

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

**LOK SABHA**  
UNSTARRED QUESTION NO. 2832  
**TO BE ANSWERED ON 17<sup>TH</sup> DECEMBER, 2025**

**STRENGTHENING OF PDS IN ODISHA**

**2832. SHRI ANANTA NAYAK:**

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

- (a): the extent of digitalization and automation undertaken to modernize and strengthen the delivery mechanisms under the Public Distribution System (PDS) in Odisha;
- (b): whether all Fair Price Shops (FPSs) in Odisha have been equipped with electronic Point of Sale (ePoS) devices and if so, the status of ePoS-enabled shops, district-wise;
- (c): the percentage of ration cardholders in Odisha presently covered under Aadhaar-authenticated PDS transactions and the details of the steps taken by the Government to address exclusion issues in remote or tribal areas of the said State;
- (d): whether online tracking systems have been implemented in Odisha for the real-time monitoring of foodgrains allocation, movement and delivery at the FPS level and if so, the outcomes thereof; and
- (e): whether the Government has established Grievance Redressal Portals or Mobile Apps for PDS consumers in Odisha and if so, the number of complaints received and resolved through these systems?

**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): Present Status of modernization efforts of Public Distribution System (PDS) by the Department across the country including Odisha are as follows –

- Ration cards/beneficiary's database have been completely digitized (100%) in all States/UTs.
- Aadhaar seeding of 99.9% ration cards have been completed in the country.
- All States/UTs have been regularly urged to complete the eKYC so that the benefits of the scheme reaches the entitled beneficiaries. The eKYC has been completed for 85.6 % beneficiaries.

- 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 through Aadhaar biometric authentication of beneficiaries.
- Introduction of Anna Sahayata, an advanced AI-enabled WhatsApp and IVRS-based grievance redressal system, allowing beneficiaries to lodge complaints in their own language using these platforms.
- 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
- Anna Mitra mobile app enables the field level functionaries as well FPS dealers to run day to day PDS operations.
- For effective and efficient implementation of the distribution process, the department has urged the States to integrate the ePOS devices in FPS with weighing scales.
- The Depot Darpan Portal has been launched for real-time monitoring, self-assessment, and grading of food grain storage depots, enhancing transparency, efficiency, and security through IoT sensors, CCTV, geotagged data, and AI for evaluating infrastructure (safety, environment) and operations (profitability, stock loss). Launched by the Department of Food & Public Distribution (DFPD), it provides performance ratings and drives continuous improvement in India's food security system.
- Anna Chakra – PDS supply chain optimization tool developed in collaboration with IIT Delhi and WFP has been successfully deployed in all 36 States/UTs. Tool has led to reduction in transportation costs and improved efficiency.

(b): At present, a total number of 13,926 (100%) Fair Price Shops (FPSs) in Odisha have been automated by installing ePoS devices for the distribution of foodgrains in a transparent manner (electronically) through biometric/ Aadhaar authentication of beneficiaries. The district-wise Fair Price Shops (FPSs) automated in Odisha is at **Annexure**.

(c): At present in Odisha, 100% Ration cards have been seeded with Aadhar and 97.84% of distribution of food grains under the NFSA scheme is through Aadhaar authentication. Foodgrains are being distributed using offline modes in ePOS devices where network issues are present in remote tribal areas. Further, all States/UTs have been advised that no genuine beneficiary/ household shall be denied from receiving entitled quota of subsidized foodgrains due to failure of biometric/ Aadhaar authentication due to network/ connectivity/ linking related issues, other technical reasons or poor biometrics of the beneficiary.

Under Section 10 of the National Food Security Act (NFSA), 2013, the responsibility for identifying eligible and ineligible households rests entirely with the State/UT Governments. As per Section 10(1), each State/UT is required to frame its own inclusion and exclusion guidelines and identify Antyodaya Anna Yojana (AAY) and Priority Households (PHH) within the coverage limits determined under the Act. Further, Section 10(2) mandates that States/UTs must periodically review and update their beneficiary lists in accordance with these guidelines. Accordingly, the statutory authority for identification, validation, and updation of NFSA beneficiaries lies exclusively with the respective State/UT Governments.

(d): As reported by Government of Odisha, the doorstep delivery is tracked seamlessly from the State Food Storage Godown software application in real-time. Once stock is dispatched, the Gate Pass lands remotely in the ePoS of the FPS Dealer. Once the consignment reaches physically

at FPS Dealer's doorstep, Dealer accepts it and the response are pushed from ePoS to Godown interface confirming delivery.

(e): The Government of India is running multiple initiatives for citizens to lodge grievances, such as the Mera Ration mobile app, the NFSA portal, Anna Sahayata (WhatsApp and IVRS) and a dedicated portal named 'Centralized Public Grievance Redress and Monitoring System' (CPGRAMS).

Under Anna Sahayata, a total of 18,532 grievances were received, out of which 7,452 have been resolved, reflecting an overall resolution rate of 40%.

In CPGRAMS, Odisha received a total of 109 PDS-related grievances, out of which 03 grievances have been disposed of, and 106 grievances remain pending with the State.

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## The district-wise Fair Price Shops (FPSs) automated in Odisha

S. No.	District	Fair Price Shops (FPSs)
1	ANUGUL	518
2	BALANGIR	804
3	BALESHWAR	985
4	BARGARH	359
5	BHADRAK	503
6	BOUDH	133
7	CUTTACK	991
8	DEOGARH	84
9	DHENKANAL	650
10	GAJAPATI	365
11	GANJAM	972
12	JAGATSINGHAPUR	597
13	JAJAPUR	758
14	JHARSUGUDA	160
15	KALAHANDI	339
16	KANDHAMAL	192
17	KENDRAPARA	583
18	KENDUJHAR	415
19	KHORDHA	560
20	KORAPUT	408
21	MALKANGIRI	119
22	MAYURBHANJ	732
23	NABARANGPUR	477
24	NAYAGARH	301
25	NUAPADA	159
26	PURI	608
27	RAYAGADA	238
28	SAMBALPUR	223
29	SONEPUR	122
30	SUNDARGARH	571
Total		13926