

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

LOK SABHA
UNSTARRED QUESTION NO. 1983
TO BE ANSWERED ON 03.03.2020

PROTECTION OF CONSUMERS FROM E-COMMERCE

1983. SHRI ANUBHAV MOHANTY:

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 provision to protect consumers from e-commerce and if so, the details thereof;
- (b) whether the e-Commerce sites are being regulated under the consumer protection rights and if so, the details thereof;
- (c) the steps taken by the Government to enforce such regulations; and
- (d) the number of cases that have been filed under Consumer Protection Act in the last three years?

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) to (c) : Under the existing Consumer Protection Act, 1986, a three tier quasi-judicial mechanism has been set up to provide speedy and simple redressal to consumer disputes for both the online and offline modes. They have been empowered to give relief of a specific nature and to award, compensation whenever appropriate to consumers. Provisions for awarding penalties for non-compliance of orders given by the quasi-judicial bodies under the Consumer Protection Act, 1986 have also been provided.

The Consumer Protection Act, 2019 has been published in the official gazette on 09.08.2019. The new Act provides provisions for framing rules for preventing unfair trade practices in e-Commerce sector.

(d) : As per the CONFONET portal, Cases filed in all Consumer Fora/Commission during year 2017, 2018 and 2019 are given below:

Year	Cases Filed
2017	170068
2018	159849
2019	174748
Total	522638
