

to EDs (zone) of both recipient and dispatching regions and the same shall be subject matter of vigilance investigation.

9. **Follow up**

The losses so declared in JV shall be final. The delinquent official may be Proceeded against/appropriately. The Regional Offices/Zonal Offices and stocks division of FCI, Hqrs. shall monitor conducting of JV.

Implementation of bio-metric system for PDS in Andhra Pradesh

4561. DR. K. V. P. RAMACHANDRA RAO: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government has introduced Aadhaar-based bio-metric system for issuing foodgrains to the beneficiaries in ration shops throughout the country, if so, the details thereof;

(b) if not, whether Government is aware that certain States have introduced this system in their respective States, particularly Andhra Pradesh;

(c) whether Government of Andhra Pradesh has also provided mobile phones/tabs/laptops to each ration shop for biometric identification of the beneficiaries, if so, the details thereof; and

(d) the number of ration shops in Andhra Pradesh provided with bio-metric instruments and expenditure incurred thereon during the last three years?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI C. R. CHAUDHARY): (a) and (b) Department had issued notification *vide* SO No. 371(E) dated 08th February 2017 (amended from time to time) for seeding of Aadhaar number of at least one member of the beneficiary household in the ration card. The notification States that any member of the eligible household will be entitled to receive entire quantity of subsidized foodgrains under NFSA on behalf of the household after authentication.

In case of beneficiaries/household does not possess an Aadhaar number, the said notification further provides that, till the Aadhaar is assigned to the beneficiaries of subsidies under NFSA, the entitlements under NFSA shall be given to such individuals on production of ration card and either Aadhaar enrolment ID slip, or copy of his/her request made to State Government for Aadhaar enrolment, along with any of the 8 supporting documents listed in the said notification.

In Andhra Pradesh, Aadhaar based biometric system was introduced at Fair Price Shops (FPS) since April 2015.

(c) Government of Andhra Pradesh has not provided mobile phones / tabs/ laptops to FPSs but electronic Point of Sale (ePoS) devices along with electronic weighing machines, IRIS readers, have been installed at all FPSs in Andhra Pradesh and foodgrains are being distributed to beneficiaries at FPSs through Aadhaar based biometric/IRIS authentication since April 2015.

(d) In Andhra Pradesh, ePoS devices along with electronic weighing machines, IRIS readers, etc. were provided to 29,686 FPSs. As per the information and the expenditure incurred State Government for procurement of above ePoS devices integrated with biometric finger print scanners, electronic weighing machines, IRIS readers, application servers, connectivity charges, maintenance and operations, etc. during the last three years is estimated to be around ₹ 205 Crore.

Consumer complaints

4562. SHRI HISHEY LACHUNGPA: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) the total number of consumer complaints received during the last five years;
- (b) the reasons, if any, for the increase in the number of consumer complaints in the country;
- (c) whether any steps are being taken by Government in this regard; and
- (d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI C. R. CHAUDHARY): (a) As per information available in the CONFONET website, 7,79,862 complaints have been filed by consumers in the District Consumer Disputes Redressal Fora, the State Consumer Disputes Redressal Commissions and the National Consumer Disputes Redressal Commission during calendar years 2013 to 2017. In addition, 11,38,490 calls/complaints have also been received in the National Consumer Helpline being run by the Department of Consumer Affairs during the period April, 2013 and February, 2018.

(b) Increased awareness among consumers for enforcing their rights have led to the rise in number of complaints. The Government also endeavours to create awareness