

Procedure to get Ration Card

Introduction

Every family residing in a State is entitled to have ration card under the regulations as prevalent from time to time.

Procedure

- ?? Simple application forms in easy language will be available at D.F.S.C./ D.F.S.O./ A.F.S.O. / I.F.S. office for being filled by the applicants for Ration Cards (Pass Port size Photographs may be required to be affixed if so required in the Application Form).
- ?? Special arrangements are made at District Office to help the applicants to fill up the forms and to explain the procedure followed before Ration Cards are issued in their favour.
- ?? Every application for Ration Card will be duly acknowledged on the spot and given a suitable Registration Number.
- ?? The acknowledgement slip will indicate the date on which the Ration Card can be collected in case all information as required have been correctly given and it has been possible for the authorities to do the required verification and complete the various formalities.
- ?? In case the Ration Card is not ready for collection on the date as specified in the acknowledgement slip, the reasons for the delay and the likely date by which the card will be available will also be invariably intimated.
- ?? All Ration Card holders will be suitably advised and given appropriate guidance regarding the FPS at which they could register their cards for obtaining supplies. Any difficulty faced by the cardholders in this regard will be resolved within two days by deputing appropriate inspecting officials to the FPS under intimation to the cardholder.
- ?? All staff and officials having public contact in connection with the issue of Ration Cards will wear name badges and will attend to the needs of the public courteously and promptly.

Grievances Handling

- ?? The names of officials, their designation, telephone numbers and addresses to whom grievances/complaints relating to delay or rejection of application for ration cards could be addressed will be prominently displayed at the concerned office premises.
- ?? All grievances/complaints and other correspondence will be duly registered and acknowledged on the spot across the counter or within 7 days by post.
- ?? Final replies to such grievances/complaints etc. will be issued within 30 days.
- ?? Wherever possible computerized information system will be introduced to ensure efficient and effective pursuit and disposal of grievances and complaints.
- ?? Stringent steps would be taken to ensure detection of bogus and unauthorized Ration Cards through a system of effective surprise checks.

Instructions for Below Poverty Line Families

- ?? The criteria for identifying those below the poverty line to be covered by TPDS will be transparent and widely publicized.
- ?? Complaints/grievances regarding inclusion or non-inclusion in the below poverty line target group will be dealt with by bodies like the Gram Sabha or an official nominated specifically for the purpose, the details regarding which will be prominently displayed in all concerned offices.
- ?? Special cards of a different identifiable yellow colour will be issued for those Below the Poverty Level, which would entitle them to obtain the essential commodities at specially subsidized rates.