

the industry itself. Accordingly, Apex Industry Associations namely Confederation of Indian Industry (CII), Federation of Indian Chamber of Commerce and Industry (FICCI) and Associated Chambers of Commerce and Industry of India (ASSOCHAM), have prepared Voluntary Code of Conduct (VCC) for their member companies. In addition, Nodal Officers have been designated by Confederation of Indian Industry (CII), Federation of Indian Chamber of Commerce and Industry (FICCI) and Associated Chambers of Commerce & Industry of India (ASSOCHAM) and Dalit Indian Chamber of Commerce and Industry (DICCI) for ensuring implementation of affirmative action for SC/ST in private sector by their member companies centered around education, employability, entrepreneurship and employment to achieve inclusion.

Growth of e-commerce industry

†1127. DR. KIRODI LAL MEENA: Will the Minister of COMMERCE AND INDUSTRY be pleased to state:

- (a) whether e-commerce has become the fastest growing trade channel which is facilitating transborder trade of goods and services owing to advanced technological innovations;
- (b) if so, the details of the growth of e-commerce industry;
- (c) whether e-commerce industry and its consumers in the country are facing various pre and post transaction problems;
- (d) if so, the details thereof and the reaction of Government thereto; and
- (e) whether Government is seriously considering to bring a national e-commerce policy and if so, by when?

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY (SHRI C. R. CHAUDHARY): (a) and (b) No such assessment has been made by the Government. However, the e-Commerce market, as per the WTO's World Trade Report 2018, was of the order of US\$ 27.7 trillion in 2016, of which US\$ 23.9 trillion was business-to-business (B2B) transactions.

As per the UNCTAD Information Economy Report, 2017, exports of Information and Communications Technology services grew by 40 per cent between 2010 and 2015. Worldwide e-Commerce sales in 2015 reached \$25.3 trillion, 90 per cent of which were in the form of business-to-business e-Commerce and 10 per cent in the form of business-

†Original notice of the question was received in Hindi.

to-consumer (B2C) sales. The report estimates that cross-border B2C e-Commerce was worth about \$189 billion in 2015, which corresponds to 7 per cent of total B2C - e-Commerce.

(c) and (d) Department of Consumer Affairs runs a National Consumer Helpline, where consumers lodge their complaints including those in e-Commerce sector. Based on the complaints it is observed that the consumers face problems like delivery of wrong/defective product, non-delivery of project/late delivery, sale of poor quality/spurious/fake products, non-returning/refunding under replacement warranty, product/product accessories missing, paid amount not refunded, etc. The number of grievances related to e-Commerce reported on the National Consumer Helpline during the last three years is as below:—

April 2016 to March 2017	April 2017 to March, 2018	April 2018 to Dec, 2018
48239	76615	73098

The complaints received on the National Consumer Helpline are transferred online to the companies concerned for resolution. If a complaint is not resolved by the company concerned, the consumer can approach a consumer forum, set up under the provisions of the Consumer Protection Act, 1986, of appropriate jurisdiction for redressal of his grievance/complaint.

(e) The formulation of a National e-Commerce policy is under consideration of the Government, for which no timeline has been fixed. Stakeholder consultation with representatives from MeitY, Reserve Bank of India, Industry bodies, e-Commerce Companies, Telecom Companies, IT Companies, Payment Companies etc., are underway.

Market capitalization of agro-export industry

1128. SHRI AHAMED HASSAN: Will the Minister of COMMERCE INDUSTRY be pleased to state:

- (a) whether it is a fact that market capitalization of agro-export industry has not improved much during the last three years;
- (b) if so, the details thereof and the reasons therefor;
- (c) whether Government is considering tax relaxation for agro-export industries;