



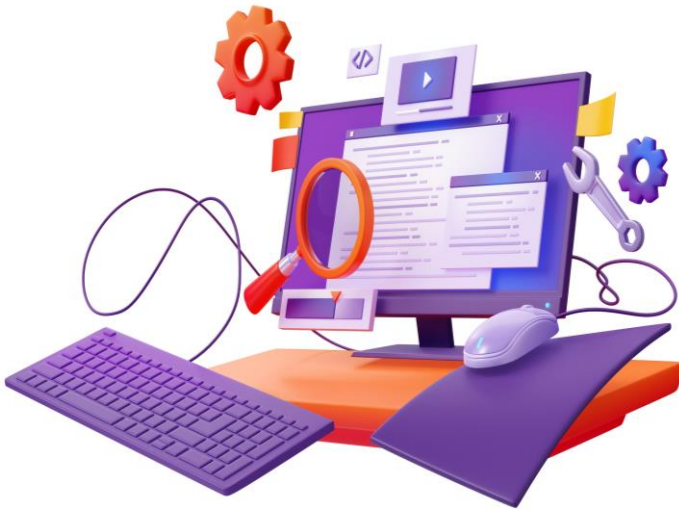
How will the new law impact
your online business ?



Why has a New Law been proposed?

- Nepal has witnessed a boom in **e-commerce** as of late, but the lack of a comprehensive **legal framework** governing the realm of e-commerce has provided a breeding ground for **bad actors**. Numerous customers have expressed their **grievances** concerning issues such as receiving **defective products**, **erroneous deliveries**, **price discrepancies**, and the absence of a viable **return** and **refund** policy.
- So, with the **objective** to expand usefulness of **information technology** in **business transactions**, to make the business system **simple**, **technology-friendly**, **reliable** and **convenient** and to provide a secure structure for the purchase or sale of goods or services through electronic means, a new **bill** to manage e-commerce has been proposed.

What new requirements does the Bill set?



- All **Online Businesses** need to be **registered** in the e-commerce portal of the **Department of Commerce, Supplies and Consumer Protection** within **one year**
- All online business are required to create an **electronic platform** in the form of a **website** to enable their potential customers to make an **informed decision**

- Among other details, the website shall include the **Price** inclusive of all taxes of the goods or services being sold, **delivery charges** and the **time of delivery**

- The bill outlines a minimum **procedural** guideline that online businesses must follow

- The customer holds the right to **cancel the order** before dispatched. There shall be no cancellation charge and customer should be **refunded** fully if the payment was done



What Happens if I do not comply?



- Customer has the right to file a **complain** at respective **District Administration Office** against an Online Business.
- A designated **person** to answer **complaints** and help the customer is **mandatory** for all Online Businesses. The **name, phone number** and **address** of such designated person shall also be placed on the **website**. The business shall provide a remedy to customer within **15 days** of a complaint.

Fines and Penalty

Operating without registration/
website/establishing proper
procedures



Upto Rs 100,000

Conducting
Inappropriate business



Upto Rs 200,000