

GOVERNMENT OF INDIA
MINISTRY OF COMMERCE & INDUSTRY
(DEPARTMENT OF COMMERCE)

RAJYA SABHA
UNSTARRED QUESTION NO. 2434
TO BE ANSWERED ON 08th AUGUST, 2018

RECORD OF E-COMMERCE PLATFORMS

2434. SHRI SANJAY SINGH:

Will the Minister of **COMMERCE & INDUSTRY** be pleased to state:

- (a) whether it is a fact that as per a recent RTI, Government has no record of number of e-commerce platforms;
- (b) if so, whether Government is planning to maintain a record;
- (c) if not, how are grievances being handled at present; and
- (d) whether the Ministry has received any complaint from small e-commerce sellers regarding payments, discrimination and unjust blacklisting by e-commerce market places, if so, what action has been taken?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY
(SHRI C. R. CHAUDHARY)

(a) & (b): This Department does not maintain record of e-commerce platforms or companies in the country.

(c): Complaints relating to delivery of defective goods, damaged goods and also non-delivery of products are being received in the National Consumer Helpline being run by the Department of Consumer affairs. Complaints regarding e-commerce received in 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.

(d): This Department receives suggestions on various issues in different sectors including e-commerce sector. The same are forwarded to the concerned bodies of the Government to take action as per law.
