



FOOD, SUPPLIES & CONSUMER WELFARE DEPARTMENT
GOVERNMENT OF ODISHA

RCMS Operating Instructions

1 December, 2015

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1. Introduction

1.1 RCMS Application

Govt. of Odisha has issued ration cards to beneficiaries identified through an elaborated process under the NFSA-2013. Since NFSA database would be a dynamic database, the Ration Card Management System (RCMS) has been developed to manage the NFSA beneficiary database, make changes, add or delete beneficiary after due process of enquiry at Block/ULB level.

RCMS web-application facilitates online data Update/Entry of applicant data, generation/re-generation of Ration Cards for applicants under NFSA by the users at block/ULB level.

The different types of operations that can be performed are:

1 Present task at RCMS Centres

- 1.1 Rectifying the mistakes done while updating or movement of output after desk review/field verification /objection hearing/AAY verification
- 1.2 Changing the entries related to mistakes in Desk review/field verification after fresh verification & with order of BDO/EO/SC/ADM.
- 1.3 Correcting the printing mistakes in Ration card on basis of application & supporting documents and issuing fresh cards with same number after taking back & destroying old cards.

2 Regular task at RCMS Centres

2.1 Core Services

- 2.1.1 Issue of new ration card
- 2.1.2 Issue of duplicate ration card
- 2.1.3 Deletion of Ration Card (Ineligible households).
- 2.1.4 Correction/change of information in any field of entry in the ration card.
- 2.1.5 Deletion/ Addition of beneficiary.
- 2.1.6 Shifting of Family
- 2.1.7 Splitting of Family

2.1.8 Change of status of beneficiary family (PHH to AAY and vice a versa).

2.2 Non- Core Services

2.2.1 Entry or update of the following fields

2.2.1.1 Mobile number

2.2.1.2 Email ID

2.2.1.3 Date of Birth

2.2.1.4 Bank Account details

2.2.1.5 Entry and/or correction of LPG consumer number and agency

2.2.1.6 Entry and/or correction of electricity consumer number and company

2.2.2 Status updation through SMS alert

1.2 Opening the RCMS web-application

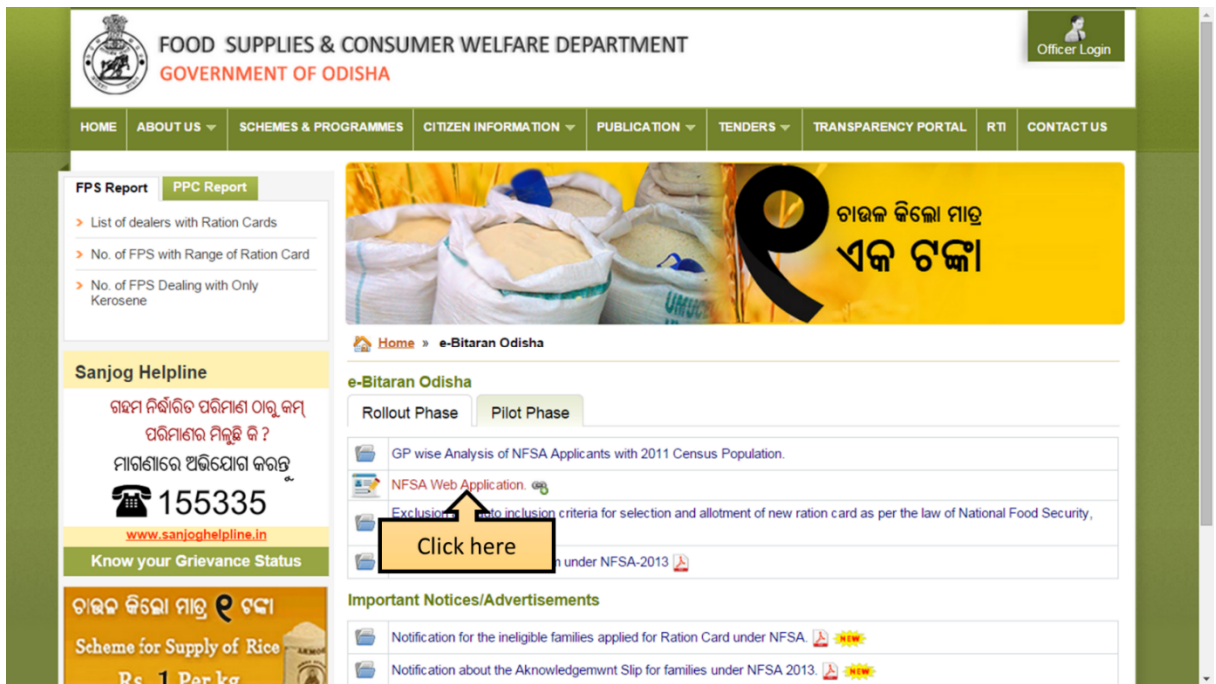
In order to access the application from an internet browser, open your internet browser and type <http://foododisha.in/> in the address bar and press the enter key.

The following web page SS-1 will open. Click on the logo of e-Bitaran Odisha, visible in the left side of the webpage.

The screenshot shows the homepage of the Food Supplies & Consumer Welfare Department, Government of Odisha. The header includes the department name and an 'Officer Login' button. A navigation menu contains links for HOME, ABOUT US, SCHEMES & PROGRAMMES, CITIZEN INFORMATION, PUBLICATION, TENDERS, TRANSPARENCY PORTAL, RTI, and CONTACT US. The left sidebar features several service links: Online Registration of Millers, Online Registration of Societies, Inspection Module (FPS / Miller), Farmer Registration, and the e-Bitaran Odisha logo. A yellow box with an arrow points to the e-Bitaran Odisha logo with the text 'Click here'. The main content area displays the Odisha Government logo and the text 'ଓଡ଼ିଶା ସରକାର ଟଙ୍କାକରେ କିଲୋ ଚାଉଳ'. Below this, there are sections for 'Registration Status' and 'FPS Report', with a list of items including Societies engaged for Procurement, Market yard used for Procurement, Online Miller Report, List of FPS Dealers, and Depots. A banner for 'Nabakalebara'15' is also visible. The right sidebar shows the names of the Minister of State (Shri Sanjay Ku. Das Burma) and the Commissioner cum Secretary (Shri Madhusudan Padhi, IAS), along with a search letter section and an e-Space login form.

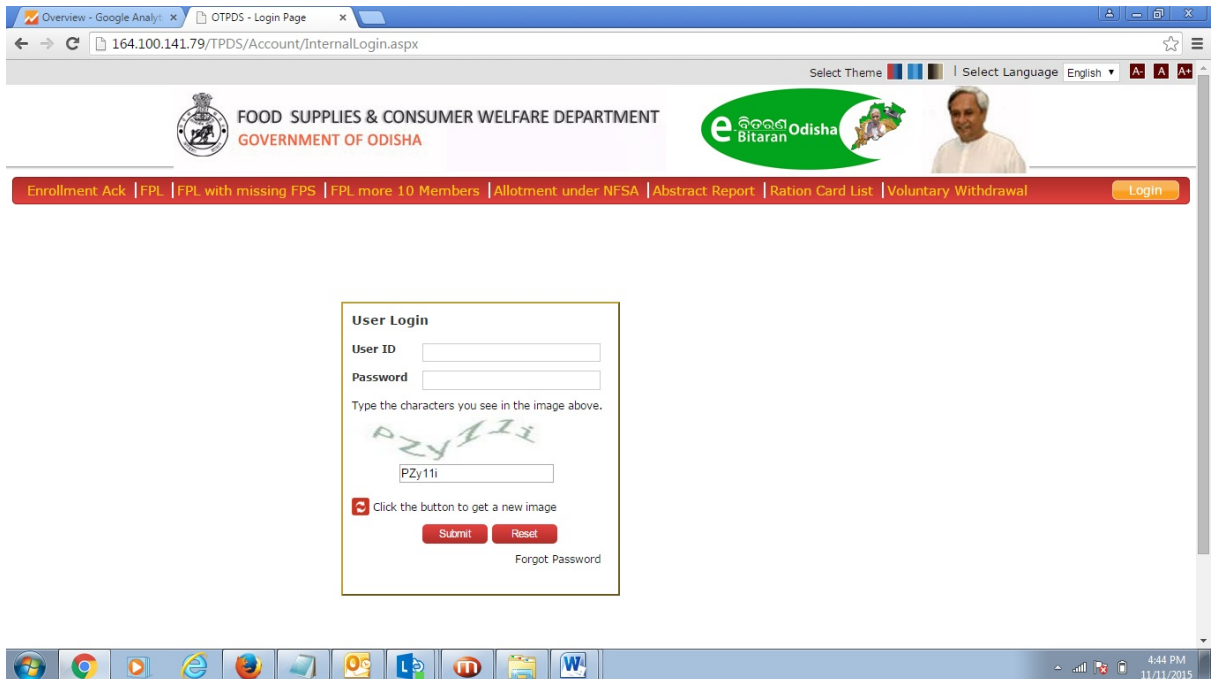
SS-1

The following web page SS-2 will open.



SS-2

Click the “NFSA Web Application” link given in the webpage. The following webpage SS-3 will be opened in a new window.



SS-3

2. Present task at RCMS Centers

2.1 Brief description on present task at RCMS Center

During digitization phase and subsequent data update/ movement phase at CDC after desk review and field verification it is noticed that mistakes have been done at various levels. There are two types of mistakes 1) In updating 2) In desk review & field verification.

1) **Updating Mistakes :**

The mistakes have occurred at updating or movement of the application forms in the Central Digitization Centre (CDC). Here the input of Desk review or field verification have not been properly reflected, resulting in leaving out some eligible families from the Final Priority List (FPL) or including some ineligible families in the FPL. These can be rectified at the CDC or at RCMS centers by updating or movement as per the documents of desk review or field verification.

2) **Desk review or field verification mistakes**

In the second stage, the mistakes have occurred in desk review & field verification and these have been updated in CDC resulting in same output as mentioned above. These mistakes can only be rectified by engaging a separate team to verify the facts in the field & report.

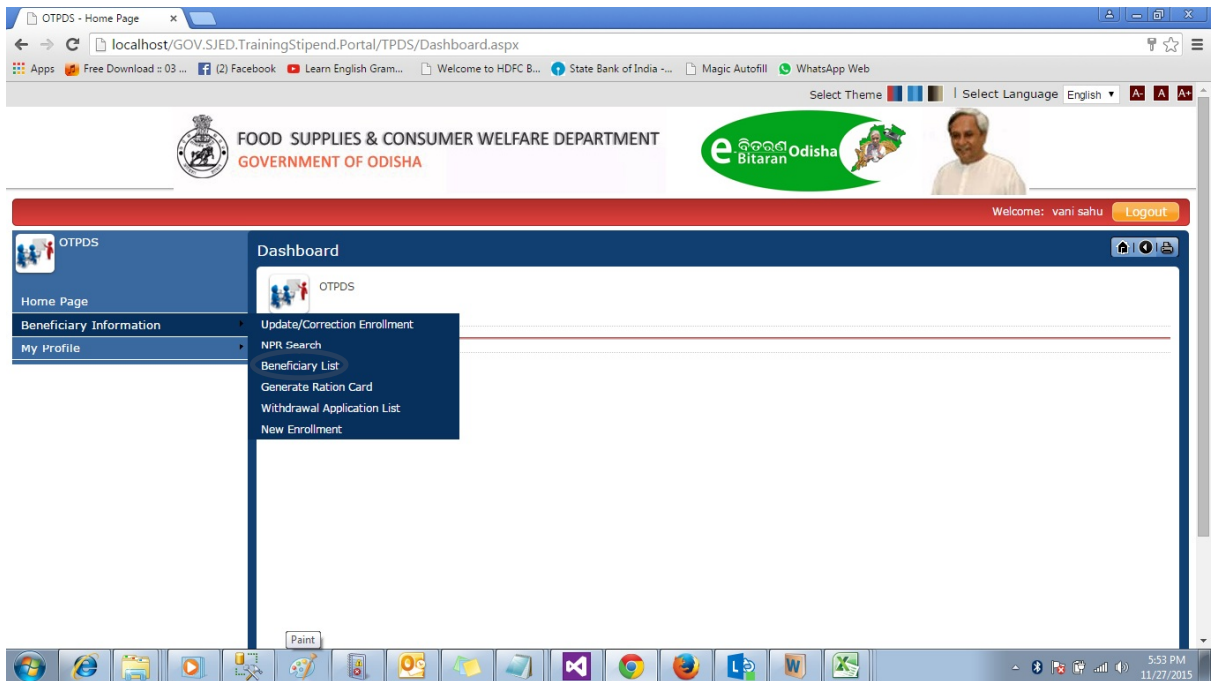
2.2 Present Tasks

2.2.1 **Rectifying the mistakes done while updating or movement.**

The mistakes done while updating or movement at CDC can be identified by comparing the documents of desk review and field verification with that of the FPL. Once identified, the same can be corrected in following manner.

To move any beneficiary with Suspect/ On Hold status to FPL and FPL to Ineligible the following steps is to be followed

- 1) The list of existing beneficiaries can be accessed by clicking “Beneficiary List” link from the menu as mentioned in following SS-4



SS-4

The following SS-5 will be displayed to view the RC wise beneficiary list

Search Criteria			
* District	: KHORDHA	* Block/ULB	: BHUBANESWAR MC
* GP/Ward	: --Please Select--	* Center Name	: --Please Select--
Form Number	: <input type="text"/>	Family Head Name	: <input type="text"/>
Father Name	: <input type="text"/>	Spouse Name	: <input type="text"/>
Get Details			

SS-5

- To view the beneficiary list Select District, Block/ULB, GP/Ward and Centre name then click the Get Details button. The list of beneficiaries with their status would be displayed at SS-6

Search Criteria

* District : <input type="text" value="KHORDHA"/>	* Block/ULB : <input type="text" value="BHUBANESWAR MC"/>
* GP/Ward : <input type="text" value="WARD NO. 14"/>	* Center Name : <input type="text" value="1913146-Bhubaneshwar MC PDS Office 1"/>
Form Number : <input type="text"/>	Family Head Name : <input type="text"/>
Father Name : <input type="text"/>	Spouse Name : <input type="text"/>

[Get Details](#)

Search Result

	Form No	Family Head Name	Father Name	Gender	Correspondence Address	Status
<input type="checkbox"/>	i 0011	RADHA	DHARMA	Female	test tes	
<input type="checkbox"/>	i 0011	RADHA	DHARMA	Female	test tes	FPL
<input type="checkbox"/>	i 0011	RADHA	DHARMA	Female	test tes	FPL
<input type="checkbox"/>	i 0062	NISHA VERMA	RAJIV VERMA	Female	test test	On Hold, On Hold-D,
<input type="checkbox"/>	i 0071	SURBHI VERMA	BASHANT VERMA	Female	test new test new	

← →

* Ineligible Criteria : Order No & Date [Move To Ineligible List](#) [Move To FPL](#)

* Ineligible criteria not require for Move to FPL

SS-6

- 3) A beneficiary where mistakes have been committed can be searched by entering 4 digits Form No/Ration Card No in "Form Number" text box. The beneficiary can be searched using Family Head Name/ Father Name/Spouse Name also.
- 4) The Status of the beneficiary can be viewed in Status column of the search result.
- 5) To correct/change any beneficiary details click on the Form no in second column, it will redirect to enrolment update screen of the beneficiary family. Then follow the steps mentioned in section 3.6.2 to update any field in the beneficiary details.
- 6) To move any beneficiary with Suspect/ On Hold status to FPL, select the check box against the beneficiary and click on button "Move to FPL".
- 7) To move any beneficiary with FPL status to ineligible list, select the check box against the beneficiary, then select the reason for ineligibility from Ineligible Criteria drop down and click on "Move to Ineligible List". Please note that selecting an ineligible criterion is mandatory for moving any beneficiary from FPL to Ineligible list.
- 8) A new ration card is to be provided to the beneficiary in case of update/correction of data or if the beneficiary is moved to FPL following the steps in section 3.3.

2.2.2 Rectifying the mistakes of Desk review/Field verification

The mistakes done during desk review and field verification can be corrected by a fresh field verification by a different team and then changing the relevant entities as per the observations of the field verification team. It can be done by using the RCMS application. Such corrections need to be done with an office order of BDO/EO/SC/ADM. In all such cases the office order no and date has to be captured during update/movement in the RCMS application.

The same steps as mentioned in 2.2.1 should be followed for movement and update of any beneficiary data so as to generate new ration card.

During movement any beneficiary from Suspect/On Hold to FPL or FPL to Ineligible list, the order no and date must be captured as provided in the SS-6.

During update of any beneficiary data by following the steps in 3.6.2 the order no and date must be captured as provided in the SS-23.

2.2.3 Correcting the printing mistakes in Ration card

The mistakes done due to data entry/update or wrong/incomplete information provided by beneficiary at CDC during various phases of digitization can be corrected on the basis of application and supplementary document .

The same steps as mentioned in 2.2.1 can be followed for movement and update of any beneficiary data and generate new ration card.

During update of any beneficiary data by following the steps in 3.6.2, the order no and date must be captured as provided in the SS-23.

3. Regular task at RCMS Centers (Core Services)

3.1 Brief description on regular task at RCMS Center

The regular task of the RCMS center is to provide the various core services to citizens relating to ration card. It would include update of core details in existing ration card. All the activities (entries & updates) in RCMS will be with specific order of the concerned authority (BDO/EO/Sub collector/ADM) where the RCMS Center is located. All new entries will be available in Final Priority List for Ration Card generation. The verification of an application has to be completed and order of the appropriate authorities is essential before entering/updating the data in the application.

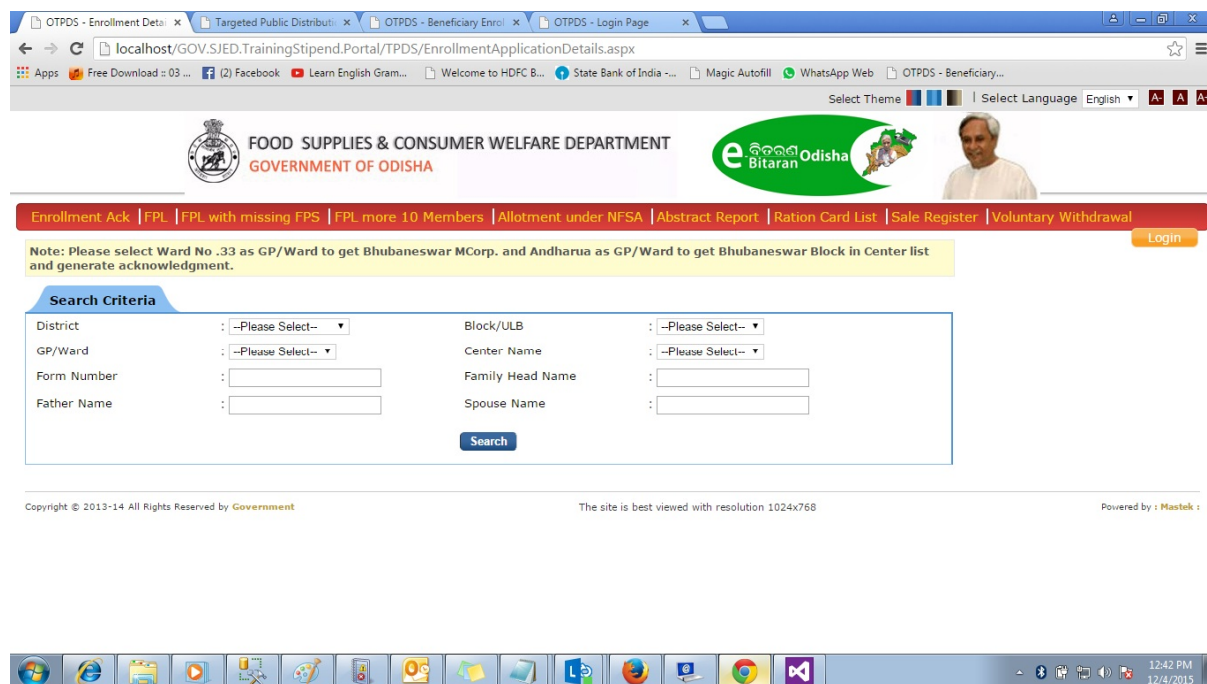
3.2 Procedure of application for ration card under RCMS

- a. For issue of ration card in cases as mentioned in Sub Clause-1 above, the applicant has to apply in the RCMS centre in the prescribed form for the purpose for which she/he apply along with the proof of residence and proof of identity.
- b. The RCMS centre in charge shall enter the details of the application in the register and issue a token number which is the serial number in the register to the applicant.
- c. The RCMS centre in charge shall hand over such application to the Marketing Inspector/ Inspector of Supplies on proper receipt.
- d. The Marketing Inspector/ Inspector of Supplies shall hand over these applications to the BDO/EO for the Block/ULB and obtain order for verification of the same in the field along with the documents if any through a team comprising of Extension Officers/Revenue Inspector/Community Organizers/ Village Level Workers or any of the functionary with respect to Exclusion Criteria or Auto Inclusion criteria as notified by the Government from time to time.

Before verification at field the concerned officer can search the applicant to find if already applied. In case duplicate data found then further verification at field is not required.

To search for the existing applicant the Enrolment Ack. link (as available in log in screen menu) need to be clicked, the following screen will be displayed to search

based on Full Name and Father Name from entire database. The District, Block/ULB, GP/Ward, Centre Name and Form Number not required for such search. Both Full Name and Father Name are mandatory for search and spouse name is optional.



Enter Full Name and Father Name and click on Search button to see the result. The Head of Household details will be shown with status of applicant if exists. If the applicant is in FPL then the new application needs to be rejected. If the applicant in Suspect/On Hold/ Withdrawal/ Ineligible list then may be suggested for filing objection to be enrolled under NFSA.

- e. The verification team shall submit the verification report to the BDO/EO.
- f. The BDO/EO shall issue an order either to issue new ration card or incorporate the changes or for rejection of the application.
- g. In case of approval for issue of new ration card or modification therein, the RCMS in charge shall digitise the requisite information as per the case and generate an acknowledgement slip and handover the same to the concern Marketing Inspector/ Inspector of Supplies. On receipt of the acknowledgement slip, the Marketing Inspector/ Inspector of Supplies shall verify the details of the application form with that of the entries in acknowledgement slip. If any error detected, the Marketing Inspector/ Inspector of Supplies shall hand over the corrected acknowledgement slip to the RCMS in charge for incorporation of necessary corrections in the digitised database of the applicant.

- h. On being satisfied that the requisite digitisation is done, the Marketing Inspector/ Inspector of Supplies shall request the RCMS in charge to intimate online [marking a copy to the CSO] to the central processing centre of the vendor to print the ration card.
- i. The vendor shall print bar coded ration card, laminate it and make necessary arrangements to send the same to the concerned district's CSO Office.
- j. The CSO shall make necessary arrangements to send the ration card to the Block/ULB for distribution.
- k. The ration card shall be issued to the beneficiary on proper receipt in the register maintained in the Block/ULB on receipt of fees prescribed by the Government from time to time.

3.3 Issue of New Ration Card

This is for the beneficiaries who have been left out but otherwise eligible to get the ration card shall have to apply in the prescribed form at the RCMS centre to get new ration card.

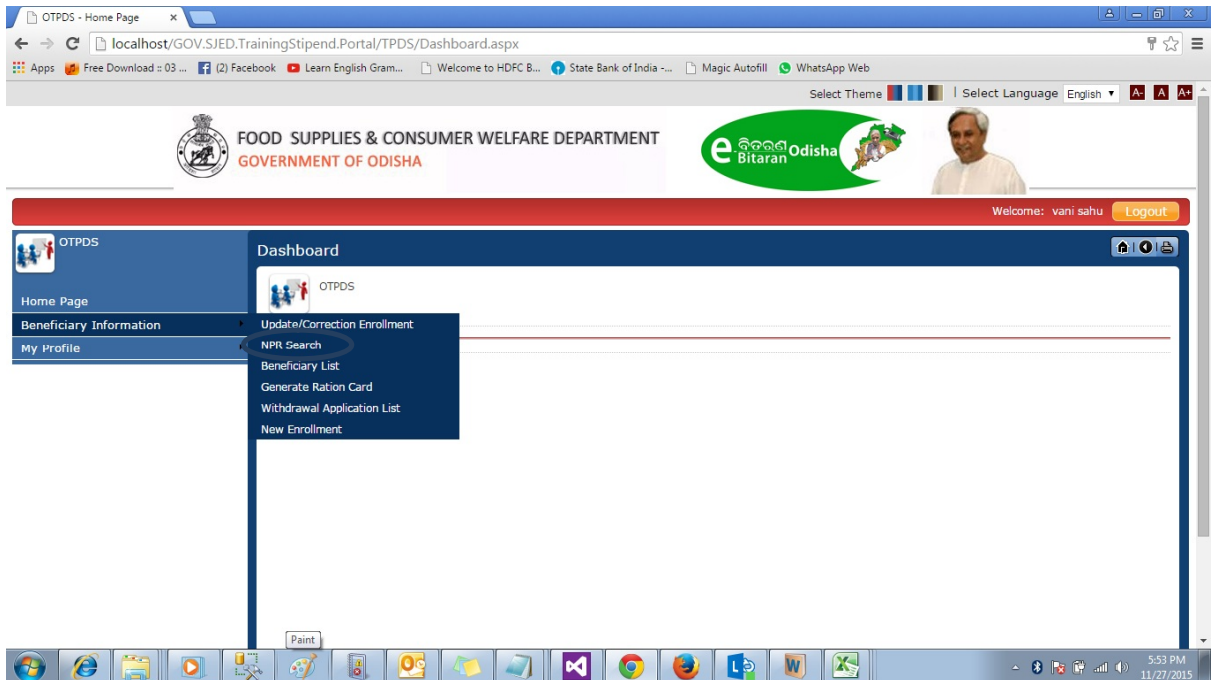
This facility is available for block/ULB level users who can enter the new beneficiary details under a particular Registration Center (RC).

The filled in Form (in prescribed format) with required documents for address and identity proof of beneficiary need to be submitted by beneficiary by hand only at concerned RCMS center. Before entering the beneficiary details in the application all the information need to be verified and approved at Block/ULB level by Block/ULB level officer. Only those forms which are verified and approved will be entered in the system by Block/ULB user.

3.3.1 Steps to enter the new beneficiary details directly with NPR

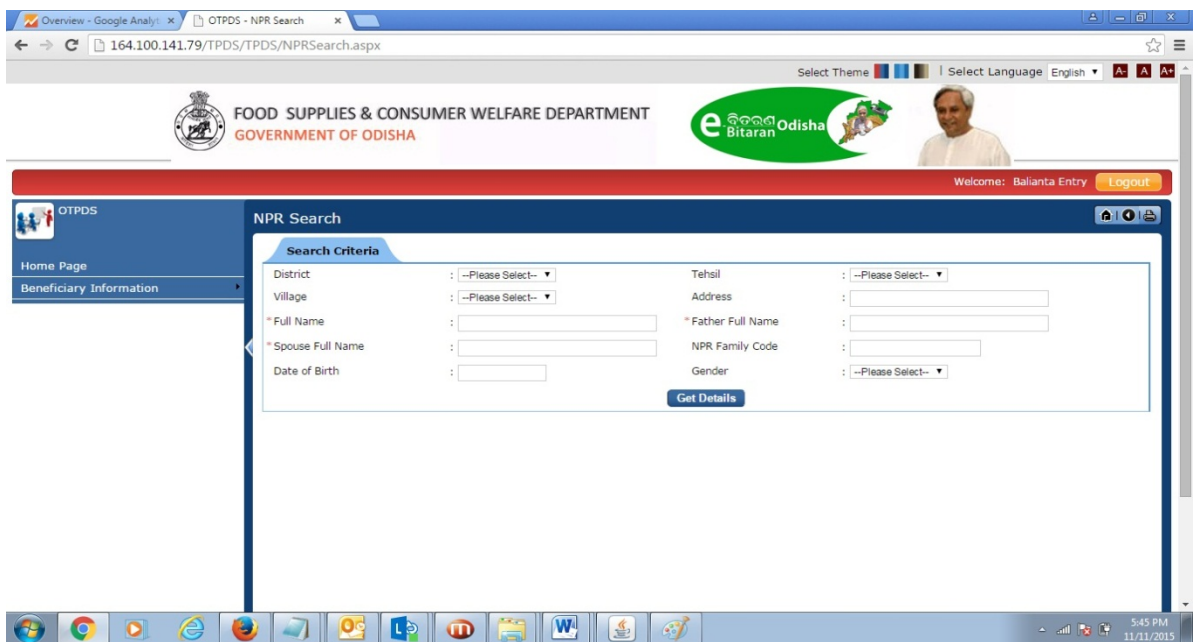
An attempt should be made by DEO of RCMS center to search out NPR ID for the family from NPR database available in the server for each of the new applicants. Only after all attempts fail, the user should go for direct entry of the application without NPR ID.

“NPR Search” link available for the user.in SS-7 is to be used to search NPR ID for a new application.



SS-7

The user can view SS-8 screen on clicking the NPR Search link as available in the menu.



SS-8

1. Select District for quick search.
2. Enter Full Name. Either Father Name or the Spouse Name need to be entered along with the Full name for search.
3. The other optional parameters can be filled up if given in application.
4. Click on “Get Details” to view search result as in SS-9

The screenshot displays the 'NPR Search' web application. The top section, 'Search Criteria', contains several input fields: District (dropdown), Village (dropdown), Full Name (text), Spouse Full Name (text), Date of Birth (text), Tehsil (dropdown), Address (text), Father Full Name (text), NPR Family Code (text), and Gender (dropdown). A 'Get Details' button is located below these fields. The bottom section, 'NPR Search Result', shows a table with the following data:

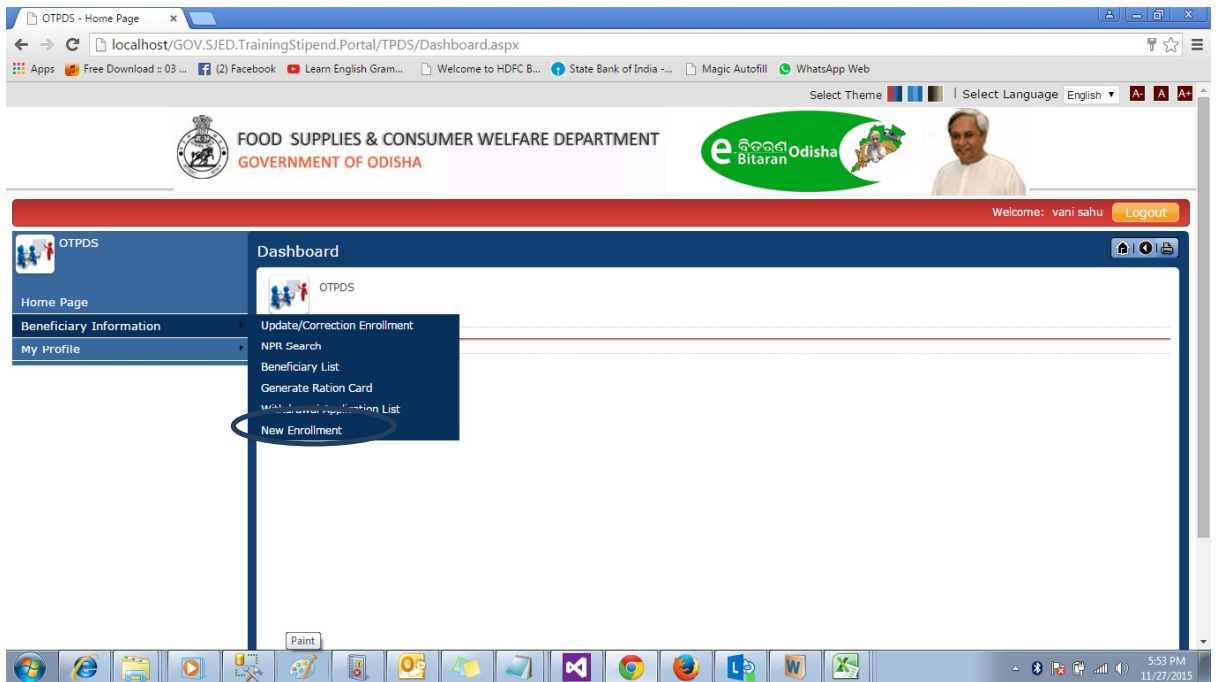
Family	NPR Family Code	Name	Date of Birth	Gender	Name of Father	Name of Spouse	Enroll
▼	17022705400010001001	AJAY PURTTI		Male	LAXIDHAR PURTTI		▶
▼	17022705400160480084	AJAYA BARAL	01/20/1988	Male	RABINDRA KUMAR BARAL	NULL	▶
▼	17022705400160480034	AKADASHI BHOI	03/12/1940	Male	BHIKARI CHARAN BHOI	PADMABATI BHOI	▶
▼	17022705400200594060	ANANYA TRIPATHY	01/31/2001	Male	SIDHARTH TRIPATHY	NULL	▶
▼	17022705400200594060	APARAJITA MOHAPATRA	10/10/1976	Female	AKSHAY CHANDRA MOHAPATRA	SIDHARTH TRIPATHY	▶

SS-9

5. Click on Family link (red downward arrow) to view the family details
6. If the family details matched with the applicant', then the NPR ID can be linked with the Form No by clicking the black arrow mark, which will redirect to Enrolment page.
7. Then click on NPR Search button in enrolment screen to load family details in enrolment screen.
8. Then follow the steps mentioned in section “Steps to enter the new beneficiary details directly without NPR” in section 3.2.2 to fill, save the details and generate acknowledgment for the beneficiary.
9. The acknowledgment can be searched using from Enroll Ack. link as available in the website and downloaded by beneficiary also.

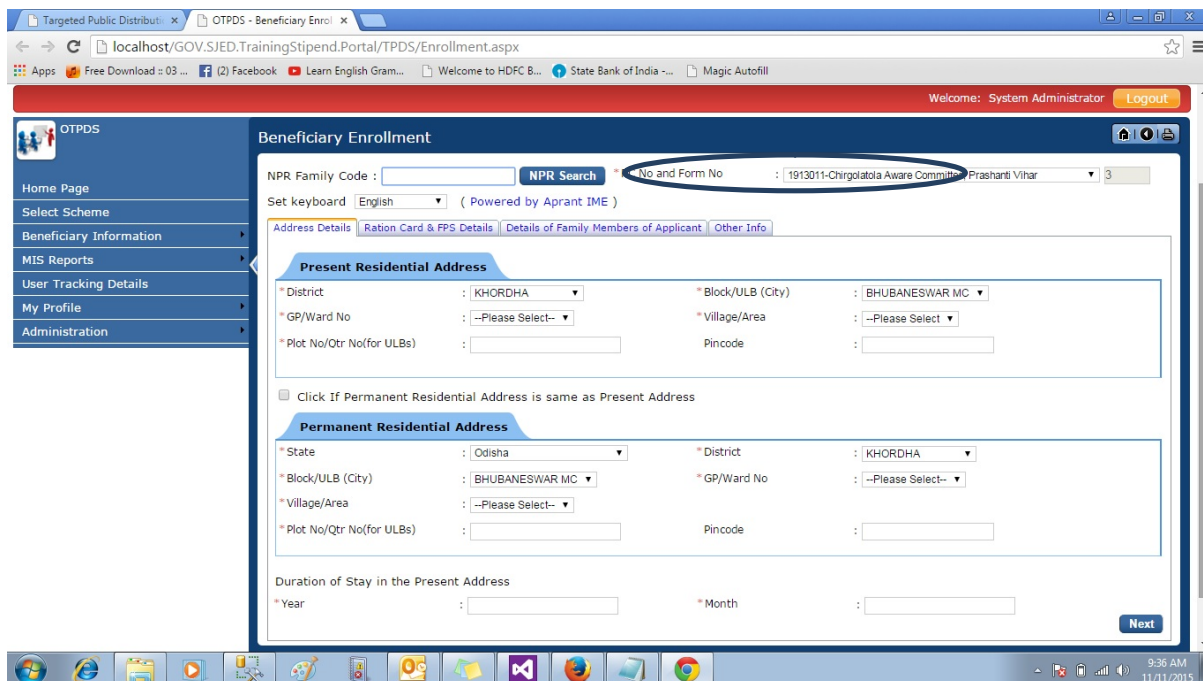
3.3.2 Steps to enter the new beneficiary details directly without NPR

“New Enrollment” link available for the user in SS_10 is to be used for entering details of a new beneficiary.



SS-10

By clicking on “New Enrollment link” one can access the input screen as SS-11. User can enter the beneficiary details as by the following procedure.



SS-11

1. Select RC Name (marked with oval shape) available at the top of screen from dropdown and the Form no will be automatically populated. Please note that only those RC names will be displayed in the dropdown for which the user is authorized i.e. for the concerned Block/ULB/ part of MC. For a RCMS center catering to a Block & NAC(s) (to be called as merged center separate ID's would be given for each unit of administration, i.e. Block or ULB.)
2. The district and Block/ULB will be automatically populated in the screen SS-8 in the RCMS center login.
3. Next step is to select GP Name /Ward Number. Select Village in case of GP, Enter area name in case of Ward for filling up the 4th line of address of the application. Please note fourth (4th) address line is a very important input. In no case it should be left blank.
4. Enter Address line 5 (Plot No, Quarter No etc..) for correspondence and permanent address for completing the address.
5. Then click "Next" button to move to Ration Card and FPS details as SS-12.

Address Details | Ration Card & FPS Details | Details of Family Members of Applicant | Other Info

RC Type : --Please Select-- RC No :

Please provide FPS details from where you are taking PDS items or want to take if you dont have RC

* Rice : FPS Name : --Please Select-- FPS Code :

* Wheat : FPS Name : --Please Select-- FPS Code :

* SK Oil : FPS Name : --Please Select-- FPS Code :

* Which Combination of food grains do you want in PDS(5 kg per individual per month) : --Please Select--

* If you want to change your FPS, please give the code of proposed FPS : --Please Select--

Next

SS-12

6. Select Existing Ration Card type (AAY/BPL/APL/PLO/RORC) if the applicant has one or select NA. Enter the card number correctly for the applicant if S/he has an existing ration card.
7. Select the FPS name and code for which is currently distributing Rice, Wheat, SK Oil and the preferred FPS by the applicant.
8. Select the combination of 5 kg for food grains, Rice & wheat from dropdown.
9. Click “Next” button to move to SS-13 which has “Family Members Details” Screen.

Address Details | Ration Card & FPS Details | Details of Family Members of Applicant | Other Info

Sr No	Full Name	Gender	Date of Birth	Relationship with eldest lady of the Family	EPIC No	Aadhar No	Father Name	Spouse Name
1	<input type="text"/>	Select	dd/mm/yyyy	Select	<input type="text"/>	CheckName	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	Select	dd/mm/yyyy	Select	<input type="text"/>	CheckName	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	Select	dd/mm/yyyy	Select	<input type="text"/>	CheckName	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	Select	dd/mm/yyyy	Select	<input type="text"/>	CheckName	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	Select	dd/mm/yyyy	Select	<input type="text"/>	CheckName	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	Select	dd/mm/yyyy	Select	<input type="text"/>	CheckName	<input type="text"/>	<input type="text"/>

* Applicant Name : --Please Select--

Delete Family Member **Next**

SS-13

10. Enter all the details for each family member. All the fields are mandatory except Spouse name.
11. The voter ID card no (EPIC No) for as many members of the family as possible are to be entered (minimum requirement for one member). Same for Aadhaar number.
12. The user can click on “Check Name” link to check the correctness of Aadhar no by comparing name provided in application and name available in pop up from SRDH Aadhaar Database on clicking Check Name.

13. Select the applicant name as per the list provided and click the “Next” button to move to Other Info screen in SS-14

Distribution Company	: CESU	Electrical Division	: --Please Select--
Electricity Consumer No	:	Electricity Connection Owner	: --Please Select--
Oil Company	: --Please Select--	LPG Distributor	: --Please Select--
LPG Consumer No	:	LPG Connection Owner	: --Please Select--
* Proof of Residence	: Voter Id Card	* Proof of Identity	: Voter Id Card
Mobile No	:	Name of Mobile Owner	: --Please Select--
Auto Inclusion Criteria	: --Please Select--	Auto Inclusion Criteria Proof	: --Please Select--
AI Member	: --Please Select--	Order No :	Order Date : dd/mm/yyyy

Save **Print Acknowledgement**

SS-14

14. Select/Enter all the details which are relevant for the beneficiary.
15. The submitted document type for proof of residence and proof of Identity are to be selected.
16. The Order Number needs to be entered. This is as per the order number in which the application has been approved by the appropriate authority for issue of new ration card or for any service relating to the ration card.
17. Click “Save” button to save all the details. Once the enrolment details are saved, please click on “Print Acknowledgment” as shown in SS-14 button to generate acknowledgment for enrolment. Please note that the data saved, the data can be updated in Update/correction screen only, so precaution must be taken before saving for ensuring correctness of the data entry. In case of duplicate Aadhar/EPIC No the system will show alert for duplicate entry.
18. Once the entry is successful and confirmed the new ration card can be generated by following the steps in paragraph 3.3.

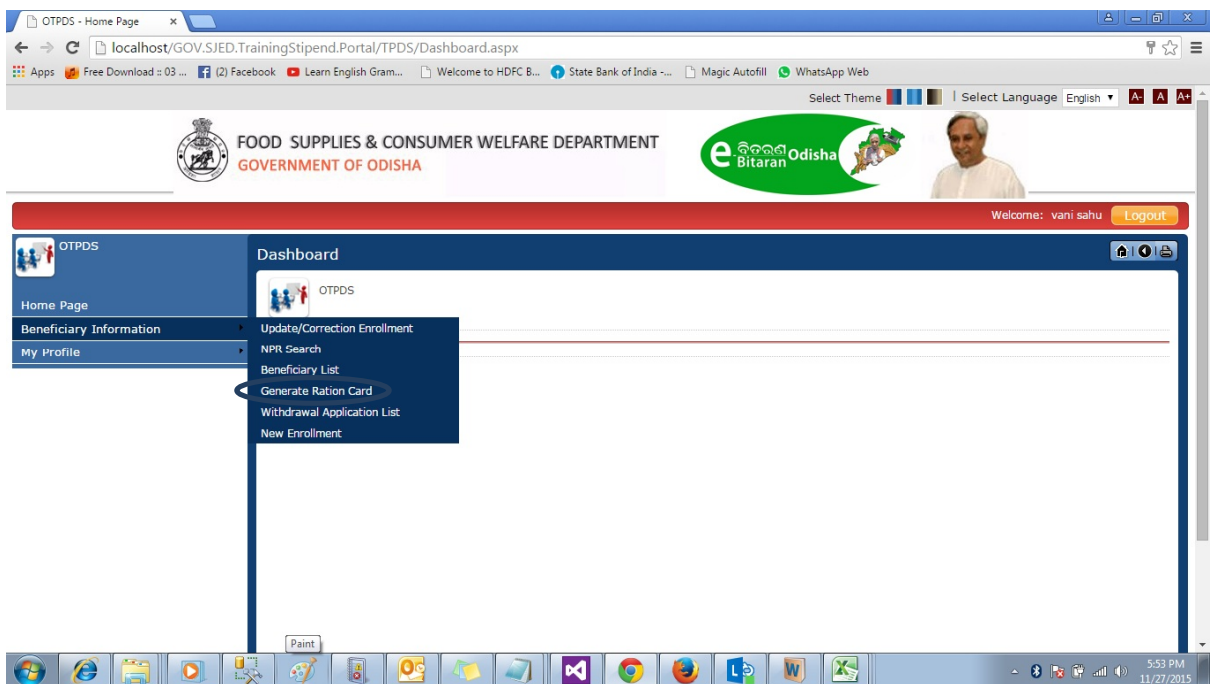
3.4 Duplicate/New/Updated Ration Card

The beneficiary has to apply in the prescribed form along with the prescribed fee for issue of duplicate ration card in case of loss or damage of the ration card. The applicant has to give an undertaking in support of loss of old ration card or has to

submit the mutilated or damaged ration card before receipt of the new ration card in lieu of it.

To generate a duplicate ration card the beneficiary needs to apply in RCMS center with proper documents as mentioned above. The duplicate/new/updated ration card must be generated only after proper verification of application with proof of loss or mutilated ration card and order of concerned authority. A duplicate ration card can be generated using following steps.

Go to log in menu as at SS-15 to view this page click on the Generate Ration Card link as available in the menu as shown below



SS-15

The following SS-16 will be displayed, here one needs to select RC details and get the FPL.

Generate Ration Card

Search

* District : --Please Select-- * Block/ULB : --Please Select--

* GramPanchayat : --Please Select-- * Center Name : --Please Select--

Form Number : Family Head Name :

Status : Updated/New

Get Details

SS-16

The user can select the District, Block/LB, GP/Ward and centre name or can directly enter the 11 digit ration card number in the “Form No” textbox to populate the list of beneficiary or a particular beneficiary for generating new/duplicate/updated ration card. To view the updated/ new beneficiary list for which the ration card not generated check the Update/New check box and click on “Get Details” button to view the list.

Search Result

<input type="checkbox"/>	Form No	HH Head Name	RC Type	Address	Criteria	Print Ack
<input type="checkbox"/>	0001	suneel	PHS	WARD NO. 14 erfdsf fsdf	--Select--	Print Ack
<input type="checkbox"/>	0003	sssss	PHS	WARD NO. 14 rwerwerwsdfsdfs dfasdff	--Select--	Print Ack
<input type="checkbox"/>	0011	RADHA	AAY	WARD NO. 01 test tes	Duplicate Card as earlier card lost	Ack
<input type="checkbox"/>	0011	RADHA	AAY	WARD NO. 01 test tes	Duplicate Card as earlier card damaged	Ack
<input type="checkbox"/>	0011	RADHA	AAY	WARD NO. 01 test tes	New Card	Ack
<input type="checkbox"/>	0011	RADHA	AAY	WARD NO. 01 test tes	Information Updated	Ack
<input type="checkbox"/>	0011	RADHA	AAY	WARD NO. 01 test tes	Information Corrected	Ack
<input type="checkbox"/>	0062	NISHA VERMA	PHS	WARD NO. 01 test test	--Select--	Print Ack
<input type="checkbox"/>	0080	hhjkl	AAY	WARD NO. 14 kjhjhjkh 8686786	--Select--	Print Ack
<input type="checkbox"/>	0111	KARAN SHARMA	PHS	WARD NO. 01 sdfsd werwerwe	--Select--	Print Ack
<input type="checkbox"/>	0113	Maheshg	PHS	WARD NO. 01 dsfsdf dsfs	--Select--	Print Ack
<input type="checkbox"/>	0114	Radhika	AAY	WARD NO. 01 dsfsdf fwerwer	--Select--	Print Ack
<input type="checkbox"/>	0115	RRRRRRRRRRRRR	AAY	WARD NO. 01 dfgdfg dgdfg	--Select--	Print Ack

Download Card

SS-17

1. The user (Block/ULB officer i.e. MI/Inspector of Supply) can verify the entry by generating the acknowledgment by clicking Print Ack. Link.
2. Based on satisfactory verification the ration card for beneficiary can be generated by following steps from 3-5.
3. Select the check box or check boxes for the beneficiary for whom the ration card need to downloaded. Multiple ration cards can be downloaded at a time.
4. Select the appropriate reason for downloading from the dropdown. For downloading the ration card, any one from the following need to be selected from the dropdown list
 - a. Duplicate as earlier card lost.

- b. Duplicate card as earlier card damaged.
 - c. New Card.
 - d. Information Updated.
 - e. Information Corrected.
5. Click on Download button to generate the Ration Card in PDF for selected beneficiary.
6. The new/duplicate ration card must be generated only after approval of BOD/EO. The ration card may be printed at central location and handed over to concerned CSO, who will further make arrangements to send to Block/ULB for distribution.
7. In case any mistake found during the entry/update the user (Block/ULB officer) can ask the data entry operator to correct the details, which can be corrected by steps mentioned in 2.2.1.

3.5 Deletion of Ration Card (Ineligible Households)

- a. The beneficiary can be deleted from the RCMS database on voluntary withdrawal by the beneficiary or on being detected as ineligible as per the exclusion criteria or due to demise of the beneficiary. In case of marriage and death, if such beneficiary is otherwise ineligible, the beneficiary shall have to apply in the prescribed form along with prescribed fee at the RCMS centre for issue of modified ration card.

In case of a beneficiary applies to delete the ration card then that is to be done after proper verification and order at Block/ULB level by concerned officer. The data to be updated/ marked to be Deleted (ineligible with proper reason) based on order no only. The steps in section 2.2.1 to be followed to move the beneficiaries to ineligible list with proper reason. Please note the order no and date must be entered for moving to ineligible in case of application of deletion of ration card.

3.6 Correction/Change of entry fields

3.6.1. Brief description on updating Beneficiary Enrolment

If the beneficiary needs to undertake any correction or change any field in the existing ration card with respect to information such as aadhaar number, EPIC number, change in relationship of the HoH, address, assigned Fair Price Shop, members, entitlements; she/he has to apply in the in the prescribed form along with the prescribed fee. The beneficiary has to indicate the requisite information clearly along with documentary support for the request made.

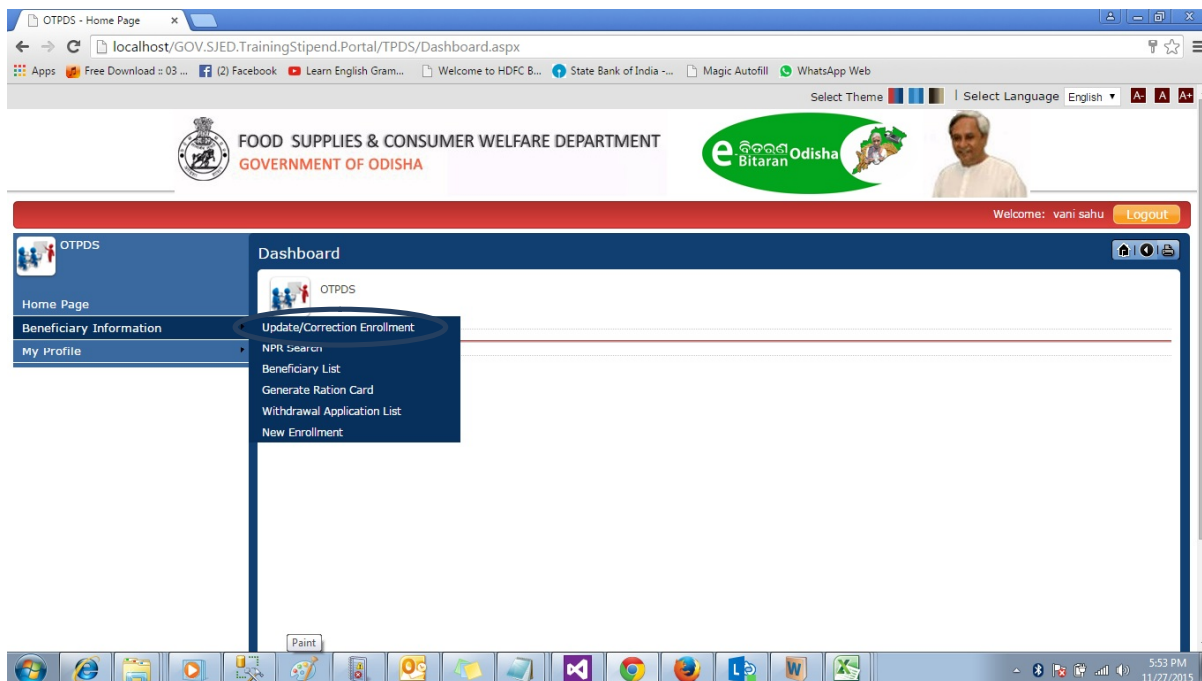
This facility is for Block/ULB level users who can edit the existing beneficiary details under a particular Registration Center (RC).

The filled Form (in prescribed format) with required documents for address and identity proof of beneficiary need to be submitted by beneficiary by hand only at concerned RCMS Center. Before updating the beneficiary details in the application all the information need to be verified and approved at block level by block/ULB level officer. Only those forms which are verified and approved will be updated in the system by Block/ULB user.

The beneficiary details can be updated/corrected based on Form /Ration Card No or by selecting the beneficiary from the RC wise beneficiary list.

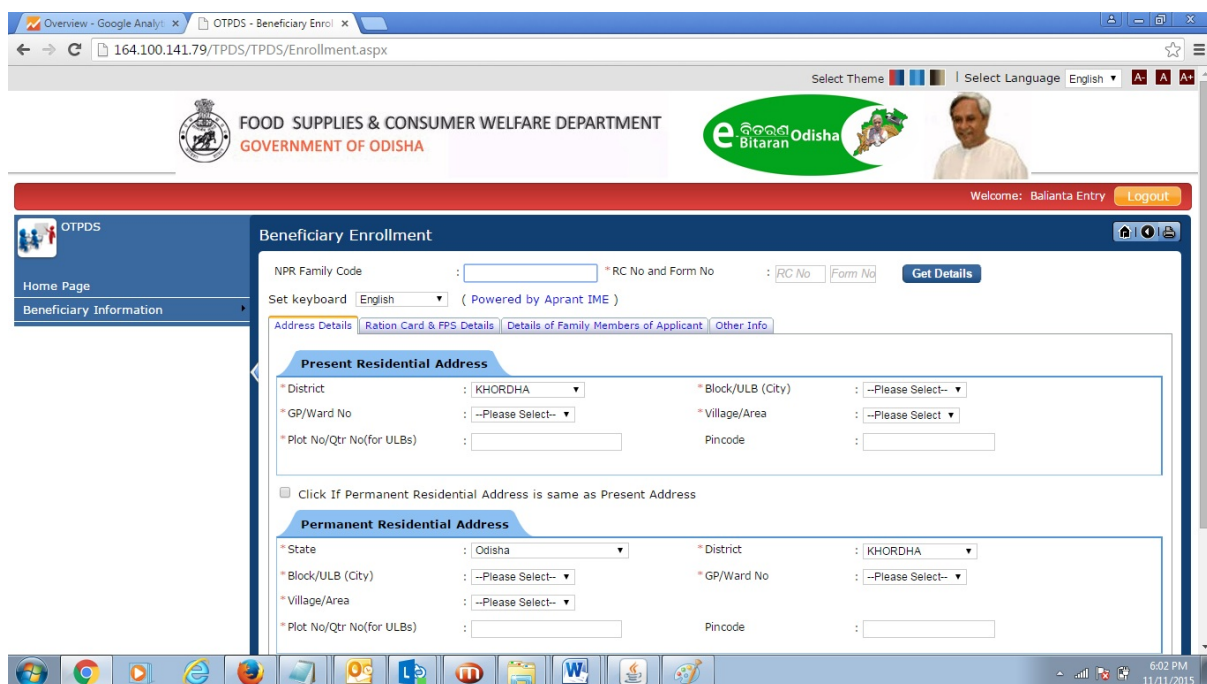
3.6.2 Steps to update/correct the beneficiary details using Form /Ration Card No.

The screen can be accessed directly by using “Update/Correction Enrollment” link available for the user.



SS-18

User can view the following screen SS-18 for entering the beneficiary details on clicking the Beneficiary Enrolment link available in the menu



SS-19

1. Enter the RC No and Form No at the top (marked with oval shape) separately and click on the Get Details button to load the entered details against the particular beneficiary as in SS-19

The screenshot shows the 'Beneficiary Enrollment' page. At the top, there is a header for the 'FOOD SUPPLIES & CONSUMER WELFARE DEPARTMENT, GOVERNMENT OF ODISHA'. Below this, the 'Beneficiary Enrollment' form is displayed. The 'NPR Family Code' is 17022705400151806077. The 'RC No and Form No' field contains '1913001' and '1', which are circled in red. A 'Get Details' button is located to the right of this field. Below the form, there are sections for 'Present Residential Address' and 'Permanent Residential Address' with various dropdown menus and text boxes for address details.

SS-20

2. Once the entered details are loaded the all the details can be edited.
3. Under the Ration Card & FPS Details the existing ration card type can be changed only. The user can select the existing ration card type and put the correct existing ration card no. The ration card type other than AAY will be treated as PHH. The changes should be done only after proper verification and order by Block/ULB officer. If there is no existing ration card the NA should be selected. The other details in the screen i.e. FPS and food combination cannot be edited at block/ULB level.

The screenshot shows the 'Ration Card & FPS Details' section. The 'RC Type' is 'APL' and the 'RC No' is '14766873hgpc'. Below this, there are fields for FPS details for different food items:

Food Item	FPS Name	FPS Code
* Rice	1913P252-NISHAMANI MOHANTY-Ward59	1913P252
* Wheat	1913P245-SMT ARATI KUMARI GUPTA-Ward53	1913P245
* SK Oil	1913P254-BABULI BISOI-Ward59	1913P254

There is also a section for 'Which Combination of food grains: do you want in PDS(5 kg per individual per month)' with a dropdown menu set to '5 Kg Rice'. At the bottom, there is a field for 'If you want to change your FPS, please give the code of proposed FPS' with a dropdown menu set to '1913P005-SMT SUNDARMANI SAHOO-Ward41' and a 'Next' button.

SS-21

- Under detail of family member head, to delete any member from the family, select the check box and against the member and click the Delete Family Member button to delete particular family member SS-22. More than one family member can be deleted at a time.

Sr No	Full Name	Gender	Date of Birth	Relationship with eldest lady of the family	EPSC No	Aadhar No	Father Name	Spouse Name
<input type="checkbox"/>	TRINATH SAHOO ତ୍ରିନାଥ ସାହୁ	Male	01/05/1982	Head	୧୫୭୫୩	848456712651 CheckName	BHIMASEN SAHOO ବିହମସେନ ସାହୁ	BINA SAHOO ବିନା ସାହୁ
<input type="checkbox"/>	BINA SAHOO ବିନା ସାହୁ	Female	15/05/1983	Mother	୧୧୧୧୧୧୧୧	CheckName	HARI SAHOO ହାରି ସାହୁ	TRINATH SAHOO ତ୍ରିନାଥ ସାହୁ
<input checked="" type="checkbox"/>	SOMYARANJAN SAHO ସୋମ୍ୟାରାଞ୍ଜନ ସାହୁ	Male	12/12/1992	Mother	୧୧୧୧୧୧୧୧	CheckName	TRINATH SAHOO ତ୍ରିନାଥ ସାହୁ	LATE SAHOO ଲେଟ୍ ସାହୁ
<input type="checkbox"/>	BHIMSEN SAHOO ବିହମସେନ ସାହୁ	Male	19/10/1991	Son		CheckName	HARI SAHOO ହାରି ସାହୁ	LATA SAHOO ଲତା ସାହୁ
<input type="checkbox"/>		Select	dd/mm/yyyy	Select		CheckName		
<input type="checkbox"/>		Select	dd/mm/yyyy	Select		CheckName		

Applicant Name : TRINATH SAHOO

Delete Family Member

Next

SS-22

- If there are any correction/changes to be made in Other Info section then as per applicant request then that can be done under Other Info head as in SS-23.

Address Details | Ration Card & FPS Details | Details of Family Members of Applicant | Other Info

Distribution Company : CESU

Electrical Division : --Please Select--

Electricity Consumer No :

Electricity Connection Owner : --Please Select--

Oil Company : --Please Select--

LPG Distributor : --Please Select--

LPG Consumer No :

LPG Connection Owner : --Please Select--

* Proof of Residence : Voter Id Card

* Proof of Identity : Voter Id Card

Mobile No :

Name of Mobile Owner : --Please Select--

Auto Inclusion Criteria : --Please Select--

Auto Inclusion Criteria Proof : --Please Select--

AI Member : --Please Select--

Order No and Date :

Save

Date of Order in dd/mm/yyyy format

SS-23

- Once the beneficiary details are updated/corrected click on "Update" button to save the details.
- Please note the FPS details and allotment for food combination cannot be updated at block level. The same can be updated at district log in using CSO log in.
- A new acknowledgement can be generated by clicking the Confirm & Print button and verified by officer. In case of any correction required then same can be done using same steps before generation of updated Ration Card.

9. Once the entry/update verified the updated ration card be generated by following steps in 3.3.

3.6.3 Steps to update/correct the beneficiary details using RC wise beneficiary list.

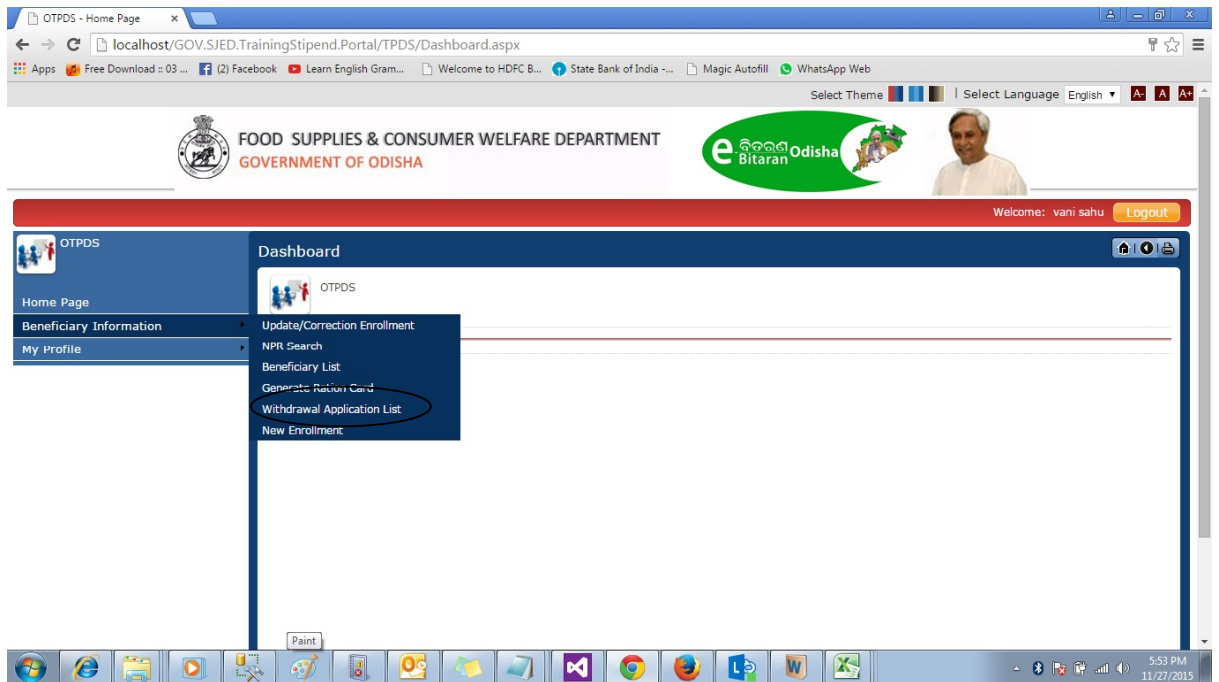
The list of beneficiary can be generated by following the steps mentioned in 2.2.1 and subsequent steps to update/correct the beneficiary details 3.4.3. and generate new/updated ration card mentioned in section 3.3.

3.7 Deletion/addition of beneficiary

The beneficiary can be deleted from the RCMS database on voluntary withdrawal by the beneficiary or on being detected as ineligible as per the exclusion criteria or due to demise of the beneficiary. In case of marriage and birth, if such beneficiary is otherwise eligible, the beneficiary shall have to apply in the prescribed form along with prescribed fee at the RCMS centre for issue of modified ration card.

In case of a beneficiary applies to add any new member or remove any member from ration card then that can be done after proper verification and order at Block/ULB level by concerned officer. The addition/deletion can be done using the steps mentioned in section 3.6.2.

The voluntary withdrawal application will be applied online using the application by beneficiary. The list can be viewed in Block/ULB log in using following link in SS-24



SS-24

You can view the following screen as displayed in SS-25 to view the list of the withdrawal applications.

Search Criteria			
* District	: KHORDHA	* Block/ULB	: BHUBANESWAR MC
* GP/Ward	: WARD NO. 14	* Center Name	: 1913146-Bhubaneswar MC PDS Office 1
Form Number	:		
Get Details			

SS-25

Select GP/Ward and Center Name and click on Get Details button to view the list of withdrawal applications within the RC. A specific application can be searched by putting Form No if known. On searching the SS-26 will be displayed

Search Result

Form No.	HH Head Name	Applicant Name	Address	Reason For Withdrawal	Description	Remarks
<input type="checkbox"/> 19130015831	SITA RANI SWAIN	SITA RANI SWAIN	WARD NO. 02 MARUTI VILLA KANAN VIHAR NANDAN KANAN ROAD MIG-11	Any Other (ଅନ୍ୟ କୌଣସି କାରଣ ଦ୍ୱାରା)	To apply in my native place	<input type="text"/>

← →

Status : Approve Reject

Save

SS-26

1. To approve any application select the check box against the application, put the remarks in Remarks text box and select Approve option as shown in SS-26 and Click on “Save” button. Once the application is approved the same Ration Card will not be available for any transaction.
2. To reject any application select the check box against the application, put the remarks in Remarks text box and select Reject option as shown in SS-27 and Click on “Save” button. Once the application is rejected the same Ration Card will be available in current status only.

3.8 Change of Ration Card Type (PHH to AAY and vice versa)

In case of change in the status of the beneficiary family, the beneficiary shall have to apply in the prescribed form along with prescribed fee for modifications in the ration card status at the concerned RCMS centre. Accordingly, new ration card shall be issued as per the request.

In case of a beneficiary applies to change the existing status of ration card type from AAY to PHH or PHH to AAY then that is need to be done after verification and order by concerned authority. The ration card type can be changed by following the steps mentioned in section 3.6.2.

4. Regular task at RCMS Centers (Noncore Services)

4.1 Brief description on regular task at RCMS Center

In case the beneficiary family want to add requisite additional information with respect to entry of new mobile number, email id, date of birth, bank account details, entry and/or correction of LPG consumer number and agency, entry and/or correction of electricity consumer number and company. The same would be done at the local RCMS Centre.

The regular task of the RCMS center is to provide the various noncore services to citizens for ration card generation and update the details such as mobile number, email id, date of birth, bank account etc.. in existing ration card. All the activities (entries & updates) in RCMS should be undertaken based on the specific order of the concerned authority (BDO/EO/Sub collector/ADM) .All new entries will be available in Final Priority List for Ration Card generation, so the verification must be completed before entering the data.

The changes can be verified by the appropriate authority and a updated ration card can be generated following the steps mentioned in 3.3.

4.2 New Mobile No

In case of a beneficiary applies to change/add mobile no in existing ration card then that can be done with proper verification and order by officer. The mobile no can be added/updated using the steps mentioned in section 3.6.2 for updating data under other info. section.

4.3 Date of Birth

In case of a beneficiary applies to change the date of birth of existing member in existing ration card then that can be done with proper verification and order by officer. The date of birth can updated using the steps mentioned in section 3.6.2 for updating data under family detail section.

4.4 LPG/Electricity

In case of a beneficiary applies to change/add LPG and Electricity details in existing ration card then that can be done with proper verification and order by officer. The LPG and Electricity details can be added/updated using the steps mentioned in section 3.6.2 for updating data under other info. section.

4.5 SMS Alert

In case of any update of existing ration card /entry of new ration card a SMS alert will be sent to the beneficiary for download the acknowledgment and submit for any correction within requisite period before generation of final ration card. The SMS will be sent automatically on the click event of Save and Update button.

5. User Creation

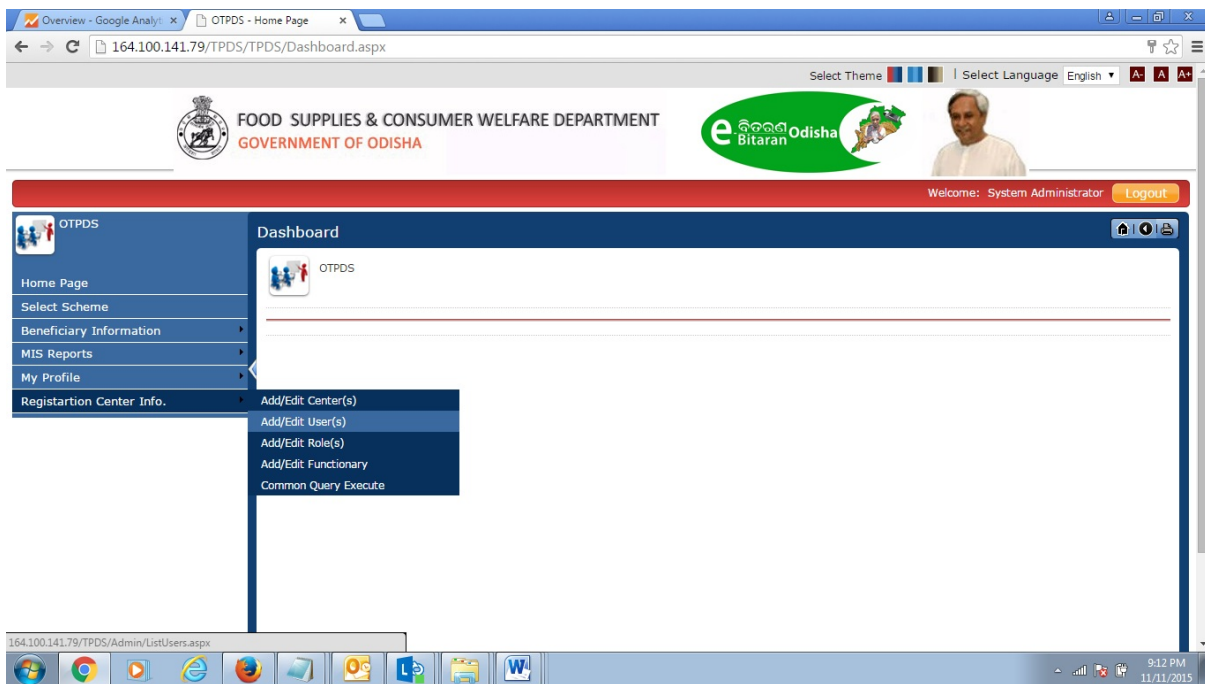
5.1 Brief description on user creation

This facility is available for creation of block level users with specific defined roles. This facility is available under CSO log in only. The users will have access to specific page as per their role.

There should be separate users for Data entry and Card generation otherwise the application can be misused.

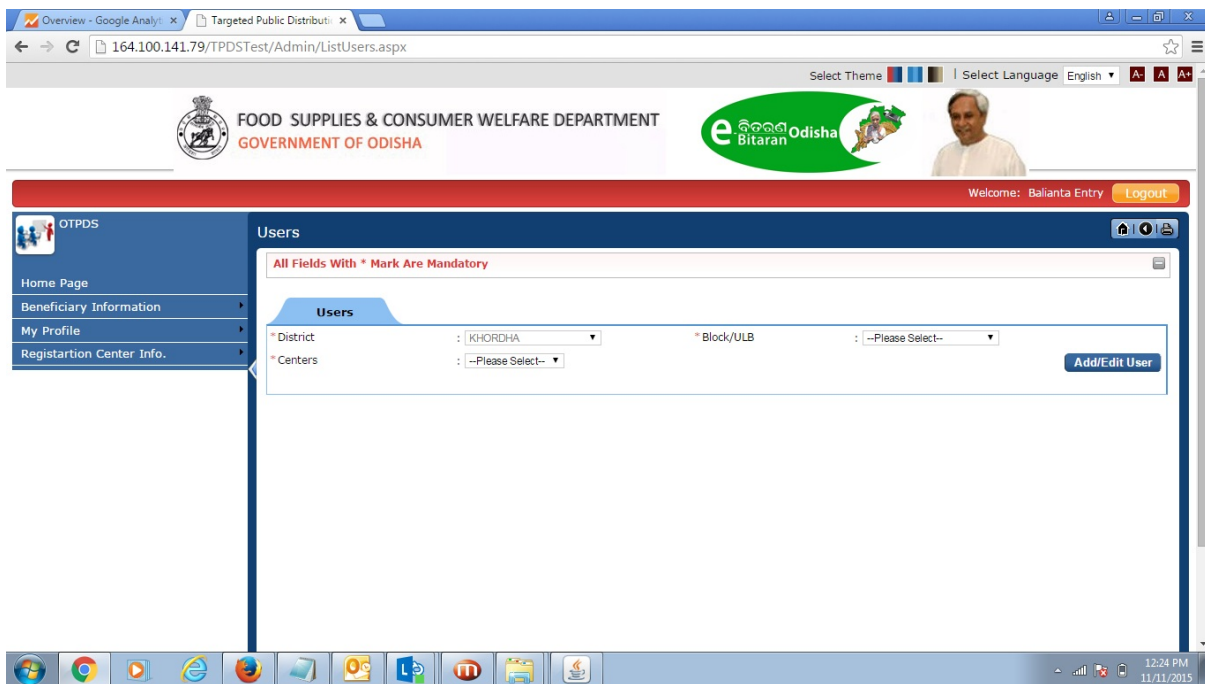
5.2 User creation

The CSO can access the user creation page in his log in by clicking Add/Edit User link.



SS-27

The following SS-28 will be displayed, where existing users can be viewed by selecting District, Block/ULB and ULB.



SS-28

Click on Add/Edit User to create user, the following screen SS-29 will be displayed allowing entering user details.

SS-29

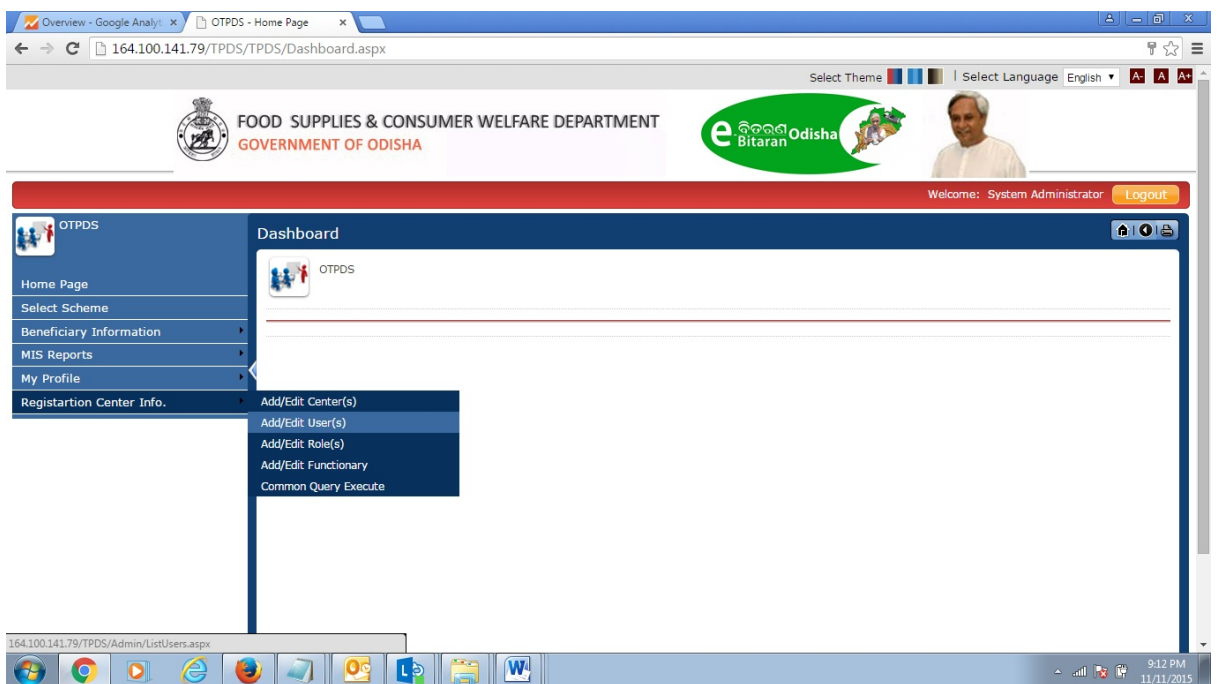
1. Enter Name, Gender, Designation
2. Select the Center which will be available in Centers dropdown followed by selection of the block/ULB. Select the center name from dropdown list which has word like Block Office only; please don't select the RC name. The district dropdown is disabled as only that block/ULB will appear to which CSO user belongs to.
3. Select the Role and click on Arrow mark (circled).
Please select Block DEO for Data entry Operator.
Please select Block Officer for block authorities.
4. Enter User id and security details. It is suggested to keep the user id in the name of Block/ULB
e.g. BalianaDEO for Baliana block user
BalianaBO for Baliana block officer.
5. The security details .i.e question and answer should be entered properly and remembered. That can be used in case of forgot password.
The security question answer is case sensitive.

The security question and answer should not be shared to anyone.

6. A onetime password will be generated and displayed in the screen. That is to be remembered or copied and uses that password to log in to the application. The system will ask to change the password on first time log in.

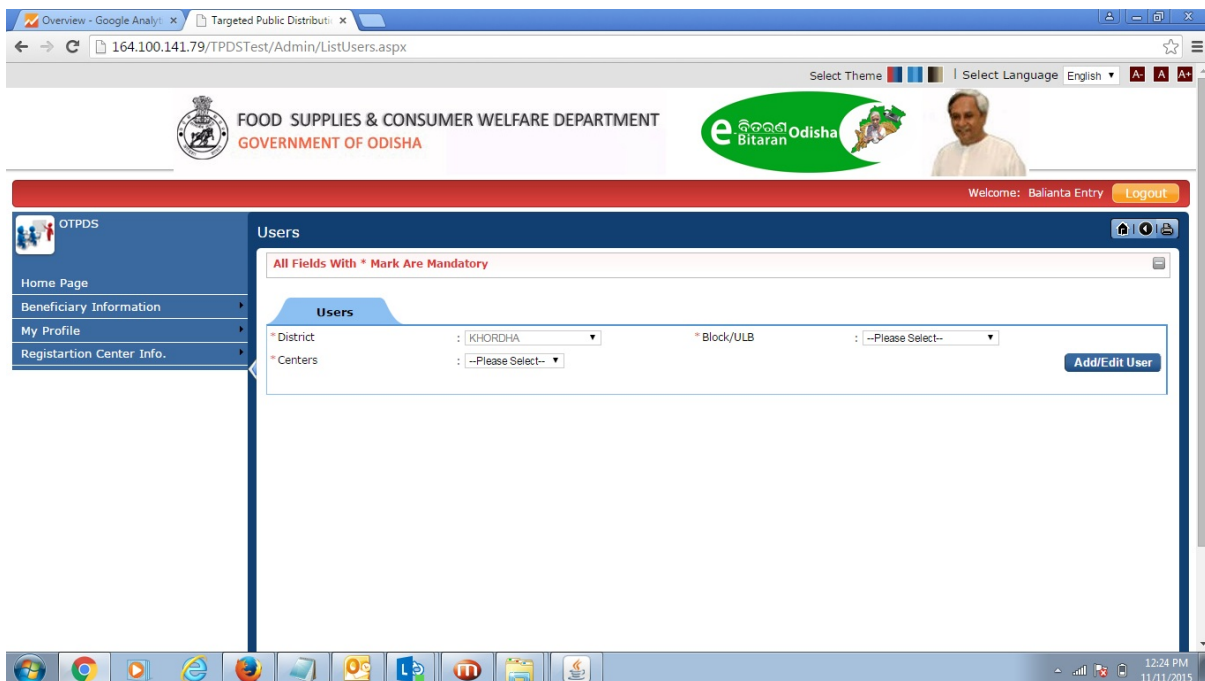
5.3 Edit/Update User Details

The CSO can access the user edit page in his log in by clicking Add/Edit User link



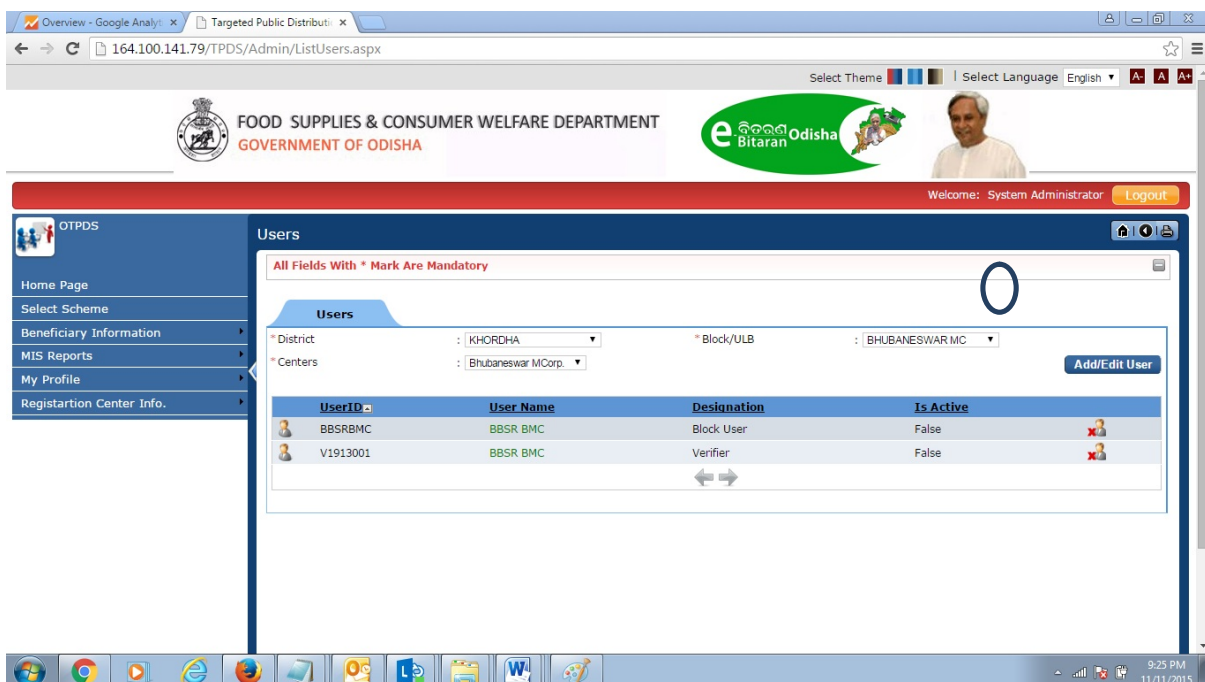
SS-30

The following SS-31 will be displayed, where existing users can be viewed by selecting District, Block/ULB and ULB.



SS-31

Select Block/ULB and Center under which the user is earlier created. The user list will be displayed. Click on User Name link to view update screen and update the data.



SS-32

Follow the same as user creation for updating user details. The user id cannot be edited once created. The password can be changed using Change Password screen.

To activate/deactivate any user click on the humane symbol (circled).

A user should be created for each Block and ULB. In case multiple Blocks/ULBs operating in one RCMS Center then separate user should be created for each block/ULB office. The data entry/update should be done separately in respective Block/ULB log in only.

Please note the following

1. The password should be combination of Upper case, lower case, digits and special character like #,\$@ etc.
2. The password should not be shared to any one at any circumstances. The user should be responsible for sharing any password and updating data using the same user id.
3. The password should be changed regularly to avoid any security threat and misconduct.
