ADVISORY IN TERMS OF CONSUMER PROTECTION (E-COMMERCE) RULE, 2020
FOR DISPLAYING INFORMATION PROVIDED BY SELLERS TO MARKETPLACE
E-COMMERCE PLATFORMS

Photocopy of the advisory in terms of consumer protection (e-Commerce) Rules, 2020 forwarded vide MoD /DMA letter No. JS(Army & TA)/ GeM dated 05 Oct 2021 received under DGFP letter No A/89591/GeM/FP-1 & Coord dated 20 Oct 2021 is enclosed for your info and necessary action.

(Rajiv Bhola)
Col
SO-II (E3 Cell)
E2W/Tech Coord
For E-in-C

Encls: As above

Copy to:-
ADG Design & Consultancy, Pune
Internal:-
ESP Dte / ESP-1 - For necessary action please
Automation Cell - For uploading on MES Website with open access.
ADVISORY IN TERMS OF CONSUMER PROTECTION (E-COMMERCE) RULE, 2020 FOR DISPLAYING INFORMATION PROVIDED BY SELLERS TO MARKETPLACE E-COMMERCE PLATFORMS

Photocopy of the advisory in terms of consumer protection (e-Commerce) Rules, 2020 fwd vide MoD /DMA letter No. JS(Army & TA)/GeM dated 05 Oct 2021 is enclosed for your info and necessary action pl.

Encl : As stated

DCOAS(CD&S) Sectt/ Dir Budget
AG Br / Budget Cell
E-in-C/E2WTC/E3 Cell
GS Mov Plg/ADG Mov

DCOAS(IS&C) Sectt/ Dir Budget
QMG/ Budget
So-inC-/Dir Sigs-2
Dte Gen OL&SM/Coord

MGS/Budget Cell
MI-15
Dte Gen RR/RR-4

(Mk Kadian)
Maj
GSO -1 (GeM) FP-1
Subject: Advisory in terms of Consumer Protection (E-Commerce) Rules, 2020 for displaying information provided by sellers to marketplace e-commerce platforms

Photocopy of Dir Coord, E& C Wing, DMA E-mail dt 04 Oct 21 is fwd herewith alongwith its ends for your info and necessary action please.

(Anand Manwal)
Colonel
Director (Coord)
Tele: 23014247

VCOAS Sectt
Room No 194
South Block

JS (Army & TA/GeM dated 05 Oct 2021)

Encls: As above.
Fwd: Advisory in terms of Consumer Protection (E-Commerce) Rules, 2020 for displaying information provided by sellers to marketplace e-commerce platforms

From: Ajay Singh <ajaysingh.553y@gov.in>  
Subject: Fwd: Advisory in terms of Consumer Protection (E-Commerce) Rules, 2020 for displaying information provided by sellers to marketplace e-commerce platforms  
To: Maj Gen <jsarmy-dma@gov.in>, RAdm Kapil Dhir <jsnavy-dma@gov.in>, AVM Hardeep <jsair-dma@gov.in>, Shantanu <jsworks-dma@gov.in>  
Cc: Vishnu Gaur <aircmdcfp.ids@gov.in>, Piyush Ranjan <piyushr16274-cgo@gov.in>, Anand Manwal <anandmanwal.851f@gov.in>, Arvind Khimta <arvindkhimta.955x@gov.in>, Gorav Malhotra <gorav.malhotra@navy.gov.in>, Amartej Singh <iasbs.320w@gov.in>, Arun Kumar <a.kumar64@nic.in>

Sir,

Trailing mail is forwarded for your info and necessary dissemination.

Regards

Ajaypal Singh
Colonel
Director Coord, F&C wing
Deptt of Military Affairs, MoD
Phone 011-23013416
Fax 011-23012739
OFFICE MEMORANDUM

Subject: Advisory in terms of Consumer Protection (E-Commerce) Rules, 2020 for displaying information provided by sellers to marketplace e-commerce platforms-reg

The undersigned is directed to issue the annexed Advisory for compliance of provisions of Consumer Protection (E-Commerce) Rules, 2020 as applicable to all marketplace e-commerce entities to safeguard interests of consumers and prevent violation of consumer rights while purchasing goods or services using e-commerce.

2. All stakeholders are requested to give wide dissemination of the Advisory among your members and impress upon them to ensure necessary compliance.

3. This issues with the approval of competent authority.

P K. Tyagi
Under Secretary to the Govt. of India
Tel. No: 011-23070481

Copy to:
1. All Central Government Departments
2. All States and Union Territories
3. All Industry Associations
4. Press Information Bureau
Subject: Advisory in terms of Consumer Protection (E-Commerce) Rules, 2020 for displaying information provided by sellers to marketplace e-commerce platforms.

Whereas, the Central Consumer Protection Authority, has been established under the provisions of the Consumer Protection Act, 2019, to regulate matters relating to violation of rights of consumers, unfair trade practices and false or misleading advertisements which are prejudicial to the interest of public and consumers and to promote and enforce the rights of consumers as a class.

2. Whereas, owing to safety measures and movement restrictions on account of the Covid-19 pandemic, consumers are increasingly choosing e-commerce as a medium to purchase goods and services.

3. Whereas, it has come to the notice of the Central Consumer Protection Authority that some marketplace e-commerce entities are not displaying details of sellers as required to be displayed under Rule 5(3)(e) of the Consumer Protection (E-Commerce) Rules, 2020 on their platform.

4. Whereas, in terms of Rule 5(3)(e) of the Consumer Protection (E-Commerce) Rules, 2020 every marketplace e-commerce entity is required to provide in a clear and accessible manner, displayed prominently to its users at the appropriate place on its platform, all information provided to it by sellers under sub-rule (5) of rule 6 including the name and contact numbers, and designation of the grievance officer for consumer grievance redressal or for reporting any other matter.

5. Whereas, any person found violating the above rules may face action under the Act, if, after investigation, the Central Authority has reason to believe that the practices are found unfair and prejudicial to consumers’ interest.
6. Hence, Industry associations are hereby requested to give wide publicity to the provisions of the ibid rules and to impress upon their members to ensure compliance of the rules to ensure adequate redressal mechanism is accessible to consumers while purchasing goods or services using e-commerce.

Anupam Mishra
Commissioner, CCPA