THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI C. R. CHAUDHARY): (a) and (b) A number of complaints are being received through the National Consumer Helpline (NCH) run by the Department of Consumer Affairs from consumers relating to e-commerce transactions. The complaints relate to Delay in /Not providing Services, no replacement/repair of defective products, Charging for Repair Under Warranty Period, Selling Duplicate/Spurious Product, non-delivery of products, delivery of defective products, paid amount not refunded, delivery of wrong product, etc. For resolution of the consumer grievances, the NCH has partnered with about 60 e-commerce companies under its programme called "Convergence Platform". The complaints received against the companies are transferred directly to the companies concerned through the system for resolution. In cases where the consumer is not satisfied with the resolution provided, the consumers are advised to approach the Consumer Forum of appropriate jurisdiction, set up under the provisions of Consumer Protection Act, 1986.

(c) and (d) The Government has already introduced the Consumer Protection Bill, 2018 in Parliament to replace the existing 31 years old Consumer Protection Act, 1986. The Bill provides for establishment of an executive agency, to be called the Central Consumer Protection Authority (CCPA), which will, *inter alia*, deal with matters relating to unfair trade practices and misleading advertisements.

Bonus on procurement of paddy

869. SHRI PRASANNA ACHARYA: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Central Government has issued direction to the State Governments not to give bonus to the farmers on procurement of paddy over and above the Minimum Support Price (MSP), if so, the reasons therefor;

(b) whether the said directive stipulates that if any State Government allows bonus to the farmers, the Food Corporation of India will not procure additional quantum of rice from that State;

(c) whether it is a fact that some State Governments, including Chhattisgarh, are allowing subsidy to farmers over and above the MSP; and

(d) if so, whether that relaxation will be allowed to other States also?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI C. R. CHAUDHARY): (a) and (b) The Government of India has stipulated that in case a surplus De-

Centralized Procurement (DCP) state declares bonus for paddy or wheat from Kharif Marketing Season (KMS) 2014-15 and Rabi Marketing Season (RMS) 2015-16 onwards, the Central Government will limit the procurement for Central Pool to the extent of requirement of foodgrains for National Food Security Act (NFSA)/Other Welfare Scheme (OWS) allocations of that State and will provide acquisition and distribution subsidy to the State Government accordingly.

Food Corporation of India (FCI) may acquire any additional quantity of foodgrains from the State Government/its Agencies for augmenting its stocks elsewhere, but it would not be under any compulsion to do so. The State Government will be responsible for the disposal of any surplus quantity procured in the State over and above this quantity and bear the financial burden in that regard.

With regard to non-DCP States, it has been decided that if a State announces bonus over and above MSP, the FCI will not take part in Minimum Support Price (MSP) operations in the State concerned and State agencies will have to mobilize resources and take care of entire MSP operations in the State on their own including the arrangements to be made for storage of procured foodgrains.

The reason for such stipulation was to avoid market distortion by declaration of bonus over and above MSP. The MSP takes care of not only the cost to the farmer but also certain margin of profit.

(c) and (d) Some State Governments, including Chhattisgarh, has announced for payment of bonus to farmers over and above MSP during recent years.

No relaxation is given to State Government of Chhattisgarh. Government of India proposed to accept 24 Lakh Metric Ton (LMT) parboiled rice over and above State's requirement under National Food Security Act (NFSA)/Other Welfare Scheme (OWS) in Kharif Marketing Season (KMS) 2017-18 as there is shortfall of parboiled rice at national level.

Further, In Jharkhand, a deficit State, FCI has been allowed to continue the participation in procurement operations in the state even after declaration of the bonus by the State Government during KMS 2016-17 and KMS 2017-18.

No such relaxation has been asked by any other State.

Revision of fair price rates of food items supplied under PDS

870. SHRI DHARMAPURI SRINIVAS: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government is planning to revise the rates of food items that are being supplied under the Public Distribution System (PDS);