

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

**LOK SABHA
UNSTARRED QUESTION NO. 4384
TO BE ANSWERED ON 30.03.2022**

COMPLAINTS REDRESSAL ON E-COMMERCE PLATFORMS

4384. SHRI GYANESHWAR PATIL:
(OIH)

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 has made it mandatory for all e-commerce entities to have a nodal compliance officer and a resident grievance officer for redressal of consumer complaints on e-commerce platforms and if so, the details thereof;
- (b) the regular steps taken by the Government to ensure a filtering mechanism for e-commerce entities to identify goods on the basis of country of origin and fair opportunities for household goods; and
- (c) 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) : The Consumer Protection (E-Commerce) Rules, 2020 were notified on 23rd July, 2020. The E-Commerce Rules require all e-commerce entities to establish a consumer grievance redressal mechanism, appoint a grievance officer for consumer grievance redressal and display the name, contact details, and designation of such officer on its platform. The grievance officer is required to acknowledge the receipt of any consumer complaint within forty-eight hours and to redress the complaint within one month from the date of receipt of the complaint.

Sellers offering goods or services through marketplace e-commerce entities are required to provide all relevant details about the goods and service offered for sale including country of origin.
