Govt. of Jammu and Kashmir
Consumer Affairs & Public Distribution Department
Civil Secretariat,Jammu.

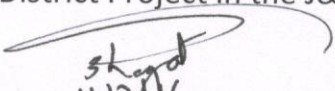O.M.No.CAPD/Plan/66/2014
Dated:- 1.02.2016

Subject:- Report on Process re-engineering study under e-District Project in Jammu & Kashmir.

The Commissioner/Secretary to Government, Information Technology Department may kindly refer his O.M. N. ITD/Gen/88/2011 dated:- 20.01.2014 regarding **"Report on Process re-engineering study under e-District Project in Jammu & Kashmir".** The Department understands that the e-District Project envisages the creation of departmental G2C services with common service centre (CSCs) as the primary front ends for service delivery to the citizens for the delivery of services at their doorsteps. The step is certainly welcomed with regard to e-governance initiative of the state Government. As such, the following is submitted:

i.   The GPR reports submitted by the IT Department vide O.M. No.ITD/Gen/88/2011 dated:- 20.01.2014 for CAPD Department as mentioned under are as per our requirements and stands approved; services mentioned hereunder:-
   a) Issuance of New Ration Card
   b) Issuance of Duplicate Ration Card
   c) Modification (ADD/DELETE) in Ration Card.
   d) Surrender of Ration Card

ii.   There are three additional services which are highly citizen centric and therefore, the IT Department may consider the same for development; services mentioned hereunder:
   a) Bifurcation/splitting of existing ration card.
   b) Check food Account Balance.
   c) Grievance and Redressal for NFSA.

The CAPD Department, J&K is committed to provide any support required by the IT Department for the successful rollout of e-District Project in the J&K State.

Secretary to Government
CA & PD Department

Commissioner/Secretary
Information Technology Department, J&K