

Dte of Works, E2W/Tech Coord
Room No 149A (E3 Cell)
Engineer-in-Chief's Branch
Integrated HQ of MoD (Army)
Kashmir House Rajaji Marg,
Delhi-110011

A/00062/GEM/02/E2W/TC (E3 Cell)

01 Nov 2021

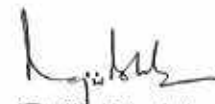
Headquarters

CE Southern Command
CE Eastern Command
CE Western Command
CE Central Command
CE Northern Command
CE South Western Command
ADG (NEI), Guwahati
ADG (Project), Chennai
ADG (North), Jammu

(Through MES Website only)

**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**.



Tele : 23018063

Dte Gen of Fin Plg
Gen Staff Br
IHQ of MoD (Army)
Room No 422, A Wing
Sena Bhawan, New Delhi-11

A/89591/GeM/FP-1 & Coord

20 Oct 2021

Cols FP
All Comds

**ADVISORY IN TERMS OF CONSUMER PROTECTION (E-COMMERCE) RULE, 2020
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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.



(MK Kadian)
Maj
GSO -1 (GeM) FP-1

Encl : As stated

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

DCOAS(IS&C) Sect/ Dir Budget
QMG/ Budget MGS/Budget Cell
So-inC-/Dir Sigs-2 MI-15
Dte Gen OL&SM/Coord Dte Gen RR/RR-4


01/11/21



2572

DGFP

**MINISTRY OF DEFENCE
DEPARTMENT OF MILITARY AFFAIRS
ARMY & TA WING/ COORD**

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 encls 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.

h/hc
01/10/21



VCOAS SECT
Diary No. 71275
Date 01/10/21

Diary No. 946
Date 8/10/21

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

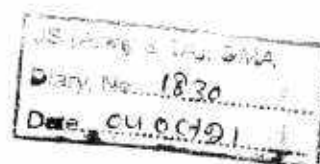
From : Ajay Singh <ajaysingh.553y@gov.in> Mon, Oct 04, 2021 01:16 PM
Subject : Fwd: Advisory in terms of Consumer Protection (E-Commerce) Rules, 2020 for displaying information provided by sellers to marketplace e-commerce platforms 1 attachment
To : Maj Gen <jsarmy-dma@gov.in>, RAdm Kapil Dhir <jsnavy-dma@gov.in>, AVM Hardeep <jsair-dma@gov.in>, Shantanu <jsworks-dma@gov.in>
Cc : Vishnu Gaur <aircmdfep.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, E&C wing
 Deptt of Military Affairs, MoD
 Phone 011-23013416
 Fax 011-23012739



VCOTTS Sect

Sir, total three pages attached

[Signature]
 JS →

From: "G Venkata Subbaiah" <venkat.subbaiah98@gov.in>
To: "HQ ACCOUNTS" <hqaccounts.cgda@gov.in>, "SAMEER SAXENA" <acnspp@navy.gov.in>, "Surg Capt Bhamidipati Vikas" <dirprov dgafms@nic.in>, "GP CAPT NILABH BISWAS" <mmelgs 44@gov.in>, "Hardip Bhullar" <hardipbhulla.472m@gov.in>, "PRIYANKA CHANDRA" <priyankachandra.dad@hub.nic.in>, "AIR CMDE SATYENDRA K SINHA" <affpd@iaf.nic.in>, "Advisor DefProc" <advisor-defproc@gem.gov.in>, "H Dharmarajan" <h.dharmarajan@gov.in>, "Rakesh Singh Lal" <rakeshs.lal@nic.in>, "GP CAPT SUNIL RAJ" <mmelgs.22@gov.in>, "Subrahmanyam Ramakrishna" <subrahmanyamr.400w@gov.in>, "S Roy" <suvrojyoti-roy@icg.gov.in>, Sanjay46687@gmail.com, "Sanjeev Semwal" <semwal.sanjeev@gov.in>, "Rajesh Sharma" <rajeshsharma@gov.in>, "Col V Suresh Kallal" <poorti.lst@gov.in>, "Raman Kumar Singh" <Raman.singh70@gov.in>, "Itika Suri" <itika.suri@gov.in>, "Mayank Tyagi" <mayankt.cgda@nic.in>, "SATHISH VASUDEV" <dnp@navy.gov.in>, "Naveen Wadhera" <nwadhera 384p@gov.in>, "Ajay Singh" <ajaysingh.553y@gov.in>, "CAPT ATUL

[Signature]
 01/11/21

F. No. J-25/59/2021-CCPA
Government of India
Ministry of Consumer Affairs, Food & Public Distribution
Department of Consumer Affairs


Krishi Bhawan, New Delhi
Dated the 1st October, 2021

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



File No. J-25/59/2021-CCPA
Central Consumer Protection Authority

Krishi Bhawan, New Delhi
Dated: 30th September, 2021

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.

[Handwritten Signature]
09/10/21



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

hjk
01/11/21

