



Complaints against E-Commerce Companies

Posted On: 19 DEC 2017 3:04PM by PIB Delhi

Complaints regarding e-commerce received at the National Consumer Helpline are referred to the companies concerned for redressal. In some cases, consumers are advised to file complaints in the appropriate Consumer Forum for redressal.

There is a rise in number of complaints against the e-commerce companies in last three years. The number of complaints relating to e-commerce received in the National Consumer helpline in the last three years are as under:

Year	No. of e-commerce complaints
May, 2014-March, 2015	13, 812
April, 2015- March, 2016	23,955
April, 2016- March, 2017	50, 767

The National Consumer Helpline has partnered with more than 340 companies including 55 e-commerce companies under its convergence programme. The complaints received are transferred through the system software to these companies for redressal.

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

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(Release ID: 1513154) Visitor Counter : 461

