

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 3815**  
**TO BE ANSWERED ON 18.12.2024**

**COMPLAINTS AGAINST E-COMMERCE COMPANIES**

3815. SHRI S VENKATESAN:

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

- (a) the number of complaints against e-Commerce companies out of total complaints during the financial years from 2020 - 21 to 2023 - 24;
- (b) the number of complaints against e-Commerce players, company-wise; and
- (c) whether any action has been taken by the Ministry to redress the complaints of consumers and if so, the details and outcome thereof?

**ANSWER**

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री  
(श्री बी.एल. वर्मा )

**THE MINISTER OF STATE**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI B.L. VERMA)**

(a) & (b) : The year wise details of the grievances registered on National Consumer Helpline in e-commerce sector are at **Annexure**.

(c) : Department of Consumer Affairs is continuously working for consumer protection and empowerment of consumers by enactment of progressive legislations. With a view to modernize the framework governing the consumer protection in the new era of globalization, technologies, e-commerce markets etc. Consumer Protection Act, 1986 was repealed and Consumer Protection Act, 2019 was enacted.

The Consumer Protection Act, 2019 provides for a three tier quasi-judicial machinery at District, State and Central levels commonly known as “Consumer Commissions” for protection of the rights of consumers and to provide simple and speedy redressal of consumer disputes including those related with unfair trade practices. The Consumer Commissions are empowered to give relief of a specific nature and award, wherever appropriate, compensation to consumers.

Further, in terms of Section 38 (7) of the Consumer Protection Act, 2019, every complaint shall be disposed of as expeditiously as possible and endeavour shall be made to decide the complaint within a period of three months from the date of receipt of notice by opposite party where the complaint does not require analysis or testing of commodities and within five months if it requires analysis or testing of commodities.

To serve the interest of speedy justice to the end consumers, Consumer Protection Act, 2019 states that no adjournment shall ordinarily be granted by the consumer commissions unless sufficient cause is shown and the reasons for grant of adjournment have been recorded in writing by the Commission.

The National Consumer Helpline (NCH) administered by the Department of Consumer Affairs has emerged as a single point of access to consumers across the country for their grievance redressal at a pre-litigation stage. Consumers can register their grievances from all over the country in 17 languages through a toll-free number 1915. These grievances can be registered on Integrated Grievance Redressal Mechanism (INGRAM), an omni-channel IT enabled central portal, through various channels- WhatsApp, SMS , mail , NCH app, web portal, Umang app as per their convenience. 1004 companies, who have voluntarily partnered with NCH, as part of the 'Convergence' programme directly respond to these grievances according to their redressal process and revert by providing a feedback to the complainant on the portal. Complaints against those companies, who have not partnered with National Consumer Helpline, are forwarded to the company's email id for redressal.

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**ANNEXURE REFERRED TO IN REPLY TO PARTS (a) & (b) OF LOK SABHA UNSTARRED QUESTION NO. 3815 FOR 18.12.2024 REGARDING COMPLAINTS AGAINST E -COMMERCE COMPANIES**

<b>Financial Year</b>	<b>Total no. of consumer grievances registered</b>	<b>No. of grievances registered in e-commerce sector</b>
2020 - 21	6,74,820	2,05,393
2021 - 22	7,44,625	2,40,866
2022 - 23	10,05,985	4,00,509
2023 - 24	12,35,710	4,45,960
<b>Total</b>	<b>36,61,140</b>	<b>12,92,728</b>

**Financial Year 2020-21**

<b>S. No.</b>	<b>Company</b>	<b>No. of grievances registered</b>
1	Flipkart.com	54,337
2	Amazon.in	20,712
3	Myntra	8,620
4	MakeMyTrip.com	5,313
5	Goibibo.com	4,591
6	Paytm mall	2,472
7	Zoomcar	2,136
8	TataCliq	1,766
9	Paytm.com	1,751
10	Yatra.com	1,732
11	Swiggy	1,709
12	Medlife	1,467
13	Zomato	1,389
14	Nestaway	1,366
15	Shopclues.com	1,307
16	Happy Easy Go	1,199
17	Snapdeal.com	1,059
18	EaseMyTrip.com	1,052
19	Ola Cabs	1,026
20	Cleartrip.com	1,009
21	Others	89,380
<b>Total</b>		<b>2,05,393</b>

**Financial Year 2021-22**

<b>S. No.</b>	<b>Company</b>	<b>No. of grievances registered</b>
1	Flipkart.com	65,662
2	Amazon.in	30,376
3	Myntra	7,392
4	Meesho.com	5,684
5	Travolook	4,669
6	Swiggy	3,279
7	MakeMyTrip.com	2,944
8	Zomato	2,563
9	Goibibo.com	2,462
10	Ola Cabs	2,346
11	Paytm.com	2,072
12	AJIO	2,058
13	TataCliq	1,855
14	Paytm mall	1,655
15	VLE Bazaar	1,612
16	Dhani Loans and Services Limited	1,517
17	Happy Easy Go	1,439
18	Snapdeal.com	1,381
19	Shopclues.com	1,368
20	Jio Mart	1,214
21	Others - Company	97,318
<b>Total</b>		<b>2,40,866</b>

**Financial Year 2022-23**

<b>S. No.</b>	<b>Company</b>	<b>No. of grievances registered</b>
1	Flipkart.com	1,53,682
2	Amazon.in	45,524
3	Meesho.com	22,217
4	Myntra	12,076
5	Jio Mart	8,117
6	Swiggy	7,451
7	AJIO	7,450
8	Zomato	4,277
9	Urban Ladder	3,481
10	MakeMyTrip.com	3,470
11	Ola Cabs	3,378
12	Travolook	2,897
13	Goibibo.com	2,589
14	Paytm.com	2,320
15	Dhani Loans and Services Limited	2,276
16	TataCliq	1,897
17	Happy Easy Go	1,851
18	VLE Bazaar	1,779
19	Snapdeal.com	1,542
20	Mobikwik.com	1,375
21	Others - Company	1,10,860
<b>Total</b>		<b>4,00,509</b>

**Financial Year 2023-24**

<b>S. No.</b>	<b>Company</b>	<b>No. of grievances registered</b>
1	Flipkart.com	1,60,857
2	Amazon.in	58,875
3	Meesho.com	20,593
4	Myntra	21,842
5	Swiggy	9,527
6	Jio Mart	8,853
7	AJIO	7,690
8	Zomato	6,983
9	Ola Cabs	4,455
10	MakeMyTrip.com	4,145
11	Paytm.com	3,974
12	Goibibo.com	2,825
13	TataCliq	2,291
14	Uber	2,121
15	VLE Bazaar	2,003
16	Naaptol.com	1,780
17	Reliance Retail Limited	1,358
18	Nykaa	1,309
19	Blinkit (Grofers.com)	1,244
20	Snapdeal.com	1,155
21	Others - Company	1,22,080
<b>Total</b>		<b>4,45,960</b>

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