

Government of West Bengal

Food and Supplies Department

11 A, Mirza Ghalib Street, Kolkata-700 011

Memo No. 57-JS/ FS/P/Sectt/IT-02/2013

Dated 3<sup>rd</sup> October, 2013

## OPERATIONAL GUIDELINE

### For digitization of Ration Cards

The Government of West Bengal has taken a number of steps to reform the prevailing TPDS system. One major step is to implement end to end computerization. The initial steps towards this end is to digitize the information of the Ration Card holders so that a complete Digitized Ration card database of the ration card holders may be constructed and made available online.

Ration Cards have been distributed by The Food & Supplies Department, West Bengal (hereinafter referred to as "the Department"). The number of ration cards/records is about 9.20 crore spread across state. Data Digitization of ration cards will be carried out for approximately 9.20 crores records spread out in 341 Blocks & 55 Rationing Areas, 67 Sub-Divisions, 19 districts, 3 Divisions of the state. Major activities involved shall be collection of information from existing records, data entry, validation of the data with National Population Register (NPR) or SECC Data, uploading of corrected data on relevant software/ platform / application, submission of hard copy, online correction, etc during the project period.

The Food and Supplies Department has selected WIPRO Limited as agency for accomplishing the said activities.

### Scope of Work

1. The WIPRO Limited shall have to deploy two operators at Fair Price Shops (FPS) for the period scheduled for this purpose. There are 20278 Fair Price Shops all over West Bengal.
2. These operators shall be responsible to collect the data in the form the ration cards carried by the ration card holders which are to be digitized based on the data of NPR following the process mentioned in the foregoing section. After digitization of each ration card, the operator will mark each and every Ration Card with a stamp "**Digitized**".
3. The operators will have to search name of the Ration Card holders from installed database using the software installed in the Tablet PC/ device. Once a name is found Ration Card Number (of Max 10 character), Category of the card (to be selected from drop down) have to be typed in the software. In case the name is not found in the installed database following entries are to be made through the software : Ration Card holder's name ( Maximum 100 character), Father's/ spouse name ( Max 100 character), Gender (to be selected from drop down), Age ( Max 3 character), Head of the Family's name and Relationship with the head of the family ( selection from

dropdown) , Ration card Number ( 10 character), Category of the card ( to be selected from drop down) .

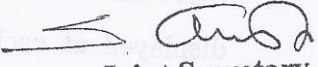
4. WIPRO Limited will be responsible for installation of software and database at each tablet PC and to deploy the tablet PCs/ suitable device for each FPS duly equipped with relevant database and software application.
5. The WIPRO Limited shall have to engage Master trainer for each block and sub-area who will in turn train up the operators on operation of the software. These Master trainers will also act as supervisor at Block level and Sub-Area Level. Training of the Master Trainers will be provided by this Department. WIPRO Limited will be responsible to setup necessary infrastructure such as Computers, Printers, UPS, Internet connectivity, Furniture, DG set etc. at Block level/ Municipality for regular storage and uploading of data at the specified website. For rationing area (Sub-Area) such setup is to be made at Municipality offices or at Borough Office or at Rationing Offices as the case may be. [ **Action : Block/ Municipalities to provide space for setting up such infrastructure** ]
6. WIPRO Limited shall be responsible to carry out said digitization work for relevant FPS with the help of the offline application provided by Food & Supplies Department, West Bengal, developed by NIC.
7. WIPRO Limited will be responsible to produce first print out of all the data in prescribed format, (here by referred as "Checklist") generated from the online application for the verification of digitized data by respective Block / Municipal level. These check lists will be verified with the existing dealer registers at Block level / Municipality level. [ **Action : The Block Development Officer / Competent Officers of Municipalities/ Municipal Corporations will take necessary steps for verifying these check lists with the dealer's registers . For details see point 6 under roles and responsibilities** ]
8. WIPRO Limited will be responsible for coordination with the BDOs/ Municipal Authorities of respective FPS for getting the list of errors found in data entry. Inspector F &S will mark the error records with red color.
9. WIPRO Limited will collect all hard copy of checklist from Block/ Municipalities and rectify the mentioned errors which were indicated by red color by Block level / Municipal level officials . This is to be done online. So set up of PC with internet connectivity at Block Level will be essential.
10. WIPRO Limited shall be responsible for making correction of error of the records marked by Inspector F &S during the verification process. WIPRO Limited should complete the correction process in 15 days.

11. WIPRO Limited shall be responsible for ensuring 100 percent accuracy before making final submission.
12. WIPRO Limited shall be responsible for on line rectification of the finally corrected data on specified portal after receiving approval from Blocks / Municipalities .
13. The WIPRO Limited shall be responsible to deploy operators at FPS level for 2 (Two) number of mop-up rounds each consisting of 15 days in successive two months after online correction of data.
14. The WIPRO Limited shall be responsible for setting up infrastructure and deployment of at least two operators at the offices of The Sub-Divisional Controller of Food and Supplies (67 such offices) and at the Office of the Joint Director of Rationing (6 such offices) for one year after completion of the mop-up rounds for addressing issues like addition, modification and deletion of records and giving related technical supports.
15. WIPRO Limited shall be responsible for providing weekly progress report district wise, block wise to the department and Food & Supplies Department, West Bengal.

#### ROLES AND RESPONSIBILITIES AT DISTRICT AND BLOCK/ MUNICIPALITY LEVEL:

1. **Training of Block Level Supervisors:** The Food and Supplies Department has completed training of the Block Level Supervisors engaged by WIPRO regarding use of the software / devices and the method of operation.
2. **Training of the Operators :** The Block Level Supervisors will in turn train up the operators who will be deployed at FPS level. The Block Development Officers/ Competent authority of the concerned Municipality/ Municipal Corporation may kindly provide space for such training at Block / Municipality level, if approached by WIPRO.
3. **Publicity and mobilization :** Apart for advertisements to be published in the news papers and radio ( which will be done centrally by the Food and Supplies Department) the media plan is as follows :
  - a. One Flex containing the materials stated in the Annexure –I is to be arranged to be displayed at each Block Office, Municipality Office, at Office of the District Magistrate, Office of the Sub Divisional Officer, Office of the Sub-Divisional Controller of Food and Supplies , each Gram Panchayat Office and at each Municipality/ Municipal Corporation.
  - b. Extensive arrangement is to be made for miking at each Gram Panchayat area covering the points mentioned in Annexure-I.
  - c. Fund for this purpose will be made available to the District Magistrates @ Rs. 300/- per flex and @ Rs. 1500/- for each Gram Panchayat/ Municipality.

4. **Logistic Arrangement at FPS level :** The MR Dealers should take necessary steps for arranging two power points of 5 AMP and for sitting or working space arrangement for the operators at each FPS.
5. **Arrangement for crowd management:** It is expected that during the initial days of the main round of digitization a substantial number of people may assemble at FPS for digitizing the ration card data. The process flow may not be optimum during some initial days. Police authority may be kept informed about the schedule so that necessary measures may be taken in case of necessity.
6. **District Controller of Food and Supplies should ensure that all the ration shops remain open during all days excepting declared holidays and remain open during the scheduled hours .**
7. **Verification of the printouts of checklists :** As stated in the para 7 of the scope of work, the printout of the check list of ration card holders provided by WIPRO Ltd at Block/Municipal level is to be re-checked and verified under the supervision of the Block Development Officers / Competent officials of Urban Local Bodies as the case may be. The check list is to be verified with the Dealers' registers which are to be arranged by the concerned Inspectors of Food and Supplies Department. The discrepancies found in the spelling of "Name as in Ration Card" in the print out vis-a vis Dealers' register should be corrected on the printout. Similarly the mistakes found in recording type of Ration Card, Ration Card No, Folio No, sex etc should be corrected. A separate print out will be provided for the cases where the matching of ration card could not be made with the NPR/SECC data . In such cases apart from verifying with the Dealers' register the endeavor would be to find out the TIN of such persons from the draft list of SECC. The TIN so found is to be written manually on the printouts of checklists. This is particularly important because, as the ration card database so created will be matched with the SECC database for identifying the priority households for the purpose of implementing National Food Security Act, 2013.

  
**Joint Secretary**

**Food and Supplies Department**

ANNEXURE-I

বিজ্ঞপ্তি

আগামী ২৯শে অক্টোবর থেকে ৩০শে নভেম্বর, ২০১৩ পর্যন্ত প্রতিটি রেশন দোকানে প্রত্যেক ব্যক্তির রেশন কার্ড সংক্রান্ত তথ্য কম্পিউটারে নথিভুক্ত করা হবে। ওই সময়ে কোন একটি দিনে পরিবারের অন্তত একজন সদস্য তার পরিবারের সকল সদস্যের রেশন কার্ড নিয়ে তাঁদের নির্দিষ্ট রেশন দোকানে গিয়ে তাঁদের রেশন কার্ড সংক্রান্ত তথ্য অবশ্যই যেন নথিভুক্ত করান।

এই তথ্যের ভিত্তিতে পরবর্তীকালে নতুন রেশন কার্ড দেওয়া হবে।

যাদের বর্তমানে রেশন কার্ড আছে কেবল তারাই এই নথিভুক্তিকরণ করতে পারবেন।

এই বিষয়ে কোন প্রশ্নের সঠিক উত্তর পেতে বা গনবন্টন ব্যবস্থা নিয়ে কোন জিজ্ঞাসা বা অভিযোগ থাকলে ১৯৬৭ ( বি এস এন এল ল্যান্ডলাইন বা মোবাইল ফোন থেকে) বা ১৮০০-৩৪৫-৫৫০৫ ( যে কোন ল্যান্ডলাইন বা মোবাইল ফোন থেকে) নম্বরে ফোন করুন।

দুটি নম্বরই শুদ্ধমুক্ত (Toll Free) এবং অভিযোগ কেন্দ্র সপ্তাহের প্রত্যেক দিনই সকাল ৮টা থেকে রাত ৮টা পর্যন্ত খোলা থাকে।

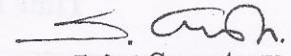
Time Frame for accomplishing the activities

Responsibility of Work	Responsible authority	Start Date	End Date
Training of Operator , assignment of FPS and handing over the TPC loaded with Database and Software	Agency	15.09.2013	10.10.2013
Infrastructure Setup (PC, Power backup, and other required devices and peripherals etc. at Block/ Borough/ Municipality level)	Agency	30.7.2013	25.10.2013
Issuing advertisement, media campaign and awareness building	F & S	30.9.2013	Running
Deployment of manpower to FPS and digitization of ration card- pilot round	Agency	20.8.2013 to 31.8.2013 Completed	
Digitization of Ration Card including weekly uploading of data in server- Final round for 11 districts. *	Agency	29.10.2013	30.11.2013
Submission of print out of checklist on completion of block	Agency	02.12.2013	10.12.2013
Approval of digitized data by Inspector F & S	F & S	16.12.2013	31.12.2013
On line correction of digitized Data	Agency	16.12.2013	10.01.2014
1 <sup>st</sup> Mop-up round for left over cases	Agency	02.01.2014	19.01.2014
2 <sup>nd</sup> Mop-up round for left over cases	Agency	01.02.2014	16.2.2014

\*Kolkata, Howrah, Hooghly, Purba Medinipur, Purulia, Birbhum, Bankura, Burdwan, Dakshin Dinajpur, Coochbehar, North 24 Parganas .

Copy forwarded for information and necessary action to :

1. Principal Secretary, Panchayats and Rural Development Department.
2. Secretary, Municipal Affairs Department, Government of West Bengal.
3. Chief Municipal Commissioner, Kolkata Municipal Corporation.
4. District Magistrate , Kolkata, Howrah, Hooghly, Purba Medinipur, Purulia, Birbhum, Bankura, Burdwan, Dakshin Dinajpur, Coochbehar, North 24 Parganas .
5. District Controller of Food and Supplies Howrah, Hooghly, Purba Medinipur, Purulia, Birbhum, Bankura, Burdwan, Dakshin Dinajpur, Coochbehar, North 24 Parganas .
6. M/S WIPRO Limited, Wipro Limited, Block CN, Plot-1B, Sector-V, Salt Lake, Kolkata-700 091.
7. Block Development Officers .....(All) by E-mail.
8. General Secretary , West Bengal M.R. Dealers' Association.
9. General Secretary , All Bengal Fair Price Shop Dealers' Welfare Association.
10. General Secretary, Bengal Fair Prie Shop Dealers' Welfare Association.

  
Joint Secretary

Food and Supplies Department

Sl. No.	Date	Particulars	Remarks
1	01.10.2013	Agency	Agency
2	02.01.2014	Agency	Agency
3	16.12.2013	Agency	Agency
4	02.12.2013	Agency	Agency
5	29.10.2013	Agency	Agency
6	20.8.2013 to 31.8.2013	Completed	Completed
7	30.8.2013	Agency	Agency
8	30.7.2013	Agency	Agency
9	12.09.2013	Agency	Agency