

**GOVERNMENT OF INDIA  
COMMERCE AND INDUSTRY  
LOK SABHA**

UNSTARRED QUESTION NO:2454  
ANSWERED ON:25.07.2014  
. BUSINESS THROUGH ONLINE PURCHASING .  
Kumar Shri Kaushalendra

**Will the Minister of COMMERCE AND INDUSTRY be pleased to state:**

- (a) whether any specific data regarding business done through online purchasing and mobile/teleshopping modes is available with the Government;
- (b) if so, the details thereof indicating quantum and value of business done through such modes during the last three years and the current year, sector-wise;
- (c) whether his Ministry has received any communication from Ministry of Consumer Affairs, Food and Public Distribution to formulate guidelines to protect consumers' right in this regard;
- (d) if so, the details thereof; and
- (e) the reaction of the Ministry thereto?

**Answer**

THE MINISTER OF STATE (INDEPENDENT CHARGE) OF THE MINISTRY OF COMMERCE AND INDUSTRY (SHRIMATI NIRMALA SITHARAMAN)

(a) & (b): No, Madam.

(c) to (e): Yes, Madam. The Department of Consumer Affairs has been receiving a large number of complaints from consumers making online purchases. A large variety of complaints such as non- delivery, delayed delivery, defective products, fake products, violation of warranty or guarantee are received in the department regularly. The Ministry of Consumer Affairs is purposing to frame guidelines for protection of consumers' interest in online shopping.