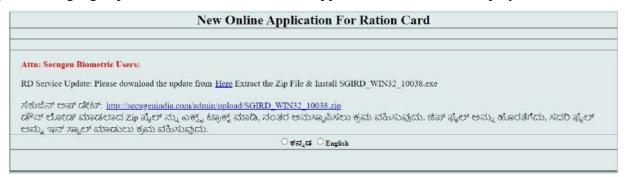
Service Procedure:

New Online Application for Ration Card System facilitates the generation of Ration Card by the citizen themselves. This is an online System for applying for Ration Card and generating the Ration Card. The aim of this System is to make the Department services more accessible, cost-effective and transparent to the citizens.

Public can visit the Department of Food, Civil Supplies and Consumers Affairs Website to generate Ration Card. Visit the dept. website using URL http://ahara.kar.nic.in, and then select eservices menu. Under e-Ration sub menu provision to application and generate the new ration card can be seen.

Aadhaar is mandatory to apply for new Ration Card.

The Application shows two **language options**, Kannada and English. The user has to select the respective language option in which user wants the Application details to be displayed.



On clicking the language option, the following options are displayed.



- 1. **New Ration Card Request:** If the user wants to apply for new Ration Card, user can opt for thisoption.
- 2. **Edit Saved Request:** To edit the Application which is not submitted or view the submitted

Application details, the user can use this option.

3. **Application Withdrawal:** If the user wants to withdraw the Application, the user can opt for thisoption.

For any of above request, to apply, edit or withdraw the Application the user is require to do Aadhaarauthentication.

1. New Ration Card Request:

The user has to click on New Ration Card Request option to apply for Ration Card.



The user has to click on **Non-Priority Household** (**NPHH**) option to apply for NPHH Ration Card.



The user is required to enter the Aadhaar Number and Mobile Number which registered in Aadhaar and click on **Go** Button.



The user has to provide his consent to share Aadhaar Number as the details in Aadhaar will be incooperated in Ration Card in order to proceed further to apply for the Card by clicking Aadhaar consent option.

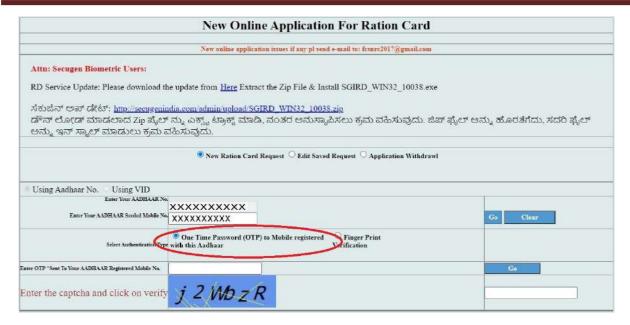


The following two Aadhaar based Authentication options are provided.

The user can select the **One Time Password to Mobile Number registered with the Aadhaar** option the Mobile Number registered in Aadhaar.

On clicking this option, OTP will be sent to Mobile Number which is registered in Aadhaar from Aadhaar.

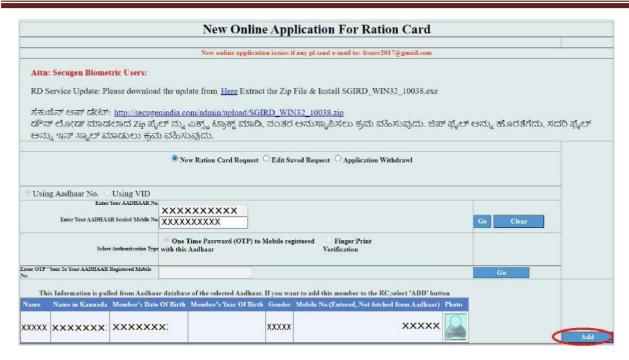




Enter the OTP received from Aadhaar and Captcha and click on Go Button.



On successful verification of the OTP and Captcha, details like Name, Date of Birth, Year of Birth, Gender and Photo as it is Aadhaar are displayed.



The user has to click on **Finger Print Verification** Authentication option is the user opts for that mode.



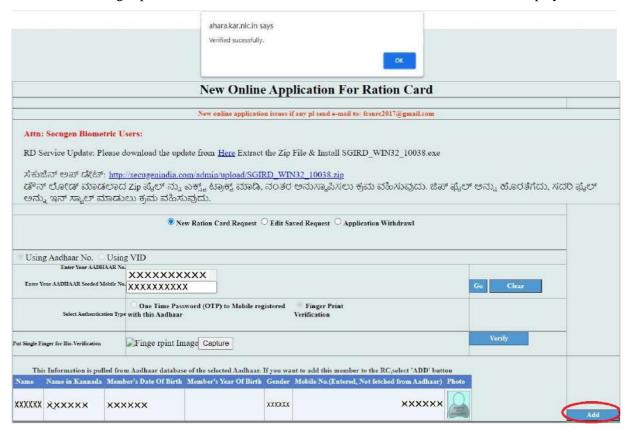
The user has to click on Capture Button and capture Finger impression using Bio-metric Device.

Also, enter the Captcha as shown in the Image.



After capturing the Finger-print, the user has to click on Verify Button.

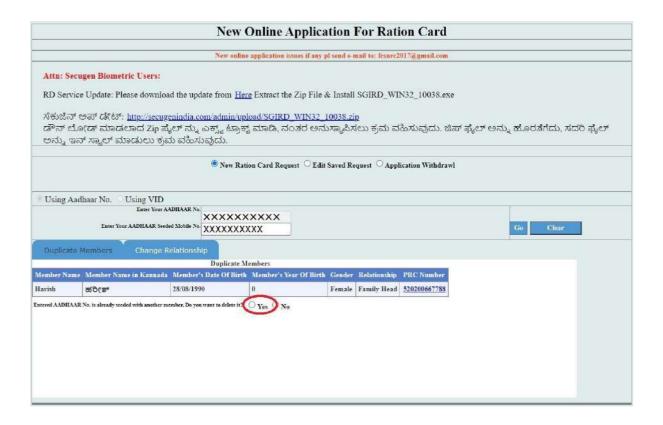
On successful Finger-print verification from Aadhaar Service, the Aadhaar details are displayed.

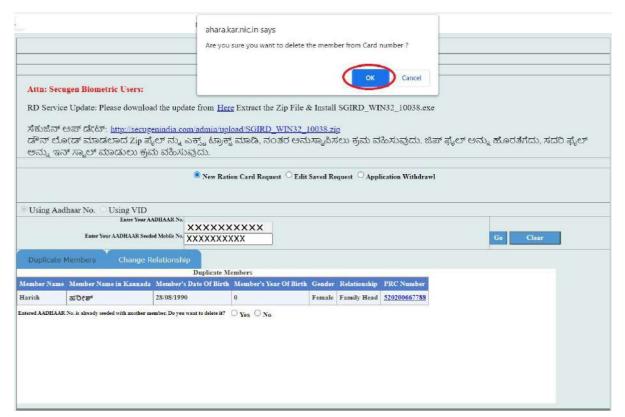


If the user feels that the Aadhaar details are correct, then the user can click on the **Add** Button so that Application Number is generated.

If suppose the Ration Card already exists for the entered Aadhaar Number, then the user has to provide consent to delete from existing Card to apply for new Card. Without providing consent to

delete from current Card user cannot apply for new Ration Card.

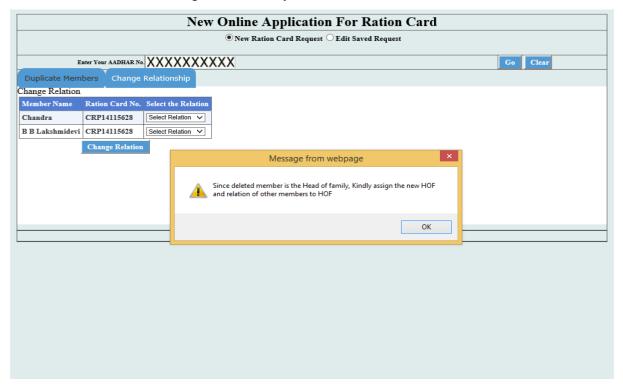




If the member to be deleted the existing Card is the Head of the Family (HOF), then the user has to assign the new HOF and the relationship of other Members with the newly assigned HOF. If female

members greater than 18 years of Age are the members of the existing Ration Card, then eldest female member should be HOF.

If there are no female member greater than 18 years then, the eldest male member will be HOF.



After assigning the relationship for all the members of existing card, the Application Number is generated using which the user can edit the Application.



To add other members to the Application, then the same process mentioned above has to be followed.

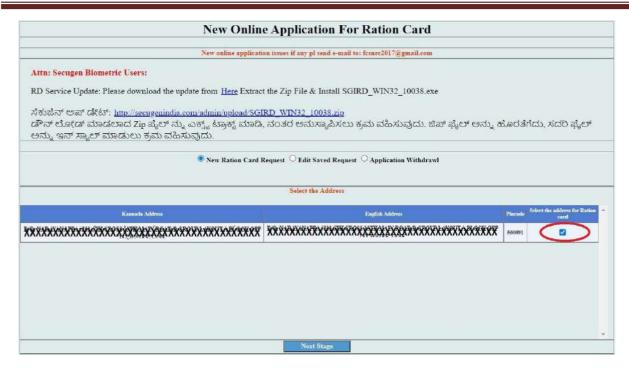
To delete a Member from the Application, user has to check the checkbox for the Member to be deleted and click on **Delete/Add again** Button.

To add a deleted member again, user has to uncheck the checkbox for the Member and click on **Delete/Add again** Button.

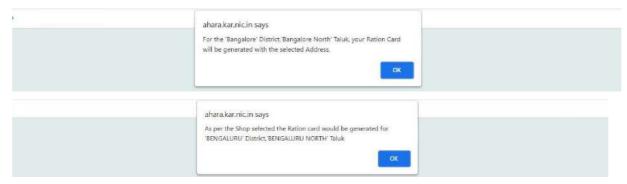
After the addition of members, the user has to click on Next Stage to proceed further in Application filling.

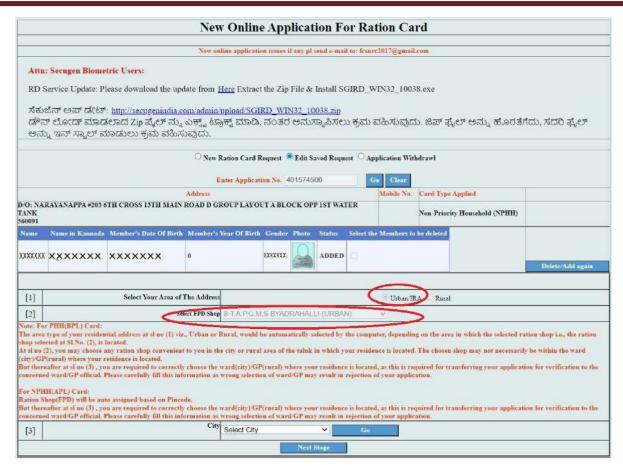


Next the user has to select the Address for Ration Card by checking the checkbox for the Member whose Address to given in Ration Card and then click on **Next Stage** Button.

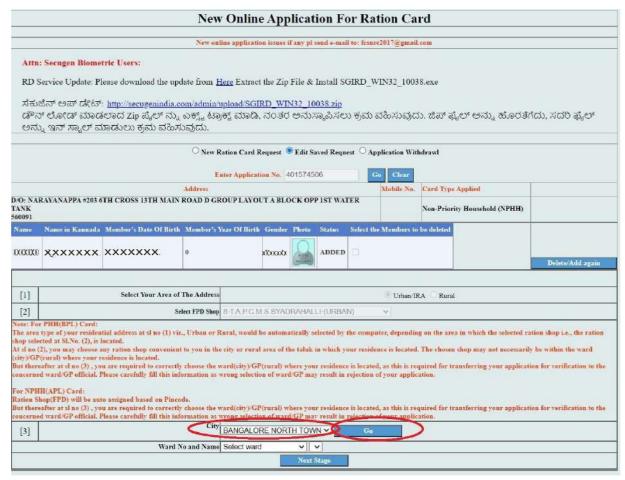


Based on the Pin code of the selected Address, Fair Price Shop will be auto-selected. And, accordingly the Area is also auto-selected.

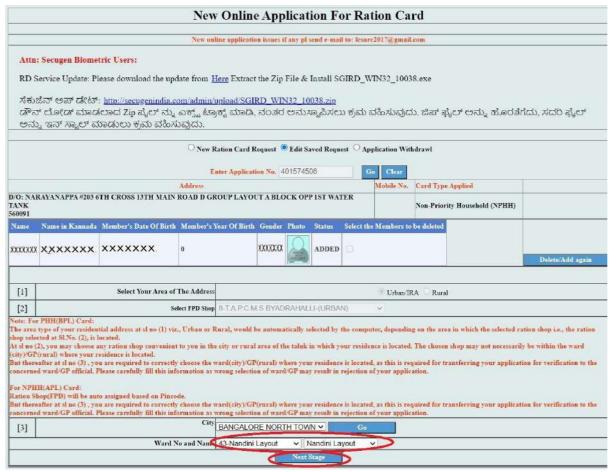




For Urban Area, the user has to select City from the Dropdown List.



On selection of City, the user has to further select the Ward No. and Area.



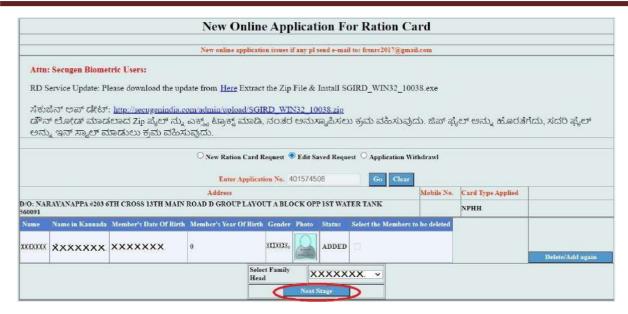
V

For Rural Area, the user has to select Panchayat from Dropdown List and further the Village of the Gram Panchayat.

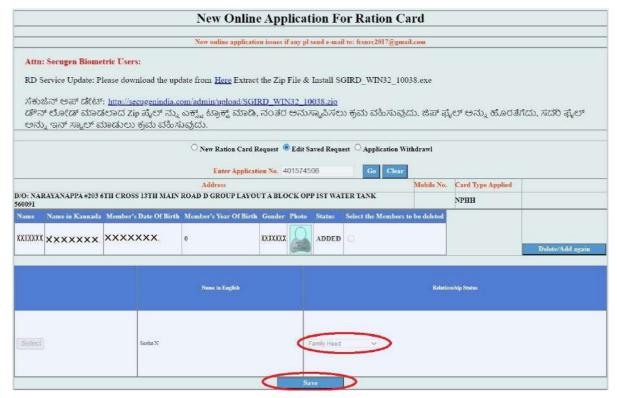
After selecting City/Panchayat, the user has to click on Next Stage Button to continue further.



The user has to select the eldest female member greater than 18 years of Age as HOF. If there are no female members greater than 18 years then the eldest male member has to be selected as HOF.



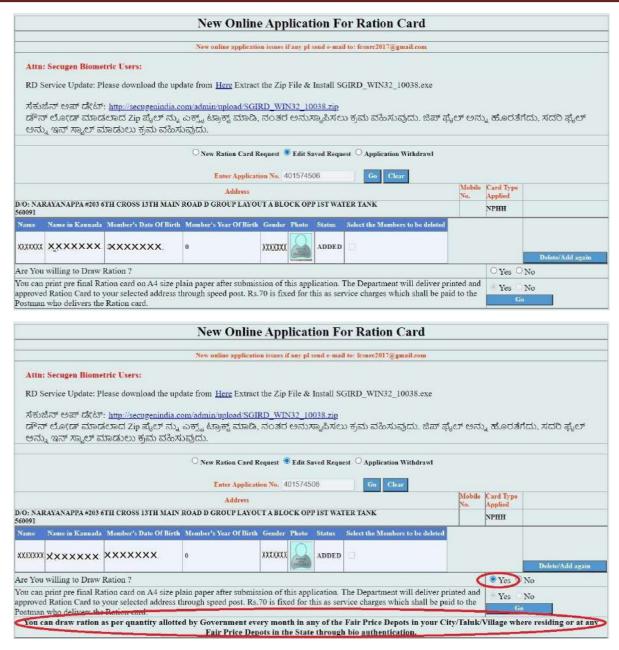
After selecting the HOF, click on Next Stage Button.



Then, the relationship of the reaming members with HOF has to be assigned by clicking on the **Select** Button for the members.

After assigning the relationship of all the members, the user has to click on **Save** Button.

The user has to select Yes if willing to draw ration.



If the user is not willing to draw ration, the user has to select No option.



The printed copy of the Ration Card will be delivered to selected address through Speed Post and Rs 70/- is the Service charge and same is displayed on the Screen.

After selecting the willingness to draw ration option, finally the user has to select the Go Button to submit the Application and specimen copy of Ration Card is displayed.



If the user feels that the details in the Specimen copy is correct, then can proceed to generate Ration Card by clicking on **Generate RC** Button.



The user can take the print out of the RC copy by clicking on **Print** Button.

2. Edit Saved Request:

The user has to click on **Edit Saved Request** option to edit the non-submitted Application.



Enter the Application No. and click on **Go** Button



The Members added to Application are listed.



The user has to select the member to authenticate in order to open the Application and click on **Go** Button.



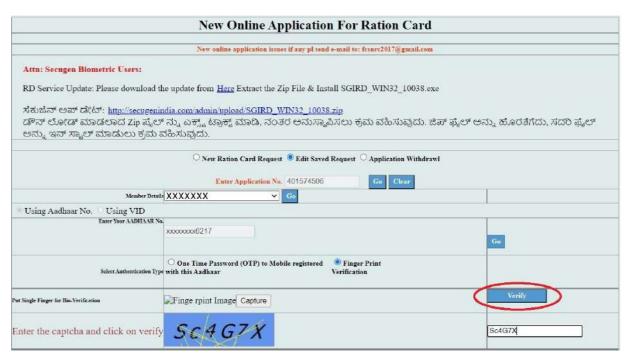
The Aadhaar of the Member selected to authenticate is displayed.

The user has to click on **Go** Button to proceed to Aadhaar authentication.



The user has to provide the Aadhaar consent before authentication.

And, select the respective authentication mode to do authentication as mentioned above in new ration card request.



After successful authentication of the member, a message as shown in the below Screenshot is displayed.



The user has to click on OK Button for the message.

The Application Member(s) details will be displayed on the Screen.



The user can then proceed further to edit the Application details as stated in new ration card request.

3. Application Withdrawal:

The user has to click on **Application Withdrawal** option to withdraw the request.



Enter the Application No. and click on Go Button.



The user has to select the Member from the Dropdown List and click **Go** Button to proceed to authenticate.



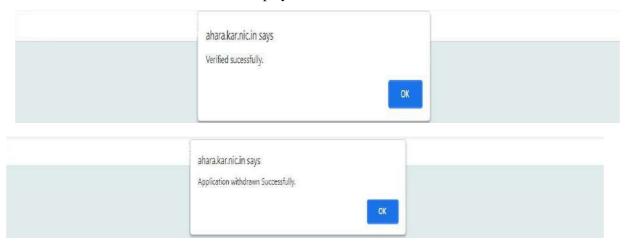
The user has to provide the consent to share the Aadhaar by clicking on Radio Button against the Aadhaar consent to proceed to authenticate.



The user has to select the authentication mode and perform the Aadhaar authentication by following the same process mentioned above in new ration card request



Once after the successful authentication, the Application will be withdrawn and a message as shownin the below screenshots will be displayed.



Procedure for filing Application at CSCs:

- Application can be filed online/ Bangalore One/ Karnataka One/ Private franchises/ Janasnehi Kendra/ Grama Panachayath/ POS shops.
- Applicant and the family members to be added need to provide Aadhaar based bio-metric
 authentication at the stage of filing application. For children below 5 years, bio-metric
 authentication is not required but Aadhaar card is mandatory.
- For PHH cards Aadhar card and Income Certificate of HoF should be provided. For NPHH cards-No other document is required except the Aadhaar card.
- All the details i.e., Name, Photo, Age, Sex, Address, Mobile Number as appearing in the Aadhaarcard of the applicant, and his family members are copied automatically to the ration card application.
- At-least one member of the applicant's family should have the current address of their residence entered correctly in the Aadhaar card. If not, then at-least one member of the family should get his/her address updated to their current residence address by going to the Aadhaar Enrollment Centre.
- The mobile number to be provided should be registered in Aadhaar card. If it is not done already, then at-least one family member's mobile should be registered in Aadhaar. But providing mobile number is not mandatory.
- The applicant should correctly select his ward no. in urban areas and should correctly select his Grama Panchayath in rural areas.
- The applicant can choose any fair price shop of his choice within his Taluk/City for PHH Card
 Type.
- Based on the postal code of Address to be given to Ration Card the Shop is auto assigned for NPHH Card Type.
- The eldest female member of the household can only be selected as Head of the household as per the provisions of National Food Security Act-2013.
- The application is sent automatically to the concerned Ward/ Grama Panchayath official for verification through computer software.
- The concerned official visits the house of the applicant for verification and approves the ration card if the applicant is found eligible.
- The applicant is informed through SMS at various stages i.e., Advance intimation about date of visit of the official to his place of residence for verification of his application, Approval/Rejection his application.
 - Ration card is delivered to the doorstep of the applicant through Speed post. The applicantis required to pay Rs. 70/- to the post man.

SAKALA Timelines Details:

The New Ration Card is issued in a maximum of 40 Working Days by the Food and Civil Supplies

Department subject to availability of Government approval to issue new ration cards. The Food Inspector or

Tahsildar in Rural or Urban and Assistant Director in IRA and Range Deputy Director in Bengaluru IRA can
be approached in terms of any queries. The Service has been notified under The Karnataka SAKALA Services

Act.