

**Grievance redressal mechanism for consumers of  
Public Distribution System**

683. SHRI G. C. CHANDRASHEKHAR: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether Government has any mechanism to redress grievances of the consumers under the Public Distribution System (PDS), if so, the details thereof;

(b) the total number of ration cards issued and Fair Price Shops operational in the country at present, State/UT-wise;

(c) 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 four years and the current year; and

(d) if so, the details thereof and the corrective measures taken by Government in this regard, State/UT-wise?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI C. R. CHAUDHARY): (a) The National Food Security Act (NFSA) 2013, came into force on July 5, 2013. The NFSA has been implemented in all States/UTs and the Targeted Public Distribution System (TPDS) is now governed as per the provisions of the Act. Section 14 of the NFSA provides that every State Government shall put in place an internal grievance redressal mechanism which may include call centres, help lines, designation of nodal officers, or such other mechanism as may be prescribed. Section 15 provides for a District Grievance Redressal Officer for expeditious and effective redressal of grievances of the aggrieved persons in matters relating to distribution of entitled foodgrains and to enforce the entitlements under the Act. Section 16 provides that every State Government shall, by notification, constitute a State Food Commission for the purpose of monitoring and review of implementation of the Act. The mechanisms for redressal of grievances have been put in place by the State Governments/UTs.

(b) State/UT-wise details of total number of ration cards issued and fair price shops operational in the Country are given in Statement-I and II respectively (See below).

(c) and (d) There have been complaints about irregularities in the functioning of the TPDS including issuance of cards to ineligible persons, distribution, leakages, diversion, etc. in some States/regions in the country. Therefore, as and when complaints are received by the Government from individuals and organisations as well as through

press reports, these are referred to the State/UT Governments concerned for inquiry and appropriate action. State/UT-wise details of number of such complaints received during the last three years and current year is given in Statement-III.

***Statement-I***

*State-wise number of cards under national Food Security Act, 2013  
(as on 19.11.2018)*

Sl. No.	Name of the State/UT	Ration Cards (in lakh)		
		AAY	PHH	Total (AAY+PHH)
1	2	3	4	5
1.	Andhra Pradesh	9.09	86.09	95.18
2.	Arunachal Pradesh	0.37	1.39	1.76
3.	Assam	7.03	50.88	57.91
4.	Bihar	25.01	129.00	154.01
5.	Chhattisgarh	7.19	45.65	52.84
6.	Delhi	0.76	18.68	19.44
7.	Goa	0.13	1.28	1.41
8.	Gujarat	8.12	58.68	66.80
9.	Haryana	2.68	24.07	26.75
10.	Himachal Pradesh	1.82	4.98	6.80
11.	Jammu and Kashmir	2.36	14.30	16.66
12.	Jharkhand	9.17	47.98	57.15
13.	Karnataka	10.97	114.12	125.09
14.	Kerala	5.96	29.07	35.03
15.	Madhya Pradesh	13.98	103.58	117.56
16.	Maharashtra	25.05	120.74	145.79
17.	Manipur	0.64	4.94	5.58
18.	Meghalaya	0.15	3.52	3.67
19.	Mizoram	0.26	1.21	1.47
20.	Nagaland	0.48	2.37	2.85
21.	Odisha	12.40	74.30	86.70
22.	Punjab	1.79	34.12	35.91

1	2	3	4	5
23.	Rajasthan	9.32	98.03	107.35
24.	Sikkim	0.17	0.79	0.95
25.	Tamil Nadu	17.17	81.56	98.73
26.	Telangana	5.67	44.97	50.64
27.	Tripura	1.10	4.70	5.80
28.	Uttar Pradesh	40.94	309.71	350.65
29.	Uttarakhand	1.84	11.46	13.30
30.	West Bengal	15.86	546.25	562.11
31.	Andaman and Nicobar Islands	0.04	0.11	0.15
32.	Chandigarh	0.00	0.64	0.64
33.	Dadra and Nagar Haveli	0.04	0.40	0.44
34.	Daman and Diu	0.01	0.19	0.20
35.	Lakshadweep	0.01	0.04	0.05
36.	Puducherry	0.26	1.51	1.77
TOTAL		237.83	2071.33	2309.17

**Statement-II***State-wise total Number of Fair Price Shops (As on 09.11.2018)*

Sl.No.	States/UTs	Total No. of Fair Price Shops
1.	Andman and Nicobar Islands	482
2.	Andhra Pradesh	28,663
3.	Arunachal Pradesh	1,912
4.	Assam	38,237
5.	Bihar	41,483
6.	Chandigarh	0
7.	Chhattisgarh	12,298
8.	Dadra and Nagar Haveli	65
9.	Daman and Diu	51
10.	Delhi	2,254
11.	Goa	476
12.	Gujarat	17,210

Sl.No.	States/UTs	Total No. of Fair Price Shops
13.	Haryana	9,698
14.	Himachal Pradesh	4,934
15.	Jammu and Kashmir	6,493
16.	Jharkhand	23,846
17.	Karnataka	20,049
18.	Kerala	14,429
19.	Lakshadweep	39
20.	Madhya Pradesh	24,231
21.	Maharashtra	52,532
22.	Manipur	4,219
23.	Meghalaya	4,736
24.	Mizoram	1,252
25.	Nagaland	1,691
26.	Odisha	12,577
27.	Puducherry	0
28.	Punjab	16,933
29.	Rajasthan	26,642
30.	Sikkim	1,421
31.	Tamil Nadu	34,776
32.	Telangana	17,170
33.	Tripura	1,806
34.	Uttar Pradesh	81,137
35.	Uttarakhand	9,908
36.	West Bengal	20,806
TOTAL		534,456

**Statement-III**

*Complaints on TPDS received in the department from individuals, organisations  
and through media reports etc from 2016 to 2019*

*(upto 30.01.2019)*

Sl.No.	States/UTs	2016	2017	2018	2019
1.	Andhra Pradesh	5	10	6	-
2.	Arunachal Pradesh	-	-	1	-
3.	Assam	32	17	7	-
4.	Bihar	81	169	135	10
5.	Chhattisgarh	9	9	9	
6.	Delhi	91	98	76	6
7.	Goa	1	2	-	-
8.	Gujarat	12	9	8	2
9.	Haryana	34	47	35	4
10.	Himachal Pradesh	5	6	1	-
11.	Jammu and Kashmir	3	4	5	-
12.	Jharkhand	29	35	33	-
13.	Karnataka	22	28	15	1
14.	Kerala	22	13	11	
15.	Madhya Pradesh	24	21	24	2
16.	Maharashtra	62	77	34	4
17.	Manipur	4	2	2	-
18.	Meghalaya	9	-	-	-
19.	Mizoram	-	2	-	-
20.	Nagaland	2	2	-	-
21.	Odisha	43	22	16	2
22.	Punjab	7	5	22	1
23.	Rajasthan	59	82	38	2
24.	Sikkim	-	-	-	-
25.	Tamil Nadu	33	31	27	-
26.	Telangana	1	4	3	-
27.	Tripura	1	1	-	-

Sl.No.	States/UTs	2016	2017	2018	2019
28.	Uttarakhand	21	22	15	1
29.	Uttar Pradesh	461	445	369	40
30.	West Bengal	29	49	43	4
31.	Andaman and Nicobar Islands	1	-	1	-
32.	Chandigarh	2	-	2	-
33.	Dadra and Nicobar Haveli	1	-	-	-
34.	Daman and Diu	-	-	-	-
35.	Lakshadweep	-	-	1	-
36.	Puducherry	-	1	2	-
TOTAL		1106	1213	941	79

#### **Law on data protection and privacy**

684. SHRI P. L. PUNIA: Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it has taken more than a decade for Government to draft a law on data protection and privacy, if so, the reasons therefor;

(b) whether the issue of data protection and privacy kept on shifting from Ministries to Ministries in the past decade, if so, the reasons therefor; and

(c) the present status of the bill on data protection and privacy?

THE MINISTER OF STATE IN THE MINISTRY OF ELECTRONICS AND INFORMATION TECHNOLOGY (SHRI S.S. AHLUWALIA): (a) to (c) In the year 2012 group of experts on privacy constituted by Planning Commission and headed by Justice A.P. Shah former Chief Justice, High Court of Delhi submitted its report. Then there were significant developments in this area and the Supreme Court in its judgement on 24th August, 2017 in the *writ* petition (civil) number 494 of 2012 (K.S. Puttaswamy v. UOI) - declared privacy as a Fundamental Right and intrinsic part of the Right to Life and personal liberty under Article 21 and a part of the freedoms guaranteed by Part-III of Constitution. The Government on 31st July, 2017 had constituted a Committee of Experts under the Chairmanship of Justice B N Srikrishna, Former Judge, Supreme Court of India to study issues related to Data Protection. The Srikrishna Committee deliberated on various issues and brought out a White Paper on Data Protection that laid down the principles. Thereafter, the Committee