

**GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA**

UNSTARRED QUESTION NO:2398
ANSWERED ON:12.03.2013
PDS HELPLINE
Singh Shri Ijyaraj ;Vasava Shri Mansukhbhai D.

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether the Government has made any provision for starting a 24 hour helpline for the redressal of complaints registered by beneficiaries under the Public Distribution System (PDS) as well as follow-up action to be taken thereon;
- (b) if so, the details thereof and the names of the States in which the said mechanism has been set up; and
- (c) the reasons for not setting up the said helpline in all the States along with the corrective measures taken in this regard?

Answer

MINISTER OF STATE (INDEPENDENT CHARGE) FOR CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION (PROF. K.V. THOMAS)

(a) to (c): As part of ensuring transparency and effective grievance redressal mechanism under Targeted Public Distribution System (TPDS), a toll- free helpline number is to be set up in all States/ Union Territories (UTs). 18 States/UTs have reported setting up of Call Centres/toll-free helpline numbers, namely, Assam, Chandigarh, Chhattisgarh, Delhi, Gujarat, Haryana, Jammu & Kashmir, Jharkhand, Karnataka, Kerala, Madhya Pradesh, Maharashtra, Mizoram, Odisha, Rajasthan, Tamil Nadu, Uttar Pradesh and West Bengal.

Government has also issued guidelines dated 31.01.2013 to all States/UTs for setting up of a common four digit toll-free helpline number 1967 and a 1800 series toll-free number for registration and redressal of grievances under TPDS. States/UTs have been requested to set up these toll-free helpline numbers and intimate the same.