

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

**LOK SABHA
UNSTARRED QUESTION NO. 2519
TO BE ANSWERED ON 03.08.2021**

RISING E-COMMERCE TRADE

2519. SHRI RAJENDRA DHEDYA GAVIT: SHRIMATI GEETA KORA: SHRI JUGAL KISHORE SHARMA: SHRI VISHNU DATT SHARMA: SHRI DILESHWAR KAMAIT:

(OIH)

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

- (a) whether online purchasing/e-commerce trade has been rising rapidly in the country during the last two years and if so, the details thereof;
- (b) whether the consumers are facing various problems related to payment, quality, quantity related issues, manufacturing defects, services not being provided etc. after purchasing the products;
- (c) if so, the details thereof along with the reaction of the Government thereto;
- (d) the corrective steps taken by the Government in this regard; and
- (e) the steps taken or proposed to be taken to protect the interests of the consumers?

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) : Department for Promotion of Industry and Internal Trade has informed that no quantifiable assessment has been made in this regard. However, as per National Association of Software & Services Companies (NASSCOM), India's e-Commerce market continues to grow at Year on Year rate of 5 percent with estimated revenue of USD 56.6 billion in FY 2021 despite COVID-19 led challenges.

(b) to (e) : Complaints are lodged by consumers on the National Consumer Helpline run by the Department of Consumer Affairs relating to payment, quality and quantity issues, manufacturing defects, non-providing of services, etc. The complaints of the consumers are transferred through the Integrated Grievance Redress Mechanism software to the companies concerned for redressal. In cases where consumers are not satisfied with the redressal, they are advised to approach the Consumer Commission of appropriate jurisdiction for redressal of their grievances. The e-Daakhil portal enables consumers to file their grievances online, in the Consumer Commission of their choice. The Consumer Commissions are empowered to give relief of a specific nature and award, wherever appropriate, compensation to consumers.

A countrywide multimedia "Consumer Awareness" campaign titled 'Jago Grahak Jago' is conducted on various issues related to consumer rights and interests. States/UTs also undertake activities and campaigns on consumer awareness.