

FREQUENTLY ASKED QUESTIONS FOR ERCMS:

1. What is ERCMS?

ERCMS is the abbreviation for **Existing Ration card Management System**. This application is used for managing ration card holder and their members data along with information such as their present/permanent address, mobile no, Pan No, age, Date of birth, Aadhaar card, Voter-id, Relation with head of family, mapped FPS, Gas connection status, kerosene's status, issuing authority, verifying authority etc.

2. How many types of users can work in ERCMS?

There are four types of users in ERCMS:

- A. Admin User
- B. DFSO (District Food Supply Office) User
- C. AFSO (Assistant Food Supply Officer) User
- D. Inspector level User

3. What is the Role definition of different users in ERCMS?

Admin User has the authorization for all forms in ERCMS. The Admin user can view all the master data which was imported from SIMS and has full authorization for User Management. He can also view and edit/delete ration card of any district, user and possesses the rights to create user for DFSO login.

DFSO User has the authorization for only one district. DFSO user can view and edit/delete ration card of only their district/all users of that district and can create users for AFSO login.

AFSO User has the authorization for only one Block/Tehsil. AFSO user can view and edit/delete ration card of only their Block/ Tehsil and can create users for Inspector login.

Inspector User has the authorization for only one or two villages and can view and edit/delete ration card data of only their villages'.

4. What is User Management?

The User management section in ERCMS allows any administrator to perform the below mentioned activities:

- A: User creation for ERCMS Login
- B: Password changes for different level's User
- C: Total User count which are login in ERCMS

5. Can an Admin user Add/edit the Master Data?

Master data is imported from SIMS and the Admin user can view the master data. He cannot Edit/Delete the master data.

6. How many major “Card Types” are available in ERCMS?

- A. APL (Above Poverty Line)
- B. BPL(Below Poverty Line)
- C. AAY(ANTYODAYA ANNA YOJANA)

7. Can a FPS of another village be mapped to distribute ration to other village’s ration card holder?

FPS (Fair price shop) is mapped and fixed for a ration card holder. If no FPS exists in a village, then FPS of another village is mapped for that ration card holder, only then the Ration card holder can avail the ration from that FPS.

8. What documents are listed in eRCMS as a proof for a Ration card?

The following documents are required for a beneficiary to get a Ration Card:

- AFFIDAVIT
- BIRTH CERTIFICATE
- CGHS CARD
- DEATH CERTIFICATE
- DOMICILE CERTIFICATE
- DRIVING LICENSE
- OFFICE ID
- OFFICE WORKING CERTIFICATE
- OLD RATION CARD SURRENDER CERTIFICATE
- PAN CARD
- PASSPORT
- PIO (PERSON OF INDIAN ORIGIN)
- VOTER ID
- Electricity Bill
- Rent Agreement

9. Is the “Aadhaar card” necessary document for each member for a Ration Card?

Aadhaar card of members has not been mandatory in the ERCMS application.

10. Who is the NFSA head?

Female member of the family who has the maximum age in family and who is above 18 years in age. She is assigned as the “NFSA head” by National food security Act.

11. What are the various reports that aid the ERCMS application?

Reports are useful in ERCMS application for viewing and comparing the data and for monitoring the project progress at multiple levels. Following is the list of various reports available:

- A) View the ration card details of an ration card holder
- B) View duplication record for one area
- C) Progress reports for Inspector level day basis
- D) Data Discrepancies report in ration card
- E) Verification report for ration card verify
- F) Card wise summery report for District level, Inspector level
- G) Aadhaar card seeding report
- H) Family members distributions report

12. What are the various steps to be followed for Online Data Digitization?

Following steps have to be followed under the online data digitization:

- a) Collecting ration card details from registers/forms available at respective Taluka or block office.
- b) Data entry of ration card details in standard format through online application.
- c) Assigning Unique ID to each ration card
- d) Verification and approval of ration card details by authorized user.
- e) Implementation Guidelines for States & UT's
- f) Digitized ration card data available for further use.

13. What are the various steps to be followed for Offline Data Digitization?

Following steps have to be followed under the offline data digitization:

- a) Identifying third party vendor for ration card data digitization
- b) Third party vendor collects ration card details and other relevant information from State food department
- c) Vendor digitizes ration card data using their own customized application however the vendor shall follow the National Standards fixed for Ration Card Data Entry or state may provide the standard application developed by NIC.
- d) Vendor submits softcopy of digitized data to State and State uploads this data in database. Data will be directly available in State owned database as vendor uses application provided by NIC.
- e) Assigning Unique Id to each ration card.
- f) Authorized user of State verifies and approves digitized ration card data.
- g) Digitized ration card data available for further use.