

Terms of Reference (ToR)

Revamping of

“MERA RATION”

Application for ONORC

Background

The government launched the One Nation One Ration Card for providing an option to all eligible ration cardholders or beneficiaries covered under the National Food Security Act (NFSA), 2013 for accessing their entitlements from anywhere in India.

The ONORC program has been successfully implemented in all states and Union Territories, making food security portable throughout the country.

During the last two years of Covid-19 pandemic, ONORC plan has significantly contributed in ensuring subsidized foodgrains to National Food Security Act (NFSA) beneficiaries, especially migrant beneficiaries.

The government has rolled out the 'MERA RATION' mobile application to take maximum advantage of the ONORC plan. The mobile app is providing a host of useful real-time information to the beneficiaries and is available in 13 languages.

Some of the salient features of this application are:

- Beneficiaries can identify and locate the nearest fair price shop.
- Beneficiaries can easily check details of their:
 - i. Foodgrain entitlement
 - ii. Recent transactions
 - iii. Status of Aadhaar seeding
- Migrant beneficiaries can register their migration details through the application.
- Option for beneficiaries to enter suggestions/feedback.
- Application is currently available in English and Hindi.
- More functionalities will be added in the application with time to improve its utility and extend additional services.

1 Objective

The objective of the study shall be the revamping of “MERA RATION” Mobile application for SMART PDS project. The Revamping will cater to the requirements of various stakeholders , providing them with unified platform for seamless interaction with the Public Distribution

System (PDS), with enhanced user experience, accessibility, and efficiency in PDS operation.

With the proposed enhancements “MERA RASHAN” application will work as Responsive application. A responsive application, often referred to as a "responsive web application" or simply a "responsive app," is a software application that is designed to adapt and provide a consistent user experience across various devices and screen sizes. The primary goal of responsive design is to ensure that the application functions well and looks good on desktop computers, laptops, tablets, and mobile phones, as well as other devices with varying screen dimensions.

The enhanced “MERA RASHAN” application should have following Key characteristics.

- a) **Fluid Layout:** Applications use flexible grids and layouts that adjust and reorganize content based on the screen size and orientation. This allows the application to make the best use of available screen real estate.
- b) **Media Queries:** CSS (Cascading Style Sheets) media queries are commonly used to apply different styles and layouts to different screen sizes. This allows the application to respond dynamically to the user's device.
- c) **Flexible Images and Media:** Images and multimedia elements are scaled and adjusted to fit the screen size without losing quality or breaking the layout.
- d) **Touch-Friendly Interfaces:** On mobile devices, responsive applications often include touch-friendly navigation elements and controls to enhance the user experience.
- e) **Progressive Enhancement:** Responsive design follows the principle of progressive enhancement, where the basic functionality of the application is accessible on all devices, and additional features are progressively enhanced for larger screens and more capable devices.
- f) **Performance Optimization:** Responsiveness is not just about layout; it's also about performance. Responsive applications should be optimized for speed and loading times to ensure a smooth user experience, especially on slower connections.
- g) **Cross-Browser Compatibility:** Responsive applications are tested and optimized to work consistently across various web browsers, including Chrome, Firefox, Safari, Edge, etc.
- h) **Accessibility:** Ensuring that the application is accessible to users with disabilities is an important aspect of responsive design. This includes using semantic HTML, providing alternative text for images, and ensuring keyboard navigation is possible.

- i) **Content Prioritization:** On smaller screens, responsive applications often prioritize content to display the most important information first, making it easier for users to find what they need quickly.
- j) **User Experience Improvement:** Responsive applications should undergo usability testing on different devices and screen sizes to identify and address any issues or usability concerns. The vendor will provide the apk for android and iOS both the commonly used media in common day life usage.

The enhanced “MERA RASHAN” application to be built using web technologies (HTML, CSS, JavaScript) to ensure that users have a consistent and user-friendly experience regardless of the device they are using to access the application.

Publishing the app to digital distribution systems like Apple App Store, Google Play and NIC play store is mandatory.

All the proposed enhancements to be achieved in phases and Details of Phases are illustrated below.

2 Scope of Work

The complete project of revamping of the “Mera Ration Mobile App” will be carried out in phases. These phases are defined as below.

1. Food Passbook – v1.0	Phase – I	
2. Food-Ministry(Central+State) App	Phase – I	
3. Food Passbook – v2.0	Phase – II	(**)
4. FPS Dealer Pocket App	Phase – II	(**)
5. DSO PocketApp	Phase – III	(**)
6. Foodmen App	Phase – IV	(**)
7. Vigil Pocket App	Phase – IV	(**)
8. Godown Pocket App	Phase – IV	(**)

**** Scope for these modules will be defined later after the completion of phase-I.**

- a) The selected vendor will carry out the work of phase – I and on completion of Phase-I, the next phases will be considered.
- b) The illustrated two modules will have single apk which will be segregated through the role based login.
- c) The vendor have to deliver the mobile app for the android and iOS(apple)

compatible app.

- d) **Mobile app code review audit will be carried out by the Vendor through NICSI impaneled CERT-IN vendor.**
- e) **All the APIs, which will be used in the mobile app will also be code reviewed by the vendor.**

4 Common Features required in the mobile App

- a) **Mobile App:** The selected vendor will provide the app for android and iOS versions. This will be for all stakeholders, ensuring ease of maintenance and consistent user experience.
- b) **Multilingual Support:** Labels stored in the backend database will be configurable and delivered in real-time, enabling a multi-lingual interface.
- c) **SMS & email gateway:** The mobile app will use the NIC email gateway & SMS gateway. All the required notifications like request for addition/deletion/update in the members at ration card will go in to the beneficiary HOF.
- d) **Real-time Notifications:** Stakeholders will receive timely notifications based on their roles and relevant activities.

5 Phase – I : Food Passbook – v1.0 App

- a) **OTP based Login:** Securely access the app using OTP-based authentication (beneficiary HoF).
- b) **My Ration Card Details:** Access information related to complete ration card.
- c) **Family Details:** View details of family members associated with the ration card.
- d) **Ration Entitlements:** Access information about your ration entitlement and other required details.
- e) **Track My Ration:** Track the distribution and availability of ration items.
- f) **m-Ration Card (with Download Facility):** View and download a mobile version of your ration card for easy access.

- g) **My Grievances:** Lodge and monitor grievances related to ration card and food distribution.
- h) **Sale Receipt and Previous Transactions:** View sale receipts and previous 6 transactions.
- i) **Aadhaar Seeding:** Link your Aadhaar card to your ration card for authentication purposes.
- j) **Ration Card Members Addition/Deletion/Modification & its Logs:** HoF can apply for addition/deletion/modification of family members & can see previous changes as well.
- k) **Benefits received from Govt:** Information about Direct Benefit Transfer (DBT) benefits and other benefits received.
- l) **Your fair price shop Details** - Contact Details of Food Officials and Vigilance Committee.
- m) **Notifications for the Beneficiaries:** Receive timely notifications about updates and events related to your ration card and benefits.
- n) **Surrender ration card:** Option to voluntarily Surrender ration card.
- o) **Change Request for the Ration card transfer from one place to another place:** Initiate requests for change in place for ration card.
- p) **Check FPS Star Rating (FPS Performance):** Evaluate the performance of Fair Price Shops through star ratings.
- q) **Grievance Redressal:** Detailed process for submitting and tracking the grievances.

6 Phase – I : Food Ministry App (Central+State) :

- a) **OTP based Login:** Securely access the app using OTP-based authentication. (Limited officers of Central and States)
- b) **Bird Eye View of Central/State Dashboard:** Gain an overview of Public Distribution System (PDS) operations through a centralized dashboard. (This will have Procurement figures, Sales figures, Supply chain figures, other important figures limited to 3 more such figures details). This will have drill down till the state level only for Central ministry and for the state login this will have district wise drill down.
- c) **Procurement Status:** Access real-time information about procurement activities.

- d) **Procurement Stock Status in the Country state wise:** Monitor the stock status of essential commodities across the country.
- e) **Ration Grains Sale Dashboard:** Access a dashboard specific to ration portability sales. (drill down in initial phase will be state level/district level only)
- f) **Grievance Status in the Country:** View the status of grievances reported across the country (State wise/District wise).
- g) **Notifications:** Receive notifications regarding updates, critical events, and activities.
- h) **Top 5 states good performer & 5 Lowest performer states:** For Central level the top 5 states and lowest 5 states will be shown and for the state level top 5 districts and lowest 5 districts will be listed depending upon rankings.
- i) **Ranking of Fair price shop :** The ranking will be shown at the dashboard state wise/ district wise .
- j) **Important flow-up points for states dashboard :** The automated system will push the messages for the central teams and the states teams.

7 Work Plan -Timelines

The timelines for the work of Phase-I is 60 days. The timelines for the other work will be taken up in separate report.

1. Food Passbook – v1.0	Phase – I	60 Days from the allotment of the Work
2. Food-Ministry(Central+State) App	Phase – I	

8 Payment Plans Based on Phases

The payments will be released phase wise and after the completion of particular phase the UAT will be done by the vendor in front of the committee made for the UAT clearance. After the satisfactory clearance of the UAT the complete payment of 90% will be released to vendor and the 10% of the payments will be released after completion of 90 days after the date of competition of UAT.

9 AMC for the modules developed in Phase-I

After the Go-Live, there will be warranty period of 90 days and then the AMC period will start. The 1 year cost will be quoted by the Vendor. This can be extended 1 more year when it is required.

9 Committee Formation for follow ups & UAT

The committee in leadership of the department will be formed with officers from NIC & NICS & The department. At least three representative from states will also be there in order that states component will also be addressed properly. These representatives will not required to move and they can attend all the proceedings via Video conferencing system.

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