

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

LOK SABHA
UNSTARRED QUESTION NO. 1981
TO BE ANSWERED ON 03.03.2020

ONLINE BUSINESS BY FAKE ORGANISATIONS

1981. 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) whether the Government has taken note of the fact that fake organizations are doing online business without disclosing their identity and location;
- (b) if so, the details thereof and the reaction of the Government thereto along with the action taken by the Government for compulsory registration of organizations and individuals doing online business for protecting the interest of consumers in this regard; and
- (c) whether the Government proposes to make it compulsory for the organizations/individuals offering products and services to provide appropriate information on terms and conditions of the purchase, warranties etc., in the site itself and if so, the details of the action taken by the Government thereon?

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 (c) : A three tier quasi-judicial mechanism has been set up under the provisions of the Consumer Protection Act, 1986 to provide speedy and simple redressal to consumer disputes for both the online and offline modes. They have been empowered to give relief of a specific nature and to award, compensation whenever appropriate to consumers. Penalties for non-compliance of orders given by the quasi-judicial bodies have also been provided in the Consumer Protection Act, 1986.

The Consumer Protection Act, 2019 has been published in the official gazette on 09.08.2019. The new Act provides for provisions for framing rules, to protect the interests of consumers and for preventing unfair trade practices in e-commerce sector.
