

**Irregularities in PDS**

2944. SHRI RAVI PRAKASH VERMA: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) the details of complaints of corruption/irregularities in Public Distribution System (PDS) received during 2018 and 2019 till date, State-wise and year-wise; and
- (b) the details of action taken against thefee complaints, State-wise and year-wise?

THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI DANVE RAOSAHEB DADARAO): (a) and (b) Various corruption/irregularities in the functioning of Targeted Public Distribution System (TPDS) in the States/Union Territories (UTs) such as leakage/diversion of foodgrains, inclusion/ exclusion errors, etc. are reported from time to time.

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. A statement indicating State-wise number of complaints on TPDS received in the department from 2018 and 2019 is given in Statement.

**Statement**

*Complaints on TPDS received in the department from individuals, organisations and through media reports etc. from 2018 & 2019 (upto 31.10.2019)*

Sl. No.	State/UT	2018	2019
1.	Andhra Pradesh	6	6
2.	Arunachal Pradesh	1	-
3.	Assam	7	7
4.	Bihar	135	108
5.	Chhattisgarh	9	7
6.	Delhi	76	78
7.	Goa	-	1
8.	Gujarat	8	7

Sl. No.	State/UT	2018	2019
9.	Haryana	35	34
10.	Himachal Pradesh	1	1
11.	Jammu and Kashmir	5	3
12.	Jharkhand	33	16
13.	Karnataka	15	18
14.	Kerala	11	11
15.	Madhya Pradesh	24	24
16.	Maharashtra	34	24
17.	Manipur	2	-
18.	Meghalaya	-	1
19.	Mizoram	-	-
20.	Nagaland	-	1
21.	Odisha	16	16
22.	Punjab	22	14
23.	Rajasthan	38	23
24.	Sikkim	-	-
25.	Tamil Nadu	27	15
26.	Telangana	3	3
27.	Tripura	-	-
28.	Uttarakhand	15	12
29.	Uttar Pradesh	369	328
30.	West Bengal	43	48
31.	Andaman and Nicobar Island	1	-
32.	Chandigarh	2	-
33.	D& N Haveli	-	-

Sl. No.	State/UT	2018	2019
34.	Daman and Diu	-	-
35.	Lakshadweep	1	-
36.	Puducherry	2	1
TOTAL		941	807

#### Disposal of consumer grievances

2945. SHRI MAJEED MEMON: Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- the first five companies that topped the list of consumer complaints received on the Government's national helpline set up to resolve the grievances of consumers;
- the number of grievances resolved by these five companies; and
- whether Government has any plans to issue guidelines to companies urging them to focus on the quality of products 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) During April 2019 to September 2019, Flipkart Internet Pvt. Ltd., Amazon Seller Services Pvt. Ltd., Reliance JIO Infocomm Ltd., Bharti Airtel Ltd. and Vodafone Ltd. are the top 5 companies in respect of the number of complaints received on National Consumer Helpline.

(b) Details of complaints received and resolved by these companies in the said period are as follows:—

(April 2019 - September 2019)

Sl. No.	Company Name	Complaints Received	Complaints Resolved
1	2	3	4
1.	Flipkart Internet Pvt. Ltd.	11028	10429
2.	Amazon Seller Services Pvt. Ltd.	7203	7187