

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

**LOK SABHA  
UNSTARRED QUESTION NO. 2383 (OIH)  
TO BE ANSWERED ON 21.12.2022**

**GRIEVANCE OFFICER FOR E-COMMERCE WEBSITES**

2383. SHRI SANJAY BHATIA:  
(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 mandates a Nodal Compliance Officer for every e-Commerce institution and also a Resident Grievance Officer for redressal of the grievances of consumers at e-Commerce platform;
- (b) if so, the details thereof; and
- (c) the steps taken by the Government to set up a filter mechanism to identify the goods on the basis of country's needs and to ensure proper opportunity for domestic products?

**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) : For the purposes of preventing unfair trade practices and to protect the interest and rights of consumers in e-commerce, the Central Government has notified the Consumer Protection (E-Commerce) Rules, 2020. The rules came into force on 23<sup>rd</sup> July, 2020. The rules prescribe the duties of e-commerce entities which inter-alia includes the duty to appoint a nodal officer or an alternate senior designated functionary who is resident in India to ensure compliance with the provisions of the Act or the rules made thereunder.

The duties of e-commerce entities also include the duty to establish adequate grievance redressal mechanism having regard to the number of grievances and appoint a grievance officer for consumer grievance redressal. The rules further mandate that every e-commerce entity shall provide the contact details like e-mail address, fax, landline and mobile number of the grievance officer in a clear and accessible manner on its platform which shall be displayed prominently to all users. The grievance officer is required to acknowledge the receipt of any consumer complaint within 48 hours and redresses the complaint within 1 month.

(c) : Rule 6(5)(d) of the Consumer Protection (e-commerce) Rules requires sellers on marketplace to display on the website all relevant details about the goods and services offered for sale including country of origin, which is necessary for enabling consumers to make an informed decision at the pre-purchase stage.

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