

F. No. 23(5)/2015-Comp. Cell (Pt.-I) (E:330469)

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

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R.No. 275, Krishi Bhawan, New Delhi – 110001  
Dated: 17.03.2023

To  
Principal Secretary/Secretary,  
Food & Civil Supplies Department,  
All States/UTs

**Subject: 100% eKYC campaign at Fair Price Shops – reg.**

Sir,

As you are aware that biometrically authenticated ePoS transactions by the beneficiaries ensures an online feedback mechanism in the system to that the free NFSA foodgrains are lifted by the eligible beneficiaries in a transparent manner, every month.

2. At the national level, nearly 99% ration cards (at least one member) and 95% beneficiaries' have been seeded with Aadhaar numbers. However, poor validation of seeded Aadhaar numbers in PDS database of States/UTs remain an area of concern. This may be attributed to low volume of biometric/Aadhaar authenticated transactions at the FPSs or possible existence of duplicate/ineligible ration cards/beneficiaries in the system.

4. Besides, you are also aware that implementation of One Nation One Ration Card is a key initiative under the Public Distribution System, for which it is necessary for States/UTs to ensure that all ration cards/beneficiaries' data is seeded with their Aadhaar numbers and also validated with UIDAI.

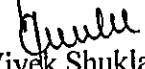
5. All States/UTs are being regularly advised and pursued to complete the validation of seeded Aadhaar numbers to ensure that the seeded Aadhaar numbers are correct and are of the same person(s) as appearing in the ration card details. For this purpose, various mechanisms are available, including e-KYC which ensures that the seeded number belongs to the right person.

6. Further in this regard, to help the States/UTs adopt the e-KYC procedure for completing the validation of seeded Aadhaar numbers in PDS data, this Department has prepared a suggestive procedure giving steps to perform e-KYC of PDS beneficiaries in different scenarios (copy enclosed).

7. It is therefore, States/UTs, which have not yet utilized e-KYC procedure for validation, are requested to undertake e-KYC campaign at all FPSs and complete this activity at earliest. It is also requested that an action plan for the same may be shared with Department by 31<sup>st</sup>.March 2023 and also regularly share the results/findings of e-KYC

Encl: As above.

Yours sincerely,

  
(Vivek Shukla)

Director (PD)

Tel.: 011-23384653

17/3/23

## Suggested Procedure for

### 100% eKYC campaign at sample Fair Price Shops across the Country

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#### 1. Introduction:

1.1. Aadhaar based eKYC is a mechanism wherein a PDS beneficiary having Aadhaar, authorizes UIDAI server (through Biometric/OTP (Aadhaar) authentication) to provide his/her basic demographic data such as Name, Address, Date of Birth, Gender, Photograph to the State FCS Department for validation purpose. The designated officer/s in State department compare/s the data retrieved through eKYC against the details available with the PDS database to validate and ascertain the identity of the beneficiary.

#### 2. Objective of e-KYC exercise:

2.1. The objective of the exercise will be to attempt eKYC of 100% beneficiaries at Fair Price Shops in States that are undertaking biometric/Aadhaar based authentication through ePoS.

#### 3. Suggested procedure for FPS level eKYC campaign

##### 3.1. Steps for carrying out eKYC through ePoS at Fair Price Shop

- NFSA ration card holders may be informed through posters/ pamphlets etc.that all household members having names in NFSA ration cards may visit the Fair Price Shop to initiate eKYC request through e-POS.
- FPS dealer may initiate e-KYC of the visiting beneficiaries at the time of foodgrain distribution.
  - Beneficiaries who have already seeded Aadhaar in ration card may initiate eKYC request using finger-print biometrics, IRIS through ePoS.
  - Beneficiaries who have not seeded Aadhaar in ration card, may provisionally seed the Aadhaar after initiating eKYC.
- FPS dealer may request the beneficiary to inform the remaining family members to visit FPS for e-KYC during after distribution/ non-peak hours at predetermined slots/days assigned for different ration cards (the FPS dealer may ensure that the shop remains open for required hours for facilitating eKYC exercise and foodgrain distribution to beneficiaries is not delayed or affected in any manner).
- Beneficiaries whose biometric authentication attempt succeed during the e-KYC may be able to immediately informed about successful eKYC submission.
- These beneficiaries may be intimated about the eKYC approval status through SMS or other means. Beneficiaries whose eKYC fails will be further flagged for physical verification.
- Beneficiaries whose eKYC is denied due to biometric authentication failure, after repeated attempts, will be also flagged for physical verification. (the FPS dealer may ensure that no genuine beneficiary is denied foodgrain due to biometric authentication failure)
- The eKYC cycle may be repeated each month for left-out beneficiaries.
- FPS dealer may be given a pre-printed sheet containing list of ration card numbers, beneficiary names and Aadhaar seeding status for capturing the progress of e-KYC and for submission of following detail by the end of each month
  - Ration card/ Members who reported to not have Aadhaar (including children)
  - Ration card/ Beneficiaries who have undertaken eKYC
  - Aadhaar authentication failure cases
  - Ration card/ Beneficiaries who did not turn-up for eKYC, along with reported reasons.

##### 3.2. Steps for carrying out eKYC at doorstep for left- out beneficiaries

During the last week on the month, attempt may be made to reach out to remaining beneficiaries through door to door visits.

- Pre-printed sheet containing list of households/ beneficiaries who did not come to Fair Price shops for e-KYC may be provided to State FCS functionary along with their address.

- The State FCS functionary and FPS dealer may undertake camps for remaining households along with PoS device for facilitating eKYC.
- Support from Vigilance Committee members and other Village functionaries such as Anganwadi workers, ASHA workers and Gram Sevaks etc. may be taken to ensure identification and coverage of all remaining households/ members.
- The report may be also shared with VC members and Social audit team for further verification, before taking any further action.

### **3.3. Steps for FCS staff for approval/ verification mechanism**

- Once eKYC is initiated at the beneficiary's end, and photo & demographic details fetched from CIDR will be visible to the concerned Officer in ration card management system.
- The designated officer at block/ sub-district level may login with their credentials for matching the records fetched from CIDR with that available at PDS database.
- Officer will examine each case closely to
  - Flag matching/ nearly matching cases as eKYC compliant or
  - Flag rest of the cases for physical verification.
- Officers will complete the physical verification and will flag ration card/ beneficiary into following categories
  - eKYC compliant cases
  - appropriate action on mismatch cases after field verification
- eKYC approval status will be intimated to beneficiaries through SMS or other means

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