

**GOVERNMENT OF INDIA
MINISTRY OF COMMERCE & INDUSTRY
DEPARTMENT FOR PROMOTION OF INDUSTRY AND INTERNAL TRADE
RAJYA SABHA**

**UNSTARRED QUESTION NO. 1993.
TO BE ANSWERED ON FRIDAY, THE 12TH MARCH, 2021.**

SALE OF DUPLICATE PRODUCTS BY e-COMMERCE SITE

1993. SHRI K. SOMAPRASAD:

Will the Minister of **Commerce and Industry** be pleased to state:

- (a) whether Government has noticed that complaints are growing from public about the cheating of people by selling duplicate and substandard products by an Indian e-Commerce site or company, if so, the details thereof;
- (b) whether Government has noticed that the Indian e-Commerce site has been blacklisted as per the report of United States Trade Representatives, if so, the details of such e-Commerce site; and
- (c) whether Government is likely to enact legislation to safeguard the interests of consumers against the exploitation by e-Commerce sites and companies, if so, the details thereof?

ANSWER

**THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE & INDUSTRY
(SHRI SOM PARKASH)**

- (a): No Sir. As per the data available with the National Consumer Helpline, it is observed that several consumer grievances have been received in respect of sale of poor quality/spurious/fake products, in the e-commerce sector. Details of such complaints received in the last four years along with YoY growth is tabulated as under:

Period	Complaints Registered	Y-o-Y Growth
Apr 2017 – Mar 2018	3763	-
Apr 2018 – Mar 2019	2855	-24%
Apr 2019 – Mar 2020	4610	61%
Apr 2020 – Mar 2021	3140	-31%

- (b): The Office of the United States Trade Representative (USTR) released the findings of its Annual Special 301 Report on Review of Notorious Markets for Counterfeiting and Piracy (the Notorious Markets List), on January 14, 2021, which is based predominantly on publicly available information and comments solicited by USTR through a request for public comments published in the Federal Register. In the report, *inter alia*, Snapdeal, which is

an e-commerce platform has been identified for selling fake goods, involving counterfeiting and piracy in India.

- (c): Yes Sir, the Consumer Protection (E-Commerce) Rules, were notified on July 23, 2020 for prevention of unfair trade practice in e-commerce and protection of the interest and rights of the consumers. The E-Commerce Rules, 2020 specify duties and liabilities of the e-commerce entities (market place & inventory model) and sellers on e-marketplaces.
