

GOVERNMENT OF INDIA
MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
RAJYA SABHA
QUESTION NO 19.11.2009
ANSWERED ON
PLANS BY KENDRIYA BHANDAR .

73

SHRI BALAVANT ALIAS BAL APTE

Will the Minister of COAL AND MINES, PUBLIC GRIEVANCES AND PENSIONS be pleased to state :-

- (a) whether Kendriya Bhandar has prepared any plan to encourage frugality, self help and cooperation among their members;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) whether Kendriya Bhandar has permitted the vendors to directly supply the goods to stores which is against the purchase policy of Government;
- (d) if so, whether the quality of goods of Kendriya Bhandar is decreasing;
- (e) whether complaints have been received regarding sub-standard goods, pulses and flour in Kendriya Bhandar situated in Mahadev Road in Delhi; and
- (f) if so, the measures being taken to rectify this; the details thereof?

ANSWER

Minister of State (Independent Charge) of the Ministry of Science and Technology; Minister of State (Independent Charge) of the Ministry of Earth Sciences; Minister of State in the Prime Minister's Office; Minister of State in the Ministry of Personnel, Public Grievances and Pensions; and Minister of State in the Ministry of Parliamentary Affairs

(SHRI PRITHVIRAJ CHAVAN)

(a)&(b): The employees of Kendriya Bhandar who are also members of the Society have formed a Credit and Thrift Society for the mutual benefit of the members. The objects of the Society are to promote the economic interest of the members by creation of funds to be lent to its members for necessary purposes; to undertake welfare activities particularly for the members and employees for the promotion of their moral, educational and physical improvements; and to undertake other measures designed to encourage in the members the spirit and practice of thrift, self help and mutual help etc.

(c)Kendriya Bhandar is following the Purchase Policy adopted by it with the approval of the Kendriya Bhandar Board. Due to constraints of infrastructure relating to large accommodation required for godown and transport facility for supplying goods from the godown to stores, some goods are also obtained from the registered suppliers who supply the goods directly to the Stores in accordance with the Purchase Policy.

(d)Since Kendriya Bhandar is selling a lot of items through their retail stores, some complaints about the quality of goods are received, which are not due to direct supply of goods to the stores by the vendors. However, necessary corrective action including replacement of items etc. is taken as and when such complaints are received.

(e)It has been reported that customer complaint had been received regarding some grocery item (dal) which was supplied by Kendriya Bhandar Store at Mahadev Road, New Delhi. The complaint was addressed promptly by the store incharge himself with the guidance of the concerned officer.

(f) It is stated that all supplies of pulses and rice received in the Kendriya Bhandar godowns are invariably sent for laboratory testing in a well-known laboratory after taking samples from the actual supply received before packing and thereafter supplied to the retail outlets for sale. However, some items are more prone to infestation frequently like rice and pulses etc. Keeping in view their vulnerability, Kendriya Bhandar keeps stock of these items for a limited period only. Apart from this, strict monitoring is also being done frequently by the Kendriya Bhandar on the items supplied to the retail stores. In case any item is damaged Kendriya Bhandar take immediate action to stop the sale of such items. Kendriya Bhandar has been consumer friendly and whenever any item purchased by the consumers is found substandard/damaged for reasons beyond their control, all the store incharges have been instructed to address such complaints immediately and replace the materials with fresh items and also to return the remaining stock to the godown.