

Fraud by e-Commerce Companies - File FIR if they are not traceable: Govt

By TIOL News Service

EW DELHI, DEC 11, 2019: ere consumer can file

onsumer Protection Act, 19) has been enacted to better protect the interests of the consumers. It covers all goods and services and all pde of transactions including commerce. Under the provision of the said Act, a three tier quasi-judicial mechanism, called Consumer Fora, a complaint against any unfair trade practices including those on e-commerce is provided.

Financial year wise number of fraud dockets registered under the e-commerce platform at the National Consumer Helpline are as under:

Financial Year	Fraud Online shopping Cases
12 Aug 2016-Mar-17	977
April 2017-Mar-18	2,441
April 2018-Mar-19	4,955
April 2019-Nov-19	5,620
Total	13,993

From August 2016, the portal www.consumerhelpline.gov.in has been developed to provide a platform to consumers to register their complaints. Further, the National Consumer Helpline (NCH) has partnered with some companies to resolve their customer complaints. This is an alternate grievance redressal method, and is a completely voluntary initiative taken up by these companies.

NCH advise to consumers for fraudulent transactions is to lodge an FIR /make a police Complaint or to Cyber Cell, if company is not traceable.

This information was given by the Minister of Commerce and Industry, Piyush Goyal, in a written reply in the Lok Sabha today.