CENTRAL CONSUMER PROTECTION AUTHORITY
Room No 567-A, Krishi Bhawan, New Delhi - 110001

Ref: F.No. J-25/25/2022-CCPA

In the matter: Suo-moto case against Amazon Seller Services Pvt. Ltd with regard to violation of consumer rights and unfair trade practices regarding sale of Car Seat Belt Alarm Stopper Clips

CORAM:

Ms. Nidhi Khare, Chief Commissioner
Mr. Anupam Mishra, Commissioner
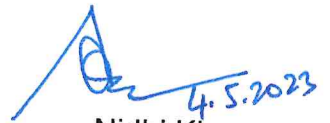
Date: 04.05.2023

ORDER

Vide Order dated 11.04.2023, a final opportunity of 15 days (latest by 25.04.2023) to comply with Order dated 25.01.2023 was given by CCPA to Amazon Seller Services Pvt. Ltd. (opposite party) based on the observation that Car Seat Belt Alarm Stopper Clips (impugned product) were still listed on the platform of the opposite party, making it non-compliance to the Order dated 25.01.2023.

2.   On 25.04.2023, Shri Vivek Ayyagiri counsel for the opposite party made the following submissions:-

a. That it has taken several steps to prevent the listings and sale of the impugned product. The said product has been clarified as 'prohibited' for sale on the platform of the opposite party and the same is part of the prelisting information which is made available to the third-party sellers who wish to list their products on the opposite platform.

b. That the impugned products have been placed under the prohibited product category list and the opposite party will expeditiously work to suppress any listing of the impugned product.

c. The opposite party conducts a routine check of the listing information of the products listed on its platform and if any listing of the prohibited products is found, the same is promptly taken down from the Amazon Seller Services Pvt. Ltd.

3.   In view of the above submissions by the counsel for the opposite party and the observation of the platform of Amazon Seller Services Pvt. Ltd, it has been found that as of 04.05.2023, the opposite party have complied with the Order dated 25.01.2023.

4.   Hence, the matter is disposed of.

Nidhi Khare
Chief Commissioner

Anupam Mishra
Commissioner