



Department of Food & Supplies,  
Government of West Bengal

The Grain of Truth Empowering People Ensuring Food Security



# The Grain of Truth

Empowering People  
Ensuring Food Security

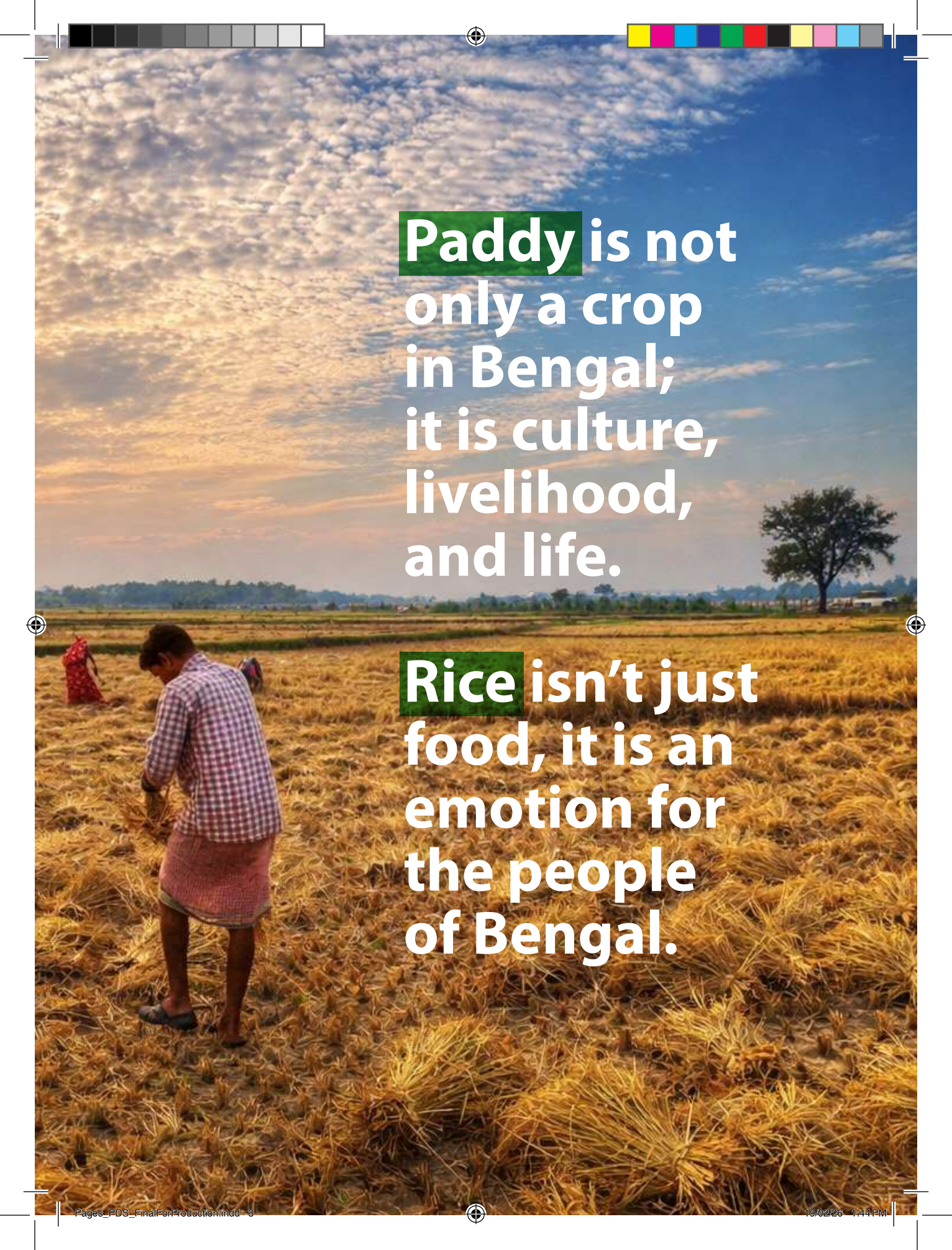




*Harvesting of paddy in progress*



*Custom Milled Rice in stacks ready for distribution at a warehouse*



**Paddy** is not  
only a crop  
in Bengal;  
it is culture,  
livelihood,  
and life.

**Rice** isn't just  
food, it is an  
emotion for  
the people  
of Bengal.



**Paddy bought from farmer being weighed in front of the farmer in a CPC**

**Published By**  
**Department of Food & Supplies,**  
**Government of West Bengal**  
 Khadya Bhavan 11 A, Mirza Ghalib Street, Kolkata 700087  
 itcfsdwb@gmail.com

**Copyright**  
 © 2026 **Food & Supplies Department,**  
**Government of West Bengal**

**All rights reserved**

No part of this publication may be replicated, circulated or transmitted in any form or by any means, including photocopying, copyrighting or other electronic or mechanical methods, without prior written permission of the publisher, except in case of non-commercial uses permitted by copyright law.  
 For any permission requests, department may be contacted.

**Acknowledgement :**

The team would like to thank all the personnel closely associated in the preparation of this document for providing all necessary information and assistance during the detailed study of process, analysis, supply chain, procurement cycle, milling, etc.  
 Special Thanks is also due to Mr Trinankur Banerjee for his contribution in these efforts. The team is hopeful that this book would be a useful guide for its readers to gather basic idea about the story of food security from procurement of grains to distribution at Fair Price Shops.

*All data present in the book are based on current available information at the time of production of this book.*

**Conceptualization Team**

- Shri Pranab Biswas WBCS (ex)
- Smt Shinjan Shekhar IAS
- Shri Raju Mukherjee WBFSS
- Shri S. N. Bankura WBFSS
- Shri Sunay Goswami WBFSS
- Shri Debmalya Basu WBFSS
- Shri Partha Pratim Roy WBFSS
- Shri Shubhanshu Das WBFSS
- Shri Deependu Barua WBFSS

**Content/Design/Illustrations**

Trinankur Banerjee

**Disclaimer :**

While care has been taken in regard to collection, compilation, and analysis of all data, the information provided in this publication is entirely generic in nature and may vary with respect to time and place.

The information provided is without warranty of any kind. Department of Food & Supplies accepts no liability whatsoever towards any third party for any loss or damage arising from any interpretation or use of this document or reliance on any views expressed herein.

Any information published in this book, if found to be incorrect or inappropriate, or any printing or clerical error, found by any reader(s), may be brought to notice of the publisher with supporting document(s) or evidence(s), if any.



# The Grain of Truth

Empowering People  
Ensuring Food Security

Do you know that

**8.72** crore  
beneficiaries

(Nearly 83% of the state's population)

are covered under  
**Khadyasathi**

Yes! Each member of my family gets 5 kilo rice every month, free of cost!





*Paddy being threshed manually after harvest*



## Shri Rathin Ghosh

*Minister in Charge*

Department of Food & Supplies,  
Government of West Bengal

Food Security is a fundamental right and the cornerstone of human dignity.

Under the visionary leadership of Honourable Chief Minister of West Bengal Mamata Banerjee, the Department of Food & Supplies has undergone a historic transformation, bringing about a system of guaranteed empowerment of farmers and ration beneficiaries. ***“The Grain of Truth”*** is a tribute to this journey of ensuring that no citizen in our state goes hungry.

Our mission has been twofold: first, to honor the hard work of our Annadatas; and second, to secure the plates of over 9 crore beneficiaries. By revolutionizing the paddy procurement ecosystem, we have tripled our procurement volume since 2010, ensuring that more than 15 lakh farmers receive the Minimum Support Price (MSP) directly, shielding them from distress and exploitation.

Equally monumental has been our shift toward universal accessibility. Free rations under the ***Khadyasathi*** scheme since 2021 and the pioneering ***Duare Ration*** initiative have brought the government to the doorsteps of 8.72 crore citizens. By leveraging technology—from self-service, biometric validation to logistics—we have built a system that truly connects to the last mile, is transparent, scientific, and free of unwanted leakages.

This is our attempt to document our commitment to



a healthy and nourished West Bengal. It reflects the collective dedication of our farmers, self-help groups, and the entire administrative machinery working in unison to serve the people. As you turn these pages, I hope you see the faces of the millions whose lives have been touched by these reforms. We remain steadfast in our resolve to continue this journey of “Farm to Plate” with empathy, innovation, and excellence.





## Smt. Jyotsna Mandi

*Minister of State*

Department of Food & Supplies,  
Government of West Bengal

The modernization of the Food and Supplies Department is a story of grit, precision, and the relentless pursuit of excellence in public service. As we present “*The Grain of Truth,*” we celebrate a system that has been completely reimagined to be more accessible and responsive to the needs of the common citizen.

The backbone of this transformation has been our commitment to a technology-driven, “pro-farmer” infrastructure. By implementing end-to-end biometric validation and AI-driven mill tagging, we have ensured that every grain of paddy procured is backed by genuine farmer identity. This scientific approach has allowed us to reach an impressive procurement volume of 56.33 LMT in 2024-25, directly benefiting over 15 lakh farmers by securing their rightful Minimum Support Price.

Equally critical has been the technological overhaul of our distribution network. With over 21,000 Fair Price Shops now equipped with e-PoS devices and 99.08% of our 8.68 crore beneficiaries Aadhaar-linked, we have established a leak-proof delivery mechanism. Initiatives like Dera Ration represent our operational success in taking governance to the very doorsteps of the people.

This volume serves as a comprehensive record of these achievements. It is a tribute to the synergy between our dedicated manpower, rice millers, and cooperative societies who ensure the seamless flow of food grains from farm to plate. We remain committed to refining these processes further, ensuring that transparency and accessibility remain the hallmarks of our department.



**State-of-the-art godown**





## Parwez Ahmad Siddiqui

*Principal Secretary*

Department of Food & Supplies,  
Government of West Bengal

It gives me immense pleasure to present this compendium, which chronicles the significant strides and transformative journey undertaken by the Food & Supplies Department, Government of West Bengal over the last few years. This volume serves as a comprehensive record of the achievements made in ensuring food security and revolutionizing the paddy procurement ecosystem in West Bengal.

Over the years, this Department has played a pivotal role in bridging the critical gap between our farming community and the common citizens. On one side, there has been a strengthening of the safety net for our Annadatas through a robust and transparent paddy procurement mechanism, and on the other, we have ensured the seamless delivery of food grains to over approx 9 crore eligible beneficiaries under the state's flagship ***Public Distribution System Scheme - Khadyasathi***.

The transition in the procurement ecosystem has been revolutionary by bringing about end-to-end biometric validation and ensuring genuine farmer identity by matching paddy quantity with agricultural land. From a procurement volume of only 19.76 LMT in 2010-11 to reaching an impressive 56.33 LMT in 2024-25, the Department has remained steadfast in its commitment to protecting farmers from distress sales. The integration of technology—ranging from multi-credential validation through Aadhaar and biometrics to the introduction of GPS-tracked dispatch and AI-driven mill tagging (based on geographic proximity and paddy holding limit)—



stands as a testament to our resolve in establishing a fair, scientific, and transparent protocol. It is heartening to note that these “pro-farmer” initiatives have enabled us to extend the benefit of Minimum Support Price to over 15 lakh farmers in the current season alone.

Parallel to this, the Public Distribution System has undergone a paradigm shift towards digitization and accessibility. The foundational reforms of replacing the payment model with free rations since 2021 have been monumental.

Furthermore, the Department has successfully taken the system to the very doorsteps of 8.68 crore citizens through the *Duare Ration* initiative, supported by a digital backbone where 99.08% of beneficiaries are now Aadhaar-linked. The modernization of over 21,000 Fair Price Shops with e-PoS devices and the provisioning of fortified rice and nutritional support for vulnerable groups and SAM children reflect the holistic approach to public welfare by the Government of West Bengal.

In the present situation, this documentation is not merely a collection of statistics; it is a living testament to the tireless efforts of a team of committed manpower, Self Help Groups, and cooperative societies, dealers, distributors, and rice millers working in unison to serve the nation. I hope this compilation offers its readers a deep insight into the intricate, technology-driven operations that ensure food security From Farm to plate.





*Custom Milled Rice being unloaded from a truck at a warehouse*



# Contents



Pg **16**

Ensuring food security through a transparent, efficient, and reliable Public Distribution System (PDS)



Pg **22**

Taking care of beneficiaries' nutrition: Fortified Rice Kernels (FRK)



Pg **30**

Procurement of paddy at Minimum Support Price (MSP)



Pg **32**

Making it easy: Self registration for farmers



Pg **34**

Farmer self-scheduling: Ease of booking appointments at procurement centres

Pg **36**

Ensuring transparency and efficiency at Procurement Centres (PCs)





# Pg42

**Paddy Purchasing Societies and mobile CPCs: The backbone of paddy procurement**



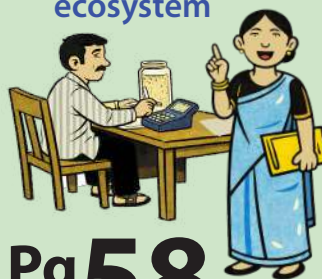
# Pg56

**Milling, distribution and Fair Price Shops: Building a transparent ecosystem**



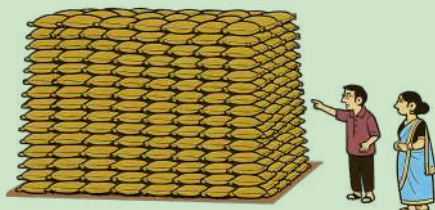
# Pg50

**Tracking grains: how a dedicated command and control centre tracks every grain**



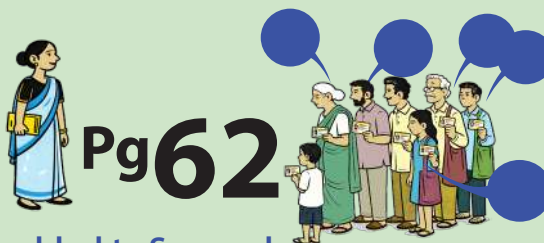
# Pg58

**The digital backbone: Ensuring end-to-end transparency**



# Pg52

**Stocking: how a network of godowns store this huge amount of rice**



# Pg62

**Upobhokta Sampark Abhijan: A proactive feedback mechanism**



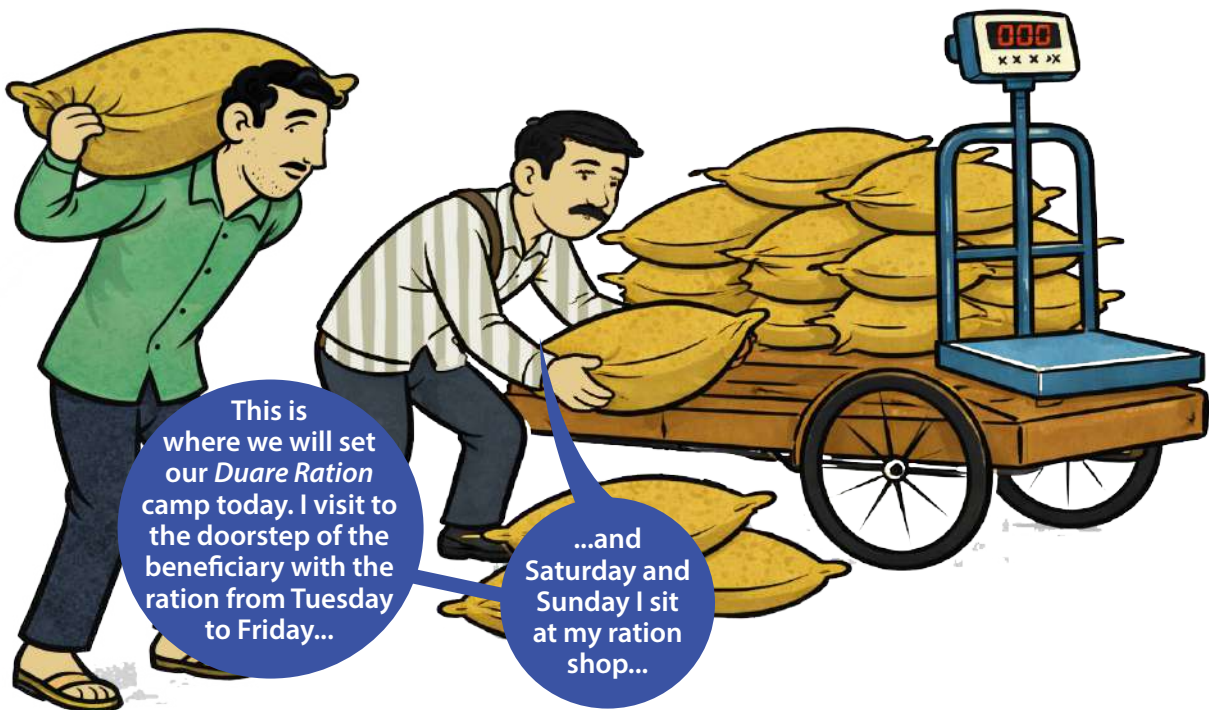
**Scan to go to the homepage of the Food and Supply department**



**Rice is sacred for the people of Bengal**, as is its journey from the field to the plate.

To honour this journey, the Food & Supplies Department, Government of West Bengal, has embarked on reforms that on the one hand ensure food security, and on the other, protects the small and marginal farmer.

**Come with me to explore this journey and how its reforms have helped everyone!**

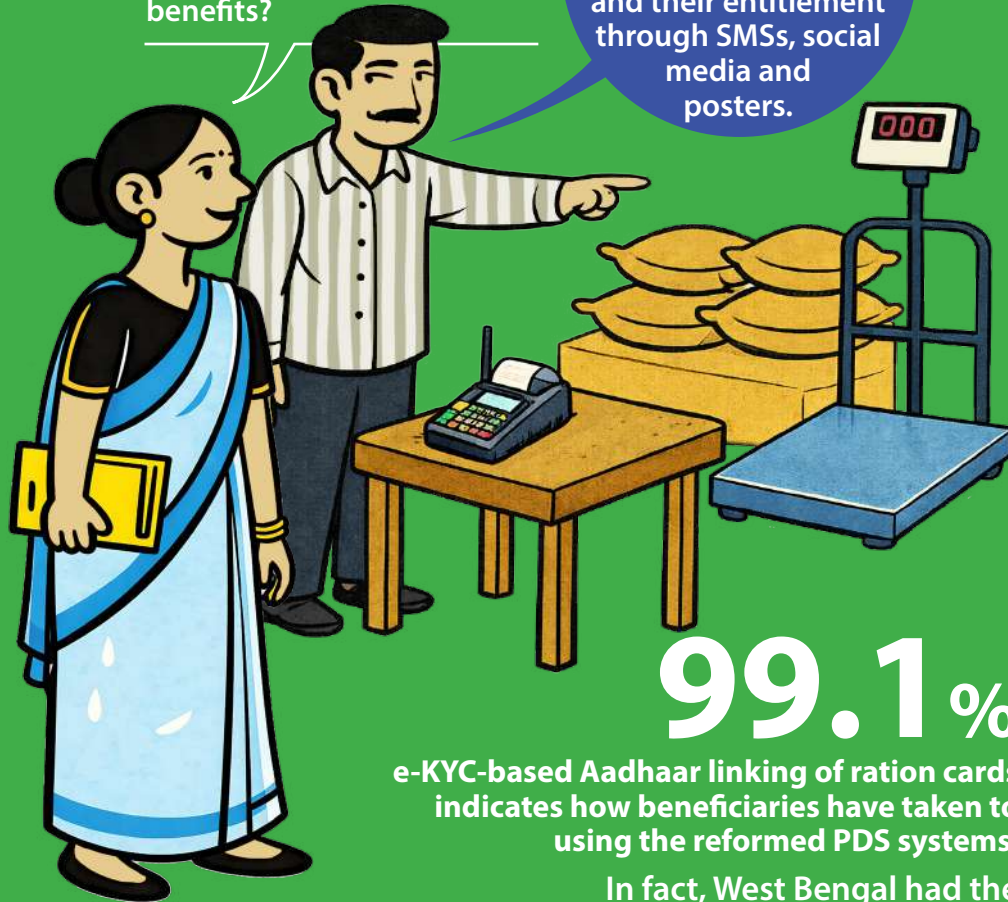


# 21,101

Fair Price Shops (FPS) in the state play an important role in ensuring food security to PDS beneficiaries.

A transparent, efficient, and reliable Public Distribution System (PDS) is a cornerstone of public welfare. As the Ration Dealer, do you see people are aware of all the benefits?

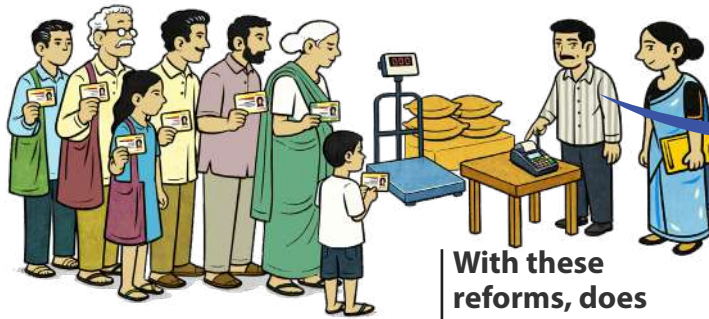
Yes, the Food Department has ensured that beneficiaries are aware about procedures and their entitlement through SMSs, social media and posters.



# 99.1%

e-KYC-based Aadhaar linking of ration cards indicates how beneficiaries have taken to using the reformed PDS systems.

In fact, West Bengal had the fastest linking of Aadhaar with Ration Card in the country



And most people are aware of what they are entitled to receive

With these reforms, does ration benefits reach you now?

Yes! No one\* can take my ration any more. Even my Aadhaar card/ e-ration card works if I forget the ration card.



99.98% of **2.24 crore** Aadhaar authenticated transactions every month

*\*Unless authorised to receive ration on behalf of the beneficiary.*

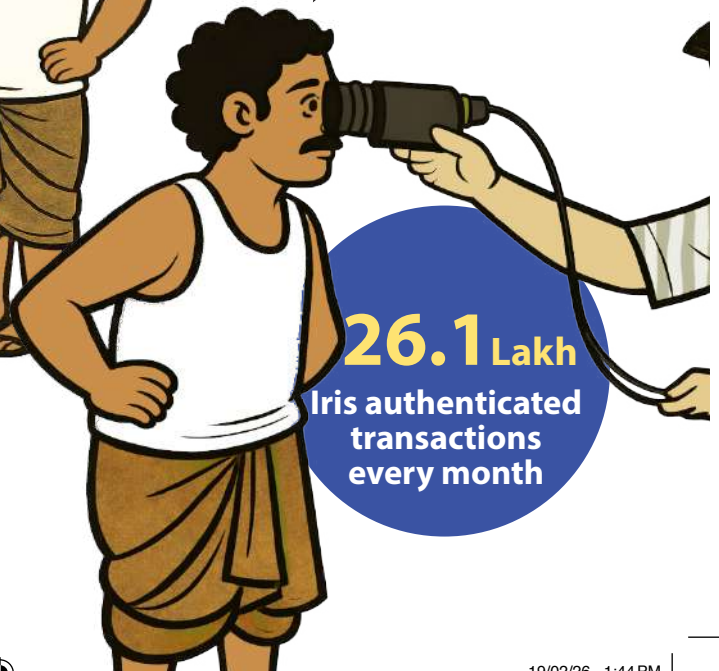


My fingerprint is proof that I am getting the ration, not someone else!

And if fingerprints do not work, I can have my iris scanned for proof.

**1.92 Crore** Fingerprint authenticated transactions every month

Scan to find the nearest fair price shop



**26.1 Lakh** Iris authenticated transactions every month



# 8.72 Crore

Total ration cards  
as on date

# 8.63 Crore

Total ration cards linked  
with Aadhar so far

It is difficult to make sense of large numbers like these. What is 8.72 crore?

To put into context, It is larger than the population of the following countries...!



Iran



Turkey



Germany



United Kingdom



**6.2 Lakh**  
OTP  
authenticated  
transactions



# 90% of 2.04 Crore

ration card-holding  
families are mobile linked





The beneficiaries are sent system-generated SMS on 1st day of the month intimating the numbers, category of ration cards and commodity along with the total entitlement for the family.



I get an SMS and the e-POS paper receipt to intimate me of the quantity of food grains delivered with date and time of transaction.

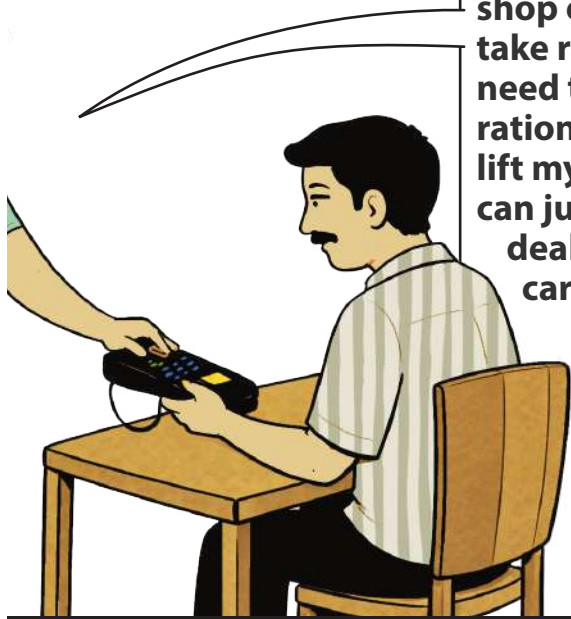
The weighing is monitored as well. The scale is connected to the e-PoS (Point of Sale) machine by bluetooth and the sale is complete only if the weight criteria on the scale is as per entitlement of the beneficiary...

Changes like the integration of weighing machines with e-PoS, a digitised process workflow, automatic monitoring and reporting by the MIS system ensures seamless authentication and distribution process.



nt

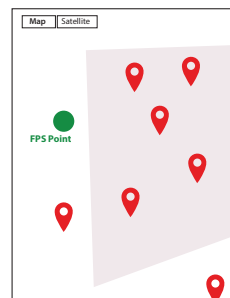




I can visit any ration shop of my choice to take ration. I don't need to carry the ration card either, to lift my entitlement I can just give the dealer my ration card number or Aadhaar number.

“ Each step of the process is monitored by technology. This ensures that beneficiaries are never misguided by unscrupulous elements... ”

As the ration dealer, I can make the complete sale only if all conditions are fulfilled... And in case there is a technological snag, we have a dedicated stakeholder helpdesk to guide them...



Each and every transaction is geo-tagged by the e-POS device, ensuring that the FPS Dealer is actually visiting doorsteps under the Duare Ration scheme to distribute food grains to beneficiaries.

Of course, there are still questions and notions that need to be explained...



I hope you are not giving that same "plastic rice" you gave me the last time!

That is not plastic rice aunty! On the contrary, it is a fortified grain that will help you fight malnutrition.



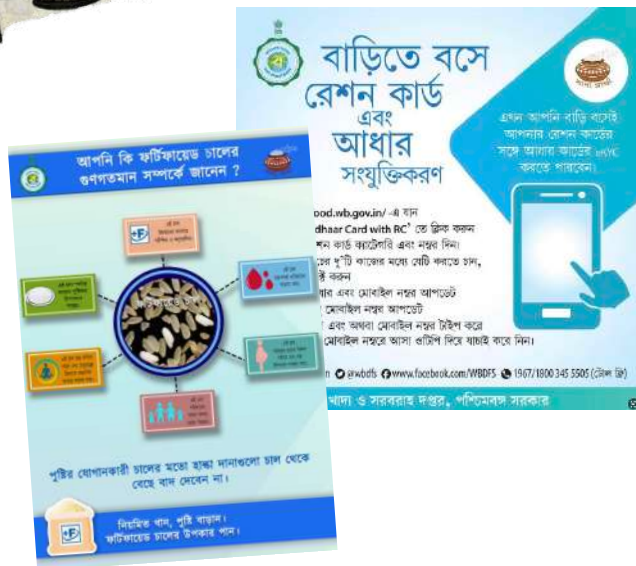


At a ratio of

# 1:100

**Fortified Rice Kernels (FRK) containing iron, folic acid and vitamin supplements are added to the rice. This prevents anaemia, diseases of the nerves and other illnesses.**

Empowering People, Ensuring Food Security



**You must read the posters before forming opinions! All ration shops have these posters intimating about various aspects of ration cards, entitlements, and how to enquire or lodge a complaint..**





*Ration Dealer inserting card number of a beneficiary at a Fair Price Shop.*

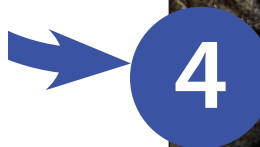


*The next step, biometric authentication via fingerprint scanning in progress. The e-Pos machine comes equipped with a fingerprint and iris scanner.*



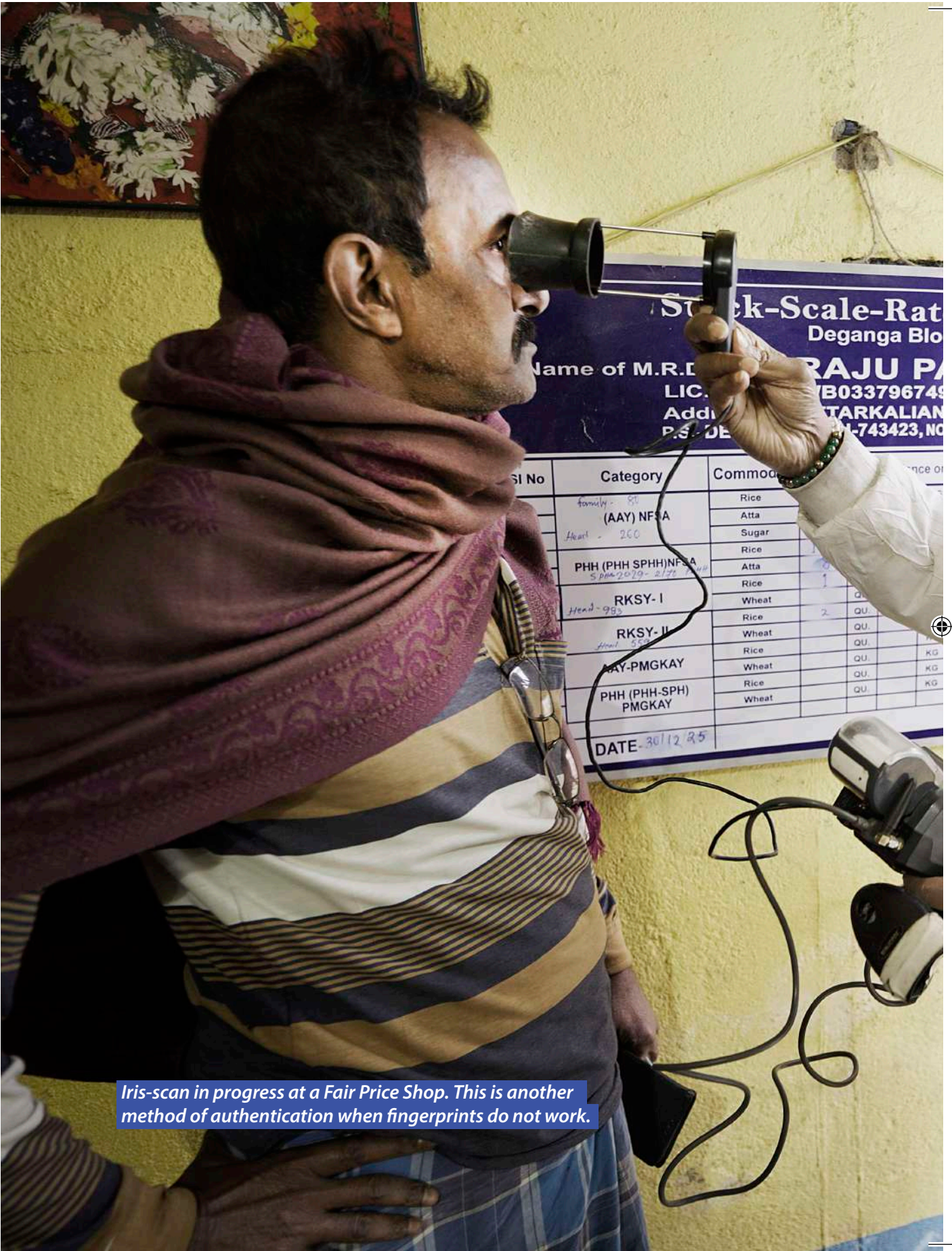


Scales are connected to the e-PoS device. A transaction can be processed only when the weight of the foodgrain is equal to the entitlement of the beneficiary.



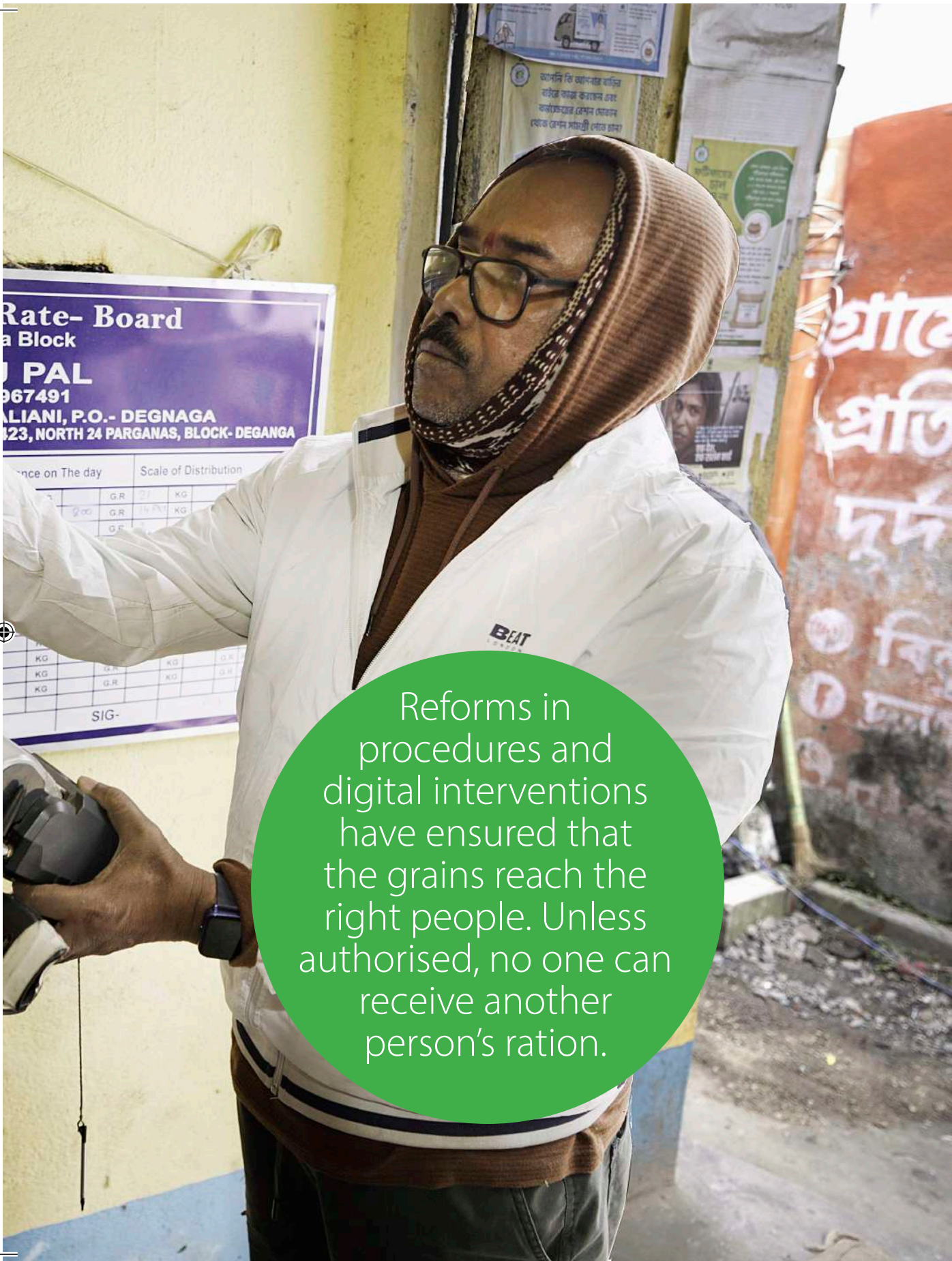
Happy beneficiary collecting her allotted foodgrains.





*Iris-scan in progress at a Fair Price Shop. This is another method of authentication when fingerprints do not work.*





Reforms in procedures and digital interventions have ensured that the grains reach the right people. Unless authorised, no one can receive another person's ration.

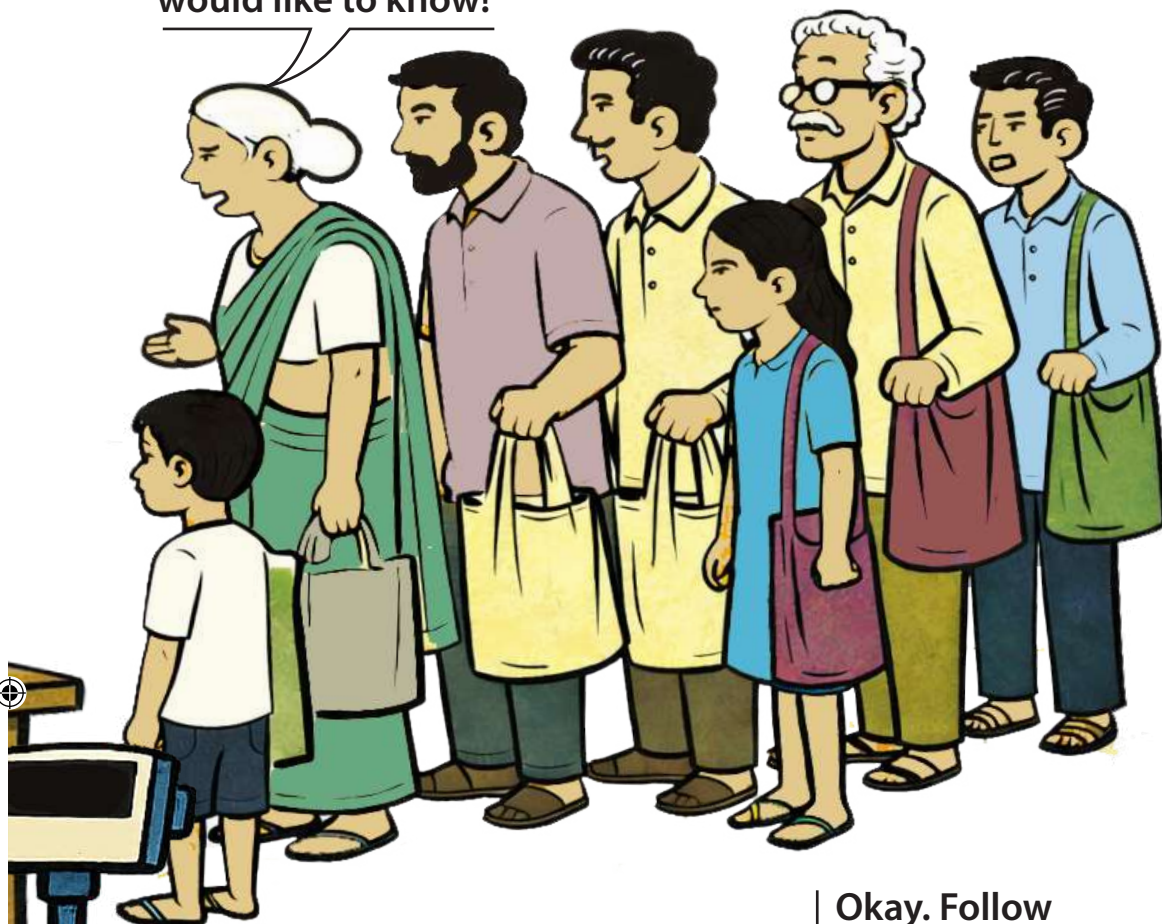


Do you know what goes on in the background to bring food to your plates under the *Khadyasathi* Scheme?

Some people had been sceptical about reforms in the beginning. But this new system helps beneficiaries, as well as dealers and distributors. For example, in my case, I do not have to report stock position. It is already shared from the live data now. And I got my commission easily within 15 days as well!



We have no clue. We would like to know!



Okay. Follow me to understand how this journey of grains takes place!



Let's start from the beginning. Once farmers are done with the harvest, it is time for procurement.

We had a good crop this year. The local paddy trader will give us ₹1800-1900 for one quintal...

No! sell directly to the government mandi at the minimum support price: we will get ₹2369 per quintal there! It is easier to sell as well, and the government gives. ₹20 per quintal if we sell at the Centralised Procurement Centre (CPC) or M-CPC...

Okay, then let us dry the paddy, clean it, and then take it to the government purchase centre

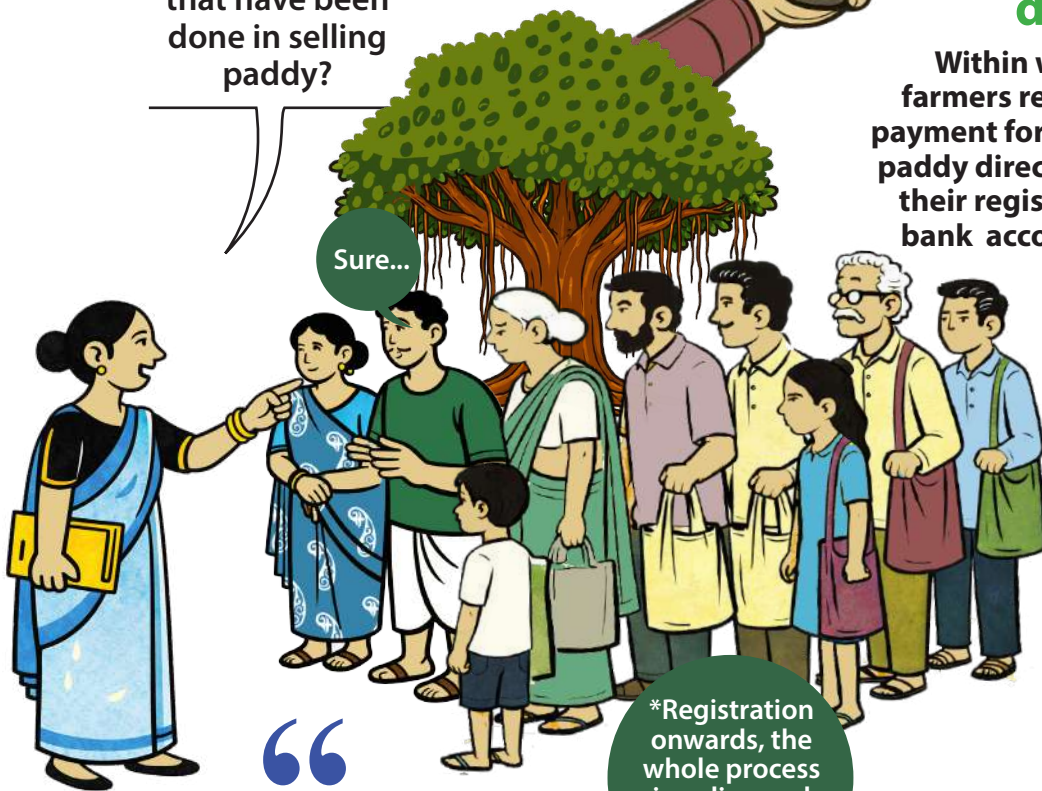




\*Can you tell us how everything is easier with the reforms that have been done in selling paddy?

**3**  
working days

Within which farmers receive payment for their paddy directly to their registered bank accounts.



Sure...

\*Registration onwards, the whole process is online and transparent...

**“**  
**The West Bengal Government buys paddy from farmers at a Minimum Support Price (MSP)\*. In the Kharif Marketing Season (KMS) 2025-26, it has been fixed at ₹2,369/- per quintal.**  
**”**

*\*The Government sets the MSP to maintain stability in the price of paddy in the market.*



Scan for link for farmers' self-registration

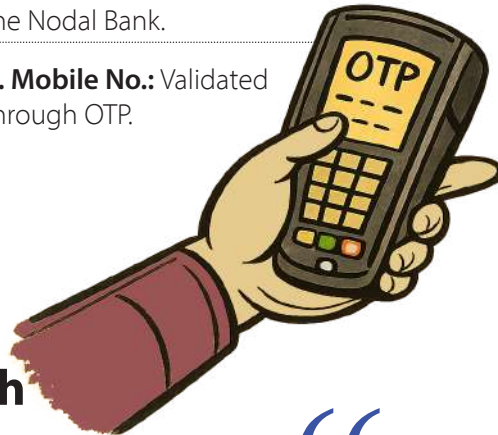


## What is needed for farmers' self-registration?



Farmers can self-register through these unique set of documents:

1. **Aadhaar:** Validated directly from UIDAI through biometric scan or OTP authentication.
2. **Krishak Bandhu (KB):** Validated directly from the database of Agriculture Department through API integration.
3. **EPIC:** Taken in unison with KB as EPIC has always been a primary key in KB.
4. **Bank Account:** Validated through the Nodal Bank.
5. **Mobile No.:** Validated through OTP.



## Farmer validation is a rigorous and thorough process

Even after authentication/ fetching of data from KB or bank, the data is not consumed straightaway. Name of a farmer is tallied with the name fetched from them. If any mismatch is found, the case is again referred to the Central Processing Unit located at State HQ to verify whether the KB holder and Farmer Registration Certificate (FRC) holder are same person or not.

Once successfully validated, no credential is allowed to be updated without proper enquiry/scrutiny.

“  
**The registration number of farmers is unique with respect to Aadhaar, KB ID, EPIC, bank account and mobile number.**  
 ”



## How is the land quantum ascertained?

For Krishak Bandhu (KB) farmers, land registered in the KB database is accepted.

The same land is verified from the L&LR Department portal.

For non-KB farmers, the BDO is entrusted to hold field enquiry and enter the quantum of cultivated land in the portal.



“

**To give equal opportunity to all farmers, any farmer can sell paddy as per the quantum of his land recorded in KB portal subject to an overall ceiling of 90 quintals in a season.**

”

Services are also available through:  
WhatsApp Chatbot (9903055505), Bangla Sahayata Kendras (BSK)  
and Purchase Centres.





## How does the farmer self-schedule selling paddy?

Once they register themselves on the portal <https://epaddy.wb.gov.in> and download the certificate, they can take the next step.

See, the slot booking works exactly like railway reservations! If I schedule first, I am served first\*!

Before selling paddy, farmers schedule a slot with any purchase centre within the district as per convenience or choice.

Only a "validated" and "active" farmer can fix a schedule.

He selects date (within next 30 days), slot and Purchase Centre in which he wants to sell his paddy.

*\*In certain emergent situations, upto two farmers can be accommodated through emergency scheduling by purchase officers.*



Scan to self-schedule at the nearest CPC





# 56.33 LMT

Total paddy procurement  
(KMS 2024-25)

# 30 Lakhs

Unique and validated  
registered farmers

# ₹13,031 Crore

Value of Procured Paddy in KMS 2024-25

# 3,132

Procurement Centres in KMS 2025-26

*(Including CPCs, mCPCs, centres run by FPO/FPC,  
SHG, Societies, LAMP, PAMS)*

Once a slot is booked, the farmer sets out to sell the paddy at the selected purchase centre.





# 100%

**ePoP device-based procurement utilizing Aadhaar authentication was achieved in KMS 2023–24.**

This marked a transformative change in creating seamless, transparent, and authenticated transactions at grassroots levels.

At the purchase centre, Purchase Officers (PO) use an e-PoP (Point of Purchase) machine to buy the paddy.





After biometric verification, the farmer gets an SMS on the registered mobile number intimating the no. of transactions, quantity sold, amount due and bank account number where money will be credited.

e-PoP has been introduced at all purchase centres including the centres of CMR Agencies.

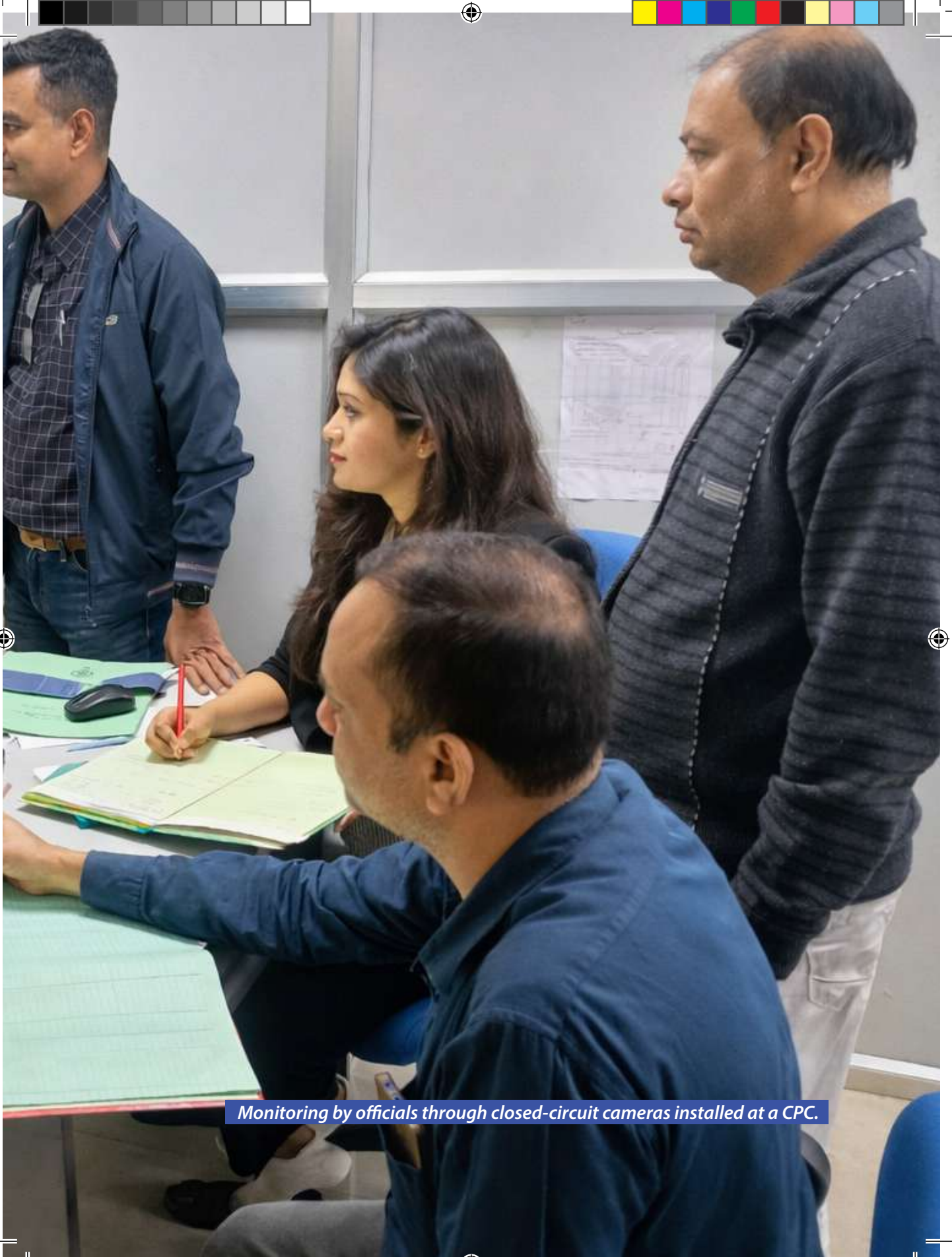
Since the purchase is made through e-PoP after biometric authentication by fingerprint or iris scanning, only a farmer oneself can sell the paddy.

Once all conditions have been satisfied, the purchase is final and the beneficiary gets a receipt.

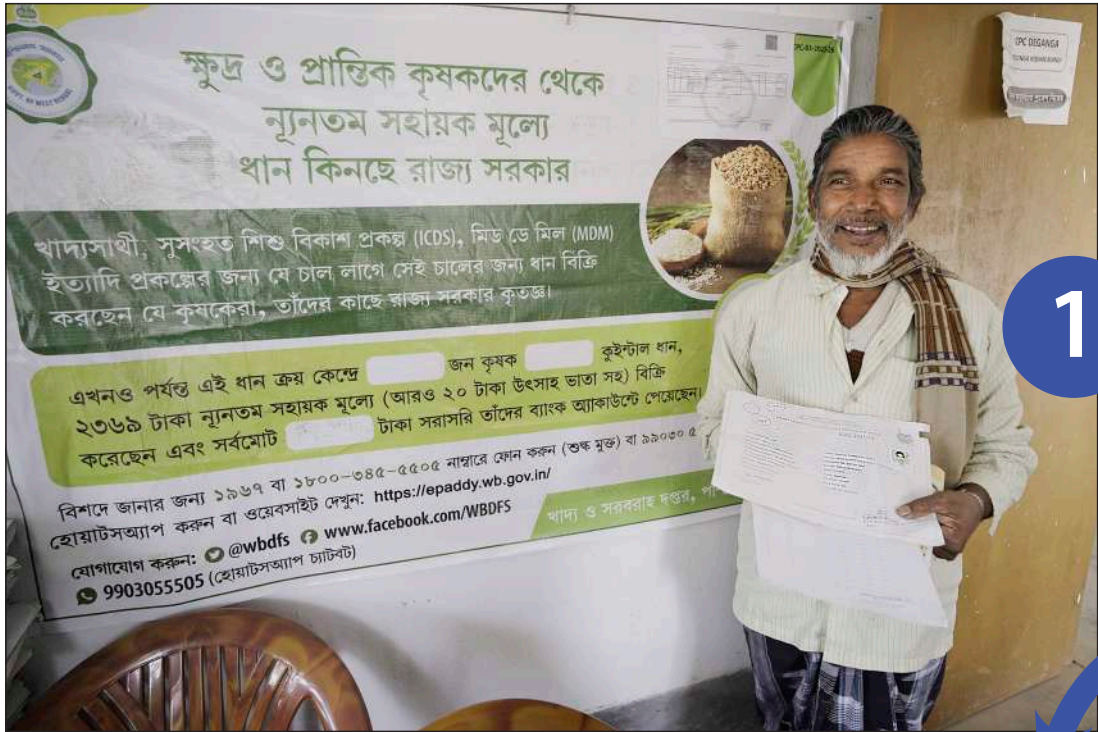




All Centralised Procurement Centres are monitored by CCTV. State, district and sub-divisional level officials checking the footages.



*Monitoring by officials through closed-circuit cameras installed at a CPC.*



1

A farmer displays his Registration Certificate before selling paddy at a CPC.



3

The farmer demonstrates how the process of selling is connected to his mobile phone number, essentially removing middlemen from the process.



2



*A layer of biometric authentication makes the process proof to tampering. The e-PoP (Point of Purchase) machine comes with a fingerprint and iris scanner.*



4



*The farmer looks on as the purchase is completed successfully. The due amount will be credited automatically to his bank account within 3 working days.*



The procurement ecosystem is community-led. Paddy Purchase Societies are its backbone.

883 | 501 | 957

Women Self-Help Groups (SHGs)

FPOs and FPCs

Cooperative Societies

These groups are not just aggregators; they are stakeholders in their own economic upliftment.

Not all locations are easy to reach, but what will happen to farmers who live there? There are 175 mobile CPCs and camps run by PPS to cover remote villages!\*

Yes, we are told 15 days in advance! This helps us do away with transportation costs...



\*This has reduced travel distances for small and marginal farmers, benefiting those in underserved locations.



In this KMS (2025-26), so far,

**20** lakhs out of **30** lakhs  
Farmers sold paddy Registered Farmers



The process of procurement is the same everywhere. We have the same authentications and checks.

**175**  
mCPCs

mobile Centralized Procurement Centers strategically enhanced accessibility in remote areas.

All figures are i.r.o. KMS 25-26



“  
**This robust paddy procurement network ensures that no willing farmer is left behind. The government follows the philosophy that it will go where the farmer is.**  
 ”

The next part in the journey of paddy is milling. From the Purchase Centre, rice mills collect paddy and process them to produce rice.





# 68%

is the ratio of parboiled rice that is produced after milling of paddy.  
*(67% for raw rice)*

# 545

Empanelled rice mills in West Bengal

At the Purchase Centre authorised representatives of rice mills receive the paddy for milling. The ePoP machine registers this through biometric verification.

Unlike before, we can now submit bills online. The payment is also received online, making the process smooth.



“With introduction of Vehicle Location Tracking System (VLTS), the movement of vehicles from purchase centre to rice mill, to government godown, to distributor godown, and then to Fair Price Shops is tracked in real time.”





Rice mills are selected based on proximity, past performance, annual milling capacity, and paddy holding capacity calculated upon the bank guarantee deposited by the Mill, and its CMR delivery performance.





1



2



3

*Each step of the journey of the grain is carefully monitored.*

**Facing page:** *Sacks of paddy are weighed and loaded onto the millers truck.*

**This page:** *Stages of a registered representative of the mill being biometrically verified, photographed with the truck, and then issued a challan against the paddy delivered.*



4







Rice Mills  
apply online before  
onset of the KMS.  
The application goes  
through a field enquiry  
and the entire disposal  
up to final approval  
or rejection is  
digitized.

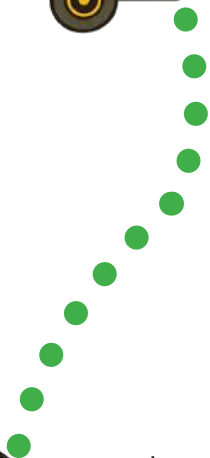


50

## Tracking Food Grains



The Grain of Truth



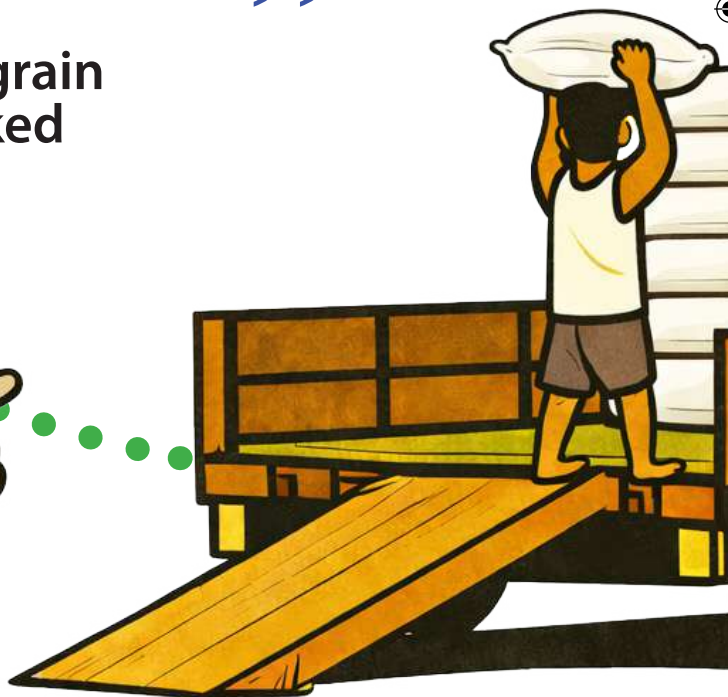
Every grain is tracked to reduce pilferage



“ Once the rice mill has received paddy from the CPC, the vehicle is tracked through the Vehicle Location Tracking System (VLTS) in real time.

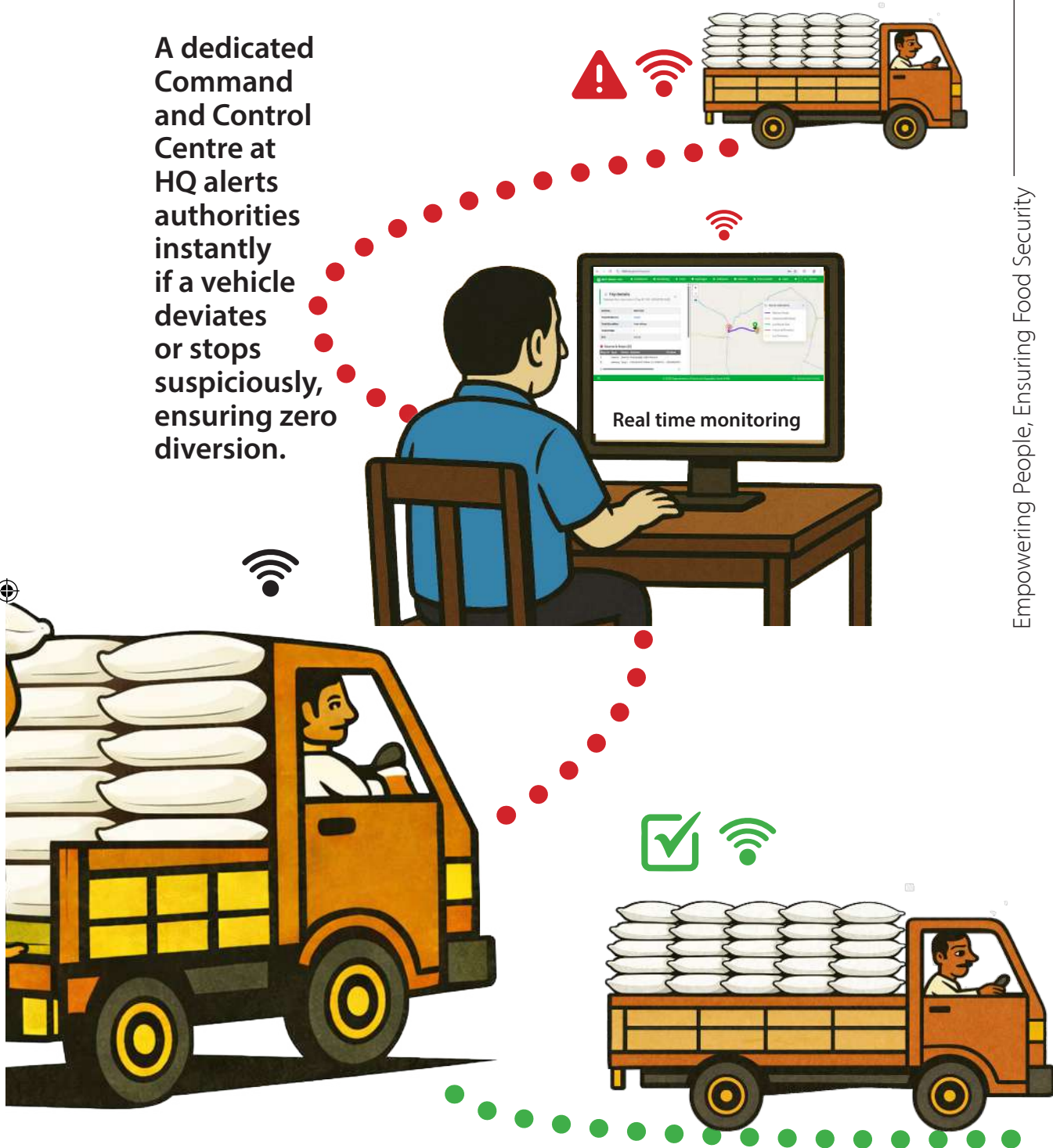
Similarly, from the rice mills to government godowns to distributor godowns, and then via distributors upto the doorstep of the FPS, foodgrains are tracked.

”





A dedicated Command and Control Centre at HQ alerts authorities instantly if a vehicle deviates or stops suspiciously, ensuring zero diversion.



To feed 8.72 cr. beneficiaries throughout the year, huge quantities of rice is needed as there are multiple schemes viz PMGKAY (NFSA), RKSJ and Special packages like Jungle Mahal, Hill, Toto, Tea garden, Aila and Singur which provide additional Rice to the identified beneficiaries **free of cost**.

So, in last KMS nearly **56.3 lakh MT paddy** was procured from our farmers to produce more than **38 lakh MT Rice**.



This KMS the target has been increased to **67 lakh MT paddy** for producing

# 45.56

Lakh Metric Tonnes (LMT) of custom milled rice

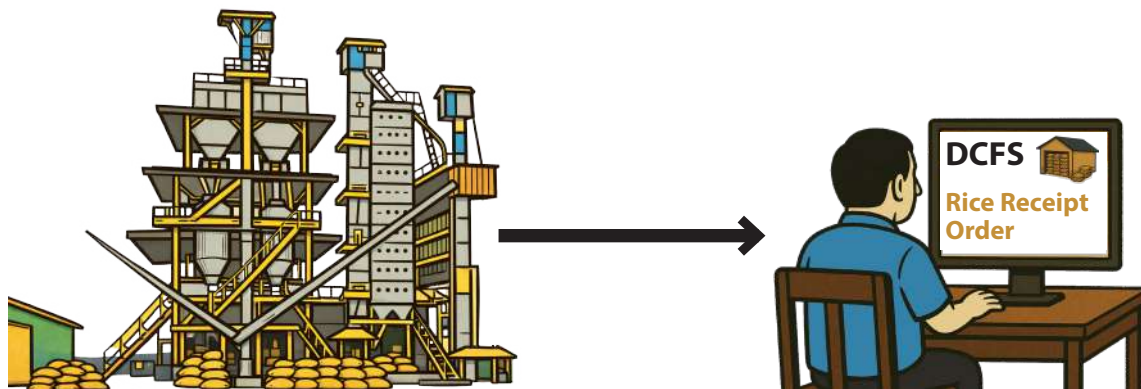
This huge amount of Rice has to be stored & for this we have built a huge chain of

# 284

Godowns in the state

A godown typically has one or multiple sheds, and each shed has one or more chambers, and each chamber has multiple stacks. Our system has live information of all Godowns right up to stack level.





## Stock Receipt

When rice is produced by the Rice mill it makes online offer to the DCFS who seeing the availability of space issues Rice Receipt Order online to the Mill specifying the godown.

Thereafter the Mill mixes Fortified Rice Kernels (Purchased in advance from FRK manufacturers) with the produced Rice in the ratio of 1:100.

Then the mill sends the Fortified Rice to the specified godown through online challan.




## Stock Issuance

When allocation is released by the Department, Districts issue online Delivery Orders to the distributors who lift the allocated quantity from Godowns.

While issuing the stocks the godown in-charges are directed to the oldest stacks thereby maintaining the First-In First-Out rule so that quality of Rice remains good throughout the year.

All lifting from Godowns is also recorded online.





Custom milling yields 68% of rice for parboiled rice and 67% for raw rice.

*Paddy being milled at a rice mill.*



## What is Fortified Rice Kernel (FRK)?



- Fortified Rice Kernel (FRK) is rice blended with micronutrients such as iron, folic acid, and vitamin B12.
- It is designed to combat “hidden hunger,” particularly anemia and micronutrient deficiencies, especially among women and children.
- Food & Supplies Deptt provides FRK through the Public Distribution System (PDS), Mid-Day Meals, and Integrated Child Development Services (ICDS).
- Supports improved cognitive development and overall health outcomes.
- Fortified Rice Kernel (FRK) is blended proportionally with Custom Milled Rice (CMR) at a ratio of 1:100 before delivery to the godown.
- Targeted beneficiaries include low-income households, school children, and pregnant/lactating women.
- Cost-effective and easy to integrate into existing food supply chains.
- Strengthens long-term public health and nutrition security in both rural and urban Bengal.

## Milling

- Paddy procured from farmers is cleaned, de-husked, and sorted to produce rice. Fortified Rice Kernels (FRK) are blended during milling to enhance nutritional value.
- Mills must comply with Deptt guideline and deliver CMR to the Govt Godowns. Custom milling yields 68% of the weight of the paddy in case of parboiled rice and 67% for raw rice.
- Regular inspections made to rice mill to ensure efficiency and prevent malpractice.

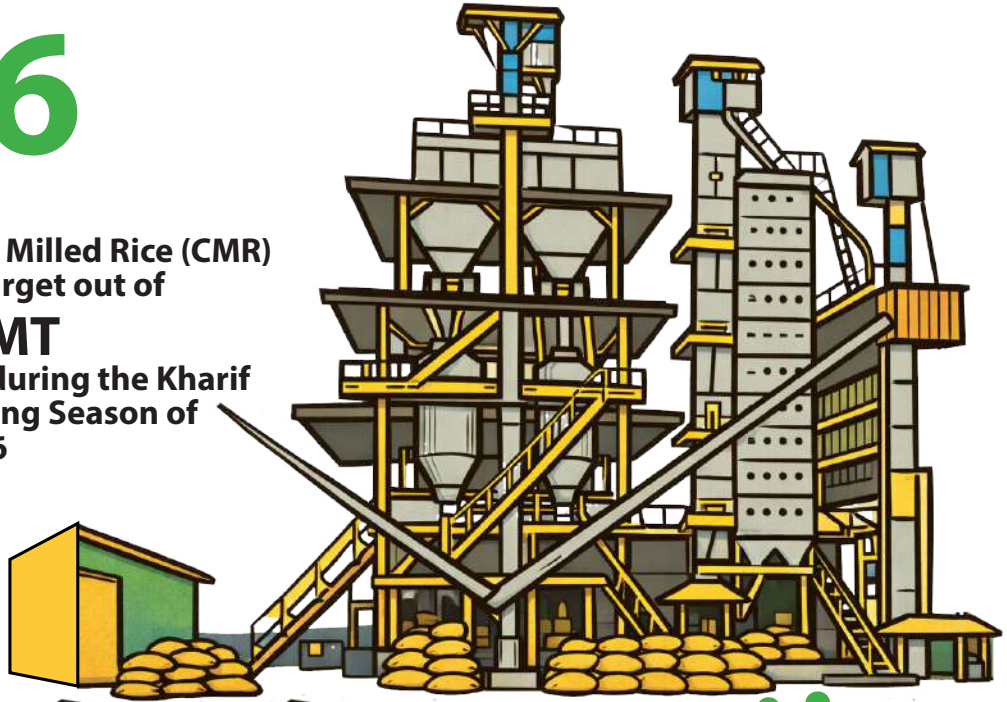


# 46 LMT

Custom Milled Rice (CMR) is the target out of

# 67 LMT

paddy during the Kharif Marketing Season of 2025-26



Custom milled rice is lifted by the distributors from the warehouse, and is delivered at the doorsteps of the FPS dealers. the entire process is online.



# The Shift to a Transparent Licensing Ecosystem

A critical pillar of the Department's modernization agenda has been the complete overhaul of the mechanism for appointing Fair Price Shop (FPS) dealers. Moving away from subjective legacy practices, the Department has institutionalized a Score-Based Evaluation Criteria for filling up the Fair Price Shop Dealership Vacancies.



Applying for a distributorship is also online and transparent.



This paradigm shift was necessitated by the need to eliminate arbitrariness in the selection process, ensuring that the custody of public food grains is entrusted only to the most capable and infra-structurally sound and eligible candidates.

“  
The new framework replaces discretion with a rigorous, objective marking system, that automatically inserts the score against a criteria based on the physical enquiry and supportive documents of the applicant.  
”

Scan for applying for distributorship



Scan for applying for dealership



## The Digital Backbone: Online Vacancy Module



Female applicants, widows, SHGs etc. are given higher marks to enhance their chances.

# 1,256

licenses

successfully issued through this end-to-end digitisation over 3,256 vacancy notifications, ensuring that the selection is not only faster but verifiable.

This module ensures that every step—from the identification of a vacancy due to death, resignation, or population rationalization, to the final issuance of a license—is recorded online and tracked in real-time.

The process begins with the “Public Notification” of vacancies, allowing eligible candidates to view requirements and apply digitally. Field enquiries are no longer opaque; officials must input findings into the system through GPS-enabled mobile apps, which then automatically calculates the applicant’s score based on the preset parameters.

### Compassion with Efficiency

Complementing the general vacancy system is the Compassionate Appointment Module, designed to support legal heirs of deceased or incapacitated dealers. By utilizing digital checklists for eligibility verification and enforcing automated workflows, the Department ensures that these sensitive cases are resolved within a specific timeframe, removing bureaucratic delays for grieving families.

“  
Score-Based  
Criteria and Digital  
Processing, has  
ensured transparency.  
The “Last Mile” of the  
Public Distribution  
System is managed by  
a network selected on  
merit, capability, and  
integrity

”



This brings us back to where we started, back to you, the people, whom the government serves. Beneficiaries have been provided an easy and convenient facility for availing the following basic services related with ration cards just by verification through Aadhaar.

# 1.05

**Crore beneficiaries**

have already availed these services as of January, 2026



Scan to check status of ration card

## Self-Services through Aadhaar to the beneficiaries

**Correction of ration card details:** Citizens can now modify their names, date of birth, gender, guardian name, and address themselves.

**Change of FPS:** Citizens can now select an FPS of their choice.

**Mobile linking and delinking:** Citizens can now add or remove any mobile number themselves.

**Surrender of ration card:** Citizens can now surrender their/their family member's cards themselves.

**Downloading e-RC / surrender certificate:** Citizens can now download e-RC / ration card surrender certificate themselves.

**Family splitting for all categories of beneficiaries except AAY categories.**

**No approval from any office is required for the above modifications or services. All the modifications take immediate effect and the citizens don't need to visit any office.**

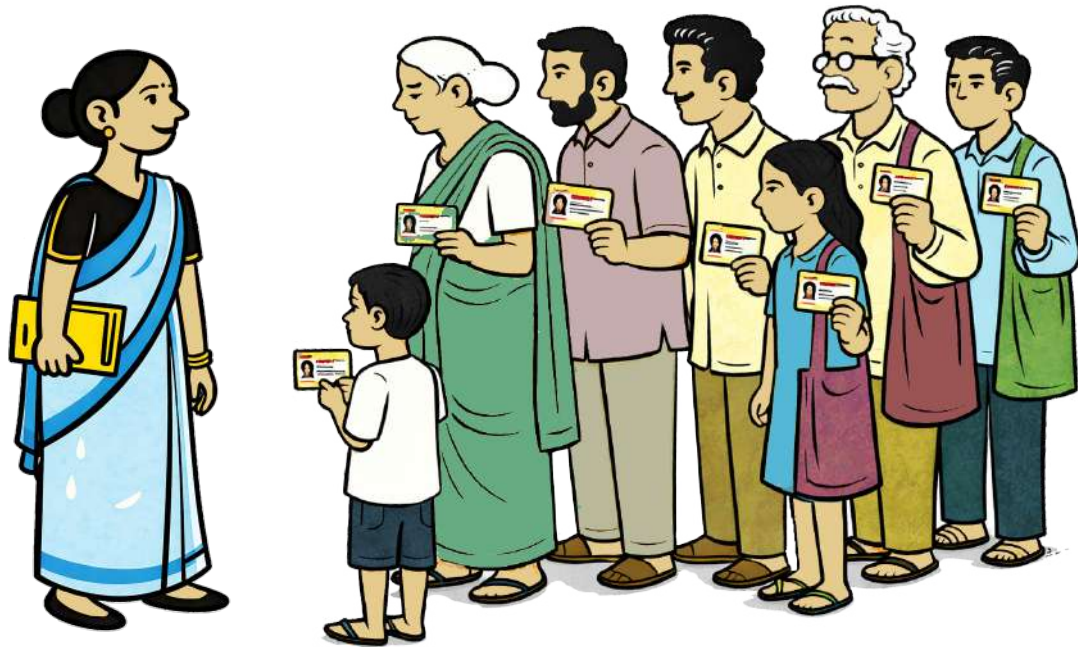




Scan for link to  
self-service

Beneficiaries  
using self-  
services on  
mobile in a  
village





The Department of Food & Supplies  
has launched

## “Upobhokta Samparko Abhijan”

in April 2022 as a proactive feedback mechanism involving departmental officials and staff, directly engaging with PDS beneficiaries and FPS dealers in their respective areas. Ministers of the department have also led from the front.

The department organised the 6th round of this campaign in September 2025. Each round involved visits by approximately 2,000 officials and staff to 7,000 to 10,000 FPS locations, contacting around 50,000 beneficiaries.

These visits have been instrumental in interacting directly with beneficiaries as well as with FPS dealers to understand the functioning at the lowest levels, so that corrective measures can be taken.