

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

LOK SABHA
UNSTARRED QUESTION NO. 588
TO BE ANSWERED ON 23RD JULY, 2025

NFSA AND PMGKAY

†588. SHRI DARSHAN SINGH CHOUDHARY:

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

- (a) the steps taken/being taken by the Government to enhance transparency, improve efficiency and empower citizen in the context of National Food Security Act (NFSA) and Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY) along with the details thereof;
- (b) the objectives and key design features of the Anna Mitra Mobile App; and
- (c) the manner in which the said App enhances beneficiaries access to the Public Distribution System?

ANSWER
MINISTER OF STATE FOR MINISTRY OF CONSUMER AFFAIRS,
FOOD & PUBLIC DISTRIBUTION
(SHRIMATI NIMUBEN JAYANTIBHAI BAMBHANIYA)

(a): As part of the technology driven Targeted Public Distribution System (TPDS) reforms, with the aim to enhance transparency and improve efficiency in the TPDS, ration cards/beneficiaries database have been completely digitized (100%) in all States/UTs. The transparency portal and online grievance redressal facility/Toll-free number have been implemented in all States/UTs. Also, online allocation has been implemented in all States/UTs and supply chain has been computerized in 31 States/UTs (except UTs of Chandigarh, Puducherry and Urban area of Dadra & Nagar Haveli which have adopted DBT Cash Transfer scheme). Further, for better tracking of foodgrains distribution, nearly 5.41 Lakh (99.6%) out of total 5.43 Lakh Fair Price Shops (FPSs) in the country have been automated by installing ePoS devices for the distribution of foodgrains in a transparent manner (electronically) through biometric/ Aadhaar authentication of beneficiaries.

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At present, One Nation One Ration Card (ONORC) is seamlessly implemented in all 36 States/UTs, across the country. ONORC ensures nation-wide seamless portability of Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY) foodgrains distributed by the States/UTs. Through this technology driven reform, around 80 Crore PMGKAY beneficiaries, are empowered to lift their entitled foodgrains from any Fair Price Shop (FPS) of their choice, anywhere in the country, by using their same existing ration card with biometric authentication on an electronic Point of Sale (ePoS) device.

(b) & (c): The Anna Mitra mobile app empowers PDS (Public Distribution System) field functionaries by providing the access to critical operational data through a secure platform. The app is designed to streamline field-level monitoring, stock management, and compliance reporting by Fair Price Shop (FPS) dealers, Food Inspectors and District Food Supply Officers (DFSOs).

Key Design Feature of Anna Mitra –

- Streamline field-level operations, stock tracking, and compliance reporting.
- Transaction summary of ration cards, beneficiary management and other stakeholder information.
- Inspection modules, feedback and rating modules
- Stock level management from District to FPS level

These features enable the app to

- Reduce bottlenecks and eliminate manual paperwork.
- Enhance decision-making through data access.

Anna Mitra ultimately brings all key PDS stakeholders onto a single, secure digital platform, improving transparency, speed, and efficiency in service delivery.

At present, the Anna Mitra app is operational in four pilot States i.e Uttarakhand, Tripura, Assam and Punjab and available in two languages (English & Hindi). It is getting implemented in other States/UT in phased manner.
