

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

**LOK SABHA
UNSTARRED QUESTION NO. 3574
TO BE ANSWERED ON 10.08.2021**

ONLINE SERVICE

3574. SHRIMATI GOMATI SAI:
(OIH)

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

- (a) whether many people are opting for online service these days due to COVID-19 and if so, the details thereof;
- (b) whether any provisions have been made regarding the complaints and assistance relating to such online services;
- (c) if so, the issues that have been incorporated under these provisions; and
- (d) the time limit fixed for its monitoring and disposal?

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) to (d) : The Consumer Protection (e-Commerce) Rules, 2020 have been notified under the Consumer Protection Act, 2019, for prevention of unfair trade practices in e-commerce. As per the said rules, every e-commerce entity shall establish an adequate grievance redressal mechanism, appoint a grievance officer for consumer grievance redressal, and shall display the name, contact details, and designation of such officer on its platform. Every e-commerce entity shall ensure that the grievance officer acknowledges the receipt of any consumer complaint within forty-eight hours and redresses the complaint within one month from the date of receipt of the complaint.
