

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

LOK SABHA
UNSTARRED QUESTION NO. 1777
TO BE ANSWERED ON 10TH DECEMBER, 2025

COMPLAINTS OF RATION PROVIDED UNDER NFSA

†1777. SHRI BALYA MAMA SURESH GOPINATH MHATRE:

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

- (a) whether the complaints regarding less quantity, poor quality, insect infestation, etc. in the ration provided under the National Food Security Act (NFSA) have been received from several States;
- (b) if so, the steps taken by the Government to ensure transparency and accountability in the distribution of food grains;
- (c) the details of progress made in checking duplication of ration cards and fake beneficiaries occurring even after the implementation of the digital ration distribution system;
- (d) whether the Government has zero tolerance policy on corruption and irregularities in PDS shops; and
- (e) if so, the details thereof and if not, the reasons therefor?

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

(a) to (b): The Targeted Public Distribution System (TPDS) is governed under National Food Security Act (NFSA), 2013 and it is operated under the joint responsibility of the Central and the State/Union Territory (UT) governments. 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 the eligible beneficiaries under TPDS, issuance of license to the Fair Price Shop dealers, supervision over and monitoring of functioning of Fair Price Shops (FPSs) etc. rest with the concerned State/UT Governments.

No complaints regarding poor quality, insect infestation etc. in the ration provided under NFSA has been received from the States/ UTs. The Government has formulated and issued a Quality Control Manual, to uniformly maintain the quality standards of foodgrains from procurement to its distribution to the eligible beneficiaries through various social security programs of Government of India. However, as and when grievances related other issues of PDS are received, they are sent to the State/UT Governments concerned for inquiry and appropriate action. Further, the Government has taken strong remedial measures to tackle the complaints of

delivery of less weight of ration by the dealers. These include the integration of the e-PoS device with the weighing scale at the fair price shops in case of less than the entitled quantities of foodgrains being weighed in the weighing scale at the FPS, the transactions for such occurrences would not be completed.

(c): During 2024–25, the Government undertook a comprehensive data analytics exercise wherein multiple Key Performance Indicators (KPIs) – such as beneficiaries aged over 100 years, silent ration cards, duplicate ration cards and beneficiaries below 18 years with single member ration cards – were applied to the PDS database. This database was also cross-matched with data sets of other Ministries [Aadhaar, Central Board of Direct Taxes (CBDT), Ministry of Road Transport & Highways (MoRTH), Ministry of Corporate Affairs and Central Board of Indirect Taxes & Customs (CBIC)]. This exercise flagged approximate 8.51 Crore beneficiaries (2024 to 2025) and list of these flagged beneficiaries were shared with the respective States/UTs for conducting field verification and to take necessary action as deemed fit on these cases. Till date, the respective States/UTs have deleted 2.12 Crore beneficiaries of the above flagged beneficiaries, thus making space for eligible waitlisted beneficiaries.

(d) to (e): If any person contravenes any of the provisions of the Targeted Public Distribution System (Control) Order, 2015, he/ she shall be liable to punishment under Section 7 of 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.
