

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

LOK SABHA
UNSTARRED QUESTION NO. 5456
TO BE ANSWERED ON 25TH MARCH, 2026

TECHNOLOGY-BASED GRIEVANCE REDRESSAL SYSTEM

5456. SHRI ANURAG SHARMA:

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

- (a): whether the Government is exploring or has launched initiatives to enhance transparency and accountability at Fair Price Shops so that foodgrains reach intended beneficiaries without diversion or leakage;
- (b): if so, the details of such initiatives including use of technology, real-time monitoring, social audits and inspections;
- (c): the details of the steps taken by the Government to strengthen technology-based grievance redressal systems so that ration-related complaints are addressed promptly, transparently and with accountability;
- (d): whether Aadhaar seeding and e-KYC of ration cards have improved following Union Government reviews and if so, the progress achieved so far, State-wise;
- (e): whether Aadhaar-authenticated distribution of foodgrains under the Public Distribution System (PDS) has increased during the last three years and if so, the details thereof; and
- (f): the details of the further steps proposed by the Government to achieve universal Aadhaar authentication and complete coverage under the PDS across the country?

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

(a) & (b): Present Status of modernization efforts of Public Distribution System (PDS) by the Department across the country are as follows –

- Ration cards/beneficiary's database have been completely digitized (100%) in all States/UTs.
- Aadhaar seeding of 99.7% 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 reach the entitled beneficiaries. The eKYC has been completed for 87.37% 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.

(c): The Department has undertaken several measures to strengthen digital monitoring and grievance redressal mechanisms under the Public Distribution System (PDS).

Firstly, grievance redressal systems have been strengthened through the universal availability of toll-free helplines (1967/1800 series) across all States/UTs. In addition, Anna Sahayata (ASHA) has been introduced as an AI-enabled grievance redressal platform leveraging WhatsApp and IVRS channels, enabling beneficiaries to lodge complaints and provide feedback in their preferred regional languages.

The Mera Ration Mobile App also provides an integrated interface for beneficiaries to access their entitlement details, view transaction history, locate nearby FPSs, and register grievances directly.

Further, monitoring has been strengthened through integration with the CPGRAMS platform, wherein States/UTs have been advised to adhere to the prescribed timeline of 21 days for grievance disposal. Grievance pendency is regularly monitored through dashboards, and periodic advisories are issued to ensure timely resolution. States/UTs with high pendency are specifically flagged for corrective action.

These initiatives collectively enhance transparency, improve accountability, and ensure timely delivery of services to beneficiaries under the PDS.

(d): Aadhaar seeding and e-KYC of ration cards have improved following regular reviews and monitoring by the Central Government with States/UTs. Aadhaar seeding of ration cards has increased from 99.3% in February 2025 to 99.7% in February 2026. Similarly, the e-KYC of beneficiaries has increased from about 76% in February 2025 to 87.37% in February 2026, reflecting steady progress in strengthening beneficiary authentication under the Public Distribution System. Further, the state-wise status of Aadhaar seeding and e-KYC of ration cards is placed at **Annexure-I** and **Annexure-II** respectively.

(e) & (f): Aadhaar-authenticated distribution of foodgrains under the Public Distribution System has improved over the past year. The share of Aadhaar-authenticated transactions has increased from 98.00% in Feb 2023 to 98.75 % in February 2026.

The Government is continuously working with States/UTs to further enhance coverage through wider use of ePoS devices at Fair Price Shops, Aadhaar seeding of beneficiaries, and completion of e-KYC, so as to achieve near 100% Aadhaar-authenticated distribution in the country.

State-wise status of Aadhar Seeding

S.No.	State/UT	% Seeding of Ration Cards
1	Andaman And Nicobar Islands	100.00%
2	Andhra Pradesh	100.00%
3	Arunachal Pradesh	80.60%
4	Assam	99.90%
5	Bihar	99.80%
6	Chandigarh	99.70%
7	Chhattisgarh	100.00%
8	Dadar & Nagar Haveli & Daman & Diu	100.00%
9	Delhi	100.00%
10	Goa	99.90%
11	Gujarat	99.90%
12	Haryana	100.00%
13	Himachal Pradesh	100.00%
14	Jammu And Kashmir	100.00%
15	Jharkhand	98.70%
16	Karnataka	100.00%
17	Kerala	100.00%
18	Ladakh	100.00%
19	Lakshadweep	100.00%
20	Madhya Pradesh	100.00%
21	Maharashtra	100.00%
22	Manipur	99.70%
23	Meghalaya	85.10%
24	Mizoram	99.90%
25	Nagaland	98.40%
26	Odisha	99.80%
27	Puducherry	99.90%
28	Punjab	100.00%
29	Rajasthan	97.50%
30	Sikkim	100.00%
31	Tamil Nadu	100.00%
32	Telangana	100.00%
33	Tripura	99.90%
34	Uttarakhand	100.00%
35	Uttar Pradesh	100.00%
36	West Bengal	100.00%
	National Summary	99.70%

Annexure-II**State/UT wise status of e-KYC**

S No.	State/UT	e-KYC%
1	Andaman & Nicobar Islands	99.52%
2	Andhra Pradesh	93.39%
3	Assam	83.44%
4	Arunachal Pradesh	45.31%
5	Bihar	80.10%
6	Chandigarh (DBT)	96.65%
7	Chhattisgarh	90.35%
8	Delhi	84.69%
9	Dadra Nagar Haveli and Daman &Diu	78.57%
10	Haryana	58.61%
11	Himachal Pradesh	96.96%
12	Goa	79.50%
13	Gujarat	94.54%
14	Jammu & Kashmir	92.26%
15	Jharkhand	77.10%
16	Karnataka	98.79%
17	Kerala	98.71%
18	Ladakh	100.00%
19	Lakshadweep	88.02%
20	Madhya Pradesh	93.18%
21	Maharashtra	59.17%
22	Manipur	54.28%
23	Meghalaya	56.05%
24	Mizoram	79.31%
25	Nagaland	72.87%
26	Puducherry (DBT)	66.07%
27	Rajasthan	95.51%
28	Sikkim	81.75%
29	Tamil Nadu	91.03%
30	Telangana	86.69%
31	Tripura	84.18%
32	Punjab	87.53%
33	Odisha	97.10%
34	Uttarakhand	69.32%
35	Uttar Pradesh	92.70%
36	West Bengal	98.63%
	TOTAL	87.37%