

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

LOK SABHA
UNSTARRED QUESTION NO. 1586
TO BE ANSWERED ON 11.02.2020

GUIDELINES ON ONLINE BUSINESS

1586. SHRI N.K. PREMACHANDRAN:

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

- (a) the details of arrangements made by the Government for a quick and fair resolution in case of consumer dispute; and
- (b) whether the Government proposes to provide guidelines for fair and reasonable terms favourable to the consumer in online business and if so, the details thereof?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री दानवे रावसाहेब दादाराव)

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI DANVE RAOSAHEB DADARAO)

(a) : To provide speedy and simple Redressal to consumer disputes, a three tier quasi-judicial mechanism has been established under the provisions of the Consumer Protection Act, 1986 – the National Consumer Disputes Redressal Commission at the national level, State Consumer Disputes Redressal Commissions at the state level and District Consumer Disputes Redressal Commissions at the district level. These quasi-judicial bodies observe the principles of natural justice and are empowered to give relief of a specific nature and to award, wherever appropriate, compensation to consumers. Penalties for non-compliance of the orders given by the quasi-judicial bodies have also been provided.

(b) : The Consumer Protection Act, 2019, which has been published in official gazette on 9th August, 2019, empowers the Central Government to make rules for the purposes of preventing unfair trade practices in e-commerce and also to protect the interest and rights of consumers.
