

**GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA**

UNSTARRED QUESTION NO:404
ANSWERED ON:06.08.2013
ONLINE MARKETING
Karunakaran Shri P.

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether several cases of cheating/fraud by online marketing companies have been reported in the recent past;
- (b) if so, the details thereof indicating the number of such cases reported along with the action taken thereon during the last three years;
- (c) whether any mechanism is in place to check such cases; and
- (d) if so, the details thereof and if not, the steps taken to put such a mechanism in place in consultation with other stakeholders including the Ministry of Communications and Information Technology?

Answer

THE MINISTER OF STATE (INDEPENDENT CHARGE) FOR CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (PROF. K. V. THOMAS)

(a) & (b) : Yes, Madam. Record of such cases is not centrally-maintained.

(c) & (d) : As far as cases of cheating/fraud by online marketing companies are concerned, consumer rights are protected under the relevant provisions of various Acts such as The Sales of Goods Act, 1930, The Indian Contract Act, 1872, The Consumer Protection Act, 1986, The Indian Penal Code, 1860, Information Technology Act, 2000 etc. The consumers are required to approach the competent authority under relevant Act/Rule in each case depending on the incident. No consultation has been held by the Ministry of Consumer Affairs, Food and Public Distribution in this regard.