

Faulty biometric system causes problem to ration shop owners & consumers

STATESMAN NEWS SERVICE
HOOGHLY, 3 JULY

Most of the ration shop owners have introduced and implemented the biometric finger print device following the government directive for Fair price shop customers, however both the fair price shop owners and customers are coming across various problems.

In some cases due to technical fault the customers are deprived of their pre assigned food item quota, many are of the opinion that the implementation of biometric finger print system in the fair price shop is wrongly timed as during the pandemic since the

covid norms of social distancing cannot be maintained, between the customer and the fair price shop owners.

Most of the fair price shop owners in the district are of the same opinion. "In many cases the biometric finger print device fails to detect the finger prints, in some cases the finger prints don't match, in many cases the customers do not receive any OTP in their mobile hence such customers have to return empty hand or wait for repeated trial for the completion of the system,

On many occasions we have to hold and place the finger properly on the scanning device hence the covid norms

of maintaining social distancing is violated, even though it is an online input system yet in most of the cases online bill is not generated, the customers are feeling harassed, some of the customers who fail to understand the real picture get unnecessary involved in heated altercation with us," shop owners said.

One affected customer said, "We appreciate the move taken by the government but the entire system needs more upgradation to overcome repeated system failure, at present we are feeling highly harassed since we have to go back empty hand or wait for more trials."



Dt. 04.07.2021

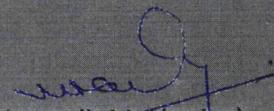
Enclosed is the news clippings appeared in the "THE STATESMAN",
a English daily dated 04.07.2021, the news item is captioned,

**"Faulty biometric system causes problem
to ration shop owners & consumers"**

The Director, Food & Supplies Department, Government of West
Bengal is directed to cause an enquiry into the matter and to furnish a report
to the Commission by 10th August, 2021. The matter be listed on 16th August,
2021.



(Justice Girish Chandra Gupta)
Chairperson



(Naparajit Mukherjee)
Member

*NB - A very generalised report with no names
of affected ration shop/beneficiaries. To
make enquiry meaningful full details should
be obtained from the reporter.*

Encl: News Item Dt. 04.07.2021.
Ld. Registrar to keep NHRC posted about cognizance taken on the
subject by WBHRC and upload in the website.

*Secondly, A Food Security Commission under
FSA 2003 has been formed which is mandated
to deal with such issue. We should bring
it to their notice.*