

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

LOK SABHA
UNSTARRED QUESTION NO. 2860
TO BE ANSWERED ON 5TH AUGUST, 2026

HARASSMENT OF THE RATION CARD HOLDERS

2860 SHRI ESWARASAMY K:

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

- (a) whether the Government proposes in the eventualities like non-availability of network, server remaining down, mismatch of fingerprints, alternative arrangements like supplying ration by inserting Aadhaar Numbers should be ensured to minimize harassment of the ration card holders;
- (b) if so, the details thereof;
- (c) whether any Government order regarding not depriving any ration card holder in such a situation is issued; and
- (d) if so, the details thereof and if not, the details of the problems in the issuance of a formal order?

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

(a) & (b): 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. The e-PoS devices have a functionality to work in offline mode with limited/ no internet connectivity. These measures ensure no eligible beneficiary is harassed or denied their entitled foodgrains. The e-PoS devices are required to periodically connect to the network to synchronize offline transaction data with the PDS online system.

(c) & (d) 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.
