

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

LOK SABHA
UNSTARRED QUESTION NO. 1764
TO BE ANSWERED ON 08.12.2021

VIOLATION OF COMMON RIGHTS

1764. SHRI PALLAB LOCHAN DAS:

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 initiatives taken by the Government to safeguard interests of consumers using e-commerce;
- (b) the number of complaints received by the Government regarding forgery, unfair trade practices and misleading advertisements by consumers using e-commerce; and
- (c) the details of action taken by the Government to prevent violation of consumer rights while purchasing goods online?.

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 (c) : The Consumer Protection Act, 2019 provides for establishment of a three tier quasi-judicial mechanism – District Consumer Disputes Redressal Commissions, State Consumer Disputes Redressal Commissions and National Consumer Disputes Redressal Commission, where consumers can file consumer complaints for redressal including those pertaining to transactions on e-commerce platforms. Under the provisions for prevention of unfair trade practices in e-commerce of this Act, the Government has notified Consumer Protection (e-commerce) Rules, 2020 to safeguard the interests of consumers. The Government has also setup the Central Consumer Protection Authority (CCPA) to inquire into unfair trade practices that affect the rights of consumers as a class. The National Consumer Helpline (NCH) receives grievances of consumers through telephone, web portal, letters, SMS, emails etc. and through the Mobile App. These grievances are taken up with the concerned entities for resolution.

Total 4,71,724 grievances relating to forgery, unfair trade practices and misleading advertisements were reported on NCH from April, 2019 to November, 2021.
