

QUESTION DETAILS

MINISTRY OF : CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

DEPARTMENT OF : FOOD AND PUBLIC DISTRIBUTION

RAJYA SABHA

UNSTARRED QUESTION NO 683

TO BE ANSWERED ON 08.02.2019

Grievance redressal mechanism for consumers of Public Distribution System

683. Shri G.C. Chandrashekhar

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:-

- (a) whether Government has any mechanism to redress grievances of the consumers under the Public Distribution System (PDS), if so, the details thereof;
- (b) the total number of ration cards issued and Fair Price Shops operational in the country at present, State/UT-wise;
- (c) whether several irregularities, including diversion of PDS foodgrains, prevalence of fake ration cards, supply of poor quality foodgrains and charging of high price have been reported during the last four years and the current year; and
- (d) if so, the details thereof and the corrective measures taken by Government in this regard, State/UT-wise?

Answer

MINISTER OF STATE FOR CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION

(SHRI C. R. CHAUDHARY)

(a): The National Food Security Act (NFSA) 2013, came into force on July 5, 2013. The NFSA has been implemented in all States/UTs and the Targeted Public Distribution System (TPDS) is now governed as per the provisions of the Act. Section 14 of the NFSA provides that every State Government shall put in place an internal grievance redressal mechanism which may include call centres, help lines, designation of nodal officers, or such other mechanism as may be prescribed. Section 15 provides for a District Grievance Redressal Officer for expeditious and effective redressal of grievances of the aggrieved persons in matters relating to distribution of entitled foodgrains and to enforce the entitlements under the Act. Section 16 provides that every State Government shall, by notification, constitute a State Food Commission for the purpose of monitoring and review of implementation of the Act. The mechanisms for redressal of grievances have been put in place by the State Governments/UTs.

...2/-

...2...

(b): State/UT-wise statement containing total number of ration cards issued and fair price shops operational in the Country is at Annexure- I and Annexure-II respectively.

(c) & (d): There have been complaints about irregularities in the functioning of the TPDS including issuance of cards to ineligible persons, distribution, leakages, diversion, etc. in some States/regions in the country. Therefore, as and when complaints are received by the Government from individuals and organizations as well as through press reports, these are referred to the State/UT Governments concerned for inquiry and appropriate action. A State/UT-wise statement indicating number of such complaints received during the last three years and current year is at Annexure-III.

ANNEXURE-I

ANNEXURE REFERRED TO IN PART (b) OF THE RAJYA SABHA UNSTARRED QUESTION NO. 683 DUE FOR ANSWER ON 08.02.2019 REGARDING "GRIEVANCE REDRESSAL MECHANISM FOR CONSUMERS OF PUBLIC DISTRIBUTION SYSTEM".

STATEMENT INDICATING STATE-WISE NUMBER OF CARDS UNDER NATIONAL FOOD SECURITY ACT, 2013 (As on 19.11.2018)

S. No.

Name of the State/UT

Ration Cards (In lakh)

AA Y

DLH

1111

Total
(AAY +PHH)

1

Andhra Pradesh

9.09

86.09

95.18

2

Arunachal Pradesh

0.37

1.39

1.76

3

Assam

7.03

50.88

57.91

4

Bihar

25.01

129.00

154.01

5

Chhattisgarh

7.19

45.65

52.84

6

Delhi

0.76

18.68

19.44

7

Goa

0.13

1.28

1.41

8

Gujarat

8.12

58.68

66.80

9

Haryana

2.68

24.07

26.75

10

Himachal Pradesh

1.82

4.98

6.80

11

Jammu & Kashmir

2.36

14.30

16.66

12

Jharkhand

9.17
47.98
57.15
13

Karnataka

10.97
114.12
125.09
14

Kerala

5.96
29.07
35.03
15

Madhya Pradesh

13.98
103.58
117.56
16

Maharashtra

25.05
120.74
145.79
17

Manipur

0.64
4.94
5.58
18

Meghalaya

0.15
3.52
3.67
19

Mizoram

0.26
1.21
1.47
20

Nagaland

0.48
2.37
2.85
21

Odisha

12.40
74.30
86.70
22

Punjab

1.79
34.12
35.91
23

Rajasthan

9.32
98.03

107.35

24

Sikkim

0.17

0.79

0.95

25

Tamil Nadu

17.17

81.56

98.73

26

Telangana

5.67

44.97

50.64

27

Tripura

1.10

4.70

5.80

28

Uttar Pradesh

40.94

309.71

350.65

29

Uttarakhand

1.84

11.46

13.30

30

West Bengal

15.86

546.25

562.11

31

A&N Island

0.04

0.11

0.15

32

Chandigarh

0.00

0.64

0.64

33

D & N Haveli

0.04

0.40

0.44

34

Daman & Diu

0.01

0.19

0.20

35

Lakshadweep

0.01
 0.04
 0.05
 36
 Puducherry
 0.26
 1.51
 1.77
 TOTAL
 237.83
 2071.33
 2309.17

ANNEXURE-II

ANNEXURE REFERRED TO IN PART (b) OF THE RAJYA SABHA UNSTARRED QUESTION NO. 683 DUE FOR ANSWER ON 08.02.2019 REGARDING "GRIEVANCE REDRESSAL MECHANISM FOR CONSUMERS OF PUBLIC DISTRIBUTION SYSTEM".

Statement indicating State-wise total No. of Fair Price Shops (As on 09.11.2018)

Sl. No.

States/UTs

Total No. of Fair Price Shops

1	
A&N Island	482
2	
Andhra Pradesh	28,663
3	
Arunachal Pradesh	1,912
4	
Assam	38,237
5	
Bihar	41,483
6	
Chandigarh	0
7	
Chhattisgarh	12,298
8	
D & N Haveli	65
9	
Daman & Diu	51
10	
Delhi	2,254
11	
Goa	476
12	
Gujarat	17,210
13	

Haryana

9,698

14

Himachal Pradesh

4,934

15

Jammu & Kashmir

6,493

16

Jharkhand

23,846

17

Karnataka

20,049

18

Kerala

14,429

19

Lakshadweep

39

20

Madhya Pradesh

24,231

21

Maharashtra

52,532

22

Manipur

4,219

23

Meghalaya

4,736

24

Mizoram

1,252

25

Nagaland

1,691

26

Odisha

12,577

27

Puducherry

0

28

Punjab

16,933

29

Rajasthan

26,642

30

Sikkim

1,421

31

Tamil Nadu

34,776

32

Telangana

17,170
33
Tripura
1,806
34
Uttar Pradesh
81,137
35
Uttrakhand
9,908
36
West Bengal
20,806
Total
534,456

ANNEXURE-III

ANNEXURE REFERRED TO IN PART (c) & (d) OF THE RAJYA SABHA UNSTARRED QUESTION NO. 683 DUE FOR ANSWER ON 08.02.2019 REGARDING “GRIEVANCE REDRESSAL MECHANISM FOR CONSUMERS OF PUBLIC DISTRIBUTION SYSTEM”.

COMPLAINTS ON TPDS RECEIVED IN THE DEPARTMENT FROM INDIVIDUALS, ORGANISATIONS & THROUGH MEDIA REPORTS ETC FROM 2016 TO 2019 (upto 30.01.2019)

S. No.

State/UT

2016

2017

2018

2019

1

Andhra Pradesh

5

10

6

-

2

Arunachal Pradesh

-

-

1

-

3

Assam

32

17

7

-

4

Bihar

81

169

135

10

5

Chhattisgarh

9

9

9

6

Delhi

91

98

76

6

7

Goa

1

2

-

-

8

Gujarat

12

9

8

2

9

Haryana

34

47

35

4

10

Himachal Pradesh

5

6

1

-

11

J&K

3

4

5

-

12

Jharkhand

29

35

33

-

13

Karnataka

22

28

15

1

14

Kerala

22

13

11

15

Madhya Pradesh

24

21

24

2

16

9/5/2019

16

Maharashtra

62

77

34

4

17

Manipur

4

2

2

-

18

Meghalaya

9

-

-

-

19

Mizoram

-

2

-

-

20

Nagaland

2

2

-

-

21

Orissa

43

22

16

2

22

Punjab

7

5

22

1

23

Rajasthan

59

82

38

2

24

Sikkim

-

-

-

-

25

Tamil Nadu

33

31

27

21

-

26

Telangana

1

4

3

-

27

Tripura

1

1

-

-

28

Uttarakhand

21

22

15

1

29

Uttar Pradesh

461

445

369

40

30

West Bengal

29

49

43

4

31

A&N Island

1

-

1

-

32

Chandigarh

2

-

2

-

33

D& N Haveli

1

-

-

-

34

Daman & Diu

-

-

-

-

35

Lakshadweep

9/5/2019

-

-

1

-

36

Puducherry

-

1

2

-

TOTAL

1106

1213

941

79

[ENGLISH VERSION](#)

[HINDI_VERSION](#)