

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

**LOK SABHA
UNSTARRED QUESTION NO. 2507
TO BE ANSWERED ON 09.07.2019**

ONLINE FRAUD CASES

2507. SHRIMATI DARSHANA VIKRAM JARDOSH:
(OIH)

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

- (a) whether there is any Government scheme to protect the customers from the increasing incidents of online fraud in these days of online shopping;
- (b) the total number of complaints regarding frauds in online shopping received to the Government during the last five years; and
- (c) the details of the number of cases in which action has been taken?

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) : Under the Consumer Protection Act, 1986, a three tier quasi-judicial mechanism has been set up at District, State and Central levels for better protection of the interests of consumers and to provide simple and speedy redressal of consumer disputes including online frauds. The consumer fora are empowered to give relief of a specific nature and award, wherever appropriate, compensation to consumers. Besides, the Department of Consumer Affairs is also running a National Consumer Helpline (NCH) where a consumer can call to seek information, advice or guidance and file complaints.
- (b) : The number of complaints regarding online shopping after operationalization of online complaint filing from August, 2016 to March, 2019 in the National Consumer Helpline is 8373.
- (c) : The complaints received in the NCH are forwarded to the companies concerned for redressal. During the period December, 2016 and March, 2019, in 913 such cases the complainants have been advised by the NCH to approach the local police.