

Memorandum

Sub : Surrender of Ration Card in case of death

In case of death of the ration card holder, the ration card needs to be surrendered by the family by submitting **Forms for surrender of Ration Card (Form-7)**. It is seen that the surrender of Ration cards in such cases is disproportionately low compared to the expected death rate. Sometimes this results in non-availability of quota in different categories for the new eligible beneficiaries.

In this regard, it is requested that following steps may be taken in KMC area and all the districts to capture the cases of death of a ration card holder to update the ration card database regularly:

1. Through "Form for surrender of Ration Card" (Form-7):

District Magistrate and Commissioner, Kolkata Municipal Corporation may advise all **Registrars of Birth and Death** to play an active role in the process of deletion / surrender of Ration Cards in the event of death of a ration card holder.

Procedure :

- i. Inspectors of Food of the area shall deliver blank **Forms for surrender of Ration Card (Form-7) in adequate nos.** to the **Registrars of Birth and Death in his area**. He shall also replenish these Forms from time to time.
- ii. At the time of delivering blank "**Application Form for Registration of Death**" or at the time of receiving the filed-up "**Application Form for Registration of Death**", the office of **Registrars of Birth and Death should also give the "Form for surrender of Ration Card" (Form-7) with a request to fill it up and deposit with the Application Form for Registration of Death and collect the filled-up Form -7 back at the time of handing over the Death Registration Certificate.**
- iii. Food Inspector shall collect these filled up Form from the office of the **Registrars of Birth and Death every month.**
- iv. After collecting these Form-7, the Food Inspector shall arrange for data entry of these Forms -7 in the portal of Food department regularly and dispose of as per the procedure.

2. Collection of lists through FPS dealers of people who may have died:

FPS dealers should play an important role in the process of deletion / surrender of Ration Cards in the event of death of a ration card holder as they have regular interaction with the families of all beneficiaries.

Procedure :

- i. Food Inspector of the area shall arrange to deliver blank "**Application Form for Registration of Death" (Form-7)** to the **FPS dealers**. He shall also arrange to replenish these Forms from time to time.
- ii. FPS dealers should request families where any death has taken place to fill up **the Form for surrender of Ration Card (Form-7)**.

- iii. Food Inspector shall arrange for collection of these filled up Forms from the FPS dealers **every month.**
- iv. After collecting these Form-7, the Food Inspector shall arrange for data entry of these Forms -7 in the portal of food department regularly and dispose of as per the procedure.
- v. In addition to above, for **cases where FPS dealer may not be able to get Form-7 submitted by the family members**, FPS Dealers shall prepare a list of probable deaths of ration card holders occurred in last 3-4 years in his area in the attached format and shall handover it to the Food Inspector for every month by 7th of following month. This list should invariably mention the ration card number as FPS dealer are aware of that. Food Inspector should also ensure that such list is received from the FPS dealers every month.
- vi. **Flagging for Verification :**

Once this list is received, the Food Inspector should arrange for flagging of ration card of such beneficiary for verification in the portal within 14th day of the following month. Once the ration card is "**Flagged for Verification**" in the portal, the ration card holder will be :

 - a) Intimated through SMS (if mobile no. of any family member is available in the database) to link his Aadhar with Ration Card (eKYC) by visiting any nearest FPS shop or Bangla Sahayata Kendra or office of Food Inspector or SCF&S / Rationing Office.
 - b) The status of the Ration Card in the portal will also change to "**Flagged for verification**" with a request to complete his eKYC by visiting any nearest FPS shop or BSK or office of Food Inspector or SCF&S/Rationing Office.
 - c) In ePoS also the name of such beneficiary will be flagged and shown in **orange colour**. The FPS dealer shall inform the family member of such flagged ration card holder to complete his eKYC by visiting any nearest FPS shop or BSK or office of Food Inspector or SCF&S/Rationing Office.
 - d) **If, the linking of Aadhar with Ration Card (eKYC) is completed by the ration card holder whose ration card was flagged will be unflagged and he will continue to receive the ration as earlier.**

3. **Collection of lists from other sources of people who may have died:**

In addition to above, District Magistrates and Director Rationing (in case of KMC area) are requested to compile the data of deaths that occurred in his jurisdiction in at least last 4 years in the attached format. SCF&S/RO or Food Inspectors should collect such list and share with the department / upload in the portal so that ration card of deceased persons may be deleted after due verification.

If any information is received from other sources or other schemes, for example from the people for whom benefit has been availed under **Samobyathi Scheme, from the list of person whose name has been deleted from the electoral roll**, etc. The list may be shared with SCF&S/RO or Food Inspectors of the area. SCF&S/RO will actively contact and pursue with the offices of SDOs for collection of this list.

In such cases, following **2 procedures should** be followed to identify and verify such ration card holders:

A. **In the cases where, Ration Card No. is not available [Through physical verification]:**

In the cases where, Ration Card No. is not available, the SCF&S/RO or Food Inspectors of the area shall get the lists verified from field and handover the blank

“Form for surrender of Ration Card (Form-7) to the family members of such families and get it filled and signed. They will take further action of data entry and disposal as per the procedure.

B. In the cases where, Ration Card No. is available [Through flagging for verification in the ePoS and SMS];

In the cases where, Ration Card No. is available,

- i. SCF&S/RO or Food Inspectors of the area will make arrangements for flagging of the cases with reference to the Ration Card No. of the Suspected dead cases in the portal.
- ii. The ration card of such beneficiary will get “Flagged for Verification” in the portal. Refer para 2(vi) above for details.

4. Publicity and awareness regarding surrender of Form for surrender of Ration Card (Form-7) through online Mode:

The card may also be surrendered online by any family member of the deceased Ration Card holders as per the following procedure:

- i. Visit www.food.wb.gov.in
- ii. On the home page, at the left side under the head Services go to ‘Ration Card’.
- iii. Under Ration Card : go to ‘Apply Online’.
- iv. Under Apply Online : Select **Form 7**
- v. Mobile number to be given and OTP validation to be done.
- vi. The main page of Form 7 will be open, applicant fill up and submit.

Adequate publicity may be made about this through various modes, posters in the ration shops, BSKs, etc.

Yours faithfully



Additional Secretary
to the Government of West Bengal

Memo No: FS/P/Sectt/IT-01/2014(Part-II)

Dated

Copy forwarded for information and taking necessary action to :

1. The Commissioner, Kolkata Municipal Corporation
2. District Magistrate (All)
3. The Director, DDPS and
4. The Director of Rationing-

with a request to inform DCFS/DDR and other field officers and instruct for taking necessary action accordingly. It is also requested that block/municipality wise progress should be monitored every fortnight and a report submitted to the department.

5. The DCFS (all)/DDR(All)
6. The PS to Hon’ble MIC, Food & Supplies Department.
7. The PS to Hon’ble MOS, Food & Supplies Department.
8. The Sr. PS to Chief Secretary, Government of West Bengal.
9. The PA to Secretary, Food & Supplies Department.



Additional Secretary
to the Government of West Bengal

Format for collection of Information regarding suspected cases

Name of the District :

Name of the Block / Municipality:

Sl no.	Name of the deceased person	Name of father / husband	Date of death	Address (vill / ward no./p.o.	Aadhar No.	Ration card No. (if available)	Remarks