

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

UNSTARRED QUESTION NO:1916

ANSWERED ON:17.12.2013

ONLINE SHOPPING

Jardosh Smt. Darshana Vikram;Karunakaran Shri P.

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

(a) whether there have been reports/complaints of cheating by the online and telemarketing companies with the increasing penetration of Information Technology;

(b) if so, the details thereof indicating the number of complaints received during the last three years and the current year along with the total volume of trade through this medium, year and segment-wise;

(c) whether the Ministry has held any consultation with other stakeholders including other Union Ministries and the State Governments for shaping regulations and guidelines to protect consumer rights; and

(d) if so, the details and the outcome thereof?

**Answer**

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

(a) : Yes, Madam.

(b) : On an average, 50-60 complaints per month are received on e-marketing, most of which relate to false/misleading promises made by the sellers on website. Information on volume of trade through this medium is not maintained.

(c) & (d) : No Madam, no consultation has been made with other Ministries / State Governments, or other Stakeholders, to shape regulations and guidelines. However, seminars, workshops and discussions are being organized from time to time towards creating consumer awareness regarding precautions to be taken while opting for purchase from online and telemarketing companies.