

Ministry of Social Justice & Empowerment



Chief Commissioner for Persons with Disabilities Orders a ban on off the shelf and e-commerce sale of hearing aids

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In a case filed by the Secretary, Indian Speech Language and Hearing Association (ISHA) against an e-Commerce venture namely, India Mart Inter Mesh Ltd. over indiscrete sale of hearing aids using their App or online platform, the Chief Commissioner has issued an Order on Tuesday banning such online and over the counter sale of hearing aids. The Chief Commissioner, Shri Rajesh Aggarwal, recognizing the inherent risk and at times irreparable damage to the persons with hearing impairment who without the professional consultancy from the prescribed field experts procure and use the instruments. The Chief Commissioner for Persons with Disabilities (CCPD) after hearing the Complainant as well as the e-Commerce Venture concluded that before a hearing aid is identified and purchased, the user has to go through testing, obtain a prescription from the professional and only after their recommendations based on the needs of the patient, a hearing aid can be given. The CCPD directed to remove all listing/advertisement related to the hearing aids from the website of the India Mart till its sets up a proper process of screening by the subject professionals and submit the compliance within a period of three months.

MG/MS/VL/SD

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