**SOP for Deletion of Member in Rice card in 5 Days**

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| **SI. No.** | **Activity** | **Action to be taken** | **Responsible Officer / Staff / Persons** |
| 1 | Application Receiving | Collect application with following documents   1. Rice Card 2. Aadhaar card of the Member to be deleted 3. All the family members in the rice card eKYC must be completed | Village / Ward Volunteer |
| 2 | Uploading Application | Application details will be entered in GSWS portal along with uploaded documents. Generate Receipt and handover to Volunteers. | Digital Assistant / Data Processing Secretary |
| 3 | e-KYC | Any member of the family e-KYC existing in Rice card should be taken by Volunteer in the AePDS app for confirmation. | Village / Ward Volunteer |
| 4 | Confirmation | VRO/WRS will confirm the application in GSWS portal, and forwards to the TAHSILDAR/ASO login in ePDS portal for digital sign | VRO/WRS |
| 4 | Digital Sign | TAHSILDAR/ASO will digitally sign the eligible applications in ePDS portal | TAHSILDAR/ASO |
| 5 | Rice Card Modification | The NIC regenerates the Rice card as per modifications and push to the GSWS portal | NIC |
| 6. | Rice Card Delivery | Volunteer delivers the printed Rice card at door step of the applicant with eKYC acknowledgement | Volunteer |

**Sub SLAs:**

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| Day 1 | Receiving and uploading of application by DA/ DPS. |
| Day 2 | eKYC by Volunteer |
| Day 3 | Confirmation by VRO/WRS and sending them for Digital Sign. |
| Day 4 | TAHSILDAR/ASO Digitally sign the applications on same day. |
| Day 5 | NIC regenerates the Rice card as per modifications and push to the GSWS portal  Volunteer delivers the card at applicant door step |

Note: The entire process should be completed within 5 working days from the date of receipt of application as per SLA.