



Government of West Bengal
Department of Food & Supplies
Reforms Cell, 5th Floor, Khadyasree Bhavan
11A Mirza Ghalib Street, Kolkata 700087



Memo: 156-FNS/26012 (11)/1/2020

Dated: 13.1.2021

Notification

Sub: Introduction of e-Ration Card

Among other services, the primary function of the Dept. of Food & Supplies is the implementation of Public Distribution System (PDS). The Ration Card issued to the citizens allows them to avail the benefit of the PDS in an orderly manner. Thus, the issuance of Ration Card itself is one of the important functions of this Dept.

The humble Ration Card has changed its format over the years. In recent years, we have shifted to Digital Ration Card, where the beneficiary data is digitized and all the approval process is online.

better, faster and transparent services to the people of the State, is also an important objective of the Dept. The present system of issuance of Ration Cards includes the processes of printing and parcel delivery, areas that are outside the direct control of this Dept. It has also been observed that there are frequent delays and disruption in the process of delivery of physical Digital Ration Card to the beneficiaries through speed Post leading to difficulties in availing the services.

Towards this end, the issuance of e-Ration Cards was in the consideration of the Dept. for some time past. The e-Ration Card was conceived with the following **objectives** in mind:

- i. It should be equivalent to the paper or plastic based Ration Card.
- ii. It should be able to be issued without any physical process of printing and delivery. The Citizen should be able to download it from the comfort and safety of his home.
- iii. The delays associated with the existing system should be removed.
- iv. The authenticity of the e-Ration Card should be verifiable easily, by anyone and from anywhere.

Basic features of e-Ration Card are as follows:

1. e-RC shall have the same rights and privileges as Digital Ration Card.
2. All concerned authorities shall accept the e-RC at par with DRC.
3. e-RC can be verified online anytime by anyone through the embedded QR code, as well as from official website of the Deptt. by entering the e-Ration Card No.
4. e-Ration Card holder can download a copy of his e-Ration Card from the website at anytime, at any place and any no. of times.
5. The beneficiaries will be able to visit the Ration Shop to avail the food grains from next working day of approval.
6. The e-Ration Card holder will not be required to carry his Digital Ration Card in physical / paper format to receive food grains in a Ration Shop. He can carry a copy of e-Ration Card printed on a plain paper or show a soft copy e-Ration Card on his mobile phone to receive the food grains from the Ration Shop.

The paper / plastic Digital Ration Card which is being issued at present will continue to be issued in the same manner and will reach to the beneficiaries through Speed Post as usual.

Detailed Guidelines regarding e-Ration Card is attached herewith.

This notification shall come into effect from 14.1.2021.

This is issued with the approval of competent authority.

Additional Secretary
Food & Supplies Department



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Memo No. 156 - FNS/26012(11)/1/2020

Dated 13/01/2021

Copy forwarded for information and taking necessary action to:

1. Commissioner, Kolkata Municipal Corporation.
2. District Magistrates _____ (all) with additional request to circulate it to all Civil and Police authorities under your control.
3. DCFS / DDR _____ (all)



Joint Secretary (Reforms)
Food & Supplies Department

Memo No. 156 - FNS/26012(11)/1/2020

Dated 13/01/2021

Copy forwarded for information and taking necessary action to:

1. Addl Secretary (Reforms), Food & Supplies Department
2. Special Secretary (IT), Food & Supplies Department
3. Special Secretary (Food), Food & Supplies Department
4. Joint Secretary _____ (all) Food & Supplies Department
5. Director _____ (all) Food & Supplies Department
6. Deputy Secretary _____ (all) Food & Supplies Department
7. OSD Reforms Cell
8. President / General Secretary, Dealer Associations


Joint Secretary (Reforms)
Food & Supplies Department



Guidelines on e-Ration Card (e-RC)

Providing better, faster and transparent services to the people of the State, is an important objective of the Department of Food & Supplies.

With this objective now the process of application, processing and approval of Ration Card has been made fully online under the Ration Card Lifecycle Management Module of the department including introduction of e-Ration Card in addition to existing system of hard copy of Speed Post delivered Digital ration Card.

e-Ration Card facility is available to those beneficiaries who have seeded Aadhaar numbers of all their family members who have Ration Cards. e-Ration Card Number and Digital Ration Card No. will remain same.

The following guidelines would help in the operation of e-Ration Cards.

Step 1: How to download e-Ration Cards (e-RC)

e-Ration Card (e-RC) can be download in the following ways

1.1. Fresh online applications

- i. Applicant may submit his Online Application.
- ii. He has to visit website of the Food & Supplies Department www.food.wb.gov.in and Click "Services" Menu and Click Tab "Ration Card" and select link for applying for new Ration Card as per requirement.
- iii. He will be guided to "Apply for Digital Ration Card".
- iv. He has to complete the online Application and submit.
- v. Application is approved as per due process.
- vi. On approval of his application, the applicant receives a SMS intimating approval of e-Ration Card in the same mobile number. The SMS also contains a link to download e-Ration Card as pdf file.
- vii. Applicant can download the e-RC of all family members in PDF format.
- viii. Additionally, after approval of the e-Ration Card, the applicant can login in the website www.food.wb.gov.in through OTP received on his RMN and access his dashboard and view the e-RCs of his family members any time. Details of all members of the family are shown, and e-RCs can be downloaded.

1.2. Fresh offline applications

- i. Applicant may submit an offline application by filling application form in the office of Food Inspector in block offices or in the Offices of RO in case of municipalities in SR areas and in the office of SCF&S in case of municipalities in the district.
- ii. Application is approved as per due process.



- ix. On approval of his application, the applicant receives a SMS intimating approval of relevant Form and intimating approval of e-Ration Card in the same mobile number. The SMS also contains a link to download e-Ration Card as pdf file.
- iii. Applicant can download the e-RC of all family members in PDF format.
- iv. Additionally, after approval of the e-Ration Card, the applicant can login in the website www.food.wb.gov.in through OTP received on his RMN and access his dashboard and view the e-RCs of his family members any time. Details of all members of the family are shown, and e-RCs can be downloaded.

1.3. e-Ration Card of those existing Digital Ration Card holders whose Mobile is linked with DRC

- i. Applicant already has a Registered Mobile Number (RMN) and a Digital Ration Card.
- ii. The applicant can login in the website www.food.wb.gov.in through OTP received on his RMN and access his dashboard. He has to click and fill up Form-11 [Application for linking Aadhar and mobile No. with Digital Ration Card] online and submit.
- x. On approval of his application, the applicant receives a SMS intimating approval of Form-11 and intimating approval of e-Ration Card in the same mobile number. The SMS also contains a link to download e-Ration Card as pdf file.
- v. Applicant can download the e-RC of all family members in PDF format.
- vi. Additionally, after approval of the e-Ration Card, the applicant can login in the website www.food.wb.gov.in through OTP received on his RMN and access his dashboard and view the e-RCs of his family members any time. Details of all members of the family are shown, and e-RCs can be downloaded.

1.4. e-Ration Card of those existing Digital Ration Card holders whose mobile is not linked with DRC

- i. Applicant has to submit an offline application in Form No. 11 [Application for linking Aadhar and mobile No. with Digital Ration Card] in the office of Food Inspector in block offices or in the Offices of RO in case of municipalities in SR areas and in the office of SCF&S in case of municipalities in the district.
- ii. Application is approved as per due process.
- xi. On approval of his application, the applicant receives a SMS intimating approval of Form-11 and intimating approval of e-Ration Card in the same mobile number. The SMS also contains a link to download e-Ration Card as pdf file.
- vii. Applicant can download the e-RC of all family members in PDF format.
- viii. Additionally, after approval of the e-Ration Card, the applicant can login in the website www.food.wb.gov.in through OTP received on his RMN and access his dashboard and view the e-RCs of his family members any time. Details of all members of the family are shown, and e-RCs can be downloaded.

Step 2: How to verify an e-RC or DRC online



1. Any person, office or authority, who wants to check the authenticity of the e-Ration Card or Digital Ration Card, can visit www.food.wb.gov.in, and click “Verify Ration Card” link in “Ration Card” Tab of “Services” Menu.
2. Upon searching with the e-Ration Card number or Digital Ration Card in the Search box, details of the Ration Card would be visible online. User can check the details online against that of the e-Ration Card or Digital Ration Card given to him.
3. In case of a false or expired or deleted e-Ration Card or Digital Ration Card, the details on the website and that of any provided copy of e-Ration Card or Digital Ration Card would not match.

Step 3: How food grains would be delivered to e-RC holders

To ensure that only beneficiaries receive their food grains or PDS items of e-Ration Card holders, delivery of food grains shall be done either through biometric authentication (Aadhaar based) or through mobile OTP sent to Registered/Linked Phone Number.

Benefits of e-Ration Card for the beneficiaries:

1. The e-Ration Card holder will not be required to carry his Digital Ration Card in physical / paper format to receive food grains in a Ration Shop.
2. e-Ration Card holder can carry a copy of e-Ration Card printed on a plain paper to receive the food grains from the Ration Shop.
3. e-Ration Card holder can show a soft copy e-Ration Card on his mobile phone to receive the food grains from the Ration Shop.
4. e-Ration Card holder can also receive the food grains from the Ration Shop by just telling e-Ration Card Number.
5. e-Ration Card holder can download a copy of his e-Ration Card from the website at anytime, at any place and any no. of times.

Procedure for receiving the food grains in a Ration Shop:

The following steps are involved in authentication:

1. e-RC holder visits the Fair Price Shop (Ration Shop).
2. e-RC holder provides his e-RC number or shows a printed copy of e-RC or shows a soft copy of e-RC on his mobile.
3. FPS dealer enters the e-RC number or scans the QR code of e-RC in e-PoS.
4. After selecting the Card/s, the FPS owner enters the transaction details in PoS (Point of Sale) machine.
5. e-RC holder is asked to place his finger on the finger-print scanner of e-PoS machine to authenticate the transaction. Alternatively, if e-RC holder wishes to get OTP (One Time Password) received on his Registered Mobile Number, then OTP can be entered in the ePOS machine to authenticate the transaction.