**SOP for Surrender of Rice card in 5 Days**

|  |  |  |  |
| --- | --- | --- | --- |
| **SI. No.** | **Activity** | **Action to be taken** | **Responsible Officer / Staff / Persons** |
| 1 | Application Receiving | Collect application with following documents   1. Rice Card | Village / Ward Volunteer |
| 2 | Uploading Application | Application details will be entered in GSWS portal along with uploaded documents. Generate Receipt and handover to Volunteer / applicant. | 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 | Digital Sign | TAHSILDAR/ASO will digitally sign the eligible applications in ePDS portal | TAHSILDAR/ASO |
| 5 | Endorsement | Volunteer delivers the Digitally signed endorsement to applicant at door step | Volunteer |

**Sub SLAs:**

|  |  |
| --- | --- |
| Day 1 | Receiving application by Volunteer. |
| Day 2 | uploading of application by DA/ DPS. |
| Day 3 | eKYC by Volunteer and eKYC done applications will move to DS |
| Day 4 | TAHSILDAR/ASO Digitally sign the applications. |
| Day 5 | Volunteer delivers the Digitally signed endorsement to applicant at door step |

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