Roles & Responsibilities of the District Project Management Unit (DPMU) Manned by the Technical Support Staff (TSS)

1. To facilitate close coordination with District Project Management Unit (SPMU), the System Integrator/vendor of FS & CW Department for FPS Automation, District Chief Civil Supplies Officer/Civil Supplies Officer, Additional CSO/ACSOs, Block/ULB level Marketing Inspectors/Inspectors of Supplies, Procurement Inspectors (PI) of OSCSC godowns, Fair Price Shop Owners etc shall ensure smooth & successful functioning of automated and authenticated distribution of PDS commodities and distribution data uploading to FPS server from Fair Price Shops, as per mandate of Department of Food & Public Distribution (DoFPD) of Government of India/FS & CW Department, Odisha.

2. Regular reporting to DoF&PD, CPMU and SPMU team as and when required.

3. Access and monitor functioning of various components of PDS computerisation i.e. Digitization of Ration Card Management System, Online Allocation, Supply Chain Automation/Operation in OSCSC Depots, Grievance Redressal and FPS Automation in the district.

4. Monitor and keep stock of current IT infrastructure/inventory supplied to Districts, RCMS Centres at Blocks/ULBs/DGRO Offices, OSCSC Godowns and to Fair Price Shops which are provisioned for implementation of End-to-End Computerisation scheme/IM-PDS Scheme.

5. Render services and all necessary support to District Chief Civil Supplies Officer/Civil Supplies Officer, Additional CSO/ACSOs, Block/ULB level Marketing Inspectors/Inspectors of Supplies, Procurement Inspectors (PI) of OSCSC godowns, Fair Price Shop Owners in carrying out the operational and technical work related to PDS operations/reforms.

6. Attend/participate in the training sessions organised by Food Supplies and Consumer Welfare Department/OSCSC related to PDS operations and also impart training to the field staff/FPS dealers as per requirement.

7. Understand software customisation requirements of field staff and communicate to District Chief Civil Supplies Officer/Civil Supplies Officer, Additional CSO/ACSOs, Block/ULB level Marketing Inspectors/Inspectors of Supplies, Procurement Inspectors (PI) of OSCSC godowns, Fair Price Shop Owners/SPMU.

8. Submit performance report of PDS operations including End-to-End Computerisation and IM-PDS implementation to CCSOs/CSOs/SPMU on regular basis through MIS systems (as per the frequency agreed by the state-weekly/monthly basis).

9. Update monthly food grains allocation and distribution figures of Non-automated FPSs on Annavitarn Portal.

10. Update monthly allocation and off-take figures of non-NFSA dashboard, in the district.

11. Regular monitoring and validate following specific information on Government of India and State Portals:

a) Addition/deletion/modification of ration cards through RCMS Systems at District level.

b) Issuance/re-new/cancellation/suspension of FPS licenses.

c) Management of allocation order up-to FPS level.

d) Monitoring the entire supply chain operations i.e. movement of PDS commodities against State allocation orders, from FCI Godowns to OSCSC godowns, OSCSC godowns to Fair Price Shops;

    i. Timely lifting of PDS wheat from FCI godowns and its availability in OSCSC Depots against allocation released from FS & CW Department;

    ii. Timely movement of PDS commodities from OSCSC godowns to Fair Price Shops for distribution, its correct receipt/acknowledgement at Fair Price Shops in electronic mode, cent percent distribution in electronic/automated mode, Aadhaar authenticated distribution and timely uploading of distribution data to Annavitran portal of Government of India and others as instructed from this Department from time to time;

    iii. Timely digitization of non-automated distribution at FPSs in Annavitran portal of Government of India as necessary;

    iv. Closing Balance/Physical Balance at FPSs after completion of distribution;

    v. All operations under One Nation One Ration Card (ONORC) programme;

    vi. Authentication of beneficiaries (AADHAR/OTP/Others)

    vii. Resolving authentication failure cases;

    viii. Non-lifting cases or denied cases (if any) due to technical/other reasons.

e) Grievance Redressal

Grievances received and its resolution under PDS:

    i. Through all toll-free numbers (1967 & 14445 at present)

    ii. Online Grievance System by Post By Hand

    iii. Grievance received and disposed during the month:

        • Non attended or non-disposed cases with reasons;

        • Smooth functioning of online grievance systems and toll-free numbers and preparation/submission of reports.

    iv. Collection of reports from the offices of District Grievance Redressal Officer (DGRO) and submission to FS & CW Department;

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