

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

LOK SABHA
UNSTARRED QUESTION NO. 1282
TO BE ANSWERED ON 27.07.2021

CONSUMER REDRESSAL MECHANISM OF E-COMMERCE

1282. SHRIMATI SAJDA AHMED:

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 revamped the consumer redressal mechanism of e-commerce;
- (b) if so, the details thereof;
- (c) whether the Government is aware that e-commerce sellers are not showing the Goods and Services Tax (GST) figure during purchases; and
- (d) if so, the number of complaints received against the e-commerce sellers during the last three years?

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) & (b) : Under the provisions of the Consumer Protection Act, 2019, E-Commerce Rules, 2020 have been notified by Central Government for prevention of unfair trade practice in ecommerce and protection of the interest and rights of the consumers. The rules provide that E-commerce entities shall establish an adequate grievance redressal mechanism and shall appoint a grievance officer for consumer grievance redressal, and shall display the name, contact details, and designation of such officer on its platform. The grievance officer is required to acknowledge receipt of any consumer complaint within forty-eight hours and redress the complaint within one month from the date of receipt of the complaint.

A three-tier quasi-judicial mechanism, called Consumer Commission, has been established at the District, State and National levels to provide simple, inexpensive and speedy redressal to consumer disputes including complaint related with e-Commerce Sector.

(c) & (d) : Central Board of Indirect Taxes and Customs has informed that no such issue of e-commerce sellers not showing the Goods and Services Tax (GST) figure during purchases, has been brought to their notice.
