

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

LOK SABHA
UNSTARRED QUESTION NO.3367
TO BE ANSWERED ON 16.03.2021

E-COMMERCE SITES

3367. 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 e-commerce sites are being regulated under Consumer Protection Laws;
- (b) if so, the details thereof; and
- (c) if not, the reasons therefor along with the measures to enforce such regulations?

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 provisions of the Consumer Protection Act, 2019, E-Commerce Rules, 2020 have been notified by the Central Government for prevention of unfair trade practice in e-commerce and protection of the interest and rights of the consumers. The E-Commerce Rules, 2020 specify duties and liabilities of the e-commerce entities (market place & inventory model) and sellers on e-marketplaces.

As per these Rules, every e-commerce entity is required to provide details on its platform about the sellers offering goods and services including the name of their business, whether registered or not, their geographic address, customer care number, any rating or other aggregated feedback about such seller and any other information necessary for enabling consumers to make informed decisions at pre-purchase stage.

The e-commerce entities are also required to provide information relating to return, refund, exchange, warranty and guarantee, delivery and shipment, modes of payment, grievance redressal mechanism, payment methods, security of payment methods, any fees or charges payable by users, charge-back options etc. to its users at the appropriate place on its platform.

As per the amended Legal Metrology (Packaged Commodities) Rules, 2011, all the e-commerce entities are required to display on the digital and electronic network, the mandatory declarations like name and address of the Manufacturer/ Packer/ Importer; common or generic name of the commodity; net quantity; MRP; consumer care details, best before or expiry date for the commodity which may become unfit for human consumption, including the country of origin.
