

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

LOK SABHA
UNSTARRED QUESTION NO.3758
TO BE ANSWERED ON 18TH DECEMBER, 2024

QUALITY CONTROL OF FOOD PROVIDED UNDER PDS

3758. SHRI RAJEEV RAI:

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

- (a) whether the Government has put in place any mechanism to ensure quality control over the food provided under the 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)

(a) & (b): Yes Sir. The Government has formulated and issued a Quality Control Manual, in order to maintain the quality standards of foodgrains from procurement to its distribution to the eligible beneficiaries through various social security programmes of Government of India. Department of Food and Public Distribution (DFPD) has established 11 Quality Control Cells at various places in the country which conducts inspection and analysis of foodgrains procured and stored for Public Distribution System. In addition, Food Corporation of India (FCI) also has its internal quality management system to check and maintain the quality of foodgrains. A Quality Management System (QMS) has also been developed and implemented by FCI for this purpose.

(c) & (d): Whenever any deviation from the quality parameters as mentioned in the Uniform Specifications of foodgrains found during check/inspection, remedial action as per Quality Manual is taken as well as disciplinary action is also initiated against the responsible officials.

(e) & (f): Helpline number 1967/1800-State series number is operational in all the States/UTs for contacting and redressal of grievances and filling of any type of complaints regarding Public Distribution System. In addition, DFPD also regularly conducts online public grievance redressal meetings where anyone can register his/her grievance.
