
**Ad Hoc Expert Group Meeting on Emerging consumer protection trends and challenges: Implementing the United Nations
Guidelines for Consumer Protection**

2nd SESSION
29 November 2018
Room XI, Palais des Nations, Geneva

**Upholding consumer rights in digital markets
Discussion 2: Vulnerable and Disadvantaged Consumers**

Contribution by
Mr. Shirish Deshpande
President, MGP-India

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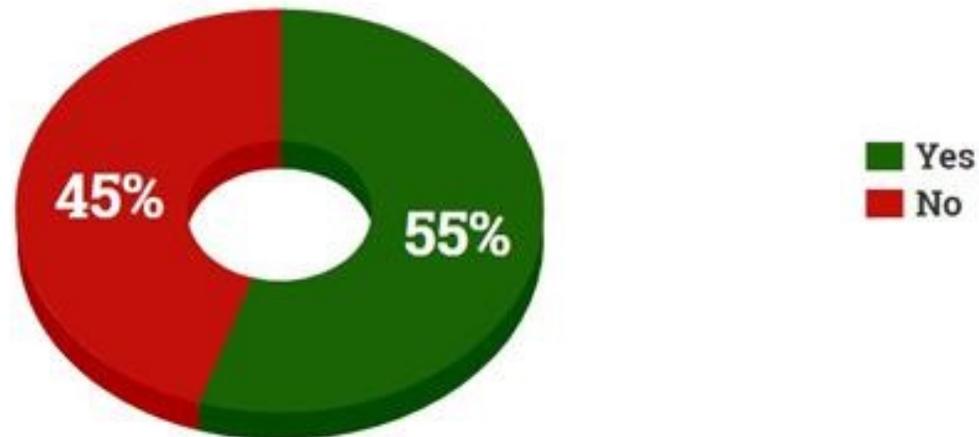


Upholding Consumer Rights in Digital Markets with **Vulnerable & Disadvantaged** Consumers

*An **India** case study*

By
Adv. Shirish Deshpande,
Chairman, MGP-India

Are most eCommerce platforms that you have shopped at in the last 3 months, now disclosing MRP information on their site/app?

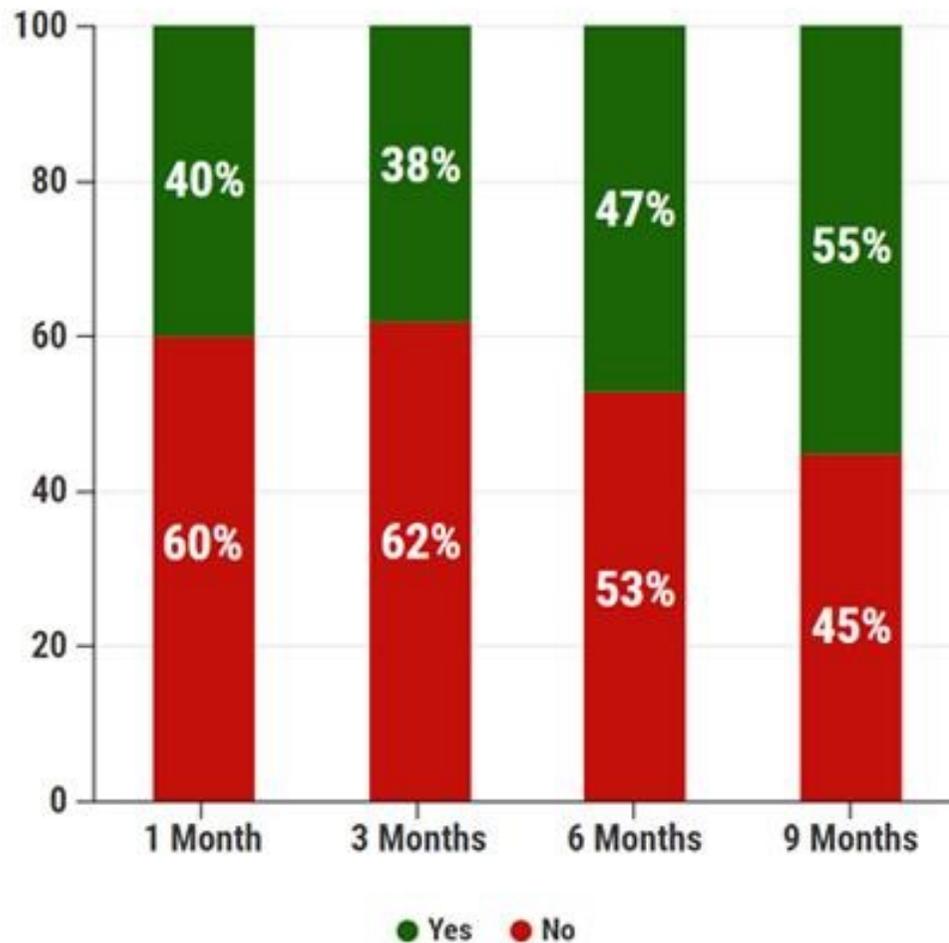


Votes - 7,829

LocalCircles

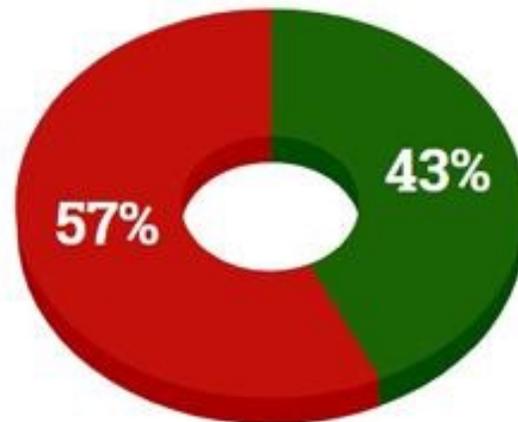
45% consumers could not find MRP information on packaged products on eCommerce sites

Packaged Commodity Rules 2017 compliance tracking



Compliance by eCommerce sites to disclose MRP information for products shows minor improvement

Are most eCommerce platforms that you have shopped at in the last 3 months, now disclosing best before dates/expiry date for food products on their sites/app?



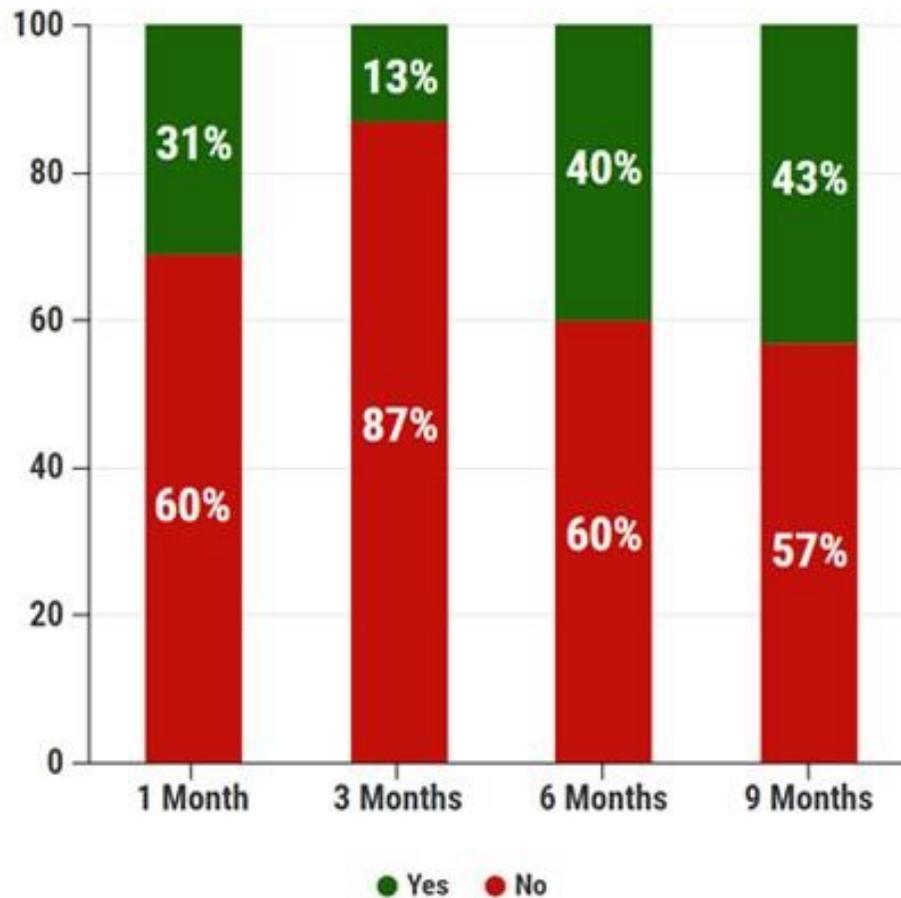
■ Yes
■ No

Votes - 7,881

LocalCircles

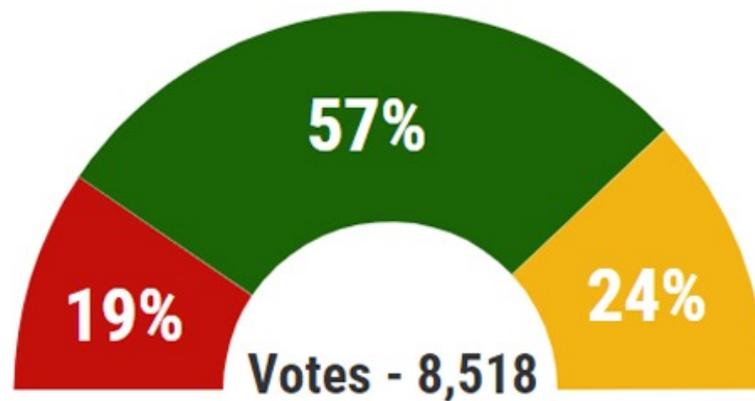
57% consumers could not find best before date information for human consumption products on eCommerce sites

Packaged Commodity Rules 2017 compliance tracking



Compliance by eCommerce sites to disclose best before date for human consumption products shows minor improvement

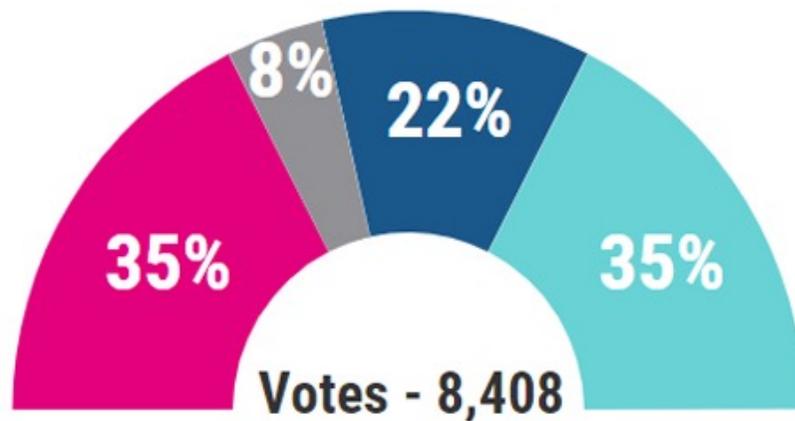
Have you received a counterfeit or fake product from eCommerce sites in the last 6 months?



- Yes
- No
- Can't Say

Source: Survey conducted by LocalCircles
Sample: 27,000 + respondents

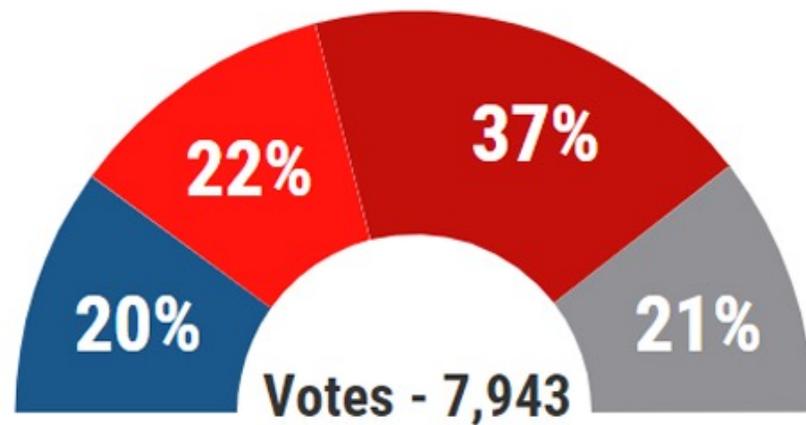
In the last 6 months what was the category where you received most counterfeit or fake products from eCommerce sites?



- Fragrances
- Bags
- Sporting goods
- Cosmetics

Source: Survey conducted by LocalCircles
Sample: 27,000 + respondents

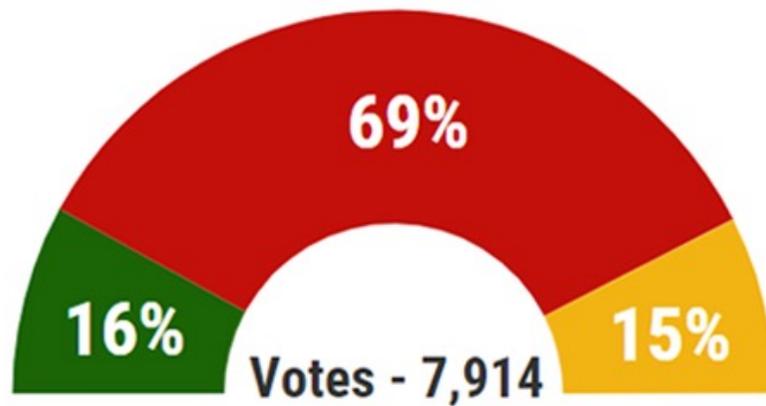
In your recent experience, which eCommerce site is shipping the highest percentage of counterfeit or fake products to consumers?



- Amazon
- Flipkart
- Snapdeal
- Paytm Mall

Source: Survey conducted by LocalCircles
Sample: 27,000 + respondents

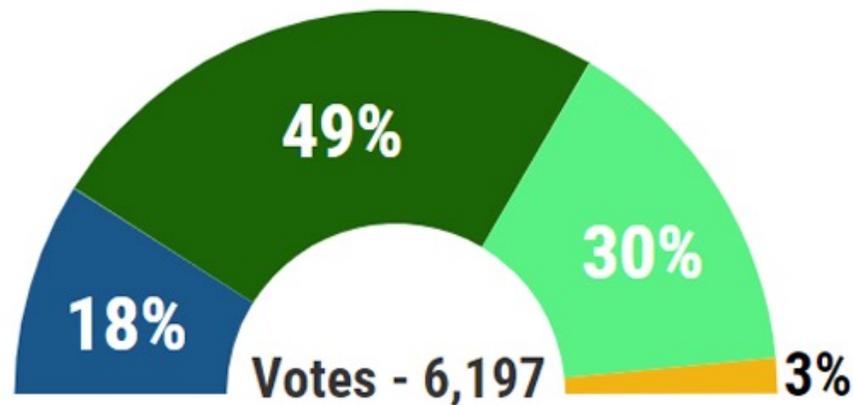
Do you know how to identify a counterfeit or fake product?



- Yes
- No
- Can't Say

Source: Survey conducted by LocalCircles
Sample: 27,000 + respondents

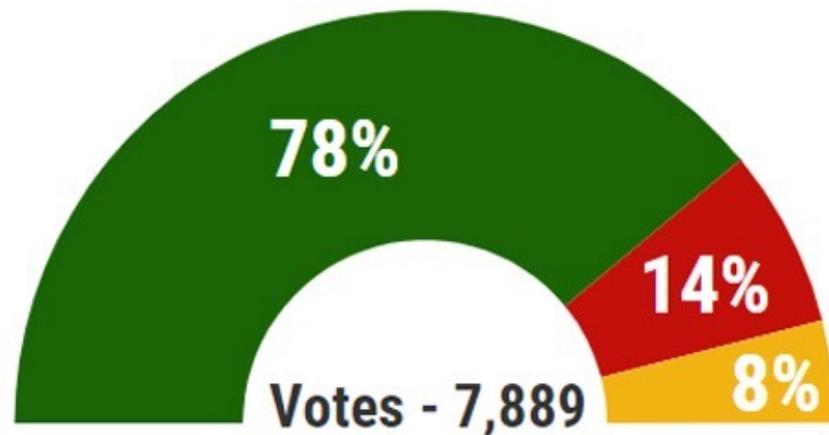
If a product received from an eCommerce site is found to be counterfeit, what should the eCommerce site be required to do by law?



- Accept return & issue full refund
- Accept return & issue full refund plus a penalty based on product value
- Accept return and issue full refund plus a fixed counterfeit penalty
- Can't Say

Source: Survey conducted by LocalCircles
Sample: 27,000 + respondents

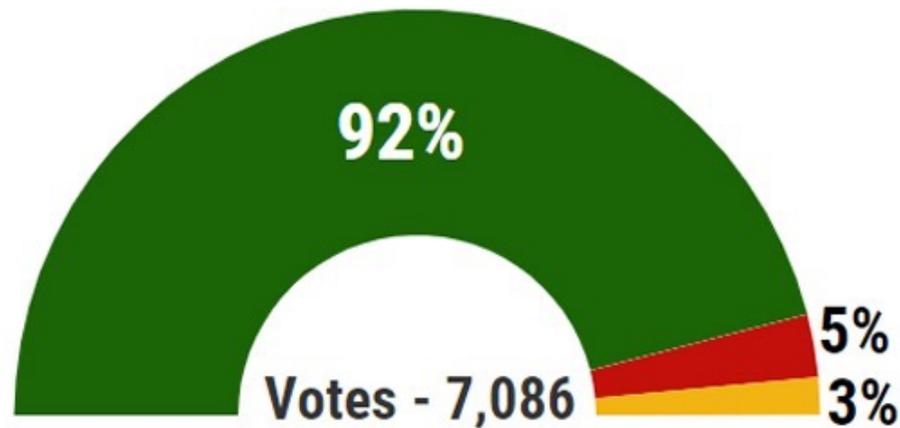
If seller entity details (company name, address, GSTIN, email, phone number) are disclosed on eCommerce sites, will it help in minimizing sale of counterfeit/fake products?



- Yes
- No
- Can't Say

Source: Survey conducted by LocalCircles
Sample: 27,000 + respondents

Should the eCommerce platforms be required to identify authorised and unauthorised sellers of a product and provide this info to the consumer?



- Yes
- No
- Can't Say

Source: Survey conducted by LocalCircles
Sample: 27,000 + respondents

Thank you!



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Chairman, Mumbai Grahak Panchayat
(MGP - India)