

Business Standard

Saturday, December 24, 2022 | 11:27 IST

English | Hindi

[HOME](#) [MARKETS](#) [COMPANIES](#) [OPINION](#) [SPECIALS](#) [TECH](#) [PF](#) [PORTFOLIO](#) [BS SHOWS](#) [SPORTS](#) [BFSI SUMMIT](#) [ELECTIONS](#)[Today's Paper](#) [Latest News](#) [Economy](#) [Finance](#) [Current Affairs](#) [International](#) [Management](#) [Strategist](#) [Weekend](#) [Data Stories](#) [BS Reads](#)

JUST IN

Schneider Electric to invest Rs 425 crore for smart factory in Bengaluru

You are here: [Home](#) » [Companies](#) » [News](#)

Search News, Stock Quotes or Companies

Advertisement

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

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

Topics

E-commerce firms | consumers

Press Trust of India | New Delhi

Last Updated at December 22, 2022 21:57 IST

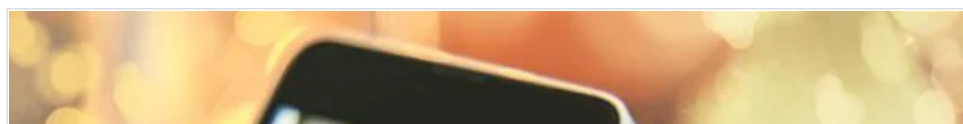


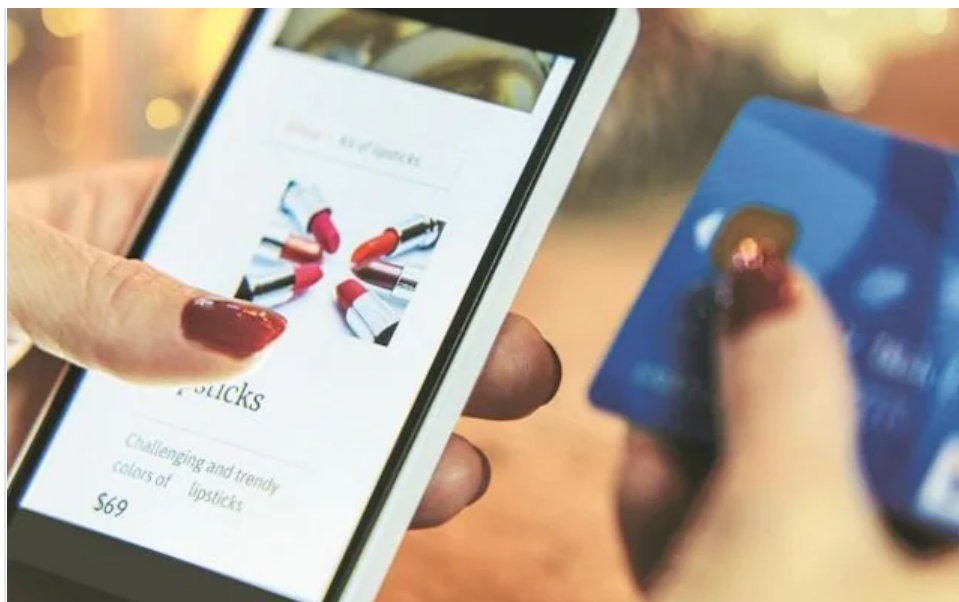
Follow us on

Google News



Advertisement





e-commerce players is not up to the mark. The National Consumer Helpline has also said that the Consumer Affairs Secretary Rohit Kumar Singh

at the Parliament Forum of India (PAFI), Singh said that the National Consumer Helpline (NCH) has received 100 in the same month last year.

According to e-commerce transactions, it was 48 per cent of the total

complaints, he said.

FM asks taxmen to focus on faster processing of ITRs, grievance redressal

Sebi moots measures to strengthen investor grievance redress mechanism

Advertisement

"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, 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 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 ministries concerned.

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.

(Only the headline and picture of this report may have been reworked by the Business Standard staff; the rest of the content is auto-generated from a syndicated feed.)

Subscribe to Business Standard Premium

Exclusive Stories, Curated Newsletters, 26 years of Archives, E-paper, and more!

Enter Email ID

SUBSCRIBE

Insightful news, sharp views, newsletters, e-paper, and more! Unlock incisive commentary only on Business Standard.

Download the [Business Standard App](#) for latest [Business News](#) and [Market News](#).

Read our full coverage on E-commerce firms

First Published: Thu, December 22 2022. 21:57 IST

[READ MORE ON](#)

[E-COMMERCE FIRMS](#)

[CONSUMERS](#)

[COMPANIES](#)

[NEWS](#)

PREVIOUS STORY



Hotels and restaurants step up vigil, take steps to keep Covid at bay

JSW Energy gets shareholders' nod to appoint Parth Jindal as director

NEXT STORY



NCLAT sets aside pleas against CCI's Rs 873-cr penalty on UBL, beer makers



Advertisement

RECOMMENDED FOR YOU

Start Your
Ecommerce...

Ad Zoho Commerce

PG Programs in
Management

Ad Goa Institute of
MANAGEMENT

Welingkar | Top
PGDM B-School

Ad Welingkar

Pass Your
Certificatio

Ad Exam-Li

Recommended for you

Recommended by Outbrain





Sponsored

Global Market Outlook 2023 with Steve Brice, Chief Investment Officer

Sponsored
Standard Chartered

Sponsored

25 Stock Recommendations to Create a Multibagger Portfolio

Research & Ranking

Sponsored

Test Your English

Practice Test For TOEFL |

v2.ereg.ets.org



Companies Overview



GO

Advertisement

LATEST NEWS

IN THIS SECTION



ALL

BS

Hotels and restaurants step up vigil, take steps to keep Covid at bay

BS

JSW Energy gets shareholders' nod to appoint Parth Jindal as director

BS

NCLAT sets aside pleas against CCI's Rs 873-cr penalty on UBL, beer makers

BS

Welspun completes sale of six road assets to Actis for Rs 6,025 crore

BS

Samsung Galaxy S23 series' signature colours leaked

[More >](#)

Advertisement



MOST POPULAR

READ

SHARE

COMMENTED

BS

Ex-ICICI Bank CEO Chanda Kochhar, husband arrested in loan fraud case

BS

Founders Prannoy Roy, Radhika Roy exit NDTV, transfer most stakes to Adani

BS

🔑 Hinduja sweetens offer for RCap to counter Torrent group's winning bid

Flipkart, PhonePe complete separation as fintech firm preps for fundraise



🔑 Widening scope, aim to be a key player in urban infra space: DMRC MD

Business Standard

BROWSE STOCK COMPANIES

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
1 2 3 4 5 6 7 8 9

TRENDING IN BUSINESS

Adani Enterprises | Adani Ports | Apollo Hospitals Enterprise | Asian Paints | Axis Bank | B P C L | Bajaj Auto |
Bajaj Finance Ltd | Bajaj Finserv | Bharti Airtel | Britannia Industries | Cipla | Coal India | Divi's Laboratories |
Dr Reddy's Labs | Eicher Motors | Grasim Inds | HCL Technologies | H D F C | HDFC Bank |
HDFC Life Insurance Company | Hero Motocorp | Hind. Unilever | Hindalco Inds. | ICICI Bank | IndusInd Bank |
Infosys | ITC | JSW Steel | Kotak Mah. Bank | Larsen & Toubro | M & M | Maruti Suzuki | Nestle India Ltd. | NTPC |
O N G C | Power Grid Corpn | Reliance Inds. | St Bk of India | SBI Life Insurance | Sun Pharma. Inds. |
Tata Consumer Products | Tata Motors | Tata Steel | TCS | Tech Mahindra | Wipro | UltraTech Cement Ltd |
Foxconn

FROM BS WEBSITE

Home
Companies
Markets
< ion
cs
Technology
Specials
Personal Finance
Latest News
Today's Paper
Events
Author
Education

SPORTS

Cricket
Football
ICC World Test
Championship
India vs Bangladesh

ABOUT US

About Us
Code of Conduct
Terms & Conditions
Privacy Policy
Cookie Policy
Disclaimer
Investor Communication
Compliance
List of our GST
registration number

BUDGET 2022

Budget With BS
Elections 2022
Lok Sabha Elections
2019

SUPPORT & CONTACT

Partner with Us
Careers
Advertise with Us
Contact Us
Feedback
Browser Support
Sitemap

READER CENTRE

Assistance
E-Paper
Manage My Account
My Page
Portfolio
Registration
Subscribe
Custom Payment

BS PRODUCTS

BS Hindi
BS Motoring
BS Books
B2B Connect
iPhone
iPad
android
Mobile Browser

EVENT

Insurance Round Table
2020

Business Standard

Copyrights © 2022 Business Standard Private Ltd. All rights reserved

[About](#)
[Cookies](#)
[Disclaimer](#)
[Contact Us](#)
[Complaint](#)
[Advertisement With US](#)

Follow us on



Download Business Standard App



.

