

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

LOK SABHA
UNSTARRED QUESTION NO. 2961
TO BE ANSWERED ON 6TH AUGUST, 2025

RATION SHOPS IN HARIDWAR

2961. SHRI TRIVENDRA SINGH RAWAT:

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

- (a): whether all ration shops in the Haridwar district have been linked with e-Point of Sale (ePoS) machines and if so, the details thereof;
- (b): whether irregularities have been reported in the ration distribution even after Aadhaar seeding;
- (c): whether any independent audit or survey has been conducted by the Government in this regard recently and if so, the details thereof; and
- (d): whether the Government has made online complaint system more effective and if so, 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): All 608 Fair Price Shops (FPSs) of Haridwar district are equipped with ePoS devices and Aadhaar based authentication facility is also available at these FPSs for Public Distribution System (PDS) delivery.
- (b): No such specific report received in the Department.
- (c): This Department has not conducted recently any independent audit or survey on the subject matter under consideration. However, this Department engaged Monitoring Institutions (MIs) of repute to undertake concurrent evaluation of the implementation of National Food Security Act, 2013 (NFSA) in different States/UTs for Phase-I (2018-20) and Phase-II (2020-23). Reports submitted by the MIs are available in public domain at https://nfsa.gov.in/portal/Concurrent_Evaluation.

d): The Government of India has initiated various efforts to capture beneficiaries' grievances online. It has developed the NFSA portal and the Mera Ration mobile app, where beneficiaries can lodge their complaints. Further, the Government has launched the Anna Sahayata platform to facilitate a structured and technology-enabled grievance redressal mechanism, leveraging WhatsApp and IVRS services. Central portals are available to both Central and State officials to monitor grievances, track their status, and review pendency. Additionally, beneficiaries can also lodge their grievances on the CPGRAMS portal.
