GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION
DEPARTMENT OF FOOD AND PUBLIC DISTRIBUTION

LOK SABHA
UNSTARRED QUESTION NO. 4820
TO BE ANSWERED ON 23rd JULY, 2019

GRIEVANCE REDRESSAL UNDER PDS

4820.   DR. SUKANTA MAJUMDAR:
          SHRI RAJA AMARESHWARA NAIK:
          SHRI VINOD KUMAR SONKAR:

Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION** उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:

(a)   whether the Government has recently launched the One Nation-One Ration Card scheme and if so, the details thereof;

(b)   whether the Government has any mechanism to redress grievances of the consumers under the Public Distribution System (PDS) and if so, the details thereof;

(c)   the total number of ration cards issued and Fair Price Shops operational in the country at present, State/UT-wise; and

(d)   the details of other corrective measures taken by the Government in this regard, State/UT-wise?

A N S W E R
MINISTER OF STATE FOR MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION
(SHRI DANVE RAOSAHEB DADARAO)

(a): Department has launched a new scheme namely "Integrated Management of Public Distribution System (IM-PDS)" for implementation during 2018-19 and 2019-20. The main objective of the scheme is to introduce nation-wide portability of ration card holders under National Food Security Act, 2013 (NFSA), to lift their entitlement foodgrains from any FPS in the country without the need to obtain a new ration card, by integrating the existing PDS systems/portals of States/UTs with the Central systems/portals, etc. Keeping in view the physical progress under ongoing schemes and readiness for implementation of National Portability in few States, it has been decided to implement the National Portability on a pilot basis in two clusters i.e. Andhra Pradesh & Telangana (Cluster-I) and Gujarat & Maharashtra (Cluster-II) w.e.f. August 1, 2019.

(b):   Department of Food and Public Distribution in collaboration with States/UTs is implementing a scheme on 'End-to-End Computerization of TPDS Operations' to improve the efficiency and transparency in Public Distribution System (PDS) operations. The scheme comprises digitization of ration cards/beneficiary and other databases, online allocation, computerization of supply-chain management, setting up of transparency portal and grievance redressal mechanisms. Under the scheme online grievance redressal facility/Toll-free (1967/1800-series) number has been implemented in all States/UTs.

(c) & (d):   A statement showing the total number of ration cards issued, Fair Price Shops operational and other corrective measures taken (State/UT wise) is at annexure.

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ANNEXURE REFERRED TO IN REPLY TO PART (C) & (D) OF THE UNSTARRED QUESTION NO.4820 DUE FOR ANSWER ON 23.07.2019 IN THE LOK SABHA.

Status of End-to-End Computerization of PDS Operations Scheme as on 08.07.2019

Sl.	States/UTs	No. of Ration Cards under NFSA	Digitization of Ration Cards	Aadhaar Seeding with Ration Card	Online Allocation of Foodgrains	Computerization of Supply Chain Management	Toll-Free/ Online Grievance Redressal	No. of Fair Price Shops (FPSs)	No. of FPSs with Operational ePoS
1	Andhra Pradesh	92,88,919	100%	100%	Implemented	Implemented	Yes	28,936	28,936
2	A & N Islands	14,544	100%	96%	Implemented	Implemented	Yes	479	459
3	Arunachal Pradesh	1,77,607	100%	57%	Implemented	-	Yes	1,943	25
4	Assam	57,86,102	100%	0%	Implemented	-	Yes	38,237	0
5	Bihar	1,63,57,533	100%	78%	Implemented	Implemented	Yes	41,483	62
6	Chandigarh	70,322	100%	100%	NA	NA	Yes	0	0
7	Chhattisgarh	52,81,540	100%	98%	Implemented	Implemented	Yes	12,304	11,971
8	Dadra & N Haveli	45,309	100%	100%	Implemented	Implemented	Yes	63	63
9	Daman & Diu	19,970	100%	100%	Implemented	Implemented	Yes	51	51
10	Delhi	17,21,834	100%	100%	Implemented	Implemented	Yes	2,254	0
11	Goa	1,41,611	100%	98%	Implemented	Implemented	Yes	456	456
12	Gujarat	66,25,904	100%	99%	Implemented	Implemented	Yes	17,210	17,210
13	Haryana	26,66,702	100%	100%	Implemented	Implemented	Yes	9,526	9,526
14	Himachal Pradesh	6,82,801	100%	99%	Implemented	Implemented	Yes	4,934	4,934
15	Jammu & Kashmir	16,76,811	100%	79%	Implemented	-	Yes	6,411	6,411
16	Jharkhand	57,02,334	100%	95%	Implemented	Implemented	Yes	25,532	25,532
17	Karnataka	1,24,77,881	100%	100%	Implemented	Implemented	Yes	19,967	19,581
18	Kerala	36,67,110	100%	99%	Implemented	implemented	Yes	14,374	14,335
19	Lakshadweep	5,157	100%	100%	Implemented	NA	Yes	39	39
20	Madhya Pradesh	1,17,47,674	100%	90%	Implemented	Implemented	Yes	24,732	24,619
21	Maharashtra	1,46,49,768	100%	97%	Implemented	Implemented	Yes	52,532	52,532
22	Manipur	5,87,820	100%	79%	Implemented	-	Yes	2,682	0
23	Meghalaya	4,21,995	100%	0%	Implemented	-	Yes	4,736	10
24	Mizoram	1,48,134	100%	93%	Implemented	-	Yes	1,252	0
25	Nagaland	2,84,933	100%	64%	Implemented	-	Yes	1,691	0
26	Odisha	86,81,661	100%	95%	Implemented	Implemented	Yes	12,577	12,577
27	Puducherry	1,76,528	100%	100%	NA	NA	Yes	0	0
28	Punjab	35,34,516	100%	99%	Implemented	Implemented	Yes	17,525	17,525
29	Rajasthan	1,06,74,825	100%	96%	Implemented	Implemented	Yes	26,745	26,063
30	Sikkim	94,188	100%	90%	Implemented	Implemented	Yes	1,362	1,352
31	Tamil Nadu	1,00,84,405	100%	100%	Implemented	Implemented	Yes	34,776	34,776
32	Telangana	51,07,337	100%	100%	Implemented	Implemented	Yes	17,170	17,170
33	Tripura	5,78,918	100%	100%	Implemented	Implemented	Yes	1,806	1,806
34	Uttar Pradesh	3,52,73,352	100%	100%	Implemented	implemented	Yes	80,493	80,493
35	Uttarakhand	13,28,025	100%	93%	Implemented	implemented	Yes	9,908	3,271
36	West Bengal	5,63,40,257	100%	64%	Implemented	Implemented	Yes	20,806	366
	Total	23,21,24,327	100%	85.54%	34	26	36	5,34,992	4,12,151

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