

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

**RAJYA SABHA**  
UNSTARRED QUESTION NO.1954  
**TO BE ANSWERED ON 18<sup>TH</sup> MARCH, 2025**

**IMPLEMENTATION OF THE SCAN PORTAL**

1954 DR. SYED NASEER HUSSAIN:

Will the Minister of Consumer Affairs, Food and Public Distribution be pleased to state:

- (a) the number of subsidy claims processed through the SCAN Portal since its inception in December, 2024;
- (b) the measures in place to prevent fraudulent claims and ensure that subsidies reach the rightful beneficiaries;
- (c) the manner in which the Ministry addresses technical issues reported by users during the submission of subsidy claims on the SCAN Portal; and
- (d) whether there are training programs for stakeholders to familiarize them with the functionalities of the SCAN Portal?

**A N S W E R**

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

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(a): Since its inception in December 2024, the SCAN Portal has processed 79 subsidy claims submitted by States (as on 5.03.2025).

(b): The SCAN Portal ensures that subsidy claims submitted by States are verified and processed securely through the following measures:

1. Two-step verification for all users to ensure secure access,
2. Aadhaar-based authentication for all stakeholders involved in claim processing,
3. Digital Signature Certificates (DSCs) for secure submission and approval of subsidy claims at each stage,
4. Automated duplicate and anomaly detection to prevent fraudulent claims,
5. Updated SSL encryption to ensure secure data transmission.

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(c): The Ministry has established a dedicated multi-channel support system to assist users and resolve technical issues:

1. Live Video Conferencing (VC) Room: Any registered user can immediately seek help from experts on all working days,
2. Dedicated Helpdesk: Available through phone call support on all working days,
3. Dedicated Email Service: Users can report issues via email for prompt assistance,
4. FAQs Section: A comprehensive repository of common queries and solutions,
5. Ticketing System (e-Jawaab): Issues are immediately raised, notified, and resolved systematically.

(d): Extensive on-line training and knowledge-sharing programs are conducted to familiarize stakeholders with the SCAN Portal.

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