

Government of West Bengal
Food and Supplies Department
11A, Mirza Ghalib Street, Kolkata-700 087

Memo No - 3810 / FS/O/Sectt/IT-12/2014(Pt)

Date:3 /11/2021

**SoP for Linking of Aadhaar with Digital Ration Card through Aadhaar based
OTP and changing Mobile number linked with Ration Card.**

1. To expedite the process of Aadhaar linking with Digital Ration Card, a beneficiary (Digital Ration Card holder) can link Aadhaar with his/her Ration card directly, through Aadhaar based mobile OTP (using eKYC service) by visiting the Departmental portal, food.wb.gov.in.
2. To link Aadhaar using this procedure, Beneficiary require to visit Departmental website food.wb.gov.in, and then he/she have to click on “**Link Ration Card with Aadhaar card**” (In right hand panel) menu.
3. After that, beneficiaries need to select card category from drop down and enter Digital Ration Card number in specified field. Card details along with Aadhaar linking status will be shown. If, in the status, it is shown that “**Aadhaar is not linked yet**”, beneficiaries need to select “Link Aadhaar with Ration Card” option, then, beneficiary needs to enter his/her Aadhaar card number, and click on to “**SEND OTP**” button.
4. An OTP will be received in the mobile number linked with that particular Aadhaar number.
5. Beneficiary need to enter OTP in specified box and to click on “**Submit**” button. Details as per Aadhaar card will be shown. Then the beneficiary has to click on “**Verify and Submit**” button if it is correct. After that an option for Mobile number linking will be shown in the page. Beneficiary has to link his/her mobile number with the Ration card through OTP.
6. Any beneficiary, whose Aadhaar is already linked, can change/update his/her mobile number linked with Ration Card clicking on the button update/change only mobile number. In this case, before updation of new mobile number, he needs to get OTP in the mobile, linked with Aadhaar number (Which Aadhaar already linked

- with Ration Card) first. After inserting that OTP, he/she can enter new mobile number and OTP verification will also be done for new mobile number.
7. If another Aadhaar is already linked with the Ration Card of that beneficiary, he/she needs to visit the office of the Inspector/Rationing Officer for changing Aadhaar number through Biometric Authentication.
 8. After linking of Aadhaar through OTP, if the name as per Ration card and Aadhaar card (As fetched through eKYC service by mobile OTP) match exactly, it will be approved by system automatically and Linking process will be completed. A message, **“Aadhaar has been successfully linked with your Ration card”** will be displayed.
 9. However, if the name in Ration card does not match with Aadhaar card, then it will be sent to the Centralized Processing Centre (CPC) of the Department for checking and approval .In this case, a message **“Name in Aadhaar and Ration card is different, linking of Aadhaar is sent for approval of the authority”** will be displayed.
 10. In CPC, name as per Aadhaar card and name as per Ration card will be displayed side by side. Gender and Date of Birth/Age as per Ration card and as per Aadhaar will also be displayed.
 11. If the CPC personnel observe minor mistake in name but both names are matching phonetically along with other records like gender, age etc, he/she will approve it.
 12. If names are matching phonetically, gender is also matching but age is not matching, it may also be approved if the difference of age is not more than five years.
 13. If names are matching phonetically, age is matching grossly but Gender is not matching, in that event, he will apply his prudence to verify, whether gender as mentioned in Ration Card is wrongly entered or not through pronunciation of name. The beneficiary may be called on mobile to verify. If officer in CPC is satisfied, only then it will be approved, else it would be rejected.
 14. In all cases of acceptance or rejection, SMS will be sent to the applicant informing final status.



**Additional Secretary
to the Government of West Bengal
Food & Supplies Department**

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Copy forwarded for information and necessary action to-

1. Secretary in F&S Department.
2. Commissioner, Kolkata Municipal Corporation.
3. District Magistrate, All.
4. Director of DDP&S.
5. Director of Rationing.
6. Additional Secretary, Reform Cell/Food Cell.
7. Joint Secretary, IT/Food.
8. Sr TD, NIC.
9. DCF&S/DDR. All
- 10.P.S to HMIC, F&S.
- 11.PS to HMOS
- 12.Sr. PA to Secretary, F&S Department.
- 13.Guard file.



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