

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

LOK SABHA  
STARRED QUESTION NO. 170  
TO BE ANSWERED ON 14<sup>TH</sup> MARCH, 2017  
RATION CARDS AND FAIR PRICE SHOPS

\*170. SHRI R. PA RTHIPAN:  
SHRI C.S. PUTTA RAJU:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:

- (a) the total number of ration cards issued and Fair Price Shops operational in the country at present, State/UT-wise;
- (b) whether the Government has any mechanism for redressal of grievances of the consumers under the Public Distribution System (PDS) and if so, the details thereof along with the steps taken to redress the grievances;
- (c) the steps taken to improve the efficiency and effectiveness of PDS by the Government;
- (d) 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 three years and the current year; and
- (e) if so, the details thereof and the corrective measures taken by the Government in this regard indicating the number of cases reported and the losses suffered as a result thereof, State/ UT-wise?

A N S W E R  
MINISTER OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION  
(SHRI RAMVILAS PASWAN)

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(a) to (e): A statement is laid on the Table of the House

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (e) OF THE STARRED QUESTION NO. \*170 DUE FOR ANSWER ON 14.03.2017 IN THE LOK SABHA.

(a): As per information received from States/UTs, a statewise statement showing the number of ration cards issued and registered FPS on Annexure-I.

(b): NFSA provides for two tier Grievance Redressal Mechanism in each State/UT including District Grievance Redressal Officer and State Food Commission. Besides, Toll Free help line numbers (1967 / 1800 Series) are also made available by State/UT Governments to beneficiaries for registration of their grievances.

(c) to (e): In a continuous endeavour to strengthen and streamline TPDS, the Government has initiated implementation of 'End-to-end Computerisation of TPDS Operations' during the 12<sup>th</sup> Five Year Plan (2012-17) on cost sharing basis with the States/UTs to ensure transparency and check leakages in the TPDS system. The Scheme comprises of activities namely, digitization of ration cards/beneficiary and other databases, computerisation of supply-chain management, setting up of transparency portals and grievance redressal mechanisms and installation of e PoS devices at Fair Price Shops and issuance of foodgrains through biometric authentication.

Under the scheme, financial assistance is being provided to States/UTs on cost sharing basis. The cost is being shared on 90:10 basis with North East States and on 50:50 basis with other States/UTs. Under this scheme, as per reports received, as on 01/03/2017, 100 % ration card data has been digitized, Online allocation is being done in 29 States/UTs, supply-chain management implemented in 20 States/UTs, Transparency Portal set up in all States/UTs, online Grievance Redressal Mechanism / toll free helpline number has been set up in all States/UTs.

There have been complaints about irregularities in the functioning of the Targeted Public Distribution System (TPDS) including leakage/diversion of foodgrains, foodgrains not reaching the intended beneficiaries, issuance of ration cards to ineligible persons, etc. in some States/regions in the country. TPDS is operated under the joint responsibility of the Central and the State/Union Territory (UT) Governments wherein the operational responsibilities for implementation of TPDS within the State/UT rest with the State/UT Governments concerned. 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, if required, 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 Annex -II.

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ANNEXURE REFERRED TO IN REPLY TO PART (a) OF THE STARRED QUESTION NO. \*170 DUE FOR ANSWER ON 14.03.2017 IN THE LOK SABHA

<b>Total Ration Cards and Fair Price Shops as on 07.03.2017</b>			
<b>Sl.</b>	<b>States/Uts</b>	<b>Total Ration Cards</b>	<b>Total Fair Price Shops</b>
1	Andhra Pradesh	94,36,026	29,082
2	Andaman & Nicobar	13,370	509
3	Arunachal Pradesh	1,76,342	1,731
4	Assam	57,55,686	38,794
5	Bihar	1,54,01,000	42,117
6	Chandigarh	59,402	DBT (Cash)
7	Chhattisgarh	53,68,000	12,350
8	Dadra & Nagar Haveli	42,536	62
9	Daman & Diu	24,120	51
10	Delhi	19,45,358	2,254
11	Goa	1,38,361	447
12	Gujarat	72,30,246	17,237
13	Haryana	29,41,138	9,631
14	Himachal Pradesh	6,99,584	4,877
15	Jammu and Kashmir	15,97,288	5,970
16	Jharkhand	57,56,766	23,379
17	Karnataka	1,05,48,106	20,497
18	Kerala	34,33,036	14,335
19	Lakshadweep	5,110	39
20	Madhya Pradesh	1,15,37,855	22,409
21	Maharashtra	1,48,28,050	51,259
22	Manipur	5,17,093	2,052
23	Meghalaya	4,21,548	4,651
24	Mizoram	1,43,315	1,268
25	Nagaland	2,83,581	1,691
26	Odisha	86,13,870	13,844
27	Puducherry	1,62,456	DBT (Cash)
28	Punjab	36,35,425	16,657
29	Rajasthan	1,02,05,458	25,721
30	Sikkim	96,911	1,421
31	Tamil Nadu	98,29,111	34,774
32	Telangana	49,27,847	17,159
33	Tripura	5,90,117	1,798
34	Uttar Pradesh	3,41,20,299	79,391
35	Uttarakhand	13,30,404	9,212
36	West Bengal	6,01,85,092	19,733
	<b>Total</b>	<b>23,19,99,907</b>	<b>5,26,402</b>

ANNEXURE REFERRED TO IN REPLY TO PART (c) to (e) OF THE STARRED QUESTION NO. \*170 DUE FOR ANSWER ON 14.03.2017 IN THE LOK SABHA

STATEMENT: COMPLAINTS ON TPDS RECEIVED FROM INDIVIDUALS, ORGANISATIONS & THROUGH MEDIA REPORTS ETC FROM 2013 TO 2016

S. No.	State/UT	2013	2014	2015	2016
1	Andhra Pradesh	3	4	8	5
2	Arunachal Pradesh	-	1	1	-
3	Assam	-	5	34	32
4	Bihar	32	55	106	81
5	Chhattisgarh	3	3	6	9
6	Delhi	37	78	113	91
7	Goa	-	-	-	1
8	Gujarat	4	16	8	12
9	Haryana	11	26	35	34
10	Himachal Pradesh	-	-	4	5
11	J&K	-	-	5	3
12	Jharkhand	8	16	32	29
13	Karnataka	6	6	16	22
14	Kerala	1	1	16	22
15	Madhya Pradesh	17	7	17	24
16	Maharashtra	20	25	48	62
17	Manipur	2	1	6	4
18	Meghalaya	1	2	7	9
19	Mizoram	-	-	-	-
20	Nagaland	-	3	-	2
21	Orissa	3	8	22	43
22	Punjab	6	5	10	7
23	Rajasthan	18	31	33	59
24	Sikkim	0	-	-	-
25	Tamil Nadu	9	7	22	33
26	Telangana	-	-	10	1
27	Tripura	-	-	-	1
28	Uttarakhand	2	8	24	21
29	Uttar Pradesh	92	137	197	461
30	West Bengal	7	11	32	29
31	A&N Island	-	-	-	1
32	Chandigarh	-	3	6	2
33	D& N Haveli	-	1	-	1
34	Puducherry	-	-	-	-
<b>TOTAL</b>		<b>282</b>	<b>460</b>	<b>818</b>	<b>1106</b>