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

LOK SABHA
UNSTARRED QUESTION NO. 2832
TO BE ANSWERED ON 6TH AUGUST, 2025

ANNA MITRA AND ANNA SAHAYATA DIGITAL PLATFORMS

2832. SHRI TATKARE SUNIL DATTATREY:
SHRI RAMVIR SINGH BIDHURI:
DR. SANJAY JAISWAL:

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

(a):   the objectives and main design features of the Anna Mitra Mobile App and the
manner in which it facilitate the access of beneficiaries to Public Distribution System;

(b):   the present rollout status of the Anna Mitra and the number of States and languages in
which it is operational especially in the State of Maharashtra;

(c):   the salient features of the Anna Sahayata Platform started for the complaint redressal
under Pradhan Mantri Garib Anna Yojana and the names of the States and languages
included in its pilot phase;

(d):   the details of technical functionalities integrated in the Anna Sahayata Platform; and

(e):   the total number of estimated beneficiaries to be covered and the budget allocated for
the development and deployment of Anna Mitra and Anna Sahayata Platforms ?

ANSWER
MINISTER OF STATE FOR MINISTRY OF CONSUMER AFFAIRS,
FOOD & PUBLIC DISTRIBUTION
(SHRIMATI NIMUBEN JAYANTIBHAI BAMBHANIYA)

(a) & (b):   The Anna Mitra mobile app empowers PDS (Public Distribution System) field
functionaries by providing access to critical operational data through a secure platform. The
app is designed to streamline field-level monitoring, stock management, and compliance
reporting by Fair Price Shop (FPS) dealers, Food Inspectors and District Food Supply
Officers (DFSOs).

Key Design Feature of Anna Mitra – It is designed to:

• Streamline field-level operations, stock tracking, and compliance reporting

• Transaction summary of ration cards, beneficiary management and other stakeholder
information

- Inspection modules, feedback and rating modules

- Stock level management from District to FPS level

These features enable the app to:

- Reduce bottlenecks and eliminate manual paperwork

- Enhance decision-making through data access

Anna Mitra ultimately brings all key PDS stakeholders onto a single, secure digital platform, improving transparency, speed, and efficiency in service delivery.

At present, the Anna Mitra app is operational in four pilot States i.e Uttarakhand, Tripura, Assam and Punjab and available in two languages (English & Hindi). It is getting implemented in other States/UT in phased manner.

(c) to (e):- The Anna Sahayata platform launched under the Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY) facilitate a structured and technology-enabled grievance redressal mechanism pertaining to the Targeted Public Distribution System (TPDS) under National Food Security Act (NFSA) leveraging WhatsApp and IVRS services. Its key features from technological standpoint involve functionalities like grievance registration through WhatsApp and IVRS channels and a three-tiered escalation matrix to ensure timely tracking and resolution of grievances at appropriate administrative levels. The platform has been rolled out in five pilot States, Gujarat, Jharkhand, Telangana, Tripura & Uttar Pradesh and currently enables grievance submission in five languages i.e Hindi, English, Gujarati, Telugu and Bangla. Further, platform is to be made operational in other States/UTs in phased manner.

The Anna Sahayata platform is envisaged to benefit a substantial portion of the NFSA beneficiary base i.e around 80 Crores progressively upon rollout in remaining States/ UTs. The budget allocation of Anna Sahayata for the pilot phase implementation is around Rs. 86 lakhs and for the Anna Mitra app is Rs 52 lakh.

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