

Resolving complaints of consumers

68. DR. VINAY P. SAHASRABUDDHE: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) the number of complaints that have been registered online on National Consumer Helpline website, National Consumer Helpline App and UMANG App;

(b) the number of complaints filed online and on the App, which have been resolved; and

(c) the average time taken to respond and resolve the complaints?

THE MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAM VILAS PASWAN): (a) and (b) As per the information received from the National Consumer Helpline (NCH), the details of grievances registered and resolved for the last two financial years and the current year is as under:—

Mode	April 2017- March 2018		April 2018- March 2019		April 2019 and May 2019	
	Complaints Registered	Complaints resolved	Complaints Registered	Complaints resolved**	Com- plaints Regi- stered	Com- plaint reso- lved**
Web	128737	95,456	147661	93981	29192	15937
NCH App	2029	1326	5459	3873	8960	4743
UMANG*	NA	NA	9621	6311	3216	1724

* UMANG App grievances are handled by NCH from 15th Nov 2018 onwards.

** Grievances of March 2019, April 2019 and May 2019 are still 'in progress'.

(c) The grievances registered at NCH are taken up with the concerned company / agency etc. for disposal. The Companies are given a time of two months to resolve the grievances.

Linking of aadhar with ration cards

†69. DR. KIRODILAL MEENA: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

†Original notice of the question was received in Hindi.

(a) whether it is a fact that linking of Aadhaar with ration cards has helped in cancellation of many fake ration cards issued under National Food Security Act (NFSA);

(b) if so, the details thereof; and

(c) the details of number of ration cards, issued ration cards linked with Aadhaar and fake ration cards detected till date, State-wise?

THE MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAMVILAS PASWAN): (a) to (c) In order to identify and weed out duplicate ration cards/ineligible beneficiaries from TPDS, and to enable rightful targeting of food subsidies - States/UTs have been asked to seed the available Aadhaar numbers of eligible beneficiaries in their ration cards/beneficiaries database. At present 85.41% of total 23.18 Crore ration cards under NFSA at the national level have been seeded with Aadhaar number of at least one member of the household. As per information received from States/UTs, a total of 2.98 Crore ration cards have been reported as deleted/cancelled during 2013-2018 due to use of technology, de-duplication through digitization, Aadhar seeding, detection of duplicate/ineligible ration cards, migration/deaths of beneficiaries, change of economic status of household and during the run-up to and implementation of NFSA. The State-wise details are given in the Statement.

Statement

State/UT-wise details of ration cards issued, ration cards linked with Aadhaar and deleted/cancelled ration cards

Sl. No.	Name of State/UT	Total Ration Cards	No. of Ration Cards Seeded with Aadhaar	Seeding (%)	No. of Ration Cards Deleted (2013-18)
1	2	3	4	5	6
1.	Andaman and Nicobar Islands	14,602	13,310	91%	37
2.	Andhra Pradesh	92,93,081	92,93,081	100%	11,55,661
3.	Arunachal Pradesh	1,77,607	1,00,514	57%	19,561
4.	Assam	57,87,581	1,873	0%	2,86,008

1	2	3	4	5	6
5.	Bihar	1,63,44,784	1,27,86,374	78%	44,404
6.	Chandigarh	70,220	69,875	100%	88
7.	Chhattisgarh	52,85,760	51,86,560	98%	12,56,000
8.	Dadra and Nagar Haveli	45,210	45,207	100%	549
9.	Daman and Diu	19,949	19,949	100%	5,533
10.	Delhi	17,19,074	17,19,074	100%	65,647
11.	Goa	1,41,428	1,38,348	98%	1,57,461
12.	Gujarat	66,26,069	65,70,773	99%	2,57,728
13.	Haryana	26,65,586	26,59,841	100%	4,74,921
14.	Himachal Pradesh	6,82,721	6,79,031	99%	61,438
15.	Jammu and Kashmir	16,75,723	12,88,658	77%	55,344
16.	Jharkhand	57,03,023	54,05,202	95%	4,53,958
17.	Karnataka	1,24,48,653	1,24,48,636	100%	27,56,817
18.	Kerala	36,63,684	36,19,108	99%	4,464
19.	Lakshadweep	5,157	5,138	100%	1,390
20.	Madhya Pradesh	1,17,47,674	1,05,63,589	90%	5,75,110
21.	Maharashtra	1,46,01,093	1,41,40,794	97%	21,62,391
22.	Manipur	5,87,197	4,54,427	77%	336
23.	Meghalaya	4,21,455	0	0%	370
24.	Mizoram	1,47,562	1,36,351	92%	1,503
25.	Nagaland	2,84,934	1,82,383	64%	11,768
26.	Odisha	86,84,037	81,72,180	94%	6,86,211
27.	Puducherry	1,76,571	1,76,521	100%	95,393
28.	Punjab	35,33,250	35,02,521	99%	2,06,166
29.	Rajasthan	1,05,99,974	1,02,15,364	96%	14,78,685
30.	Sikkim	95,116	85,569	90%	12,840
31.	Tamil Nadu	1,00,70,930	1,00,70,919	100%	4,28,096

1	2	3	4	5	6
32.	Telangana	49,72,809	49,59,563	100%	20,97,564
33.	Tripura	5,78,852	5,78,603	100%	1,76,986
34.	Uttar Pradesh	3,53,37,547	3,52,94,620	100%	75,57,332
35.	Uttarakhand	13,24,139	12,31,182	93%	6,46,337
36.	West Bengal	5,63,13,364	3,61,93,615	64%	66,13,961
TOTAL		23,18,46,416	19,80,08,753	85.41%	2,98,08,058

Underpaid Food Subsidy Bill

70. SHRI SANJAY SINGH: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether it is a fact that the Central Government has underpaid food subsidy bill by ₹ 69,394 crores in the financial year 2018-19;

(b) if so, the reasons therefor;

(c) whether it is also a fact that this might lead Food Corporation of India (FCI) to raise funds at huge costs from external sources; and

(d) if so, the measures Central Government would undertake to avoid burdening FCI to raise funds from external sources?

THE MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI RAMVILAS PASWAN): (a) to (d) Department of Food and Public Distribution has released Rs 1,40,098 crores (which includes National Small Savings Fund (NSSF) loan of ₹ 70,000 crores) as subsidy to Food Corporation of India for Financial Year 2018-19. In addition, the Department has released subsidy of ₹ 31,029.485 crores to DCP states.

In addition to this fund, the working capital requirement of FCI is financed through a mix of debt and equity. The debt comprises of National Small Savings Fund (NSSF) loans and Ways and Means Advance, both provided by Government of India, Cash Credit Limit facilities from consortium of banks backed by Government of India guarantee and long term Government guaranteed bonds. In addition, FCI is also availing unsecured Short Term Loans (STL) from scheduled banks to tide over cash flow mismatch.