

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

LOK SABHA
UNSTARRED QUESTION NO.3717
TO BE ANSWERED ON 18TH DECEMBER, 2024

MODERNIZATION OF PDS

3717. SMT. SUPRIYA SULE:
SHRI SANJAY DINA PATIL:
SHRI BHASKAR MURLIDHAR BHAGARE:
PROF. VARSHA EKNATH GAIKWAD:
DR. AMOL RAMSING KOLHE:
SHRI NILESH DNYANDEV LANKE:
SHRI AMAR SHARADRAO KALE:
SHRI MOHITE PATIL DHAIRYASHEEL RAJSINH:
SHRI BAJRANG MANOHAR SONWANE:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION

उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री be pleased to state:

- (a) the steps taken by Government to modernize the Public Distribution System (PDS);
- (b) whether technology-driven initiatives like e-PoS machines and Aadhaar linkage have been fully implemented across States and if so, the challenges faced during the modernization process;
- (c) the total number of Fair Price Shops (FPSs) operational under PDS, State-wise;
- (d) whether there have been closures of FPS in rural or remote areas and if so, the measures taken to ensure uninterrupted operations of FPS in underserved regions;
- (e) the progress of the Smart PDS initiative in the country including the States where it has been fully implemented and its impact on improving transparency and the timeline for nationwide implementation;
- (f) whether a grievance redressal mechanism exists to address complaints related to PDS and if so, the number of grievances registered and resolved during the last three years; and
- (g) the steps taken to improve the efficiency of this mechanism?

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

(a): As part of the technology driven Public Distribution System (PDS) reforms, ration cards/beneficiaries database have been completely digitized in all States/UTs. The transparency portal and online grievance redressal facility/Toll-free number have been implemented in all States/UTs. Also online allocation has been implemented in all States/UTs (except UTs of Chandigarh, Puducherry and urban area of Dadra & Nagar Haveli which have adopted DBT Cash Transfer scheme) and supply chain has been computerized in 31 States/UTs.

(b) & (c): At present, 99.8% ration cards are seeded with Aadhaar number at national level. So far, nearly 5.41 Lakh (99.6%) out of total 5.43 Lakh Fair Price Shops (FPSs) in the country have been automated by installing ePoS devices for the distribution of foodgrains in a transparent manner (electronically) through biometric/ Aadhaar authentication of beneficiaries. A state-wise statement of ePoS installed at Fair Price Shops is at **Annexure-I**.

(d): Public Distribution System (PDS) 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 upto the designated depots of the Food Corporation of India (FCI). 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.

(e): This Department has approved a new scheme – “Scheme for Modernization and Reforms Through Technology in Public Distribution System (SMART-PDS)”. The said initiative is for taking forward the modernization of public distribution system by employing new and emerging technologies and other Information & Communications Technology (ICT) tools to improve efficiency of public delivery, enhance the reach to beneficiaries and timely delivery of the services in a more transparent manner.

So far 35 States/UTs have signed MoU for Implementation of SMART PDS Scheme (except Tamil Nadu).

(f) & (g): Helpline number 1967/1800-State series number is operational in all the States/ UTs for contacting and redressal of the complaints in Public Distribution System (PDS) and filing any type of complaints by the intended beneficiaries. As and when complaints are received in this Department from any source, they are sent to State/ UT Governments concerned for inquiry and appropriate action. A statement of complaints on TPDS received in the Department from 2019 to 2023 is at **Annexure-II**.

Further, the Targeted Public Distribution System (Control) Order, 2015, empowers State/UT Governments to take punitive action under Section 7 of the Essential Commodities Act, 1955, against any person who contravenes any of the provisions of the said Order.

Annexure-I

ANNEXURE REFERRED TO IN REPLY TO PART (b)&(c) OF THE UNSTARRED QUESTION NO.3717 FOR ANSWER ON 18.12.2024 IN THE LOK SABHA.

A state-wise statement of ePoS installed at Fair Price Shops

S.N.	State/UT	Total Fair Price Shops	Operational with ePOS devices
1	Andaman And Nicobar Islands	416	416
2	Andhra Pradesh	29,791	29,791
3	Arunachal Pradesh	1,680	1,680
4	Assam	34,300	34,286
5	Bihar	50,951	50,951
6	Chandigarh	NA	NA
7	Chhattisgarh	13,675	13,675
8	Dadar & Nagar Haveli & Daman & Diu	114	114
9	Delhi	1,993	1,993
10	Goa	452	452
11	Gujarat	16,949	16,949
12	Haryana	9,434	9,434
13	Himachal Pradesh	5,219	5,155
14	Jammu And Kashmir	6,737	6,737
15	Jharkhand	25,228	25,228
16	Karnataka	20,403	20,325
17	Kerala	13,913	13,905
18	Ladakh	404	404
19	Lakshadweep	39	39
20	Madhya Pradesh	27,377	27,127
21	Maharashtra	52,642	52,642
22	Manipur	2,339	2,339
23	Meghalaya	4,735	4,727
24	Mizoram	1,258	1,258
25	Nagaland	1,783	1,774
26	Odisha	12,044	12,044
27	Puducherry	NA	NA
28	Punjab	18,150	18,150
29	Rajasthan	27,062	25,579
30	Sikkim	1,312	1,312
31	Tamil Nadu	34,805	34,805
32	Telangana	17,246	17,246
33	Tripura	2,057	2,057
34	Uttarakhand	9,059	9,059
35	Uttar Pradesh	79,216	79,216
36	West Bengal	20,476	20,476
	National Summary	5,43,259	5,41,345

ANNEXURE REFERRED TO IN REPLY TO PART (f)&(g) OF THE UNSTARRED QUESTION NO.3717 FOR ANSWER ON 18.12.2024 IN THE LOK SABHA.

COMPLAINTS ON TPDS RECEIVED IN THE DEPARTMENT FROM INDIVIDUALS, ORGANISATIONS & THROUGH MEDIA REPORTS ETC. FROM 2019 TO 2023

S. No.	State/ UT	2019	2020	2021	2022	2023
1	Andhra Pradesh	6	20	21	25	41
2	Arunachal Pradesh	1	-	-	-	10
3	Assam	8	39	8	13	48
4	Bihar	119	335	203	224	380
5	Chhattisgarh	7	17	38	39	35
6	Delhi	81	186	185	212	256
7	Goa	1	-	2	1	3
8	Gujarat	9	36	33	147	82
9	Haryana	39	69	83	87	347
10	Himachal Pradesh	1	2	2	6	9
11	J&K	3	7	8	19	24
12	Jharkhand	17	49	185	236	348
13	Karnataka	18	69	18	38	85
14	Kerala	11	13	13	7	6
15	Madhya Pradesh	26	55	57	101	187
16	Maharashtra	24	150	88	118	181
17	Manipur	-	2	1	1	2
18	Meghalaya	1	1	-	-	2
19	Mizoram	-	-	-	-	1
20	Nagaland	1	1	-	-	-
21	Orissa	16	39	57	44	66
22	Punjab	14	32	20	31	86
23	Rajasthan	24	45	54	72	93
24	Sikkim	-	-	-	-	-
25	Tamil Nadu	16	46	57	55	103
26	Telangana	3	18	33	10	40
27	Tripura	-	3	1	5	17
28	Uttarakhand	14	27	37	53	54
29	Uttar Pradesh	343	589	507	714	1614
30	West Bengal	51	213	150	129	169
31	A&N Island	-	-	-	3	-
32	Chandigarh	-	5	7	4	-
33	D& N Haveli	-	2	-	-	2
34	Daman & Diu	-	-	-	-	1
35	Lakshadweep	-	-	-	1	1
36	Puducherry	1	6	1	3	2
37	Ladakh	-	-	-	-	-
	TOTAL	855	2076	1869	2398	4295
