

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

UNSTARRED QUESTION NO:3308  
ANSWERED ON:09.12.2009  
OVERCHARGING BY KENDRIYA BHANDAR  
Saroj Smt. Sushila

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

- (a) whether Kendriya Bhandar Headquarters at Puspha Bhawan, New Delhi has received any complaints regarding overcharging for commodities/items sold by the Kendriya Bhandar branches;
- (b) if so, the details thereof including the number of complaints received during the last three years and the current year, year-wise, Branch-wise; and
- (c) the action taken by the Government in this regard?

**Answer**

MINISTER OF THE STATE (Independent Charge) IN THE MINISTRY OF SCIENCE AND TECHNOLOGY; MINISTER OF THE STATE (Independent Charge) IN THE MINISTRY OF EARTH SCIENCE; MINISTER OF THE STATE IN THE PRIME MINISTER'S OFFICE; MINISTER OF THE STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS; AND MINISTER OF THE STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS. (SHRI PRITHVIRAJ CHAVAN)

- (a) & (b): Yes, Sir. Kendriya Bhandar had received complaints regarding overcharging on commodities/items sold by the Kendriya Bhandar branches. Details of the complaints along with the action taken by the Kendriya Bhandar on the complaints is at Annexure 1.
- (c): The Ministry calls for reports/comments from Kendriya Bhandar on the specific complaints received by them pertaining to Kendriya Bhandar.