



6,000 cases per month against online retailers

Saturday, 14 December 2019 | Rajesh Kumar | New Delhi

Consumers lodged nearly 6,000 complaints every month against online retailers and telecom giants between April and September this year. Flipkart topped the chart with over 11,000 complaints registered against it on the National Consumer Helpline, set up to help resolve grievances. Amazon, with over 7,200 complaints against it, followed Flipkart.

With regard to telecom giants, there were 6000, 5700 and 4900 complaints registered against Reliance JIO, Bharti Airtel and Vodafone respectively. In a reply to Rajya Sabha, the Department of Food and Consumer Affairs said that Flipkart Internet, Amazon, Reliance JIO, Bharti Airtel and Vodafone are among the top five companies against the consumer lodged complaints in National Consumer Helpline.

"Together, these five companies have received 34,991 complaints between April and September this year. Of them, 34,342 were resolved," it said. According to data from the Consumer Affairs Ministry, one in every five complaints filed on the helpline was against e-commerce companies.

"Different Regulatory Bodies look into different products such as the Food Safety and Standards Authority of India is concerned with food products, the Central Drug Controller with medicines/cosmetics to check for counterfeit and sub-standard products in the market on regular basis and if any deficiency is found, manufacturers are penalised as per the provisions in the related Acts," the Ministry said.

In case a counterfeit or sub-standard product is received by a consumer, existing Consumer Protection Act, 1986 has provisions for the consumer to file a consumer complaint in the consumer forum established under the Act which are empowered to give relief of a specific nature and to award, wherever appropriate, compensation to consumers.

Rajya Sabha MP Majeed Memon has asked to provide details of the first five companies that topped the list of consumer complaints received on the Government's national helpline set up to resolve the grievances of consumers. The Government also recently rolled out draft rules to keep a check on e-commerce companies by requiring them to display the details of sellers including the identity of their business, legal name, principal geographic address, name of website, email address and contact details on the website.

Every e-tailer firm must provide the name of its grievance officer who will respond to complaints within a month.