

National Food Security Act. In order to frame the proposed law, Government has initiated necessary action. Examination of different aspects of the proposed law in consultation with various stake holders is presently in progress. As part of this exercise, consultation with State Governments was held on 10.06.2009 as per concept note circulated on the proposed law.

Presently, under the Targeted Public Distribution System (TPDS) allocation of food grains is made for 6.52 crore Below Poverty Line (BPL) (including the Antyodaya Anna Yojana (AAY) families on the basis of 1993-94 poverty estimates of the Planning Commission projected on the population estimates of Registrar General of India as on 1.3.2000. However, the total number of BPL (including AAY) ration cards issued by the States as per reports upto 30.06.2009 is 10.86 crore.

For conducting next round of BPL census, Ministry of Rural Development is in the process of finalizing guidelines. For identification of BPL families in urban areas, the Ministry of Housing and Urban Poverty Alleviation has issued guidelines in January, 2009.

Consumer complaint mechanism

756. SHRI RAHUL BAJAJ:
SHRI RAJKUMAR DHOOT:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) how effective is the on-line consumer complaint mechanism of CORE Centre; and
- (b) in what percentage of cases have consumer complaints been resolved in the last three years?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (PROF. K.V. THOMAS): (a) and (b) The on line consumer complaint mechanism of CORE Centre is useful because the complainant without going to Consumer Forum, may get redressal of his grievances. On an average 1500 complaints per month are received at CORE. The percentage of resolutions is also increasing by every year.

The percentage of complaints resolved in the last three years is given below:

Sl.No.	Period	No. of Complaints Received	No. of Complaints Resolved	% of Resolved
1	01 Jan 06 to 31 Dec 06	13196	2260	17.12%
2	01 Jan 07 to 31 Dec 07	16261	4653	28.61%
3	01 Jan 08 to 31 Dec 08	17396	4683	26.91%