

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

**LOK SABHA**  
UNSTARRED QUESTION NO. 4409  
**TO BE ANSWERED ON 20<sup>TH</sup> AUGUST, 2025**

**ANNA MITRA AND ANNA SAHAYATA DIGITAL PLATFORMS**

**4409 SHRI BASAVARAJ BOMMAI:**

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

- (a) whether the Government has launched Anna Mitra and Anna Sahayata Digital Platforms and if so, the details thereof; and
- (b) the extent to which these programmes help in enhancing transparency, improving infrastructure and empowering both beneficiaries and frontline workers involved in the delivery of subsidised foodgrains to the eligible beneficiaries?

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

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(a) & (b): Yes, the Anna Mitra mobile app empowers PDS (Public Distribution System) field functionaries by providing the 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/UTs in phased manner.

The Anna Sahayata platform launched under the Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY) facilitates 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 to ensure timely tracking and resolution of grievances at appropriate administrative levels. The platform was initially rolled out in five pilot States, Gujarat, Jharkhand, Telangana, Tripura & Uttar Pradesh. Currently it is live in all 36 States & UTs w.e.f. 1<sup>st</sup> Aug 2025. The platform benefits the beneficiaries by allowing them to submit their grievances with pre-defined options and receive feedback thereon.

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