

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 25.9.97

Date of hearing: 24th Feb. 2021

Complainant : Smt. Seema

Respondent : Commissioner,
Food & Supplies Department

Grievance No. : PGC/2020/A.II/F&S/01

1. Brief facts of the complaint

Smt. Seema has filed a grievance in PGC regarding correction of data in the BPL Ration Card.

2. Proceedings in the Public Grievances Commission

The PGC has convened eight hearings in the matter and in the hearing held on 24.02.2021, the following are present :

Complainant : Present
Respondent : Sh. Kuldeep Singh, Addl. Commissioner,
Sh. Gaurav Drall, FSI (C-19)

3. Relevant facts that emerged during the hearing

3.1 Sh. Kuldeep Singh, Addl. Commissioner, F& S Department is present in the hearing and submitted a status report stating that :

“The matter was submitted to the higher authorities for their information and directions. As per last hearing, to check the genuineness of the applicant, a report has been obtained from IT Branch related to availability of ration card of applicant in ePDS i.e. before NFS act / approval of her card i.e. 28.08.2005. In the pre NFS era (ePDS data) there were BPL, APL and AAY cards. As the migration took place to NFS Act, BPL cards were

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converted to PRS, APL to PR and AAY to AAY. ePDS data was migrated to the new scenario. As per NFS card number of Smt. Seema it was made on basis of ePDS card number 62240156 (old card). The details of old card no. Of Smt. Seema i.e. 62240156 were taken out from the portal and it is seen that the card is in the name of Sh. Rajender Prasad and none of the members of this old card are matching with her card. A drive in the department was taken to cancel cards wherein members of old cards from ePDS data and new NFS cards were matched and the cases where they didn't match were rejected. This was the reason for cancellation of NFS card of Smt. Seema which is already mentioned in cancellation remarks. As per report of IT branch, no card was found of Smt. Seema which was searched based on her name, mobile, family details, address etc. as she has not provided any ePDS card number.

As Smt. Seema's card was issued on basis of card number 62240156 of Sh. Rajender Prasad and cancelled on the same ground, efforts have been made to verify the present NFS card of Sh. Rajender Prasad and IT branch was asked to verify that card. The details of NFS card of Sh. Rajender Prasad (the old card number whose data was fed in NFS card of Smt. Seema) has been searched from the database by IT branch by using his mobile number in the card 62240156. The copy of the NFS card of Sh. Rajender Prasad traced is enclosed. It is to further state that the ration card of Sh. Rajender Prasad has been made afresh without any migration from old ePDS card and no other ration card of Sh. Rajender Prasad in ePDS other than 62240156 which has been attached to Smt. Seema has been found.

To further establish the genuineness of the applicant, Smt. Seema was asked if there are any cards issued in name of her family members. She told that her children are also in possession of ration cards the details of whom have been sent via what's app by

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her. The details of those cards viz. 077004233096 & 0770041220241 were also checked from NFS portal and it has been seen that no old cards of ePDS have been mapped to these cards and these cards have been issued afresh without any migration from ePDS data. There details have also been checked from ePDS data by IT branch and it has been intimated that there are no records of their cards in ePDS data.

Further, Smt. Seema also submitted a photocopy of a card which she says was issued to her a long time back whose number is 535339. However that card has some overwritings/manipulations on the face of it, the name of HOF has been overwritten to "Seema: from "Satyawati" (a guess as the original word is not legible) and husband name has been overwritten to "Suraj" from Vikram Singh, Vikram Singh is neither the husband nor father of Smt. Seema as intimated by her. The card itself is from prior to ePDS system. Considering that for IT records, ePDS is the only available system whose record is available as per IT branch, no other details of Seema are available in this department. The applicant was also requested to provide any card / card number of ePDS data but nothing has been provided.

As per departmental policy, those cards which were found made using unfair means were cancelled. The genuineness of the card of Smt. Seema could not be established."

3.2 From the status report submitted by the department it is seen that the department has made all efforts to resolve the grievance of the complainant but could not get any results as the complainant is unable to provide any information about her previous ration card.

3.3 Sh. Kuldeep Singh, Addl. Commissioner, Food & Supplies Department present in the hearing further assured that he will depute Sh. Gaurav Drall, Inspector, present in today's hearing to

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try to locate if any information regarding the complainant's previous ration card is available in circle offices, as informed by her.

4. Recommendations of the PGC :

Sh. Kuldeep Singh, Addl. Commissioner, Food & Supplies Department is advised to take further necessary action in the matter as per policy of the department, if any information regarding the previous ration card is made available from the circle offices.

With the above directions the matter stands closed at the level of the Commission.

(SUDHIR YADAV)
MEMBER

No. PGC/2020/A.II/F&S/01

Dated:

Sh. Kuldeep Singh, Addl. Commissioner, Food & Supplies
Department, Govt. of NCT of Delhi, K-Block, Vikas Bhawan, New
Delhi – 110002

Copy for information to :

Smt. Seema