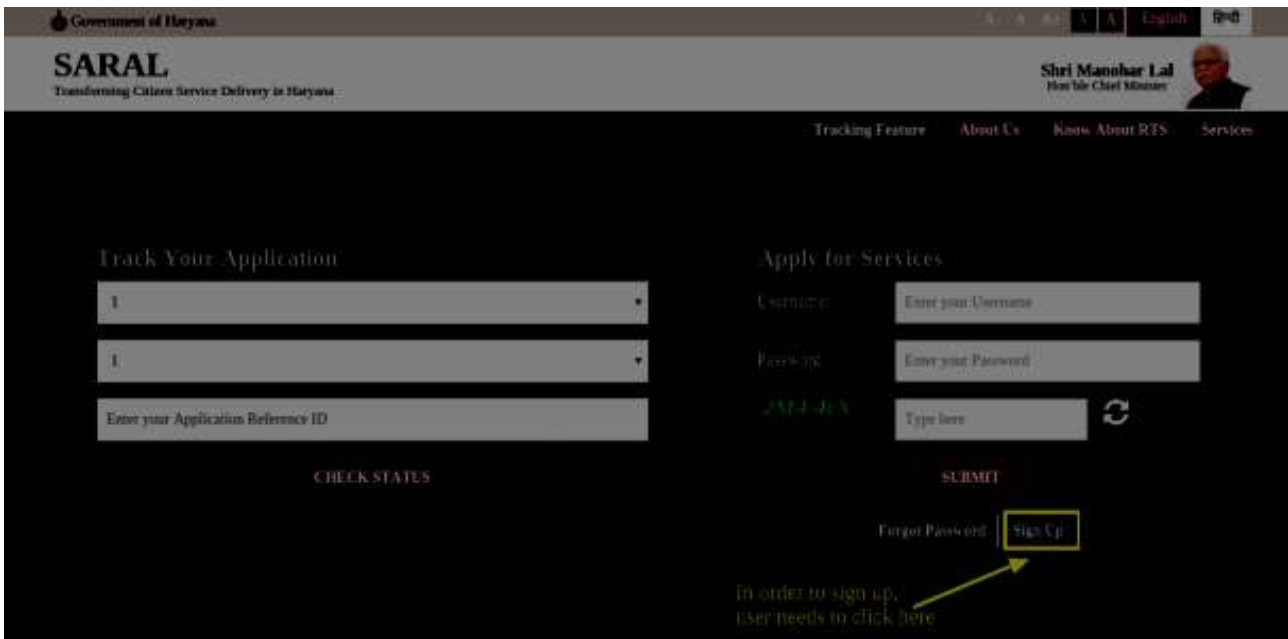


User Manual to Apply for ‘Surrender Ration Card’ service on SARAL

HOME PAGE

Enter the link <http://saralharyana.gov.in/> in the address bar of the web browser i.e. Internet Explorer, Mozilla Firefox, and Google Chrome etc. and press Enter. A Home page of the portal will appear as shown in Figure-1



The screenshot displays the SARAL portal interface. At the top, it features the Government of Haryana logo and the SARAL tagline 'Transforming Citizen Service Delivery in Haryana'. The page is divided into two main sections: 'Track Your Application' and 'Apply for Services'. The 'Track Your Application' section includes input fields for 'Application Reference ID' and a 'CHECK STATUS' button. The 'Apply for Services' section contains fields for 'Username', 'Password', and 'Type here', along with a 'SUBMIT' button and a 'Forgot Password' link. A 'Sign Up' button is highlighted with a yellow box, and a yellow arrow points to it with the text 'In order to sign up, user needs to click here'.

Figure 1

SIGN UP

User needs to **Sign Up** first in order to fill the application.

Steps for Sign Up:

- Click on the Sign Up as shown in Figure 1
- A page as shown in Figure 2 will appear
- User needs to fill in all the information shown in Figure 2
- Click on **SUBMIT** button to save changes
- Click on **RESET** button if user wants to enter all the details again.
- Click on **CANCEL** button to discard the application.

Personal Details

To Signup, user needs to fill all the details mentioned in the form

Full Name *

Gender *

Select

Address Line 1 *
(eg. House No., Flat No., Building No., Plot No., Lift No. ...)

Address Line 2
(eg. Building Name, Block Name/No., Street Name/No. ...)

Address Line 3
(eg. Floor No., Gate No., Major/Minor Landmark, Area No., Suburb)

Select Country *

Select State *

Pin Code *

Mobile No *

Email ID *
(Email ID would be your ServicePlus Login ID)

(A verification code and link will be sent to this Email ID)

Receive Alert on Email
 Whenever Status of my application changes

Login Details

Login ID

Password *
(Password should be 8 to 15 characters with at least one special character ("!@#\$%^&*+"), one numeric, one small case and one upper case letter (i.e. Abcd@123))


Confirm Password *

Password Hint Question *
(If you forget your password, we will identify you with this information)

Password Hint Answer *

Confirm Password Hint Answer *

Word Verification *



Type the security code as shown in the above image

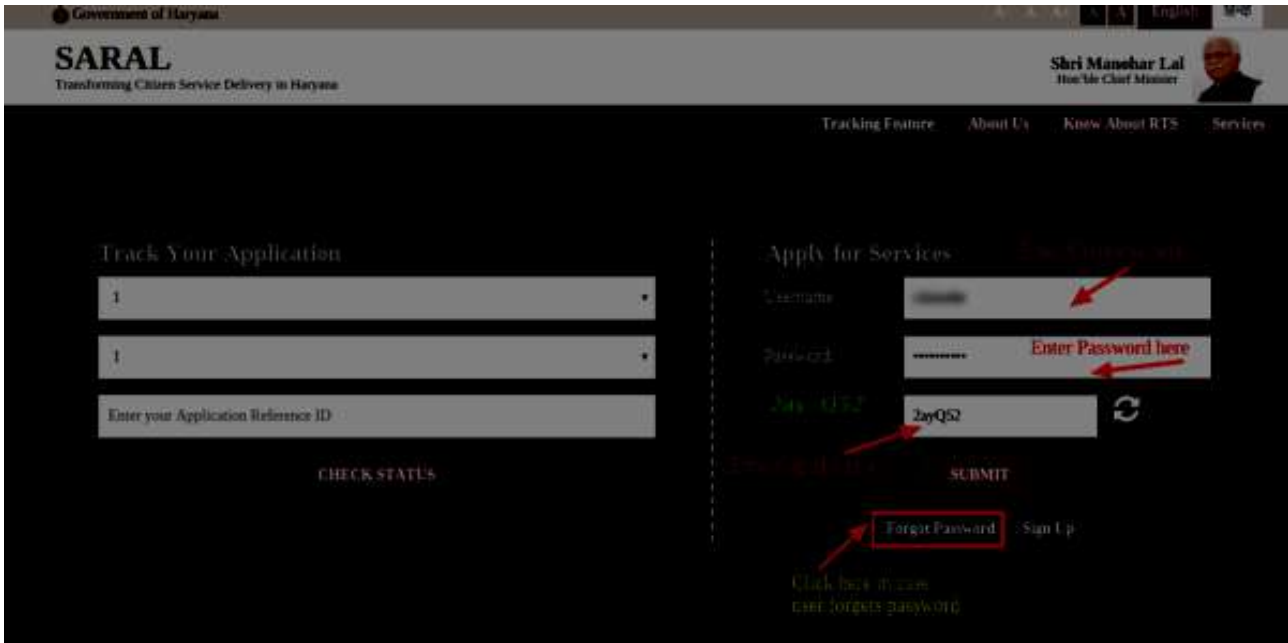
Click on Submit button after filling all the details

Figure 2

LOGIN

Steps to be followed:

- Enter Username
- Enter Password
- Enter Captcha (In case Captcha is not clear, user can click on refresh button)
- Click on Submit button



The screenshot displays the SARAL login interface. On the left, the 'Track Your Application' section includes two dropdown menus with '1' selected and a text input field for the 'Application Reference ID', with a 'CHECK STATUS' button below. On the right, the 'Apply for Services' section features a 'Username' field, a 'Password' field with a red arrow pointing to it and the text 'Enter Password here', a 'Captcha' field with the value '2ayQ52' and a refresh icon, and a 'SUBMIT' button. Below the captcha is a 'Forgot Password' link (highlighted with a red box) and a 'Sign Up' link. A note at the bottom reads 'Click back in case user forgets password'. The top navigation bar includes 'Tracking Feature', 'About Us', 'Know About RTS', and 'Services'. The header also shows 'Government of Haryana', 'SARAL Transforming Citizen Service Delivery in Haryana', and 'Shri Manohar Lal Hon'ble Chief Minister' with a portrait.

Figure 3

DASHBOARD

On successful Login, user will be able to view the page as shown in Figure 4.

Follow following steps to apply for a service:

1. Click on Apply For Service on the Left Bar. Then click View Services.



Figure 4

2. List of Services will be displayed as follows:

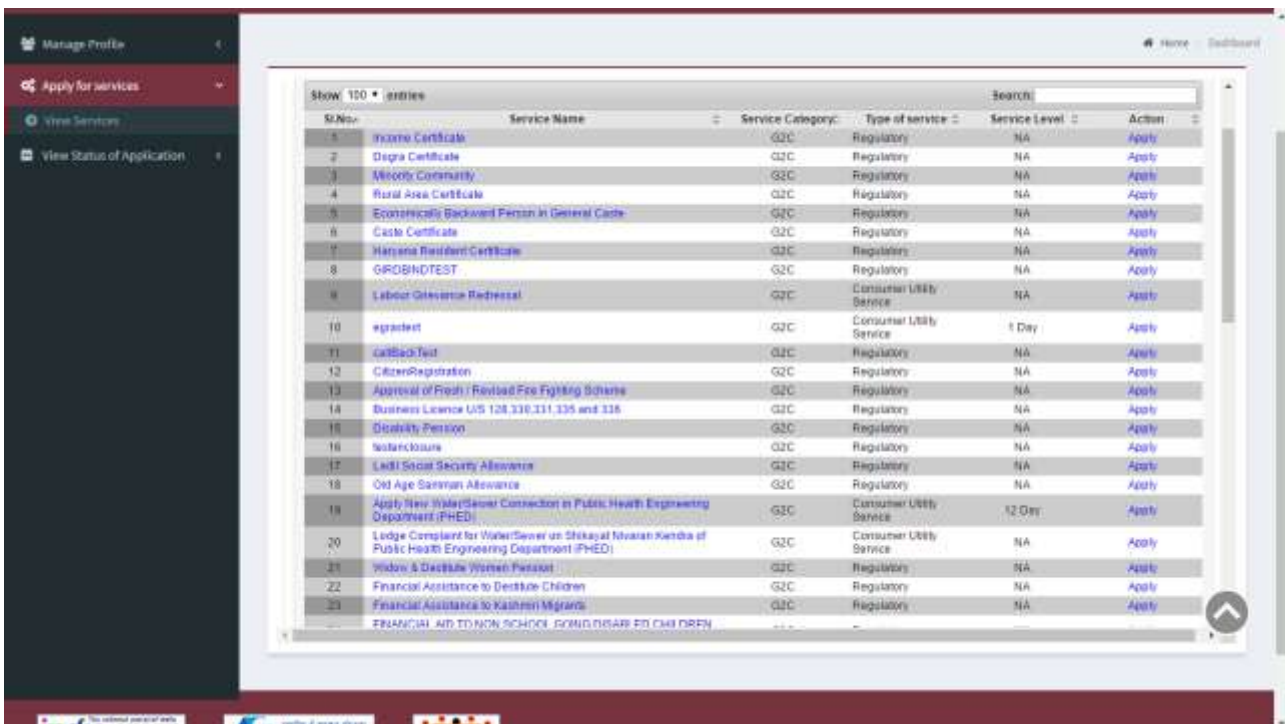


Figure 5

APPLY FOR SERVICES

3. Select Service with name “Surrender Ration card” from the list and Click on “Apply” button.
OR Enter service name “Surrender Ration Card” in the Search bar and Click on “Apply”.

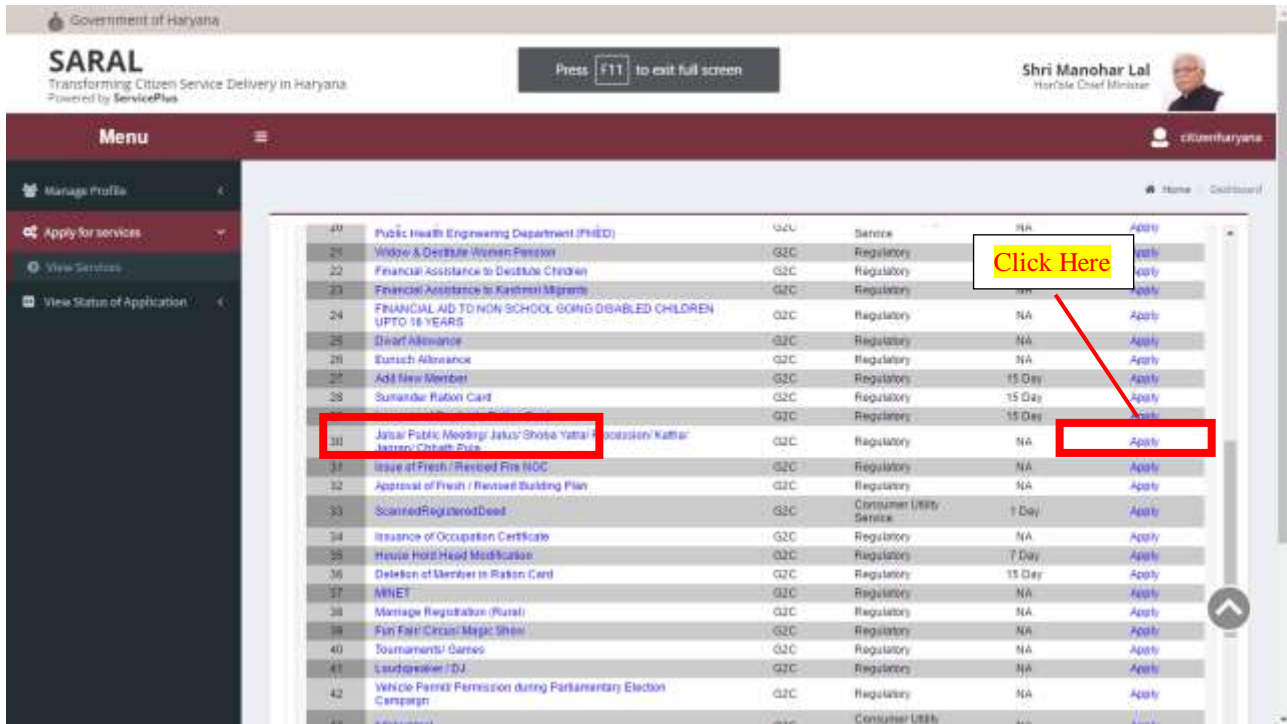


Figure 6

4. Surrender Ration Card form will be displayed as given in Figure 7.

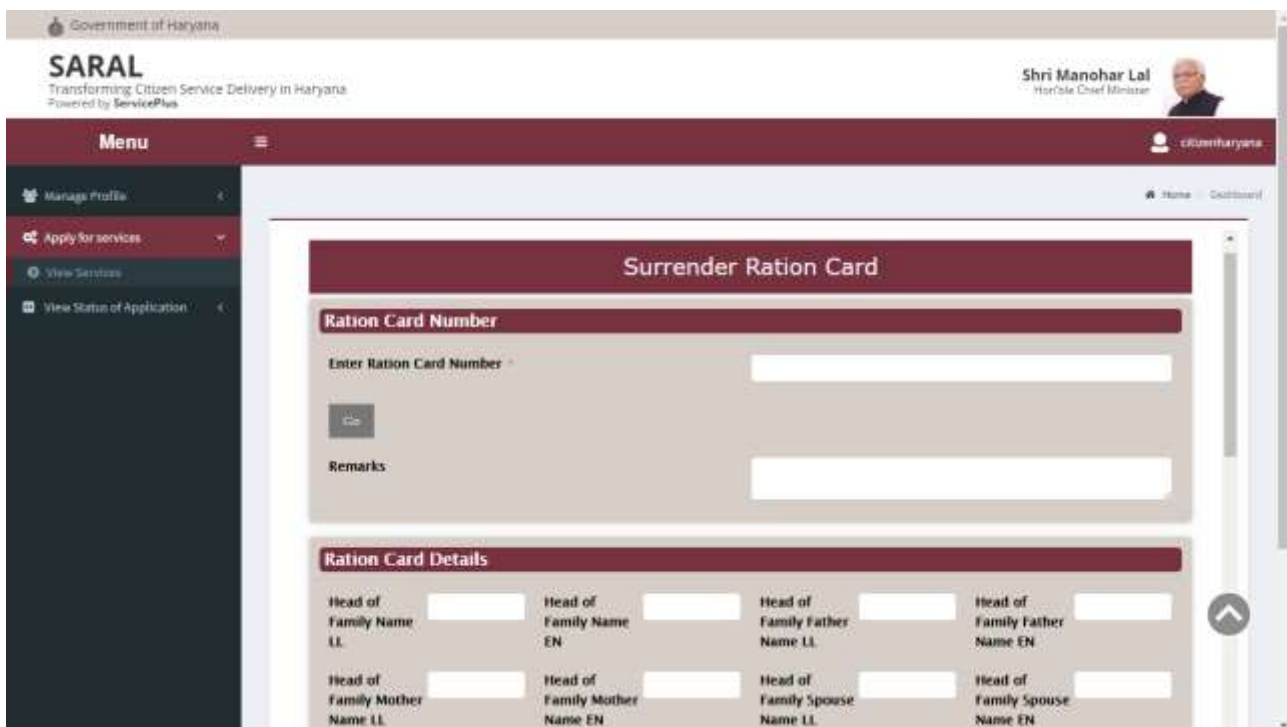


Figure 7

- Enter your 12 Digit Ration Card in 'Enter Ration Card Number' text box and Click on 'Go' button.

Government of Haryana
SARAL
 Transforming Citizen Service Delivery in Haryana
 Powered by ServicePlus

Shri Manohar Lal
 Hon'ble Chief Minister

Menu

- Manage Profile
- Apply for services
- View Services
- View Status of Application

Home | Dashboard

Ration Card Number

Enter Ration Card Number : 066000350808

Go

Remarks

Click Here

Ration Card Details

Head of Family Name LL	Head of Family Name EN	Head of Family Father Name LL	Head of Family Father Name EN
Head of Family Mother Name LL	Head of Family Mother Name EN	Head of Family Spouse Name LL	Head of Family Spouse Name EN
SRC No	066000350808		

Figure 8

Note : If any other service request is pending against the entered Ration Card then remarks will be shown in 'Remarks' column with the Reference ID of the pending request as follows:

Apply for services

- View Services
- View Status of Application

Surrender Ration Card

Ration Card Number

Enter Ration Card Number : 066000187995

Go

Remarks

An Application is already Pending on this RC with Ref No : RC172180040 If you submit any Application on this ration...

Ration Card Details

Head of Family Name LL	Head of Family Name EN	Head of Family Father Name LL	Head of Family Father Name EN
Head of Family Mother Name LL	Head of Family Mother Name EN	Head of Family Spouse Name LL	Head of Family Spouse Name EN
SRC No	066000187995		

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6. Ration Card Details and Present Address will be displayed as follows:

The screenshot displays the SARAL portal interface. The top header includes the Government of Haryana logo, the SARAL logo with the tagline 'Transforming Citizen Service Delivery in Haryana', and the name of the Minister, Shri Manohar Lal. A navigation menu on the left lists 'Manage Profile', 'Apply for services', 'View Services', and 'View Status of Application'. The main content area is divided into two sections: 'Ration Card Details' and 'Present Address'. The 'Ration Card Details' section contains fields for Head of Family Name (LL and EN), Head of Family Father Name (LL and EN), Head of Family Mother Name (LL and EN), and Head of Family Spouse Name (LL and EN). The SRC No. is 06600035089. The 'Present Address' section includes fields for House No./Street Name, Landmark/Locality, Village/Town (SUDHAIL (425)), Taluka/Tehsil (JAGADHRI), District Name (YAMUNAHAGAR), and State Name (HARYANA).

Figure 9

7. Enter Reason for Surrendering Ration card and tick the checkbox if old ration card has been collected from the user/applicant,

The screenshot displays the SARAL portal interface for the 'Reason for Surrender Ration Card' section. The top header and navigation menu are the same as in Figure 9. The main content area shows the 'Reason for Surrender' section with a dropdown menu set to 'Duplicate Ration Card'. Below this is a 'Check Old RC' section with a checkbox labeled 'Old RC collected from the applicant' which is checked. The 'Additional Details' section has a dropdown menu set to 'Food & Supplies Department'. At the bottom, there is a 'Word verification' section showing the characters '363 eAJ' and a prompt to enter the characters shown above.

Figure 10

8. Enter Captcha given in the picture and Click on 'Submit' button.

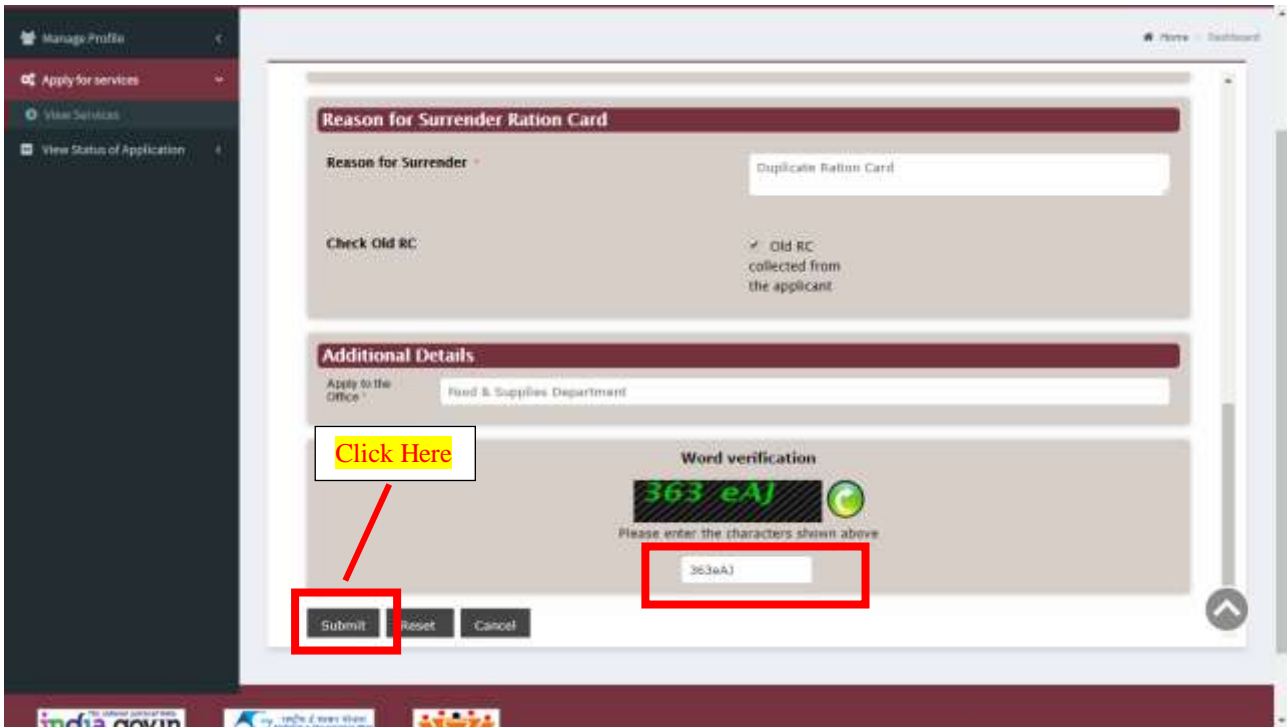


Figure 11

9. Application preview form will be displayed with changes as follows:

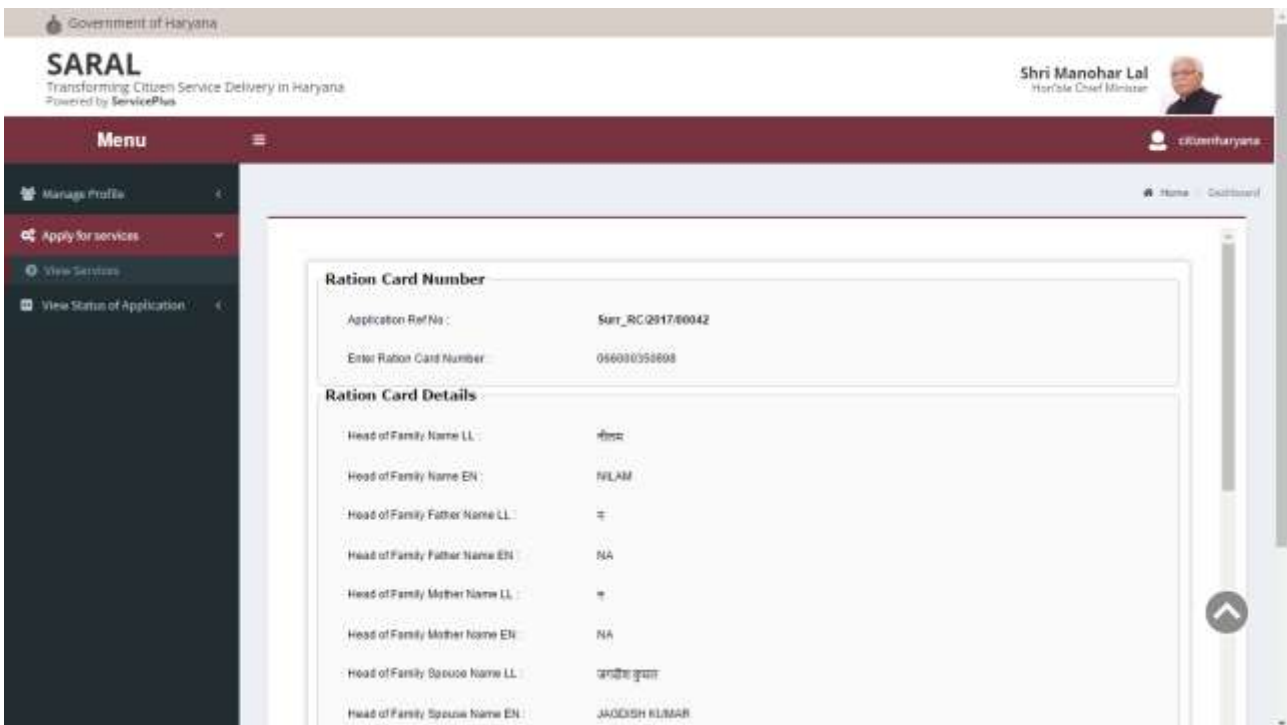


Figure 12

10. Click on Print button to take print of the application form.

The screenshot shows a web application form for a ration card. The form includes fields for Village/Town (SUDHAIL (425)), Taluka/Block/Sub-District (JAGADHRI), District Name (WARUNANAGAR), State Name (HARYANA), and Pin (135001). Below these is a section for 'Reason for Surrender Ration Card' with 'Reason for Surrender' set to 'Duplicate Ration Card' and 'Check Old RC' set to 'Old RC collected from the applicant'. An 'Additional Details' section shows 'Apply to the Office' as 'Food & Supplies Department'. At the bottom, there are buttons for 'Edit', 'Attach Annexure', 'Cancel', 'Print', and 'Now Apply'. The 'Print' button is highlighted with a red box. A yellow callout box with the text 'Click Here' and a red arrow points to the 'Print' button. The footer includes logos for india.gov.in, the National Informatics Centre, and the Government of Haryana, along with the text 'Site is designed, hosted and maintained by National Informatics Centre...' and 'Powered by ServicePlus'.

Figure 13

11. Click on “Attach Annexure” button to attach supporting documents.

The screenshot shows a web application form for a ration card. The form includes fields for 'Application Ref No' (Hot_change2017/00018) and 'Ration Card Number' (06030653509). Below these is a 'Member Details' table with columns for Ration Card Number, Member ID, Member Name (EN), Member Name (SL), Father Name (EN), Father Name (SL), Spouse Name (EN), Spouse Name (SL), Father Name (EN), Father Name (SL), and Relationship. The table contains four rows of member information. An 'Additional Details' section shows 'Apply to the Office' as 'Food & Supplies Department'. At the bottom, there are buttons for 'Edit', 'Attach Annexure', 'Cancel', 'Print', and 'Now Apply'. The 'Attach Annexure' button is highlighted with a red box. A yellow callout box with the text 'Click Here' and a red arrow points to the 'Attach Annexure' button. The footer includes logos for india.gov.in, the National Informatics Centre, and the Government of Haryana, along with the text 'Site is designed, hosted and maintained by National Informatics Centre...' and 'Powered by ServicePlus'.

Ration Card Number	Member ID	Member Name (EN)	Member Name (SL)	Father Name (EN)	Father Name (SL)	Spouse Name (EN)	Spouse Name (SL)	Father Name (EN)	Father Name (SL)	Relationship
06030653509	0603065350001	KALAWATI DEVI	KALAWATI DEVI	NA	NA	UMESH	UMESH	NA	NA	Wife
06030653509	0603065350902	UMESH	UMESH	MAHENDER	MAHENDER	KALAWATI DEVI	KALAWATI DEVI	NA	NA	Self
06030653509	0603065350904	NITISH	NITISH	UMESH	UMESH	UMESH	UMESH	KALAWATI DEVI	KALAWATI DEVI	Son
06030653509		ABHISEK	UMESH	UMESH	UMESH	UMESH	UMESH	KALAWATI	KALAWATI	Son

Figure 14

Note: You can also Edit or Cancel application by Clicking on ‘Edit’ or ‘Cancel’ button respectively.

12. Upload Self Undertaking or Application Letter (D-I) or Application Duly Signed and Click on “Save Annexure” button.

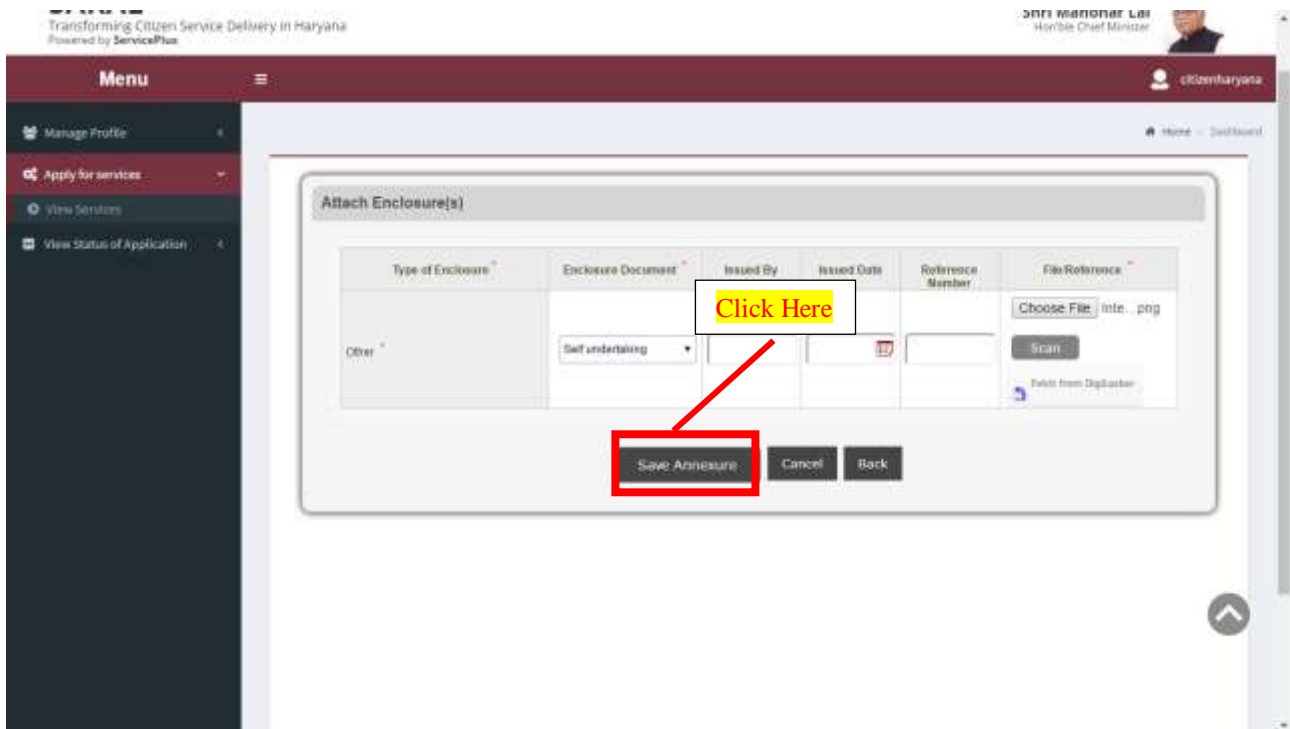


Figure 15

13. Preview form will be displayed on screen as shown in Figure to download and submit.

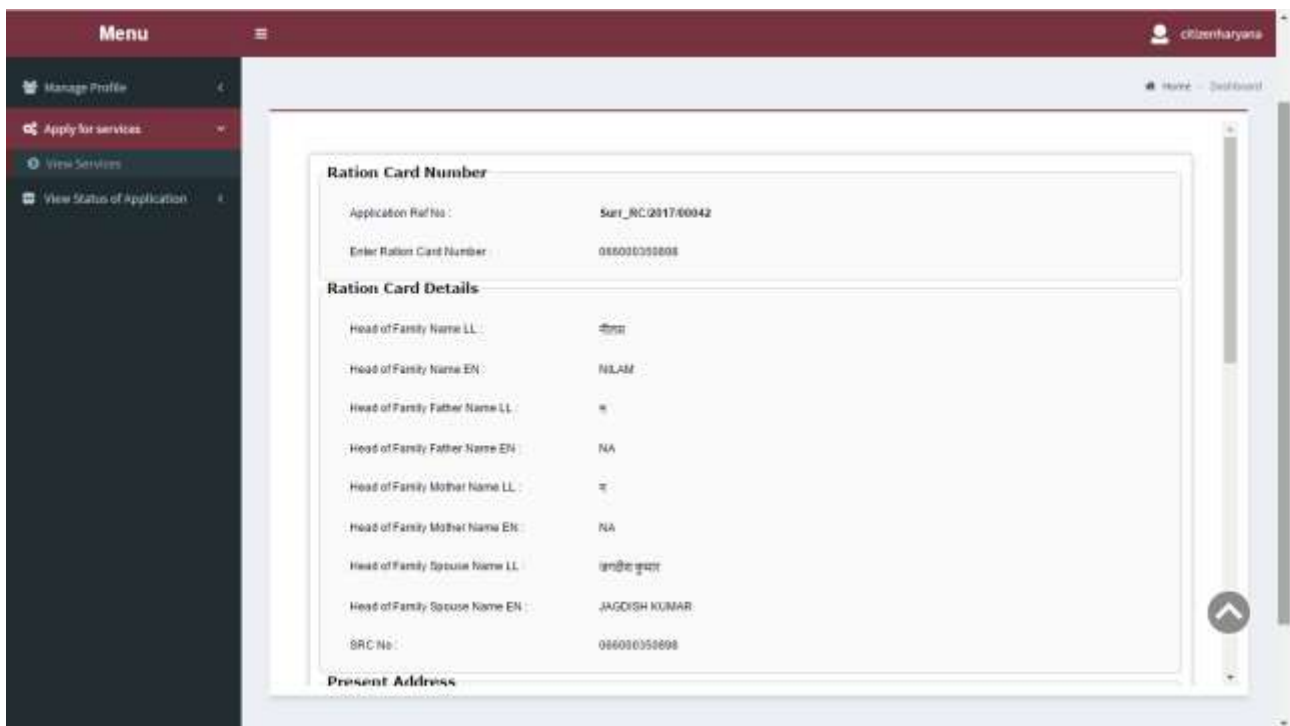


Figure 16

14. Click on Download PDF 'Button'.

The screenshot shows a web application interface for surrendering a Ration Card. The form is divided into several sections:

- GENERAL INFO:** State Name: HARYANA, Pin: 135001.
- Reason for Surrender Ration Card:** Reason for Surrender: Duplicate Ration Card, Check Old RC: Old RC collected from the applicant.
- Annexure List:** Other: [Self Undertaking](#).
- Additional Details:** Apply to the Office: Food & Supplies Department.

At the bottom of the form, there are four buttons: Submit, Cancel, Print, and Download PDF. The 'Download PDF' button is highlighted with a red rectangular box.

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Figure 17

15. Click on 'Submit' button to submit your application.

This screenshot is identical to Figure 17, showing the same web application form. However, the 'Submit' button at the bottom of the form is now highlighted with a red rectangular box.

Figure 18

16. Acknowledgement form will be displayed with your Application Reference Number and SARAL ID printed on it to check your application status.



Figure 19

17. Click on “Export to PDF” button to download pdf of Acknowledgement form for tracking application status and further reference or print the form by clicking on ‘Print’ button.

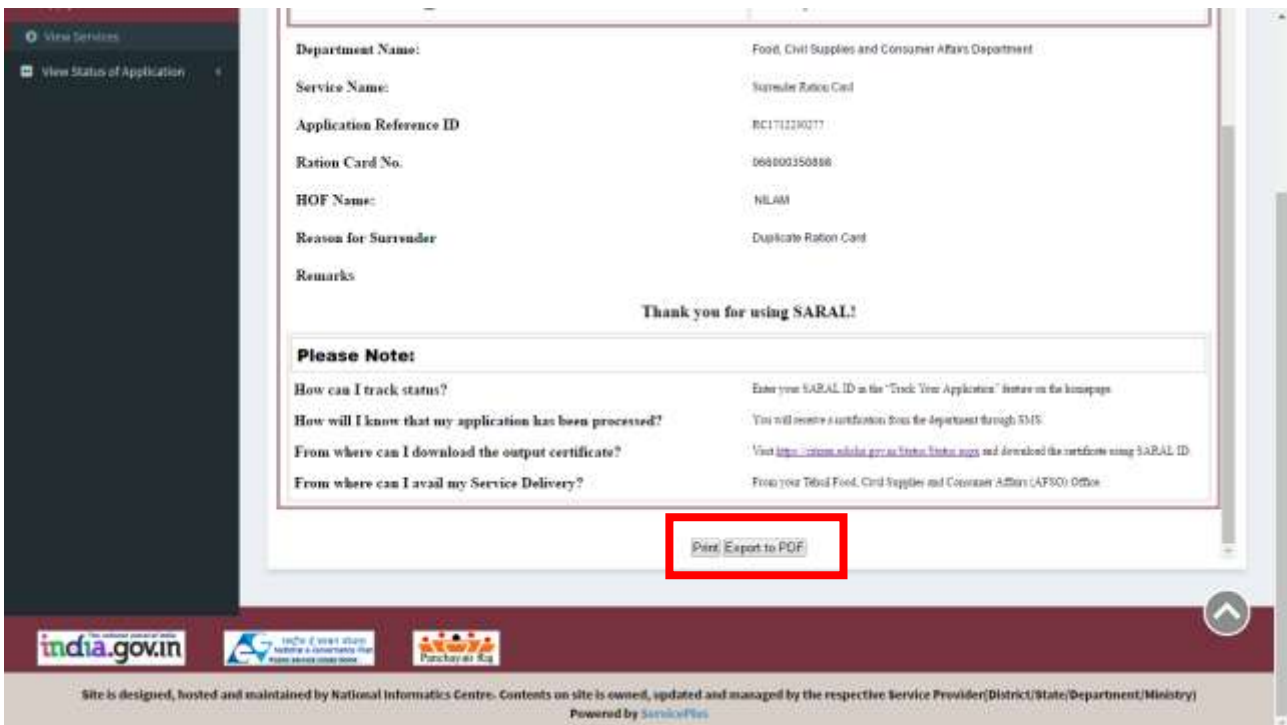


Figure 20

CHECK STATUS OF APPLICATION

18. Click on 'View Status of Application' from the left bar.



Figure 21

19. Select 'Track Application Status'

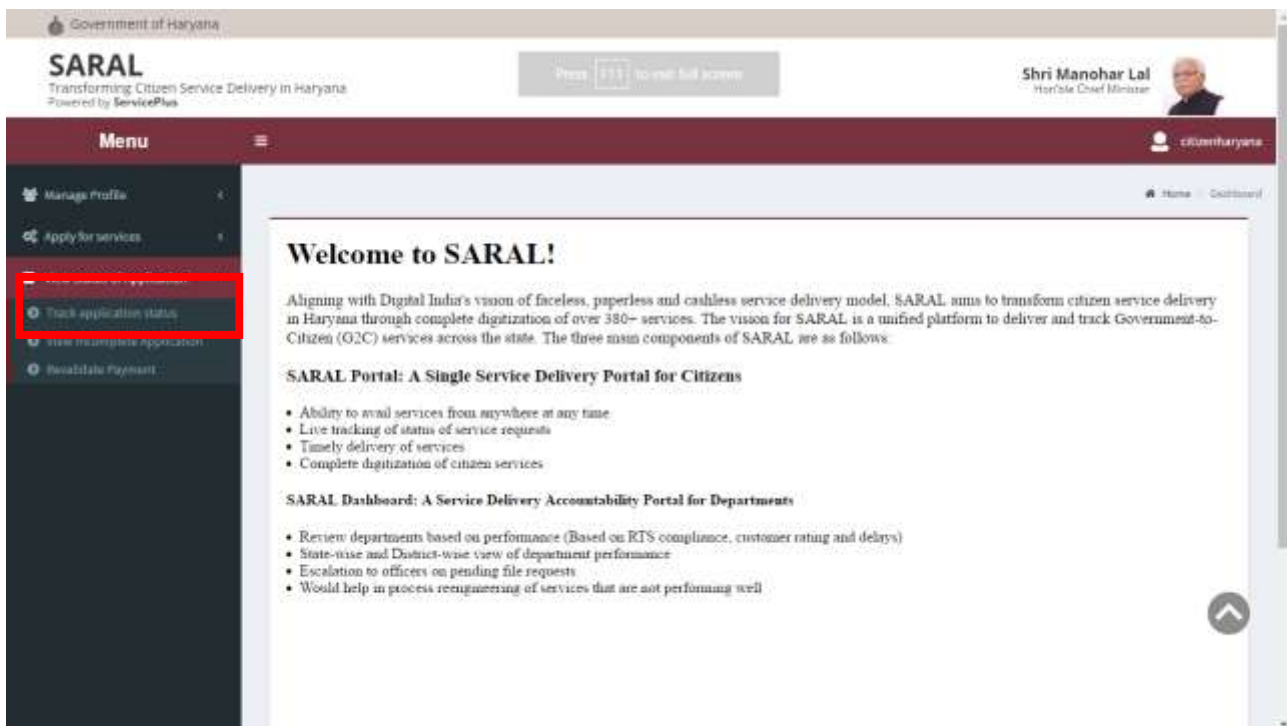


Figure 22

20. Select Date to and From, select All in the 'Application Status' dropdown menu, select 'State' in the Service box and click on Proceed button.

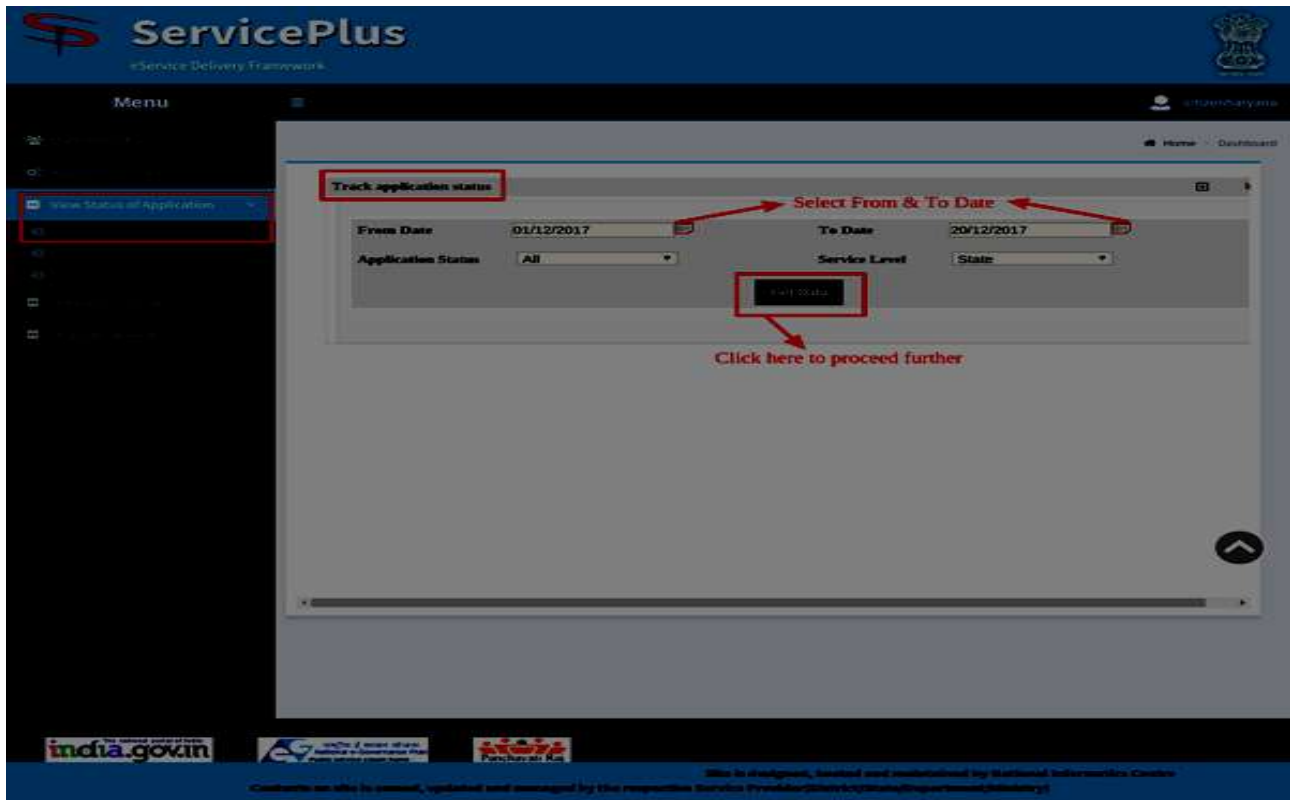


Figure 23

21. List of all Services will be displayed.

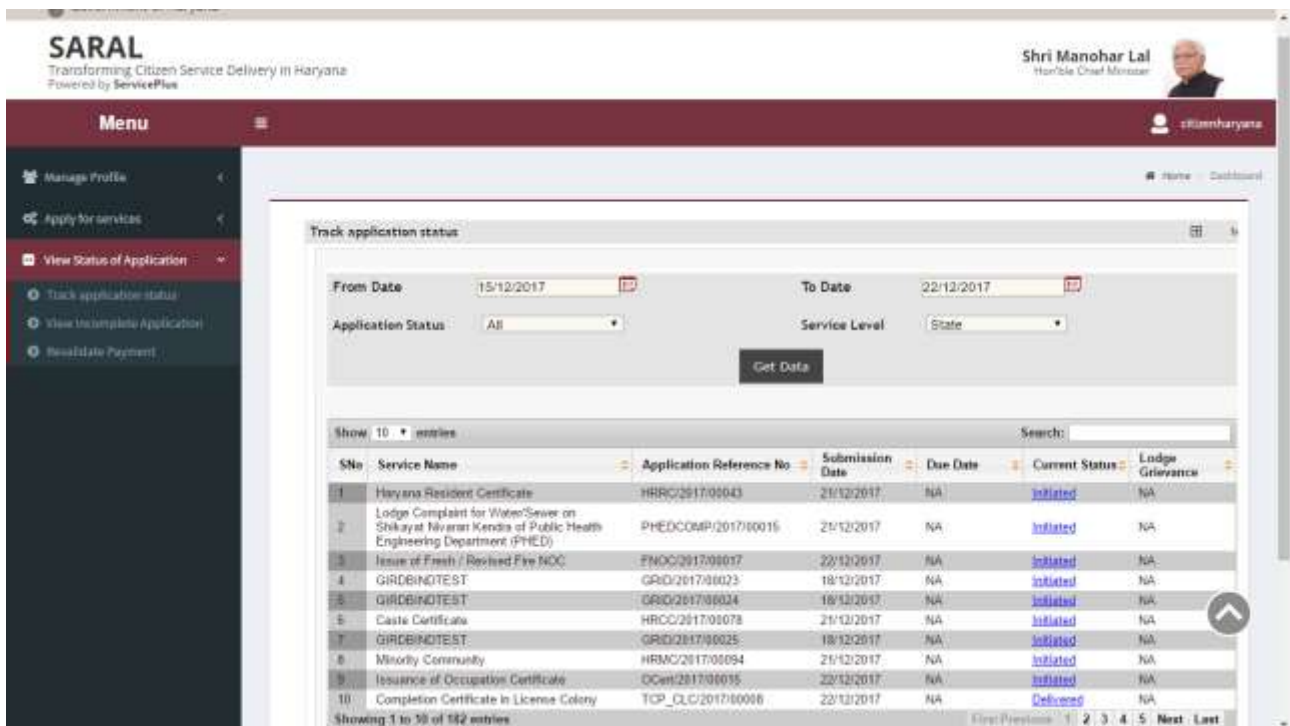


Figure 24

22. Enter your 'SARAL ID' given on the Acknowledgement form in the Search bar

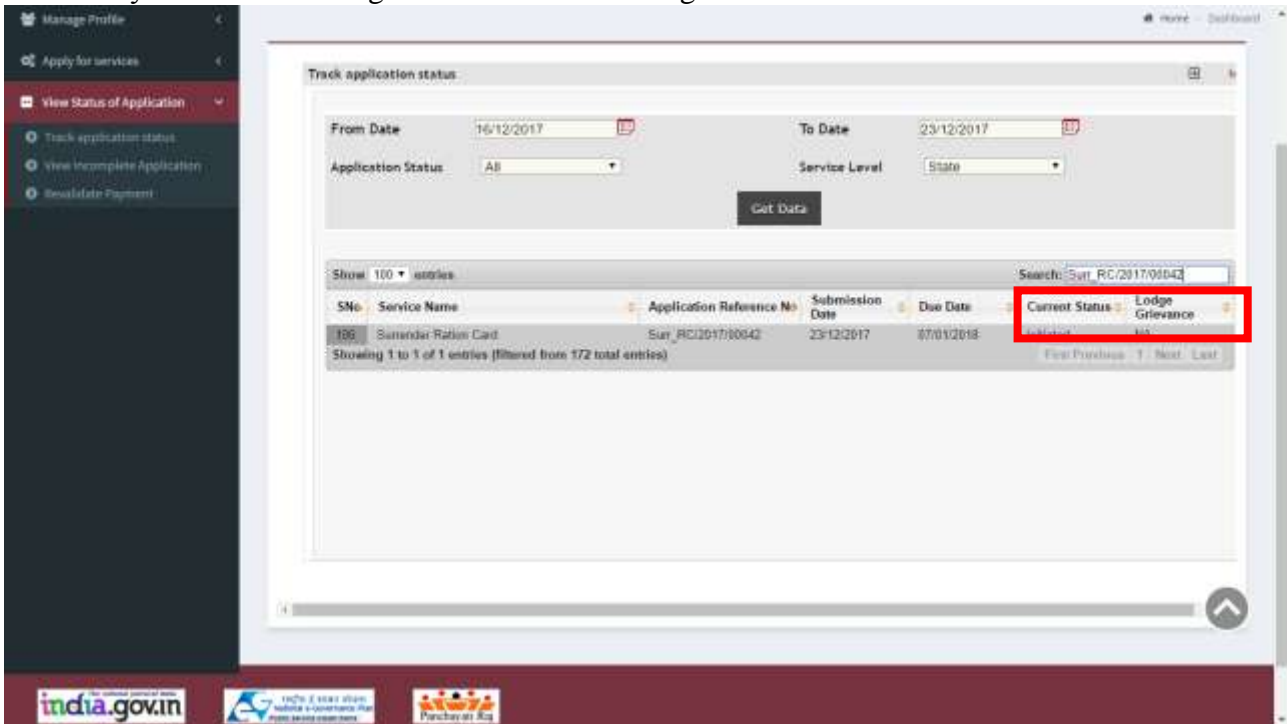


Figure 25

23. Click on 'Initiated' text.

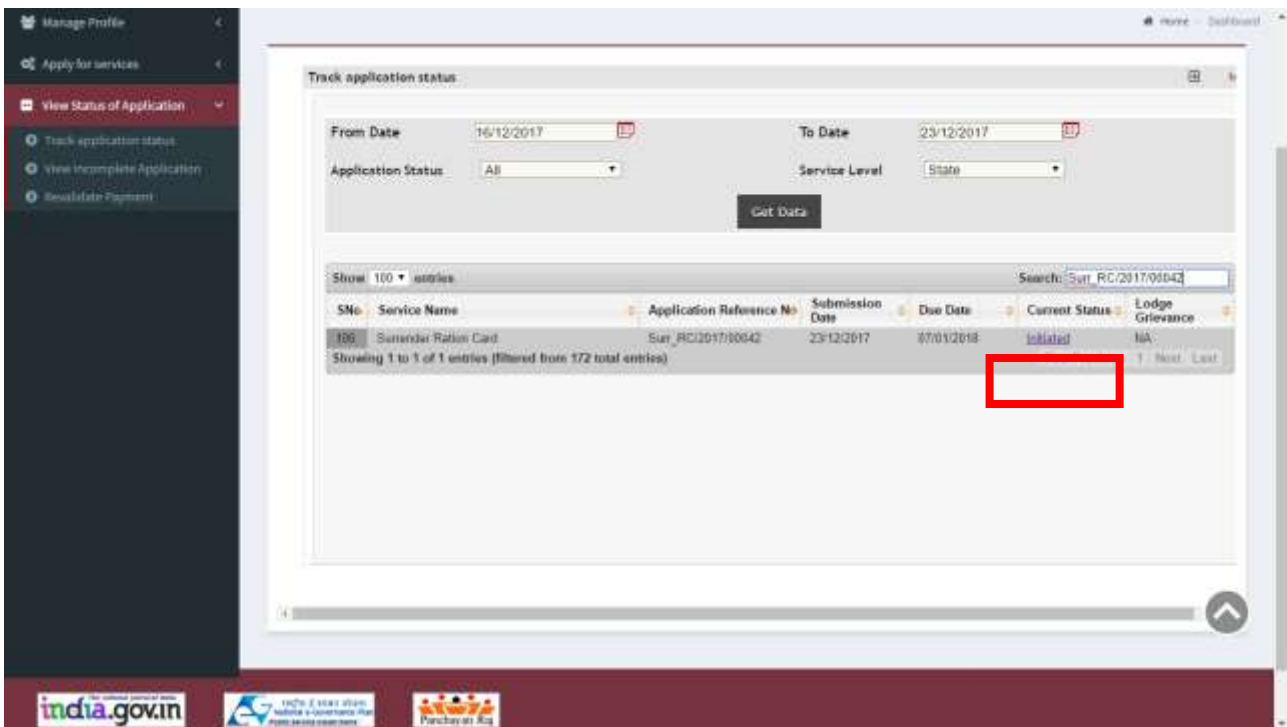


Figure 26

24. The status will be displayed as follows:

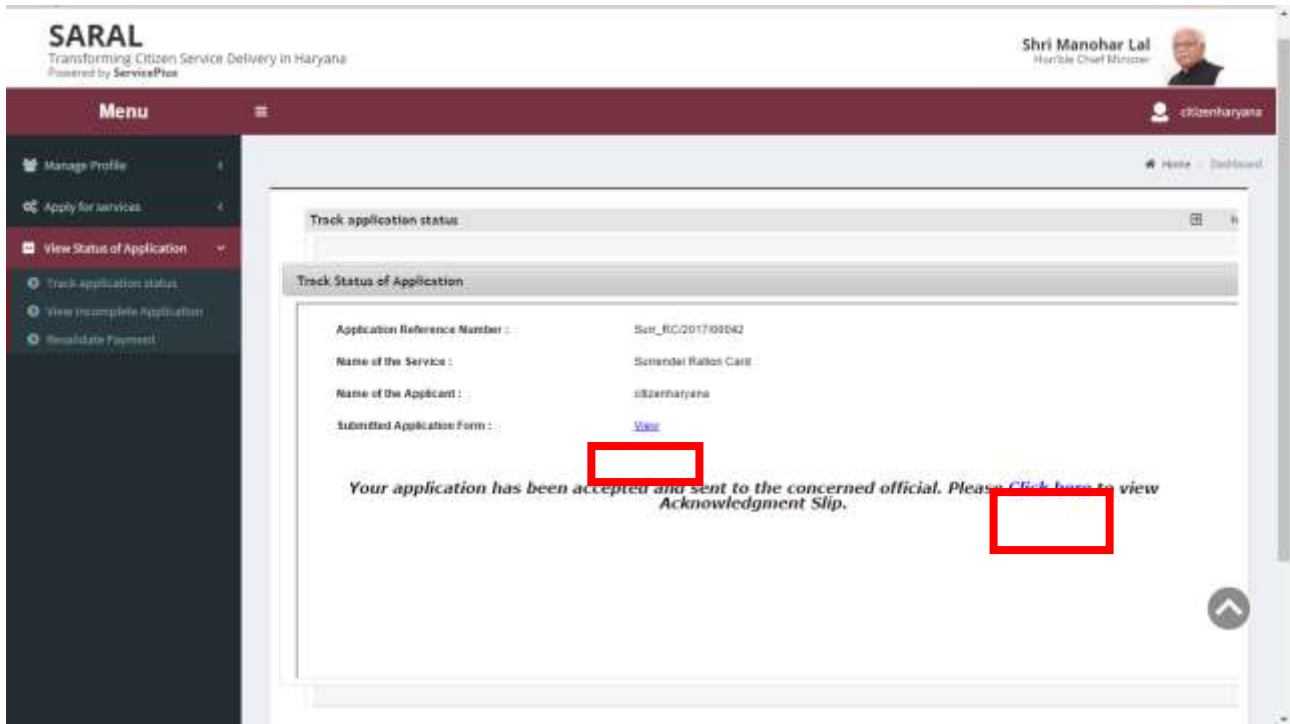


Figure 27

25. User can reprint the Submitted application form and Acknowledgement slip.
26. User can avail the service from Tehsil Food, Civil Supplies and Consumer Affairs office i.e. AFSO office.

LOGOUT

User can Logout from the portal by:

- Click on the **User shaped icon** as shown in Figure 13
- Click on the **Logout** button to exit the portal.

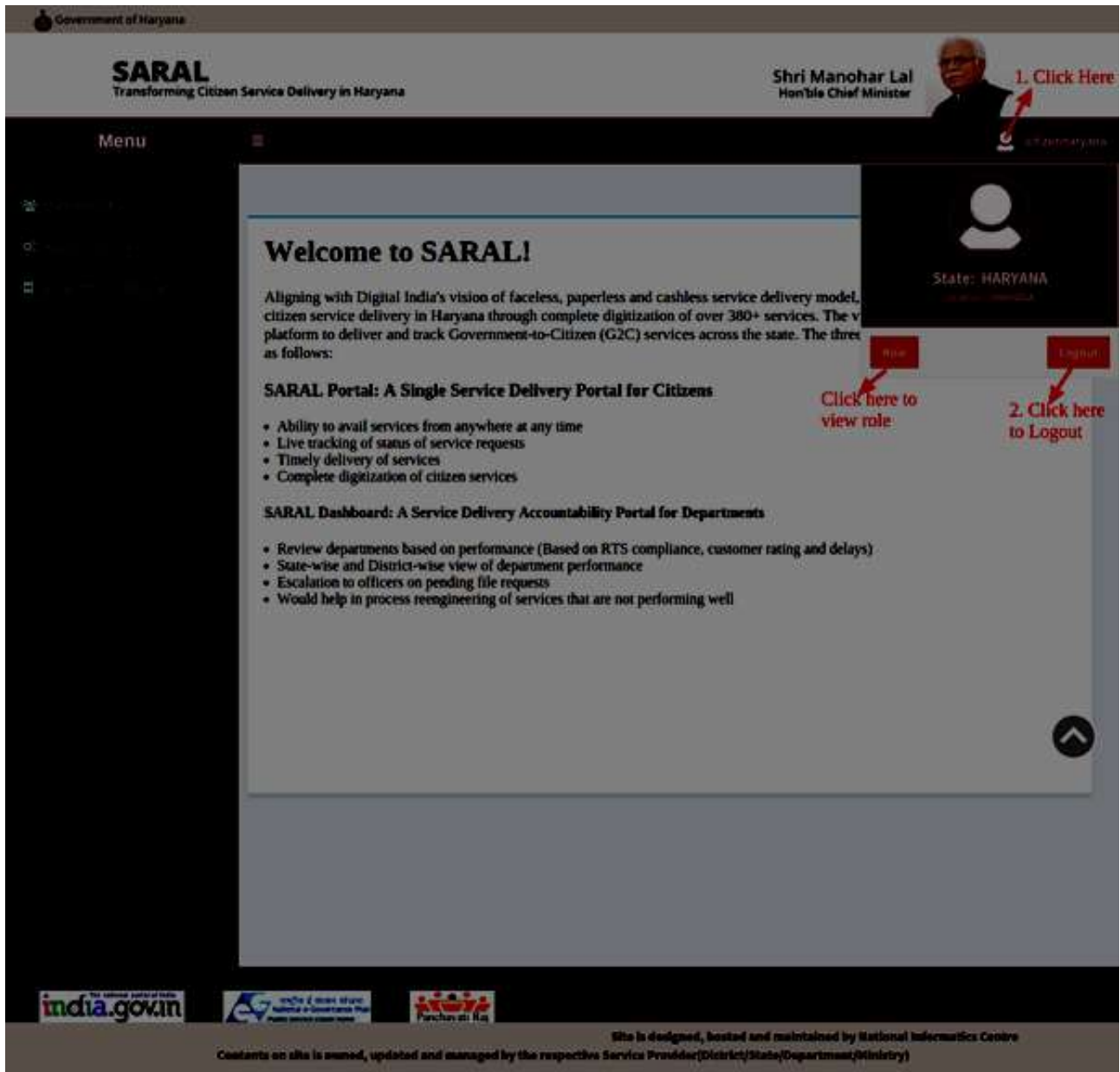


Figure 28