

From

Director,  
Food and Supplies, Haryana,  
Chandigarh.

To

All District Food and Supplies Controller,  
(in Haryana State).

Memo No. FG(4)-2011/13121

Dated Chandigarh 8.7.2011

**Subject:-Provision of Prompt Services to the Citizens.**

I am directed to refer to the subject cited above and to intimate that the Government of Haryana has been emphasizing that efficient and timely delivery of services to citizens is a corner stone of good Governance. Every citizen has a right to claim delivery of services from the Government in a prompt, efficient and time bound manner. The Department, in compliance with the direction of Chief Secretary's Office, has decided to improve services concerned with ration cards in this direction. Accordingly you are instructed:-

1. The details shown on Annexure-I (contents self explanatory) are to be displayed on a board in every area office i.e. Office of Assistant Food and Supplies Officer (AFSO) and Inspector Food and Supplies (IFS).
2. Directions contained therein should be followed in the letter and spirit.
3. On receipt of applications the officer/official will verify whether it is complete and correct in all respect or not. In case of any deficiency consumer will be helped in rectifying it.
4. AFSOs/IFSSs will send a consolidated report of all such cases to District Food and Supplies Controller (DFSC) by 5<sup>th</sup> of next month.
5. DFSCs will send a consolidated report of all such cases to Headquarter within a week of receiving of reports from AFSOs/IFSSs.

The implementation of these instructions may be started immediately and reports may be

generated to Headquarter from the month of August, 2011.

I am sure that you, with the conscientious discharge of your duties will ensure the successful implementation of these instructions.

Sd/-  
Deputy Director-II  
for Director Food & Supplies, Haryana

Endst No. FG(4)-2011/13122 Dated Chandigarh 8.7.2011

A copy of the above is forwarded to All Deputy Commissioner in the State of Haryana for information and necessary action.

Sd/-  
Deputy Director-II  
for Director Food & Supplies, Haryana

CC:-

Sh. K.R.Sharma, Under Secretary,  
Administrative Reforms Department, Chief  
Secretary's Office Haryana.



## FOOD AND SUPPLIES DEPARTMENT, HARYANA. CENTRE..... CIRCLE.....

## SERVICE BRIEF

Sr. No.	Name of Service	Designated officer.	Format of application, documents/pre-requisition	Time Limit for service	Authority to whom complaint can to be made.
1.	<p>a. Issue of new ration card.</p> <p>b. Issue of ration card on receipt of surrender certificate</p>	<p>Inspector (F&amp;S)</p> <p>Inspector (F&amp;S)</p>	<p>a. New ration cards are normally issued by the Department after every five years. For this application form (D-I) are distributed, collected, got attested from Sarpanch/Panch/Municipal Councillor and ration cards are issued to consumers by the Department. Consumers are to fill D-I form and attach two passport size family photographs with it.</p> <p>Application form (D-I) in case of left out cases, is available in the office of Assitant Food and Supplies Officer/Inspector Food and Supplies. Print out of the same can be obtained from the website of the Department i.e. haryanafood.nic.in Filled application form and two family photograph dully attested by a person nominated by the Government i.e. a Gazetted officer, Municipal Councillor, Sarpanch, Panch or Nambardar should be deposited in the concerned office of Assistant Food and Supplies Officer/Inspector Food and Supplies.</p> <p>b. If a consumer family or consumer has migrated/shifted to a new place from Haryana or any place in India, he will produce surrender certificate issued by authority of his previous place of residence to the Authority of his present</p>	<p>15 days</p> <p>7 days</p>	<p>District Food and Supplies Controlller</p> <p>-do-</p>

			place of residence, along with other documents/pre-requisite like filled application form and two passport size family photographs dully attested by a person nominated by the Government. In case consumer is unable to produce surrender certificate he will submit a self attested declaration that he has no valid ration card any where in India.		
	c. Issue of duplicate ration card.	Inspector (F&S)	c. In case original ration card is lost, torn or not in a position of use, duplicate ration card will be issued on the written request of consumer.	7 days	-do-
	d. Inclusion/Deletion of family member (s)	Inspector (F&S)	d. Inclusion/Deletion of any member in the ration card will be made on production of certificate issued by the concerned Registrar of Birth and Death.	7 days	-do-
	e. Change of addresses within same jurisdiction.	Inspector (F&S)	e. Written request application of the Consumer.	3 days	-do-
	f. Issue of Surrender Certificate.	Inspector (F&S)	f. Written request application of the Consumer.	Same day	-do-

➤ Application for any service will be duly acknowledged and slip for the same will be issued by the office.

➤ Fee, if any, is printed on the form/document.