

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

LOK SABHA
UNSTARRED QUESTION NO. 2832
TO BE ANSWERED ON 15.12.2021

SOCIAL MEDIA WEBSITES

2832. MS. DIYA KUMARI:

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 is aware that social media websites have also become e-commerce platforms wherein sellers or retailers showcase and sell their products and if so, the details of businesses regulated through social media websites; and
- (b) the details of the facilities provided by the Government to ensure the protection of consumer interests and prevent unethical practices on these new e-commerce platforms?

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 (b) : The Consumer Protection Act, 2019 provides for establishment of a three tier quasi-judicial mechanism – District Consumer Disputes Redressal Commissions (DCDRC), State Consumer Disputes Redressal Commissions (SCDRC) and National Consumer Disputes Redressal Commission (NCDRC), where consumers can file complaints for redressal of their grievances in relation to any goods sold or delivered or agreed to be sold or delivered or any service provided or agreed to be provided, which includes grievances arising out of transactions on e-commerce platforms.

In addition, National Consumer Helpline has been set up by the Government for redressal of consumer grievances that are received through telephone, web portal, letters, SMS, emails etc. and through Mobile Apps.

In order to further strengthen the regulatory framework for prevention of unfair trade practices & safeguarding consumer rights in e-commerce, the Government has notified the Consumer Protection (E-Commerce) Rules 2020 on 23rd July, 2020 under the provision of the Consumer Protection Act, 2019,

The Central Consumer Protection Authority (CCPA), which has been set up and is duly empowered under the Consumer Protection Act, 2019 to safeguard consumer rights has taken cognizance of consumer complaints for class action and issued notices to e-commerce platforms and social media website.
