

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

RAJYA SABHA
UNSTARRED QUESTION NO. 1154
TO BE ANSWERED ON 10TH FEBRUARY, 2026

ACCESS TO PDS BENEFITS AND AADHAAR-BASED AUTHENTICATION

1154: SHRI RAGHAV CHADHA:

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

- (a): whether Government maintains data on cases of eligible beneficiaries unable to receive foodgrains under the PDS due to authentication or record-related issues, if so, the details thereof;
- (b): the number of such instances reported, including biometric authentication failures or data mismatches in the last three years, State-wise and year-wise;
- (c): the measures being taken by Government to ensure continuity of foodgrain supply to eligible households in such cases; and
- (d): whether there is any grievance redressal system and correction of beneficiary records in place under the Public Distribution System, if so, the details thereof?

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

(a) & (b): No State-wise reports of denial of foodgrains to entitled beneficiaries due to biometric authentication failure or record related issues have been received in this Department. All States/UTs have been consistently advised that no beneficiary or household shall be denied their entitled quantity of foodgrains on account of biometric or Aadhaar authentication failure arising from network connectivity issues, technical reasons, Aadhaar seeding issues, or poor biometric quality. States/UTs have been instructed to follow the prescribed alternative and exception-handling mechanisms to ensure uninterrupted access to foodgrains.

The success rate of authenticated transactions under the Public Distribution System (PDS) is 99.98%. Further, as multiple authentication modes and inclusion mechanisms have been provisioned to address authentication failures, adequate safeguards exist to ensure that eligible beneficiaries are not denied their entitled foodgrains.

(c): Multiple authentication modes have been provisioned under the Public Distribution System (PDS), including Single Finger, Fusion Finger, Iris, and Aadhaar-based OTP authentication.

Fusion Finger authentication has shown a success rate of around 99%, thereby minimizing authentication failures.

In cases where authentication by one household member fails, other eligible family members linked to the ration card are permitted to authenticate and draw foodgrains. Additionally, a nominee facility has been provided in exceptional cases, allowing beneficiaries to authorize another individual to lift ration on their behalf. These measures ensure that eligible beneficiaries are not denied their entitlements.

(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, ensures correction in the ration card database and help ensure that all beneficiaries receive their rightful foodgrain entitlements in a timely and transparent manner.

Under the National Food Security Act (NFSA), 2013, the responsibility for identification of eligible beneficiaries, maintenance and updation of ration card records, and management of beneficiary details rests with the respective State/UT Governments. Accordingly, any correction, modification, or updation in beneficiary details—such as name, family composition, or demographic particulars—is carried out by the concerned State/UT authorities in accordance with their prescribed procedures.
