

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

LOK SABHA
UNSTARRED QUESTION NO. 1704
TO BE ANSWERED ON 10TH DECEMBER, 2025

**FUNCTIONING OF PUBLIC DISTRIBUTION SYSTEM
AND CONSUMER PROTECTION**

1704. DR. MOHAMMAD JAWED:

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

- (a) whether the Government has taken steps to strengthen the Public Distribution System (PDS) to ensure timely and transparent delivery of foodgrains to beneficiaries across the country, particularly in Bihar;
- (b) the details of allocation, lifting and distribution of foodgrains to Bihar under the National Food Security Act (NFSA) during the last three financial years;
- (c) whether the Government has received complaints regarding irregularities, diversion or non-distribution of PDS commodities and if so, the corrective measures taken by the Government in this regard;
- (d) the details of the steps taken by the Government to enhance consumer protection mechanisms including grievance redressal, price monitoring and action against unfair trade practices; and
- (e) whether the Government proposes to upgrade Fair Price Shops into model FPS with digital systems, electronic PoS machines and expanded essential services and if so, the progress made so far?

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 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 (including Bihar). Toll-free helpline number is functional 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, 99.9% ration cards are Aadhaar seeded in the country. This has enabled Aadhar based authenticated distribution ensuring ration goes to the right person.

(b): The details of allotment and offtake of foodgrains under NFSA to Government of Bihar for last three financial years is at **Annexure-I**. The details of distribution of foodgrains under NFSA to Government of Bihar for last three financial years is at **Annexure-II**.

(c): Targeted Public Distribution System (TPDS) under National Food Security Act (NFSA), 2013 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.

Helpline number (1967/1800-State series) 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 are received in this Department from any source, they are promptly sent to State/ UT Governments concerned for inquiry and appropriate action.

An offence committed in violation of the provisions of TPDS (Control) Order, 2015 is liable for penal action under the Essential Commodities Act, 1955. Thus, the Order empowers State/UT Governments to take punitive action in case of contravention of relevant provisions of these Orders.

(d): The Government has taken several steps to strengthen consumer protection, enhance transparency, and ensure quick and effective grievance redressal in the Public Distribution System. Major initiatives include:

1. Strengthened Grievance Redressal Systems

- Universal availability of 1967/1800-series toll-free helplines across all States/UTs.
- Introduction of Anna Sahayata, an advanced AI-enabled WhatsApp and IVRS-based grievance redressal system, allowing beneficiaries to lodge complaints in their own language.
- Mera Ration Mobile App, which enables beneficiaries to check their entitlements, member and demographic details, last month's distribution status, nearby FPS location, and to lodge grievances directly through the app.

2. Enhanced Monitoring through CPGRAMS

- States/UTs and all concerned organisations have been sensitised to strictly adhere to the 21-day timeline for grievance disposal prescribed under CPGRAMS.
- Pendency of grievances is monitored regularly through CPGRAMS dashboards.
- Monthly advisories are issued to States to promote uniform and timely grievance resolution.
- States/UTs with high pendency levels are specifically flagged for corrective action.

3. Capacity Building & Oversight

- Regular trainings, workshops, and video conferences are conducted with States/UTs to improve the efficiency of grievance handling systems.
- The Department ensures strict implementation of the Standard Operating Procedure (SOP) for grievance redressal, ensuring accountability and timely resolution.

These steps collectively strengthen consumer protection, improve transparency, deter unfair trade practices, and help ensure that all beneficiaries receive their rightful foodgrain entitlements in a timely and transparent manner.

(e): For better tracking of foodgrains distribution, nearly 5.50 Lakh (99.8%) out of total 5.51 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. Further, all States/UTs have been advised to integrate e-weighing scales with the ePoS devices at FPSs.

As per sub-clause (9) of Clause 9 of the Targeted Public Distribution System (TPDS) Control Order, 2015, the State Government shall allow sale of commodities other than the foodgrains distributed under the TPDS at the Fair Price Shop to improve the viability of the fair price shop operations.

Annexure-I**(Figs. In '000' MTs) (PROVISIONAL)****ALLOTMENT AND OFFTAKE OF FOODGRAINS FOR BIHAR UNDER NFSA****COMMODITY:
WHEAT**

FY	NFSA		PMGKAY	
	ALLOTMENT	OFFTAKE	ALLOTMENT	OFFTAKE
2022-23	1223.61	1202.38	174.23	193.75
2023-24	1086.75	1044.43		
2024-25	1335.09	1173.89		
2025-26 (offtake upto October 2025)	1342.39	577.25		

**COMMODITY:
RICE**

FY	NFSA		PMGKAY	
	ALLOTMENT	OFFTAKE	ALLOTMENT	OFFTAKE
2022-23	4220.01	4034.97	3746	3326.67
2023-24	3927.44	3521		
2024-25	4121.16	3559.71		
2025-26 (offtake upto October 2025)	4122.65	2050.2		

Annexure-II

(Figs. In '000' MTs)

Distribution of foodgrains in Bihar state

Years	Wheat	Rice	Total
2022-23	1211.625	3990.152	5201.777
2023-24	1039.981	4165.832	5205.813
2024-25	1238.64	3729.057	4967.698
2025-26 (as on date)	673.338	2704.771	3378.11