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

## LOK SABHA
STARRED QUESTION NO. 246
TO BE ANSWERED ON 6$^{TH}$ AUGUST, 2025

### STRENGTHENING OF PDS IN MAHARASHTRA

**\*246. PROF. VARSHA EKNATH GAIKWAD:**
**SMT. SUPRIYA SULE:**

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a): the extent of digitalization and automation undertaken to modernize and strengthen the delivery mechanisms under the Public Distribution System (PDS) in Maharashtra;

(b): whether all Fair Price Shops (FPSs) in Maharashtra have been equipped with electronic Point of Sale (ePoS) devices and if so, the district-wise status of ePoS-enabled shops;

(c): the percentage of ration cardholders in Maharashtra presently covered under Aadhaar- authenticated PDS transactions and the steps taken by the Government to address exclusion issues in remote or tribal areas of the State;

(d): whether online tracking systems have been implemented in Maharashtra for the real-time monitoring of foodgrains allocation, movement and delivery at the FPS level and if so, the outcomes thereof;

(e): whether the Government has established Grievance Redressal Portals or Mobile Apps for PDS consumers in Maharashtra and if so, the number of complaints received and resolved through these systems; and

(f): the steps taken by the Government to ensure end-to-end transparency and prevent diversion or pilferage of foodgrains?

### ANSWER
MINISTER OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION AND
MINISTRY OF NEW AND RENEWABLE ENERGY
**(SHRI PRALHAD JOSHI)**

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(a) to (f):  A statement is laid on the Table of the House.

**STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (f) OF THE STARRED QUESTION NO. \*246 DUE FOR ANSWER ON 06.08.2025 IN THE LOK SABHA REGARDING.**

(a): The PDS operations in the State of Maharashtra are fully digitized under the end-to-end computerization effort by the Government of India in PDS. Currently, NIC has developed a Common Application System to digitally manage PDS operations, which includes key features such as digital RCMS, distribution systems including biometric authentication via AePDS, and supply chain operations and food allocation systems through Integrated Aadhaar enabled Supply Chain Management (IAeSCM). Further, under the SMART PDS scheme, the system applications and infrastructure are being upgraded to overcome State-level technological limitations and institutionalize a uniform system architecture and central system covering all PDS-related operations.

(b): Yes. e-PoS devices have been installed at 52,848 Fair Price Shops across the state of Maharashtra. The district-wise report is at Annexure.

(c): Currently in the State, nearly 100% Ration cards have been seeded with Aadhar and 97.84% of distribution of food grains under the NFSA scheme is through Aadhaar authentication. Foodgrains are being distributed using offline modes in ePOS devices where network issues are present in remote tribal areas.

Further, all States/UTs have been advised that no genuine beneficiary/ household shall be denied from receiving entitled quota of subsidized foodgrains due to failure of biometric/ Aadhaar authentication due to network/ connectivity/ linking related issues, other technical reasons or poor biometrics of the beneficiary.

(d): Yes, online tracking system is partially implemented. Food grain allocation is currently being generated in real-time. However, the mechanism for real-time monitoring is still under development. To support this, IAeSCM application which is part of overall SMART PDS system being enabled in the State which allows monitoring of food grain movement and delivery at Fair Price Shops (FPS) in real time

(e): Yes, an online grievance redressal portal www.rcms.mahafood.gov has been developed for PDS beneficiaries in Maharashtra to register complaints. Further, the Government of India has introduced other initiatives for citizens to lodge grievances, such as the Mera Ration mobile app, the NFSA portal, and Anna Sahayata (WhatsApp and IVRS). Beneficiaries can also submit their complaints through the CPGRAMS portal.During the period from April 2022 to July 2025, a total of 34,793 complaints were received, out of which 30,305 have been resolved. Action is currently underway on the remaining 4,488 complaints.

(f): As part of the technology driven Targeted Public Distribution System (TPDS) reforms, with the aim to improve the transparency and accountability in the TPDS, ration cards/beneficiaries database have been completely digitized (100%) 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 and supply chain has been computerized in 31 States/UTs (except UTs of Chandigarh, Puducherry and Urban area of Dadra & Nagar Haveli which have adopted DBT Cash Transfer scheme). Further, 99.7% ration cards are Aadhaar seeded in the country. For better tracking of foodgrains distribution, 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.

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 and filing any type of complaints by the intended beneficiaries. As and when complaints, including diversion or pilferage of NFSA foodgrains, are received in this Department from any source, they are sent to State/ UT Governments concerned for inquiry and appropriate action.

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## District-wise FPS details of Maharashtra

| Sl. No | District | Active FPS with e-PoS Devices |
|---|---|---|
| 1 | Ahmadnagar | 1884 |
| 2 | Akola | 1061 |
| 3 | Amravati | 1916 |
| 4 | A Region Parel | 554 |
| 5 | Beed | 1977 |
| 6 | Bhandara | 890 |
| 7 | Buldana | 1536 |
| 8 | Chandrapur | 1544 |
| 9 | Chhatrapati Sambhajinagar | 1818 |
| 10 | Dharashiv | 1078 |
| 11 | Dhule | 987 |
| 12 | D Region Andheri | 528 |
| 13 | E Region Wadala | 1018 |
| 14 | F Region Thane | 1458 |
| 15 | Gadchiroli | 1196 |
| 16 | Gondia | 998 |
| 17 | G Region Kandivali | 665 |
| 18 | Hingoli | 797 |
| 19 | Jalgaon | 1990 |
| 20 | Jalna | 1280 |
| 21 | Kolhapur | 1688 |
| 22 | Latur | 1351 |
| 23 | Nagpur DSO | 1313 |
| 24 | Nagpur Fdo | 683 |
| 25 | Nanded | 2000 |
| 26 | Nandurbar | 1083 |
| 27 | Nashik | 2608 |
| 28 | Palghar | 1084 |
| 29 | Parbhani | 1182 |
| 30 | Pune Dso | 1859 |
| 31 | Pune FDO | 690 |
| 32 | Raigad | 1450 |
| 33 | Ratnagiri | 952 |
| 34 | Sangli | 1370 |
| 35 | Satara | 1716 |
| 36 | Sindhudurg | 461 |
| 37 | Solapur DSO | 1557 |
| 38 | Solapur FDO | 314 |
| 39 | Thane | 608 |
| 40 | Wardha | 885 |
| 41 | Washim | 775 |
| 42 | Yavatmal | 2044 |
| **Total** | | **52848** |