

(c) the factors hindering the growth of e-commerce in the country along with the remedial action taken by Government?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAOSAHEB DADARAO DANVE): (a) At present no official data on e-commerce industry is being compiled/available.

(b) No such formal complaint has been received.

(c) As per available information the major hurdles for growth of domestic e-commerce include poor infrastructure specially low internet penetration and absence of specific regulatory frame work.

Regulation of online retailing

1476. SHRIMATI RENUKA CHOWDHURY:

SHRI AVINASH PANDE:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government has formulated or is planning to formulate any rules, regulations and policy in respect of online retailing, if so, the details thereof and if not, the reasons therefor; and

(b) the steps taken by Government to monitor and regulate online business in order to bring clarity and transparency in e-commerce retail business?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAOSAHEB DADARAO DANVE): (a) and (b) At present there is no single set of law/regulations to govern e-commerce industry and therefore e-commerce activities come under the purview of different laws like Information Technology Act, 2000, Contract Law, Indian Penal Code, etc. E-commerce industry is also required to comply with other business laws like Company Law, Labour Law, Income Tax Laws etc. and also compliance with existing banking and financial norms applicable.

Keeping in view the increased number of online fraud/cheating cases, the Government has also initiated steps for incorporating sufficient provisions for protection of consumers of online shopping/e-commerce under Consumer Protection Act, 1986.