

**Sub: Guidelines for piloting of Duare Ration scheme
in the month of October, 2021**

These Guidelines are issued in continuation of the memo No. 2983-FS/Sectt./Food/4M-11/2021 Dated 03-09-2021.

As envisaged in the Section 12 of the National Food Security Act, 2013 which *inter alia* provides that the State may take endeavour of progressive reforms in consonance with the roles envisaged for it and also to introduce scheme to the targeted beneficiaries in order to ensure their food grain entitlements, the state government intends to introduce a new scheme for the welfare and convenience of the beneficiaries, where the FPS dealers shall carry the food grains and make the delivery of the ration at the doorsteps of the beneficiaries. The proposed Scheme will be an additional extension to the existing delivery system of ration under the NFSA and RKSY through FPS.

A. Salient features for piloting Duare Ration scheme:

- (a) The proposed Scheme will be doorstep delivery of ration under the NFSA and RKSY including Special Package. It is reiterated that during piloting of Duare Ration Scheme, doorstep delivery of ration should be strictly adhered to. In some inaccessible pockets of hilly areas, riverine areas of Sundarban, forest areas of Jungle mahal etc. or in any other unavoidable situations, the best possible solution / suggestion may be planned for distribution with prior approval of the department.
- (b) In the Scheme, FPS Dealers shall visit different paras / villages / hamlets divided in small clusters to be covered on a **pre-fixed and pre-announced date and time** with food grains, e-PoS device and weighing scale.
- (c) The Dealer may engage 1 or 2 workers and make own arrangement for transportation of food grains by engaging own or hired vehicle depending upon the volume of work, beneficiaries to be covered and geographical nature of the area of coverage.
- (d) The ICDS Centres, verandah of schools, etc. may be used for taking temporary shelter during rain, etc.
- (e) The delivery to the beneficiary shall be made as per existing subsidized rates of food grains stipulated by the Central Government/State Government from time to time without any additional financial burden on the beneficiary. **At present, food grains shall be provided free of cost to all categories of beneficiaries.**
- (f) Delivery to all beneficiaries shall be made on proper weighing of food grains and after due biometric /OTP authentication through e-PoS machine of entitled beneficiaries in consonance with section 12(2)(c) of the NFSA.

- (g) Beneficiaries will get all entitled food grains (rice and wheat/fortified atta) and sugar at one go.
- (h) Any member of a family can receive entitled quantity of food grains of the entire family during doorstep delivery under Duare Ration scheme after biometric/Aadhaar authentication on an electronic Point of Sale (e-PoS) device. However, if the beneficiary fails to receive the ration at his doorsteps due to a reason not beyond his control, he may lift the ration from the FPS shop on the days on which the Shop is open for the purpose.
- (i) FPS shall remain open on the day(s) as specified from time to time by the State Government in Department of Food & Supplies, Govt. of West Bengal. On the days fixed for door step delivery, the FPS dealer shall deliver the ration to the beneficiaries at the doorsteps only on the distribution days.
- (j) There may be apprehension of failure of network connectivity of a particular mobile network in a particular area causing failure of biometric/OTP authentication and delivery of ration. Hence, the FPS dealer selected for piloting Duare Ration may be provided with e-PoS devices with two SIMs with internet connectivity to minimize such failure. The mobile internet providers should be selected by thorough survey by the service providers of e-PoS device and FPS dealers.
- (k) FPS dealers will be provided additional commission for distribution of food grains under Duare Ration Scheme from the date of piloting in the concerned FPS. Order in the matter has already been issued vide no. 3078-FS Dated 08-09-2021.
- (l) With a view to motivate the FPS Dealers to purchase their own 3 or 4-wheeler delivery van for delivery, they will be provided a subsidy of 20% on the ex-showroom price of the vehicle subject to maximum of Rs. 1 lakh per dealer. Detailed guidelines in this regard are issued separately.

B. Guidelines for distribution of food grains in the piloting of Duare Ration for October, 2021:

1. Selection of FPS:

For the month of October '21 additional 35% FPS are to be selected for piloting in addition to previously selected FPS (15%) which have participated in piloting Duare Ration in September '21.

Area Inspector of the Block/Municipality will identify and select additional FPSs for participation in Duare Ration Scheme in the pilot phase considering availability of logistic facilities, number of beneficiaries tagged, etc. Number of selected FPSs for piloting the scheme will again be increased in a phased manner to cover all FPSs in the block/municipality in next month.

- 2. **Tagging of FPS in portal:** Area Inspector of the Block/Municipality will then tag the FPSs under Duare Ration through Food & Supplies Department's portal www.food.wb.gov.in.
- 3. **Clusters for coverage under door step delivery:** Every FPS dealer should identify the part of the area under his FPS and divide into 16 clusters keeping in mind the total nos. of the beneficiaries and nos. of families to be covered on a day of distribution and other local factors to ensure that the whole area under his shop is covered and prepare the "Monthly Distribution Calendar" for doorstep distribution within 16 doorstep ration distribution

days in a month and thus ensure no area is left out to be covered through doorstep delivery. Each cluster should have nos. of families in such numbers and such routes that all families are delivered food grains at their door step in a single day's distribution.

This route/cluster planning should be made in such a way that not a single beneficiary is left out in any month and accordingly this plan must be implemented by the concerned FPS Dealer.

4. "Distribution Calendar" for piloting of Duare Ration in October, 2021:

- a. All beneficiary families of an FPS would be divided in 16 clusters in a manner that it takes equal amount of time in distribution of food grains in a single day at the doorstep of beneficiaries through Duare Ration.
- b. No. of clusters for an FPS may be reduced to less than 16 if the ration card population is less. However, it must be ensured that the clusters are fixed in such a way that all the beneficiary families shall be covered under the numbers of clusters so decided and all beneficiary families shall be provided food grains at the door step.
- c. A fixed day of a week of each month will be designated for distribution at each cluster. The distribution will generally start from 1st distribution day of the Month barring Saturday or Sunday.
- d. The distribution through Duare Ration mode would be done on Tuesday, Wednesday, Thursday and Friday from first till fourth week.
- e. Thus normally all 16 clusters will have a fixed distribution day in a month; from 1st Tuesday till 4th Friday. Dates of the month may vary but day must be kept same for each cluster during upcoming months. However, days should remain fixed once the distribution operation stabilizes.
- f. All Saturdays would be distribution day at the FPS where people who have been missed or wish to collect the food grains from FPS due to any urgent reason will be allowed to take ration from the FPS.
- g. Sunday would be reserved to distribute food grains in Duare Ration mode for clusters which may have been missed due to holidays/ inclement weather. If there is no such cluster left, FPS may remain open on that day only during first half.

5. Piloting in October, 2021:

- a. The additional (35%) FPS, identified for piloting in October '21 and the FPS selected for piloting in Sept'21, will distribute food grains from FPS in the first fortnight and in 2nd fortnight they will ensure doorstep delivery as per the distribution calendar for the month of October '21. During first two weeks of October, '21 due publicity should be given about dates in which ration would be available at the Doorstep in these clusters.

Indicative monthly distribution calendar for October 2021

Pilot Distribution only for cluster Nos. 1 to 8 through Duare Ration ;

Date	Day	Designated for Cluster No.	Remarks
1	Friday		FPS Open
2	Saturday	Birthday of Gandhiji	Govt. holiday
3	Sunday		FPS Open (Half Day)
4	Monday		FPS Closed
5	Tuesday		FPS Open
6	Wednesday	Mahalaya	Govt. holiday
7	Thursday		FPS Open
8	Friday		FPS Open
9	Saturday		FPS open
10	Sunday		FPS Open (Half Day)
11	Monday		FPS closed
12	Tuesday	Durga Puja - Saptami	Govt. holiday
13	Wednesday	Durga Puja - Astami	Govt. holiday
14	Thursday	Durga Puja - Nabami	Govt. holiday
15	Friday	Durga Puja - Dashami	Govt. holiday
16	Saturday		FPS open
17	Sunday	1 - as a reserve	Pilot of Duare Ration
18	Monday		FPS closed
19	Tuesday	Fateha-doaz-doham	Govt. holiday
20	Wednesday	Lakshmi puja	Govt. holiday
21	Thursday	3	Pilot of Duare Ration
22	Friday	4	Pilot of Duare Ration
23	Saturday		FPS open
24	Sunday	2 - as a reserve	Pilot of Duare Ration
25	Monday		FPS closed
26	Tuesday	5	Pilot of Duare Ration
27	Wednesday	6	Pilot of Duare Ration
28	Thursday	7	Pilot of Duare Ration
29	Friday	8	Pilot of Duare Ration
30	Saturday		FPS open
31	Sunday		No Transaction Day

Note 1: From the month of November '21, cluster 1 would always be tied to 1st Tuesday of each month, cluster 2 will be 1st Wednesday of each month so on and so forth.

Note 2: All the FPS identified for pilot in September and in October, 2021 shall plan for distribution of foodgrains at the door steps of all the beneficiary families in all the clusters on all the designated days for Duare Ration delivery from November, 2021 onwards.

b. An effort should be made to inform the families where distribution would be done in Duare Ration mode and made them aware that they are not required to come to the FPS as the foodgrains would be distributed at their door steps. However, if these beneficiaries do turn up at the FPS, they should be delivered ration of the entire month at one go.

c. Entire ration for the one-month period should be delivered to the beneficiary at one go.

6. **Vehicle:**

Each of the vehicles (owned / hired) used by the FPS Dealers for carrying foodgrains under the scheme will distinctly display a flex/banners per sample provided.

7. **Distribution in the FPS having more than 10,000 beneficiaries:**

FPS dealer having more than 10000 beneficiaries should ensure 100% delivery at doorstep maintaining pre-scheduled Monthly Distribution Calendar. To ensure timely and smooth delivery at door steps of beneficiaries:

i) Vendor of ePoS shall provide one additional e-PoS to those FPS where number of beneficiaries is more than 10000 by 30.09.2021.

ii) FPS dealers will engage additional man power, as required.

iii) FPS dealers may arrange additional vehicle, if required.

8. **Identification of mobile shadow Zone:**

The mobile network shadow zone is to be identified by the FPSs Dealer and System Integrator / Vendor of ePoS well before the commencement of the doorstep distribution in order to ensure that distribution is not obstructed / faces any problem due to network issues. System Integrator of Automation will ensure that the FPS dealer is provided with e-PoS devices with two SIMs with internet connectivity to minimize such failure. The mobile internet providers should be selected by thorough survey by Vendor of ePoS in consultation with the FPS Dealer immediately according to the pilot programme so that all shops selected for pilot of Duare Ration have the required nos. of SIMs of the network providers having best coverage in the area of door step delivery. Any delay or under performance by Vendor of ePoS shall be viewed seriously.

9. **Distribution of additional foodgrains under PMGKAY:**

FPS selected for piloting of Duare Ration shall deliver the entitled quantity of food grains including additional food grains also, at one go to all beneficiaries under its jurisdiction.

10. **Distribution of festive package :**

FPS selected for piloting of Duare Ration shall deliver the entitled quantity of food grains including festive package items also, at one go to all beneficiaries under its jurisdiction.

11. **Monitoring:**

District, sub-division, block / municipal administration and Directorates of DDPS and DR will play a proactive role in guiding, facilitating, monitoring, supervising, managing, co-ordinating in piloting of Duare Ration Scheme. They are requested to entrust the officers posted in HQ for district-wise/DDR-wise/ Block/Municipality wise supervision.

DCFSS/DDR as well as SCFSS/ROs along with inspecting officials shall closely monitor implementation of the scheme. A close liasion with district administration shall be maintained regularly.

The DDPS and DR shall provide a dedicated nodal officer for each districts/DDRs so that the issues are resolved promptly and effectively.

12. Publicity and Awareness:

Adequate publicity measures have to be undertaken in order to ensure that beneficiaries are aware of the days in advance on which foodgrains will be distributed from the FPS Shop and the dates on which commodities will be delivered by the FPS dealers at the door-step of beneficiaries. It should be ensured by all concerned at appropriate level that each FPS has prepared the clusters, tagged the beneficiary families with the clusters and prepared the Monthly Distribution Calendar and circulated among the beneficiaries, displayed in the FPS and in the localities well in advance so that concerned beneficiaries are made aware of the Duare Ration scheme and can receive their ration smoothly. The required tagging of the shop should also be done by the Area Food Inspectors and FPS Dealers in the portal. The FPS owner must keep open the FPS on the pre-designated day other than the day on which he distributes ration by way of door step delivery and holidays with prior information displayed on notice board in consonance of clause 10(vii) of TPDS Control Order, 2015.

Publicity will be done in the 1st and 2nd week of October, 2021 to the effect that the beneficiaries of cluster identified for door step delivery in October need not go to their respective FPSs for drawing their rationed commodities as they will be distributed ration at their doorstep as per Distribution Calendar for October 2021. Publicity may be made through miking, social media (Facebook, WhatsApp, Youtube, etc.) aggressively.

c. Detailed guidelines:

During piloting of "DUARE RATION" scheme Covid protocol norms should be strictly adhered to.

For successful piloting of "DUARE RATION" scheme, stakeholder wise roles and responsibilities are appended hereunder for better understanding co-ordination with and amongst stakeholders and role players.

1. Guidelines for Beneficiaries:

- 1.1. Duare Ration Scheme is meant for doorstep delivery of ration to the all beneficiaries under NFSA and RKSY including special packages on pre-fixed days and time. So, a beneficiary (ration card holder) need not go to the FPS (ration shop). Rather, the FPS dealer will come to the doorstep of the beneficiary to deliver the ration on pre-fixed day.
- 1.2. The head of the family or anyone of the family members whose Ration Card is linked and verified with Aadhaar, shall remain present at home on the day and time fixed for the door step delivery to receive the ration through biometric authentication or mobile OTP verification. The mobile which is linked with the Ration Card of the family shall be available at the home.
- 1.3. When the FPS dealer reaches to doorstep for delivery of ration, beneficiary will show him the ration cards/Aadhaar cards.
- 1.4. Linking of Aadhar with Ration Card:
It is mandatory to link the Aadhaar with the Digital Ration Cards of all the members of the family. Therefore, if any member of the beneficiary family is yet to

link his Aadhaar with Digital Ration Cards, he/she may do it at the time of doorstep delivery of Duare Ration by showing the Ration Card and Aadhar.

- 1.5. After entering the required quantity as per the entitlement of the beneficiary family, the dealer will proceed for biometric authentication. Whenever the device sounds "beep", beneficiary will be asked to put his finger on the biometric scanner in e-PoS device for biometric authentication of the transaction.
- 1.6. On completion of biometric authentication, a paper receipt of transaction will come out of the e-PoS device showing category wise total quantity of food grains and cost thereof. The beneficiary shall collect the receipt from the dealer /his representative.
- 1.7. Delivery of entitled foodgrains shall be taken after checking the weight of the foodgrains.
- 1.8. In case the beneficiary fails to receive the ration at his doorstep due to reason beyond his control, he may lift the ration from the FPS shop on the days on which the shop is open for the purpose.
- 1.9. **Courteous behaviour with the Dealers and their staff:**
The beneficiary is requested to co-operate with the FPS dealer and his staff in distribution of the food grains at the doorstep. The beneficiaries are also requested to appreciate that the process is new and may take some time to stabilise. They are also requested to behave with Dealer and their staff in a courteous manner. It may take more time for biometric authentication due to network problem or server issue, in such case he is requested to be patient.
- 1.10. If there are any grievances, the Block Inspector, F&S may be consulted or call may be made to the Toll-Free / Help Desk number of the Food & Supplies Department- 1967 or 1800-345-5505.

2. Guidelines for Dealers:

- 2.1. In Duare Ration Scheme, ration shall be delivered at the doorstep of all beneficiaries of the clusters selected for doorstep delivery even in the neighbourhood of the FPS under NFSA and RKSY including special package on the pre-scheduled day of a month.
- 2.2. If the beneficiary fails to receive the ration at his doorstep due to reason beyond his control, he may lift the ration from the FPS shop on the days when the Ration Shop is open as stipulated by the State Government.
- 2.3. **Preparation of Clusters and Monthly Distribution Calendar:**
The Ration Dealers who have been selected for pilot of Duare Ration shall prepare **Details of Clusters and Monthly Distribution Calendar** as explained in para B(3) and B(4) by 28th September 2021.

a) An indicative Format for preparing Cluster details:

Cluster No.	Description of locality/streets. Houses of the beneficiaries to be covered in the cluster	Nos. of beneficiary families to be covered	Nos. of total beneficiaries to be covered	Remarks, if any
Cluster -1				
Cluster -2				
Cluster-16				

Signatures and details of FPS Dealers

b) Sample of "Monthly Distribution Calendar" to be prepared by Dealers:

Please Refer to Annexure - A

- 2.4. This Details of Clusters and Monthly Distribution Calendar shall be submitted to the Area Inspector, Food & Supplies by 29th September 2021.
- 2.5. Monthly Distribution Calendar should also be shared with local Gram Panchayet member(s) or Municipal Councillor(s).
- 2.6. Such details of cluster, its description, days of delivery and families to be covered in each cluster shall also be entered in online module in the portal www.food.wb.gov.in by 30th September, 2021 without fail. This will facilitate in preparation of online bills for additional commission for making door step delivery of food grains.
- 2.7. The Monthly Distribution Calendar showing para/cluster wise days of doorstep delivery shall also be kept displayed prominently on the notice board in the ration shops always and a copy thereof shall be displayed at conspicuous places of all paras/mahallas/cluster.
- 2.8. Arrangement of vehicle and manpower shall be made well in advance before commencement of distribution of food grains for piloting Duare Ration Scheme.
- 2.9. To keep e-PoS functional for 4/5 hours at a stretch (a) ePoS device and weighing scale shall be charged 100% before starting distribution every day and (b) provision for a plug point in the vehicle shall be made for charging the device, whenever required.
- 2.10. The readiness of battery of ePOs and weighing machine shall be checked before leaving the ration shop.
- 2.11. The distribution at the door step should start at 7.30 AM. However, it may start from 6 AM to 8 AM depending on the local situations, but 100% delivery scheduled for the day is to be ensured within the same day. The time schedule shall be adhered strictly to reach the cluster (para/mahalla/locality) and start distribution in time.
- 2.12. To ensure online transaction through ePoS during doorstep delivery (a) two SIMs of two separate network providers having best network availability in the locality and

(b) the external antenna of suitable size depending on the availability of the network shall be collected from the System Integrator of automation.

- 2.13. **Distribution in the FPS having more than 10,000 beneficiaries:**
The FPS dealer should ensure 100% delivery at doorstep maintaining pre-scheduled Monthly Distribution Calendar. In respect of some FPS having more than 10000 DRC, one additional e-PoS will be provided. These additional e-PoSs shall be used parallelly for distribution of ration at doorstep so that all the beneficiaries of the cluster are covered on the same day. (Refer para B(7) above)
- 2.14. As per requirement for the cluster on the scheduled day, foodgrains shall be loaded in the dedicated and specially designed vehicle for Duare Ration. If not feasible to carry all the required quantity food grains of the day in single trip then multiple trips shall be made.
- 2.15. **Identity cards** for the dealer and his staff shall be collected from the Area Inspector beforehand and it must be displayed in the person conspicuously while going for doorstep delivery.
- 2.16. The ration shall be distributed through e-PoS machine in Online mode after biometric authentication or mobile OTP based authentication.
- 2.17. While delivering foodgrains, at the doorsteps of the beneficiaries, quantity and quality of the foodgrains must be maintained.
- 2.18. ePoS print out receipt shall be issued to all beneficiaries against all transactions without fail.
- 2.19. **Aadhaar seeded families must be delivered ration after biometric authentication only. If any member of the family is not yet seeded / linked with Aadhar, the same may be seeded at the time of doorstep delivery also for which the dealer will be paid at the approved rate.**
- 2.20. Under special circumstances, like inclement weather etc, the doorstep delivery on that particular day may be delayed with an intimation to the Area Inspector and the beneficiaries. However, if it becomes not possible to distribute the food grains on the scheduled day as per Monthly Distribution Calendar, the distribution should be made on the next reserve day of the week.
- 2.21. Under such special circumstances, school premises, ICDS centres or similar institutions may be used for temporary shelter for manpower and foodgrains meant for doorstep delivery with prior permission from the appropriate authority for safety of the food grains.
- 2.22. **Maintenance of Proper Stock Register:** Being the custodian of stock meant for PDS, proper daily record should be maintained by the FPS Dealer in order to keep account of food grains taken out for distribution of foodgrains while making doorstep delivery and stock received back from the dealers' men. FPS owner has to mention the quantities of foodgrains taken out each day for Duare Ration and again enter the balance after distribution. This must be maintained on day-to-day basis so that while making inspection, the visiting official can verify the physical stock position of that particular FPS point vis-a-vis Book Balance.

An online facility will be provided to the FPS Dealer to enter the Stock taken out and stock received back in ePoS / Mobile App.

- 2.23 **Selection of Mode of Distribution:** Radio buttons have been provided in the ePoS machines to mark the mode of distribution "Duare Ration" or "FPS Distribution". Everyday, before starting transaction, concerned FPS Dealer will have to click on the appropriate button to select his mode of transaction. Later on, if the FPS Dealer wants to change his mode of transaction, then he will have to login afresh.
- 2.24. For any complaints regarding failure of doorstep delivery of foodgrains, the Block Food Inspector shall be contacted immediately through WhatsApp group (created by concerned Area Inspector).
- 2.25. **Courteous behaviour with the beneficiaries:** The Dealers and their staff should behave with all the beneficiaries always in a courteous manner.
- 2.26. The problems and concerns shall be taken care of proactively and promptly and delivery of foodgrains shall be done following all Govt. norms in vogue.
- 2.27. The dealers are requested to take initiative immediately to identify the type and model of delivery van and avail the benefit of the subsidy at the earliest to purchase vehicle for smooth running of doorstep delivery of food grains. Detailed guidelines regarding modalities of claiming subsidy for purchase of a new delivery vehicle have been issued seperately.

3. Guidelines for Distributors:

- 3.1 Monthly allocated and required quantity of foodgrains needs to be delivered at the FPS dealers' end well in advance. Distributors should play an important role in ensuring that the foodgrains reaches at the door step of the FPS selected for pilot of Duare Ration in such a way that Ration Dealer is able to distribute foodgrains to all beneficiaries of that shop in one go.
- 3.2 Delivery of food grains at the doorstep of the dealers shall be made on proper weightment. During delivery, weighing scale shall be carried in the vehicle.
- 3.6. The online Delivery Orders (D.O.) should be issued by DCFS/DDR as usual which distributors can print from their login and all food grains shall be lifted and delivered within validity date.
- 3.7. **Challan should be generated and issued by Distributors through the online module only to all FPS dealers.** A print out of the same should be taken and accompany to the dealer shop for acknowledgement by the dealers. **The exact quantity of food grains as mentioned in the Challan should be delivered.** Delivery of foodgrains different with the one mentioned in the challan shall not be made under any circumstances.
- 3.4 After proper weightment of the foodgrains, the acknowledgement of the Dealer or his representative should be obtained on the physical copy of the challan and it shall be preserved for future. If the quantity is different from the mentioned in the challan, the FPS dealer should write the actual quantity received and sign the challan as acknowledgement.
- 3.5 Doorstep delivery of food grains to the tagged dealers shall be completed within the last

day of the preceding month.

- 3.8. On the scheduled days of doorstep delivery, the FPS dealers shall be busy in doorstep delivery to the beneficiaries. So, the FPS dealers shall be intimated well in advance about delivery of foodgrains at his godown, preferably on the day fixed for opening of shop, to facilitate him to receive the foodgrains on proper weighment.
- 3.9. The day and timing of delivery should be coordinated in such a way that the ration Dealer is able to receive the foodgrains without disturbing his Monthly Distribution Calendar.
- 3.10. The foodgrains of doubtful quality shall be replaced immediately from FAQ stock.

4. For District Administration / KMC:

- 4.1. It is suggested that a meeting may be organised with the PRIs/public representatives, SDOs, BDOs and officers of F&S department to make them aware about piloting in October '21.
- 4.2. Sub-division and Block / Municipal authorities may be advised to hold general meetings with the stakeholders of the scheme before rolling out the piloting of the scheme in October '21 and afterward for feedback on the modalities, if any.
- 4.3. In order to make the pilot programme smooth and successful, all the beneficiaries may be sensitised properly and regularly through miking, banners, social media (Facebook, WhatsApp, Twitter, Youtube, etc.). **Monthly Distribution CALENDAR** may be distributed to the beneficiaries for apprising them about the doorstep delivery days in the Clusters.
- 4.4. Any issue raised at any level of the district should be resolved instantaneously.
- 4.5. The District Magistrate has to ensure that a local level implementation plan for pilot at each level may be chalked out by the respective SDO, BDO, SCFS/R.O., Inspector, F&S for smooth implementation of the pilot of the scheme.
- 4.6. **Progress and issues should be monitored on daily basis by the district administration.**
- 4.7. Apart from DCF&S/DDR at the district level, SCF&S/RO at the Sub-Divisional level and Area Inspector, F&S at block level, Nodal Officers on behalf of the district administration may be engaged at District/Subdivision/Block level for proper guidance and monitoring of the scheme and taking the feedback so that the lacunae if any and best practices may be shared.
- 4.8. It may be seen that proactive measures are taken by all the levels of the administration so that the FPS Dealers are selected and they are able to start the pilot within due time and smoothly.
- 4.9. Any issue faced by dealers regarding arrangement of vehicle and getting bank loans may be facilitated appropriately.
- 4.10. Subsidy claim under the scheme for purchasing of vehicle should be processed as quickly as possible.

- 4.11. Under special circumstances, like rain, etc. school premises, ICDS centres or similar institutions may be permitted to be used as temporary shelter for protecting food grains meant for doorstep delivery.
- 4.12. **Publicity and Awareness:** It may be looked into that appropriate arrangements are made for publicity and awareness regarding Monthly Distribution Calendar of doorstep delivery of ration and other aspects of the pilot as mentioned in para B(12) above at each level, specially by FPS Dealer.
- 4.13. Frequent field inspection may be arranged by the district/sub division/block officials in order to guide and monitor the pilot of the scheme for further improvements.
- 4.14. The Commissioner, KMC is requested to provide leadership, guidance, supervision and coordination in KMC area as may be applicable.

5. Role of Sub Divisional administration:

- 5.1. The SDOs are requested to play a pivotal role for co-ordinating and monitoring the piloting of Duare Ration Scheme in Oct. '21 in their jurisdiction.
- 5.2. A meeting may be organized with the BDO/Chairman, Municipality on piloting in October.
- 5.3. Other points as mentioned in the para 4 above for District Administration applies to the sub-divisional level mutatis mutandis.

6. For Block Administration/Municipalities:-

- 6.1. Block/Municipal administration is the most important level in connection with the pilot of the scheme under their jurisdiction.
- 6.2. A meeting may be organised with the local representatives at block level, important officials and Area Inspector to make them aware about the scheme and their role for successful piloting in Oct. '21.
- 6.3. For better coordination a meeting may be arranged with all the MR Dealers, MR Distributors, Block level officials and Block/ Municipal Food Inspectors.
- 6.4. Proactive measures should be undertaken to ensure that the Dealers have prepared Clusters and Cluster-wise Monthly Distribution Calendar for doorstep delivery of foodgrains as per scheduled time and the concerned FPS Dealers are able to start the process within due time.
- 6.5. The block level extension officers may also be involved in smooth pilot of the scheme.
- 6.6. **Publicity and Awareness** may be arranged as mentioned in para B(12) above.
- 6.7. Under special circumstances, like rain, etc. school premises, ICDS centres or similar institutions may be permitted to be used as temporary shelter for protecting food grains meant for doorstep delivery.
- 6.8. Frequent field inspection may be arranged in order to monitor the pilot of the scheme for further improvements.

7. Role of DCF&S/DDR

- 7.1. DCF&S/DDR will be over all in-charge of piloting of Duare Ration Scheme including but not limited to co-ordinating, supervising, monitoring, facilitating, capacity building, training, field inspection, etc.
- 7.2. DCF&S/DDR shall take proactive steps to ensure that all the preparatory action and steps are being taken properly and timely by the SCFS/ROs/Inspectors and FPS Dealers.
- 7.3. DCFS/DDR shall ensure that preparatory meetings at all levels are organized.
- 7.4. All activities should be proactively monitored for smooth pilot of the scheme.
- 7.5. Issues raised in the meetings at various levels must be resolved instantaneously. In case of issues which are beyond control of the concerned DCF&S/DDR, the matter may be brought to the notice of the Directorates.
- 7.6. Proactive measures should be undertaken to ensure that the Dealers have prepared Clusters and Cluster-wise Monthly Distribution Calendar for doorstep delivery of foodgrains as per scheduled time and the concerned FPS Dealers are able to start the process within due time. The requisite entries in the portal shall also be ensured in time.
- 7.7. It should be ensured that **Publicity and Awareness** has been arranged as mentioned in para B(12) above.
- 7.8. Close coordination with System Integrator for additional ePOS, survey of area for mobile network coverage and providing additional SIM in time to the FPS shops taken for Duare Ration are arranged in time.
- 7.9. All sorts of cooperation should be offered to the FPS Dealers in enabling them for purchase of vehicle for the said project.
- 7.10. It must be ensured that the Guidelines are followed by the FPS Dealers, Distributors and sub-ordinate offices scrupulously.

8. Role of SCF&S/RO

- 8.1. SCFS / RO has a very important role in connection with the pilot of the scheme under their jurisdiction.
- 8.2. SCFS / RO shall take proactive steps to ensure that all the preparatory action and steps are being taken properly and timely by the Inspectors and FPS Dealers.
- 8.3. SCFS / RO shall ensure that preparatory meetings at all levels are organized.
- 8.4. Training session should be organised with all the ration dealers and MR Distributors.
- 8.5. All activities should be proactively monitored for smooth piloting of the scheme.
- 8.6. Issues raised in the meetings at various levels must be resolved instantaneously. In case of issues which are beyond control of the concerned SCFS / RO, the matter may be brought to the notice of the DCFS/DDR.
- 8.7. It is suggested that a separate WhatsApp group is created for the said purpose, if not already there.

- 8.8. All the necessary infrastructural facilities must be provided to the concerned FPS Dealers. All sorts of cooperation may be offered to the FPS Dealers so that they can arrange vehicle for the said project.
- 8.9. Regular Reports as per prescribed proforma about preparedness and feedback as received from the blocks should be compiled and should be sent to the DCF&S/DDR along with comments.
- 8.10. Close coordination with System Integrator for additional ePOS, survey of area for mobile network coverage and providing additional SIM in time to the FPS shops taken for Duare Ration are arranged in time.
- 8.11. Proper documentation of the pilot of "Duare Ration" programme is a must for adopting best practices and taking corrective steps.
- 8.12. The Dealer should not delegate any unauthorised person for the implementation of the scheme. Area Inspectors and Inspectors assigned by SCPS/RO shall remain in the field on the days of door step delivery for monitoring, guidance and feedback regarding the pilot process.
- 8.13. It must be ensured that dealer delivers the food grains at the door step of the beneficiaries only through online and authenticated ePOS transactions only and FREE OF COST.
- 8.14. While delivering foodgrains, at the doorsteps of the beneficiaries, quantity and quality of the foodgrains should be maintained. It is advised that beneficiaries may be contacted on random basis and their feedback and complaints, if any, should be considered accordingly.
- 8.15. Any complaint in this regard should be viewed seriously and proper action has to be taken in such cases.
- 8.16. Other points as mentioned in the para 7 above for DCF&S/DDR applies to the sub-divisional level mutatis mutandis.

9. Roles and Responsibilities of Inspecting Staff

- 9.1. Area Inspectors and Inspectorate staff assigned from sub-division or District and Extension officers assigned by the Block/ Municipal authorities are the most important filed level govt. functionaries regarding piloting and regular implementation when the Duare Ration is fully launched under their jurisdiction.
- 9.2. Being the convenor of the Block Level as well as FPS level monitoring committee, meetings should be organised in consultation with BDOs well ahead of piloting the "Duare Ration" scheme.
- 9.3. Regular meetings must be held in consultation with the BDO with all the GP Pradhans/ Councillors, the MR Dealers, MR Distributors and Block extension officer on regular basis.
- 9.4. Meeting-cum-training with the FPS dealers in batch of 10/15 dealers at a time to brief them how to implement the scheme, how to prepare the Monthly cluster-wise Distribution CALENDAR etc. The Distributors may also be invited in the meeting.
- 9.5. First round of the meetings is to be completed within 30th September, 2021.
- 9.6. They must ensure that FPS dealers have been identified for piloting the schemes and tagged in the portal.

- 9.7. They should also facilitate and ensure that selected FPS Dealers have started all the preparatory actions like forming Clusters, tagging of the beneficiaries family with the cluster, preparation of Monthly Distribution Calendar, etc. and have entered the details in the portal in accordance with the timelines mentioned in these guidelines for smooth implementation of the pilot as per the provisions of guidelines. There shall not be any deviation from the guidelines or the plan prepared by district/ sub-divisions.
- 9.8. The inspector shall ensure that the dealer has prepared sufficient photocopies of the monthly cluster-wise distribution CALENDAR and displayed in the FPS, ICDS centre and other institutions and in the clusters.
- 9.9. Ensure that the Identity cards have been issued to the Dealers and their staff. Instruct them to put it on during doorstep delivery of food grains.
- 9.10. A WhatsApp group should be created for the said purpose with all the FPS Dealers and Distributors, if not already there.
- 9.11. The FPS Dealer should be encouraged to start the process of purchase of a vehicle for Duare Ration. The vehicle will provide safety of foodgrains and convenience to the Dealer in distribution of food grains at doorstep and also ensures safety of distribution staff.
- 9.12. During the initial stage, FPS Dealers may face some difficulties. All sorts of cooperation must be provided to them and proper liaison with the block administration as well as with the SCF&S/RO office should be maintained on every count.
- 9.13. Timely, prompt and proactive monitoring, coordination and appropriate action on behalf of the inspecting staff are necessary to run the pilot and the scheme successfully.
- 9.14. It must be ensured that dealer delivers the food grains at the door step of the beneficiaries only through online and authenticated ePOS transactions only and FREE OF COST.
- 9.15. Encourage the FPS dealers to link Aadhar at the FPS on days of opening of shop and beyond transaction period every day and also at the time of door step of distribution of food grains during Duare Ration.
- 9.16. Service of the operator of his office and BSK shall be utilised in full extent to link Aadhar of the left-out ration card holders.
- 9.17. Frequent field inspection should be made in order to monitor the piloting of the Duare Ration scheme. Any complaint regarding delivery of food grains should be redressed promptly. Necessary measure has to be undertaken so that not even a single beneficiary is deprived of his quota of ration entitlement at his doorstep.

Based on the feedback from beneficiaries and FPS dealers, learning and experience gained during the piloting of Duare Ration scheme in October 2021, a revised guidelines for the month of November 2021 will be issued in the last week of October 2021.


Secretary

Food & Supplies Department

Copy forwarded for information and necessary action to:

1. The Director, DDP&S/Rationing /Transportation/ Finance/I&QC
2. The Additional Secretary(IT & Reforms), F&S Department
3. The Joint Secretary (Law/IT & Reforms/Food)
4. The Commissioner, Kolkata Municipal Corporation
5. Sabhadhipati, Zilla Parishad (All)
6. The District Magistrate (All)
7. The DCF&S/DDR (All)
8. The PS to HMIC, F&S Department
9. The PS to HMOS, F&S Department
10. The PS to Secretary, F&S Department


23/9/21
Deputy Secretary
Food & Supplies Department

Sample of Distribution Calendar to be prepared by Dealers

Monthly distribution calendar for October 2021

Pilot Distribution only for cluster Nos. 1 to 8 through Duare Ration :

Date	Day	Designated for Cluster No.	Description of the Cluster (Street, lane, houses, etc. covered)	Remarks
1	Friday	FPS Open		
2	Saturday	Birthday of Gandhiji		Govt. holiday
3	Sunday	FPS Open (Half Day)		
4	Monday	FPS Closed		
5	Tuesday	FPS Open		
6	Wednesday	Mahalaya		Govt. holiday
7	Thursday	FPS Open		
8	Friday	FPS Open		
9	Saturday	FPS Open		
10	Sunday	FPS Open (Half Day)		
11	Monday	FPS Closed		
12	Tuesday	Durga Puja - Saptami		Govt. holiday
13	Wednesday	Durga Puja - Astami		Govt. holiday
14	Thursday	Durga Puja - Nabami		Govt. holiday
15	Friday	Durga Puja - Dashami		Govt. holiday
16	Saturday	FPS Open		
17	Sunday	1 - as a reserve		Pilot of Duare Ration
18	Monday	FPS Closed		
19	Tuesday	Fatcha-doz-doham		Govt. holiday
20	Wednesday	Lakshmi puja		Govt. holiday
21	Thursday	3		Pilot of Duare Ration
22	Friday	4		Pilot of Duare Ration
23	Saturday	FPS open		
24	Sunday	2 - as a reserve		Pilot of Duare Ration
25	Monday	FPS closed		
26	Tuesday	5		Pilot of Duare Ration
27	Wednesday	6		Pilot of Duare Ration
28	Thursday	7		Pilot of Duare Ration
29	Friday	8		Pilot of Duare Ration
30	Saturday	FPS open		
31	Sunday	No Transaction Day		