

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

RAJYA SABHA
UNSTARRED QUESTION NO. 2598
TO BE ANSWERED ON 12TH AUGUST, 2025

DIGITAL RECEIPTS AT FPSS

2598 **SMT. REKHA SHARMA:**

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

- (a): whether the Ministry has launched digital receipt issuance at Fair Price Shops (FPSs) under ONORC Scheme;
- (b): if so, the number of States using this facility as of July 2025; and
- (c): the plans to integrate this system with grievance redressal platforms?

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

(a) to (b): No digital receipts are issued at Fair Price Shops (FPSs).

The nationwide portability of ration cards is popularly known as One Nation One Ration Card (ONORC) feature. Through this technology driven reform, over 80.56 Crore National Food Security Act (NFSA) beneficiaries are empowered to lift their entitled foodgrains from any Fair Price Shop (FPS) of their choice, anywhere in the country, by using their same existing ration card with biometric authentication on an electronic Point of Sale (ePoS) device. The family back home can also lift the part of the PMGKAY foodgrains in the home State/UT on the same ration card. A receipt generated by ePoS device is issued to NFSA beneficiaries

ONORC feature is enabled in all 36 States/UTs, across the country, covering 100% NFSA beneficiaries.

(c): ONORC is a universal feature available to every NFSA beneficiary. Further, there are many grievance redressal platforms available to beneficiaries to lodge their grievances (including ONORC related) such as –

- **Toll-Free Helplines/Call Centers:** 1967 and 1800-series numbers are operational in all States/UTs.
- **NFSA Portal (nfsa.gov.in).**
- **Mera Ration Mobile App**
- **Anna Sahayata:** (leverages Whatsapp and IVRS (14457))
- **State Grievance Portals and**
- **CPGRAMS etc.**
