

Grievances against misleading advertisements

858. SHRI NARAYAN LAL PANCHARIYA: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether Government has put in place any mechanism for addressing grievances against misleading advertisements;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) the details regarding such complaints received during the last one year and status of their disposal;
- (d) whether Government has identified any focus areas under the mechanism for addressing grievances against misleading advertisements; and
- (e) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI DANVE RAOSAHEB DADARAO): (a) and (b) The Government has launched an online portal called "Grievance Against Misleading Advertisements" (GAMA) where complaints relating to misleading advertisements can be lodged.

(c) During the period between 01.04.2018 and 31.03.2019, a total 3884 complaints have been received on GAMA portal. Out of these, 2235 have been resolved and 1040 were rejected being incomplete or not pertaining to misleading advertisement.

(d) and (e) The focus is on seven sectors viz. food, agriculture, health, education, real estate, transport and financial services.

Availability of wheat and rice to the poor under food security scheme

†859. SHRI RAMNATH THAKUR: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether it is a fact that wheat at the rate of ₹2 per kg. and rice at the rate of ₹3 per kg. provided by Government to poor under Food Security Scheme, are not easily available to the poor; and

†Original notice of the question was received in Hindi.

(b) if so, whether Government would take stern action against those who are hindering the smooth implementation of this scheme?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI DANVE RAOSAHEB DADARAO): (a) No, Sir. The National Food Security Act, 2013 (NFSA) is being implemented in all the States/UTs and about 80 crore persons are presently covered to get highly subsidized foodgrains at the rate of ₹ 3/2/1 per kg for rice/ wheat/ coarse grains.

(b) There have been complaints about irregularities in the functioning of the Public Distribution System (PDS) including leakage/diversion of foodgrains, foodgrains not reaching the intended beneficiaries, issuance of ration cards to ineligible persons, etc. in some States/regions in the country. PDS is operated under the joint responsibility of the Central and the State/Union Territory (UT) Governments wherein the operational responsibilities for implementation of PDS within the State/UT rest with the State/UT Governments concerned. Therefore, as and when complaints are received by the Government from individuals and organizations as well as through press reports, they are sent to State/UT Governments concerned for inquiry and appropriate action. State/UT-wise number of such complaints received during the last year and the current year is given in Statement.

Statement

Complaints on TPDS received in the department from individuals, organisations & through media reports etc. from 2018 to 2019 (upto 24.06.2019)

Sl. No.	State/UT	2018	2019
1	2	3	4
1.	Andhra Pradesh	6	3
2.	Arunachal Pradesh	1	-
3.	Assam	7	4
4.	Bihar	135	51
5.	Chhattisgarh	9	2
6.	Delhi	76	31
7.	Goa	-	-
8.	Gujarat	8	4

1	2	3	4
9.	Haryana	35	13
10.	Himachal Pradesh	1	1
11.	Jammu and Kashmir	5	1
12.	Jharkhand	33	5
13.	Karnataka	15	7
14.	Kerala	11	6
15.	Madhya Pradesh	24	14
16.	Maharashtra	34	16
17.	Manipur	2	-
18.	Meghalaya	-	1
19.	Mizoram	-	-
20.	Nagaland	-	-
21.	Odisha	16	7
22.	Punjab	22	9
23.	Rajasthan	38	17
24.	Sikkim	-	-
25.	Tamil Nadu	27	7
26.	Telangana	3	1
27.	Tripura	-	-
28.	Uttarakhand	15	3
29.	Uttar Pradesh	369	181
30.	West Bengal	43	4
31.	Andaman and Nicobar Islands	1	-
32.	Chandigarh	2	-
33.	Dadra and Nagar Haveli	-	-
34.	Daman and Diu	-	-
35.	Lakshadweep	1	-
36.	Puducherry	2	1
TOTAL		941	389