



Advertisement

AGRO-FORESTRY (/NEWS/AGRO-FORESTRY) ART & CULTURE (/NEWS/ART-CULTURE) TECHNOLOGY (/NEWS/TECHNOLOGY)
 ECONOMY (/NEWS/ECONOMY-BUSINESS) EDUCATION (/NEWS/EDUCATION) ENERGY (/NEWS/ENERGY-EXTRACTIVES) POLITICS (/NEWS/POLITICS)
 Home (/) > News & Governance (/NEWS/NEWS-&-GOVERNANCE) LAW & GOVERNANCE (/NEWS/LAW-&-GOVERNANCE) HEALTH (/NEWS/HEALTH) SCIENCE (/NEWS/SCIENCE-ENVIRONMENT)
 SOCIAL (/NEWS/SOCIALGENDER) SPORTS (/NEWS/SPORTS) TRANSPORT (/NEWS/TRANSPORT)
 URBAN DEVELOPMENT (/NEWS/URBAN-DEVELOPMENT) WASH (/NEWS/WASH)

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

Last month, it was 48 per cent of the total complaints, he said. That means that grievance redressal system of many of the big e-commerce companies is not working up to the mark, he added. Singh noted that the power equation between the consumer and seller has suddenly changed.

PTI (/pti-stories) | New Delhi | Updated: 22-12-2022 18:03 IST | Created: 22-12-2022 17:39 IST



Country: India

SHARE



(https://www.youtube.com/channel/UC28dlbVXA88OyB83dM8BEYg?sub_confirmation=1)



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 (/news?tag=Singh) said on Thursday.

Addressing an event organised by the Public Affairs Forum of India (/news?tag=India) (PAFI) Singh (/news?tag=Singh) said 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.

"Four years back, the number of complaints pertaining to e-commerce transactions was 8 per cent of the total complaints. Last month, it was 48 per cent of the total complaints," he said.

"That means that grievance redressal system of many of the big e-commerce companies is not working up to the mark," he added.

Singh noted that the power equation between the consumer and seller has suddenly changed. "Consumer is getting weaker and weaker, that's where the role of this ministry becomes important," he added.

The Secretary shared that in his various interactions with corporates across the sector, including edutech (/news?tag=edutech), cab aggregators, food delivery platforms, online gaming platforms and e-commerce companies, he has conveyed that they cannot "take consumers for a ride." The corporates have been asked to self-regulate, he added.

The NCH provides services in 10 languages at present, which will increase to 22 in the future, he said.

Singh, however, acknowledged that the regulation and enforcement framework has not kept pace with the advancements of the economy.

Talking about other initiatives of the ministry, the Secretary said the government will soon come out with guidelines for social media influencers, making it mandatory for them to disclose if they have taken money to endorse products.

He also said the consumer interest watchdog CCPA is investigating complaints relating to pricing by cab aggregators like Ola and Uber.

Expressing concern over 5.27 lakh cases pending in consumer courts at district, state and national levels, Singh (/news?tag=Singh) said the government is making efforts to address this problem.

Out of the total pending cases, 1.8 lakh pertain to the insurance sector and another 80,000 cases relate to banking, he added.

Singh said there are some "systematic issues" and that have been referred to sector-specific



(/Home/AdvancedSearch)

On misleading advertisements, he said, "We have now developed a framework for social influencers which will be released soon. They have to disclose if they have taken money to endorse the product."

On the Legal Metrology Act, Singh said more reforms are needed and sought suggestions from the industry. He also said recently the Cabinet has approved a bill which will decriminalise certain provisions under the Act.

The government is also developing standards on artificial intelligence and sustainable packaging.

(This story has not been edited by Devdiscourse staff and is auto-generated from a syndicated feed.)

READ MORE ON:

[Consumer Affairs \(/news?tag=Consumer+Affairs\)](/news?tag=Consumer+Affairs)

[edutech \(/news?tag=edutech\)](/news?tag=edutech)

[Cabinet \(/news?tag=Cabinet\)](/news?tag=Cabinet)

[India \(/news?tag=India\)](/news?tag=India)

[Singh \(/news?tag=Singh\)](/news?tag=Singh)

[Kumar Singh \(/news?tag=Kumar+Singh\)](/news?tag=Kumar+Singh)

Advertisement

- Assam CM Himanta Biswa Sarma along with cabinet ministers have lunch with locals in paddy field (/article/headlines/2280842-assam-cm-himanta-biswa-sarma-along-with-cabinet-ministers-have-lunch-with-locals-in-paddy-field)

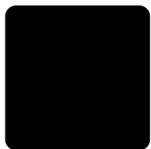
AGRO-FORESTRY (/NEWS/AGRO-FORESTRY) ART & CULTURE (/NEWS/ART-CULTURE) TECHNOLOGY (/NEWS/TECHNOLOGY) ECONOMY (/NEWS/ECONOMY-BUSINESS) EDUCATION (/NEWS/EDUCATION) ENERGY (/NEWS/ENERGY-EXTRACTIVES) POLITICS (/NEWS/POLITICS) LAW & GOVERNANCE (/NEWS/LAW-GOVERNANCE) HEALTH (/NEWS/HEALTH) SCIENCE (/NEWS/SCIENCE-ENVIRONMENT) SOCIAL (/NEWS/SOCIAL-BENDER) SPORTS (/NEWS/SPORTS) TRANSPORT (/NEWS/TRANSPORT)
- BJP to form govt for 7th straight term in Gujarat on Dec 12, 20 cabinet ministers to take oath along with CM Bhupendra Patel (/article/headlines/2281448-bjp-to-form-govt-for-7th-straight-term-in-gujarat-on-dec-12-20-cabinet-ministers-to-take-oath-along-with-cm-bhupendra-patel)

URBAN DEVELOPMENT (/NEWS/URBAN-DEVELOPMENT) WASH (/NEWS/WASH)
- Brazil's da Silva announces incoming Cabinet ministers (/article/politics/2281245-brazils-da-silva-announces-incoming-cabinet-ministers)
- UPDATE 1-Peru's president Boluarte names Cabinet following Castillo ouster (/article/politics/2281995-update-1-perus-president-boluarte-names-cabinet-following-castillo-ouster)
- Telangana cabinet nod to fill 3,966 vacancies in Police dept (/article/education/2281903-telangana-cabinet-nod-to-fill-3966-vacancies-in-police-dept)

 POST / READ COMMENTS

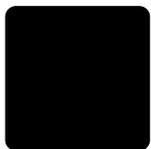
Advertisement

TRENDING



Health News Roundup: U.S. FDA approves Acer Therapeutics' genetic disorder d... **1**

(/article/health/2297422-health-news-roundup-us-fda-approves-acer-therapeutics-genetic-disorder-drug-biontech-starts-human-trial-to-test-malaria-va) GLOBAL
 health-news-roundup-us-fda-approves-acer-therapeutics-genetic-disorder-drug-biontech-starts-human-trial-to-test-malaria-va)



SPECIAL REPORT-The Michigan lawyer pushing Trump's voter-fraud fictions in U... **2**

(/article/politics/2296757-special-report-the-michigan-lawyer-pushing-trumps-voter-fraud-fictions-in-us-courts) UNITED STATES
 special-report-the-

michigan-lawyer-
pushing-trumps-water-
fraud-fiction-s-in-
courts)



(/Home/AdvancedSearch)



AGRO-FORESTRY (/NEWS/AGRO-FORESTRY) ART & CULTURE (/NEWS/ART-CULTURE) TECHNOLOGY (/NEWS/TECHNOLOGY) China
NEWS/ECONOMY-BUSINESS) EDUCATION (/NEWS/EDUCATION) ENERGY (/NEWS/ENERGY-EXTRACTIVES) POLITICS (/NEWS/POLITICS)
LAW & GOVERNANCE (/NEWS/LAW-GOVERNANCE) HEALTH (/NEWS/HEALTH) SCIENCE (/NEWS/SCIENCE-ENVIRONMENT)
(/article/health/2296352-health-news-roundup-biontech-vaccines-for-german-expatriates-in-china-
health-news-roundup-
biontech-vaccines-for-
german-expatriates-in-
china-have-arrived-at-
german-embassy-
mercks-covid-pill-doe)
SOCIAL (/NEWS/SOCIAL-GENDER) SPORTS (/NEWS/SPORTS) TRANSPORT (/NEWS/TRANSPORT)
URBAN DEVELOPMENT (/NEWS/URBAN-DEVELOPMENT) WASH (/NEWS/WASH)

3



No oxygen needed for these minerals to form on Mars

(/article/science-environment/2297093-no-oxygen-needed-for-these-minerals-to-form-on-mars)
GLOBAL

(/article/science-
environment/2297093-
no-oxygen-needed-for-
these-minerals-to-
form-on-mars)

4

DEVSHOTS



[AGRO-FORESTRY \(/NEWS/AGRO-FORESTRY\)](#)
[ART & CULTURE \(/NEWS/ART-CULTURE\)](#)
[TECHNOLOGY \(/NEWS/TECHNOLOGY\)](#)
[ECONOMY \(/NEWS/ECONOMY-BUSINESS\)](#)
[EDUCATION \(/NEWS/EDUCATION\)](#)
[ENERGY \(/NEWS/ENERGY-EXTRACTIVES\)](#)
[POLITICS \(/NEWS/POLITICS\)](#)
[LAW & GOVERNANCE \(/NEWS/LAW-GOVERNANCE\)](#)
[HEALTH \(/NEWS/HEALTH\)](#)
[SCIENCE \(/NEWS/SCIENCE-ENVIRONMENT\)](#)
[SOCIAL \(/NEWS/SOCIALGENDER\)](#)
[SPORTS \(/NEWS/SPORTS\)](#)
[TRANSPORT \(/NEWS/TRANSPORT\)](#)
[URBAN DEVELOPMENT \(/NEWS/URBAN-DEVELOPMENT\)](#)
[WASH \(/NEWS/WASH\)](#)



What Opportunities do Bio-economy and Green Recovery Provide in a Post-COVID-19 Era?

[\(/news/videos/362-what-opportunities-do-bio-economy-and-green-recovery-provide-in-a-post-covid-19-era\)](/news/videos/362-what-opportunities-do-bio-economy-and-green-recovery-provide-in-a-post-covid-19-era)



Transport Asset Management for Climate Resilience and Road Safety

[\(/news/videos/361-transport-asset-management-for-climate-resilience-and-road-safety\)](/news/videos/361-transport-asset-management-for-climate-resilience-and-road-safety)

AGRO-FORESTRY (/NEWS/AGRO-FORESTRY) ART & CULTURE (/NEWS/ART-CULTURE) TECHNOLOGY (/NEWS/TECHNOLOGY)
ECONOMY (/NEWS/ECONOMY-BUSINESS) EDUCATION (/NEWS/EDUCATION) ENERGY (/NEWS/ENERGY-EXTRACTIVES) POLITICS (/NEWS/POLITICS)
LAW & GOVERNANCE (/NEWS/LAW-GOVERNANCE) HEALTH (/NEWS/HEALTH) SCIENCE (/NEWS/SCIENCE-ENVIRONMENT)
SOCIAL (/NEWS/SOCIALGENDER) SPORTS (/NEWS/SPORTS) TRANSPORT (/NEWS/TRANSPORT)
URBAN DEVELOPMENT (/NEWS/URBAN-DEVELOPMENT) WASH (/NEWS/WASH)



Are Food Waste and Food Loss a Real Threat For Food Security?

(/news/videos/360-are-food-waste-and-food-loss-a-real-threat-for-food-security)



What is the current scenario of E-waste management in India?

(/news/videos/359-what-is-the-current-scenario-of-e-waste-management-in-india)



- Indian-origin enforcement officer jailed for pocketing illegal tobacco products at Singapore's Changi Airport (</article/law-order/2297656-indian-origin-enforcement-officer-jailed-for-pocketing-illegal-tobacco-products-at-singapores-changi-airport>)
AGRO FORESTRY (/NEWS/AGRO-FORESTRY) ART & CULTURE (/NEWS/ART-CULTURE) TECHNOLOGY (/NEWS/TECHNOLOGY) ECONOMY (/NEWS/ECONOMY-BUSINESS) EDUCATION (/NEWS/EDUCATION) ENERGY (/NEWS/ENERGY-EXTRACTIVES) POLITICS (/NEWS/POLITICS)
- Bihar preparing reintroduction of rhinos scheme in Valmiki Tiger Reserve (</article/headlines/2297655-bihar-preparing-reintroduction-of-rhinos-scheme-in-valmiki-tiger-reserve>)
LAW & GOVERNANCE (/NEWS/LAW-GOVERNANCE) HEALTH (/NEWS/HEALTH) SCIENCE (/NEWS/SCIENCE-ENVIRONMENT) SOCIAL (/NEWS/SOCIAL-GENDER) SPORTS (/NEWS/SPORTS) TRANSPORT (/NEWS/TRANSPORT) URBAN DEVELOPMENT (/NEWS/URBAN-DEVELOPMENT) WASH (/NEWS/WASH)
- Katrina Kaif, Vijay Sethupathi share first poster of 'Merry Christmas', film to release in 2023 (</article/entertainment/2297652-katrina-kaif-vijay-sethupathi-share-first-poster-of-merry-christmas-film-to-release-in-2023>)
- RT-PCR to be mandatory for passengers from China, Japan, S Korea, Hong Kong Thailand: Mandaviya (</article/business/2297651-rt-pcr-to-be-mandatory-for-passengers-from-china-japan-s-korea-hong-kong-thailand-mandaviya>)

(<https://visionri.com/Home/IdeaME>)

OPINION / BLOG / INTERVIEW



[AGRO-FORESTRY \(/NEWS/AGRO-FORESTRY\)](#)
[ART & CULTURE \(/NEWS/ART-CULTURE\)](#)
[TECHNOLOGY \(/NEWS/TECHNOLOGY\)](#)
[ECONOMY \(/NEWS/ECONOMY-BUSINESS\)](#)
[EDUCATION \(/NEWS/EDUCATION\)](#)
[ENERGY \(/NEWS/ENERGY-EXTRACTIVES\)](#)
[POLITICS \(/NEWS/POLITICS\)](#)
[LAW & GOVERNANCE \(/NEWS/LAW-GOVERNANCE\)](#)
[HEALTH \(/NEWS/HEALTH\)](#)
[SCIENCE \(/NEWS/SCIENCE-ENVIRONMENT\)](#)
[SOCIAL \(/NEWS/SOCIALGENDER\)](#)
[SPORTS \(/NEWS/SPORTS\)](#)
[TRANSPORT \(/NEWS/TRANSPORT\)](#)
[URBAN DEVELOPMENT \(/NEWS/URBAN-DEVELOPMENT\)](#)
[WASH \(/NEWS/WASH\)](#)

Revolutionizing Energy: The Science Behind Cutting-Edge Technologies

(/article/technology/2296824-revolutionizing-energy-the-science-behind-cutting-edge-technologies)

Tech-Savvy Farming: The Future of Agriculture and Forestry

(/article/technology/2296768-tech-savvy-farming-the-future-of-agriculture-and-forestry)



AGRO-FORESTRY (/NEWS/AGRO-FORESTRY) ART & CULTURE (/NEWS/ART-CULTURE) TECHNOLOGY (/NEWS/TECHNOLOGY)
ECONOMY (/NEWS/ECONOMY-BUSINESS) EDUCATION (/NEWS/EDUCATION) ENERGY (/NEWS/ENERGY-EXTRACTIVES) POLITICS (/NEWS/POLITICS)
LAW & GOVERNANCE (/NEWS/LAW-GOVERNANCE) HEALTH (/NEWS/HEALTH) SCIENCE (/NEWS/SCIENCE-ENVIRONMENT)
SOCIAL (/NEWS/SOCIALGENDER) SPORTS (/NEWS/SPORTS) TRANSPORT (/NEWS/TRANSPORT)
URBAN DEVELOPMENT (/NEWS/URBAN-DEVELOPMENT) WASH (/NEWS/WASH)

Agroforestry: A Win-Win for Farmers, Forests, and the Planet

(/article/science-environment/2296747-agroforestry-a-win-win-for-farmers-forests-and-the-planet)

The City of the Future: How Technology is Shaping Urban Development

(/article/agency-wire/2296726-the-city-of-the-future-how-technology-is-shaping-urban-development)



(/Home/AdvancedSearch)

Facebook (https://www.facebook.com/devdiscourse)

Twitter (https://twitter.com/dev_discourse)



- AGRO-FORESTRY (/NEWS/AGRO-FORESTRY) ART & CULTURE (/NEWS/ART-CULTURE) TECHNOLOGY (/NEWS/TECHNOLOGY)
- ECONOMY (/NEWS/ECONOMY-BUSINESS) EDUCATION (/NEWS/EDUCATION) ENERGY (/NEWS/ENERGY-EXTRACTIVES) POLITICS (/NEWS/POLITICS)
- LAW & GOVERNANCE (/NEWS/LAW-GOVERNANCE) HEALTH (/NEWS/HEALTH) SCIENCE (/NEWS/SCIENCE-ENVIRONMENT)
- SOCIAL (/NEWS/SOCIALGENDER) SPORTS (/NEWS/SPORTS) TRANSPORT (/NEWS/TRANSPORT)
- URBAN DEVELOPMENT (/NEWS/URBAN-DEVELOPMENT) WASH (/NEWS/WASH)

Youtube (https://www.youtube.com/channel/UC28dibVXA88OyB83dM8BEYg?sub_confirmation=1)

Google News (https://news.google.com/publications/CAAqBwgKMMDbhQsw7_-CAw?hl=en-AU&gl=AU&ceid=AU%3Aen)

RSS (http://feeds.feedburner.com/devdiscourse/NCFS)

HOME (/) | ABOUT (/ABOUTUS) | CAREER (/CAREER) | ADVERTISEMENT (/ADVERTISEWITHUS) |
 TEAM (/ABOUTUS#DEVTEAM) | KNOWLEDGE PARTNERSHIP (/PARTNERS/KNOWLEDGE-PARTNERS) |
 MEDIA PARTNERSHIP (/PARTNERS/MEDIA-PARTNERS) | INTERNSHIP (/INTERNSHIP) | CONTACT US (/ABOUTUS#MEET)

Subscribe to our Newsletter

SECTORS

- Agro-Forestry (/news/agro-forestry)
- Art & Culture (/news/art-culture)
- Technology (/news/technology)
- Economy & Business (/news/economy-business)
- Education (/news/education)
- Energy & Extractives (/news/energy-extractives)
- Politics (/news/politics)
- Law & Governance (/news/law-governance)
- Health (/news/health)
- Science & Environment (/news/science-environment)
- Social & Gender (/news/socialgender)
- Sports (/news/sports)
- Transport (/news/transport)
- Urban Development (/news/urban-development)
- WASH (/news/wash)

EDITIONS

- Pacific (/pacific)
- South Asia (/south-asia)
- East and South East Asia (/south-east-asia)
- Europe and Central Asia (/europe-central-asia)



AGRO-FORESTRY (/NEWS/AGRO-FORESTRY) ART & CULTURE (/NEWS/ART-CULTURE) TECHNOLOGY (/NEWS/TECHNOLOGY)
ECONOMY (/NEWS/ECONOMY-BUSINESS) EDUCATION (/NEWS/EDUCATION) ENERGY (/NEWS/ENERGY-EXTRACTIVES) POLITICS (/NEWS/POLITICS)
LAW & GOVERNANCE (/NEWS/LAW-GOVERNANCE) HEALTH (/NEWS/HEALTH) SCIENCE (/NEWS/SCIENCE-ENVIRONMENT)
SOCIAL (/NEWS/SOCIALGENDER) SPORTS (/NEWS/SPORTS) TRANSPORT (/NEWS/TRANSPORT)
URBAN DEVELOPMENT (/NEWS/URBAN-DEVELOPMENT) WASH (/NEWS/WASH)
