

Government of India
Ministry of Consumer Affairs, Food and Public Distribution
Department of Consumer Affairs

LOK SABHA
UNSTARRED QUESTION NO. 1965
TO BE ANSWERED ON 03.03.2020

CONSUMER PROTECTION RULES

1965. SHRI GAUTAM GAMBHIR:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:

- (a) whether the Government has drafted the Consumer Protection (e-commerce) Rules, 2019;
- (b) if so, the main features thereof;
- (c) whether the Government has held any offline consultations also; and
- (d) if so, the details thereof?

ANSWER

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री
(श्री दानवे रावसाहेब दादाराव)

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

(a) & (b) : Yes Sir, the draft rules on Consumer Protection (e-commerce) Rules, 2019 were uploaded on the department's website for inviting comments/suggestions from the stakeholders. The draft rules provide for provisions for preventing unfair trade practices and to protect the interests of consumers in e-commerce before, during and after e-commerce transactions.

(c) & (d) : Consultations have been held for drafting e-commerce rules to prevent unfair trade practices in e-commerce and to protect the interests of consumers.
