

**GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA**

UNSTARRED QUESTION NO:3002
ANSWERED ON:12.12.2012
COMPLAINTS OF CONSUMERS
Patil Shri C. R.

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

- (a) the details of complaints of consumers received by the Managing Director, Kendriya Bhandar regarding overcharging by the officials at branches of Kendriya Bhandar in Delhi during the last two years and the current year, yearwise;
- (b) the action taken on each of them and the amount of overcharging in each case;
- (c) the action taken against the guilty officials in each case; and
- (d) the details of relief given to the complainant in each case?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office.
(SHRIV. NARAYANASAMY)

(a) to (d): Kendriya Bhandar has received 03 complaints regarding overcharging by officials at branches of Kendriya Bhandar in Delhi during the last two years and the current year. These complaints were duly investigated and action taken as per details given in the Annexure.