

**PUBLIC GRIEVANCES COMMISSION**  
(Govt. of NCT of Delhi)  
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**Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR**  
**dated 25.9.9**

Date of hearing: 10<sup>th</sup> Dec., 2019

Complainant : Ms. Bina Devi

Respondent : Commissioner,  
Department of Food, Supplies  
& Consumer Affairs,  
Govt. of NCT of Delhi

Grievance No. : PGC/2019/F&S/03

**1. Brief facts of the complaint**

Ms. Bina Devi, w/o Sh. Ram Bir singh, R/o C-828, Sangam Vihar, New Delhi - 110080 has filed a grievance in PGC regarding non addition of her sons' names in ration card no. 077004449252 by Sh. Ashwani Kumar Dhawan, FSO, Circle: 47.

**2. Proceedings in the Public Grievances Commission**

The PGC has convened first hearing in the matter on 09.12.2019 and the following are present:

Complainant : Absent

Respondent : Sh. Ashwani Kumar Dhawan,  
FSO (Circle: 47),  
Office of the Asstt. Commissioner  
(South)

Sh. Rizwan Haider,  
Teacher,  
Civil Lines Zone, North DMC

### **3. Relevant facts that emerged during the hearing**

3.1 Sh. Ashwani Kumar Dhawan, FSO (Circle: 47), Office of the Asstt. Commissioner (South) is present in the hearing and submitted a Status Report from Sh. Rajesh Sakkarwal, Asstt. Commissioner (South), Department of Food, Supplies & Consumer Affairs stating that

“This has reference to hearing notice bearing No.PGC/2019/Anx-II/F&S/03/14817 dated 5.11.2019 regarding grievance submitted by Ms. Bina Devi w/o Sh. Ram Bir singh, R/o C-828, Sangam Vihar, New Delhi - 110080 for non addition of her sons' names in ration card no. 077004449252.

Facts of the matter are as under:

1. Ms. Bina Devi vide her application dated 30.12.2018 applied for change of FPS from 7807 (M/s Atul Store) to 8400 (M/s Sugna Store) and for addition of her two sons' names in ration card.
2. Acceding to her request, the FPS was changed on 02.01.2019.
3. As regards addition of names in the said ration card the same is done on FIFO i.e. First in First out basis, therefore, first come first serve principle is followed.
4. At the time when application of Ms. Bina Devi was received for addition of her sons' names in ration card there was huge rush of such applications pending to be entered on NFS portal. The application under reference was entered on NFS portal on 08.05.2019 and NFS ID 974633 was generated automatically.
5. Now it is in queue for addition of names of two sons of Ms. Bina Devi . As on 07.12.2019 1629 applications have been disposed out of total 4407.
6. As per the available facilities of NFS portal only top 200 applications can be seen at one time.
7. Her case is not amongst the present visible 200 cases in the top FIFO list, generated by the system. Last visible NFSID is 863466 whereas her NFSID is 974633.
8. Therefore, addition of her two sons' names in ration card no. 077004449252 will be made as per her turn on NFS portal i.e. immediately after handling NFSID 974632.
9. No RTI application of Smt. Bina Devi has been received in this office.

It is evident from above that all major activities regarding new ration cards or addition in existing ration cards are done with the use of technology, where no human interference can be made. So it seems that she has been misguided as she does not know about working of

NFS portal that is based on FIFO system. Therefore, question of any bribe does not arise. Nobody can interfere with the system.”

3.2 Sh. Ashwani Kumar Dhawan, FSO present in the hearing has informed that all activities regarding new ration cards or addition of names in existing ration cards are done on NFS portal that is based on FIFO system i.e. First in First out basis. He reiterated that first come first serve principle is followed in respect of activity regarding ration cards. As there was huge backlog of such applications pending to be entered on NFS portal, her name will be automatically entered in the NFS portal once the preceding applications are disposed off. The FSO assured that her application will be entered in the system within two to three months time.

Her request regarding change of FPS (ration shops) has been done by the department.

**4. Recommendations of the PGC :**

Since the work of the complainant has to be done on the portal and will be done as per her turn, the matter stands closed at the level of this Commission.

(ASHOK KUMAR)  
CHAIRMAN

No PGC/2019/F&S/03

Dated:

Copy to:

1. Sh. Rajesh Sakkarwal, Asstt. Commissioner, South, Food, Supply and Consumer Affairs, Asian Market, New Delhi
2. Ms Bina Devi