

**GOVERNMENT OF INDIA
HUMAN RESOURCE DEVELOPMENT
LOK SABHA**

UNSTARRED QUESTION NO:480
ANSWERED ON:27.02.2013
GRIEVANCE REDRESSAL CELLS UNDER MDMS
Pakkirappa Shri S.

Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

- (a) whether the Government has established Grievance Redressal Cells, Review Committees, telephone help lines, call centres and complaint boxes for redressing issues related to the Mid Day Meal Scheme (MDMS);
- (b) if so, the details thereof, State-wise;
- (c) whether such Grievance Redressal Cells, Review Committees, telephone help lines, call centres and complaint boxes are functional in different States/UTs;
- (d) if so, the number of grievances that have been reported during the last three years; and
- (e) the action taken/being taken thereon by the Government along with the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (Dr. SHASHI THAROOR)

(a) to (d) Yes, Madam. In June 2010 the guiding principles for setting up Grievance Redressal Mechanisms (GRMs) for registering complaints through toll free number/dedicated telephone number or through letters were issued to all States/UTs. A total of 31 States/UTs have established GRMs and they are redressing grievances on these guiding principles. Data on such complaints/grievances received and redressed through GRMs is maintained by the states. However, any complaints of malpractices in the implementation of the Mid Day Meal Scheme that come to the notice of the Central Government are referred to the concerned States/UTs for investigation and appropriate remedial action. During the year 2012, 44 complaints of various irregularities such as poor quality of food (16), corruption (13) and other irregularities (15) had been received by this Ministry, which had been referred to the States/UTs for necessary action.

(e) The State Governments have taken necessary action on 20/44 complaints. In 9 cases allegations were not proved. The details of action taken are at Annexure.