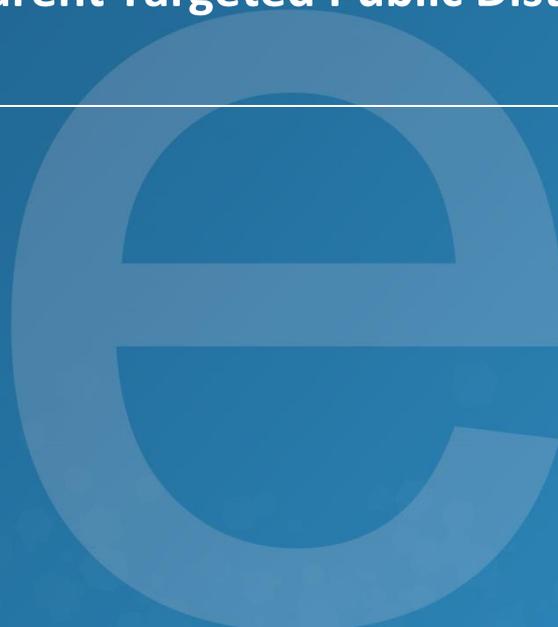


Case Studies on e-Governance in India

Transparent Targeted Public Distribution System,
Uttar Pradesh
Mr. Syed S. Kazi



Transparent Targeted Public Distribution System, Uttar Pradesh

Mr. Syed S. Kazi

About the Initiative

This publication is a part of the Capacity Building initiative under the National e-Governance Plan (NeGP) by NeGD with an aim to draw out learnings from various projects implemented in various States/ UTs and sharing this knowledge, in the form of case studies, with the decision makers and implementers to benefit them, by way of knowledge creation and skill building, from these experiences during planning and implementation of various projects under NeGP.

Conceptualised and overseen by the National e-Governance Division (NeGD) of Media lab Asia/DeitY these case studies are submitted by e-Governance Practitioners from Government and Industry/Research Institutions. The cases submitted by the authors are vetted by experts from outside and within the Government for learning and reference value, relevance to future project implementers, planners and to those involved in e-governance capacity Building programs before they are recommended for publication. National Institute for Smart Government (NISG), working on behalf of this NeGD provided program management support and interacted with the authors and subject matter experts in bringing out these published case studies. It is hoped that these case studies drawn from successful and failed e-Governance projects would help practitioners to understand the real-time issues involved, typical dilemmas faced by e-Governance project implementers, and possible solutions to resolve them.

Acknowledgment

NISG sincerely thanks all the authors for documenting and sharing their rich experiences in terms of challenges and lessons learned and allowing us to publish and use these case studies in various training programs of NeGD and NISG. NISG also thanks all the external and internal experts who helped review the submitted cases, providing critical observations and for helping in articulating and presenting the case studies, both for class room use as well as a reference article.

Copyright License

This case study submitted by author/s and accepted for publication under the project of National e-Governance Division (NeGD), Ministry of Communications and Information Technology, Government of India by NISG, the program management agency, is governed by the following license of the Creative Commons. For any specific permission/feedback the publisher may be contacted.

(cc) Creative Common License - Attribution-Share Alike 2.5 Generic

The user is therefore free to make derivative works, with credit to the original author.
<http://creativecommons.org/licenses/by-sa/2.5/in/>

Disclaimer

This publication is a work product produced by external authors with information sourced from their own sources as provided under reference in respective articles and is based on experiences with Projects undertaken directly or as research initiatives closely working with the project owners or with their consent to publish the findings. The authors have provided a plagiarism declaration as per project guidelines and National Institute for Smart Governance (NISG) has put in best efforts to validate the authenticity and learning value of the article submitted. NISG has acted mainly as a content reviewer with support from identified expert resources. NISG is not responsible for any plagiarism violations or copyright infringements and respective authors are fully responsible for the same as per respective declarations provided by them. The case study should not be used as a definite source of data.

The case studies are meant for use as a background and quick reference on the topic(s) by e-Governance practitioners, and should not be treated as a guideline and/or instructions for undertaking the activities covered under any e-Governance project/s. It may also be used in a classroom for discussion by the participants undergoing e-Governance related training programs. The document by no means has any commercial intention and is solely developed for the purpose of knowledge sharing.

NISG-CBKM 93-200/Case Study/10-2014/V2

Printed & Published by

National Institute for Smart Government

www.nisg.org

on behalf of the

National e-Governance Division (NeGD)

Department of Electronics & Information Technology

Ministry of Communications & IT

Government of India

TABLE OF CONTENT

| | |
|---|----|
| Abstract | 1 |
| Note to Practitioners | 1 |
| Background / Pre-implementation Scenario | 2 |
| Project Description..... | 4 |
| Objectives | 5 |
| Stakeholders | 6 |
| Services Offered | 6 |
| Outcomes / Benefits..... | 8 |
| Issues and challenges faced during the implementation | 10 |
| Key lessons | 11 |

Abstract

Uttar Pradesh, the largest state in India in terms of population, is host to the largest network of Public Distribution System with more than 45 million ration card holders. With the wider objective of food security and equity, this network is spread across all 72 Districts, 305 Tehsils, 814 Blocks and over 1 lakh Villages. Certainly the challenges are too many and tasks in hand no less stupendous for the State Food and Civil Supplies Department while reaching out to millions providing food security. However, like any public distribution system across the country, the Uttar Pradesh system is no alien to the very many malpractices and ills plaguing this network for years now. Criticisms are agog against the distribution system of being corrupt, a system of secrecy, frauds, bogus card holders, delay in food grain distribution and the like. To overcome this malaise, the Civil Supplies Department ideated the e-enablement of the distribution system. With much effort the first phase of the computerization project was completed in 2009-10 with digitization of more than 42.5 million card holders in the Below Poverty Line (BPL), Antoyada Yojana, and Above Poverty Line (APL) categories. The objective of this entire approach is to ensure a smooth, transparent, timely and citizen friendly distribution system that has been maligned more often than not. The incoming exercise of the department is of computerization of the supply chain management and the introduction of bio-metric smart card system in the second and third phase. The digitization project has helped in providing services like readymade data services, information to the card holders in SMS and otherwise, better record maintenance and the roster system services to the system time bound. The challenges in the project have been equally weighty. This includes the humongous task of data digitization and correction with less resource and man power, issues in server and connectivity, reluctance in accepting digitization among office staff, and lack of awareness among users about the new system. One of the key outcomes of the project is the first step towards transparency and efficiency of the vast distribution system has been made. One key lesson that can be learnt is adequate technical and man power has to be made available to introduce and sustain such a system in such a wider geographical context.

Key words: Digitisation, BPL, APL, Antoyada Yojana, ration card, bogus, transparency

Note to Practitioners

A mass based essential service delivery programme like Public Distribution System (PDS) is an integral and yet a challenging proposition in a country like India. On the one hand, the issue is of ensuring food and nutritional security to millions at the bottom of development pyramid, and on the other, reaching out to the last man at the last mile towards food security is a herculean task. The issues found in commonplace in operating such a social based programme has been quite uniform across the country – corrupt practices, mala fide works, bogus and fake cards, deserving not receiving and vice versa, nexus between

officials-food suppliers-fair prices shops holders, poor quality of food grain, untimely supply, wrong information and harassment of card holders.

It has been demonstrated that introduction of Information Communication Technology (ICT)s can deal with such challenges quite efficiently provided design of programmes, implementation and management is proper. In such situations, ICTs helps in varied ways – digitization of works and process streamlining, time management, halt to corrupt practices, accountability, timely delivery of services, consumer satisfaction with less harassment, and enhancement of trusts among the vulnerable poor citizens in the administration.

Introduction of such an ICT intervention in a traditional service delivery system requires key steps as fundamental. Adequate resource allocation with transparency in spending, adequate deployment of technical and managerial man power, political and official rock solidness in supporting such a measures, staff training, basic infrastructure like power and connectivity, local language requirement in the technical applications, timely monitoring and evaluation along with course correction, and most importantly full-fledged backend computerization.

Background/Pre-implementation Scenario

The Public Distribution System (PDS) of Uttar Pradesh with a network of 4.78 lakh Fair Price Shops (FPS) is perhaps the largest retail system of its type in India and the world. The PDS, under the State Food and Civil Supplies Department, has been introduced all over the State and retained as deliberate social policy with the objectives of providing food grains and other essential items to vulnerable sections of the society at reasonable (subsidized) prices. This is to put an indirect check on the open market prices of various items, and an attempt in transparency in the matter of distribution of essential commodities. The PDS is seen to have evolved as a major instrument of poverty eradication programme with the objective to serve *as a safety net of the poor*. The reach out of the PDS is stated to have touched nearly 20 crore population of the State.

The PDS has also come under criticisms for some time now. That it has failed to serve the population below the poverty line (population below poverty line at 37.7 per cent) due to leakages, corruption and mismanagement. There exist opportunities to manipulate the system with widespread collusion across the supply chain. The pointed criticisms includes inefficient government machinery, lack of accountability, poor vigilance mechanism, bottlenecks in transportation of food grains, irregularities of various kinds at Fair Price Shop (FPS) level, and high level of corruption. A significant part of the challenges emanates from Bogus (ration cards belonging to fictitious families) and Shadow (genuine ration cards used by someone else) ration cards in the system. For instance, in the Lucknow District alone, there were over 4.5 lakh bogus cards in 1250 shops (800 in town + 450 in rural areas) as in

December 2012¹. Problems in information and data management manually were all time high. In the manual system, PDS details were to be provided by departmental staff to data entry operators. This was not error proof. The Planning Commission had the following to say on the PDS system in its 2005 report: “For every Rs. 4 spent on the PDS, only Rs. 1 reaches the poor”, and “57% of the PDS food grain does not reach the intended people”. This equally applies to the state of affairs in Uttar Pradesh.

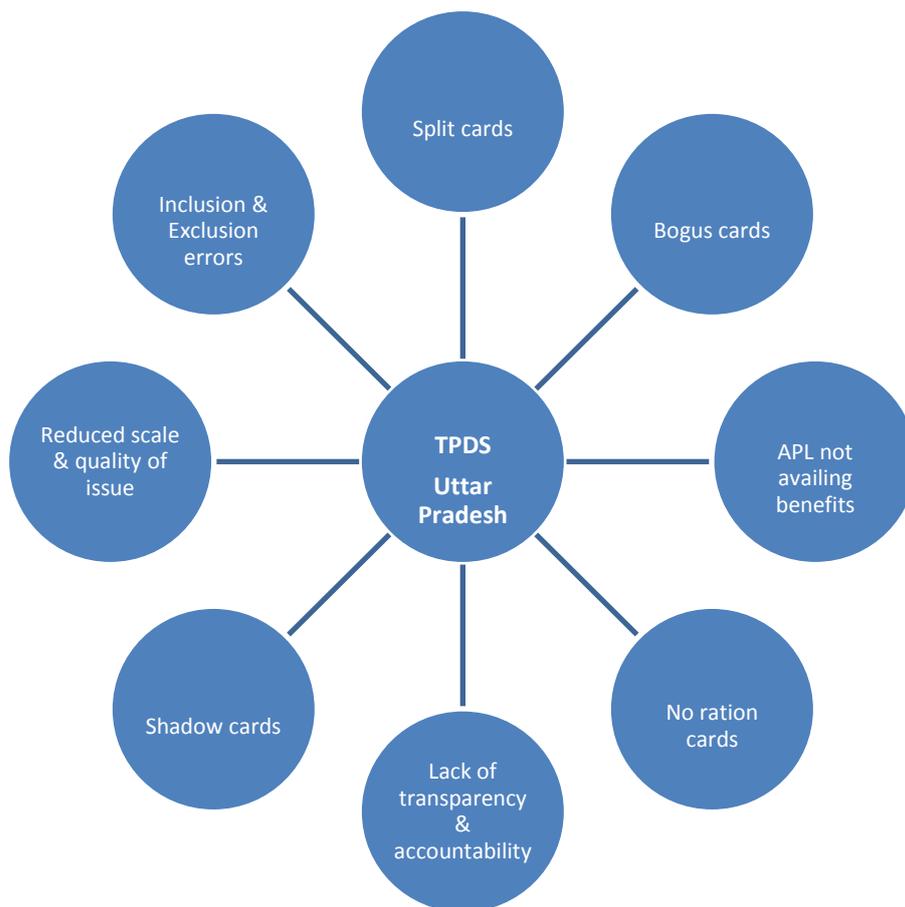
There were earlier attempts at addressing the challenges. This focused on identifying the “Physical Theft” by using tools like additional Human monitoring, Global Positioning Systems (GPS) to track the movement of trucks and Electronic Weigh bridges. All these tools have proved easily by-passable². Despite its capacity to work better, this approach could not do much in stopping PDS leakages due to bogus and shadow ration cards.

To address the above crisis situation, it was decided to explore and leverage the best of technologies to redesign and reengineer the PDS processes towards efficiency and safeguard against leakage. The department identified Information Technology (IT) as a key enabler to redefine and computerize the core business processes. It was identified that a solution that can improve the data management and capturing can help to have an effective beneficiary database and thus empower the beneficiary with information regarding availability. This along with a computerized MIS system can effectively improve the PDS system for the stakeholders.

¹ Source of data: UP Lokayukta Office

² E-Governance 2010-11 document, the Manthan Award South Asia

Figure 1: The PDS Challenges



Project Description

The Transparent Targeted Public Distribution System (TTPDS) is an ICT based initiative introduced in the one of the largest states of Uttar Pradesh in India in 2008-09. This is a digitization / computerization work at a mega level to streamline the widest PDS network system in the country. The focus of the project is to improve the working of the existing PDS system in the State, the system catering to the majority of the population that lives in villages and remote areas in poverty and abject backwardness, where PDS plays a vital support system.

The project has by now reached out to all the blocks and districts of the State covering more than 4.5 crore population across BPL, APL, and Antodaya Yojana beneficiaries³. The first phase of the project, completed in 2009-10, has seen complete computerization of ration-

³ BPL is Below Poverty Line; APL is Above Poverty Line and Antodaya Yojana is provisioning of food security and supply to the poorest of the poor.

card holders' data. The second phase of computerization of the supply chain management involving the FCI godowns, block godowns and fair price shops (FPS)s in being completed by December 2012 end. An allocation of Rs. 11 crore has been made in 2012-13 financial year. The third and the final phase of introducing bar coded biometric cards to the ration card holders are scheduled for completion in the next 1.5 years.

Uttar Pradesh is the first state in the entire country to have actually created such a huge database of all ration cards. Already 119.63 lakhs ration cards and over 95% of AAY and BPL ration cards have been uploaded. This is a population base of 519 lakhs, which is more than the total population of a number of states.

The project has explicit usage of the Internet and the mobile. All updated and latest data and information is available at <http://fcs.up.nic.in> Mobile based SMSs are being sent to the card holders to intimate them about the arrival of food grain stocks. In the initial phase, the District Supply Officer (DSO) had mobile numbers of at least 10 Fair Price Shop (FPS) owners to send messages on arrival of food grains for local distribution. This network is being expanded to cover all FPS owners. Similarly, at the level of FPS jurisdiction, the FPS owner has at least mobile numbers of at least 10 beneficiaries having mobile connection to provide timely information on arrival of grains. This network is also being expanded to cover more beneficiaries. For greater efficiency, all cards related data has been digitized to ensure effective management of the PDS network. The roster system has introduced fixed time schedules for grain lifting from storehouses, grain distribution and process completion in last week of every month.

The utility in the new approach has been identified and accepted. The digitization process is working towards plugging the pilferage of food items meant for distribution to the poor people. Besides, monitoring the movement of grains, an automated computerized system is also helping to eliminate the chances of preparing duplicate ration cards and also ensure that there are no human interventions in the maintenance of the records.

The TTPDS is more of a centralized system at work now. It calls for strengthening the district and block level operations with more of ICT interventions along with provisions of basic infra support like assured power supply and stable connectivity. Decentralization of work will also enhance the smooth functioning of PDS and help the BPL, Antyoday cardholders to have easy accessibility.

Objectives

The TTPDS was introduced with the following key objectives:

1. To identify and detect duplicate ration card holders or bogus beneficiaries not in official records;
2. To track leakage and pilferage of food items meant for PDS;

village to village, and month-to-month. The specially designed software helps to process and send this information. Through mobile SMS actual quantities of wheat, rice, sugar, kerosene oil, dal or any other commodity lifted by the FPS dealer along with date of lifting and place of attachment are provided. At least 10 mobile numbers per FPS have been recorded in the software. The village Pradhan, ex-Pradhan, members of the administrative committee and ration card holders are included. This number is unrestricted, and can be 100 or even more. Officials can also be included. Information services are extended to both rural and urban areas.

UP_PDS

- ✓ **Namaskar, Ration delivered to FPS Suresh Chandra Gram Panchayat SAIDUR UBARI Block KUTHAUND On 23/4/2010 : Wheat = 31.93 Qt. Rice= 32.40 Qt. Sugar = 5.05 Qt.
- ✓ **Namaskar, Ration delivered to FPS Suresh Chandra (Attach to : Jamuna Das) Nagar Rampura On 23/4/2010 : Wheat = 40.83 Qt. Rice = 25.00 Qt. Sugar = 3.60 Qt.
- ✓ **Namaskar, Ration delivered to FPS Seetaram Gupta Nagar Orai On 17/04/2010 : Dal = 24 Qt.
- ✓ **Namaskar, Ration delivered to FPS Prabhu Dayal Jatav Nagar Jalaun On 07/04/2010 : Kerosene = 1193 Ltr.

3. **Roster Service:** The TTPDS project has introduced roster services. Under this timely allotment of lifting of food grains and sugar and kerosene oil are being structured and provided on fixed days schedule in a month. Food grains, wheat and rice, are transported from base godowns to block level distribution godowns. Sugar too is brought from sugar factories to these distribution godowns. FPS dealers lift their allotted quota of food grains, sugar, dal etc. from these godowns. The Roster system has thus been introduced and rigorously implemented to do away with these uncertainties plaguing the system.

The Roster system has three components: Lifting and transportation of food grains from base godown and transport of sugar from sugar factories to block godown from the 1st through the 22nd of the previous month; Lifting of food grains and sugar from the block godown by the FPS dealer from the 23rd to the 31st of the previous month and; Distribution at FPS level from the 5th through the 20th of each month. Dates of distribution at each FPS pre-fixed to negate the complaint of FPS being normally shut.

This system is also helping in allowing a 3-tier verification and distribution of supplies at the FPS level before supervisory officers.

Detailed instructions have been issued to prevent diversion of kerosene oil. Roster for lifting by the wholesaler has also been fixed as follows: 60 % by 10th, 85 % by 15th , 100% by 20th . The roster is uploaded on the departmental website <http://fcs.up.nic.in/upfood/fcsportal/FoodPortal.aspx> . Dates are also displayed publicly at FPS shops. The roster for lifting from godowns can be changed only with the permission of the Commissioner, Food & Civil Supplies, while a change in the village level roster requires approval of the District Magistrate.

Outcomes / Benefits

1. The introduction of TTPDS has helped to streamline the vast system of PDS across the state. Digitization of ration cards is the major step towards this bringing in greater level of transparency and efficiency in the PDS administering process. This digitization is helping to have instant data and information about the PDS in the State. This is helping to address challenges of issuance of new cards, getting rid of card duplications, modifications and deletions. However, it has been observed and admitted that despite this digitization the challenge of bogus and duplicity still exists. One solution to this identified is in the ongoing socio-economic survey across the State. Data after being made available from the survey will help to address duplication⁵.
2. There has been improvement in information and communication on PDS items and its lifting as well as delivery to the target groups. For instance, as on December 2, 2012, there were 21, 94, 101 visitors at the site (<http://fcs.up.nic.in/upfood/fcsportal/FoodPortal.aspx>) of the Food and Civil Supplies Department of Uttar Pradesh. Since the site provides all updated and relevant information on food and civil supplies related including PDS distribution, it is stated that between 50-60% of online visitors have visited the site to get updates and information on PDS related⁶. The site provides services in updated information on PDS details of beneficiaries on regular basis. SMS alerts are going to ration card holders in the far-flung villages across the length and breadth of the State. It is projected that between 60-70% of ration-card holders carry mobile phones and approx. 40% of BPL card holders have mobile connections. The SMS is triggered the day FP shop owner lifts the food grain from the godown. About 10-15 APL, BPL and Antodaya card holders of their areas are informed about it. This has helped to cut down local tensions, reduce anonymity of supply chains, and certainty of the system. Relevant information is also being uploaded on the departmental site for wider

⁵ Information based on interaction with officials in Lucknow during June 26-30, 2012

⁶ Information from officials in Lucknow

public access. However, one challenge in the SMS services is 100 per cent SMS services delivery not feasible each month. Every month there is default of 5-10% in delivering SMS services. One reason is change of mobile numbers by card holders and not feeding of changed or new numbers⁷. Another issue is of extra food grains at times made available through the PDS to card holders which requires a complete new set of data entry into the system which is time consuming and difficult.

3. It has contributed to transparency and timeliness of PDS delivery. The timely maintenance of the roster system in knowledge of the ration card holders has contributed in streamlining and systemizing the operations. Ration card holders are aware of the fixed distribution dates, and queue up accordingly. There has been some impact from inspections even in remote corners on compliance of the roster and minimizing diversions. However, at times the roster system suffers due to delay in food grain stock arrival for distribution. Also many FPS are located in remotest locations. Loading grains from godowns and transportation to these locations at times delay the process.
4. The project is being implemented in the entire State of Uttar Pradesh, the most populous State in the country, having 72 Districts, 305 Tehsils, and 814 Blocks and over 1 lakh Villages. Uttar Pradesh covers one-sixth population of the country. Given the size and magnitude of the state, this is a gigantic task that is seen to have accomplished to date.
5. The practice has given a low cost solution to a high 'cost' system in delivery of PDS services. It has been stated that the work has been achieved at an abysmally low cost of only about Re 1 per card on an average.
6. The SMS system is seen as first-of-its-kind system in the entire country. The State has 73,000+ FPS dealers in the state, and since food grains are lifted separately from kerosene oil, almost 15 lakh SMS are being required every month. The total cost per annum is put around Rs. 20 lakhs, a meager amount considering against the benefits accruing and stopping of diversion.
7. The utility and relevance of the project has been reinforced by its linking to the essential criteria of UID.
8. The project has helped to weed out duplicity and fraud in the system. Around 21.6 lakhs ration cards have been cancelled so far.
9. The observed scenario is of perceptible and welcome change in attitude in the department towards IT and computers. Public perception towards TPDS and the department has improved.

⁷ As found out during field study

10. The new initiative has helped in information empowerment of a wider population who are at the bottom end of the pyramid. It is well known, information provides empowerment opportunities to the poorest of the poor.
11. The exercise is seen to have helped develop a sense of ownership and pride in the field officers and staff in their performance and abilities.

Issues and challenges faced during the implementation

1. One significant challenge has been to digitize ration cards of more than 4.5 crore ration card holders. This is a substantial number. To create and manage such a huge database is still a challenge as digitization continues to cover more than 500 lakh BPL and AAY card holders which is more than the total population base of many states in India
2. Data accuracy in digitization of cards and weeding out fake cards has been a challenge. The incoming challenge was of regular updation and error free data entry. Also the issues have been in identifying genuine beneficiaries, streamlining procedures for issuing ration cards after meticulous verification.
3. The challenge was to ensure end to end computerization of PDS operation which was and still required to revamp the PDS and to restore the confidence of the people in the system.
4. Overcoming resistance from internal hesitations and negative tendencies as well as unwarranted clouts outside the system was a challenge in introducing changes in the PDS system with ICTs. Govt. officials at Tehsil level still reluctant to accept digitization or computerization of delivery system
5. The continuing challenge is to get rid of ration card duplicity and frauds still existing in the system though this is being attempted to sort out by the latest socio-economic survey across the state.
6. The existing challenge is decentralize the system down to the block level. Introduction of ICTs will surely help to further strengthen the system. End to end computerization of PDS operation is required to revamp the PDS and to restore the confidence of the people in the system.
7. The ongoing challenge is to have strong support system of power back-ups, unreliable connectivity and lack of other basic office infrastructure as well as low level technical and managerial staff.
8. The contemplating challenges are to digitize the entire supply chain management involving FCI, block godowns and FPSs in the incoming period in 2012. The challenge is of manpower, timely completion and integration with the ration card data.

9. One continuing challenge is to make the larger public aware of the new initiatives. For instance, a major chunk of rural card holders are not aware of the SMS information services though it may be also the case of non-possession of mobile phones or illiteracy.
10. The bigger challenge being anticipated is the introduction of bar coded smart card system for every card holders in the next 2-3 years which is substantially expected to reduce corruption in the system.

Key lessons

1. A project like TTPDS is a wholesome necessity to bring in necessary transformations and efficiency in one of the key departments like the food and civil supplies in India having great social welfare significance.
2. Adequate ideation, planning, implementation layouts, maintenance and management aspects have to be taken into considerations prior to implementing such a wide-ranging project involving millions of poor and vulnerable people.
3. A mega and ambitious project like this requires a dedicated attention on regular updation, maintenance, error free data entry, strict regular monitoring and course correction.
4. The need for a dedicated and spirited team and team work led by the political and official representatives cannot be overestimated in such a transformative work.
5. To implement such a wider initiative is a time consuming process and shall require enormous patience, dedication and excellent coordination and networking.

Methodology adopted for case writing

- The study adopted a field based study method with a focused approach. It adopted primary data collection method with information and data collected from project stakeholders on ground (offices) and field units.
- This also included group discussions, and interviews.

Food and Civil Supplies Department, Uttar Pradesh
खाद्य एवं रसद विभाग, उत्तर प्रदेश

of BPL, 99% of AAY families are already online | Free-of-cost information provided to AAY, BPL and APL r.

खाद्य एवं रसद विभाग के संबंध में
इतिहास
संगठनात्मक ढांचा
आयुक्त खाद्य तथा रसद
अधिनियम / शासनादेश
सूचना का अधिकार
सिटीजन चार्टर
खाद्य प्रकोष्ठ
फोटो गैलरी
होम

साईट लिंक
बाट तथा माप विभाग
उप खाद्य एवं आवश्यक वस्तु नि.
संघर्ष निदेशालय [More... >>>](#)

सार्वजनिक वितरण प्रणाली
→ अन्त्योदय योजना
→ बी०पी०एल० योजना
→ ए०पी०एल० योजना

निचम संबद्ध
→ विपणन शाखा के नियम संग्रह
→ लेखा शाखा के नियम संग्रह

धान/गेहूँ खरीद योजना
→ धान खरीद योजना
→ गेहूँ खरीद योजना

रोस्टर प्लान
→ मिट्टी के तेल का रोस्टर प्लान
→ खाद्यान्न एवं चीनी का रोस्टर प्लान

लॉगिन करे
यूजर टाइप
पासवर्ड
-- यूजर चुने --

[Forgot Password?](#)

टोल फ्री नंबर - 1800 180 5046

क्या आप राशन कार्ड धारक हैं और मासिक आवंटन देखना चाहते हैं ?

लक्षित सार्वजनिक वितरण प्रणाली से सम्बन्धित योजनायें

उपभोक्ता मूव प्रत क्रिया

| | | | |
|--------------|-----------|-----------|----------|
| वस्तु का नाम | अन्त्योदय | बी०पी०एल० | ए०पी०एल० |
|--------------|-----------|-----------|----------|

Contact details of the case author, project owner

| Serial No. | Case Author | Project Owner |
|------------|---|---|
| 1. | <p>Author: Mr. Syed S. Kazi House 44, III Floor, Kalu Sarai, New Delhi – 110016 Mobile: +919818292524 Email: syedskazi@gmail.com</p> | <p>Mr. Balwinder Kumar Principal Secretary Department of Food & Civil Supplies Basement, Satpura Bhawan, Bhopal (MP) e-mails: Mobile: 09838742300 Phone: 0522-2238682 Fax: 0522 - 2238175</p> |

Project case Fact Sheet

| | | |
|----|----------------------|---|
| 1. | Project Name | Transparent Targeted Public Distribution system |
| 2. | Project launched | 2009 |
| 3. | Coverage | <ul style="list-style-type: none"> • The project covers the entire state of Uttar Pradesh • In Uttar Pradesh, the PDS covers 65, 84,500 BPL, 40, 94,500 Antyodaya and 3, 37,97,832 APL Card Holders. • 100% BPL, Antyodaya and APL families are online |
| 4. | Services offered | G2C |
| 5. | Uniqueness | <ul style="list-style-type: none"> • The project is being integrated with the UID system at least in data collection and digitization synchronization • Free of cost information provided to AAY, BPL and APL ration card holders and public representatives through SMS. |
| 6. | Technology specifics | Technologies (like Web, MIS, GIS, mobile SMS) |
| 7. | Effectiveness | <p>Bogus ration cards identified: In Lucknow Janpad, there are over 4.5 lakh (80 percent) bogus cards in 1250 shops (800 in Town+450 in rural areas).</p> <p><i>Source: UP Lokayukta Office, File No: 407; Dated 16-01-2012</i></p> |

Quote / Unquote

"Digitisation of PDS is necessary for transparency. Coupon System, Smart Card (with biometric system) at Fair Price Shop will help PDS to run smooth. Socio-Economic Survey and Smart card system will curb the bogus card issues and eliminate the same." – Mr. Balwinder Kumar, Principal Secretary, Food & Civil Supplies Department, Uttar Pradesh

"In remote villages, data collection is an uphill task and time consuming. Computerization at block level will ease the functioning of PDS. At present, manpower crisis, electricity failure, Server failure is the main problem at block level" – Mr. Uma Kant Vishwakarma, Computer Operator, Barabanki District Food & Civil Supplies Department, Uttar Pradesh

"Computerization at block level and Decentralization of work will enhance PDS functioning. Manpower crisis is the main issue in every block" - Santosh Kumar Singh, ARO, District Food & Civil Supplies Department, Barabanki, Uttar Pradesh

References

1. Field visit, interviews, discussions with officials, team of Uttar Pradesh Food & Civil Supplies Department, card holders, FPS owners during June 26 -30, 2012
2. E-Governance 2010-11 document, the Manthan Award South Asia
3. The website of the Uttar Pradesh Food and Civil Supplies Department <http://fcs.up.nic.in/upfood/fcsportal/FoodPortal.aspx>



**National Institute for
Smart Government**

Hyderabad

YSR Bhavan, Financial District, Nanakramguda,
Hyderabad - 500032
Telangana, India.
Ph: 040-66545352, Fax: 040-66545300

Delhi

Mahanagar Door Sanchar Sadan, 9, CGO Complex,
Residential Complex,
1st floor New Delhi-110003
Ph: +91-11-24321445, Fax : +91-11-24321444
Website : www.nisg.org



National e-Governance Division

National e-Governance Division

Department of Electronics and Information Technology (DeitY)
Ministry of Communications & Information Technology
(Government of India)
Electronics Niketan, 6, CGO Complex,
Lodhi Road, New Delhi- 110 003
India
Ph. +91-11-30481624
Website: www.negp.gov.in