

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

RAJYA SABHA
UNSTARRED QUESTION NO. 3560
TO BE ANSWERED ON 24TH MARCH, 2026

RATION DISTRIBUTION UNDER NFSA

3560 # DR. SANDEEP KUMAR PATHAK:

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

- (a): the details of steps taken to ensure timely distribution of ration to eligible beneficiaries under the National Food Security Act (NFSA) and the number of ration cards currently cancelled in Delhi;
- (b): the details of the total quantity of foodgrains distributed in the country, along with the number of beneficiaries during the last three years, State-wise;
- (c): the number of duplicate ration cards, cards removed, cases of ration diversion, instances of biometric failures, along with the steps taken towards grievance redressal; and
- (d): whether Government is planning to improve PDS and increase distribution efficiency in the future based on this data, 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): Targeted Public Distribution System (TPDS) is operated under the joint responsibility of the Central and the State/Union Territory (UT) Governments. Central Government is responsible for procurement, allocation and transportation of foodgrains up to the designated depots of the Food Corporation of India. The operational responsibilities for allocation of foodgrains within the States/UTs, identification of eligible beneficiaries/families, issuance of ration cards to them, timely distribution of foodgrains to eligible beneficiaries under TPDS and supervision over and monitoring of functioning of Fair Price Shops (FPSs), etc. rest with the concerned State/UT Governments. Union Government has laid down a robust mechanism to seamlessly distribute the food grains under PMGKAY to around 80 Crore Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY) beneficiaries through Fair Price Shops in all the State/UTs. A total of 11,438 ineligible ration cards have been deleted in Delhi in 2025.

(b): A statement showing the details of the total quantity of foodgrains distributed in the country, along with the number of beneficiaries during the last three years, State-wise is placed at **Annexure**.

(c) & (d): A total of 41,41,385 ineligible ration cards have been removed in 2025.

As and when any type of complaints/ grievances related to TPDS are received in this Department from any source, they are sent to concerned State/ UT Governments for inquiry and appropriate action. Further, no specific complaint cases related to ration diversion and biometric failures have been received.

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 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-redress mechanisms, improve transparency, deter unfair trade practices, and help ensure that all beneficiaries receive their rightful foodgrain entitlements in a timely and transparent manner.

Annexure

Details of the total quantity of foodgrains distributed in the country, along with the number of beneficiaries during the last three years, State-wise

State Name	2023		2024		2025	
	Beneficiaries count	Distribution (MT)	Beneficiaries count	Distribution (MT)	Beneficiaries count	Distribution (MT)
ANDAMAN AND NICOBAR ISLANDS	61,660	4,231	59,374	4,236	61,330	4,165
ANDHRA PRADESH	2,68,97,569	17,37,063	2,68,30,680	17,42,767	2,68,23,153	17,50,392
ARUNACHAL PRADESH	8,83,237	51,060	8,83,191	52,505	8,83,172	50,466
ASSAM	2,29,02,389	12,02,222	2,31,58,866	15,18,086	2,48,95,011	15,94,227
BIHAR	8,78,80,314	52,14,677	8,38,00,818	50,28,598	8,49,92,572	50,43,811
CHHATTISGARH	2,00,00,746	13,38,103	1,99,21,016	13,41,737	1,98,62,836	13,38,912
DADAR & NAGAR HAVELI & DAMAN & DIU	2,68,463	15,881	2,72,704	16,809	2,62,705	16,758
DELHI	72,81,586	4,73,472	72,77,742	5,28,397	72,77,759	5,39,579
GOA	4,85,754	29,690	4,79,079	29,193	4,75,988	28,282
GUJARAT	3,72,50,062	21,35,677	3,83,90,798	21,91,020	3,46,62,355	20,67,885
HARYANA	1,78,66,188	7,70,366	2,01,17,555	10,46,118	1,59,41,127	10,48,254
HIMACHAL PRADESH	53,16,749	1,97,901	29,16,512	1,80,797	28,42,349	1,69,054
JAMMU AND KASHMIR	66,47,484	4,18,920	66,53,230	4,25,090	67,47,183	4,31,382
JHARKHAND	2,64,85,330	16,25,601	2,63,99,419	16,36,927	2,63,59,428	16,35,681
KARNATAKA	4,04,21,534	24,94,818	4,01,93,000	24,98,707	4,01,94,741	24,98,782
KERALA	1,52,26,706	9,80,123	1,50,61,242	9,97,307	1,48,36,824	9,61,303
LADAKH	1,24,885	7,803	1,23,239	7,752	1,14,928	7,557
LAKSHADWEEP	23,456	618	23,787	1,331	23,726	1,365
MADHYA PRADESH	5,26,52,028	32,09,047	5,54,18,818	33,46,948	5,36,23,491	32,73,967
MAHARASHTRA	6,65,71,685	40,21,962	6,84,32,163	41,80,870	6,80,73,038	42,69,427
MEGHALAYA	21,14,904	1,27,709	21,16,248	1,27,233	21,15,609	1,21,577
MIZORAM	6,96,507	46,493	6,96,396	46,785	7,07,467	45,475
NAGALAND	11,64,722	71,298	12,24,649	72,084	11,55,588	70,646
ODISHA	3,25,02,104	22,18,710	3,23,92,303	22,23,767	3,25,64,555	22,12,310
PUNJAB	1,46,43,697	6,37,593	1,59,45,516	8,77,366	1,53,46,289	8,22,492
RAJASTHAN	4,37,84,306	26,07,589	4,36,96,914	25,65,551	4,37,41,827	24,96,348
SIKKIM	3,81,502	20,189	3,83,502	22,990	3,72,205	17,667
TAMIL NADU	3,65,07,636	23,70,950	3,60,35,078	23,39,331	3,64,65,678	23,45,038
TELANGANA	1,91,75,502	12,07,789	1,92,27,039	12,25,778	1,91,93,411	12,54,833
TRIPURA	24,42,730	1,60,174	24,35,165	1,61,241	23,35,070	1,58,715
UTTAR PRADESH	15,04,20,384	94,48,793	14,87,91,087	94,28,097	14,75,12,166	90,20,894
UTTARAKHAND	60,73,150	3,64,601	60,79,177	3,82,023	60,23,240	3,49,480
WEST BENGAL	5,99,62,436	38,50,869	6,02,04,951	38,79,660	5,98,50,422	39,03,011
Grand Total	80,51,17,405	4,90,61,994	80,56,41,258	5,01,27,101	79,63,37,243	4,95,49,736