Quality of online shopping goods

4215. SHRI B.S. GNANADESIKAN : Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government is concerned that the goods purchased through online shopping are not in quality as assured by the companies who sold the same to the consumers;

(b) if so, whether Government has initiated any plan to prevent such companies who are involved in such malpractices;

(c) whether Government has also established a mechanism to regulate the online business in the country; and

(d) if so, the detail is thereof?

THE MINISTER OF STATE OF THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (PROF. K.V. THOMAS) : (a) and (b) Yes, Sir. Consumer rights are protected under the relevant provisions of various Acts such as The Sales of Goods Act, 1930, The Indian Contract Act, 1872, The Consumer Protection Act, 1986, The Indian Penal Code, 1860 etc. The consumers are free to approach the competent authority under relevant Act/Rule in cases of malpractices by companies both in physical and online business.

(c) and (d) Various Consumer Fora set up under Consumer Protection Act, 1986 also entertain consumer grievance concerning shopping including online shopping.

Quota of edible oil for Assam

4216. SHRI BHUBANESWAR KALITA : Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) the quota of edible oil fixed for Assam for distribution through Public Distribution System;

(b) the details of actual release of quota during the last three years; and
(c) the details of demand made by the State Government in this regard?

THE MINISTER OF STATE OF THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (PROF. K.V. THOMAS) : (a) There is no fixed quota of edible oils for States including Assam under the scheme for distribution of subsidised imported edible oils for distribution through Public Distribution System (PDS). The allocation is made to States as per their demand.

(b) and (c) The State of Assam has not participated in the scheme during the last three years and no demands have been received from Government of Assam.

Supply of ethanol to OMCS

4217. SHRI A. ELAVARASAN: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Indian Sugar Mills Association has urged the Government to speed up the ethanol tendering process of Oil Marketing Companies (OMCs), so that the factories could begin supplies;

(b) if so, the details thereof;

(c) whether it is a fact that OMCs had floated tender in January and the delay in finalising of tender by OMCs has left the millers to supply their molasses to other uses like cattle feed and industrial alcohol; and

(d) if so, the details thereof?

THE MINISTER OF STATE OF THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (PROF. K.V. THOMAS) : (a) and (b) Yes, Sir. Indian Sugar Mills Association (ISMA) has recently represented to the Ministry of Petroleum and Natural Gas stating, inter-alia, that there has been delay in finalization of tender issued by Oil Marketing Companies (OMCs) for procurement of ethanol.

(c) and (d) The OMCs floated tender on 29th December, 2012 for their requirement of 140.40 crore litres of ethanol in accordance with the decision of the Government dated 22.11.2012. Price bids were opened on 15.022013 and after price negotiations, Letters of Intent (LOI) have been sent. The process is continuing.