

Food, Civil Supplies and Consumer Protection (Services)

Sr. No	1																											
Service Name	Issuance of New ration card																											
Fees	For Yellow ration card Rs 5/- Saffron ration card Rs 20/- and White Ration card Rs 50/-																											
Mandatory Documents	House Rent receipt/Maintenance charge Receipt/Registered Leave License Agreement/Electricity Bill/Telephone Bill (If any)																											
Optional Documents	Voter-ID, Adhaar Card, Driving License, Bank Passbook																											
Procedure involved for Service	Application (Form-1) followed by verification of address and documents																											
Process and Timeline	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Workflow</th> <th style="width: 35%;">Process</th> <th style="width: 15%;">Days</th> <th style="width: 25%;">Timeline</th> </tr> </thead> <tbody> <tr> <td>Application Submission</td> <td>Submission of Form-I in Inward desk</td> <td>1 Day</td> <td>Day 1</td> </tr> <tr> <td>Desk 1</td> <td>Rationing Inspector/Supply Inspector</td> <td>22 days</td> <td>Day 2 -day 23</td> </tr> <tr> <td>Desk 2</td> <td>Asst. Rationing Officer/Supply Inspection Officer</td> <td>3 days</td> <td>Day 24-Day 26</td> </tr> <tr> <td>Desk 3</td> <td>Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer</td> <td>3 days</td> <td>Day 27-Day 29</td> </tr> <tr> <td>Delivery/Issue certificate</td> <td></td> <td>1 day</td> <td>Day 30</td> </tr> </tbody> </table>				Workflow	Process	Days	Timeline	Application Submission	Submission of Form-I in Inward desk	1 Day	Day 1	Desk 1	Rationing Inspector/Supply Inspector	22 days	Day 2 -day 23	Desk 2	Asst. Rationing Officer/Supply Inspection Officer	3 days	Day 24-Day 26	Desk 3	Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer	3 days	Day 27-Day 29	Delivery/Issue certificate		1 day	Day 30
Workflow	Process	Days	Timeline																									
Application Submission	Submission of Form-I in Inward desk	1 Day	Day 1																									
Desk 1	Rationing Inspector/Supply Inspector	22 days	Day 2 -day 23																									
Desk 2	Asst. Rationing Officer/Supply Inspection Officer	3 days	Day 24-Day 26																									
Desk 3	Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer	3 days	Day 27-Day 29																									
Delivery/Issue certificate		1 day	Day 30																									

Sr. No	2.1																							
Service Name	Correction of Name in Ration card																							
Fees	Application Fees Rs 2/-																							
Mandatory Documents	Gazette of Name change /Birth Certificate (Whichever is applicable)																							
Optional Documents	Self-Declaration, Marriage certificate, Voter Id, Adhaar Card																							
Procedure involved for the Service	Application(Form 14)																							
Process and Timelines	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Workflow</th> <th style="width: 35%;">Process</th> <th style="width: 15%;">Days</th> <th style="width: 25%;">Timeline</th> </tr> </thead> <tbody> <tr> <td>Application Submission</td> <td>Submission of Form-14 and Mandatory documents to Inward desk</td> <td>1 Day</td> <td>Day 1</td> </tr> <tr> <td>Desk 1</td> <td>Asst. Rationing Officer/Supply Inspection Officer</td> <td>1 Day</td> <td>Day 2</td> </tr> <tr> <td>Desk 2</td> <td>Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer</td> <td>1 Day</td> <td>Day 3</td> </tr> <tr> <td>Delivery/Issue certificate</td> <td>Delivery Desk</td> <td>-</td> <td>Day 3</td> </tr> </tbody> </table>				Workflow	Process	Days	Timeline	Application Submission	Submission of Form-14 and Mandatory documents to Inward desk	1 Day	Day 1	Desk 1	Asst. Rationing Officer/Supply Inspection Officer	1 Day	Day 2	Desk 2	Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer	1 Day	Day 3	Delivery/Issue certificate	Delivery Desk	-	Day 3
Workflow	Process	Days	Timeline																					
Application Submission	Submission of Form-14 and Mandatory documents to Inward desk	1 Day	Day 1																					
Desk 1	Asst. Rationing Officer/Supply Inspection Officer	1 Day	Day 2																					
Desk 2	Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer	1 Day	Day 3																					
Delivery/Issue certificate	Delivery Desk	-	Day 3																					

Food, Civil Supplies and Consumer Protection (Services)

Sr. No	2.2.1			
Service Name	Inclusion of names (Below 16 years) in ration card			
Fees	Application Fees Rs 2/-			
Mandatory Documents	Birth Certificate			
Optional Documents	School Bonafide/School Leaving Certificate /Adhaar card			
Procedure involved for the service	Application (Form- 8)			
Process and Timelines	Workflow	Process	Days	Timeline
	Application Submission	Submission of Form-8 and Mandatory documents at the counter	1 Day	Day 1
	Desk 1	Asst. Rationing Officer/Supply Inspection Officer	1 Day	Day 2
	Desk 2	Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer	1 Day	Day 3
	Delivery/Issue certificate	Delivery Desk	-	Day 3

Sr. No	2.2.2			
Service Name	Inclusion of names (Below 16 years) in ration card			
Fees	Application Fees Rs 2/-			
Mandatory Documents	Original Name Deletion certificate issued by respective rationing office/Zonal office/Food distribution office/Tahsil office along with Xerox copy of ration card			
Optional Documents	Adhaar Card, PAN card, Driving license and Voter Id			
Procedure involved for the service	Application (Form-8) followed by Verification of Eligibility Address and Documents			
Process and Timelines	Workflow	Process	Days	Timeline
	Application Submission	Submission of Form-8 and Mandatory documents at counter	1 day	Day 1
	Desk 1	Rationing Inspector/Supply Inspector	22 days	Day 2- Day 23
	Desk 2	Asst. Rationing Officer/Supply Inspection Officer	3 days	Day 24 – Day 26
	Desk 3	Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer	3 days	Day 27 – Day 29
	Delivery/Issue certificate	Delivery Desk	1 days	Day 30

Food, Civil Supplies and Consumer Protection (Services)

Sr. No	2.3			
Service Name	Removal of name in ration Card			
Fees	Application Fees Rs 2/-			
Mandatory Documents	The physical presence of both - cardholder and whose name is to be deleted with proper ID			
Optional Documents	Affidavit Marriage certificate/Voter Id /Aadhaar card			
Procedure involved for the service	Application Form-9			
Process and Timelines	Workflow	Process	Days	Timeline
	Application Submission	Submission of Form-9 and Mandatory documents at the counter	1 Day	Day 1
	Desk 1	Asst. Rationing Officer/Supply Inspection Officer	1 Day	Day 2
	Desk 2	Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer	1 Day	Day 3
	Delivery/Issue certificate	Delivery Desk	-	Day 3

Sr. No	2.4			
Service Name	Change of Address in Ration card			
Fees	Application Fees Rs 2/-			
Mandatory Documents	House rent Receipt/Maintenance Charge Receipt/Registered Leave and License agreement/Electricity Bill			
Optional Documents	Voter Id, Adhaar Card, Driving License, Bank Passbook			
Procedure involved for the service	Application (Form-14) followed by Verification of Eligibility Address and Documents			
Process and Timelines	Workflow	Process	Days	Timeline
	Application Submission	Submission of Form-14 in Inward desk	1 Day	Day 1
	Desk 1	Rationing Inspector/Supply Inspector	22 days	Day 2 -day 23
	Desk 2	Asst. Rationing Officer/Supply Inspection Officer	3 days	Day 24-Day 26
	Desk 3	Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer	3 days	Day 27-Day 29
	Delivery/Issue certificate	Delivery Desk	1 day	Day 30

Food, Civil Supplies and Consumer Protection (Services)

Sr. No	3.1.1.																											
Service Name	Duplicate copy of Ration card (In case of defective/torn Ration card)																											
Fees	For Yellow ration card Rs 20/- Saffron ration card Rs 40/- and White Ration card Rs 100/-																											
Mandatory Documents	1)Original defaced/Torn ration card 2) Residential Proof- House Rent receipt/Maintenance Charge Receipt/registered Leave License agreement, Electricity bill (any two proof)																											
Optional Documents	-																											
Procedure involved for the service	Application (Form-15) with defaced/Torn ration card																											
Process and Timelines	<table border="1" style="width: 100%;"> <thead> <tr> <th>Workflow</th> <th>Process</th> <th>Days</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td>Application Submission</td> <td>Submission of Form-15 in Inward desk</td> <td>1 Day</td> <td>Day 1</td> </tr> <tr> <td>Desk 1</td> <td>Rationing Inspector/Supply Inspector</td> <td>2 days</td> <td>Day 2 -day 3</td> </tr> <tr> <td>Desk 2</td> <td>Asst. Rationing Officer/Supply Inspection Officer</td> <td>1 day</td> <td>Day 4</td> </tr> <tr> <td>Desk 3</td> <td>Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer</td> <td>1 day</td> <td>Day 5</td> </tr> <tr> <td>Delivery/Issue certificate</td> <td>Delivery Desk</td> <td>1 day</td> <td>Day 6</td> </tr> </tbody> </table>				Workflow	Process	Days	Timeline	Application Submission	Submission of Form-15 in Inward desk	1 Day	Day 1	Desk 1	Rationing Inspector/Supply Inspector	2 days	Day 2 -day 3	Desk 2	Asst. Rationing Officer/Supply Inspection Officer	1 day	Day 4	Desk 3	Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer	1 day	Day 5	Delivery/Issue certificate	Delivery Desk	1 day	Day 6
Workflow	Process	Days	Timeline																									
Application Submission	Submission of Form-15 in Inward desk	1 Day	Day 1																									
Desk 1	Rationing Inspector/Supply Inspector	2 days	Day 2 -day 3																									
Desk 2	Asst. Rationing Officer/Supply Inspection Officer	1 day	Day 4																									
Desk 3	Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer	1 day	Day 5																									
Delivery/Issue certificate	Delivery Desk	1 day	Day 6																									

Sr. No	3.2																											
Service Name	Duplicate copy of Ration card (In case of lost Ration card)																											
Fees	For Yellow ration card Rs 20/-, Saffron ration card Rs 40/- and White Ration card Rs 100/- Application form fee Rs 2/-																											
Mandatory Documents	1)_ Xerox copy of Lost ration Card, NC of Police Station, and Affidavit by Ration card holder 2) Residential proof- House rent receipt/Maintenance Charge receipt/ registered leave and license agreement, Sale deed, Electricity Bill (Any two)																											
Optional Documents	-																											
Procedure involved in service	Application (Form no-15) followed by verification of address and documents																											
Process and Timelines	<table border="1" style="width: 100%;"> <thead> <tr> <th>Workflow</th> <th>Process</th> <th>Days</th> <th>Timeline</th> </tr> </thead> <tbody> <tr> <td>Application Submission</td> <td>Submission of Form-15 in Inward desk</td> <td>1 Day</td> <td>Day 1</td> </tr> <tr> <td>Desk 1</td> <td>Rationing Inspector/Supply Inspector</td> <td>22 days</td> <td>Day 2 – Day 23</td> </tr> <tr> <td>Desk 2</td> <td>Asst. Rationing Officer/Supply Inspection Officer</td> <td>3 days</td> <td>Day 24- Day 26</td> </tr> <tr> <td>Desk 3</td> <td>Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer</td> <td>3 days</td> <td>Day 27-day 29</td> </tr> <tr> <td>Delivery/Issue certificate</td> <td>Delivery Desk</td> <td>1 day</td> <td>Day 30th</td> </tr> </tbody> </table>				Workflow	Process	Days	Timeline	Application Submission	Submission of Form-15 in Inward desk	1 Day	Day 1	Desk 1	Rationing Inspector/Supply Inspector	22 days	Day 2 – Day 23	Desk 2	Asst. Rationing Officer/Supply Inspection Officer	3 days	Day 24- Day 26	Desk 3	Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer	3 days	Day 27-day 29	Delivery/Issue certificate	Delivery Desk	1 day	Day 30 th
Workflow	Process	Days	Timeline																									
Application Submission	Submission of Form-15 in Inward desk	1 Day	Day 1																									
Desk 1	Rationing Inspector/Supply Inspector	22 days	Day 2 – Day 23																									
Desk 2	Asst. Rationing Officer/Supply Inspection Officer	3 days	Day 24- Day 26																									
Desk 3	Rationing Officer/Zonal Officer/Tahsildar/Food Distribution officer	3 days	Day 27-day 29																									
Delivery/Issue certificate	Delivery Desk	1 day	Day 30 th																									

Food, Civil Supplies and Consumer Protection (Services)

Sr. No	4																										
Service Name	Permission of new Ration Shop																										
Fees	Application form fee Rs 5/-																										
Mandatory Documents	1) Document showing 100 sq feet. Area of shop premises 2) Documents related to authentic possession of shop premises such as - NOC of the housing society, registered sale agreement, Electricity bill, property tax, Maintenance bill, Notarize registered leave and license agreement, Slum photo pass, Local body tax receipt 3) Financial documents related to a financial position such as a Bank account passbook (Minimum balance Rs 50,000/-) 4) Notarized affidavit stating that there is neither a criminal case nor any F.I.R registered at any police station against the applicant under the essential commodities Act, 1955 5) In the case of Self Help Group, a Consent letter of the concerned authority, an Audit report (At least a year prior), a copy of the resolution appointing the executive body, 6) Notarised affidavit stating that the applicant has an authorized ration shop in his name 7) Documentary Evidence confirming the priority category of the applicant in the priority list for allocating the authorized ration shop 8) Documentary evidence of the applicant's residence (residence I/D proof) 9) Documentary evidence of applicant identity (photo I/D proof)																										
Optional Documents	Voter ID, Adhaar Card, Driving License, Bank Passbook																										
Procedure involved in service	1) Proclamation 2) Receipt of Application 3) Scrutiny of application 4) Recommendation of Mahila Gram Sabha (for Rural Areas) 5) Decision by Empowered committee																										
Process and Timelines	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Workflow</th> <th style="width: 45%;">Process</th> <th style="width: 15%;">Days</th> <th style="width: 25%;">Timeline</th> </tr> </thead> <tbody> <tr> <td>Application Submission</td> <td>Submission of Form-B1 in Inward desk</td> <td>30 days</td> <td>Day 1 – Day 30</td> </tr> <tr> <td>Desk 1</td> <td>Rationing Inspector/Supply Inspector/BDO Scrutiny</td> <td>20 days</td> <td>Day 31 – Day 50</td> </tr> <tr> <td>Desk 2</td> <td>Asst. Rationing Officer/Rationing Office/Tahsildar Scrutiny/DSO meeting/Supply Inspection Officer</td> <td>20 days</td> <td>Day 51- Day 70</td> </tr> <tr> <td>Desk 3</td> <td>Decision of Controller of Rationing/Mahila Gramsabha /meeting of Empowered committee decision</td> <td>50 days</td> <td>Day 71-Day 120</td> </tr> <tr> <td>Delivery/Issue certificate</td> <td>Delivery Desk</td> <td>60 days</td> <td>Day 121-Day 180</td> </tr> </tbody> </table>			Workflow	Process	Days	Timeline	Application Submission	Submission of Form-B1 in Inward desk	30 days	Day 1 – Day 30	Desk 1	Rationing Inspector/Supply Inspector/BDO Scrutiny	20 days	Day 31 – Day 50	Desk 2	Asst. Rationing Officer/Rationing Office/Tahsildar Scrutiny/DSO meeting/Supply Inspection Officer	20 days	Day 51- Day 70	Desk 3	Decision of Controller of Rationing/Mahila Gramsabha /meeting of Empowered committee decision	50 days	Day 71-Day 120	Delivery/Issue certificate	Delivery Desk	60 days	Day 121-Day 180
Workflow	Process	Days	Timeline																								
Application Submission	Submission of Form-B1 in Inward desk	30 days	Day 1 – Day 30																								
Desk 1	Rationing Inspector/Supply Inspector/BDO Scrutiny	20 days	Day 31 – Day 50																								
Desk 2	Asst. Rationing Officer/Rationing Office/Tahsildar Scrutiny/DSO meeting/Supply Inspection Officer	20 days	Day 51- Day 70																								
Desk 3	Decision of Controller of Rationing/Mahila Gramsabha /meeting of Empowered committee decision	50 days	Day 71-Day 120																								
Delivery/Issue certificate	Delivery Desk	60 days	Day 121-Day 180																								

Food, Civil Supplies and Consumer Protection (Services)

Sr. No	5																								
Service Name	Renewal of License of Ration shop																								
Fees	Renewal fee Rs 60/- for Urban areas Rs 30/- for Rural areas																								
Mandatory Documents	<ol style="list-style-type: none"> 1) renewal of license fees of authorized ration shop for the period of 3 years (Rs 20 /- per year) 2) Documentary evidence of the Authorised ration shop premises- NOC of Housing society, Registered sale agreement, Electricity Bill, Property Tax, Maintenance bill, Notarized registered leave, and License Agreement, Slum Photo pass 3) Professional Tax for three years remitted with the government 4) Weight and measure Validity certificate 5) Shop and establishment certificate issued by local body/Kerosene storage license 6) Audit reports for the last three years and list of the members of the Consumer Co-operative society running authorized ration shops 7) Notarise affidavit on Rs 100/- Stamp paper stating that there is neither criminal case nor any FIR registered in any police station against the license of the Authorised Ration shop under the Essential Commodities Act,1955 8) In the case of Mobile Shops, certified copies of central motor vehicle certificate, Taxation certificate, and Insurance documents on the day of the renewal presence of authorization holder with mobile van 9) In the case of Mobile shops, Indemnity bond on Rs 100/- stamp paper regarding well condition of mobile van 																								
Optional Documents	Voter ID, Adhaar Card, Driving License, Bank Passbook																								
Procedure involved in service	1)Application 2) Site Inspection 3) Document verification																								
Process and Timelines	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Workflow</th> <th style="text-align: left;">Process</th> <th style="text-align: left;">Days</th> <th style="text-align: left;">Timeline</th> </tr> </thead> <tbody> <tr> <td>Application Submission</td> <td>Submission of Form in Inward desk</td> <td>1 day</td> <td>Day 1</td> </tr> <tr> <td>Desk 1</td> <td>Rationing Officer</td> <td>28 days</td> <td>Day 2 – Day 29</td> </tr> <tr> <td>Desk 2</td> <td>Asst. Rationing Officer/ Rationing Officer/Tahsildar Scrutiny/ DSO for document verification and hearing</td> <td>28 days</td> <td>Day 30- Day 57</td> </tr> <tr> <td>Desk 3</td> <td>Deputy Controller of Rationing/District Supply officer/Food Distribution Officer</td> <td>2 days</td> <td>Day 58-Day 59</td> </tr> <tr> <td>Delivery/Issue certificate</td> <td>Delivery Desk</td> <td>1 day</td> <td>Day 60th</td> </tr> </tbody> </table>	Workflow	Process	Days	Timeline	Application Submission	Submission of Form in Inward desk	1 day	Day 1	Desk 1	Rationing Officer	28 days	Day 2 – Day 29	Desk 2	Asst. Rationing Officer/ Rationing Officer/Tahsildar Scrutiny/ DSO for document verification and hearing	28 days	Day 30- Day 57	Desk 3	Deputy Controller of Rationing/District Supply officer/Food Distribution Officer	2 days	Day 58-Day 59	Delivery/Issue certificate	Delivery Desk	1 day	Day 60th
Workflow	Process	Days	Timeline																						
Application Submission	Submission of Form in Inward desk	1 day	Day 1																						
Desk 1	Rationing Officer	28 days	Day 2 – Day 29																						
Desk 2	Asst. Rationing Officer/ Rationing Officer/Tahsildar Scrutiny/ DSO for document verification and hearing	28 days	Day 30- Day 57																						
Desk 3	Deputy Controller of Rationing/District Supply officer/Food Distribution Officer	2 days	Day 58-Day 59																						
Delivery/Issue certificate	Delivery Desk	1 day	Day 60th																						

Sr. No	6
Service Name	Retail Kerosene sales Licenses
Fees	Application fees Rs 5/-
Mandatory Documents	Self Help Group Documents, Legal Land/Shop proof
Optional Documents	Voter ID, Adhaar Card, Driving License, Bank Passbook
Procedure involved in service	1) Proclamation 2) Receipt of Application 3) Scrutiny of application 4) Recommendation of Mahila Gram Sabha (for Rural Areas) 5) Decision by Empowered committee

Food, Civil Supplies and Consumer Protection (Services)

Process and Timelines	Workflow	Process	Days	Timeline
	Application Submission	Submission of Form B-1 in Inward desk	1 day	Day 1
	Desk 1	BDO scrutiny	29 days	Day 2 – Day 30
	Desk 2	Tahsildar Scrutiny/ DSO meeting	30 days	Day 31- Day 60
	Desk 3	Mahila Gram Sabha/Meeting of Empowered Committee decision	25 days	Day 61-Day 85
	Delivery/Issue certificate	Delivery Desk	5 days	Day 86 - day 90

Sr. No	7			
Service Name	Renewal of Kerosene License			
Fees	Rs 500/-			
Mandatory Documents	Renewal fees challan, Affidavit, Original License			
Optional Documents	-			
Procedure involved in service	1) Application 2) Site Inspection 3) Document Verification			
Process and Timelines	Workflow	Process	Days	Timeline
	Application Submission	Submission of Application Form in Inward desk	1 day	Day 1
	Desk 1	Rationing Officer/Supply Inspector	28 days	Day 2 – Day 29
	Desk 2	Tahsildar Scrutiny/ DSO document verification and hearing	30 days	Day 30- Day 59
	Desk 3	Tahsildar/District Supply Officer/ Food Distribution officer	30 days	Day 60-Day 89
	Delivery/Issue certificate	Delivery Desk	5 days	Day 90th