

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

Ref: F.No. J-25/25/2022-CCPA (Pt.3)

In the matter: Suo-moto case against Shopclues Network 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: 13.04.2023

ORDER

In pursuant to the Order dated 27.01.2023 following directions were issued:

- a) Withdraw sale of all kinds of car seat belt alarm stopper clips.
 - b) Apprise CCPA on the steps taken against the errant sellers camouflaging sale of car seat belt alarm stopper clips.
 - c) Permanently delist all car seat belt alarm stopper clips and associated motor vehicle components which compromise with the safety of passengers and are violating various provisions of Rules meant for road safety and reducing loss of lives.
2. In view of the above, Shopclues Network Pvt. Ltd. was directed to submit compliance report on the above directions within 15 days from the issue of Order.
3. Vide email dated 09.02.2023, Shopclues have submitted the compliance report stating that:
- a. On receipt of the Notice dated 25.05.2022 Shopclues Network Pvt. Ltd. initiated an internal investigation and promptly delisted the car seat belt alarm stoppers and suspended the contravening seller.
 - b. It undertook a sanity check for the product listings of car seat belt alarm stopper clips on its platform.
 - c. Sellers/merchants on its platform of Shopclues were educated not to list such products which violated the laws pertaining to the road safety in India.
 - d. The checking mechanism with respect to the listings of the contravening products associated with motor vehicle accessories were enhanced.

4. Taking note of the above, Central Authority considers it as compliance to the directions issued vide Order dated 27.01.2023. However, Shopclues Network Pvt. Ltd. shall ensure due diligence be adhered in the future and that such products shall never ever be listed again on its platform. If it appears again, stringent action under the Consumer Protection Act, 2019 may be initiated.

5. In view of the above submissions made by the opposite party, the matter is disposed of.



NidhiKhare
(Chief Commissioner)



Anupam Mishra
(Commissioner)