

Case Studies: Comprehensive Road-Map Development for one of the Largest Indian State's Food & Civil Supplies Department

Holistic road-map development* for the FCS Department, developed in conjunct with, and for, an organization providing strategic advice to GOI and enabling e-Governance across departments



Industry

- Public Distribution

Business Scenario

- Comprehensive Road-Map Development

Our Solution

- Integrated, phased approach combining policy, process and technology initiatives forming a comprehensive road-map

Benefits

- Increased efficiencies through technology-enabled interventions, with improved transparency

Background

Client supply-chain spans procurement of farm produce directly from farmers, movement & storage at warehouses, and public distribution of essential commodities through Fair Price Shops for various beneficiary categories, per government policy. In order to overcome an archaic system based on manual recordkeeping, legacy source, store and supply locations and systemic diversions and losses, the Dept. is in the process of undertaking technology-led changes in order to improve efficiency, effectiveness and transparency

Business Scenario

- Large-scale diversions and system leakages diminishing efficiency and effectiveness of benefit transfer through PDS
- Technology infrastructure in terms of hardware, connectivity et al currently being put in place. Initiatives to be planned to migrate current manual operations to system-led one
- Piecemeal initiatives across technology & process dimensions underway- need for synchronizing them across the supply chain in a holistic manner
- Given sensitivities involved, activities of Dept. have significant political and social ramifications- the same need to be factored while framing solutions.

Our Solution

- Conduct detailed mapping and base-lining of department activities, including ongoing initiatives and planned interventions
- Extensive study of best-practices in delivery & policy mechanisms across other states, evaluation of applicability in state context, and methodologies for implementation of the same under a broader e-Governance framework.
- Detailed analysis of gaps/ inefficiencies across dimensions of structure/policy, processes as well as technology
- Identifying and defining opportunities for quick wins, short-term, medium term and strategic opportunities, integrated in a common framework across Department activities
- Detail roadmap phased with clear initiative-wise plan & monitoring mechanism in an overall Department improvement plan

Benefits

- Improved efficiency and effectiveness of department operations and services to citizens
- Increased transparency in department functioning, with all relevant data shared in public domain

**Department is currently reviewing engagement & firming up implementation plans*