

# Best Practices of Food and civil Supplies Department

## 01- End-to-end computerization

Under the Mission Mode Project of the Government of India, the Scheme of End-to-End Computerization of Targeted Public Distribution System in Uttar Pradesh was implemented in the State since 2013.

- **Master data creation: -**

Under the end-to-end computerization, the master data has been prepared by tagging all the departmental entities with unique IDs, under which ration card beneficiaries, ration cards, fair price shops, gram panchayats, development blocks / rationing areas, tehsil, district, mandal, block godowns, depots of Food Corporation of India have been given unique identifiers.

- **Online Ration Card Management System: -**

A digital database of ration cards of all selected Antyodaya and PHH beneficiaries has been prepared under the National Food Security Act-2013 currently in force at the state level, which includes 40,89,444 ration cards under Antyodaya Anna Yojana and 3,16,12,753 (13,70,38, 620 units) ration cards of eligible household scheme. All ration cards are tagged with Unique ID and all members with Unique Member ID as per Government of India norms. At present, income certificate and Aadhaar have been made mandatory documents for ration cards and Aadhaar feeding and validation work has been done by running a campaign in legacy ration card data. At present, Aadhaar validation of 99.98 percent beneficiaries has been done and Aadhaar details of beneficiaries in ration card database are stored in Aadhaar data vault. At present, e-KYC is being done through biometric authentication of beneficiaries to make the ration card database completely error-free. So far, e-KYC of about 76% beneficiaries has been done at the state level.

- **Establishment of Transparency Portal:**

The Department has developed the Departmental Transparency Portal '<https://fcs.up.gov.in>' for the convenience of the general public, on which the general public can view the details related to ration card, status of their ration card application, departmental government orders and orders, data related to distribution, allotment and lifting through e-PoS machines. Farmers can register for sale of paddy / wheat on the Transparency Portal. Frequently Asked Questions (FAQs) related to important works have also been made available in the public domain.

Logins have been provided to all departmental personnel on the Transparency Portal, through which all departmental activities are being carried out online. MIS reports have also been displayed at all the concerned logins to review the departmental activities being carried out by the departmental personnel, which contain all the

required information like details of shop wise digitized ration cards, entitlement of beneficiaries, lifting of foodgrains, availability of stock at FPS, date of movement and stock / quantity supplied to fair price shops every month to all shops etc.

## **2- Supply chain management: -**

For supply chain management under end-to-end computerization, FEAST software was developed by NIXI, New Delhi, which could not be implemented in time in view of the size and uniqueness of the state of Uttar Pradesh and it was proposed to be customized, but in case of non-availability of customized FEAST from NIXI level, supply chain management module has been developed by the department in collaboration with its technical partner NIC, UP, the key components of which are as follows:

- **Closing Balance Entry -**

- Closing Balance Entry of leftover foodgrains after fair price shop wise distribution has been made available on the Supply Inspector Login. Initially, under this option, the entry of leftover foodgrains was done by the Supply Inspector on the basis of the distribution certificate, but at present, due to the distribution of foodgrains through e-PoS machines, this data is automatically generated in the system, which is locked by the Supply Inspector.

- **Auto Allotment Attendance and E-Challan Generation -**

Under this component, auto generated allotments are issued from the headquarters level district wise on the basis of their card number / unit between 5th to 6th of every month. Thereafter, the fair Price shop-wise auto-receipt of allotment based on the number of beneficiaries associated with them is displayed on the Supply Inspector Login, thereby adjusting the closing balance of the preceding month of the previous month and the quantum of withdrawal is secured from the Payment Inspector Login. The e-challans are generated by the District Supply Officer by locking the godown wise allotment. Foodgrains are provided to Fair Price Vendors against the quantity displayed in their e-challan. Under the One Nation One Ration Card scheme, such fair price shops, from where outside beneficiaries get foodgrains, are also provided additional allocation for portability.

- **Auto R.O. Indent Generation -**

Under this component, after generation of e-challan, automatic R.O. Indent is displayed on the District Food Marketing Officer login for generation. The RO indent is generated by the District Food Marketing Officer and made available to the Food Corporation of India, against which the Release Order (RO) is issued by the Food Corporation of India.

- **Dispatch / Lifting of Foodgrains -**

Under this component, online feeding of foodgrains dispatches to block godowns / fair price shops (single stage transport system) is done by the

departmental dispatchers posted at Godown of Food Corporation of India. Feeding of withdrawal from block godowns to fair price vendors by godown in-charge was also done online, but at present single stage transportation system is in place, under which foodgrains are being delivered to fair price shops by dispatching foodgrains directly from Food Corporation of India depots, which is also GPS tracked.

- **G.P.S. Tracking** - Under single stage door step delivery system, lifting of food grains from FCI godown to fair price shop is being done by G.P.S. equipped vehicles. For monitoring and monitoring of vehicles equipped with GPS, the concerned officers / employees of the department / district / tehsil and block and transport contractors etc. have been provided with the login ID and password of the GPS portal, through which the transportation of foodgrains is being done without any diversion without regular monitoring. It is noteworthy that the facility to issue an immediate alert in case of diversion is operational.
- **Online Verification of Foodgrains Procurement (EPOD) and Distribution** - Under this component, the foodgrains provided to the Fair Price shop from Block Godowns / FCI Depots were verified through Supply Inspector Login, but at present the Fair Price shops himself confirms the delivery of foodgrains through Receiving Mobile Application under EPOD (Electronic Proof of Delivery) or by doing Biometric Authentication in e-PoS machine. After the foodgrains are received, the FPS distributes the foodgrains to the beneficiaries during the distribution period. At present, the distribution is being done through e-PoS machines with biometric authentication of beneficiaries after verification of weight of permissible foodgrains on e-weighing Scale linked to e-PoS. Under the One Nation One Ration Card scheme, any ration card beneficiary can get foodgrains through portability facility from any fair price shop. After distribution, the data of foodgrains left at fair price shop is automatically displayed in the closing balance entry element.
- **Aadhaar based Margin Money Payment System** - It may be noted that the Fair Price used to display relative amount of food grains in the e-challan of vendors, thereby transferring the net amount to the bank by adjusting the fair price of **Margin Money** to the seller. At present, the Aadhaar-based Margin Money Payment System has been created to provide free food grains to the beneficiaries under the Pradhan Mantri Garib Kalyan Anna Yojana, so that month-wise dividend of vendors is auto-aggregated on the basis of the quantity of distribution to the beneficiaries and the **Margin Money** amount is paid to the linked bank accounts from the base of shop keeper.

Thus, all the desired activities of transparency and automation under the supply chain management are being driven by computerized system.

### **3- FPS Automation (food grains distribution from e-post machines):-**

From the year 2017, food distribution was started by the Aadhaar authentication of the ration card beneficiary from e-pos machines in the fair rate shops of urban areas of the state, this system of distribution of food grains was implemented in the entire state from 2019.

- Providing a new dimension to the system of public distribution system, all 79 thousand fair rates of the state, new and advanced e-pos machines which are linked to e-weighting scale, were completed and operational work in the month of March 2024 and this system is active in the entire state since April, 2024.
- linked to e-weighting scale to new e-poss machines are with updated technical specialization. The base of the ration card holders is full of fingerprint and iris scanner for authentication and which runs with 4G SIM. These machines will also provide other computerized services to increase their income to the Fair Price shop in future, which will benefit the general public from various essential services.
- With this arrangement, the distribution of food grains is being ensured to the beneficiaries with advanced e-poses as well as e-weighting machine, and the quantity of distribution is immediately monitoring government food grains by performing on the online departmental website.
- Acknowledgment of food grains received by the beneficiaries at the time of distribution has also been ensured in the system, so that the food grains received are immediately confirmed to the beneficiary through SMS on their registered mobile.
- Thus the food grains distribution system will be very effective, beneficiary and transparent with the operation of new e-post machines. Quality training has been provided to the appropriate rate vendors for the smooth and successful operation of this new system. Also, arrangements have been made for separate helpdesk operations through system integrator institutions for quick improvement of practical and technical problems faced in the operation of machines.

#### **4- Call-Center for Greivence Redressal Mechanism (Complaint/Problem Diagnosis):-**

A call center has been set up for complaints of beneficiaries under the target public distribution system, whose toll free number is 1800-180-0150. Apart from this, the call center is Toll free number 1967. Complaints received on the above numbers are recorded and they are identified at the district level for advance disposal by identifying them according to the prescribed preference order. The complaint received by the district level officers is resolved and uploaded on the report portal. The report of

complaint registration and disposal is made available on the portal under the Greeves Registration and Tracking System.

The Department of Food and Civil supply department of Uttar Pradesh, under the Digital India Award-2020 of the Government of India, was elected the winner under the 'Excellence in Digital Governance' category to develop and operate excellent computerized systems of all departmental activities under the Digital India Award-2020.

### **5- Construction of Model FPS/Annapurna Bhavan-**

- Due to the location of fair Price shops in the Narrow streets, a target has been set to implement the single stage door step delivery system smoothly and the food vehicles reach the shop. In the financial year 2023-24 and 2024-25 the target has been set to construct 75 x 75 model proper fair price shops etc.
- The total area of model fair price shop/Annapurna Bhavan is about 484 sq ft, in which 02 large chamber and 01 verandah in front of it. 01 Model Annual expenditure for constructing a fair price shop/Annapurna building is around Rs 8.46 lakh.
- Model fair price shop will be constructed only on the basis of availability of space near panchayat buildings in rural areas and location near community buildings in urban areas in rural areas.
- The construction of model fair price shops provided the facility to ease the villagers as well as other everyday public utility items along with essential items at one place.
- Under the Annapurna buildings, arrangements for installation of broadband service will also be provided under the CSC services, PMM Vani, which will provide quick benefits of government facilities to the villagers. Purchase of wheat, paddy, maize and millet under price support scheme.
- Under the Central Command system in the state, wheat, paddy, maize and millet are purchased directly from the farmers Under the minimum support price Scheem. Technological innovations have been made from time to time to make the purchase system of food grains more strong and transparent, which is benefiting the farmers.

### **6- Arrangement for purchase on the basis of online registration and biometric verification of farmers**

It is mandatory for farmers to register online on the portal [www.fcs.up.gov.in](http://www.fcs.up.gov.in) of the Food and Civil Supply Department for the sale of their produce. The registration of farmers is done on the basis of their Aadhaar number and OTP sent on the mobile number recorded at the time of registration. At the purchasing centers, food grains are purchased from the electronic point of purchase (E-POP) machine only after biometric verification of farmers. This system is the leading state of Uttar Pradesh.

### **Online verification of the land and produce of the land of farmers**

Verification of the land and produce of farmers of farmers is made online through the Revenue Department Bhulekh Portal based on the details recorded in their registration form and along with this, the amount to be sold is also determined. For this, the E-Uparjan Portal of the Food and Civil Supply Department and the Bhulekh Portal of the Department of Revenue have been introduced. Real farmers are getting the benefit of MSP from the process of online verification.

### **Online payment of minimum support price to farmers**

- After the purchase of their produce to all the farmers in the state, MSP is being paid directly through the PFMS and NPCI portal in their Aadhaar Seeded Bank Account.
- The wheat, paddy and Rice produced on the rice mills are purchased from the farmer at the purchasing center and dispatched under the online dispatch system of food corporation of india.

The departmental schemes have been made complete and transparent by using the update technology .