

# 2494 Complaints registered against e-Commerce companies during last three years

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The Consumer Protection Act, 1986 has been enacted to better protect the interests of the consumers. The provisions of the Consumer Protection Act, 1986, covers all goods and services and all modes of transaction including e-commerce. A consumer can file a complaint relating to e-commerce transactions in the appropriate Consumer Forum established under the provisions of the Consumer Protection Act. There is no proposal to bring in a separate legislation for e-commerce platforms.

Under the provisions of the Consumer Protection Act, 1986 a consumer can file a complaint in the appropriate Consumer Forum. However, before approaching a Consumer Forum there is mechanism for alternate dispute resolution through the National Consumer Helpline (1XXX-XX-4000 and short code 14404) at New Delhi and Online Consumer Mediation Centre in the National Law School India University Bengaluru.

The details of complaints received in the National Consumer Helpline against direct selling /e-commerce companies during 2014-15, 2015-16 and 2016-17 (up to December, 2016 ) are as under:

Organization	2014-15	2015-16	2016-17 (upto Dec)	Total
Bookmyoffer.com	0	71	449	520
Snapdeal.com	37	52	120	209
e BAY	10	30	135	175
Flipkart.com	25	40	92	157
Whaaky.com	36	35	79	150
Askmebazar.com	27	116	6	149
Shopclues.com	46	55	47	148
Amazon.in	7	15	114	136
Paytm.com	13	31	46	90
HOME SHOP18	40	15	15	70
Naaptol.com	15	10	13	38
Shop CJ Network India Pvt. Ltd	16	4	10	30
Myntra.com	9	9	2	20
Jabong.com	1	2	15	18
Other - Ecommerce	136	205	243	584
Total	418	690	1386	2494

The received complaints were dealt with as per consumer grievance redressal procedure.

There is no proposal for setting up of National Consumer Safety Authority. However, the Consumer Protection Bill, 2015, already introduced in Parliament, seeks to provide for establishment of a Central Consumer Protection Authority to look into, inter alia, unfair trade practices.

This information was given by Shri C.R. Chaudhary, the Minister of State for Consumer Affairs, Food & Public Distribution, in written reply to a question in Lok Sabha today.

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