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

LOK SABHA
UNSTARRED QUESTION NO. 4220
TO BE ANSWERED ON 18TH MARCH, 2026

ENHANCING TRANSPARENCY AND ACCOUNTABILITY IN PDS

†4220. **SHRI AMAR SHARADRAO KALE:**
SMT. POONAMBEN HEMATBHAI MAADAM:
SHRI JASHUBHAI BHILUBHAI RATHVA:
SHRI VISHNU DAYAL RAM:
SHRI SUNIL KUMAR:

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

(a): whether the Government is taking any new initiatives to enhance transparency and accountability in Fair Price Shops (FPS) to ensure that ration reaches the intended beneficiaries without any leakage and if so, the details thereof;

(b): whether there has been an increase in Aadhaar-verified foodgrain distribution;

(c): if so, the total number of consumers in the West Champaran district of Bihar at present along with the details thereof;

(d): the manner in which technology based grievance redressal system is likely to be strengthened so that the ration-related complaints are resolved quickly and in a transparent measure and accountability can be fixed;

(e): whether there has been any improvement in the Aadhaar-seeding and e-KYC of ration cards following a review by the Government; and

(f): if so, the details thereof including further steps planned to achieve full coverage along with the progress made in the distribution of Aadhaar-verified foodgrain?

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

(a): The Government has undertaken several technology-driven initiatives to enhance transparency and accountability in the Targeted Public Distribution System (TPDS) and to ensure that subsidised foodgrains reach the rightful beneficiaries.

Key measures include 100% digitization of ration cards/beneficiary databases, Aadhaar seeding of over 99.7% ration cards, and automation of about 5.50 lakh (99.8%) Fair Price Shops (FPSs) with electronic Point of Sale (ePoS) devices enabling biometric authentication for transparent

distribution.

Further, initiatives such as One Nation One Ration Card (ONORC) for nationwide portability of ration cards, grievance redressal systems, and the ongoing SMART-PDS scheme for modernization of PDS operations are being implemented to strengthen monitoring, reduce leakages, and improve service delivery across the country.

(b): 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 94.42% in February 2025 to 98.75% in February 2026.

(c): The total number of beneficiaries under the National Food Security Act (NFSA) in the West Champaran district of Bihar at present is 33.31 lakh.

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

1. Strengthened Grievance Redressal Systems

- Universal availability of 1967/1800-series toll-free helplines across all States/UTs.
- Introduction of Anna Sahayata, an advanced AI-enabled WhatsApp and IVRS-based grievance redressal system, allowing beneficiaries to lodge complaints in their own language.
- 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.

2. Enhanced Monitoring through CPGRAMS

- States/UTs and all concerned organisations have been sensitised to strictly adhere to the 21-day timeline for grievance disposal prescribed under CPGRAMS.
- Pendency of grievances is monitored regularly through CPGRAMS dashboards.
- Monthly advisories are issued to States to promote uniform and timely grievance resolution. States/UTs with high pendency levels are specifically flagged for corrective action.
- These steps collectively strengthen grievance redressal mechanisms, improve transparency, ensures correction in the ration card database and help ensure that all beneficiaries receive their rightful foodgrain entitlements in a timely and transparent manner.

Under the National Food Security Act (NFSA), 2013, the responsibility for identification of eligible beneficiaries, maintenance and updation of ration card records, and management of beneficiary details rests with the respective State/UT Governments. Accordingly, any correction, modification, or updation in beneficiary details—such as name, family composition, or demographic particulars—is carried out by the concerned State/UT authorities in accordance with their prescribed procedures.

(e) & (f): 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. At present, the share of Aadhaar-authenticated transactions has increased from 94.42% in February 2025 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.

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