

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

RAJYA SABHA
UNSTARRED QUESTION NO. 2606
TO BE ANSWERED ON 12TH AUGUST, 2025

ANNA MITRA AND ANNA SAHAYTA DIGITAL PLATFORMS

2606 SHRI HARSH MAHAJAN:

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

- (a): whether Government has launched digital platforms like "Anna Mitra" and "Anna Sahayta" to make the Public Distribution System (PDS) more transparent and accountable;
- (b): if so, the key features, functioning and major benefits of these platforms to the beneficiaries;
- (c): whether "Anna Mitra" platform promotes monitoring of PDS distribution through people's participation;
- (d): the details of complaints, suggestions and monitoring reports received through these digital platforms so far; and
- (e): whether Government is planning to implement these platforms in all States/UTs and make them available in local languages?

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

(a) & (b): The Anna Mitra mobile app empowers PDS (Public Distribution System) field functionaries by providing the access to critical operational data through a secure platform. The app is designed to streamline field-level monitoring, stock management, and compliance reporting by Fair Price Shop (FPS) dealers, Food Inspectors and District Food Supply Officers (DFSOs).

Key Design Feature of Anna Mitra – It is designed to:

- Streamline field-level operations, stock tracking, and compliance reporting
- Transaction summary of ration cards, beneficiary management and other stakeholder information
- Inspection modules, feedback and rating modules
- Stock level management from District to FPS level

These features enable the app to:

- Reduce bottlenecks and eliminate manual paperwork
- Enhance decision-making through data access

Anna Mitra ultimately brings all key PDS stakeholders onto a single, secure digital platform, improving transparency, speed, and efficiency in service delivery.

At present, the Anna Mitra app is operational in four pilot States i.e Uttarakhand, Tripura, Assam and Punjab and available in two languages (English & Hindi). It is getting implemented in other States/UT in phased manner.

(b) & (c): The Anna Sahayata platform launched under the Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY) facilitates a structured and technology-enabled grievance redressal mechanism pertaining to the Targeted Public Distribution System (TPDS) under National Food Security Act (NFSA) leveraging WhatsApp and IVRS services. Its key features from technological standpoint involve functionalities like grievance registration through WhatsApp and IVRS channels to ensure timely tracking and resolution of grievances at appropriate administrative levels. The platform was initially rolled out in five pilot States, Gujarat, Jharkhand, Telangana, Tripura & Uttar Pradesh. Currently it is live in all 36 States & UTs wef 1st Aug 2025.

The platform is envisaged to benefit a substantial portion of the NFSA beneficiary base i.e around 80 Crores progressively after rollout in all the States/ UTs. The budget allocation of Anna Sahayata for the pilot phase implementation is around Rs. 86 lakhs and for the Anna Mitra app is Rs 52 lakh.

(d): Since its (Anna Sahayata) inception from 20th May, 2025, around 8,000 inputs (including grievances and suggestions) have been received through the Anna Sahayata platform. These primarily relate to PDS issues and are monitored through a centralized dashboard for transmission/forwarding to respective States/ UTs for necessary action.

(e): Anna Sahayata is operational across all States & UTs and is available in 12 languages (Gujarati, Bengali, Hindi, English, Marathi, Kannada, Telugu, Malayalam, Odia, Assamese, Tamil and Punjabi).
