

GOVERNMENT OF INDIA  
MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION  
DEPARTMENT OF FOOD AND PUBLIC DISTRIBUTION

**RAJYA SABHA**  
UNSTARRED QUESTION NO. 683  
TO BE ANSWERED ON 08<sup>th</sup> FEBRUARY, 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?

**A N S W E R**  
MINISTER OF STATE FOR CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION  
(SHRI C. R. CHAUDHARY)

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(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.

(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.

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**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)		
		AAY	PHH	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
<b>TOTAL</b>		<b>237.83</b>	<b>2071.33</b>	<b>2309.17</b>

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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
<b>Total</b>		<b>534,456</b>

## 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	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	-
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	-	-	1	-
36	Puducherry	-	1	2	-
<b>TOTAL</b>		<b>1106</b>	<b>1213</b>	<b>941</b>	<b>79</b>

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