

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

**RAJYA SABHA**  
UNSTARRED QUESTION NO. 1796  
**TO BE ANSWERED ON 16<sup>TH</sup> DECEMBER, 2025**

**DIGITAL TRANSFORMATION OF PDS IN KARNATAKA**

**1796 SHRI LAHAR SINGH SIROYA:**

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

- (a) whether Government has rolled out Digital Ration Cards and biometric authentication to improve efficiency in Karnataka;
- (b) the number of Fair Price Shops in Karnataka integrated with digital systems;
- (c) whether online grievance redressal mechanisms have been introduced; and
- (d) the impact of these measures on reducing corruption and ensuring better service delivery?

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

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(a): As part of digital effort to bring in transparency and accountability, ration cards/beneficiaries database have been completely digitized (100%) in all States/UTs. Further, 99.9% ration cards are Aadhaar seeded. This system enables beneficiaries to receive their full entitlement simply by having their Ration Card Number or Aadhaar Number entered into the e-POS device at FPS shops, followed by biometric authentication through fingerprint or iris scan. In addition, beneficiaries can fully avail themselves of other digital initiatives such as ONORC, the Mera Ration App, Anna Sahayata, and more.

(b): At present 20,741 (99.4%) out of total 20,862 Fair Price Shops (FPSs) in Karnataka have been automated by installing ePoS devices for the distribution of foodgrains in a transparent manner (electronically) through biometric/ Aadhaar authentication of beneficiaries.

(c) & (d): The Department has taken several steps to strengthen grievance redressal in the Public Distribution System. Major initiatives include:

**1. Strengthened Grievance Redressal Systems**

- Universal availability of 1967/1800-series toll-free helplines across all States/UTs.



- Introduction of Anna Sahayata, an advanced AI-enabled WhatsApp and IVRS-based grievance redressal system, allowing beneficiaries to lodge complaints in their own language.
- Mera Ration Mobile App, which enables beneficiaries to check their entitlements, member and demographic details, last month's distribution status, nearby FPS location, and to lodge grievances directly through the app.

## 2. Enhanced Monitoring through CPGRAMS

- States/UTs and all concerned organisations have been sensitised to strictly adhere to the 21-day timeline for grievance disposal prescribed under CPGRAMS.
- Pendency of grievances is monitored regularly through CPGRAMS dashboards.
- Monthly advisories are issued to States to promote uniform and timely grievance resolution.
- States/UTs with high pendency levels are specifically flagged for corrective action.

These steps collectively strengthen grievance redressal mechanisms, improve transparency, deter unfair trade practices, and help ensure that all beneficiaries receive their rightful foodgrain entitlements in a timely and transparent manner.

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