

Role of E-Governance in Public Distribution System in Haryana Pradesh: A Study

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ABSTRACT:

Information and communication technology has experienced remarkable growth and development during the past three decades, particularly in the last decade of the 20th century (ICT). The idea of “e-Governance” entails using ICT to encourage more effective and efficient government, improve access to government services, permit greater public access to information, and make government more accountable & transparent to citizens. E-government utilizes a variety of channels to deliver services, including the internet, the phone, and community centres (self-service or facilitated by others), or other clients and the service provider, whether mobile.¹ It illustrates information openness and improved citizen access to government. By using e-governance as a tool, it also enables citizen participation in governmental decision-making and represents their genuine wants and welfare.²

KEY WORDS: Information, E-government, e-Governance, Smart Governance, e-Samadhan.

INTRODUCTION:

E-GOVERNANCE:

ICT stands for information and communications technology used in e- Government to deliver public services facilitate knowledge transfer and payments, integrate pre-existing facility, and create source files.

“E” stands for “electronic” in “e-Governance.”

The term “e-Governance” as used by the Council of Europe is: Three categories of public action that use electronic technology:

- ☐ civic community and government bodies in relationship
 - ☐ the efficiency with which government leaders have operated throughout the democratic process (electronic democracy)
 - ☐ delivering public services (electronic public services)
- Motives for Choosing E-Government
- ☐ In general, governance has grown exceedingly complicated.
 - ☐ Individuals’ demands of the administration are rising.³

DEFINITION:

WORLD BANK DEFINES E - GOVERNANCE

E-Government - Defines the use of information technology by government agencies,

¹. M. L, Single (2002) “E-Governance - Transforming the National Bone Marrow”, *Journal of Management Research*, Vol. 2 No. 3 December, p.189.

². Mohan Rao (2003). “Governance in India,” e-Government - The New Revolution, Institute of Chartered Financial Analyst of India, p. 89.

³. <https://www.drishtiiias.com> (As retrieved on 29/04/2022).

including government, public domain, the web, and computers. As a result, relations with the public, business and other important organizations will change. These innovations can be used for many reasons, especially to increase the public interest, strengthen relationships with companies and projects, empower people through access to information, or better government administration. Reduced corruption, greater openness, flexibility, increased revenue and/or reduced costs are possible.⁴

MEANINGS OF “E-GOVERNMENT”:

E-Administration: The use of ICTs to the modernization of government, the establishment of Management Information Systems (MIS) data repositories, and the computerization of records (land, health etc).

E-Services: The goal is to improve communication between the government and its constituents.

- ☐ Such include offering internet access.
- ☐ E-government is generally understood to be the combination of e-administration and e-services.

E-Governance: IT use in government to improve services capacity to respond to societal requirements.

- ☐ To interact with citizens, it also involves releasing documents about policies and programmes.
- ☐ It entails more than just offering online services; it also includes using IT for strategic planning and achieving the government's development objectives.

E-Democracy: The use of IT to make it easier for members of all social groups to take part in governing the country.

- ☐ Access, responsibility, and public engagement are prioritised.
- ☐ Internet policy notifications, complaint resolution, e-referendums, and other things are included.⁵

E-GOVERNMENT CONCEPT:

E-governance is the term for the use of ICT in government operations to effective leadership. To put it another way, e-governance is the use of ICTs by the general population sectors with the intention of improving the delivery of data and services, encouraging citizen engagement in choice-making, and increasing government accountability, transparency, and efficiency. According to the Ministry of Computing and Technology, e-governance, goes well beyond the simple

SMART GOVERNANCE:

Smart Governance which stands for simple, moral, accountable, responsive, and transparent governance is what e-governance in its most basic form is.

⁴. B.T. Riley (2001). *“Electronic Governance and Electronic Democracy: Living and Working in the connected world. Vol.2. Brisbane: Commonwealth Centre for Electronic Governance, p. 1.*
⁵. <http://www.worldbank.org/publicsector/egov/definition.html> (As retrieved on 20/05/2022).

Table 1: Smart Governance

Simple	Simple refers to the use of ICTs to streamline governmental procedures, norms, and rules in order to provide a more user-friendly administration.
Moral-	Implying the development of a completely new set of moral principles in the machinery of government and administration. The effectiveness of law enforcement, the courts, and other institutions is increased through technological solutions.
Accountable	-encouraging the planning, creation, and deployment of planning And self Data Centre and quality measuring system, assuring the responsibility of public sector employees.
Responsive-	System simplification will hasten service delivery and improve system responsiveness.
Transparent-	Releasing information previously kept private and making the state processes and functions transparent, which would then lead to fairness and the application of the law in the answers of the state administration.

Secures: Government of India, Information Technology Act, 2000

Table 2: Governance and Government

GOVERNMENT	GOVERNANCE
Superstructure	Functionality
Decisions	Processes
Rules	Goals
Roles	Performance
Implementation	Coordination
Outputs	Outcomes
E-GOVERNMENT	E-GOVERNANCE
Electronic service delivery	Electronic consultation
Electronic workflow	Electronic controllership
Electronic voting	Electronic engagement
Electronic productivity	Networked societal guidance

Secures: Government of India, Information Technology

E-GOVERNANCE IN INDIA:

“Electronic” is what the “e” in “e-Governance” stands for. As a result, e- Government essentially refers to performing governance-related tasks and producing related outcomes using ICT (Information and Communications Technology). As part of effective governance, it also guarantees that the government will be open in its dealings, responsible for its actions, and responsive quickly. However, doing so would necessitate a change in the government itself, including its procedures, philosophy, and set of laws, policies, and methods for dealing with the public. Additionally, it would necessitate creating and enhancing government capability.

Picture 5.1: Screenshot of the website of the e-governance



Sources: Report Working Group on Convergence and E-governance.

E-GOVERNANCE IN HARYANA PRADESH:

Haryana Pradesh is a hill capacity getting from place to place is more difficult and time consuming than climbing a mountain. Therefore, communication delays in are common. Haryana Pardesh some people cannot call the country. Government planning has historically suffered from delays in effective communication. However, with the development of information and communication technology, communication became easier. With the introduction of e-government in the state, people living in remote areas do not need to go to the state capital or administrative offices for small government jobs. In addition, the state government will be able to control all areas of the state, so the concept of e-government should accelerate the development process in the state.⁶

The Haryana Pardesh government has done a lot of work to promote e-government. The state government has established the Department of Information Technology (DoIT) to play an important role in the development of IT in the state. It is divided into three levels: e-government department, department development department and human resources development department. (DoIT) is managed by the Secretary (Information Technology). The National Information Systems Officer led the Ministry of Foreign Affairs of NIC H.P, the e-government arm of the Ministry of Information Technology. The National Information Center (NIC) advises various government departments and regional offices on the procedures to follow in computerization and e-government. On May 8, 2001, a pilot project called “E-Disha” was launched in the districts of Haryana Pardesh As the first step of e-government.⁷

E-GOVERNANCE INFRASTRUCTURE IN HARYANA PRADESH:

State Wide Area Network (SWAN) has been adopted by the National E-Government Program (Negp) as part of infrastructure development to support various e-Government activities. The project aims to connect government offices in Haryana Pradesh and integrate social services in state, district, road, Tehsil and block governments. The government will create a place for HIMSWAN POP (Point of Presence) as well as political, financial and other aid and will translate requests for distribution in SWAN. The Indian government will fund

⁶. <http://www.tribuneindia.com/2001/20010509/HARYANA.htm> (As retrieved on 12/05/2022).

⁷. Government of Haryana Pradesh (1999), “Notification number GAD (CC)-5-2/71, dated 18th November, issued by the General Administration Department, Vol. 2, pp. 23-24.

SITEG for the entire project over a 5 year period as per MIT standards.⁸

E-Disha Kendra in Haryana:

The E-Disha Kendra was officially started by the Haryana Pradesh government in May 2001 in the state's Kurukshetra and Hisar district to provide a variety of IT-enabled services to all of its residents, even those residing in far-flung rural areas the pilot Project, an electronic government initiative carried out in Madhya Pradesh's Dhar district, served as a model for the E-Disha Kendra project. Haryana Pradesh Kurukshetra and Hisar was chosen for the project's pilot phase. A district-wide network first offered a variety of commodities offered by the government to the public as well as to businesses, such as knowledge of jobs available as offers, market rates, matrimonial services, village e-mail, and an IT-enabled grievance redressed system. For the convenience of users, 25 E-Disha Kendra (Citizen Information Centers) were established at Panchayats (Village-Level Administration) in strategic locations. The Haryana Pradesh citizen can access 51 online services through the e-District portal, including revenue services, licenses for firearms, and diplomas⁹ Haryana Pradesh E-Disha Kendra Kendra project, also known as the Common Service Center (CSC) initiative, seeks to create 3701 e-Government centres at the Panchayat level in the state.

STRUCTURAL TECHNOLOGY

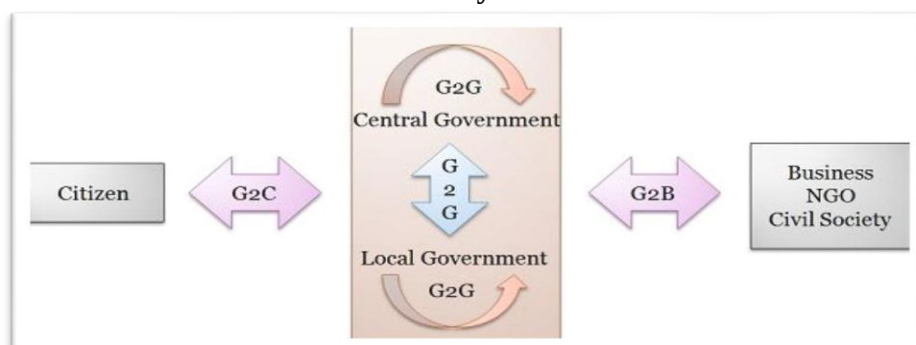
The State's Database Centre, HIM SWAN, and Citizen Service/E-Disha Kendra Centers serve as the project's three cornerstones. The e-District MMP is just one of the ways that individuals can access this service. The agency's headquarters office, internet, Sugam Centers, and Lok-Mitra Kendra Centre¹⁰

AN E-GOVERNANCE MODEL

An international consulting company called Gartner has developed a four-phase e-governance model.

FOUR MODELS OF E-GOVERNANCE USED IN THE PUBLIC DISTRIBUTION SYSTEM

Picture: Screenshot of the website of the E-Governance used in the Public Distribution System



Sources: Report of the Working Group on Convergence and E-governance

⁸. <https://www.abhipedia.abhimanu.com/>, (As retrieved on 12/08/2022).

⁹. C.G. Somiah (2003). "Good Governance Experience and sharing and lessons" - *The Indian Journal of Public Administration*, Vol. XLIX, No. 2, April-June, pp.78-79.

¹⁰. *Ibid.* p.25.

G2G: For e-Governance Government, it refers to the relationship between government, national, state and local government organizations such as government organizations or other different organizations and the country. The government relies on other levels of government in the country to deliver quality services and distribute responsibilities. To achieve an inclusive approach, coordination and cooperation between government departments and different organizations are essential.

G2B: Includes electronic interactions between government-to-business, government agencies, and the private sector. It allows electronic transactions such as the purchase of electricity and the creation of electricity stores for the government. Companies around the world are using business-to-business e-commerce to reduce costs and increase productivity. The opportunity to do business online with the government reduces bureaucracy and regular regulations and helps businesses stay competitive by simplifying the regulatory process.

G2C: Government to Citizen addresses the relationship between government and citizens. E-government allows government agencies to talk, listen, connect and facilitate seamless communication with their citizens, thereby promoting accountability, and freedom and improving public services. There are many interactions that can be developed, from the provision of services and the provision of benefits and health to the management and compliance of the license, G2C enables customers to access government information and services quickly and easily from anywhere using a variety of methods (PC, Internet TV, mobile phone or wireless device). It also supports and empowers their participation in local community life (sending emails or participating in online forums).

G2CS: Government projects with NGOs are diverse. I include government relations with PVOS, NGOs and CBOs, among others. While public institutions are trying to leave a visible mark in the business world; they are in constant dialogue with the government. E-government facilitates these activities the use of ICT by public sector institutions to undermine the government's economic policies.¹¹

E-GOVERNANCE AND RTI ACT OF 2005: E-governance, to put it simply, is the dissemination of information, whereas the RTI Act of 2005 places importance on the public's access to information. Both topics deal with openness and transparency, but the introduction of RTI led to a significant increase in e-governance. There are three different sorts of information that can be found on websites that are accessible to the general public.¹²

STATIC INFORMATION: Every website offers static content that is long-term in nature. It delivers data that doesn't need to be timely regulated and mostly consists of rules, methods, etc.

DYNAMIC INFORMATION: It is dynamic, as its name would imply. It adapts to the passing of time and continues to update the information being delivered. The primary services it offers include notifications, time-limited programming, interview calls, etc. It addresses public requirements either directly or indirectly, whereas aspect of the system focuses

¹¹. Niranjan Pani and Sanhari Mishra (2009), "E-Governance, Himalayan Publishing house, pp.49-50.

¹². Anjali Dhingra and D.C.Misra (2002). "E- Governance: A case study in Rural Informatics, Yojana, June, Vol.1 (2), pp. 22-25.

on a single transaction.

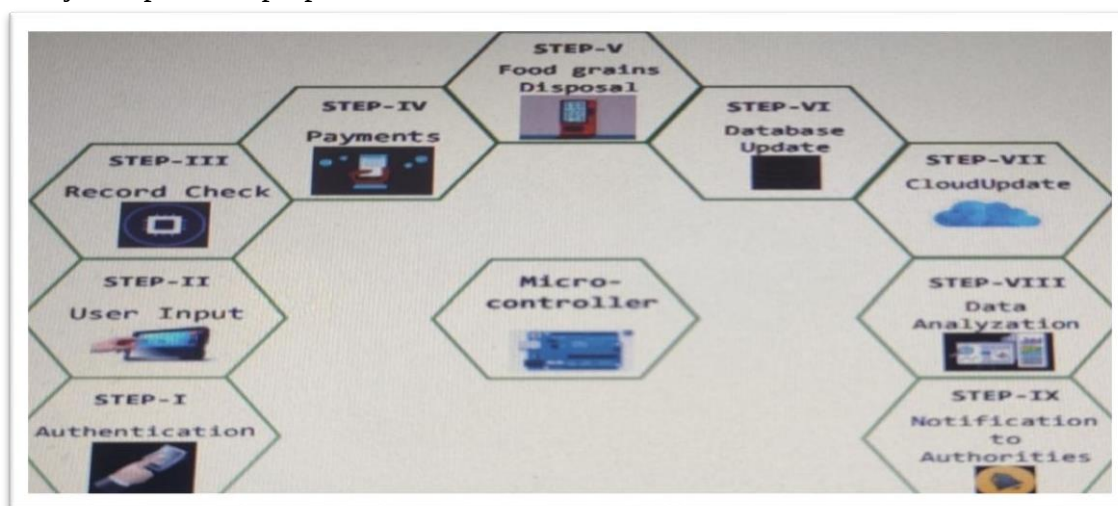
NATIONAL E - GOVERNANCE PLAN

Departmental networking was the exclusive focus of e government in the 1980s and 1990s. It placed more of an emphasis on automation than on upgrading the distribution system. Due to the abundance of ill-conceived e-government initiatives that resulted from this, a national initiative for e-government was deemed necessary. Negp (National e-Governance Plan) was developed and carried out precisely on a national level for the reasons previously mentioned. The original fathers of Negp are referred to as DAR & PG Ministry of Science Infrastructure (DIT) and the Ministry of Administrator Rights and Consumer Frustrations).

COMPUTERIZATION IN PUBLIC DISTRIBUTION SYSTEM

The Targeted Public Distribution System (TPDS) is being modernized by the government, which has developed a plan scheme on End-to-End Computerization of TPDS Operations on Cost Sharing Basis with States/UTs. This plan programmer will make it possible to digitalize beneficiary databases and ration cards, computerize supply chain management, develop a transparency site, and set up a grievance resolution system. The programmer will make it possible to stop leaks and diversions, delete false ration cards, target food aid more effectively, make it simpler for intended users to get foodgrains at FPS, etc. This information was provided by the Minister of Consumer Affairs, Food, and Public Distribution.¹³

PROPOSED MODE: Before recommending a methodology for the delivering of Public Distribution System, this research analyses the main shortcomings in the current system. The major steps of the proposed model are shown in table, and



Picture 5.4: Screenshot of the website of the Proposed Mode

Sources: Report of the Working Group on Convergence and E-governance 2002

Step I: The main steps of the preparation model are shown in the table the scanning of the smart card on the card reader is initiated by the user. Next up is a fingerprint reader. Buyers can authenticate with smart cards and biometric PINs. The most convenient and cost-effective technology for user authentication is biometric scanning.

¹³. <https://www.pib.gov.in/>, (As retrieved on 12/08/2022).

Step II: After confirmation, the touch screen will prompt the user to enter the desired amount of rice. The TFT LCD capacitive touch screen used in this touch interface provides users with a responsive and user-friendly platform for accessing information.

Step-III: Since only food is given to each family, this step checks whether the information provided by the user is correct. After the job is completed, the user must complete the payment process.

Step IV: Users can choose to pay with their Pay TM account using a credit or debit card or a secure online payment gateway. The credit card eliminates the use of money and supports the use of money by the state called.

Step-V: After completing the transaction, the vending machine uses a motor and a solenoid valve to deliver the food order. The system identifies the position and flows of the modules using sensors.

Step-VI: Update remaining rice in local file after user collect all rice. In addition, an SMS will be sent to the buyer that the product has been delivered. As part of the “logout” process, the user’s existing permissions are updated and saved to the file, and then restarted in preparation for a new session.

Step VII: The root server must be defined and reported to the administrator. It was created. This is done by sending daily updates of the local system to the Internet, which authorized personnel can view from anywhere.

Step-VIII: If and when the original analysis has been done and the present form has been significantly exhibited, it is meaningless to have it stored in the cloud. Data science enables us to comprehend the flow of food grains at distinct Public Distribution System levels.

Step-IX: Event that there are any differences, the authorities are alerted at the conclusion and instructed to take any additional necessary action. The complete framework of best practices major mission of Public Distribution System using IT devices and the system’s seamless administration.¹⁴

HARYANA ONLINE SEVA PORTAL

The Department has added 30 additional services to the Haryana Online Savaportal for online delivery during current fiscal year. Currently, this site offers 96 online services from many departments, including Revenue, Women & Child Development, Panchayat Raj, Rural Development, Urban Development, etc. There were only about 100 applications per day on the portal before to COVID19 timeframe. However, during the COVID19 lockdown and afterward, as a result of a significant IEC campaign and an improvement in the quality of service delivery through an online platform, there has been a tremendous increase in the number of applications made through the portal, with an average of 3400 applications being made through it each day. This has caused a large drop in traffic to local government offices and made it possible to give timely services to citizens at their doorstep, saving both time and money. Additionally, 37 services from this portal are made available through E-Disha Kendra

¹⁴. Aaditya verma (2018). “An Automated Approach to Public Distribution System: Using Internet of Things”, *International Conference on Computational Intelligence and Data Science*, pp. 293-294.

Kendra's (LMKs) in order to facilitate service delivery at the panchayat level.¹⁵Picture 5.5: Screenshot of the website of the Haryana Online Seva Portal



Source: <https://edistrict.hp.gov.in>

Table 4: E-Governance Initiatives in Haryana Pradesh

Name of the E-Governance Initiative	Application
e-Samadhan	Samadhi Checking the availability of a complaint registration capability using the digital public complaint service
Sugam	Integrated and comprehensive knowledge centers offer the residents access to data in one place.
Write to Chief Minister	Internet submission of complaints, recommendations, and ideas to the Haryana Pradesh State Governor
Online bus ticket booking	Online bus booking and Booking rejection for buses
Examination result	Distribution of the medical reports from several state agencies
Employment news	Sign up option for receive updated and job openings
HP Police web portal	Online submission filing, Public Knowledge Reports internet searching, district administration officers' contact details, and.
Online tenders	Publication of offers department-by-department

Source: www.HARYANA.nic.in

States has launched a number of E-Government initiatives with the goal of enhancing how citizens are served. Haryana Pradesh is rated highly in the e-readiness index and as a good

¹⁵. Annual Administrative Reports (2020-21). Department of Information Technology, Government of HARYANA Pradesh, pp.23-24.

initiator of E-Government initiatives in India according to the E-Readiness Review Department of Information Technology. As the second- most effective e-governed state in India for 2019–20, Haryana Pradesh came in second position in a recent poll by File management system, just behind Tamil Nadu. Project E-Disha Kendra Kendra's (LMKs) for the Rs.79.23 billion H.P state Wide Area Network.¹⁶

STATUS OF E-GOVERNANCE UNDERTAKEN BY DEPARTMENT OF INFORMATION TECHNOLOGY

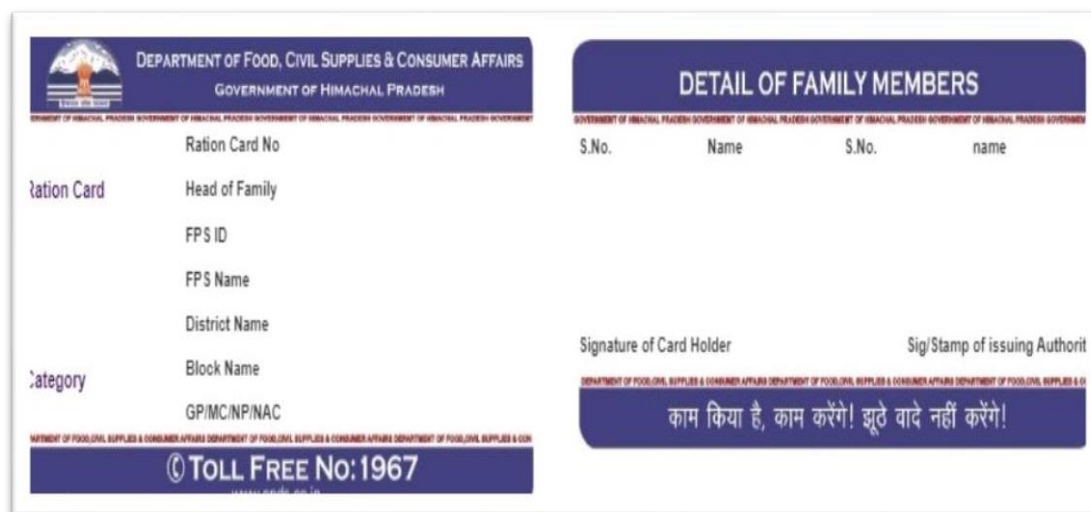
The State is embracing computerization in the following three ways:

- A. The State Government is using monies to pay for computer technology in certain of the institutions.¹⁷

On July 28, 2020, the State Government released a new E-Disha Kendra Kendra (LMK) policy that will assist in providing online services to citizens and give local youth at the Panchayat level the chance to work for themselves. Presently, E-Disha Kendra Kendra's offers 37 services from the HARYANA Online Sava portal E-Disha Kendra Kendra's (LMKs)

DIGITALIZATION OF RATION CARD SYSTEM

One Nation One Ration Card Scheme in May 2020 with the goal of assisting people by allowing them to purchase food from any Ration Shop in the country. However, a trial run began in 2019 in a few states such as Andhra Pradesh-Telangana and Gujarat-Maharashtra to determine if it would operate and if there would be any issues. “**One Nation, One Ration Card**,” a new scheme from the Indian government, not only addresses the issues that migrant workers confront, but also combats corruption and allows food security benefits to be transferred from one location to another.¹⁸



The screenshot displays the 'DEPARTMENT OF FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS' website for the 'GOVERNMENT OF HIMACHAL PRADESH'. It features a registration form for a 'Ration Card' with fields for 'Ration Card No', 'Head of Family', 'FPS ID', 'FPS Name', 'District Name', 'Block Name', and 'GP/NC/IN/PINAC'. A 'Category' dropdown is also present. To the right, there is a 'DETAIL OF FAMILY MEMBERS' section with columns for 'S.No.', 'Name', 'S.No.', and 'name'. Below this, there are fields for 'Signature of Card Holder' and 'Sig/Stamp of issuing Authority'. At the bottom, a banner reads 'काम किया है, काम करेंगे! झूठे वादे नहीं करेंगे!' and a 'TOLL FREE No: 1967' is provided.

Picture 5.6: Screenshot of the website of Digital Ration Card

Source: <https://tnepds.co.in/ration-card-digitization>

¹⁶. R., Rajasekhara Pandey (2000), “The Information Village Experiment in Pondicherry,” *Information Today & Tomorrow*, Vol. 19, No. 4, pp.26-27.

¹⁷. *Annual Administrative Report (2020-2021)*. Department of Information Technology, Government of HARYANA Pradesh, pp. 1-2.

¹⁸. <https://www.pib.gov.in/>, (As retrieved on 22/06/2022).

Picture: Screenshot of the website of One Nation One Ration Card



Source: <https://tnefds.co.in/ration-card-digitization>

The Indian government came up with a plan to computerize ration shops and digitize the database of all receivers and supply to improve the efficiency and transparency of public food distribution. The procedure was implemented to avoid supply leaks and improper use. Aadhaar-enabled beneficiaries, Aadhaar-enabled Direct Benefit Transfer, Aadhaar-enabled eligibility verification, and e-Ration Card Services are the four main essential programmers made possible by digitization. To ensure that nobody goes hungry in India, the PDS has been digitalized. However, millions of migrants and migrant workers cross state borders or move to other states in search of employment. The 2011 Census shows that there are roughly 14 billion migrants in India. Every time they move, it is difficult for them to obtain a ration card.¹⁹

BIOMETRIC SYSTEM FOR PUBLIC DISTRIBUTION SYSTEM CONSUMERS IN HARYANA

Users of the PDS can now purchase biometric devices at reasonable prices thanks to the “Department of Food and Civil Supplies”. The electronic point of sale (EPoS) devices is incompatible with iris scanners, which is a setback for the department’s aim to utilize them to identify PDS beneficiaries. “Starting the service is crucial for two reasons. One, the “one nation, one card” initiative cannot be launched until the biometric system is unusable, according to Abid Hussain, director of food and civil supplies. “Secondly, it will aid in stopping leaks.

¹⁹. P.S George (2020). “Government Interventions in Foodgrains Markets: Procurement and Public Distribution of Food grains in India, *Indian Institute of Management, Ahmadabad*, Vol.23, pp.54- 55.

Picture 4.14: Screenshot of the website of Biometric System Department of Food and Civil Supplies



Source: <https://food.hp.nic.in/pdfs>

To assure the safety, the Director claimed that standard operating procedures (SOPs) had been written and sent to all Public Distribution System shops. Hussain stated, “The SOPs like cleaning the machines after usage and not crowding around the shops will be observed.” Starting the service is crucial for two reasons. One, the “one nation, one card” initiative cannot be launched until the biometric system is unusable, according to Abid Hussain, director of food and civil supplies. “Secondly, it will aid in stopping leaks. Without biometric authentication, a person cannot receive rations, he claimed. Up to 18 states have started using biometric authentication again “The SOPs like sanitization of machines after use and no crowding around the shops will be followed.”²⁰

COMPUTERISATION OF PUBLIC DISTRIBUTION SYSTEM IN HARYANA PRADESH

According to the guidelines provided by the Honorable Supreme Court of India, the Indian government has advised the deployment of procurement, end-to-end computerization of Targeted Public Distribution System (TPDS) and digitization of Fair Price Shops in order to promote accountability and effectiveness in the distribution of foodgrains under the National Food Security Act (NFSA) 2013.

COMPUTERIZING PUBLIC DISTRIBUTION SYSTEM (PDS) THE FOLLOWING GOALS:

The program intends to increase organizational excellence, integration, transparency, and timeliness in management and to establish Information Communication Technology (ICT) transportation system.

- ❖ E-government,
- ❖ Efficiency

²⁰. <https://www.tribuneindia.com/news/HARYANA/biometric-system-back-for-pds-consumers-in-HARYANA-197562>(As retrieved on 20/06/2022).

- ❖ Accountability
- ❖ Systematization of labour,
- ❖ And achieving time-bound goals

DIGITIZATION OF BENEFICIARIES

1. Building a system with information about all state storages and Public Distribution System stress (Foodgrains Depots & kerosene oil Wholesalers)
2. Establishing a database of Public Distribution System Agency locations (including all DFSC, AFSSO, and food supply and HPCSE inspections)
3. Development of a database of every fair-priced retailer in the state
4. Connecting all parties involved with their individual HFSCs, AFSSOs, and Inspectors where databases are interconnected, such as.

CONCLUSION

Under this program, credit card/beneficiary information is fully processed in all states/UTs, transparent portal and online complaint resolution center/free search are implemented in all states/UTs, online distribution is implemented in all states/UTs (Chandigarh and UTs in Pondicherry adopted DBT cash transfer schemes) and the supply chain has been computerized in 31 states/UT. Apart from this, all states/UTs are also working towards Food Stores Direct (FSD) for transparent distribution (electrical) and biometric marking of Foods by developing Electronic Point of Sale (ePoS) facilities in FSD. EPoS device Show the real beneficiary.

Aadhaar authentication It's now gone from 533,000 frames per second to 507,000 frames (95,000 frames). 0% of Points of Sale (FSD) nationwide have ePoS devices installed. By deploying technology across India's vast PDS network, efficiency and transparency can be increased and leaks and abuses of supply reduced. Below are some of the strategies used by and their role in the PDS networking - Aadhaar - A very effective tool to improve the identification of beneficiaries. Support on UID form is for collecting features and procedures for managing registration, retention and identity of all Indian residents. The PDS system can take advantage of this and speed up the registration process. Community Service Centers (CSCs) under the National e-Governance Action Plan will serve as public service providers for food.