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Applying for a New Smart Card - Procedure

1. Visit the Website:

Go to www.tnpds.gov.in.

2. Start Application:

Click 'Smart Card Application Services.'
Select 'Apply New Smart Card.'

3. Fill in Family Head Details:

Personal Information: Enter the Family Head's name and address in English and Tamil. Avoid special characters.
Upload Photo: Upload a photo of the Family Head (JPEG, JPG, or PNG under 5 MB).
Location Details: Select District, Taluk, and Village.
Contact Information: Provide mobile number, email ID, and PIN code (landline and email optional).

4. Enter Family Member Details:

For each member, provide:
  Name in English and Tamil

  Gender

  Date of Birth
  Aadhar Number and upload Aadhar card (PDF under 1 MB)
  Relationship and monthly income
  Differently Abled status, if applicable (upload proof)
Click 'Add Member' for each additional member.

5. Select Card Type:

Rice Card: For all commodities
No Commodity Card: For no commodities
Others: For Police, Prison, or Forest Department workers

6. Proof of Residence:

Own House: Upload house tax receipt or gas/electricity bill.

Rental House: Upload rental agreement and recent gas bill.
Document Format: PDFs under 1 MB, in the name of the Family Head.

7. Gas Connection Details (if applicable):

Provide gas connection details (name, company, consumer number, agency, number of cylinders) or skip if not app

8. Declaration:

Accept the declaration checkbox and click 'Submit.'

9. Get Reference Number:

After submission, a 14-digit reference number will be displayed.

10. Check Application Status:

To check the status of the New Smart card application, kindly follow the "Checking New Smart Card Application Status

licable.

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New OAP Smart Card Application Procedure

Application Mode:

Apply offline by visiting the TSO or AC office (in Chennai).

Eligibility:

The OAP Card is for a single member only.

Contact Information:

Outside Chennai: Contact the Taluk Supply Officer (TSO) at your Taluk office.
In Chennai: Contact the Assistant Commissioner at the Civil Supplies Office.

Application Process:

1. Visit the appropriate office (TSO or AC).
2. Request an OAP Smart Card.

Follow Instructions:

Follow the guidance provided by the office staff.

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New ANP Smart Card Application Procedure

Application Mode:

The ANP Smart Card can only be applied for through offline mode (By Visiting TSO / AC Office in Che

Eligibility:

ANP Card is applicable only for a single member.

Contact Information:

For Applicants Outside Chennai:
Contact the **Taluk Supply Officer (TSO) in the Taluk Office**.
For Applicants in Chennai:
Contact the **Assistant Commissioner in the Civil Supplies Office**.

Application Process:

Visit the respective office mentioned above.
Make a formal request for an ANP Smart Card.

Follow Instructions:

Adhere to the instructions provided by the concerned Officer at the office.

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Inactive Card Without Aadhar Number

To check your smart card status, call the toll-free number 1967 or 1800-425-5901.

If your smart card is inactive, follow these steps to apply for a new one:

1. Visit the Website:

Go to www.tnpds.gov.in.
Click 'Apply New Smart Card' under 'Smart Card Application Services.'

2. Fill in Family Head Details:

Enter the Family Head's details and address in English and Tamil (no special characters).
Upload a photo of the Family Head (under 5 MB, JPEG, JPG, or PNG).

3. Enter Family Member Information:

For each member, provide:
  Name (English and Tamil)
  Gender
  Date of Birth
  12-digit Aadhar number (in three 4-digit boxes)
  Upload scanned Aadhar card (PDF, under 1 MB)
  Relationship and monthly income
  Differently Abled status (if applicable) and proof
Click 'Save member' for each addition.

4. Select Card Type:

Choose from:
  Rice Card (for all commodities)
  Sugar Card (for sugar only)
  No Commodity Card (for no commodities)
  Others (for Police, Prison, or Forest Department employees)

5. Proof of Residence:

Upload proof (PDF, under 1 MB):
  Own House: House tax receipt, Gas/Electricity Bill
  Rent House: Rental agreement, Gas Bill

6. Gas Connection Details (if applicable):

Provide:
   Name on the connection
   Oil Company (BPC, HPC, IOC)
   LPG Consumer Number
   Gas Agency Name
   Number of Cylinders

7. Final Steps:

Agree to the declaration that the information is accurate.
Submit the application and receive a 14-digit reference number via SMS.

8. Check Application Status:

To check the status of the New Smart card application, kindly follow the "Checking New Smart Card Application Status"

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Checking New Smart Card Application Status

Checking Your New Smart Card Application Status

Visit www.tnpds.gov.in and go to "Smart card application services."
Click "Smart Card Application Status"
Enter your 14-digit reference number to check the status.

Processing Time and Stages

It takes 15-20 working days to process your application.
Your application goes through four stages:
  Application Submission
  Document Verification
  Field Verification
  TSO/AC Approval

Notification and Collection

Approval Notification: You'll receive an SMS upon approval.
Collection: Pick up your new smart card at the respective TSO/AC office after receiving the notification SMS once

printed.

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New Smart Card Application Status Without Reference Number

If you've lost your reference number for your new smart card application, call the toll-free numbers 1967 or 1800-425-5901. Provide the mobile number you used in your application, and we'll assist you and provide the Reference number with the status update.

Check Application Status:

[To check the status of the New Smart card application, kindly follow the "Checking New Smart Card Appl](#)

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Application Rejected

If your Smart Card application was rejected, it might be due to:

1. Missing or incorrect proof of residence.
2. Outdated Family Head photo.
3. Unclear Aadhar card.
4. Unavailability during field verification.
5. Officials couldn't reach you by phone.
6. Incorrect joint family details.
7. Missing details in Tamil.
8. Using English instead of Tamil where required.
9. Blurry documents or photos.

So you have to reapply for the New Smart card
[Follow up the "Applying for a New Smart Card" procedure.](#)

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Cancelling Your New Smart Card Application

To cancel your new Smart Card application:

1. Visit In Person:

Go to your local Taluk Supply Officer (TSO) or the Assistant Commissioner at the Civil Supplies Office (in
And they will complete the cancellation process accordingly.

2. Bring These Documents:

A printed copy of your New Smart Card application.
Aadhar cards of the Family Head and family members.

Once the application got cancelled, apply for a new one.
[Follow up the "Applying for a New Smart Card" procedure.](#)

Note: Online cancellation is not available.

Chennai).

Reprint Smart Card - Procedure

1. Visit the Website:

Go to www.tnpds.gov.in.
Click **"Reprint Smart Card."**
Enter your registered mobile number and Captcha code, then click **"Submit."**
Enter the OTP sent to your mobile and click **"Submit."**

2. Make a Payment:

Check the declaration box and click **"Make a Payment."**
Enter your smart card details and required information.
Choose payee type (Individual/Organization).
Pay Rs. 50 plus service charges using **"SBI Card Holders"** or **"Net Banking"** with **"UPI Method."**

3. Download Payment Slip:

After payment, you'll get a reference number.
Go to www.onlinesbi.sbi/sbicollect and select "Transaction History."
Use **"SBCollect Reference Number"** or **"OTP"** to download the payment slip.

4. Complete Reprint Request:

Return to www.tnpds.gov.in and click "Continue to Reprint Smart Card Process."
Select the Reprint request type as **"Card Mutation/Card Lost/Misplaced"** accordingly and provide the reason for
Enter the payment reference number, payment date, and upload the payment slip (under 1 MB).
Accept the declaration and click **"Proceed."**

5. Notification of Your Reprint Smart Card:

You will get an 18-digit reference number via SMS.
Another SMS will notify you when your card is printed.

6. Check Application Status:

To check the status of the Reprint smart card application, kindly follow the "Reprint Smart Card Status"

the same.

Reprint Smart Card - Status

To check the status of your reprint smart card application, follow these steps:

1. Visit the TNPDS website: https://tnpds.gov.in/
2. Locate the "Reprint Smart Card" section: This is usually found on the homepage or under a specific menu.
3. Click on "Reprint Smart Card Status"
4. Enter your application reference number: This is the unique number (18 digit) generated when you submitted
5. Submit the query: Click the "Submit" button.

The website will display the current status of your reprint smart card application.

Check Reprint Samrt Card Status and Delivery:

Check the status. If it shows as printed, the card will be delivered to your doorstep by post.

l your reprint request.

Reprint Smart Card - Smart Card Correction

1. Visit the Website:

Go to www.tnpds.gov.in.
Click **"Reprint Smart Card."**
Enter your registered mobile number and Captcha code, then click **"Submit."**
Enter the OTP sent to your mobile and click **"Submit."**

2. Make a Payment:

Check the declaration box and click **"Make a Payment."**
Enter your smart card details and required information.
Choose payee type (Individual/Organization).
Pay Rs. 50 plus service charges using **"SBI Card Holders"** or **"Net Banking"** with **"UPI Method."**

3. Download Payment Slip:

After payment, you'll get a reference number.
Go to www.onlinesbi.sbi/sbicollect and select "Transaction History."
Use **"SBCollect Reference Number"** or **"OTP"** to download the payment slip.

4. Complete Reprint Request:

Return to www.tnpds.gov.in and click "Continue to Reprint Smart Card Process."
Select **"Card Mutations"** and provide the reason for applying Reprint Smart card.
Enter the payment reference number, payment date, and upload the payment slip (under 1 MB).
Accept the declaration and click **"Proceed."**

5. Notification of Your Reprint Smart Card:

You will get an 18-digit reference number via SMS.
Another SMS will notify you when your card is printed.

6. Check Application Status:

To check the status of the Reprint smart card application, kindly follow the "Reprint Smart Card Status"

Reprint Smart card - Smart Card Lost / Misplaced

1. Visit the Website:

Go to www.tnpds.gov.in.
Click **"Reprint Smart Card."**
Enter your registered mobile number and Captcha code, then click **"Submit."**
Enter the OTP sent to your mobile and click **"Submit."**

2. Make a Payment:

Check the declaration box and click **"Make a Payment."**
Enter your smart card details and required information.
Choose payee type (Individual/Organization).
Pay Rs. 50 plus service charges using **"SBI Card Holders"** or **"Net Banking"** with **"UPI Method."**

3. Download Payment Slip:

After payment, you'll get a reference number.
Go to www.onlinesbi.sbi/sbicollect and select "Transaction History."
Use **"SBCollect Reference Number"** or **"OTP"** to download the payment slip.

4. Complete Reprint Request:

Return to www.tnpds.gov.in and click "Continue to Reprint Smart Card Process."
Select **" Smart Card Lost / Misplaced"** and provide the reason for applying Reprint smart card.
Enter the payment reference number, payment date, and upload the payment slip (under 1 MB).
Accept the declaration and click **"Proceed."**

5. Notification of Your Reprint Smart Card:

You will get an 18-digit reference number via SMS.
Another SMS will notify you when your card is printed.

6. Check Application Status:

To check the status of the Reprint smart card application, kindly follow the "Reprint Smart Card Status"

Reprint Smart Card - Smart Card Damaged

1. Verify the Last Sales Transaction:

Check the last sales transaction made with the smart card.
Ask when the card was damaged.

2. Contact Local Office:

Contact your Taluk Office or Civil Supplies Office (for Chennai) to confirm the reprint procedure for damaged card

3. Apply Online:

If instructed by the office to apply online, follow these steps:

4. Visit the TNPDS Website:

Go to www.tnpds.gov.in.
Click "Reprint Smart Card" under the relevant heading.
Enter your registered mobile number and Captcha code, then click "Submit."
Enter the OTP received on your mobile and click "Submit."

5. Make a Payment:

Tick the declaration box and click "Make a Payment."
Enter your smart card details and fill all mandatory fields.
Select "Individual" or "Organization" as the payee type and provide required details.
If you have an SBI card, select "SBI Card Holders" and pay Rs. 50 plus service charges.
If you don't have an SBI card, choose "Net Banking" and select "UPI Method" to pay Rs. 50.

6.Download Payment Slip:

After payment, you'll receive a reference number.
Go to www.onlinesbi.sbi/sbicollect.
Navigate to "Transaction History":
   If you have the reference number, select "By SBCollect Reference Number," enter details, and download the p
   If you don't have the reference number, choose "By OTP," enter details, and download the payment slip.

7.Complete Reprint Request:

Return to www.tnpds.gov.in and click "Continue to Reprint Smart Card Process."
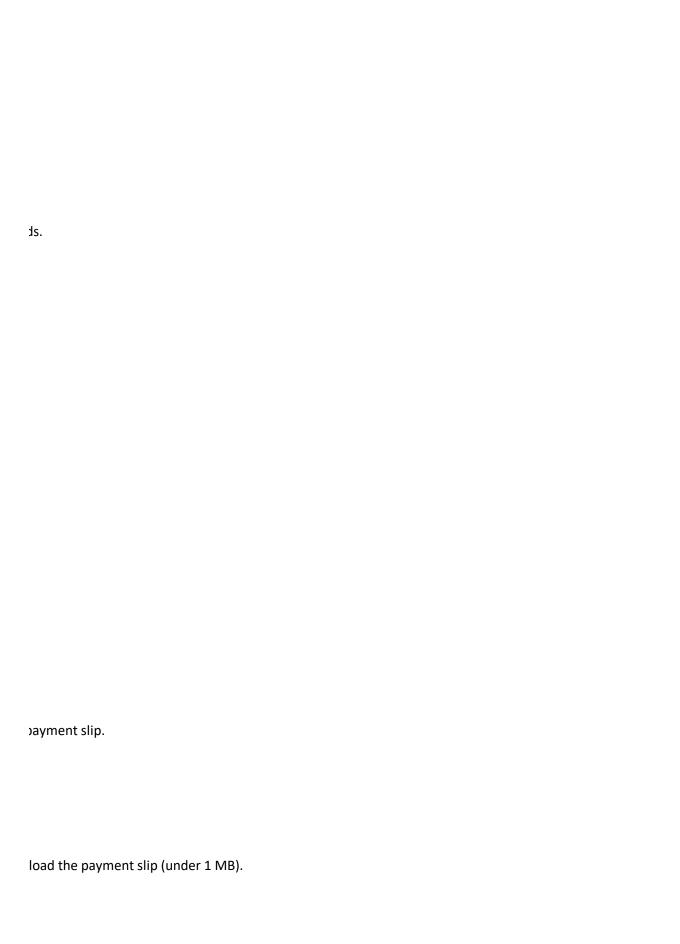Select **"Card Mutations/Card Lost/Card Misplaced"** as the reprint request type.
Provide the reason for applying Reprint Smart card, enter the payment reference number, payment date, and up
Accept the declaration and click "Proceed" to submit.

5. Notification of Your Reprint Smart Card:

You will get an 18-digit reference number via SMS.
Another SMS will notify you when your card is printed.

6. Check Application Status:

[To check the status of the Reprint smart card application, kindly follow the "Reprint Smart Card Status"](#)

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ayment slip.

load the payment slip (under 1 MB).

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Reprint Smart Card - Card Mutation

1. Visit the Website:

Go to www.tnpds.gov.in.
Click **"Reprint Smart Card."**
Enter your registered mobile number and Captcha code, then click **"Submit."**
Enter the OTP sent to your mobile and click **"Submit."**

2. Make a Payment:

Check the declaration box and click **"Make a Payment."**
Enter your smart card details and required information.
Choose payee type (Individual/Organization).
Pay Rs. 50 plus service charges using **"SBI Card Holders"** or **"Net Banking"** with **"UPI Method."**

3. Download Payment Slip:

After payment, you'll get a reference number.
Go to www.onlinesbi.sbi/sbicollect and select "Transaction History."
Use **"SBCollect Reference Number"** or **"OTP"** to download the payment slip.

4. Complete Reprint Request:

Return to www.tnpds.gov.in and click "Continue to Reprint Smart Card Process."
Select **" Card Mutations"** and provide the reason for applying Reprint smart card.
Enter the payment reference number, payment date, and upload the payment slip (under 1 MB).
Accept the declaration and click **"Proceed."**

5. Notification of Your Reprint Smart Card:

You will get an 18-digit reference number via SMS.
Another SMS will notify you when your card is printed.

6. Check Application Status:

To check the status of the Reprint smart card application, kindly follow the "Reprint Smart Card Status"

Reprint Smart Card - QR Code Scanning Problem

1. Verify Issue:

Check the smart card details and last sales transaction in the Helpdesk Portal.
Ask about the duration of the QR code scanning problem.

2.Contact Local Office:

Advise the beneficiary to contact their Taluk Office or Civil Supplies Office (for Chennai) to confirm the reprint pro

3.Apply Online:

If directed by the office, follow these steps to apply online:

4.Visit the TNPDS Website:

Go to www.tnpds.gov.in.
Click "Reprint Smart Card" under the relevant heading.
Enter your registered mobile number and Captcha code, then click "Submit."
Enter the OTP received on your mobile and click "Submit."

5.Make a Payment:

Tick the declaration box and click "Make a Payment."
Enter your smart card details and fill all mandatory fields.
Select "Individual" or "Organization" as the payee type and provide required details.
If you have an SBI card, select "SBI Card Holders" and pay Rs. 50 plus service charges.
If you don't have an SBI card, choose "Net Banking" and select "UPI Method" to pay Rs. 50.

6.Download Payment Slip:

After payment, you'll receive a reference number.
Go to www.onlinesbi.sbi/sbicollect.
Navigate to "Transaction History":
  If you have the reference number, select "By SBCollect Reference Number," enter details, and download the pa
  If you don't have the reference number, choose "By OTP," enter details, and download the payment slip.

7.Complete Reprint Request:

Return to www.tnpds.gov.in and click "Continue to Reprint Smart Card Process."
Choose **"Card Mutations/Card Lost/Card Misplaced"** as the reprint request type.
Provide the reason for applying Reprint Smart card, enter the payment reference number, payment date, and upl
Accept the declaration and click "Proceed" to submit.

8. Notification of Your Reprint Smart Card:

You will get an 18-digit reference number via SMS.
Another SMS will notify you when your card is printed.

9. Check Application Status:

To check the status of the Reprint smart card application, kindly follow the "Reprint Smart Card Status"

ocedure for QR code issues.

yment slip.

load the payment slip (under 1 MB).

Reprint Smart Card - Waiting for Approval Status

1. Through the TNPDS Website:

Visit www.tnpds.gov.in.
Click on "Reprint Smart Card Status" under the "Reprint Smart Card" heading.
Enter your 18-digit application number and click "Submit."
Check the status displayed.

2. Through Citizen Login: (Reference number is not known)

Go to www.tnpds.gov.in.
Click on "Citizen Login."
Enter your registered mobile number and Captcha code, then click "Submit."
Enter the OTP sent to your mobile and click "Submit."
Navigate to "Reprint Smart Card" under "My Profile" to view your reference number and application status.

3. Application Status - Approval:

If the status shows "WAITING FOR APPROVAL," your application is pending verification by the Taluk Supply Office
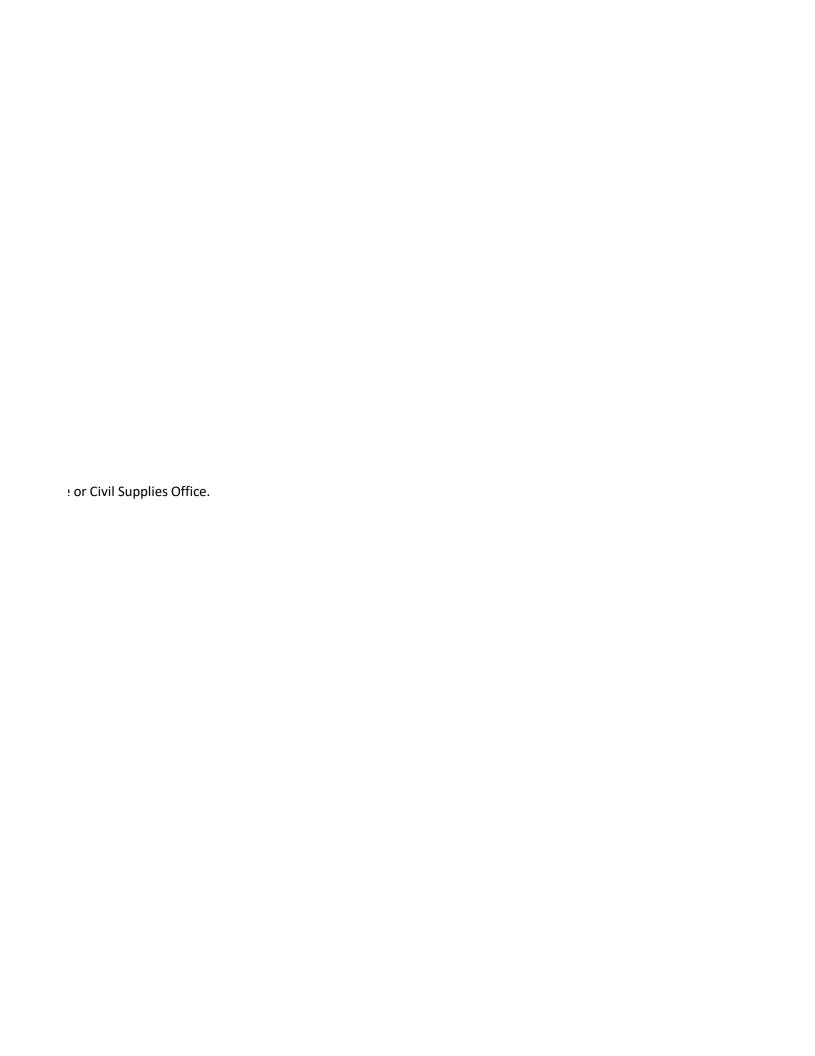The officials will verify and approve the application.

4.Processing Time:

The reprint application will be processed within 15 to 20 working days from the date of application.

5. Notification of Your Reprint Smart New Card:

The SMS will notify you when your card is printed.

6. Reprint Smart Card Delivery Status:

If the Reprint Smart card status is viewed as Printed, the card will be delivered to your doorstep by post.

or Civil Supplies Office.

Reprint Smart Card - Approved Status

1. Through the TNPDS Website:

Visit www.tnpds.gov.in.
Click on "Reprint Smart Card Status" under the "Reprint Smart Card" heading.
Enter your 18-digit application number and click "Submit."
Check the status displayed.

2. Through Citizen Login: (Reference number is not known)

Go to www.tnpds.gov.in.
Cick on "Citizen Login."
Enter your registered moblie number and Captcha code, then click "Submit."
Enter the OTP sent to your mobile and cick "Submit."
Navigate to "Reprint Smart Card" under "My Profile" to view your reference number and application status.

3. Application Status - APPROVED:

If the status shows "APPROVED," your reprint smart card is awaiting printing.
The card will be printed by the concerned department.

4.Processing Time:

The reprint application will be processed within 15 to 20 working days from the date of application.

5. Notification:

You will receive an SMS notification once the card is successfully printed.

6. Reprint Smart Card Delivery Status:

If the Reprint Smart card status is viewed as Printed, the card will be delivered to your doorstep by post.

Reprint Smart Card - Printed Status

1. Check Online Status:

Visit www.tnpds.gov.in.
Cick on "Reprint Smart Card Status" under the "Reprint Smart Card" heading.
Enter your 18-digit application number and click "Submit."
Check the status displayed.

2. Through Citizen Login: (Reference number is not known)

Go to www.tnpds.gov.in.
Click "Citizen Login."
Enter your registered mobile number and Captcha code, then click "Submit."
Enter the OTP received on your mobile and click "Submit."
Click on "Reprint Smart Card" under "My Profile" to view your reference number and application status.

3. Status "PRINTED":

If the status shows "PRINTED," your smart card has been printed.

4. Notification:

You will receive an SMS notification once the card is successfully printed.

5. Reprint Smart Card Delivery Status:

If the Reprint Smart card status is viewed as Printed, the card will be delivered to your doorstep by post.

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Reprint Smart Card - Rejected Status

1. Check Status Online:

Visit www.tnpds.gov.in.
Click on "Reprint Smart Card Status" under the "Reprint Smart Card" heading.
Enter your 18-digit application number and click "Submit."
Review the status displayed.

2. Handling Rejection Reason:

 If the reason is provided:
   Note the rejection reason from the portal.
   Instruct the beneficiary to submit a new application, correcting the issues mentioned in the rejected reason.
 If the reason is not provided:
   Contact the Taluk Supply Officer or Civil Supplies Office (for Chennai) to find out the rejection reason.
   Once the reason is known, guide the beneficiary to apply again with the necessary corrections.

3. Contact Officials:

Find the contact numbers of concerned officials on the TNPDS website:
   Go to www.tnpds.gov.in and click "Contact Us" to get the officials' contact details.

4. Registering a Complaint Online:

If the beneficiary wants to file a complaint:
   Go to www.tnpds.gov.in and click "Register a Complaint."
   Enter the mandatory details (Name, Registered Mobile Number, Email).
   Select the appropriate "Classification" from the dropdown.
   Describe the issue (up to 1000 characters, no special characters) and click "Submit."
   A complaint reference number will be sent to the registered mobile number.

5. Assistance with Complaints:

If the beneficiary requests help with filing a complaint, they shall contact the Toll-free numbers 1967 or 1800-425

Note: Complaints are forwarded to the concerned department and will be addressed within 21 working days.

As the Reprint Smart card application got rejected, apply for a new one.
Follow up the "Applying for a Reprint Smart card" procedure.

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Reprint Smart Card - Printed but Not Received

Check Status Online:

Visit www.tnpds.gov.in.
Click on "Reprint Smart Card Status" under the "Reprint Smart Card" heading.
Enter your 18-digit application number and click "Submit."
Review the status displayed.

Check with District Supply Office:

If the status is **"Printed"** online but you haven't received the card:
Contact the District Supply Office or the Deputy Commissioner Office
Inquire about the dispatch details of your reprint smart card.

Register a Complaint Online:

To file a complaint about the issue:
Visit www.tnpds.gov.in.
Click on "Register a Complaint."
Enter your details (Name, Registered Mobile Number, Email).
Select the appropriate "Classification" from the dropdown.
Provide a description of the issue (up to 1000 characters, no special characters) and click "Submit."
A complaint reference number will be sent to your mobile number.

6. Assistance with Complaints:

If the beneficiary requests help with filing a complaint, they shall contact the Toll-free numbers 1967 or 1800-425

Note: Complaints are forwarded to the concerned department and will be addressed within 21 working days.

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Reprint Smart Card Not Processed for a Long Time

1. Check Status Online:

Visit www.tnpds.gov.in.
Click on "Reprint Smart Card Status" under the "Reprint Smart Card" heading.
Enter your 18-digit application number and click "Submit."
Review the status displayed.

2. Status is pending for a Long time:

Review the status displayed.
If the status is viewed under **"Approval"** stage or under **"waiting for printing"** stage for a long time
Contact the Taluk Supply Officer or Civil Supplies Office (for Chennai) to inquire about the reason for the delay

3. Contact Officials:

Find the contact numbers of concerned officials on the TNPDS website:
Go to www.tnpds.gov.in and click "Contact Us" to get the officials' contact details.

4. Registering a Complaint Online:

If the beneficiary wants to file a complaint:
Go to www.tnpds.gov.in and click "Register a Complaint."
Enter the mandatory details (Name, Registered Mobile Number, Email).
Select the appropriate "Classification" from the dropdown.
Describe the issue (up to 1000 characters, no special characters) and click "Submit."
A complaint reference number will be sent to the registered mobile number.

6. Assistance with Complaints:

If the beneficiary requests help with filing a complaint, they shall contact the Toll-free numbers 1967 or 1800-425

Note: Complaints are forwarded to the concerned department and will be addressed within 21 working days.

5-5901

Need to reject the Reprint Smart Card Application due to Incorrect Data

Contact the Local Office:

Since there is no online option to cancel the application, contact the Taluk Supply Office or Civil Supplies Office (f
Request them to cancel the application due to incorrect data.

Find Contact Information:

Visit www.tnpds.gov.in.
Click on "Contact Us" to get the contact details of the concerned officials.
Provide them with your reprint smart card reference number when requesting cancellation.

Confirmation:

Once the application is successfully cancelled, you will receive a confirmation message on your registered mobile

Once the previous application gets cancelled, apply for a new one.
Follow up the "Applying for a Reprint Smart card" procedure.

or Chennai).

number.

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Unable to Raise New Application Due to Previous Application Pending Request

Contact Local Office:

Since there is no online cancellation option, contact the Taluk Supply Office or Civil Supplies Office (for Chennai).
Request them to cancel the previous application for being unable to submit the new request

Find Contact Information:

Go to www.tnpds.gov.in.
Click "Contact Us" to find the officials' contact details.
Provide your reprint smart card reference number when making the request.

Receive Confirmation:

You will get a confirmation SMS on your registered mobile number once the application is successfully canceled.

Once the previous application gets cancelled, apply for a new one.
Follow up the "Applying for a Reprint Smart card" procedure.

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Application to be Rejected - Relocated to Other Location

Visit or Contact TSO / AC Office:

Since there is no online cancellation option, Visit the Taluk Supply Office or AC (Civil Supplies) Office (for Chennai
Request them to cancel the application due to relocated to other Location.

If unable to visit the TSO/AC Office, you may contact them through phone call with the below procedure.

Find Contact Information:

Visit www.tnpds.gov.in.
Click "Contact Us" to get the contact details of the TSO/AC.
Provide your reprint smart card reference number when making the request through phone call.

Receive Confirmation:

You will receive a confirmation SMS on your registered mobile number once the application is successfully cancel

Once the previous application gets cancelled, apply for a new one.
Follow up the "Applying for a Reprint Smart card" procedure.

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