

## Launch of Welfare Services Portal & Extending Online Ration Card Services through CSC

As a part of significant move towards digital transformation in various Government offices of Puducherry UT, the **Integrated Beneficiary Management MIS Portal** for Welfare Departments, namely, the Directorate of Social Welfare, Directorate of Women and Child Development, AdiDravidar Welfare, and Scheduled Tribe Welfare Department and **Extending Online Ration Card Services through CSC** for Department of Civil Supplies and Consumer Affairs were launched on **08/07/2025** at **Hotel ACCORD, Puducherry**.

The launch was graced by the **Hon'ble Lieutenant Governor, Sh. Kailashnathan, I.A.S (Retd)**, in the presence of the **Hon'ble Speaker, Sh. EmbalamSelvam @ R. Selvam; Sh. Sharad Chavan, I.A.S., Chief Secretary to the Government of Puducherry; Dr. A. Muthamma, I.A.S., Commissioner-cum-Secretary (IT, Civil Supplies & AdiDravidar and Scheduled Tribe Welfare)** to the Government of Puducherry; along with other Secretaries to the Government of Puducherry, **Sh. Mahesh M. Halyal, State Informatics Officer, NIC-Puducherry**; Directors from the Welfare and Civil Supplies Departments; and officials from NIC and various other departments of the Government of Puducherry.

### Continuous Effort Towards Digital Transformation

The **Hon'ble Lieutenant Governor, Sh. Kailashnathan, I.A.S (Retd)**, praised the continuous efforts of NIC Puducherry in supporting the various Departments of Government of Puducherry with advanced technology solutions.

During the welcome address, the Secretary (IT) had acknowledged the role of NIC and appreciation the continuous support rendered by NIC in strengthening governance infrastructure through technology and expressed gratitude for the successful implementation of the project.

During the key note address, the **Chief Secretary** had highlighted the role of NIC and appreciated their role for the IT support rendered by NIC, PY.

### A Milestone in Digital Governance

The newly launched online system offers a comprehensive suite of services, including **online applications, approval workflows, beneficiary management, UDH and Central Portal integration** (e.g., **PFMS, NSAP, UDID integration**), and **various MIS reports**. By digitizing these essential services, the system aims to eliminate manual intervention, reduce errors, and enhance service delivery for the citizens of Puducherry. With an easy-to-use web portal, citizens can now **track their application and payment status** conveniently.

Online Ration Card Services of Department of Civil Supplies and Consumer Affairs which is being used by Citizens and Department is extended through Common Service Centre (CSC). This step will enable the citizen to avail the online services through Common Service Centre at their convenient place, without visiting the office to avail the ration card services and obtaining the certificates and Ration Card.



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