

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

UNSTARRED QUESTION NO:917

ANSWERED ON:21.11.2016

Complaints against e-Commerce Companies

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

(a) whether the Government has received any complaints against the e-commerce companies for selling inferior quality goods/services and violations of Foreign Direct Investment (FDI) norms in the country during each of the last three years and the current year, if so, the details thereof;

(b) whether the Government has initiated a probe into the operation of e-commerce companies in the wake of such complaints, if so, the details thereof including the action taken against such companies, company-wise;

(c) the total value of products sold by the top ten e-commerce companies during the said period, company-wise; and

(d) the corrective steps taken by the Government to protect the consumers against any cheating by the e-commerce companies?

Answer

???????? ???? ?????? ?????? ?????? (????????? ??????) (????????? ?????????? ??????????)

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

(a) & (b): No data regarding complaints received against e-commerce companies is centrally maintained. However, the details of complaints relating to e-commerce received in the National Consumer Helpline (NCH) during each of the last three years and the current year is as under:

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Year Total Complaints

April, 2013-March, 2014 4792

April, 2014-March, 2015 13812

April, 2015-March, 2016 23955

April, 2016-October, 2016 19666

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Such complaints are forwarded to companies which have partnered with NCH for consumer grievance redressal. In case, any complaint is not resolved, consumers may file the cases with the Police or in a Court of law of jurisdiction or a Consumer Forum of jurisdiction.

Further, Enforcement Directorate conducts investigation under the Foreign Exchange Management Act, 1999 (FEMA) in cases of contravention of FDI policy by various entities as and when any credible information is received in this regard. Based on the outcome of the investigation, appropriate action under the provision of FEMA is taken in such cases.

(c): No such data is centrally maintained by the Government.

(d): Consumer Protection Bill (No. 226 of 2015) introduced in the Lok Sabha on 10.08.2015 covers e-commerce transactions and inter alia seeks to establish a Central Consumer Protection Authority for protection of the interests of the consumers.
