986 has been enacted to better protect the interests of the consumers. It covers all goods and services and all mode of transactions including e-commerce. Under the provision of the

said Act, a three tier quasi-judicial mechanism, called Consumer Fora, where consumer can file a complaint against any unfair trade practices including those on e-commerce is provided.

From August 2016, the portal www.consumerhelpline.gov.in has been developed to provide a platform to consumers to register their complaints. Further, the National Consumer Helpline (NCH) has partnered with some companies to resolve their customer complaints. This is an alternate grievance redressal method, and is a completely voluntary initiative taken up by these companies.

NCH advise to consumers for fraudulent transactions is to lodge an FIR /make a police Complaint or to Cyber Cell, if company is not traceable.
