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Grievance redressal mechanism of e-commerce players not up to mark: Consumer Affairs Secy



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Consumer Affairs Secretary Rohit Kumar Singh said that the number of complaints registered on the National Consumer Helpline (NCH) has gone up to 90,000 in November compared to 40,000 in the same month last year which means that the grievance redressal system of many of the big e-commerce companies is not working up to the mark.

The grievance redressal mechanism of many big e-commerce players is not up to the mark as the number of complaints received by the National Consumer Helpline has risen sharply over the last four years, Consumer Affairs Secretary Rohit Kumar Singh said on Thursday.

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