

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

**RAJYA SABHA**  
UNSTARRED QUESTION NO.1945  
**TO BE ANSWERED ON 18<sup>TH</sup> MARCH, 2025**

**QUALITY OF FOOD UNDER PDS**

1945 SHRI G.C. CHANDRASHEKHAR:

Will the Minister of Consumer Affairs, Food and Public Distribution be pleased to state:

- (a) whether Government has put in place any mechanism to ensure quality control over the food provided under Public Distribution System (PDS) through ration shops;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) whether any action is taken in case of violations of quality norms;
- (d) if so, the details thereof and if not, the reasons therefor;
- (e) whether any grievance redressal mechanism has been set up for filing complaints in cases of lapses in quality; and
- (f) if so, the details thereof and if not, the reasons therefor?

**A N S W E R**  
MINISTER OF STATE FOR MINISTRY OF CONSUMER AFFAIRS,  
FOOD & PUBLIC DISTRIBUTION  
**(SHRIMATI NIMUBEN JAYANTIBHAI BAMBHANIYA)**

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(a) and (b): The Department has formulated and issued a Quality Control Manual, to uniformly maintain the quality standards of foodgrains from procurement to its distribution to the eligible beneficiaries through various social security programmes of GoI.

(c) and (d): Regular surveillance, monitoring, inspection and random sampling of food products are being carried out by the machinery of Food Safety Departments of the respective States/UTs to check compliance of the standards laid down under Food Safety and Standards Act 2006, Rules and Regulations made there under. In cases, where the food samples are found to be non-conforming, penal action is initiated against the defaulting Food Business Operators as per provisions of FSS Act, Rules and Regulations made there under.

(e) and (f): Under TPDS, every State Government is required to 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. Whenever any complaints are received in this Department from any source, they are forwarded to the concerned State/UT Governments for inquiry and appropriate action at their end.

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