

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

LOK SABHA
UNSTARRED QUESTION NO. 1311
TO BE ANSWERED ON 09.02.2022

E-COMMERCE COMPANIES

1311. SHRI BENNY BEHANAN:

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

- (a) whether recently notices have been issued to some e-commerce companies for sale of non-Bureau of Indian Standards (BIS) quality pressure cookers, helmets, etc., and for declaring incorrect information about products on their platforms like country of origin, expiry date, etc., thereby deceiving the common man;
- (b) if so, the details thereof and the number of such violations that has come to light during the last three years, year-wise; and
- (c) whether the Government is taking any measures to prevent such violation of rules by the e-commerce companies operating in the country, if so, the details thereof and if not, the reasons therefor?

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) : In order to protect the rights of consumers as a class, the Central Consumer Protection Authority (CCPA) has issued Notices to such e-commerce entities which were found to be selling pressure cookers in violation to Domestic Pressure Cooker (Quality Control) Order, 2020, under which Central Government has directed conformity to standard and compulsory use of standard mark to prevent risk of injury or harm to consumers. So far, 15 notices have been sent to e-commerce entities and sellers found to be selling non-standard pressure cookers online.

To ensure conformity to standard and protect consumers from sub-standard goods, Central Government is empowered to direct compulsory use of standard mark under Section 16(1) of BIS Act, 2016. The directions are generally published in form of Quality Control Orders (QCOs). The QCO for Domestic Pressure Cooker came into force on 1st February, 2021 and QCO for Helmets came into force on 1st June, 2021.

BIS has also issued 3 notices for violation of Quality Control Order for Pressure Cookers and 2 notices for violation of Quality Control Order for Helmets.

As against violations of mandatory declarations under the Legal Metrology Act 2009 and the rules made thereunder like country of origin, expiry date etc, 305 total cases have been booked for various violations from 16.10.2020 to 03.02.2022, as tabulated below:

Category of grievance	Number of cases
Country of origin	281
Expiry Date / Best Before	7
Manufacturer / Importer's Complete Address details	7
Charged More than MRP (Non Standard Units)	7
No declaration of MRP	1
Net Quantity	1
Total	305

So far, 90 companies have compounded their offences and the total amount collected from compounding is Rs 49,95,500/-

During 2019, 2020 and 2021, 4716, 3713 and 2996 cases were respectively booked for violations related to declaration, including Country of Origin by the State Governments.
