

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

STARRED QUESTION NO:11  
ANSWERED ON:24.02.2015  
COMPLAINTS AGAINST E-COMMERCE COMPANIES  
Shinde Dr. Shrikant Eknath;Trivedi Shri Dinesh

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

- (a) whether the Government has received numerous complaints against the direct selling/e-commerce companies including cheating, predatory pricing, privacy concerns etc.;
- (b) if so, the details of such complaints received during each of the last three years and the current year, year-wise e-commerce company/site-wise;
- (c) whether the Government has received demands from various associations and public representatives regarding need for regulating e-commerce business in the country and to provide a level playing ground to the traditional traders, if so, the details thereof and the reaction of the Government thereto; and
- (d) the present status of the proposal for setting up of the National Consumer Protection Authority?

**Answer**

THE MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAM VILAS PASWAN)

(a) to (d): A Statement is laid on the Table of the House.

STATEMENT REFERRED IN REPLY TO PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO.11 FOR 24.02.2015 REGARDING COMPLAINTS AGAINST E-COMMERCE COMPANIES.

(a) & (b): Yes, Madam. An information (case no. 80/2014) has been filed by Sh. Mohit Manglani in the Competition Commission of India against alleged anti-competitive conduct of online retailers like M/s Flipkart India Pvt. Ltd., M/s Jasper Infotech Pvt. Ltd., M/s Xerion Retails Pvt. Ltd., M/s Amazon Seller Services Pvt. Ltd., M/s Victor e-commerce Pvt. Ltd. and other similar e-commerce / portal companies. The matter is under consideration of the Commission.

(c): Yes, Madam. Some demands from Associations, etc., have been received; however primary responsibility in the matter of providing a level playing ground to traditional traders lies with the Competition Commission of India or with the appropriate Departments in the State Governments.

Regarding the need for regulating e-commerce business, it should be noted that at present e-commerce activities come under the purview of different laws administered by different Departments, for example, Information Technology Act, Sales of Goods Act, the Competition Act, Consumer Protection Act, Indian Penal Code, Income Tax Laws, etc.

(d): The proposal for setting up of National Consumer Protection Authority has been included in the proposed amendments of the Consumer Protection Act, 1986. Necessary approvals of the Consumer Protection Bill, 2015 are being sought.