

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 568**  
**TO BE ANSWERED ON 20.07.2022**

**COMPLAINTS AGAINST ONLINE CAB AGGREGATORS**

568. SHRIMATI SANGEETA KUMARI SINGH DEO: DR. JAYANTA KUMAR ROY:

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 of rising cases of complaints against online cab aggregators like OLA, UBER, etc. regarding unfair trade practices including forced cancellation by drivers, unreasonable cancellation charges, etc.;
- (b) if so, the details thereof including complaints registered and action taken thereon;
- (c) whether there is no details of customer care number and grievance officer mentioned on their platform to which consumers can address their grievances;
- (d) if so, the reasons therefor and remedial measures taken thereon;
- (e) whether the Government has issued notices to these aggregators for violation of consumer rights; and
- (f) if so, the other steps being taken by the Government to ensure compliance with Consumer Protection Act, 2019 and E-commerce Rules, 2020 by these online cab aggregators?

**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) & (b) : As per the data from the National Consumer Helpline (NCH), from 01.01.2020 to 13.07.2022, 8740 grievances were registered by consumers against major cab aggregator companies for deficiency in services, inadequate consumer grievance redressal mechanism, cancellation by drivers etc. These complaints have been taken up with the respective cab aggregators for redressal.

(c) & (d) : The Consumer Protection (E-commerce) Rules, 2020 notified under Consumer Protection Act, 2019 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.

(e) & (f) : Based on various complaints registered by consumers on NCH, notices have been issued to two major online ride hailing platforms. The notices raise multiple issues of violation of consumer rights and unfair trade practices by the platforms

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