

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

UNSTARRED QUESTION NO:4154

ANSWERED ON:21.12.2005

QUALITY OF STATIONERY SUPPLIED TO GOVERNMENT MINISTRIES/ DEPARTMENTS

Chavda Shri Harisinh Pratapsinh; Singh Deo Smt. Sangeeta Kumari

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

- (a) whether the quality of stationery supplied in various Ministries/ Departments is inferior whereas the same is purchased at higher rates;
- (b) if so, the reaction of the Government in this regard;
- (c) whether the quality standards are not being adhered to in the Kendriya Bhandar;
- (d) if so, the reasons therefor;
- (e) whether any officer has been found guilty in this regard;
- (f) if so, the details thereof; and
- (g) the action taken against them?

Answer

MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS. (SHRI SURESH PACHOURI)

(a) to (g): Government offices procure their stationery from various agencies including Kendriya Bhandar (KB). KB has informed that it endeavours to ensure quality and competitive price by sourcing supplies from manufacturers or authorized distributors or, if it is not possible, from re-sellers after entering into a tri-partite agreement between KB, manufacturer/distributor and re-seller. Customer complaints, if any, regarding quality are promptly attended to, but so far no officer has been held guilty in this regard.