

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

**RAJYA SABHA**  
UNSTARRED QUESTION NO. 2760  
**TO BE ANSWERED ON 17<sup>TH</sup> MARCH, 2026**

**FUNCTIONING OF FPSS IN PATNA**

**2760 SHRI AKHILESH PRASAD SINGH:**

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

- (a): whether complaints regarding biometric failures, exclusion of eligible beneficiaries and irregular functioning of Fair Price Shops (FPSs) have been reported from Patna city;
- (b): the number of inspections conducted and action taken against erring dealers during the last three years;
- (c): whether One Nation One Ration Card portability has benefited migrant populations in Patna; and
- (d): the steps taken to strengthen transparency, grievance redressal and efficiency of the urban PDS in Bihar?

**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): Targeted Public Distribution System (TPDS) under National Food Security Act (NFSA), 2013 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, issuance of ration cards to them, distribution of foodgrains to eligible beneficiaries under TPDS, issuance of license to Fair Price Shop dealers, supervision over and monitoring of functioning of FPSs etc. rest with the concerned State/ UT Governments.

As informed by the State Government of Bihar, no complaint of biometric failure and exclusion of beneficiaries have been reported from Patna urban area. In case of diversion of foodgrains, relevant action is taken against the FPS dealers.

(b): An offence committed in violation of the provisions of TPDS (Control) Order, 2015 is liable for penal action under the Essential Commodities Act, 1955. State/ UT Governments are empowered to take punitive action in case of contravention of relevant provisions of these Orders.

As informed by the State Government of Bihar, 13011 inspection of various PDS shops were conducted by them during the last three years. Out of which 5009 inspection of FPSs have

been conducted through *PDS PARAKH* mobile application, specially rolled out for inspection of PDS shops, in the state of Bihar from 1<sup>st</sup> January, 2025. Summary of action taken against erring FPS dealers is as follows -

- FIR against erring FPS dealers - 18
- Cancellation of FPS Licence -15

(c): Through nationwide portability of ration cards i.e. One Nation One Ration Card (ONORC) feature, more than 80 Crore PMGKAY 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. Currently, ONORC feature is enabled in all 36 States/UTs, across the country, covering almost 100% PMGKAY beneficiaries.

Migrant ration card holders from the Patna, Bihar region are also receiving foodgrains from other states using their existing ration card (i.e. ration cards issued in Patna, Bihar region).

(d): Various steps have been taken to improve transparency, grievance redressal and efficiency of the urban PDS system in the State of Bihar, such as:-

- Aadhaar based biometric authentication and e-KYC of beneficiaries.
- Real time monitoring of data through Aadhaar enabled Public Distribution System (AePDS) and Integrated Aadhaar enabled Supply Chain Management (IAeSCM) where details regarding stock allotment to FPS, date of dispatch and acceptance of food grains from godowns by FPS dealers is available in public domain.
- Details of every Ration card holder and their family members is available on epos/AePDS portal which undergoes regular updates.
- Real time detailed transaction data of beneficiaries is available on web portal (epos.bihar.gov.in).
- Regular Inspection of FPS is conducted by various field officers through *PDS PARAKH* mobile application that helps in proper monitoring of FPS.
- Grievances received through *CPGRAMS*, CM Dashboard and under *Bihar Right to Public Grievance Redressal Act* are redressed.
- Also, feedbacks of beneficiaries are taken during regular inspections by inspecting authorities and corrective measures are taken.
- Online grievance State portal (<http://sfc.bihar.gov.in/grievanceMenu.html>) has been developed on which consumers can flag their grievances.
- State Food and Consumers Protection Department has issued toll-free number 1800-3456-194 on which consumers can lodge their complaints.

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