

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

**LOK SABHA
UNSTARRED QUESTION NO. 2963 (OIH)
TO BE ANSWERED ON 03.08.2022**

ONLINE CONSUMER HARASSMENT CASES

2963. SHRI SUDARSHAN BHAGAT:
(OIH)

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

- (a) whether there has been an increase in online consumer harassment cases during the last five years;
- (b) if so, the details thereof, State-wise; and
- (c) if not, the measures taken by the Government to deal with this situation?

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): Details of consumer disputes related with e-commerce sector received on the National Consumer Helpline during last five years (State-wise) are given at **Annexure**.

The Consumer Protection (E-commerce) Rules, 2020, which have been notified under the provisions of the Consumer Protection Act, 2019, are aimed at protecting consumers from unfair trade practices in e-commerce. They require all e-commerce entities to establish consumer grievance redressal mechanism, appoint a grievance officer for consumer grievance redressal and display the name, contact details, and designation of such officers on their 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.

The Ministry of Home Affairs has taken steps for spreading awareness about cyber crimes, issuance of alerts/advisories, capacity building/training of law enforcement personnel/prosecutors/judicial officers, improving cyber forensic facilities etc. The Ministry of Home Affairs has established Indian Cyber Crime Coordination Centre (I4C) to provide a framework and eco-system for Law Enforcement Agencies to deal with the cyber crimes in a comprehensive and coordinated manner. The Ministry of Home Affairs has launched the National Cyber Crime Reporting Portal (www.cybercrime.gov.in), to enable public to report incidents pertaining to all types of cyber crimes, with a special focus on cyber crimes against women and children. A toll-free Helpline number '1930' has been operationalized to get assistance in lodging online cyber complaints. The Citizen Financial Cyber Fraud Reporting and Management System module has also been launched for immediate reporting of financial frauds by the citizens so as to stop siphoning off fund by the fraudsters. Cyber crime incidents reported on the National Cyber Crime Reporting Portal are routed automatically to the respective State/UT law enforcement agency based on information furnished by the applicant in the incident report for further handling as per the provisions of law.

ANNEXURE REFERRED IN REPLY TO PARTS (a) to (c) OF LOK SABHA UNSTARRED QUESTION NO. 2963 FOR 03.08.2022 REGARDING ONLINE CONSUMER HARASSMENT CASES.

Details of grievances received on National Consumer Helpline related with e-commerce sector (state-wise) received during the last 5 years.

S.no.	State	Grievance Count				
		2017-18	2018-19	2019-20	2020-21	2021-22
1	A&N ISLANDS	21	27	15	69	195
2	ANDHRA PRADESH	755	1184	1749	4619	6022
3	ARUNACHAL PRADESH	22	35	37	120	323
4	ASSAM	693	765	893	2340	2445
5	BIHAR	2086	2828	3950	8625	11515
6	CHANDIGARH	270	371	430	559	588
7	CHHATTISGARH	633	886	1090	1665	1907
8	DADRA & NAGAR HAVELI & DAMAN & DIU	48	36	63	96	93
9	DELHI	7704	8692	10046	14550	14661
10	GOA	168	168	218	444	416
11	GUJARAT	3394	4406	5388	8372	9240
12	HARYANA	3618	4568	5428	8514	9371
13	HIMACHAL PRADESH	399	440	666	1204	1281
14	JAMMU & KASHMIR	528	711	616	1348	1534
15	JHARKHAND	871	1138	1338	2895	3618
16	KARNATAKA	4857	5903	6602	10156	9975
17	KERALA	711	1123	1288	3667	5225
18	LADAKH	-	-	1	24	34
19	LAKSHADWEEP	-	-	2	1	1
20	MADHYA PRADESH	2834	4058	4735	6592	8976
21	MAHARASHTRA	7995	10180	11800	18560	18799
22	MANIPUR	31	35	33	106	103
23	MEGHALAYA	47	59	60	163	143
24	MIZORAM	12	13	12	36	26
25	NAGALAND	24	25	21	97	82
26	ODISHA	949	1231	1612	3229	4417
27	PUDUCHERRY	40	33	54	101	119
28	PUNJAB	1414	1715	2148	3563	3972
29	RAJASTHAN	3356	4777	6056	9851	15620
30	SIKKIM	39	49	72	107	94
31	TAMIL NADU	1410	1626	2008	4805	4850
32	TELANGANA	1841	2527	3720	6375	7127
33	TRIPURA	115	123	180	343	380
34	UTTAR PRADESH	7076	9824	11576	21130	25484
35	UTTARAKHAND	638	906	1090	2260	2260
36	WEST BENGAL	4803	6108	7493	10988	12954
TOTAL		59402	76570	92490	157574	183850
