

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

LOK SABHA
STARRED QUESTION NO. *142
TO BE ANSWERED ON 29TH JULY, 2026

PROBLEMS IN RATION DISTRIBUTION

***142 MS IQRA CHOUDHARY:**
SHRI BABU SINGH KUSHWAHA:

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

- (a) whether elderly and divyaang beneficiaries in the rural areas of Uttar Pradesh are being deprived of their right to rations due to continuous server downtime in e-PoS machines and failure of biometric matching and if so, the details thereof;
- (b) whether, despite claims of national-level portability, inter-State migrants are facing severe discrepancies in other States regarding ration rates and the choice of food grains (wheat versus rice);
- (c) whether any independent inquiry committee has been set-up to enquire into the complaints regarding refusal to provide ration to migrants beneficiaries under the portability scheme on the pretext of stock shortages by the Fair Price Shop dealers in Uttar Pradesh and if so, the details thereof; and
- (d) whether the Government is likely to allow distribution of ration in offline mode in areas where network connectivity remains a persistent issue and if so, the details thereof?

A N S W E R
MINISTER OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION AND MINISTRY
OF NEW AND RENEWABLE ENERGY AND MINISTRY OF EDUCATION
(SHRI PRALHAD JOSHI)

(a) to (d): A Statement is laid on the Table of the House.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (d) OF THE STARRED QUESTION NO. *142 DUE FOR ANSWER ON 29.07.2026 IN THE LOK SABHA REGARDING.

(a): No such cases have been reported to this Department.

Multiple authentication modes have been provisioned under the Public Distribution System (PDS), including Single Finger, Fusion Finger, IRIS, and Aadhaar-based OTP authentication.

In cases where authentication by one household member fails, other eligible family members linked to the ration card are permitted to authenticate and draw foodgrains. Additionally, a nominee facility has been provided in exceptional cases, allowing beneficiaries to authorise another individual to lift ration on their behalf.

All States/UTs have been advised that no genuine beneficiary/household shall be denied from receiving entitled quota of foodgrains due to failure of biometric/Aadhaar authentication due to network/connectivity/linking related issues, other technical reasons or poor biometrics of the beneficiary.

These measures ensure that eligible beneficiaries are not deprived of their entitlements.

(b): No such instances of discrepancies in the prices of foodgrains or their availability under the One Nation One Ration Card (ONORC) portability have been reported to this Department. Under the Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY), foodgrains are distributed free of cost to all eligible beneficiaries including those taking food grains under ONORC portability. Beneficiaries are entitled to receive foodgrains as per their entitlements (AAY/PHH).

(c): The portability facility is available at all Fair Price Shops in the State of Uttar Pradesh. Adequate advance allocation of foodgrains is made to support distribution under the portability scheme. Therefore, no case of denial of ration to migrant beneficiaries due to shortage of allocation has come to the Department's notice.

Further, the Food and Civil Supplies Department, Government of Uttar Pradesh has established a transparent grievance redressal mechanism to investigate and resolve complaints related to foodgrain distribution.

The Department has also taken several steps to strengthen grievance redressal in the Public Distribution System. Major initiatives include:

- (i) Universal availability of 1967/1800-series toll-free helplines across all States/UTs.
- (ii) Introduction of Anna Sahayata, an advanced AI-enabled WhatsApp and IVRS-based grievance redressal system, allowing beneficiaries to lodge complaints in their own language.
- (iii) 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.
- (d): The Distribution of foodgrains under the PMGKAY is undertaken through e-PoS devices to ensure transparent and authenticated delivery. The e-PoS devices have a functionality to work in offline mode with limited/ no internet connectivity. The e-PoS devices have to periodically connect to the network area to sync the offline e-PoS data with the PDS online system.
