

Consumer Protection (E-Commerce) Rules, 2020 explained: what online platforms must do

When to use this

- An online order, refund or cancellation went wrong
- You cannot find a grievance officer or get no reply
- A listing hid the seller, price or return terms

Steps

1. Find the grievance officer

Platforms must display the name and contact details of a grievance officer. Write to that person with your order details.

2. Use the time limits

The platform should acknowledge the complaint within 48 hours and resolve it within one month.

3. Check the listing details

Sellers and platforms must show clear details such as the seller's name and address, total price and return and refund terms.

4. Escalate

If there is no fix, go to the National Consumer Helpline (1915) and then the Consumer Commission at e-Jagriti.

Key facts

- Acknowledge within 48 hours, resolve within one month
- Platforms must show grievance officer details
- Keep screenshots of the listing and your order

Helplines: Cyber fraud 1930 · Consumer helpline 1915 · Women 181 · Emergency 112
· Free legal aid 15100