

Department of Administrative Reforms & Public Grievances

NATIONAL GOOD GOVERNANCE WEBINAR SERIES
2022-23

“Innovation”

November 25th, 2022

‘National Generic Document Registration System (NGDRS)’

Department of Land Resources, Govt. of India

&

‘One Nation One Ration Card’

Department of Food & Public Distribution, Govt. of India

Organized by

National Centre for Good Governance (NCGG)
Department of Administrative Reforms & Public Grievances
Ministry of Personnel, Public Grievances & Pensions
Government of India

BACKGROUND

To realize the vision of the **Hon'ble Prime Minister of India Shri Narendra Modi** of a self-reliant India, the NCGG under the aegis of the Department of Administrative Reforms and Public Grievances, Government of India is organizing the National Good Governance webinar series for the year 2022-2023. These webinars covering Award Winning Initiatives which will help different stakeholders to broaden their skills, as well as to attain new knowledge that can supplement or complement their work areas.

The thirteen webinars would be on different themes and sectors under the good governance initiative that have been felicitated with the Prime Minister's Award for Excellence in Public Administration. Award winning nominations under the PM Awards since the inception of the scheme which have proved replicable and sustainable will present their experiences.

The purpose of conducting the webinars is to highlight the best practices and award-winning achievements to create a precedence for other states to follow. Doing so would also infuse a new spirit and enthusiasm among administrators and other stakeholders involved in the implementation of different government governance schemes.

As a part of the National Good Governance Webinar Series (NGGWS), NCGG has convened the VIIIth Webinar on **“Innovation(General)–Central Government”** **“National Generic Document Registration System (NGDRS)”** Department of Land Resources, Govt. of India and **“One Nation One Ration Card”** Department of Food & Public Distribution, Govt. of India” on November 26th 2022.

THEME – “INNOVATION IN PUBLIC SERVICE DELIVERY”

“Innovation in Public Service Delivery” aims to bring about significant improvements in service delivery and further empowerment of the citizens by ensuring that timely services are delivered in a transparent and fast manner, which is beneficial to the citizens. In this context, we should focus on reforms aiming at facilitating internal and external administrative processes, such as strengthening the capacity for strategic and budgetary planning; and encouraging innovation, by introducing new organisational and communication models, and by supporting public procurement of innovative solutions.

The innovative activities include new services or new methods of providing services in interaction with users, as well as re-organisation of work responsibilities, new support and logistics systems and new management systems. The internal public sector excellence potentially benefits from ICT through several channels: public sector employees are relieved of routine tasks, several procedural steps can be outsourced, the quality of transmitted information increases while transaction costs decrease, and some tasks can be centralized as can be seen from the practices at shared service centres.

It has been the objective of the Government of India to bring to citizens, a multi-channel single window delivery structure for channelizing all types of government services at the local level in the most efficient manner possible using innovations through enabled technology so that the citizens can access the services easily and conveniently at their doorstep. An effective, efficient and prompt service delivery system derives its moral and ethical basis.

INITIATIVE – “ONE NATION ONE REGISTRATION SOFTWARE” NATIONAL GENERIC DOCUMENT REGISTRATION SYSTEM (NGDRS)” DEPARTMENT OF LAND RESOURCES

GOVT. OF INDIA

“National Generic Document Registration System (NGDRS)” Department of Land Resources, Govt. of India” A project initiated by the Department of Land Resources, Ministry of Rural Development, Government of India, the National Generic Document Registration System (NGDRS) is a common, generic and configurable application developed for registration departments across the country. The application is specifically designed for the use of sub registrars, citizens and apex users from registration departments. NGDRS facilitates states to create state specific instances and configure the software as per requirements. Offering a complete user interface for property and document registration, the application enables citizens to proceed with land buying online. They can find out the circle rate for land, calculate property valuation as per prevailing rates and understand the type of land.

Transactions of prohibited properties are restricted for sale like government land, tribal land, mortgaged land etc., is also available, which ultimately helps them decide where and what type of land they should buy. Thereafter, they can apply online for document submission, make instant payment and take prior appointments. Property buyers need to visit the sub-registrar’s office only once and that too at the time of final signing and registration. This entire workflow has not only proved to be beneficial for citizens but has also increased productivity of the department staff.

Objectives

with technology being one of the major enablers, it is ensured that registrations and delivery of documents to the parties happen faster in comparison to the conventional methods. The broad level objectives are:

- One Nation One Software Generic platform for registration of properties and document across the country
- Citizen empowerment by enabling property valuation and online document submission
- A single platform of all the stakeholders in registration process

INITIATIVE – “ONE NATION ONE RATION CARD”

“ONE NATION ONE RATION CARD” is a good governance initiative that Nationwide portability of ration Reforms in Public Distribution System

The implementation of nation-wide portability of ration cards through “One Nation One Ration Card (ONORC) plan”, is an ambitious endeavour of the Department of Food & Public Distribution, Government of India to empower about 81 Crore beneficiaries. This includes ensuring food security for migrants as well. Through this facility, while a migrant beneficiary is enabled to get his/her ration through portability in the destination State/UT, at the same time, the family back home is also allowed to get their part of the entitled ration to support itself. The usage of portability can be seasonal or long-term. Owing to the defined coverage of beneficiaries under the National Food Security Act (NFSA), 2013 in each States/UT, it is difficult for migrant beneficiaries to get a new ration card issued. And if they are able to get one issued, it introduces the ‘duplicity’ of ration cards/beneficiaries in the country’s Targeted Public Distribution System (TPDS), thereby potentially depriving many others.

left-out and genuinely deserving beneficiaries from getting included under the fold of NFSA. Moreover, their un-accessed/un-lifted food grain in their tagged FPS in the native village/town are also prone to diversion by the FPS dealers, leading to losses of food subsidy to the government. The One Nation One Ration Card reform has its genesis in the vision that the computerisation of Targeted Public Distribution System (TPDS) in the country must be taken to the next level in ensuring food security in the country. This technology-driven system of portability is being implemented in all States and Union Territories where the system is being built upon the strong foundations of computerised TPDS operations including the installed infrastructure of electronic Point of Sale (ePoS) devices at the Fair Price Shops (FPS) and seeding of beneficiaries’ Aadhaar numbers with their ration cards.

PROCEEDINGS – WEBINAR ON “INNOVATION(GENERAL)– CENTRAL GOVERNMENT”

WELCOME AND INAUGURAL ADDRESS SMT. JAYA DUBEY, JOINT SECRETARY, DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES, GOVERNMENT OF INDIA

Smt. Jaya Dubey, (IAS) Joint Secretary, Department of Administrative Reforms & Public Grievances, Government of India commenced the inaugural session by extending his warm and hearty welcome to the distinguished lead speakers, Directors of State ATIs, State AR Secretaries, State IT Secretaries, District Collectors, IAS Probationers from LBSNAA, Officer Trainees from State ATIs etc.

She mentioned that the Hon'ble Prime Minister of India Shri Narendra Modi on the auspicious occasion of Civil Services Day held on April 21st 2022 mandated DARPG to conduct virtual conferences with State Governments and District Collectors over the next twelve months, to disseminate award-winning initiatives which have been conferred the Prime Minister's Award for Excellence in Public Administration in the past years since its inception in 2006. Hence The Central Government through DARPG we are making lot of efforts and comprehensively revamping the whole system of public grievance disposal. Various states also taking various initiatives and some of the states have done outstanding job in this regard. Now today we have to outstanding Civil servants who had done excellent work in their own districts and this gives an opportunity for us to listen to them how they went about, what are the challenges they faced and what are the issues which other districts can basically tackle. Through this platform They can get in touch with officers directly also and they can devise how experience from these two districts and from these two officers can be replicated in other states and districts.

More info at - <https://www.youtube.com/watch?v=6HE0edDJaW8>

“ONE NATION ONE REGISTRATION SOFTWARE NATIONAL GENERIC DOCUMENT REGISTRATION SYSTEM (NGDRS)” DEPARTMENT OF LAND RESOURCES- GOVT. OF INDIA

Lead Speaker **SH. SONMONI BORAH** is an Indian Administrative Service Officer of 1999 batch of Chhatisgarh Cadre. He held many key Departments in the State of Chhatisgarh and served as District Magistrate in five (5) Districts and Divisional Commissioner in the State of Chhatisgarh. He is also recipient of several National Awards including for Excellence for Implementation of Mahatma Gandhi National Rural Employment Guarantee Act (Twice), Silver Medal for Census Work and Rehabilitation of Persons with Disability etc. Mr. Borah is presently Joint Secretary of Land Regulations Division of Department of Land Resources, which administers the Registration Act 1908 as well as Innovative Registration System of NGDRS.

A project initiated by the Department of Land Resources, Ministry of Rural Development, Government of India, the National Generic Document Registration System (NGDRS) is a common, generic and configurable application developed for registration departments across the country. The application is specifically designed for the use of sub registrars, citizens and apex users from registration departments. NGDRS facilitates states to create state specific instance and configure the software as per requirements. Offering a complete user interface for property and document registration, the application enables citizens to proceed with land buying online. They can find out the circle rate for land, calculate property valuation as per prevailing rates and understand the type of land. Transactions of prohibited properties are restricted for sale like government land, tribal land, mortgaged land etc., is also available, which ultimately helps them decide where and what type of land they should buy. Thereafter, they can apply online for document submission, make instant payment and take prior appointments. Property buyers need to visit the sub-registrar's office only once and that too at the time of final signing and registration. This entire workflow has not only proved to be beneficial for citizens but has also increased productivity of the department staff.

The speaker also acquainted the participants with the development and using open source development tools. It is a web-based system implementing single instance for an entire state. As the name implies, the software is generic in nature service delivery Process. he told that how the citizens can apply for services Online and is deployed as state specific instance. The development was carried out considering the uniqueness and practices in all states' registration departments.

The speaker detailed some important provisions of how National Generic Document Registration System (NGDRS) functions:

National Generic Document Registration System (NGDRS):

NGDRS or National Generic Document Registration System is an in-house and state specific software to assist states in property registrations. NGDRS is customizable as per the specific needs and property registration rules of the States. NGDRS offers services such as online document entry by the citizens, online property valuation and stamp duty calculation among others. Developed under the supervision of the Department of Land Resources, Government of India, NGDRS is a revolutionary step in the direction of digitization of property registration mechanism and e-governance. NGDRS is developed in a way that it caters to the specific needs of every state of India. Many states across India have adopted the NGDRS such as NGDRS Jharkhand, NGDRS Punjab and NGDRS Goa among others.

Key objectives of NGDRS:

- One Nation One Software
- A generic platform for registration of properties and document across the nation
- Citizen empowerment by facilitating property valuation and online document submission
- A dedicated and single platform of all the stakeholders in the registration process

One Nation One Registration Software: Salient Features:

- Security audited system
- Integration available with PAN, Aadhaar services, Revenue ULB/RLB, Courts, Banks, Income tax etc.
- Integration with state specific databases with multilingual conversion
- SMS/Email at important events
- e-Signed documents created
- Dashboard services available
- State specific ecosystem is created under full control of respective state registry department
- 11 basic modules to facilitate the services to citizen

NGDRS Implementation Approach:

- Expression of interest and initial request letter from State Department
- Demonstration & Discussions
- Questionnaire on existing available system
- Basic data collection– village wise location list, circle rates and master data
- Instance creation for pilot sites on staging server
- User Acceptance Testing (UAT) by State Department
- Configuration, customization & final instance creation
- Hardware procurement & hosting environment preparation
 - -Domain name registration, Cyber Security Replica Certificate on domain name
 - -Public IP allocation and binding with registered Domain name
 - -Firewall entries for integration permissions
 - -SSL certificate procurement
 - -Permissions for integrations with external systems of GRAS, SMS, PAN, etc.
- State department to share web service details for integrating external systems
- Training to Master Trainers,
- Pilot and state wide roll out, Maintenance activity, Help Desk creation

Benefits and Importance of NGDRS:

NGDRS or National Generic Document Registration System has heralded a new era in the process of registration of documents. NGDRS application is specially designed and developed for the use of Government sub registrars, citizens, and highly placed users from the registration departments of the states. NGDRS allows the states to customize a state-specific instance and alter/configure the NGDRS software as per requirements. NGDRS Offers a complete and easy to access user

interface for property and document registration. NGDRS application enables the citizens to proceed with land buying and registration online. They can find out the

Ready reckoner rate or circle rate for land, estimate property valuation as per prevailing rates in the area and comprehend the type of land.

NGDRS allows citizens to decide about the type of land purchase. As transactions related to prohibited properties are not allowed for sale, such as tribal land, mortgaged land, and government land etc. This information is also available to the citizens, which helps them decide where and what type of land they must consider.

In addition to this, citizens can apply online for property document submission, make an instant online payment, and take online appointments for physical verification. With the help of NGDRS, property buyers are required to visit the sub-registrar's office (SRO) only once and that too at the scheduled time of final signing and registration. This entire workflow of NGDRS has not only proved beneficial for citizens but has also enhanced the productivity of the government department staff.

Government / Business:

- Checks on fraudulent /Benami transaction
- Cost effective solution with improved efficiency and transparency achieved in document registration process
- Accommodating all variations/gaps prevailing across the states ease in interoperability and compatibility with other applications of other sectors.
- Monitoring Dashboard.
- Ease of doing Business.

Replicability and Sustainability: To make the system replicable and sustainable - State/UTs consulted, 23 regional meetings conducted, questionnaire prepared, shared with States/UTs, software developed, pilot test conducted, software modified/corrected and rolled out.

NGGWS – Webinar Report

- An advance, scalable, flexible generic software application Portal: www.ngdrs.gov.in
- It connects / interlinks citizen (seller /buyer /prospector), SRO, Revenue /Municipal offices, land record data base, banks / FIs, ULBs/RLBs, other departments like UIDAI, Income Tax etc.
- Provision for pre-appointment/ appointment on urgency for registration of documents
- SMS and process tracking mechanism to ensure higher level of transparency and accountability
- Facilities for stamp duty/registration fees calculation and multi-channels E-payment gateways
- Low Development/maintenance cost (Rs 4.10 Crore) and Higher Revenue generation module (Rs >19000 crore) with minimum subjectivity for valuation of properties
- Envisaged to improve Ease of Doing Business and to provide ease of living for the citizen

Till 31st November 2022, NGDRS was being used in 17 States/UTs: Punjab, Goa, Manipur, Mizoram, Jharkhand, Himachal Pradesh, A & N, Dadra and Nagar Haveli, Maharashtra, Jammu and Kashmir, Chhattisgarh, Tripura, Ladakh, Bihar, Assam Meghalaya and Uttara hand and 8 States/UTs (underlined) fully implemented Total 1073 (20.48%) SROs covered so far.

Awards:

Hon'ble Prime Minister conferred the Award of Excellence in Public Administration to NIC developed National Generic Document Registration System (NGDRS). NGDRS System developed for the Department of Land Resources makes the document & property registration process simpler & efficient across States & UTs.

Way Forward

The National Generic Document Registration System has now moved a step ahead by introducing data analytics and block chain technology. The proof of concept is now on the roll for both technologies. And Integration of NGDRS System with Single Window system of DPIIT and Integration of State Registration System with national portal of NGDRS is also working now to generate GIS mapping with ULPIN.

“ONE NATION ONE RATION CARD” DEPARTMENT OF FOOD & PUBLIC DISTRIBUTION, GOVT. OF INDIA

Lead Speaker – **SHRI S. JAGANNATHAN**, Joint Secretary, Department of Food & Public Distribution and

Shri S. Jagannathan is an Officer of 1989 batch of Indian Railway Traffic Service (IRTS). He has worked as Director in the Department of Food & Public Distribution and Ministry of Environment Forests and Climate Change. Presently, he is working as Joint Secretary, Department of Food & Public Distribution since 2018. He has overseen the expeditious completion of end-to-end computerization of Public Distribution System (PDS) as well as the implementation of the One Nation One Ration Card plan (ONORC) all over the country. He is currently spearheading the national initiative on rice fortification across government schemes. The Department of Food & Public Distribution was awarded the Prime Minister's Award for Excellence in Public Administration, 2020 for implementation of 'One Nation One Ration Card' under the category 'Innovation (General) - Centre'

One Nation One Ration Card: The speaker started by briefing about “One Nation One Ration Card” he was stated that this innovation initiated to address the difficulties of migrants, the portability of ration cards, a technology-driven system for intra-State & inter-State portability of ration cards, commonly called as the ‘One Nation One Ration Card’ (ONORC) plan, has been introduced by the Government. Presently, this system is enabling many migrant beneficiaries to seamlessly get their food grains from any FPS of their choice, in most parts of the country, by using their same/existing ration card with biometric authentication of identity on an ePoS

device. This initiative also provides leverage to States/UTs to serve many more beneficiaries, without actually incurring any additional burden. Furthermore, this mechanism can plug the leakage/diversion of un-lifted food grains in FPSs, as they can now be lifted by their rightful beneficiaries through portability and gets reconciled/adjusted.

Public Distribution System- scale of PDS operation (in perspective):

The government introduced the One Nation One Ration Card to give all qualified ration cards and beneficiaries covered by the National Food Security Act (NFSA) of 2013 the option of accessing their benefits from anywhere in India. Through an existing ration card with biometric or Aadhaar identification, any NFSA beneficiary's/ration cardholders, including migrant NFSA beneficiary's/ration cardholders, can claim the entirety or a portion of their food grains from any FPS around the country.

So far under NFSA-2013-Rights Based Approach to Food Security the PDS scheme covering 19.5 crore Ration Cards (Households), 80 Crore Beneficiaries (Persons), 5.3 Lakh Fair Price Shops, and 45.8 Lakh MT Monthly Allocation of food grains ,600 LMT Annual Allocation of food grains, approximately Rs. 3 Lakh crore Annual Subsidy Outlay (including PMGKAY).

End-to-End Computerization of TPDS-Operations Key components and status

- Digitization of ration cards & beneficiaries' data so far 19.5 crore Ration Cards Digitized.
- Aadhaar Seeding with Ration Cards till today 99.2% Ration Cards Seeded.
- Online allocation of food grains for all FPSS- Now 100% Allocating Food Grains through Online
- Supply chain management- Online Grievance & Toll-free Helplines
- Grievance redressal-Automated their Supply Chain Management
- Automation of fair price shops(FPS)- 5.33 Lakh of 5.34 Lakh FPSs automated

Salient Features:

- The scheme enables migrant beneficiaries to get their food grains from a FPS of their choice in most parts of the country, by using

their same/existing ration card with biometric authentication of identity on an Electronic Point of Sale (e-PoS) device

- This system of portability is being implemented in all states and Union Territories where the system is being built upon the strong foundations of computerized **Targeted Public Distribution System (TPDS)** operations. This includes the installed infrastructure of ePoS devices at the FPS and seeding of beneficiaries' Aadhaar numbers with their ration cards.
- A copy of either the Ration card or Aadhar card is acceptable. Beneficiaries can simply tell either their Ration card number or seeded Aadhar number to the FPS dealer to receive their ration.
- The Department of Food & Public Distribution, in association with NIC, has launched a Mobile Application “MERA RATION” for the benefit of NFSA beneficiaries, particularly migrant beneficiaries, to take maximum advantage of the One Nation One Ration Card (ONORC) plan.
- Currently, the ‘Mera Ration’ mobile application is available in 12 languages.
- On it, other information like registration of migrants, details of available entitlements, location of nearby FPS, information on past transactions, eligibility criteria, list of ONORC states, etc. can be accessed.

One Nation One Ration Card plan:

- Rolled out in all States/UTs, after being sanctioned in 2018-19 – IMPDS.
- Started as inter-State portability in 4 States from August 2019.
- Swiftly implemented in all 36 States/UTs in a very short span of time

- Entire NFSA Population (nearly 80 crore beneficiaries) covered in the country.
- Ensured food security to beneficiaries during ‘Natural Calamities’, proven during COVID-19

One Nation One Ration Card: An Overview

Over the period of last 6 years, all out efforts were made to bring reforms in the functioning of TPDS with the main objective of modernizing and bringing about transparency and efficiency in the distribution of food grains to the beneficiaries. Since then, significant physical progress has been achieved at the national level. As a result of the above e-governance activities, presently, an average of about 75%~80% of monthly allocated food grains by the Department to States/UTs are being distributed to the beneficiaries through biometrically/Aadhaar authenticated ePoS transactions. Further, this indicator is steadily improving

Efforts so far for Public Outreach & Awareness Generation

Since, the responsibility of distribution of food grains to beneficiaries under TPDS rests with the States/UTs, they have been primarily entrusted to undertake publicity and awareness generation campaigning for the initiative in respective States/UTs and have also been requested to enable a dedicated 14445 toll-free number for ONORC operations. Department is also undertaking a Radio based publicity campaigning in Hindi and 10 other regional languages through 164 FM and 91 Community Radio Stations spread across the States/UTs under ONORC. Besides, these audio spots are also being played at key railway stations

with support of Indian Railways all over the country to deepen the outreach to migrants.

The Department is also actively leveraging social media (Twitter and YouTube channels) to popularize the initiative through soft publicity. Furthermore, the Department has also reached out to targeted migrant population through advertising on State Transport Buses and audiovisual spots at railway stations. A specially customised ONORC Mobile App 'Mera Ration' in 10 languages so far it has been downloaded more than 10 Lakh times from Google Play Store and is enabling maximum benefit to migrant beneficiaries by making the portability of ration easier.

Continuous Institutional Strengthening for ONORC:

The singular achievement of the One Nation One Ration Card (ONORC) is that, this initiative has been developed fully indigenously with the technical support of National Informatics Centre (NIC). What is remarkable is that the broad-based reform of portability covering nearly 81 Crore NFSA beneficiaries in all States/UTs is being achieved with minimal outlay of just Rs. 127 Crore, over a period of 4 years. Further, this is a one-of its-kind Citizen-Centric initiative in the country, swiftly implemented in 32 States/UTs in a short span of time (as of December 2020), after being sanctioned in 2018-19 and implemented from August 2019. These 32 States/UTs are integrated in a seamless portability platform, empowering 13 ONE NATION, ONE RATION CARD almost 86% NFSA population with seamless Food Security anywhere in the Country. In this way, portability of ration is making every NFSA beneficiary AtmaNirbhar. So far, more than 1,50,000 FPS dealers, District Supply Officers, Field Functionaries and State level officers of 30 States/UTs have attended Virtual Trainings on ONORC and PDS Reforms through VC & Webcasting.

ONORC Sustainability:

Overall, 88% of households reported success each time they used portability and had a positive experience while accessing their rations. The Public Distribution System (PDS) has been the backbone for ensuring food security to millions of low-income households in India since its creation in the 1940's. With the launch of the One Nation One Ration Card (ONORC) initiative in 2019, this system further underwent a momentous shift through the introduction of ration 'portability'. It meant that for the first time, families could avail their rations at any fair price shop of their choice. Vulnerable populations like the 67 million migrant household's dependent on this system could access their monthly quota of rations within and outside their home state at a subsidised rate. Others could now choose a preferred local shop and avoid the inconvenience of being tied to their registered fair price shop.

Way Forward:

Strengthening the public discourse around the One Nation One Ration Card scheme by enabling policymakers with rich data and possible solutions will help make the scheme more efficient and equitable. While advocacy efforts might build on this report, we recognize that further research is required to unpack the experience of availing rations under ONORC and PDS particularly for inter-state migrants. Migrants being the center of focus for ONORC, it is imperative to deep dive into how the inter-state portability transactions are faring and potential areas of improvement. Similarly, understanding the challenges and experiences of women requires further exploration.

It is also worthwhile to explore what lessons ONORC can offer to other social protection schemes in the country so that no individual is left out of the security net. Being a highly performing initiative under the PDS system that is already far reaching in India, learnings from these networks and digital architecture can be emulated, layered or built upon to transport other services and aid several developmental interventions. After all, a

robust program like PDS builds credibility and capacity for other social sector interventions.

Awards:

The Department of Food and Public Distribution (DFPD) received the prestigious Prime Minister's Award for Excellence in Public Administration, 2020 for its scheme 'One Nation One Ration Card' (ONORC). Hon. Prime Minister Shri Narendra Modi conferred the Prime Minister's Awards for Excellence in Public Administration on the occasion of 15th Civil Services Day in New Delhi on 21.04.2022. The award was presented under the category Innovation (General)-Central.

Vote of thanks:

Prof. Poonam Singh from the National Centre for Good Governance (NCGG) proposed Vote of Thanks at the Webinar. She threw light on how these innovative initiatives led to become an example and serve as an opportunity for the officers to connect with and serve the poor people.

Before concluding she expressed her heartfelt gratitude to the eminent speakers who presented their views on "ONE NATION ONE REGISTRATION SOFTWARE" National Generic Document Registration System (NGDRS)" Department of Land Resources Government of India & "ONE NATION ONE RATION CARD" Department of food & public distribution, govt. Of India at the webinar. On behalf of NCGG, she thanked all the participants of the webinar comprising of Chief Secretaries/Administrators of All States and UTs of India, District Collectors, IT Secretaries, AR Secretaries, Heads of Administrative Training Institute of All States and UTs of India,

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LBSNAA, Capacity Building Commission (CBC), Sr. Administrators, Eminent Academicians, Sr. Officials from DARPG and NCGG Team.

**ANNEXURE – I – PRESENTATION – ONE NATION ONE
REGISTRATION SOFTWARE” NATIONAL GENERIC DOCUMENT
REGISTRATION SYSTEM (NGDRS)”**



वसुधैव कुटुम्बकम्
ONE EARTH • ONE FAMILY • ONE FUTURE

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8th Webinar on the theme 'Innovations' National Generic Document Registration System (NGDRS)

Date : 25.11.2022

Presentation By :
Shri Sonmoni Borah, IAS, Joint Secretary,
Department of Land Resources
Ministry of Rural Development
Government of India
New Delhi

Legal Framework

- Registration of documents and deed a concurrent subject
- Registration is done by the Sub-Registrars under the Registration Act, 1908
- Digital India Land Records Modernisation Programme (DILRMP) a Central Sector Scheme of DoLR *inter alia* provides financial assistance to States/UTs for computerisation of registration
- Out of 5239 SROs in the country, 4893 SROs (93.4%) computerised
- There are / have been diversity prevailing across the states on account of languages, processes, formulae and formats component of the DILRMP
- To address the problem a generic software at national level conceptualised under of DILRMP

2

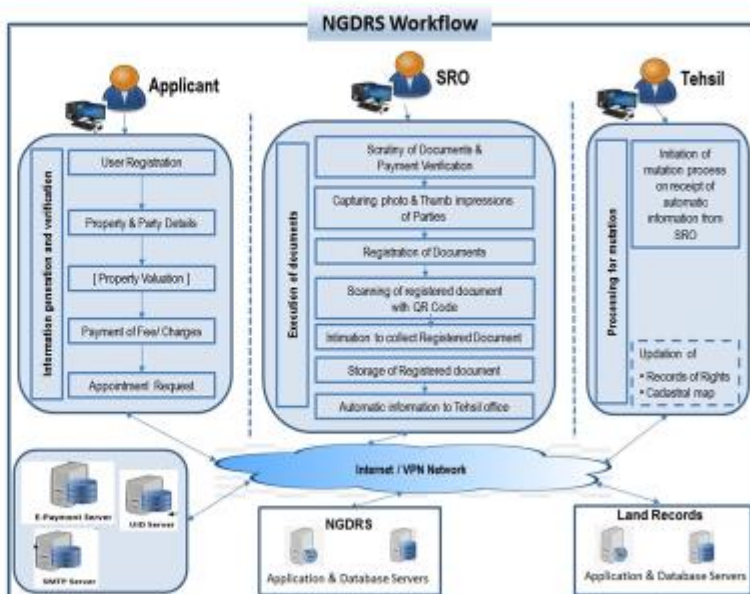
National Generic Document Registration System (NGDRS)

- National level innovation towards “One Nation-One Software”
- A common, generic, configurable software to cater requirements of registrations of documents and deeds
- Citizens empowered to calculate stamp duty, registration fees and other fees applicable from the property valuation module
- Developed on open source platform, reducing cost of proprietary software
- Reduction in number of physical visits processes, time and cost and greater transparency
- Real time information on National portal www.ngdrs.gov.in
- NGDRS highlighted in budget announcement 2022-23 and Hon’ble PM’s address in **Post Budget 2022-23 webinar**
- Awarded Digital India Award 2020 and “The Prime Minister’s Award for Excellence in Public Administration” 2021

3

One Nation One Registration Software : Salient Features

- Security audited system
- Integration available with **PAN, Aadhaar services, Revenue ULB/RLB, Courts, Banks, Income tax etc**
- Integration with state specific databases with multilingual conversion
- SMS/Email at important events
- e-Signed documents created
- Dashboard services available
- State specific ecosystem is created under full control of respective state registry department
- 11 basic modules to facilitate the services to citizen

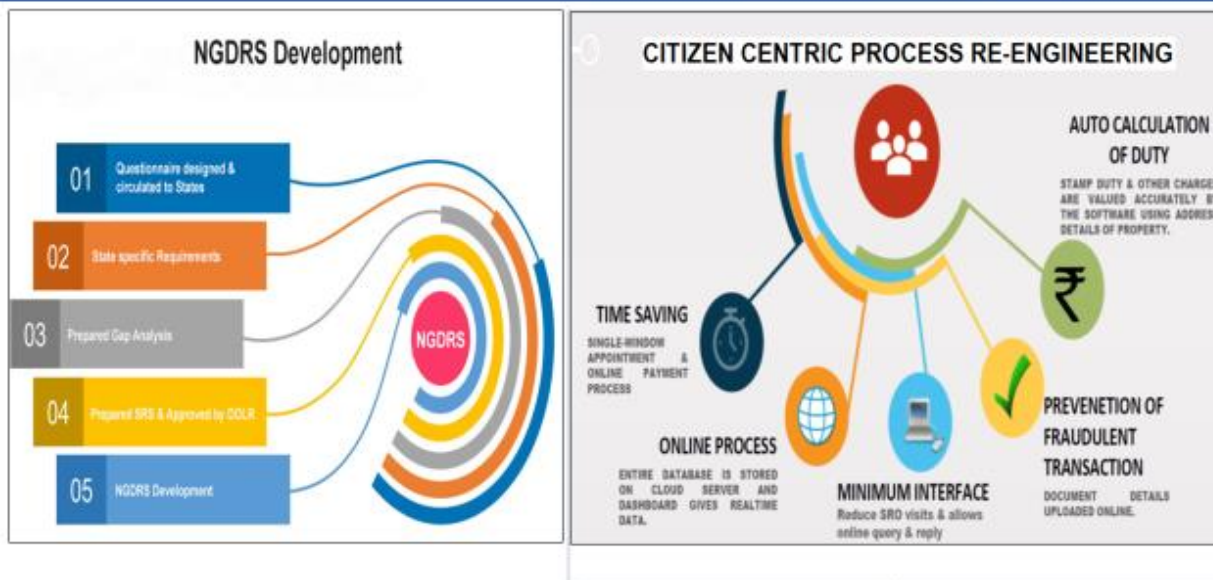


4



National Generic Document Registration (NGDRS)

A mission mode project initiated by Department of Land Resources, Ministry of Rural Development, Govt. of India



5

Benefits

- **Citizen empowerment through:**
 - online entry of deed
 - online submission of document
 - online payment
 - online appointment
 - online document search and online certified copy generation
 - Reduces document registration process, time and cost at Sub Registrar level
 - SMS and email enabled alerts related to transactions on property
 - Rule based transparent online valuation with accurate calculation of property cost
 - Ease of Living
- **Government / Business:**
 - checks on fraudulent /benami transaction
 - cost effective solution with improved efficiency and transparency achieved in document registration process
 - accommodating all variations/gaps prevailing across the states
 - ease in interoperability and compatibility with other applications of other sectors
 - Monitoring Dashboard
 - Ease of doing Business

7

MODULES - NGDRS

Sr. No.	Description
1.	Configuration management
2.	User Management
3.	Administration
4.	Appointment for Registration
5.	Property Valuation
6.	Public data entry
7.	Registration
8.	Dashboard
9.	Document Search
10.	Case Monitoring
11.	Stamp Duty & fee calculator

6

NGDRS Implementation Approach

- 1: Expression of interest and initial request letter from State Department
- 2: Demonstration & Discussions
- 3: Questionnaire on existing available system
- 4: Basic data collection– village wise location list, circle rates and master data
- 5: Instance creation for pilot sites on staging server
- 6: User Acceptance Testing (UAT) by State Department
- 7: Configuration, customization & final instance creation
8. Hardware procurement & hosting environment preparation
 - Domain name registration, Cyber Security Replica Certificate on domain name
 - Public IP allocation and binding with registered Domain name
 - Firewall entries for integration permissions
 - SSL certificate procurement
 - Permissions for integrations with external systems of GRAS, SMS, PAN, etc.
- 9: State department to share web service details for integrating external systems
- 10: Training to Master Trainers,
11. Pilot and state wide roll out, Maintenance activity, Help Desk creation

7

One Nation One Registration Software :

Replicability and Sustainability

- To make the system replicable and sustainable - State/UTs consulted , 23 regional meetings conducted, questionnaire prepared, shared with States/UTs, software developed ,pilot test conducted, software modified/corrected and rolled out
- An advance, scalable, flexible generic software application (Portal: www.ngdrs.gov.in)
- It connects / interlinks citizen (seller /buyer /prospector), SRO, Revenue /Municipal offices, land record data base, banks / FIs , ULBs/RLBs, other departments like UIDAI, Income Tax etc.
- Provision for pre-appointment/ appointment on urgency for registration of documents
- SMS and process tracking mechanism to ensure higher level of transparency and accountability
- Facilities for stamp duty/registration fees calculation and multi-channels E-payment gateways
- Low Development/maintenance cost (Rs 4.10 Crore) and Higher Revenue generation module (Rs >19000 crore) with minimum subjectivity for valuation of properties
- Envisaged to improve Ease of Doing Business and to provide ease of living for the citizen

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Implementation Status

- Rolled out in 17 States/UTs: Punjab, Goa, Manipur, Mizoram, Jharkhand, Himachal Pradesh, A & N, Dadra and Nagar Haveli, Maharashtra, Jammu and Kashmir, Chhattisgarh, Tripura, Ladakh, Bihar, Assam Meghalaya and Uttarakhand
- 8 States/UTs (underlined) fully implemented
- Total 1073 (20.48%) SROs covered so far

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NATIONAL DASHBOARD
(By default dashboard shows current date data)
18 November 2022, 15:51:38

01-01-2017 18-11-2022 [Refresh](#) [Print](#)

State	Sub Modules	SRO Office	Submitted Document (Document submitted for registration)	Approved	Registered Document	Revenue Collected (in Lacs)
Andaman and Nicobar Islands <small>Launched on: 06-06-2018</small>		5	821	2531	1040	5060.76
Chattisgarh <small>Launched on: 06-06-2018</small>		3	905	31125	30451	14337.13
Goa <small>Launched on: 06-06-2018</small>		12	1256	74159	73333	190948.19
Himachal Pradesh <small>Launched on: 12-03-2019</small>		175	3391	225056	223249	50443.45
Jammu and Kashmir <small>Launched on: 16-06-2018</small>		105	12652	183161	158974	96365.09
Jharkhand <small>Launched on: 26-10-2018</small>		42	8613	464311	460202	270186.60
UT Ladakh <small>Launched on: 18-11-2021</small>		12	123	770	862	202.47
Manipur <small>Launched on: 10-09-2020</small>	Barista 2.0	71 / 497	433	1442	1078	726.30
	e-Registration 2.0	83 / 497	3	0	2481	5762.00
	e-Filing 2.0	497 / 497	1043	0	234843	49971.69
	C/DCC	7 / 497	0	0	47	45.49
	Form-Builder	6 / 497	0	0	137	636.06
	SHADA	6 / 497	13	0	1223	318.33
Manipur <small>Launched on: 10-09-2020</small>	PMRY	1 / 497	0	0	2	0.80
Manipur <small>Launched on: 10-09-2020</small>		11	136	532	399	77.12
Meghalaya <small>Launched on: 16-01-2019</small>		N/A	N/A	N/A	N/A	0.00
Mizoram <small>Launched on: 06-06-2018</small>		8	2663	17524	18228	1388.37
Punjab <small>Launched on: 26-06-2017</small>		179	340951	3038912	2880087	1454038.33
Tripura <small>Launched on: 11-08-2021</small>		23	2661	27368	26688	7636.84
UT Chandigarh & Nagar Haveli and Daman Diu <small>Launched on: 04-01-2020</small>		1	787	18474	18747	7584.66
Uttarakhand <small>Launched on: 01-09-2020</small>		1	86	287	244	1305.86
Assam <small>Launched on: 14-11-2020</small>		N/A	N/A	N/A	N/A	0.00
Bihar <small>Launched on: 06-01-2019</small>		N/A	N/A	N/A	N/A	0.00
Andhra Pradesh <small>Under POC</small>		0	0	0	0	0
Assam <small>Under POC</small>		0	0	0	0	0
Bihar <small>Under POC</small>		0	0	0	0	0
Chhattisgarh <small>Under POC</small>		0	0	0	0	0
Goa <small>Under POC</small>		0	0	0	0	0
Himachal Pradesh <small>Under POC</small>		0	0	0	0	0
Jammu and Kashmir <small>Under POC</small>		0	0	0	0	0
Jharkhand <small>Under POC</small>		0	0	0	0	0
Mizoram <small>Under POC</small>		0	0	0	0	0
Nagaland <small>Under POC</small>		0	0	0	0	0
Odisha <small>Under POC</small>		0	0	0	0	0
Punjab <small>Under POC</small>		0	0	0	0	0
Rajasthan <small>Under POC</small>		0	0	0	0	0
Sikkim <small>Under POC</small>		0	0	0	0	0
Tamil Nadu <small>Under POC</small>		0	0	0	0	0
Telangana <small>Under POC</small>		0	0	0	0	0
Uttar Pradesh <small>Under POC</small>		0	0	0	0	0
West Bengal <small>Under POC</small>		0	0	0	0	0
Yudh Kisan <small>Under POC</small>		0	0	0	0	0
Total		1073	270956	4287149	2842086	9 2164315.20 LACS

Way Forward :

- Integration of NGDRS System with Single Window system of DPIIT
- Integration of State Registration System with national portal of NGDRS
- GIS mapping with ULPIN

Thank You

ANNEXURE – II – PRESENTATION – “ONE NATION ONE RATION CARD”



Government of India
Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution



One Nation One Ration Card

Nation-wide portability of ration cards under the National Food Security Act (NFSA)

**TECHNOLOGY-DRIVEN INNOVATION IN TARGETED PUBLIC
DISTRIBUTION SYSTEM (TPDS) TARGETING ANYWHERE
FOOD SECURITY OF NEARLY 80 CRORE PEOPLE**



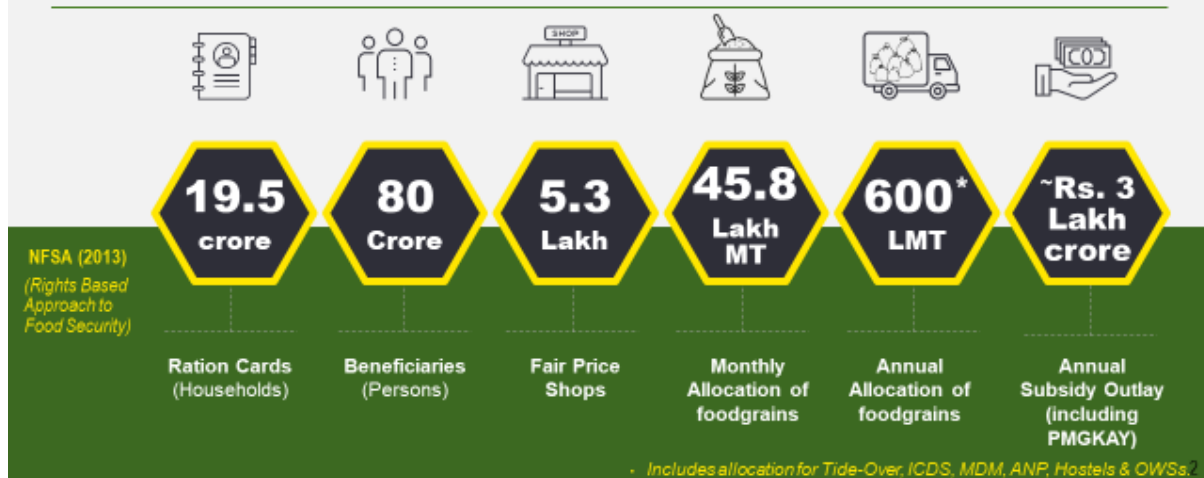
NGGWS – Webinar Report

Public Distribution System

SCALE OF PDS OPERATIONS (in perspective)



Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution
Government of India



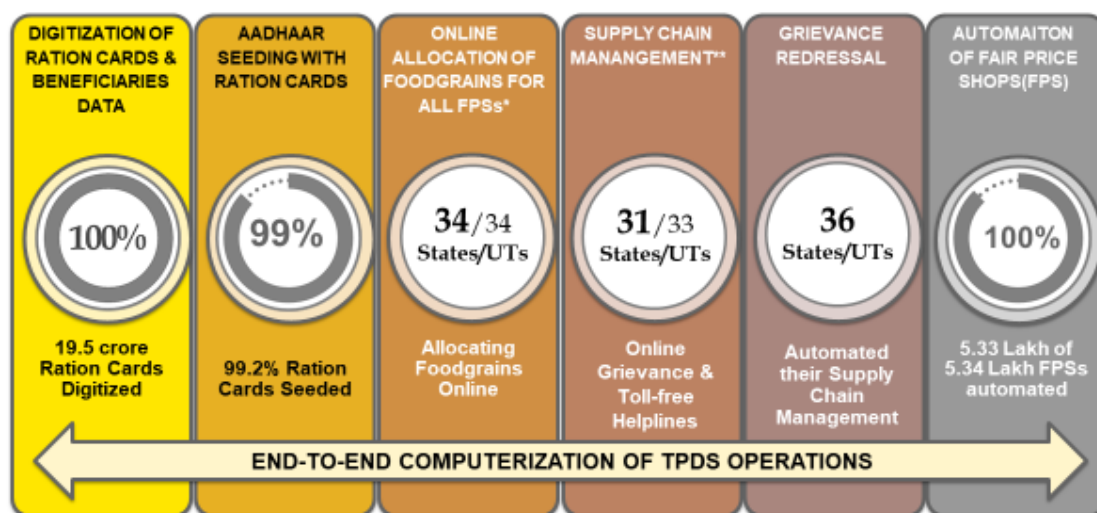
2

End-to-End Computerization of TPDS Operations

Key components and status



Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution
Government of India



* Chandigarh and Puducherry UTs have implemented DBT (Cash Transfers) scheme. | ** Not applicable in Lakshadweep

3

REFORMS & MODERNIZATION OF PDS OPERATIONS

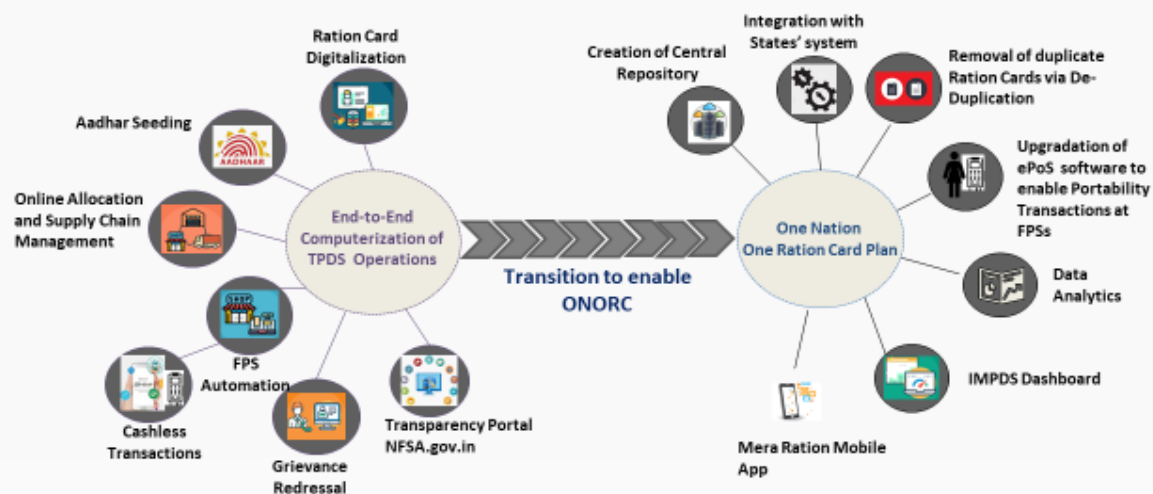
Technological systemic improvements achieved using ICTs during last 7-8 years

ICT INTERVENTIONS MADE	CHALLENGES ADDRESSED	OUTCOMES TARGETED	ACHIEVEMENTS MADE
 Digitization of Ration Cards & Beneficiaries' data	Inclusion & exclusion errors in beneficiary identification	Correct & transparent beneficiary identification; in Public Domain	100% Digitisation of Ration Cards data in all States/UTs
 Aadhaar seeding with digitised data of ration cards	Duplicate and ineligible ration cards / beneficiaries	Checks & balances on duplicity and issuance of ineligible ration cards	>99% Aadhaar seeding of cards; >4.75 crore duplicate /ineligible ration cards de-duplicated in last 8-9 years
 Installation of ePoS devices at the Fair Price Shops (FPSs)	Lack of transparency in distribution of foodgrains	Transparency & efficiency in distribution of foodgrains	About 100% FPSs in the country distributing food grains through ePoS devices
 Aadhaar authentication of beneficiaries on ePoS	Malpractices & diversion of foodgrains at the FPS level	Ensured delivery to rightfully eligible beneficiaries only	>92% Aadhaar authentication based foodgrain distribution on monthly basis
 Online Supply Chain Management (SCM)& Allocation of foodgrains	Leakages in warehousing and transit of foodgrains / non-accountal of proper quantities	Plugging leakages through continuous online monitoring of stocks at each step of SCM	SCM computerised in 31 out of 33 States/UTs; Online allocation to all FPSs in all States/UTs

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Technological reforms enabling ONORC PORTABILITY

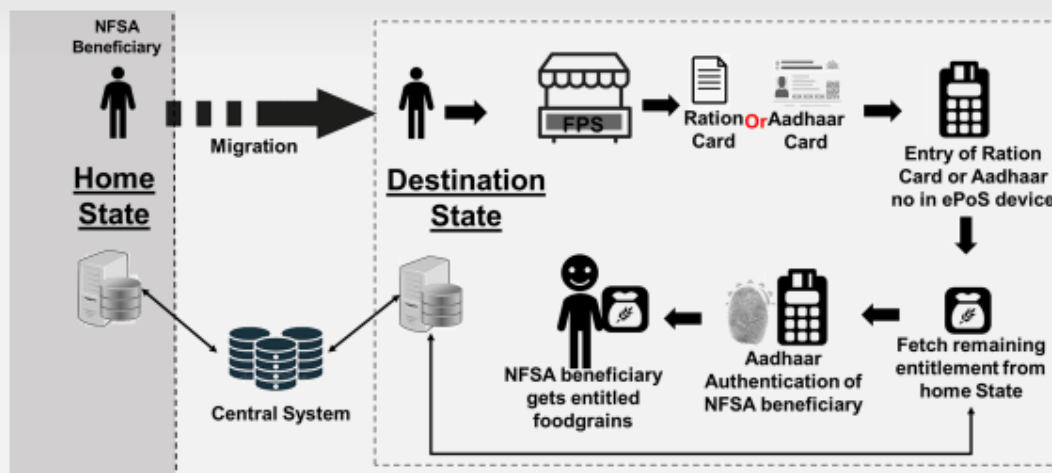
ONE NATION,
ONE RATION CARD

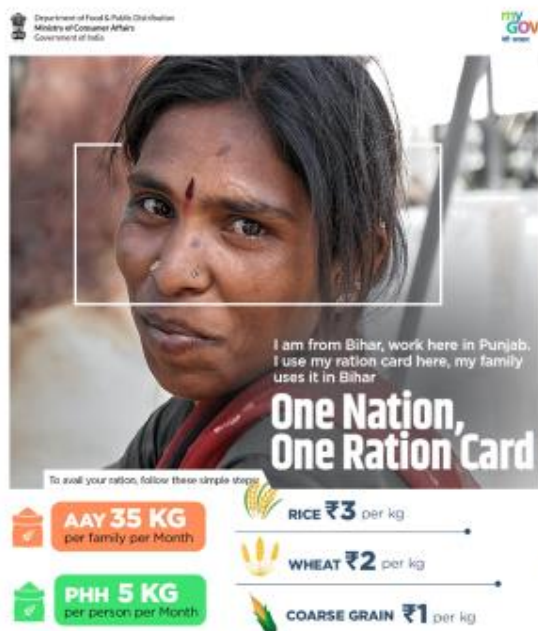


Portability of Ration Cards: Technology System for enabling migrants' access to PDS

USE OF INFORMATION TECHNOLOGY: A PROCESS FLOW

Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution
Government of India





ONE NATION ONE RATION CARD

Empowering Migrants to be **Self-Reliant**.

1. A technology driven innovation for **nation-wide portability** of subsidised ration.
2. Allows all NFSA beneficiaries, particularly migrant beneficiaries, to claim either full or part foodgrains **from any Fair Price Shop (FPS)** of choice, anywhere in the country (District/ State/ Country) **through existing ration card** in a seamless manner.
3. Also allows their **family members back home** (if any), to **claim** the balance foodgrains **on the same ration card**.
4. ONORC facility makes food security portable for all NFSA beneficiaries.

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One Nation One Ration Card plan

Government of India
Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution

- Rolled out in all States/UTs, after being sanctioned in 2018-19 – IMPDS.
- Started as inter-State portability in **4 States** from **August 2019**.
- Swiftly implemented in all 36 States/UTs in a **very short span** of time
- **Entire NFSA Population** (nearly 80 crore beneficiaries) covered in the country.
- **Ensured food security** to beneficiaries during 'Natural Calamities', proven during COVID-19



All 36
States/UTs



ONORC Plan
Rolled Out

~80 crore



NFSA
Beneficiaries
Covered

96.8% NFSA population in country

>90 crore



Total Portable
Transactions

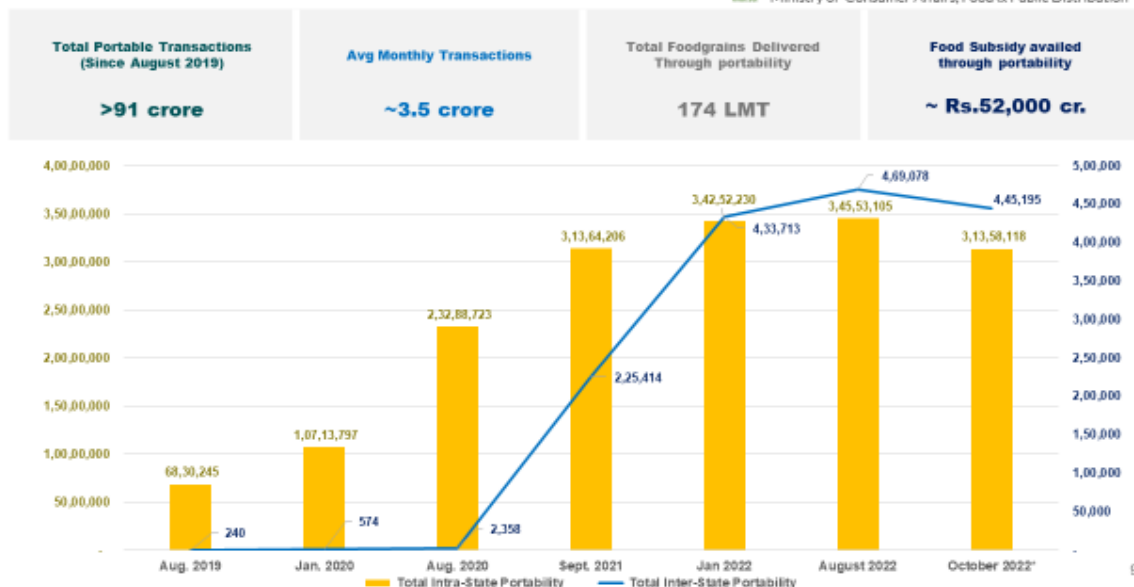
So far since launch in August 2019

8

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PORTABILITY Transactions under ONORC

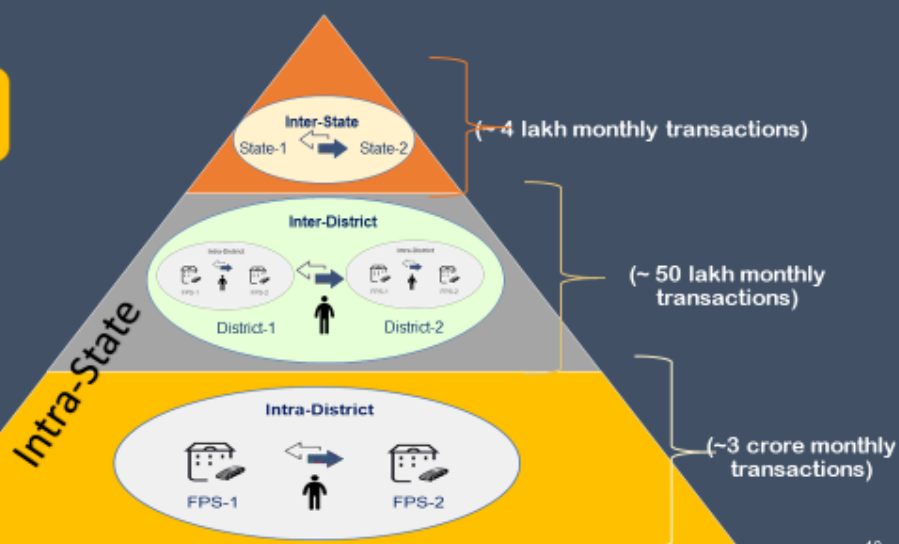
Government of India
Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution



Portability of Ration Cards: Technology System for enabling migrants' access to PDS ONE NATION ONE RATION CARD: AN OVERVIEW

Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution
Government of India

About 3.5 crore portability transactions every month



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Progress of ONORC Portability Transactions

Government of India
Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution

Sr.	States	Total <u>Intra-State</u> Portability Transactions	Sr.	States	Total <u>Inter-State</u> Portability Transactions
1	BIHAR	28,85,12,689	1	DELHI	40,05,274
2	ANDHRA PRADESH	11,37,61,948	2	HARYANA	6,47,548
3	RAJASTHAN	9,85,64,618	3	MAHARASHTRA	2,69,221
4	TELANGANA	7,93,92,187	4	GUJARAT	2,13,812
5	UTTAR PRADESH	6,14,44,491	5	D&D D&NH	1,02,557
6	KARNATAKA	5,44,35,281	6	HIMACHAL PRADESH	69,961
7	KERALA	5,02,38,149	7	RAJASTHAN	57,292
8	MAHARASHTRA	4,62,61,125	8	UTTARAKHAND	55,269
9	HARYANA	4,32,17,687	9	JAMMU AND KASHMIR	42,165
10	MADHYA PRADESH	2,88,78,453	10	UTTAR PRADESH	41,470
11	DELHI	1,67,37,008	11	BIHAR	39,640
12	PUNJAB	85,46,426	12	MADHYA PRADESH	31,282
13	TAMIL NADU	53,65,628	13	KARNATAKA	27,820
14	WEST BENGAL	47,51,764	14	KERALA	27,086
15	GUJARAT	31,85,075	15	JHARKHAND	18,870
16	JHARKHAND	26,24,994	16	PUNJAB	17,199

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Mera Ration Mobile Application



Government of India
Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution



20 Lakh+ downloads so far



App available in 13 languages

English, Hindi, Oriya, Punjabi, Tamil, Telugu, Malayalam, Kannada, Urdu, Gujarati, Marathi, Bengali and Assamese



Empowering migrant beneficiaries



PDS information at fingertips

Entitlement | Allocation | Transactions | Aadhaar Seeding



Locate nearby FPSs & get directions



Provide feedback to Government



Available from Google Play Store



NO SUCH FACILITY WAS AVAILABLE TO BENEFICIARIES EARLIER

#ONORC

One Nation One Ration Card TECHNOLOGY-DRIVEN INNOVATION IN TARGETED PUBLIC DISTRIBUTION SYSTEM (TPDS)

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One Nation One Ration Card

Efforts so far for Public Outreach & Awareness Generation

Government of India
Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution

1. Inter-alia operational responsibilities under NFSA, this activity is primarily **entrusted to States/UTs**.
2. A **dedicated 14445 toll-free** number for information dissemination and other matters pertaining to ONORC is operational in 33 States/UTs.
3. Department is also making **parallel efforts** for continuous promotion of ONORC, awareness generation and strategic outreach to target beneficiary from time to time.



Campaigning done on **167 FM and 91 Community Radio Stations**

Announcements at **>2425 Railway Stations** targeting migrants.

Display of audio/visual spots at the **Railway Stations**

Bus Wraps on State Transport Buses

Outdoor publicity through Hoardings & Banners

Posters / Banners at all Fair Price Shops – through States/UTs

Extensive use of Social Media



Department of Food & Public Distribution

Continuous Institutional Strengthening for ONORC



Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution

In-depth trainings of State/District level officials and all **FPS Dealers** are regularly conducted by the Department through **Video Conferencing / Webcasting / Webinars**.

E-learning modules are also prepared in collaboration with UN-WFP.



So far, more than **1,50,000** FPS dealers, District Supply Officers, Field Functionaries and State level officers of **30 States/UTs** have attended **Virtual Trainings on ONORC and PDS Reforms** through **VC & Webcasting**.

These trainings are being regularly conducted by the Department (CPMU) and NIC – for all FPS dealers and State Officials, etc.

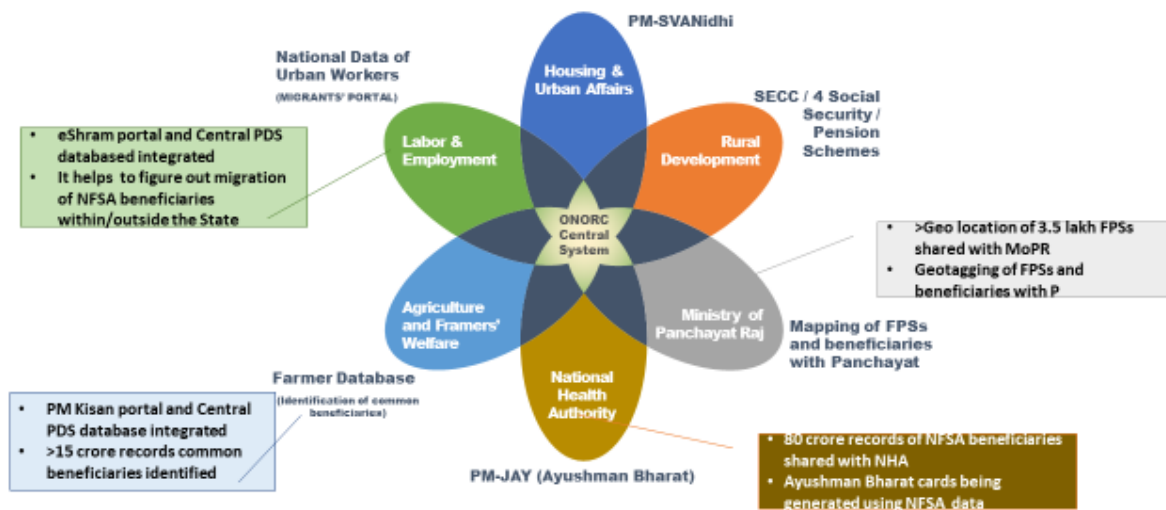


Leveraging ONORC for Data Collaboration



Government of India
Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution

Data collaboration between Ministries/Departments = Broader reach of Government Programmes



One Nation One Ration Card TECHNOLOGY-DRIVEN INNOVATION IN TARGETED PUBLIC DISTRIBUTION SYSTEM (TPDS)

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One Nation One Ration Card

Way forward

Government of India
Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution

1. Continue the multi-modal efforts for wide scale publicity and awareness generation of ONORC and also undertake mass awareness and publicity campaigning across States/UTs.
2. Capacity building exercise for FPS dealers, field functionaries, district and state level officials.
3. Undertake SMS campaigning to all NFSA ration card holders to promote the portability transactions and use of 'Mera Ration' mobile application.
4. Identify the pockets/ areas/ districts with higher inward/outward migration and implement strategies to increase the use of portability transactions.
5. Undertake data driven analytics of ONORC data to highlight scope of improvements in portability operations in States/UTs, etc.
6. Use of IT system and Data Analytics for continuous monitoring of available foodgrains at the FPS levels, estimation of dynamic demand and supply of foodgrains from nearest FCI depot/central pool godown in an integrated manner.

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Beneficiary Testimonial.... Food security near place of work



Government of India
Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution

<p>3 months back our family migrated to Daman. Here, my husband works in a factory. I am really happy that we are able to get our NFSA family ration from any FPS here in Daman. There is no need to be at village in Bihar to collect it.</p>	 <p>ANNA KISHUN Home State: Bihar ONORC State: Daman & Diu Ration Card No. 27000049404</p>	<p>Without this facility our families would be struggling with hunger. The facility of One Nation One Ration Card is a blessing... I and number of people from my place now take advantage of this.</p>	 <p>DATANAND Home State: Maharashtra ONORC State: Telangana Ration Card No. 27000049404</p>
<p>Due to COVID-19 crisis, sudden loss of Job in Maharashtra landed me at Kerala with wife and 3 children. The situation was very bad for us but thanks to the new facility we got our ration through portability & our food needs were taken care of.</p>	 <p>KANAKANSHAN Home State: Maharashtra ONORC State: Kerala Ration Card No. 27000049404</p>	<p>Earlier, we faced difficulty and had to purchase Rice from open market at high price... Now, thanks to One Nation One Ration Card scheme, we get our PDS ration near our workplace</p>	 <p>ISROD R Home State: Karnataka ONORC State: Kerala Ration Card No. 27000049404</p>

One Nation One Ration Card TECHNOLOGY-DRIVEN INNOVATION IN TARGETED PUBLIC DISTRIBUTION SYSTEM (TPDS)

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Thank you



Department of Food & Public Distribution,
Government of India

Government of India
Department of Food & Public Distribution
Ministry of Consumer Affairs, Food & Public Distribution



ANNEXURE – III – LIST OF PARTICIPANTS

--- LIST OF ATTENDEES ---

NATIONAL GOOD GOVERNANCE WEBINAR SERIES (NGGWS)

8th Webinar on PM's Award Winning Initiatives under the theme 'Innovations'

(Dated – 25th November 2022)

Time – (1200 Hrs – 1300 Hrs)

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