

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

UNSTARRED QUESTION NO:77
ANSWERED ON:08.07.2014
ONLINE MARKETING
Kateel Shri Nalin Kumar

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

- (a) whether there are reports/complaints regarding the quality of goods sold through online marketing;
- (b) if so, whether the Government has initiated any action plan to check such practices;
- (c) if so, whether the Government has established any mechanism to regulate the online business in the country and bring it under the Consumer Protection Act; and
- (d) if so, the details thereof?

Answer

THE MINISTER OF STATE FOR CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI. RAOSAHEB PATIL DANVE)

(a) to (d) : All business transaction by consumers, whether online or otherwise, are covered under Consumer Protection Act, 1986 and complainants can approach various Consumer Fora i.e. District Consumer Forum, State Commission and National Commission for resolution of their grievances. However, there is no separate mechanism for addressing grievances relating to online business under the Consumer Protection Act, 1986.