

COOPERATIVE DEPARTMENT

From

Thiru P. Annamalai, IAS.,
Registrar of Cooperative Societies,
No.170 Periyar EVR High Road,
Kilpauk, Chennai 10.
P.B.No.1091.

To

- 1) Mr. Md Ashraf Khan ..I.T.S
The Chief General Manager,
BSNL Tamil Nadu Circle,
4th Floor Ethiraj Salai, Chennai
- 2) Mr A. Subramanian, I.T.S.,
The Chief General Manager,
BSNL Chennai Telephones,
78, Purasaivakkam High road ,
Chennai -07.

Rc.No.131195/2009 PDSM3, dated: 23 .11.2011.

Sir,

Sub:- Public Distribution System – Monitoring of
movement – E-tracking re-launched – Regarding.

- Ref:-
- 1) Registrar's Proc. Rc. No. 131195/2009 PDSM3,
dated: 14.7.2010.
 - 2) Addl.Registrar (Consumer Activities)'s letter
Rc.131195/09 / PDS M3 Dated : 10.2.2011
addressed to CGMs Chennai telephones&T.Nadu
circle.
 - 3) Registrar's letter Rc. No. 131195/2009PDSM3,
dated: 2.8.2011.addressed to CGMs Chennai
telephones &T.Nadu circle.
 - 4) Registrar's Proc. even no. dated: 23/11/2011

You are aware that as per the proceedings cited in first
reference The E-tracking Project .was implemented for monitoring
Public Distribution System movement from TNCSC godowns to fair
price shops, The project was discontinued due to various reasons viz
, non-display of tracking SIMs, delay in time stamping, non- display of
all land-markings, non-availability of track reports etc., (vide
reference third cited above,)

AGM (EB)
SDE (EB)

M. Madhankumar

5/12

Dmk - SDE mobile

5/12/2011

5/12

However, the merits of the above projects was reviewed with your officials recently and it has now been decided to re-launch the e-tracking project to monitor the movement of essential commodities to fair price shops run by cooperative department . It has also been decided to introduce the project afresh in Chennai District. (Copy of proceedings 4rd cited enclosed)

Joint Registrar(PDS) I & II Chennai & Regional Joint Registrars in the districts have been requested to make immediate arrangements for launching the project.

This is a prestigious project , attempted for the first time and that too in such a massive scale in the country , we are establishing control rooms in all districts with dedicated staff to monitor the project with nearly 1500 SIM cards and nearly 2000 staff involved in the project covering over 30 000 fair price shops run bythecooperatives I feel , a full time support team is essential from your side to take care of technical support .

You will agree that Public Distribution system is a very sensitive subject and a near perfect functioning of the project is the minimum requirement to ensure effective monitoring. Technical flaws will lead to slackness and diversions at the field level and may defeat the purpose of the monitoring .

You are aware that previous experiences with BSNL in this project was not up to our desired level of perfection, and the interaction at field level was far from satisfactory. Every time we had to bring it to the attention of your office to sort the issues

Under these circumstances I request that

1) a full time support team at your head office and nodal officers for each district may be provided to this project from your side . This team shall


take care of attending to faults, sorting other technical and administrative issues (billing, refund etc.,) at field level, training, documentation, up gradation of software, customization , etc., The names and contact numbers of the team members and nodal officers may be furnished to us

2) toll free number for lodging complaints may be arranged .

3) Service Level Agreement setting forth clearly the services offered, time frame for sorting the complaints, refund for the unavailed services, etc., may be provided before launch of the project.

I hope you will do the needful at the earliest.

/By order/


for Registrar. 24 " "

Copy to

1. Chairman and Managing director ,
Bharat Sanchar Bhavan,
Harish Chandra Mathur Lane,
Janpath, new Delhi- 110001
2. Director, (Consumer Mobility)
Bharat Sanchar Bhavan,
Harish Chandra Mathur Lane,
Janpath, new Delhi- 110001