

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

**LOK SABHA**  
**UNSTARRED QUESTION NO. 181**  
TO BE ANSWERED ON 02.02.2022

**CONSUMER PROTECTION RULES**

181. MS. MIMI CHAKRABORTY:

**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 undertaken consultations with experts and industry stakeholders on the Consumer Protection (E-Commerce) Rules, 2020;
- (b) if so, the details thereof including the persons and/or entities consulted with and if not, the reasons therefor; and
- (c) the timeline by when the Government will notify and implement the amendments to the Rules?

**ANSWER**

**उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण राज्य मंत्री**  
**(श्री अश्विनी कुमार चौबे)**

**THE MINISTER OF STATE**  
**CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION**  
**(SHRI ASHWINI KUMAR CHOUBEY)**

(a) to (c) : The Department has consulted with stakeholders, such as Industry Bodies, State Governments, Central Government Ministries/ Departments and Voluntary Consumer Organisations before framing the Consumer Protection (E-commerce) Rules, 2020 and notifying them on 23-07-2020. Subsequently, draft amendments to the Rules were uploaded on the Department's website for wider consultation, in June 2021. Comments from the stakeholders have been received on the same and detailed interactions have been held thereafter on the draft amendments.

\*\*\*\*\*