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PART I—Orders and Notifications by the Governor of West Bengal, the High Court, Government Treasury, etc.

GOVERNMENT OF WEST BENGAL

Department of Food and Supplies

“KHADYASHREE BHAVAN”

11A, Mirza Ghalib Street, Kolkata - 700087

NOTIFICATION

No. 3929-FS/Sectt./Food/4M-11/2021 dated, Kolkata, 16th November, 2021 – WHEREAS section 12 of the National Food Security Act, 2013 *inter alia* refers to the State for taking endeavour of progressive reforms in consonance with the roles envisaged for it and also to introduce scheme for the targeted beneficiaries in order to ensure their foodgrains entitlements and

WHEREAS in pursuance of the provisions contained in Section 32 of the said Act State Government had intended to introduce a new scheme with an objective to provide the foodgrains to all the PDS beneficiaries in a convenient and transparent manner for the welfare and convenience of the beneficiaries;

NOW, THEREFORE, the Governor is pleased hereby to make, in addition to the West Bengal Public Distribution System (Maintenance and Control) Order, 2013 and the West Bengal Urban Public Distribution System (Maintenance & Control) Order, 2013, as subsequently amended, the following scheme, regulating the distribution of ration items under the Targeted Public Distribution System for the beneficiaries allotted ration card under the National Food Security Act (NFSA), 2013 and Rajya Khadya Suraksha Yojana (RKSJ) including special packages, with a view to providing ration at their door step:—

Scheme

1. **Short title and commencement.** – (1) This Scheme may be called the *West Bengal Duare Ration Scheme, 2021*.
- (2) It shall come into force with effect from the 16th November, 2021.
2. **Definitions.**— (1) In this Scheme, unless there is anything repugnant in the subject or context, –
 - (a) “beneficiary” means a ration card holder granted ration card under the Control Orders;
 - (b) “clause” means a clause of the scheme;
 - (c) “Control Orders” means the West Bengal Public Distribution System (Maintenance and Control) Order, 2013 or the West Bengal Urban Public Distribution System (Maintenance & Control) Order, 2013;

- (d) "FPS" means Fair Price Shop, i.e. a shop engaged and licensed under the Control Order for distribution of public distribution *Commodities against ration documents* ;
- (e) "Scheme" means the West Bengal Duare Ration Scheme, 2021 under which the FPS Dealer shall deliver ration to the ration card holder at his door step;
- (f) "State Government" means Government of West Bengal in the Department of Food & Supplies.

(2) Words and expressions used and not defined shall have the same meaning as defined in the Control Orders.

3. **Application.** – (1) This scheme shall apply to the beneficiary under the National Food Security Act (NFSA), 2013 Rajya Khadya Suraksha Yojana (RKSU-I & II) including special packages, if any.

(2) A beneficiary shall be entitled to the facilities under this scheme in addition to the facilities under the Control Order, as subsequently amended.

4. **Features of the scheme.** – (1) The proposed Scheme intended to ensure doorstep delivery of ration under the NFSA and RKSU (I & II) including Special Packages. In case of inaccessibility/other unavoidable situation in some pockets like hilly areas, riverine areas of Sundarban, forest areas of Jungle mahal, the best possible solutions will be considered by the Department.

(2) In the Scheme, FPS Dealers shall visit different paras / villages / hamlets divided in small clusters to be covered on a pre-fixed and pre-announced date and time with ration items, e-PoS device and weighing scale.

(3) The Dealer may engage 1 or 2 workers and make own arrangement for transportation of ration items by engaging own or hired vehicle depending upon the volume of work, beneficiaries to be covered and geographical nature of the area of coverage.

(4) The ICDS Centers, verandah of schools, or any other public premises, etc. may be used for taking temporary shelter during rain, etc.

(5) The delivery to the beneficiary shall be made as per prevailing subsidized rates of ration items stipulated by the Government from time to time without any additional financial burden on the beneficiary.

(6) Delivery to all the beneficiaries shall be made on proper weighing of ration items as per their entitlement and after due Aadhaar authentication of entitled beneficiaries through e-PoS machine in consonance with section 12(2)(c) of the NFSA.

(7) Beneficiaries will get all entitled ration items at one go.

(8) Any member of a family can receive entitled quantity of ration items of the entire family under the Duare Ration scheme after Aadhaar authentication on an electronic Point of Sale (e-PoS) device or mobile App.

(9) FPS shall remain open on fixed days, as specified by the State Government in Department of Food & Supplies, Government of West Bengal. The FPS Dealer shall deliver the ration items to the beneficiaries on all other distribution days at the doorsteps only.

5. **Facilities.** – (1) On and after introduction of the Duare Ration Scheme, the beneficiaries shall be delivered the ration items at their doorstep without any additional financial burden on them.

(2) If any beneficiary fails to receive the ration at his doorstep due to a reason beyond his control, he may lift the ration from the FPS shop on the days on which the Shop is open for the purpose.

6. **Function of Dealer.** – (1) In Duare Ration Scheme, ration items shall be delivered at the doorstep of all beneficiaries under NFSA and RKSU including special packages on the pre-scheduled day of a month.

(2) If the beneficiary could not receive the ration items at the doorstep of his house due to any reason, he shall be delivered the ration items from the FPS shop on the days when the Ration Shop is open as stipulated by the State Government.

(3) All the Ration Dealers shall prepare details of Clusters and Monthly Distribution Calendar.

(4) This Details of Clusters and Monthly Distribution Calendar shall be submitted to the Area Inspector, Food & Supplies.

- (5) The Monthly Distribution Calendar showing para/cluster wise days of doorstep delivery shall be displayed prominently on the notice board in the ration shops always and a copy thereof shall be displayed at conspicuous places of all paras/mahallas/clusters and public places / offices in the area of coverage of the FPS. Monthly Distribution Calendar should also be shared with local Gram Panchayat member(s) or Municipal Councillor(s) etc. Effort should be made to share this information with the beneficiary families in advance through suitable means.
 - (6) Such details of cluster, its description, days of delivery and families to be covered in each cluster shall also be entered in online module of the portal and updated whenever there is any change.
 - (7) The distribution of ration items at the doorstep of the beneficiaries should start at 7.30 AM. However, it may start from 6 AM to 8 AM depending on the local situations, but 100% delivery scheduled for the day is to be ensured within the same day. The time schedule shall be adhered strictly to reach the cluster (para/mahalla/locality) and start distribution in time.
 - (8) The FPS dealer should ensure 100% delivery of the ration items at the doorstep of the beneficiaries maintaining pre-scheduled Monthly Distribution Calendar.
 - (9) The FPSs which are provided with additional e-PoS or a mobile app with biometric scanner should use them parallelly so that all the beneficiaries of the cluster are covered on the same day.
 - (10) The ration items shall be distributed through e-PoS machine in online mode after Aadhaar based authentication and an e-PoS print out receipt shall be issued to all beneficiaries against all transactions without fail.
 - (11) While delivering ration items under Duare Ration, quantity as per entitlement and quality of the ration items must be maintained.
 - (12) Under special circumstances, like inclement weather, etc. if the delivery under Duare Ration on a particular day is delayed, an intimation to the Area Inspector and the beneficiaries should be given. However, if it becomes not possible to distribute the ration items on the scheduled day as per Monthly Distribution Calendar, the distribution should be made on the next reserve day of the week with proper intimation to the Food Inspector and beneficiaries of the area. The change should also be updated in the portal.
 - (13) Under such special circumstances, school premises, ICDS centres or similar institutions may be used for temporary shelter for manpower and ration items under Duare Ration Scheme with prior permission from the appropriate authority for safety of the ration items.
 - (14) The Dealers and their staff should behave with all the beneficiaries always in a courteous manner.
 - (15) The problems and concerns of the beneficiaries shall be taken care of proactively and promptly and delivery of ration items shall be done following all Govt. norms and orders in vogue.
 - (16) The dealers should take initiative immediately to identify the type and model of delivery van and avail the benefit of the subsidy announced by the Government at the earliest to purchase vehicle for smooth running of delivery of ration items under Duare Ration.
 - (17) For any issue / complaint regarding failure of delivery of ration items at the doorstep of the beneficiaries, the Block Food Inspector shall be contacted immediately.
7. **Maintenance of Proper Stock Register.** – Being the custodian of stock meant for PDS, proper daily record should be maintained by the FPS Dealer in order to keep account of ration items taken out for distribution while making delivery under Duare Ration and stock received back after the doorstep delivery under Duare Ration. FPS owner has to mention the quantities of ration items taken out each day for Duare Ration and again enter the balance after distribution. This must be maintained on day-to-day basis so that the physical stock position of that particular FPS point vis-a-vis Book Balance pertaining to the godown and the delivery van can be verified at any point of time.
8. **Selection of Mode of Distribution.** – FPS Dealer shall carefully and mandatorily select the appropriate button every day, before starting transaction, to mark the mode of distribution through “Duare Ration” or “FPS Distribution” in the e-PoS machines or mobile app as the case may be.

9. **Monthly Distribution Calendar.** – (1) All beneficiary families of an FPS would be divided in 16 clusters in a manner that it takes equal amount of time in distribution of ration items in a single day through Duare Ration.
- (2) No. of clusters for an FPS may be reduced to less than 16 if the ration card population is less. However, it must be ensured that the number of the clusters are fixed in such a way that all the beneficiary families shall be covered under the numbers of clusters so decided for distribution under Duare Ration and all beneficiary families of the cluster shall be provided ration items at their door step on the day of distribution under Duare Ration. For FPS having less than 16 clusters, Duare Ration distribution would be made first and only in the later part of month when all clusters have been completed, FPS will remain open on the balance days.
- (3) On days other than Duare Ration distribution days, the FPS shall remain open for distribution of ration items to the beneficiaries excepting weekly off and holidays.
- (4) A fixed day of a week of each month will be designated for distribution at each cluster. The distribution under Duare Ration will generally start from 1st distribution day of the Month barring Saturday or Sunday.
- (5) The distribution through Duare Ration mode would be done on Tuesday, Wednesday, Thursday and Friday from first till fourth week.
- (6) Thus normally all clusters will have a fixed distribution day in a month. Dates of the month may vary but day must be kept same for each cluster during upcoming months.
- (7) All Saturdays would be distribution day at the FPS where people who have been missed or want to collect the ration items from FPS due to any urgent reason will be allowed to take ration from the FPS.
- (8) Sunday would be reserved to distribute ration items in Duare Ration mode for clusters which may have been missed due to holidays/ inclement weather. If there is no such cluster left, FPS should remain open on that day only during first half.
10. **Incentive to Dealer for implementation of Scheme.** – (1) The Dealer shall be provided additional commission for distribution of ration items under Duare Ration Scheme at such rate as the State Government may, by order, specify.
- (2) The State Government may, by order, provide some financial support to the FPS dealer in the form of subsidy to purchase vehicle for distribution of ration items under the Scheme.
11. **Power to issue direction.** – The State Government may issue operational guidelines, clarifications, directions, etc. for implementation of the scheme.
12. **Interpretation.** – If any difficulty arises in the course of implementation of the Scheme and the guidelines, clarifications, directions, etc. issued thereunder, the matter shall be referred to the State Government and the decision of the State Government thereon shall be final.

By order of the Governor,

PARWEZ AHMAD SIDDIQUI, IAS
Secretary to the Government of West Bengal
Department of Food & Supplies.