

(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.

The task force in its meeting considered cross-cutting issues. Participation from Ministries/ Departments involved in various aspects of e-commerce was requested for the task force meeting to finalise the draft recommendations emerging from the sub-group meetings. The deliberations of the task force and the sub-groups were summarized into the sub-groups reports, which further fed into the draft recommendations.

(c) The task force involved representation from the Government, Industry and experts with domain knowledge.

#### **Misuse of South Asian FTA**

323. DR. SASIKALA PUSHPA RAMASWAMY: Will the Minister of COMMERCE AND INDUSTRY be pleased to state:

(a) whether Government has received any complaints from domestic manufacturers regarding misuse of South Asian Free Trade Area (SAFTA) in importing various products from neighbouring countries;

(b) if so, the details thereof; and

(c) the details of the steps taken by Government to resolve the issue?

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY (SHRI C. R. CHAUDHARY): (a) and (b) Yes Sir. A number of references have been received by the Government, alleging import of pepper, arecanut and refined edible oil of third country origin through some neighbouring countries, utilising the provisions of the Agreement on South Asian Free Trade Area (SAFTA) and adversely affecting the domestic prices.

(c) The Government has taken several steps to resolve the issue, which, *inter-alia*, include the following:

- (i) Minimum Import Price (MIP) of ₹ 500/- per kg. was imposed on pepper *vide* Notification dated 06.12.2017. Further, *vide* Notification dated 21.03.2018, import of pepper below ₹ 500/- per kg. was prohibited;
- (ii) MIP for arecanut was increased from ₹ 162/- per kg. to ₹ 251/- per kg. *vide* Notification dated 17.01.2017. Further, *vide* Notification dated 25.07.2018, the import of arecanut below ₹ 251/- per kg. was prohibited;
- (iii) The relevant authorities in Sri Lanka, Nepal and Bangladesh have been requested to exercise extreme care and diligence in issuing the Certificates