

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

RAJYA SABHA
UNSTARRED QUESTION NO. 204
TO BE ANSWERED ON 22ND JULY, 2025

TRANSPARENCY AND ACCOUNTABILITY IN THE FUNCTIONING OF PDS

204 SMT. REKHA SHARMA:

Will the Minister of Consumer Affairs, Food and Public Distribution be pleased to state:

- (a) the measures taken by Government to ensure transparency and accountability in the functioning of the Public Distribution System (PDS);
- (b) whether end-to-end computerization and Aadhaar-based authentication have been implemented to prevent diversion and duplication;
- (c) the percentage of fair price shops equipped with electronic Point of Sale (ePoS) devices; and
- (d) the steps taken to address grievances and ensure timely redressal of complaints related to PDS beneficiaries?

A N S W E R
MINISTER OF STATE FOR MINISTRY OF CONSUMER AFFAIRS,
FOOD & PUBLIC DISTRIBUTION
(SHRIMATI NIMUBEN JAYANTIBHAI BAMBHANIYA)

(a) to (c): As part of the technology driven Targeted Public Distribution System (TPDS) reforms, with the aim to improve the transparency and accountability in the TPDS, ration cards/beneficiaries database have been completely digitized (100%) in all States/UTs. The transparency portal and online grievance redressal facility/Toll-free number have been implemented in all States/UTs. Also, online allocation has been implemented in all States/UTs and supply chain has been computerized in 31 States/UTs (except UTs of Chandigarh, Puducherry and Urban area of Dadra & Nagar Haveli which have adopted DBT Cash Transfer scheme). Further, 99.7% ration cards are Aadhaar seeded in the country. For better tracking of foodgrains distribution, nearly 5.41 Lakh (99.6%) out of total 5.43 Lakh Fair Price Shops (FPSs) in the country have been automated by installing ePoS devices for the distribution of foodgrains in a transparent manner (electronically) through biometric/ Aadhaar authentication of beneficiaries.

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(d): Targeted Public Distribution System (TPDS) governed under National Food Security Act, 2013 (NFSA) is operated under the joint responsibility of the Central and the State/ Union Territory (UT) Governments. The operational responsibilities for allocation of foodgrains within the States/ UTs, identification of eligible beneficiaries families, issuance of ration cards to them, distribution of foodgrains to eligible beneficiaries under TPDS and supervision over and monitoring of functioning of Fair Price Shops (FPSs) etc. rest with the concerned State/ UT Governments.

Helpline number 1967/1800-State series number is operational in all the States/ UTs for contacting and redressal of the complaints in Public Distribution System (PDS) and filing any type of complaints by the intended beneficiaries. As and when complaints related to PDS beneficiaries are received in this Department from any source, they are sent to State/ UT Governments concerned for inquiry and appropriate action.

Besides this, an Advanced Grievance Redressal System "*Anna Sahayata*" leveraging WhatsApp and IVRS services has been launched in five pilot states (Gujarat, Jharkhand, Telangana, Tripura and Uttar Pradesh) on 20th May, 2025 and is getting implemented in other states in phased manner. *Anna Sahayata* is designed to strengthen the existing grievance redressal ecosystem by integrating WhatsApp and Interactive Voice Response System (IVRS) as additional and inclusive channels for feedback and complaint lodging by beneficiaries.
