Login Related

Q: **What should I do if I get message like "Invalid Username or Password"?**

A: Check your Username and password again. Try to login at e-Mitra Portal. If your login is successful at e-Mitra portal and unsuccessful at Food Department website then contact your respective e-Mitra Technical Team.

Q: **Why I am redirected to Register New User Page?**

A: If you are not registered at e-Mitra kiosk then at the time of Login, you will be redirected to Register New User page. Fill all the required details like your First Name, Last Name, Mobile Number, email-ID, Address and select your registered office. Then you will be able to Login.

Q: **At the time of Registration, I selected wrong office.**

A: If you have selected wrong office then after login you will be viewing that selected office. Select that office and click on continue. Then go to "Request DFSO Change" option in "Master Menu". Select your District, your new DFSO and give reason for which you wish to change your Office. Click on submit button. If you have pending forms to verify, the list will be shown to you with no. of pending forms. Then first verify all the pending forms and then only your office will be changed.

Generate Receipt Related

Q: **What should I do if I want to "search ration card"?**

A: First select form type if you have to generate receipt for other than new ration card. Fill Ration Card Number and then search it.

Q: **Why my all details disappear when I click on Submit button then what should I do to find all details?**

A: When you submit the receipt, in case of successful submission, you get a message saying "Record inserted successfully" and rest all details will disappear. Again select Form Type and form no. from Dropdown list of Applicant. Details will be automatically filled. Then you have to click on "Print Receipt" and click on "Send to detail entry".

Q: **Form no is not displaying in "Drop down" of applicant?**

A: This should not happen at first but if you face this problem try again after refreshing your page.

Q: **Why am I getting message of "Already in Process"?**

A: If you are getting this message then the Receipt of Ration Card number you are searching for has already been generated.

Detail Entry Related – Form 1 -> New Ration Card

Q: **How should I fill details of New Ration Card?**

A: If you are filling details for the first time then select "NEW" from the option given at the top. All form numbers will be shown in the dropdown list below. Select the Form No. and continue.

Q: **"Enable Special Authorization" for Non APL cards.**

A: If the ration card is for Non APL category, select "Non APL" from Card Type. A pop-up box will open. Select category and fill Survey Number and Selection Year. If form no. belongs to sub-category under selected category then choose it from category option in second line and fill Survey Number and Selection Year.

Q: **I am getting list of Issues on Verify Button.**

A: Meaning of Issues –

- **Select Application Form**–Upload Application Form of ration Card.
- **Upload atleast One Enclosure –** Upload any valid ID proof.
- **Please Upload photo (size upto 50Kb)&Signature (size Upto 20 Kb) –** The size of Applicant's Photo should be less than or equal to 50Kb and Size of Applicant's Signature should be less than or equal to 20Kb.
- **Please Update Gas Details –**This field is mandatory. Fill all the details related to Gas Connection. If applicant does not have a Gas Connection, then select Gas Connection Status as "No Connection" else select "Single" or "Double" and then select Gas Company Name, Gas Agency Name, fill Gas Connection Number.
- **Please Update Occupation Type –**Please select Occupation of the Applicant. This field is also a required field.
- **Please Update Resident Type –** This is also a required field. Select Applicant's resident type.
- **Please Update Time Period –** Select the time period for which Applicant is living at its residence. This field is also mandatory.
- **Please Update Category Type –** By default, Card type Code will be selected as "APL". If ration Card is of APL category then after filling basic details of Name, Address, Bank Account and Gas Connection, click on "Save" button else change the Card Type Code and fill accordingly.
- **Update Father Name in Hindi –** Only Space and Hindi characters are allowed in name. Numbers and Special Characters are not allowed. This field cannot be left blank.

- **Update Mother Name in Hindi** –This field is compulsory to fill. Only Space and Hindi characters are allowed in name. Numbers and Special Characters are not allowed.
- **Fill Proper Present Address** – Check all the fields of address. If any of them is blank fill it. Address fields cannot be left blank.
- **Update Age (Invalid age value: '0')** –Check the Date of Births of all the members and their age. No member can have age '0'.
- **Update Relation (A card cannot have more than one family head)** –A ration card can have only one family head.

Q: I am getting message of "Upload Appropriate Size Attachment".

A: Check the size of Photo and Signature. Size of Photo should be less than or equal to 50Kb and size of Signature should be less than or equal to 20Kb.

Q: How can I select my FPS (Fair Price Shop)?

A: For New Ration Card, FPS will be selected by respective Authorized Officer.

Q: How can I add new member in a Ration Card?

A: After Login, go to detail entry page, choose from "New Ration Card" or "Correction in Ration Card". Select Form Number to update. Click on "Add New Member" button. Mandatory fields are Member's Name, Member's Father Name and Mother Name, Gender, Date-of-Birth and Relation with Applicant. Age will be calculated automatically.

Q: How can I change my Division office (Jaipur)?

A: You change your Division office only in Jaipur district. When submit your new ration form to Detail entry after that you choose your form number in Detail entry and in that form there was a option Authorized Officer to change your Division office.

Detail Entry Related – Form 2 -> Correction in Ration Card

Q: **How should I fill details of Correction in Ration Card?**

A: If you are filling details for the first time then select "NEW" from the option given at the top. All form numbers will be shown in the dropdown list below. Select the Form No. and continue.

Q: **I am getting list of Issues on Verify Button.**

A: Meaning of Issues –

- **Select Application Form–**Upload Application Form of ration Card.
- **Upload atleast One Enclosure –** Upload any valid ID proof.
- **Please Upload photo (size upto 50Kb) & Signature (size Upto 20 Kb) –** The size of Applicant's Photo should be less than or equal to 50Kb and Size of Applicant's Signature should be less than or equal to 20Kb.
- **Please Update Gas Details –**This field is mandatory. Fill all the details related to Gas Connection. If applicant does not have a Gas Connection, then select Gas Connection Status as "No Connection" else select "Single" or "Double" and then select Gas Company Name, Gas Agency Name, fill Gas Connection Number.
- **Please Update Occupation Type –**Please select Occupation of the Applicant. This field is also a required field.
- **Please Update Resident Type –** This is also a required field. Select Applicant's resident type.
- **Please Update Time Period –** Select the time period for which Applicant is living at its residence. This field is also mandatory.
- **Please Update Category Type –** By default, Card type Code will be selected as "APL". If ration Card is of APL category then after filling basic details of Name, Address, Bank Account and Gas Connection, click on "Save" button else change the Card Type Code and fill accordingly.
- **Update Father Name in Hindi –** Only Space and Hindi characters are allowed in name. Numbers and Special Characters are not allowed. This field cannot be left blank.
- **Update Mother Name in Hindi –** This field is compulsory to fill. Only Space and Hindi characters are allowed in name. Numbers and Special Characters are not allowed.

- **Fill Proper Present Address** – Check all the fields of address. If any of them is blank fill it. Address fields cannot be left blank.
- **Update Age (Invalid age value: '0')** – Check the Date of Births of all the members and their age. No member can have age '0'.
- **Update Relation (A card cannot have more than one family head)** – A ration card can have only one family head

Q: I am getting message of "Upload Appropriate Size Attachment".

A: Check the size of Photo and Signature. Size of Photo should be less than or equal to 50Kb and size of Signature should be less than or equal to 20Kb.

Detail Entry Related – Form 5 -> Cancellation of Ration Card

Q: How can I cancel my Ration Card?

A: After generating receipt go to detail entry page of Form -5 and then select Form Number. All details will appear automatically. Fill the reason for "Cancellation" of Ration Card and save it. Continue with Verify process.

Common Questions

Q: **What should I do to Add/Correct a Gas Agency/Gas Company/Bank Name/Branch Name/FPS/Ward/Village/Panchayat?**

A: Fill the pre-defined form given on the website and submit it to DSO/NIC Team.

Q: **How can I get Surrender Certificate?**

A: When a member is deleted from a Ration Card it will be shown below the family details. In front of every deleted member there will be column to fill "Reason for Surrender". Write the reason for surrender certificate and click on the "Check Box" of that member. Continue the process of filling the form and click on "Verify". After successful verification and token generation, click on "Send to Process" button. BDO/EO will process the form no.

Q: **How can I get print out of Surrender Certificate?**

A: If the application is from DEO then print out will be given by BDO/EO and if the application is from e-Mitra then request from e-Mitra for Surrender Certificate as you do for New Ration Card. Then e-Mitra center will give you the print out.

Q: **Where should I attach Surrender Certificate?**

A: If you are adding a member in a Ration Card whose name was deleted from other Ration Card then after adding the member, upload the Surrender Certificate of New Member (that was deleted from other Ration Card) in Enclosures.

Q: **How can I transfer a Ration Card to Other State?**

A: After generating receipt for "Form -9 Other State Transfer" go to detail entry page and click on "Form-9 Other State Transfer". Select the Form No. and fill the address details as they are compulsory.

Also you have to give the "Reason for Transfer". Upload Enclosures and continue as required. After processing the Ration Card at BDO/EO level, Transfer Certificate of your Ration Card will be visible at DEO level. You can take print out from "Print Ration Card" link.

Q: How can I transfer a Ration Card to Other District/Ward/Village?

A: First of all you have to generate receipt for "Form-7 Ration Card Transfer to Other Village, BDO, District". Click on "Print Receipt" and then "Send to Detail Entry". Go to Detail Entry page and select "Form -7 Ration Card Transfer to other Village, BDO, District". Choose Form No. and "Address Change Type". Fill the field as required as all fields are mandatory. Continue with save and verify process.

Q: How can I search a Ration Card?

A: After login, go to "Full Text Search" in "Master" Menu. Follow the steps:-

  I.   Choose "Area Type".
  II.   Choose Block/Nagarpalika.
 III.   Choose Panchayat/Ward No.
 IV.   Choose Village.
  V.   Choose from the options given below to search on that basis:-

     a.   By Location
     b.   By Applicant Name (in English)
     c.   By ration UID
     d.   By Father Name
     e.   By Mobile No.
     f.   By Mother Name
     g.   By Spouse Name

Q: How can I check current status of Ration Card?

A: Click on "View Status" in "Master Menu". Fill Form No. to view Status/e-Mitra Receipt.