Date: 22-May-2021

CCP News Coverage

CCP TO WORK WITH BUSINESSES TO DEVELOP E-COMMERCE POLICY GUIDELINES

The Nation

22 May 2021 Page # 8

CCP to develop e-Commerce policy guidelines for fair marketing practices

ISLAMABAD (Staff Reporter): The Competition Commission of Pakistan (CCP) will work with businesses to develop and declare e-Commerce policy guidelines to build consumer confidence in the electronic marketplace and encourage fair trade practices to prevent any possible abuse and deceptive marketing practices in the e-Commerce domain. The Covid-19 pandemic has accelerated the shift towards a more digital world. Pakistan is no exception where there has been a rapid shift to digital business models, a surge in online transactions, and changes in patterns. consumption Therefore, it is deemed urgent to ensure that consumers are just as safe when shopping online as when shopping offline. The CCP Chairperson Rahat Kaunain Hassan said: "Effective communication and transparency will provide impetus to e-Commerce growth and building consumer confidence."

Business Recorder

22 May 2021 Page #7

E-commerce policy guidelines

CCP to work with 35 major online platforms

RECORDER REPORT

ISLAMABAD: Competition Commission of Jageerdar.pk. Pakistan (CCP) has platforms in Pakistan, seeking aspects governing their online activities and transactions.

nesses to develop and declare online transactions, and e-commerce policy guidelines changes in consumption pat- merce players in Pakistan, the to build consumer confidence terns. Therefore, it is deemed CCP encourages others not in the electronic marketplace urgent to ensure that con-directly approached by it also and encourage fair trade practices to prevent any possible shopping online as when take part in the consultative abuse and deceptive market- shopping offline. merce domain," read a state- Rahat Kaunain Hassan said: wants businesses to explain ment issued by CCP.

Goto.com.pk, Ali Express, Yayvo, sumer confidence." Telemart.pk, Alibaba.com, Bazar, Online stores including seeking information on the choices. gulahmedshop.com, khaadi.com, principal aspects governing junaidjamshed.com, PakWheels, transactions. These aspects the expanding electronic mar-Vava Cars, CarFirst, AutoDeals inter alia include the basic dis-PK, OLX.com.pk, PKMotors, closures regarding business guiding principles for e-com-Deals, Car Zameen.com, Propertyfinder.pk, Online.com.

The Sabzproperty.com,

approached 35 major online COVID-19 pandemic has ties and security of payment accelerated the shift towards a systems, delivery mechanism, information on the principal more digital world. Pakistan is return policy and conseno exception where there has quences of delays in delivery, been a rapid shift to digital easy access to fair and effec-"CCP will work with busi- business models, a surge in tive dispute resolution. sumers are just as safe when share the said information and

ing practices in the e-com- The CCP Chairperson The list of online platforms and transparency will provide and privacy safeguards are in included e-commerce businesses impetus to e-commerce place and whether information including Darazpk, Shopangapk, growth and building con- on products and services is

Apkaghar.pk, sures and disclaimers, essen-sumers.

Zameen-ForYou.com, tial terms and conditions of and online business in the pre-purchase, purchase, and post-pur-The CCP said that the chase stages, payment modali-

> Given the growth of e-compolicy formulation process.

Moreover, the CCP also "Effective communication what personal data protection presented in a transparent, In this regard, the CCP has accurate, easily accessible, A m a z o n . c o m, approached around 35 major and visible manner to help HomeShoppingpk, ARY Sahulat online platforms in Pakistan, consumers make informed

The CCP's aim is to limelight.pk, alkaramstudio.com, their online activities and strengthen consumers' trust in ketplace by providing the Cartrade.pk, operations, product(s) specifi- merce business for preventing Graana.com, cations and verification fraud, unfair trade practices ILaan.com, Ammanat.com, process, warnings (product and protecting the legitimate Jagah- safety etc), warranties, disclo- rights and interests of con-

Pakistan Today

22 May 2021 Page # 5

EFFECTIVE COMMUNICATION, TRANSPARENCY KEY ECOMMERCE GROWTH: CCP CHIEF

ISLAMABAD

TLTP

OMPETITION Commission of Pakistan Chairperson Rahat Kaunain Hassan has said that effective communication and transparency will provide impute to e-commerce growth and build-consumer confidence.

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In a statement on Friday, she said that CCP will work with businesses to develop and declare e-commerce policy guidelines to build consumer confidence in the electronic marketplace and encourage fair trade practices to prevent any possible abuse and deceptive marketing practices in the e-commerce domain.

She said that the Covid-19 pandemic has accelerated the shift towards a more digital world. Pakistan is no exception where there has been a rapid shift to digital business models, a surge in online transactions, and changes in consumption patterns. Therefore, it is deemed urgent to ensure that consumers are just as safe when shopping online as when shopping offline, she added.

Proposition 25 Major online platforms in Pakistan, seeking information



on the principal aspects governing their online activities and transactions.

These aspects inter alia include the basic disclosures regarding business operations, product specifications and verification process, warnings (product

safety etc.), warranties, disclosures and disclaimers, essential terms and conditions of online business in the pre-purchase, purchase, and post-purchase stages, payment modalities and security of payment systems, delivery mechanism, return policy and consequences of delays in delivery, easy access to fair and effective dispute resolution.

Given the growth of e-commerce players in Pakistan, the CCP encourages others not directly approached by it to also share the said information and take part in the consultative policy formulation process, she said.

She further said that moreover, the CCP also wants businesses to explain what personal data protection and privacy safeguards are in place and whether information on products and services is presented in a transparent, accurate, easily accessible, and visible manner to help consumers make informed choices.

Rahat said that the CCP's aim is to strengthen consumers' trust in the expanding electronic marketplace by providing the guiding principles for e-commerce business for preventing fraud, unfair trade practices and protecting the legitimate rights and interests of consumers.

The CCP is mandated under the Competition Act, 2010 to ensure free competition in all spheres of commercial and economic activity, to enhance economic efficiency, and to protect consumers from anti-competitive behaviour.

National Herald Tribune

22 May 2021 Page #7

CCP to work with businesses to develop e-commerce policy guidelines

ISLAMABAD, May 21: The Pakistan is no exception Pakistan (CCP) will work with businesses to develop and declare e-commerce policy guidelines to build consumer confidence in the elecmarketplace tronic encourage fair trade practices to prevent any possible abuse and deceptive marketing practices in the e-commerce domain.

The COVID-19 pandemic has accelerated the shift towards a more digital world.

Competition Commission of where there has been a rapid shift to digital business models, a surge in online transactions, and changes in consumption patterns. Therefore, it is deemed urgent to ensure that consumers are just as safe when shopping online as when shopping offline.

> The CCP Chairperson Ms. Rahat Kaunain Hassan said: "Effective communication and transparency will provide impetus to e-commerce

growth and building consumer confidence."

In this regard, the CCP has approached around 35 major online platforms in Pakistan, seeking information on the principal aspects governing their online activities and transactions. These aspects inter alia include the basic disclosures regarding business operations, product(s) specifications and verification process, warnings (product safety etc.), warranties, disclosures. -DNA

The Express Tribune

22 May 2021 Business Page # 13

E-COMMERCE

CCP to develop policy guidelines

OUR CORRESPONDENT

ISLAMABAD. The Competition Commission of Pakistan (CCP) has decided to work with businesses to develop and declare e-commerce policy guidelines to build consumer confidence in the electronic marketplace and to encourage fair trade practices.

In a statement on Friday, the commission pointed out that the move would prevent any possible abuse and deceptive marketing practices in the domain of e-commerce.

"The Covid-19 pandemic has accelerated the shift towards a more digital world," it said. "Pakistan is no exception and there has been a rapid shift towards digital business models, a surge in online transactions and changes in consumption patterns."

Therefore, "it is deemed urgent to ensure that consumers are just as safe when shopping online as when they are shopping offline," it said.

CCP Chairperson Rahat Kaunain Hassan said "effective communication and transparency will provide impetus to e-commerce growth and consumer confidence."

In this regard, the CCP approached around 35 major online platforms in Pakistan and sought information on the principal aspects governing their online activities and transactions, the commission said.

These aspects included basic disclosures regarding business operations, product specifications and verification process, warnings (product safety), warranties, disclosures and disclaimers, and essential terms and conditions of online business in pre-purchase.

Given the growth of e-commerce players in Pakistan, the CCP encourages the remaining players to share the said information and take part in the consultative policy formulation process, it said.

Dawn

22 May 2021 Page # 9

CCP moves to develop policy for e-commerce

Asks online stores to give information related to aspects governing their activities and transactions

By Kalbe Ali

ISLAMABAD: As there is no defined regulatory structure for e-commerce companies, the Competition Commission of Pakistan (CCP) has decided to develop e-commerce policy guidelines to prevent abuse and deceptive marketing practices in the sector.

With Covid-19 pandemic having accelerated digital marketing across the world, Pakistan, too, has witnessed a surge in online businesses.

To ensure that consumers are just as safe when shopping online as they are when they shop otherwise, the CCP has approached 35 major online platforms in Pakistan, seeking information on the principal aspects governing their online activities and transactions.

CCP Chairperson Rahat Kaunain Hassan recently held a commission meeting where it was noted online business despite operating beyond provincial and national boundaries had no clearly defined regulatory framework for e-commerce.

"Given the growth of e-commerce players in Pakistan, the CCP encourages the business in this sector to share the required information and take part in the consultative policy formulation process," she said.

The competition commission has asked e-commerce companies for certain information regarding business operations, product specifications and verification process, product safety warnings, warranties, disclosures and disclaimers, essential terms and conditions of online business in the pre-purchase, purchase, and post-purchase stages, payment modalities and security of payment systems, delivery mechanism and the return policy.

Dispute resolution

The CCP has also asked the e-commerce companies regarding the consequences of delays in delivery and the dispute resolution mechanism in case the buyers were not satisfied.

Since the e-commerce business falls under the domain of several regulatory agencies, including cyber security, the CCP has further asked the companies about cyber walls for "personal data protection and privacy safeguards" by the digital platforms.

The CCP has sought details from the companies about sharing and usage of personal data of

customers for marketing purposes, and "how the payment systems were secured".

Data protection

The commission wants businesses to explain what personal data protection and privacy safe-guards are in place and whether information on products and services is presented in a transparent, accurate, easily accessible, and visible manner to help consumers make informed choices.

The CCP target is to strengthen consumers' trust in the expanding electronic market place, by providing the guiding principles for e-commerce business for preventing fraud, unfair trade practices and protecting the legitimate rights and interests of consumers.

"These companies must provide truthful, accurate and complete information to consumers, and avoid deceptive, misleading or unfair claims, omissions or practices," said CCP spokesman while talking to Dawn.

The letter seeking details has been forwarded to 11 top online multi-category sellers and the online stores including Daraz.pk, Shopanga.pk, Goto.com.pk, Alibaba.com, Amazon.com and ARY SAHULAT BAZAR, besides five top online fashion and textile stores and eight online vehicle and immoveable property trade platforms.

The News

22 May 2021 Page # 2

CCP seeks input from 34 online sellers to regulate e-business in country

Our correspondent

volved in e-commerce busi- garding business including nesses in Pakistan for the postal address of head office purpose of developing and and all branches, names and pects governing online activi- contact details including email ties and transactions.

including Alibaba, Daraz, Amazon, Zameen.com, OLX, Junaid Jamshed, Pak Wheels to share their basic details.

According to official ane-commerce confidence in the electronic sumer confidence."

marketplace and encourage fair trade practices to prevent ISLAMABAD: The Competi- any possible abuse and deception Commission of Pakistan tive marketing practices in the (CCP) has sought basic dis- e-commerce domain. In its ofclosures from 34 top online ficial communication, the CCP multi-category sellers in sought basic disclosures redeclaring the principal as- details of the website. Other address, fax, landline, mobile The top online platforms numbers of customer care and complaints for non-compliance.

The CCP has given June and others have been asked 15, 2021 deadline for getting their response.

CCP Chairperson nouncement made here on Rahat Kaunain Hassan said: Friday, the CCP will work with "Effective communication businesses to develop and de- and transparency will provide policy impetus to e-commerce guidelines to build consumer growth and building con-

Daily Times

25 May 2021 Page # B2

CCP to develop E-Commerce policy guidelines

he Competition Commission of Pakistan (CCP) will work with businesses to develop and declare e-commerce policy guidelines to build consumer confidence in the electronic marketplace and encourage fair trade practices to prevent any possible abuse and deceptive marketing practices in the e-commerce domain. The COVID-19 pandemic has accelerated the shift towards a more digital world. Pakistan is no exception where there has been a rapid shift to digital business models, a surge in online transactions, and changes in consumption patterns. Therefore, it is deemed urgent to ensure that consumers are just as safe when shopping online as when shopping offline.

The CCP Chairperson Ms. Rahat Kaunain Hassan said: "Effective communication and transparency will provide impetus to e-commerce growth and building consumer confidence."

In this regard, the CCP has approached around 35 major online platforms in Pakistan, seeking infor-

mation on the principal aspects governing their online activities and transactions. These aspects inter alia include the basic disclosures regarding business operations, product(s) specifications and verification process, warnings (product safety etc.), warranties, disclosures and disclaimers, essential terms and conditions of online business in the prepurchase, purchase, and post-purchase stages, payment modalities and security of payment systems, delivery mechanism, return policy and consequences of delays in delivery, easy access to fair and effective dispute resolution.

Given the growth of e-commerce players in Pakistan, the CCP encourages others not directly approached by it also share the said information and take part in the consultative policy formulation process. Moreover, the CCP also wants businesses to explain what personal data protection and privacy safeguards are in place and whether information on products and

services is presented in a transparent, accurate, easily accessible, and visible manner to help consumers make informed choices.

The CCP's aim is to strengthen consumers' trust in the expanding electronic marketplace by providing the guiding principles for e-commerce business for preventing fraud, unfair trade practices and protecting the legitimate rights and interests of consumers.

They must provide truthful, accurate and complete information to consumers, and avoid deceptive, misleading or unfair claims, omissions or practices. Once the information is received within the stipulated time, the CCP will hold consultative sessions with all the stakeholders prior to formalization of any policy in this regard.

The CCP is mandated under the Competition Act, 2010 to ensure free competition in all spheres of commercial and economic activity, to enhance economic efficiency, and to protect consumers from anti-competitive behaviour. NEWS DESK

The Frontier Post

22 May 2021 Page #8

CCP to work with businesses to uplift e-commerce policy guidelines

F.P. Report

ISLAMABAD: The Competition Commission of said: "Effective communi-Pakistan (CCP) will work cation and transparency will with businesses to develop provide impetus to e-comand declare e-commerce merce growth and building policy guidelines to build consumer confidence." consumer confidence in the electronic marketplace and encourage fair trade practices to prevent any possible abuse and deceptive tion on the principal aspects marketing practices in the e-commerce domain.

towards a more digital Pakistan is no been a rapid shift to digital changes in consumption essential terms and condideemed urgent to ensure the pre-purchase, purchase, that consumers are just as and post-purchase stages, safe when shopping online payment modalities and

as when shopping offline.

Ms. Rahat Kaunain Hassan return policy and conse- commerce business for pre-

In this regard, the CCP has approached around 35 major online platforms in Pakistan, seeking informagoverning their online activities and transactions. The COVID-19 pandem- These aspects inter alia ic has accelerated the shift include the basic disclosures regarding business operations, product(s) specexception where there has ifications and verification process, warnings (product business models, a surge in safety etc.), warranties, disonline transactions, and closures and disclaimers, patterns. Therefore, it is tions of online business in

security of payment sys- marketplace by providing

commerce Pakistan, the CCP encour- rate and complete informaages others not directly tion to consumers, and approached by it also share avoid deceptive, misleadthe said information and ing or unfair claims, omistake part in the consultative sions or practices. policy formulation process.

wants businesses to explain ed time, the CCP will hold what personal data protec- consultative sessions with tion and privacy safeguards all the stakeholders prior to are in place and whether formalization of any policy information on products in this regard. The CCP is and services is presented in mandated under the Coma transparent, accurate, eas- petition Act, 2010 to ensure ily accessible, and visible free competition in all sphmanner to help consumers eres of commercial and ecomake informed choices.

strengthen consumers' trust protect consumers from antiin the expanding electronic competitive behaviour.

The CCP Chairperson tems, delivery mechanism, the guiding principles for equences of delays in deliv- venting fraud, unfair trade ery, easy access to fair and practices and protecting the effective dispute resolution. legitimate rights and inter-Given the growth of e- ests of consumers. They players in must provide truthful, accu-

Once the information is Moreover, the CCP also received within the stipulatnomic activity, to enhance The CCP's aim is to economic efficiency, and to

The Spokesman

22 May 2021 Page # 6

CCP to develop e-commerce policy guidelines

Staff Reporter

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Al Ikhbar

22 May 2021 Page # 2

Metro Watch

22 May 2021 Back Page

سى فى كاكاروبارى ادارول كاشتراك ساى كامرس باليسى گائيذلائنز بنانے كا اعلان باليسى گائيڈلائنز بنانے كا اعلان

اسلام آباد (شاف رپورٹر) کمیشین کمیش آف
پاکستان نے کاربائی اداروں کے اشتراک سے ای
کامرس پالیسی گائیڈ لائنز بنانے کا اعلان کر دیا ہے جس
سے صارفین کا ای کامرس مارکیٹ بیس اعتاد قائم ہوگا ادر
ای کامرس مارکیٹ بیس کی بھی مکند دھوکہ دھی پر جی تشجیر
اور کمیشیشن مخالف سرگرمیوں سے بچا جا سکے گا۔ دنیا بھر
ش جاری کووڈ 19 وباء کی وجہ سے اب عام صارف کا
ریحان و بجیشل دنیا (باتی صفحہ 6 بقیہ نمبر 42)



(ای کامرس) کی طرف برجتا جا رہا ہے۔ ای طرح پاکستان میں بھی دیجیٹل برنس مادل اور آن لائن فرانزیشن کی طرف رجان برحتا جا رہا ہے۔ اس لئے فرانزیشن کی طرف رجان برحتا جا رہا ہے۔ اس لئے مار بات کی اہمیت اور بھی زیادہ ہوئی ہے کہ آن لائن شاپنگ کے دوران صارفین کا شخط سنی بنایا جا سکے۔ چیئر پرن می کی راحت کو تین حسن نے کہا کہ مؤثر روابط اور شفافیت ہے ای کامرس کو فدید ترقی کے گی اور صارفین کا اعتاد بھی بحال ہوگا۔

Jang

22 May 2021 Page # 11

مسابقتی کمیشن کاای کامرس پالیسی گائیڈ لائنز مرتب کرنے کااعلان

اعتماد قائم ہوگا اور ای کامرس رفين كاتحفظ يقيني بناياجا

Express

22 May 2021 Back Page



ایکامرس

جس سے صارفین کا ای کامرس مارکیٹ میں اعتماد قائم ہو گا اور ای کامرس مارکیٹ میں کسی بھی ممکنہ دھوکا دہی پر مبنی تشہیر اور مسابقت مخالف سرگرمیوں سے بچاجا سکے گا۔

The 92 News

22 May 2021 Back Page

مسابقتی کمیش نے ای کامرس پالیسی گائیڈ لائنز بنانے کا اعلان کردیا اسلام آباد (مانیٹرنگ ڈیسک) مسابقتی کمیشن نے ای کامرس پالیسی گائیڈلائنز بنانے کا اعلان نے ای کامرس پالیسی گائیڈلائنز بنانے کا اعلان کردیا، چیئر پرس سی سی پی (باقی صفحہ 4 نمبر 21)

افتیہ اسلامی کا مرس پالیسی گائیڈ لائنز سے صارفین کا مرس مارکیٹ میں اعتماد قائم ہوگا، ای کا مرس مارکیٹ میں اعتماد قائم ہوگا، ای کا مرس مارکیٹ میں سی بھی ممکنہ دھوکہ دہی پر مبنی تشہیر سے بچا جا سکے گا، پاکستان میں بھی ڈیجیٹل برنس ماڈل اور جا سکے گا، پاکستان میں بھی ڈیجیٹل برنس ماڈل اور آن لائن ٹرانز یکشن کی طرف رجحان بڑھتا جا رہا ہے، آن لائن ٹرانز یکشن کی طرف رجحان صارفین کا تحفظ ہے، آن لائن ٹا بیگ کے دوران صارفین کا تحفظ یعنی بنانے کی اہمیت بڑھ گئی ہے، موثر روابط اور شفافیت سے ای کا مرس کو مزید ترقی ملے گی اور صارفین کا اعتماد بحال ہوگا۔

Nawa-i-Waqt

22 May 2021 Back Page

سى پى كااى كامرس پالىسى گائىد لائىز بىنانے كااعلان

اسلام آباد (نمائندہ خصوصی) سیٹیشن کمیشن آف پاکستان نے کارباری اداروں کے اشتراک سے ای کامرس پالیسی گائیڈ لائنز بنانے کا اعلان کر دیا ہے جس سے صارفین کا ای کامرس مارکیٹ میں اعتماد قائم ہوگا اور ای کامرس مارکیٹ میں کسی بھی مکندھوکہ دھی پر مبنی تشہیراور صفحہ 7 پر بقیہ نبر 47

47 گائيڈلائنر

کشہیر اور سیجینیشن خالف سرگرمیوں سے بچا جا سکے گا۔ دنیا بھر میں جاری کووڈ19 وباء کی وجہ سے اب عام صارف کار بھان ڈیجیٹل دنیا (ای کامرس) کی طرف بڑھتا جارہا ہے۔ اسی طرح پاکستان میں بھی ڈیجیٹل برنس ماڈل اور آن لائن ٹرانز یکشن کی طرف رجحان بڑھتا جارہاہے۔