

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF EXPENDITURE

LOK SABHA
UNSTARRED QUESTION No. 2408

TO BE ANSWERED ON MONDAY, December 15, 2025/ AGRAHAYANA 24, 1947
(SAKA)

DIGITISATION OF DIRECT BENEFIT TRANSFER (DBT)

2408. Shri Aditya Yadav:

Will the Minister of **FINANCE** be pleased to state:

- a) whether the Government has initiated any reforms regarding digitization of Direct Benefit Transfer (DBT) and Subsidy Distribution System in Badaun district of Uttar Pradesh to make it transparent, time-bound and directly accessible to the beneficiaries;
- b) if so, the details of technological initiatives, grievance redressal systems, and monitoring mechanisms proposed by the Government to enhance the efficiency and transparency of DBT and subsidy programmes in the said district; and
- c) if not, the reasons therefor?

ANSWER

**THE MINISTER OF STATE FOR FINANCE
(SHRI PANKAJ CHAUDHARY)**

(a) to (c): Direct Benefit Transfer (DBT) is a “good governance” initiative to ensure transparent, digitized, efficient, timely and direct delivery of benefits in the country including Badaun district of Uttar Pradesh. In December 2014, Public Financial Management System (PFMS) was mandated for payment, accounting and reporting under DBT.

To ensure seamless and transparent delivery of benefits to DBT beneficiaries, initiatives like end-to-end digitized processes, online registration, Aadhaar based biometric authentication, online verification of applications, electronic payments using Aadhaar Payment Bridge (APB), digitized uploading and verification of eligibility documents, onboarding on Unified Mobile Application for New-age Governance (UMANG) platform etc. have been taken.

PFMS has been developed as an end-to-end solution for preparation and processing of beneficiary list; payments to beneficiary (through APB or directly in bank accounts), accounting, generating Utilisation Certificate; and reporting of government funds spent in the Ministries or by the PSUs/Autonomous Bodies and other Implementing Agencies after receiving grant or subsidy from Ministry.

PFMS has provided multiple channels for grievance redressal. DBT Open House is conducted to address the queries and grievances through Video Conferencing. It provides a platform to stakeholders to directly connect with PFMS team. PFMS also uses Customer Relationship Management (CRM) System for systematic and structured handling of grievances raised by stakeholders.

The Central Public Grievance Redress and Monitoring System (CPGRAMS) has also been strengthened and made available on UMANG to enable citizens to inter alia lodge DBT-related complaints with ease and to ensure their timely and efficient redressal. DBT Mission, Cabinet Secretariat monitors the progress of DBT Schemes to enhance efficiency and ensure transparency.
