

No: SFAC/43/Parl.Qus/2023-24  
Small Farmers Agribusiness Consortium  
5th Floor, NCU Auditorium Building,  
August Kranti Marg, Hauz Khas, New Delhi - 110016

Dated 12.12.2023

To,  
Marketing Officer Group-1,  
Directorate of Marketing and Inspection,  
Department of Agriculture & Farmer Welfare,  
Ministry of Agriculture & Farmer Welfare  
HO, Faridabad.

**Sub: Rajya Sabha Dy. No. Diary No - U2982 - grievances & complaints against online trading platform.**

Sir,

Please refer to your mail letter dated 07.12.2023 on the above subject. In this regard, point wise reply is furnished as below:

S. No	Query	Reply
a)	Details of grievances and complaints filed against online trading platforms in the last eight years with the name of the companies, year wise;	SFAC does not maintain details of grievances against online trading platform. National Agriculture Market (e-NAM), implemented by SFAC Ministry of Agriculture & Farmers welfare GOI, is a pan-India electronic trading (e-trading) portal which seeks to network the existing physical APMCs through a virtual platform to create a unified national market for agricultural commodities e-NAM is a "virtual" market, but it has a physical market (mandi) on the field.
b)	Details of grievances addressed against the complaints received	The issues of e-NAM are local in nature & are addressed at respective mandi level, as per grievance redressal under respective APMCs Act.
c)	Whether government has initiated any severe actions against those companies who have perpetually violated the rights of consumers;	Ministry may reply
(d)	If so, the details of such companies and actions taken	Ministry may reply

Yours faithfully



(Dr. Sumathi S)  
Dy. Director (Admn)