

Startups, Skill Development etc. In addition to the flagship events, the summit also witnessed the launch of a completely new set of forums aimed at diversifying the nature of knowledge sharing and intensifying the level of networking between participants. The summit also provide opportunities for various stake holders to connect with each other, understand each other's perspective and expectations and work towards mutually beneficial goals.

During the Vibrant Gujarat summit, a number of MoUs have been signed since 2014 in various sectors including Micro, Small and Medium Enterprises (MSMEs). However, the details of these MoUs are not centrally compiled.

#### **Impact of e-commerce on retail market**

321. SHRI BINOY VISWAM: Will the Minister of COMMERCE AND INDUSTRY be pleased to state:

- (a) whether Government has made any study in the past about the impact of e-commerce business on the retail general market in the country;
- (b) if so, the details and major findings of the study;
- (c) if not, whether Government has any plan to conduct a study in this regard;
- (d) whether Government has made any law to ensure the consumer rights of the people from the exploitation of e-commerce companies;
- (e) if so, the details thereof;
- (f) if not, whether Government has any plan to bring new law in this regard; and
- (g) the number of complaints which have been filed against e-commerce companies?

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY (SHRI C. R. CHAUDHARY): (a) and (b) No such study has been conducted by the Government.

(c) No such proposal to conduct study on impact of e-Commerce business on the retail general market in the country is under consideration of the Government at present.

(d) and (e) Consumer Protection Act, 1986 protects interests of the consumer and it covers all goods and services and all modes of transactions including e-Commerce. Under the provisions of the said Act, a three tier quasi-judicial mechanism, called Consumer Disputes Redressal Commission/Forum, has been set up at the district, State and National levels to provide simple, quick and inexpensive redressal to consumer disputes.

(f) Does not arise.

(g) The number of grievances related to e-Commerce reported on the National Consumer Helpline during the last two year is as below:

Sl. No.	Year	Grievances Reported
1.	April 2017-March 2018	76615
2.	April 2018 - December 2018	73098

#### **Special task force to draft National e-Commerce Policy**

322. SHRI SANJAY SINGH: Will the Minister of COMMERCE AND INDUSTRY be pleased to state:

(a) whether the Ministry has constituted a special task force to draft national e-Commerce Policy, if so, the details thereof;

(b) if so, the minute-wise details and agenda of the meetings and discussions held by task force; and

(c) whether any member from civil society was included in the task force, if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY (SHRI C. R. CHAUDHARY): (a) and (b) A Think Tank on 'Framework for National Policy on e-Commerce' was constituted by Department of Commerce and a task force under the Think Tank was set up for preparing recommendations for India's National Policy on e-Commerce. The Think Tank was further sub-divided into various sub-groups. These sub-groups met during 20th - 22nd June, 2018 and discussed wide ranging issues such as cross border data flows; taxation; trade facilitation and logistics; consumer confidence; Intellectual Property Rights and future technology; Foreign Direct Investment and competition issues etc.