



Family Identity Card: The Single System To Provide Direct Benefits Of Dozens Of Schemes To Eligible Citizens Via DBT In Haryana

A Landmark Step by the CM Sh. Nayab Saini Government to Guarantee Social Welfare and Security for the Poor: Dr. Satish Khola Ph.D..

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Background:

With a vision of making government services paperless and faceless, the Haryana government officially launched the *Parivar Pehchan Patra* (PPP) scheme in July 2019. This initiative marks a crucial step towards streamlining service delivery and ensuring transparent benefits distribution. Under the PPP scheme, each family is treated as a unit and assigned a unique 8-digit Family ID. This ID captures key information such as:

- Name and address of the family members
- Family head
- Details of all family members including relationships, caste, gender, income, land, property, profession, education, etc.
- Information about disabilities, if any.

Strategy for Implementation of Family Identity Card (PPP)

1. **Data Collection:** The first step in the implementation of PPP was gathering data. Initially, the government collected data from citizens who voluntarily registered for PPP. Data from beneficiaries of *Mukhyamantri Parivar Samridhi Yojana* and *Covid-19 Lockdown Yojana* was also included. Other data was collected through various platforms, including CSCs, local operators, schools, and fair-price shops.
2. **Data Verification:** After the data collection, the government initiated the process of verification through:
 - Existing databases.
 - Physical verification of family structure, income, occupation, caste, and property.
 - On-ground checks by officials (e.g., labor inspectors, village secretaries, etc.) to ensure accuracy.
3. **Family Information Data Repository (FIDR):**
 - FIDR is the primary database used for delivering benefits, subsidies, and services to citizens.
 - **Citizen-driven data:** Citizens can update their own data and challenge any discrepancies.
 - **Service-driven data:** Data from existing services is used to keep the FIDR continuously updated, ensuring data accuracy.

District-Level Institutional Mechanism:

At the district level, various administrative bodies and social organizations contribute to the implementation of PPP:

- **District Citizen Resource Officer (DCRIO):** The DCRIO, typically an Additional Deputy Commissioner, oversees PPP implementation in the district.
- **Local Committees:** These committees, consisting of team leaders, operators, social workers, and volunteers, collect data from families and ensure smooth implementation at the ground level.
- **Sector Committees:-** These committees, consisting of team leaders, operators and volunteers done verification door to door depend on the grievances apply as citizen.

Technology-Driven Interventions:

1. **AI-Based Data Triangulation:**
 - AI tools are used for income estimation, database seeding, and predicting values for service delivery.
 - **Document Verification:** Technology-driven document verification systems, such as OCR (Optical Character Recognition), are used to verify supporting documents.
2. **Grievance Redressal:**
 - To resolve citizen grievances, a chatbot facility in Haryanvi dialect has been introduced, making it easier for people to express their concerns and get solutions in their native language.

Legal Framework:

The PPP initiative operates within a legal framework to ensure proper functioning:

- **Citizen Resource Information Division (CRID)** was notified in January 2020.
- **Haryana Family Identity Act, 2021** ensures the smooth operation of the scheme and prevents fraudulent activities.
- The **Haryana Parivaar Pahchan Patr Authority(HPPA)**, (Chairman of HPPA is Honourable Chief Minister) notified in October 2021, acts as the governing body overseeing the functioning of the PPP system.

Key Results:

1. **Proactive Service Delivery:**
 - **Old-age pensions:** Beneficiaries identified and added to the list automatically through PPP.
 - **Scheduled Caste (SC) and Backward Class (BC) Certificates:** These certificates can now be accessed directly without the need for any application, thanks to PPP.
 - **T-PDS (Targeted Public Distribution System):** Beneficiaries identified through PPP data, with pilot projects running in two districts.
2. **Other Proactive Services:**
 - Ayushman Bharat (health insurance), *Vivaah Shagun Yojana* (marriage assistance), and *Kanyadan Yojana* (daughter's marriage assistance) have also been streamlined using PPP data.

Benefits of PPP:

- **Proactive Service Delivery:** Services are delivered seamlessly to eligible citizens without any need for application.
- **Direct Government-Citizen Interaction:** PPP ensures a direct, digital link between the government and its citizens.
- **Reduced Documentation:** The paperwork burden is significantly reduced, making the process more efficient.
- **De-duplication of Benefits:** Duplicate registrations have been removed, ensuring only eligible families get the benefits they deserve.

- **Integrated and Updated Database:** The dynamic and constantly updated database simplifies the process for both government officials and citizens.

Major Achievements:

- **10.44 Lakh** proactive SC certificates issued.
- **16.32 Lakh** proactive income certificates issued.
- **7.65 Lakh** proactive BC certificates issued.
- **1.57 Lakh** proactive OBC certificates issued.
- **2.95 Lakh** new beneficiaries added to old-age pensions.
- **9.6 lakh** ineligible families removed from PDS.
- **16 Lakh** new families included in the PDS.
- **14 lakh** families enrolled under the health insurance scheme (Chirayu).
- **15,000+** students integrated for admissions in schools, colleges, and universities.
- **42,306** Persons in 18 months of proactive services get Vivah Shagun Yojana.
- **26,417** Persons Widower and Unmarried Pension.
- **18,724** Persons More Disability Pensioners added.
- **84,303** Persons More Widow Pensioners added.
- **13.38 Lakh** More Families added in Ayushman Bharat Yojana.
- **16.83 Lakh** Families get PDS Ration Card as compare to Year 2022.

Need for Improvement:

1. **Legal Compulsion:** While enrolment for PPP is voluntary, availing certain government benefits requires the Family ID. This creates an inherent compulsion, which may need to be addressed by either making it optional or offering more flexibility to citizens.
2. **Data Security and Privacy:** There are concerns regarding the potential misuse of data. The absence of robust privacy laws and data protection guidelines means that the security of sensitive information could be compromised. A strong data protection strategy is essential.
3. **PPP vs. Aadhaar:**
 - **Aadhaar** identifies individuals, while **PPP** focuses on families.
 - PPP is crucial because many government schemes, such as ration cards and welfare schemes, are family-oriented, not individual-specific.

Recommendations to Make PPP More Effective:

1. **Integration with Land and Property Records:** Linking PPP with land and property records would ensure better ownership transparency and reduce fraudulent activities.
2. **Public Awareness Campaigns:** A large-scale public awareness campaign is needed to educate citizens about the benefits of PPP and its various schemes.
3. **Strengthening Data Security:** The government should ensure that adequate measures are in place to protect the data collected under PPP from misuse or unauthorized access.

Conclusion:

Through the PPP scheme, Chief Minister Sh. Naib Saini has ushered in a new era of transparency, equity, and efficiency in Haryana's welfare programs. This initiative has not only provided social security but also promoted economic welfare by ensuring that the benefits reach the intended families directly and without hindrance.

While much has been achieved, there is still scope for further improvement in terms of legal clarity, data security, and public awareness. With continued refinement and broadening of scope, PPP can emerge as a powerful tool for system transformation and a model for the entire nation.

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