Chapter V
Conclusion and Recommendations

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Conclusion

Implementation and Management of DBT

Transfer of benefits and delivery of services through Core DBT portal in the State was not encouraging. Absence of monitoring of the onboarding process by DBT Cell resulted in onboarding of only 35 *per cent* of the schemes identified. Though the success rate of transactions currently stands at 83 *per cent*, there were significant delays in processing the transactions which resulted in belated delivery of benefits. Validation checks both at the DBT portal and bank level were deficient resulting in credits to incorrect accounts. The failed, pending and rejected transactions remained unaddressed for long periods resulting in non-delivery of benefits to legitimate beneficiaries. Integration of Core DBT portal with native applications and other stakeholders was either deficient or absent. Reconciliation between the Core DBT portal and native applications was not carried out leading to mismatch in data. Security audit conducted was inadequate and periodic risk analysis of the DBT application was not carried out to identify vulnerabilities and exposures to risk.

Implementation of DBT in selected schemes

Milk incentive scheme

The delivery of benefits under this scheme was carried out through Ksheerasiri, a native application of the department of AH&VS. The application was not complete as five out of eleven modules were not implemented. Many standalone software applications being used by the societies were yet to be integrated resulting in absence of real time data capture and automated validation process. Manual interventions in data generation and validation, absence of assurance on quality and quantity of milk supplied and absence of input validation controls raises serious concerns on data integrity and its reliability. The documentation of Ksheerasiri application is almost non-existent. Absence of change management procedure resulted in unauthorised changes in application. Risk assessment and security audit was not conducted rendering the application vulnerable.

Raithasiri, NFSM and PM-KISAN schemes

Despite onboarding on to the DBT Portal, benefits worth ₹5.94 crore were routed outside the Core DBT under Raithasiri and NFSM Schemes from December 2019 to March 2020. Data validations were absent under NFSM and PM-KISAN schemes resulting in data mismatch and extension of benefits to ineligible beneficiaries. There were instances of inadequate coverage and consequent non-delivery of benefits to eligible beneficiaries.

Monitoring and Evaluation

DBT Cell

Monitoring for timely onboarding of the identified schemes was absent. There was no mechanism to ensure that transactions were not routed outside the Core DBT Portal after onboarding. A centralised grievance redressal mechanism was not established to aid beneficiaries for timely redressal of their grievances. The State Government was yet to evaluate and assess the impact on the efficiency and effectiveness of delivery of benefits/services consequent on implementation of DBT.

Milk Incentive scheme

The DBT Cell within the department of AH&VS was not established leading to gaps in implementation of the scheme. Timelines for early rectification of the errors and corrective actions in case of failed, rejected and pending transactions were not fixed which impacted timely delivery of benefits to beneficiaries. Performance indicators for monitoring the various activities of the scheme was not developed and evaluation of the scheme was not conducted either during the implementation stage or post onboarding to the Core DBT portal to assess the efficiency in implementation of the scheme.

Agriculture department

The department did not have the legacy data for the period prior to 2019-20 for Raithasiri and NFSM schemes and had not entered into any agreement with the technology partner. It had not fixed any timelines for carrying out the rectifications in respect of failed/rejected/pending transactions. Post evaluation of the schemes were not carried out. These affected effective monitoring of the implementation of the schemes.

Recommendations

AUDIT RECOMMENDS THE FOLLOWING:

State Government

The Government should set fresh deadlines for identifying and onboarding of all schemes involving delivery of benefits.

The Government should specify timelines for each transaction point and monitor adherence by the user departments. It should direct the departments to fix timelines for taking corrective action to address failed, pending, rejected transactions and credits to incorrect accounts.

DBT Cell

The DBT Cell should identify such departments that do not have IT applications and handhold them for development of such applications for timely onboarding of the schemes.

Integrations with various stakeholders should be strengthened to ensure periodical reconciliation of data and rectification of differences.

The DBT Cell should strengthen the validation checks to increase its processing efficiency for timely delivery of benefits.

The DBT Cell should carry out necessary risk assessment and security audit covering all components of the Core DBT portal on priority basis.

The DBT Cell should establish a centralised grievance redressal mechanism including provision for feedback to establish two way communication with the beneficiaries.

Department of AH&VS

The department should take up on priority the integration of Ksheerasiri application with other standalone applications and ensure digitisation of all databases for real time data access and validation and prevent manual interventions in validation process.

The department should ensure that all modules are implemented. It should conduct a risk assessment and security audit of the Ksheerasiri application to identify vulnerabilities and associated risks besides strengthening the input validation controls to avoid unauthorised changes and deviations.

The department should ensure that delays in preparation of payment annexure files and approvals at the DDO level are minimised to ensure timely delivery of benefits.

The Government should set an upper limit for disbursing the incentives as incentives are meant to improve the financial position of the small and marginal farmers and encourage cattle farming.

Department of Agriculture

The department should take priority action to get the legacy data transferred from KSRAC.

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