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

LOK SABHA
UNSTARRED QUESTION NO. 1068
TO BE ANSWERED ON 22ND November, 2016

COMPUTERIZATION OF PDS

1068.   **SHRI PINAKI MISRA:**
              SHRI A. ARUNMOZHITHEVAN:

        Will the Minister of **CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION** उपभोक्ता मामले, खाद्य और सार्वजनिक वितरण मंत्री   be pleased to state:

(a)   whether the huge nationwide network of Public Distribution of system is inter-connected through computer if so, the details thereof and if not, the reasons therefor;

(b)   whether all the information about the availability of stock of all the items supplied through the PDS is uploaded in the public domain and updated regularly if so, the details thereof and if not, the reasons therefor;

(c)   whether there is any proposal to launch Call Centres/Help Desks 24x7 for the consumers to seek any kind of information about the availability to stock or to make any complain against any PDS official/shops regarding their serivces or otherwise, if not, the manner in which the Ministry proposes to provide the said information to the consumers;

(d)   whether the Government has any plan to extend the timeframe of 30.6.2016 for end to end computerisation of the PDS network; and

(e)   if so, details thereof, if not, the reasons therefor?

A N S W E R
MINISTER OF STATE FOR CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)

(a): Department of Food and Public Distribution is implementing a Plan Scheme on 'End-to-end Computerization of TPDS Operations' during 12th Five Year Plan (2012-17). Under this scheme, financial assistance has been given for strengthening of infrastructure in the States/UTs. Computers have been installed at District/Taluka offices & godowns. These computers are also connected through SWAN/private leased lines to States/UTs Govt. PDS server. Status of end-to-end computerization of TPDS operations is annexed.

(b): The Component-I of scheme comprises activities namely digitization of ration cards/beneficiaries and other data bases, online allocation, computerization of supply chain management, setting up of transparency portals and grievance rederessal mechanisms. As per the information, online allocation has been implemented in 29 States/UTs and Supply-chain has been computerized in 19 States/UTs.

(c): This Department has issued guidelines for setting up of 4-digit common toll free helpline number '1967' across the country and 1800 series toll-free number in all States/UTs. Toll-free helpline numbers are to be set up by each State/UT for grievance registration and redressal. This number would be widely publicized throughout the State/UT. The provision of registration, receipt of acknowledgement and tracking of public grievances would also be available on transparency portal. The online grievance redressal facility/Toll-free helpline numbers have been implemented in all States/UTs.

(d) & (e): The 'End-to-end Computerization of TPDS Operations' scheme is to be implemented during 12th Five Year Plan i.e. 2012-17. Accordingly, all States/UTs have been asked to implement the scheme within the plan period.

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ANNEXURE REFERRED TO IN REPLY TO PART (a) OF THE UNSTARRED QUESTION NO. 1068 DUE FOR ANSWER ON 22.11.2016 IN THE LOK SABHA

Status of End-to-End Computerization of TPDS Operations(as on 15.11.2016)

Sl.	States/UTs	Digitization of Ration Cards	Aadhaar Seeding in RCs	Online Allocation of Foodgrains	Computerization of Supply-chain Management	Transparency Portal	Online Grievance Redressal	Toll Free Helpline Numbers	Operational ePoS at Fair Price Shops
1	Andhra Pradesh	100%	100%	Implemented	Implemented	Yes	Yes	Yes	29,082
2	Andaman & Nicobar	100%	97%	Implemented	Implemented	Yes	Yes	Yes	290
3	Arunachal Pradesh	100%	44.5%	-	-	Yes	-	Yes	0
4	Assam	100%	0%	Implemented	-	Yes	Yes	Yes	0
5	Bihar	100%	0.13%	Implemented	Implemented	Yes	Yes	Yes	0
6	Chandigarh	100%	100%	NA	NA	Yes	Yes	Yes	DBT (Cash)
7	Chhattisgarh	100%	100%	Implemented	Implemented	Yes	Yes	Yes	12,080
8	Dadra & Nagar Haveli	100%	89%	Implemented	Implemented	Yes	Yes	Yes	62
9	Daman & Diu	100%	100%	Implemented	Implemented	Yes	Yes	Yes	51
10	Delhi	100%	100%	Implemented	Implemented	Yes	Yes	Yes	34
11	Goa	100%	88%	Implemented	Implemented	Yes	Yes	Yes	42
12	Gujarat	100%	88%	Implemented	Implemented	Yes	Yes	Yes	17,000
13	Haryana	100%	91%	Implemented	-	Yes	Yes	Yes	7,556
14	Himachal Pradesh	100%	96%	Implemented	Implemented	Yes	Yes	Yes	0
15	Jammu and Kashmir	100%	62%	Up to TSOs*	-	Yes	-	Yes	0
16	Jharkhand	100%	94%	Implemented	Implemented	Yes	Yes	Yes	14,250
17	Karnataka	100%	99%	Implemented	Implemented	Yes	**Yes**	Yes	3,877
18	Kerala	100%	98%	Implemented	-	Yes	Yes	Yes	0
19	Lakshadweep	100%	97%	-	NA	Yes	Yes	Yes	0
20	Madhya Pradesh	100%	83%	Implemented	Implemented	Yes	Yes	Yes	22,409
21	Maharashtra	100%	87%	Implemented	Implemented	Yes	Yes	Yes	93
22	Manipur	100%	1.28%	Partial	-	Yes	Yes	Yes	0
23	Meghalaya	100%	0%	-	-	Yes	Yes	Yes	0
24	Mizoram	100%	11.99%	-	-	Yes	Yes	Yes	0
25	Nagaland	100%	6.50%	-	-	Yes	Yes	Yes	0
26	Odisha	100%	81%	Implemented	Implemented	Yes	Yes	Yes	32
27	Puducherry	100%	97%	NA	NA	Yes	Yes	Yes	DBT (Cash)
28	Punjab	100%	97%	Implemented	-	Yes	Yes	Yes	0
29	Rajasthan	100%	100%	Implemented	-	Yes	Yes	Yes	25,721
30	Sikkim	100%	70%	Implemented	-	Yes	Yes	Yes	20
31	Tamil Nadu	100%	80%	Implemented	Implemented	Yes	Yes	Yes	34,769
32	Telangana	100%	100%	Implemented	Implemented	Yes	Yes	Yes	1,622
33	Tripura	100%	92.55%	Implemented	Implemented	Yes	-	Yes	25
34	Uttar Pradesh	100%	70%	Implemented	-	Yes	Yes	Yes	600
35	Uttarakhand	100%	66%	Implemented	-	Yes	Yes	Yes	8
36	West Bengal	100%	61%	Implemented	Implemented	Yes	Yes	Yes	0
		100%	**70.97%**	**29**	**19**	**36**	**33**	**36**	**1,69,623**

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