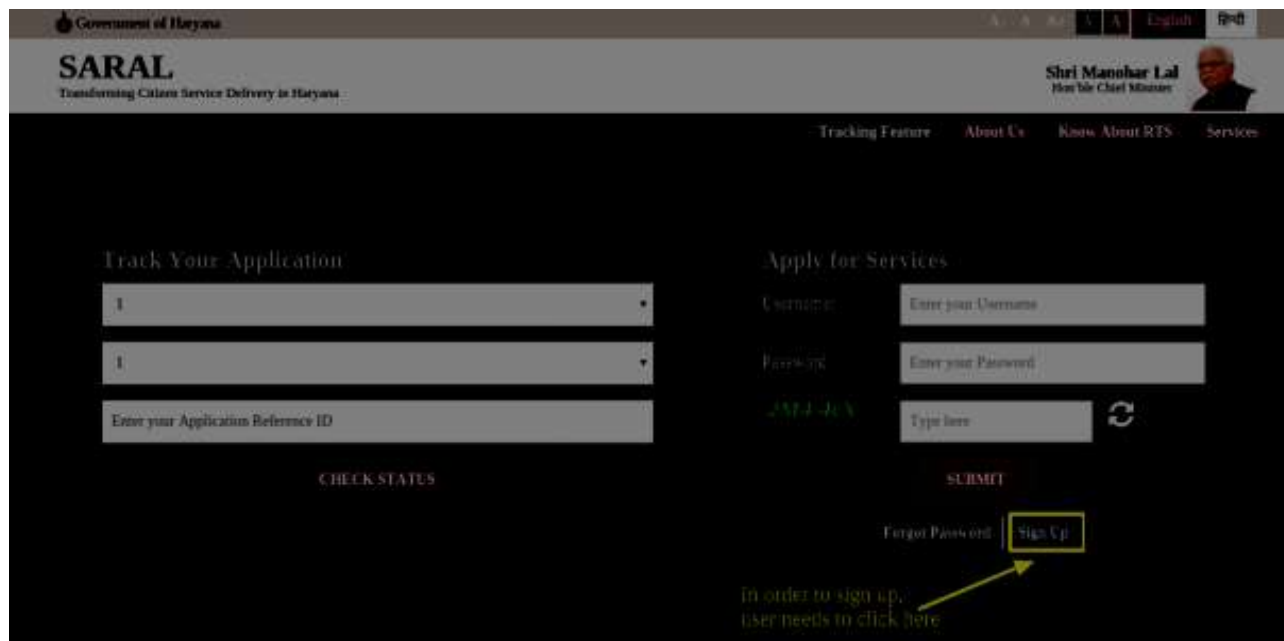


User Manual to Apply for ‘Issuance of Duplicate Ration Card’ service on SARAL

HOME PAGE

Enter the link <http://saralharyana.gov.in/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 shows the SARAL portal home page. The header includes the Government of Haryana logo, the SARAL logo with the tagline 'Transforming Citizen Service Delivery in Haryana', and the name of the Chief Minister, Shri Manohar Lal. The main content area is divided into two sections: 'Track Your Application' and 'Apply for Services'. The 'Track Your Application' section has three input fields for application details and a 'CHECK STATUS' button. The 'Apply for Services' section has input fields for Username, Password, and a 'Type here' field with a refresh icon, and a 'SUBMIT' button. A 'Forgot Password' link is also present, with a 'Sign Up' button highlighted in a yellow box. A yellow arrow points to the 'Sign Up' button 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 shows the SARAL login interface. On the left, the 'Track Your Application' section has two dropdown menus with '1' selected and a text input field for 'Enter your Application Reference ID'. A 'CHECK STATUS' button is below. On the right, the 'Apply for Services' section has a 'New User? Sign Up' link. The 'Username' field is empty, and the 'Password' field is masked with dots, with a red arrow pointing to it and the text 'Enter Password here'. Below the password field is a captcha image showing '2ayQ52' and a refresh button. A red arrow points to the captcha with the text 'Captcha is not clear'. Below the captcha is a 'SUBMIT' button. At the bottom, there is a 'Forgot Password' link (highlighted with a red box) and a 'Sign Up' link. A note below says 'Click back in case user forgets password'. The top of the page features the Government of Haryana logo, the SARAL logo, and the name of the Chief Minister, Shri Manohar Lal.

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.

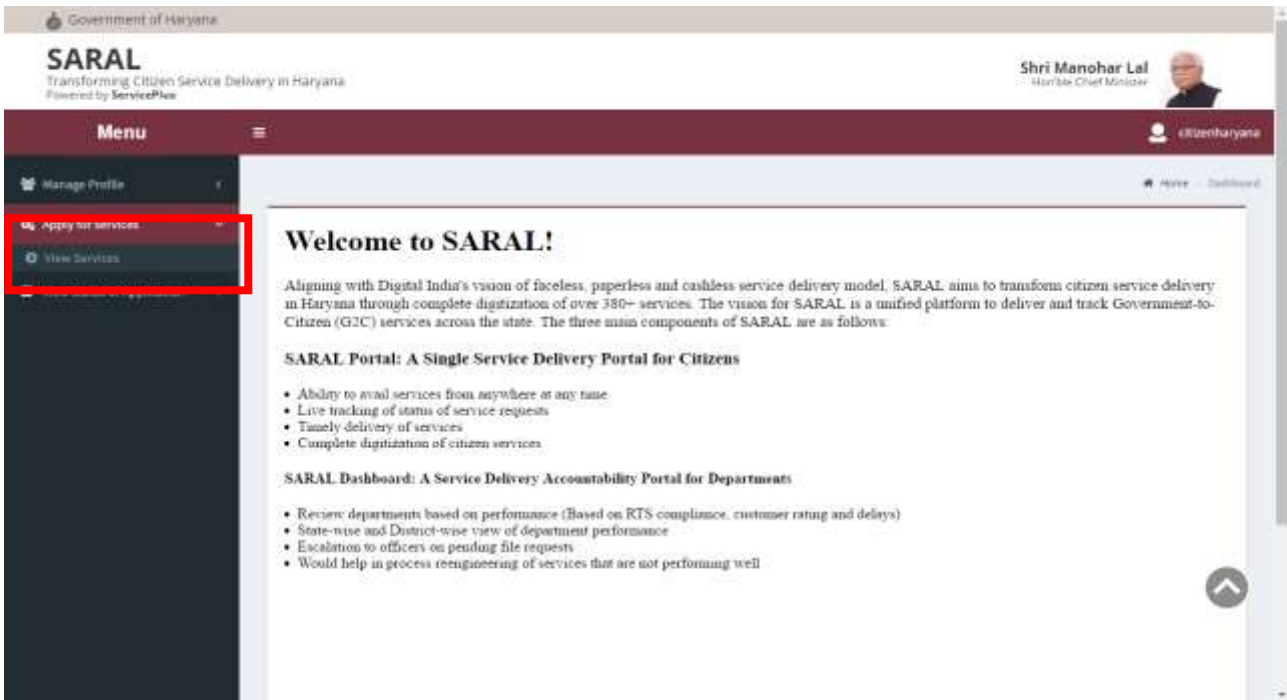


Figure 4

2. List of Services will be displayed as follows:

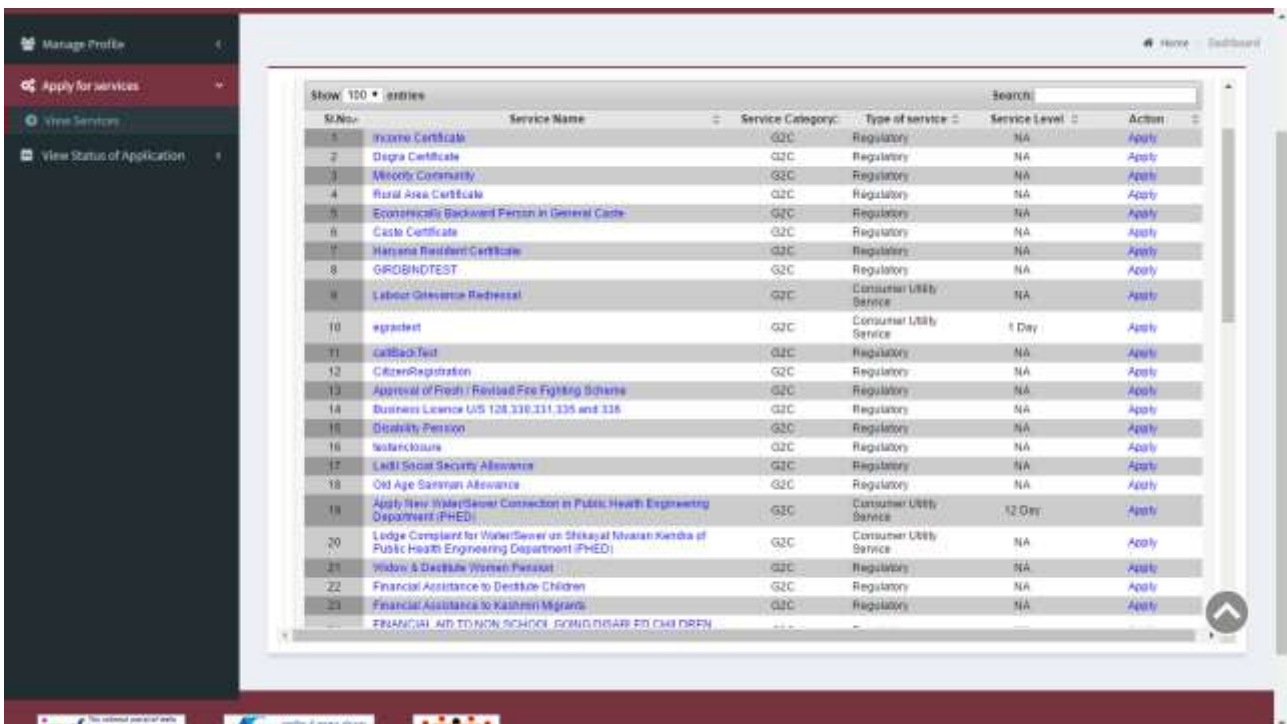


Figure 5

APPLY FOR SERVICES

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

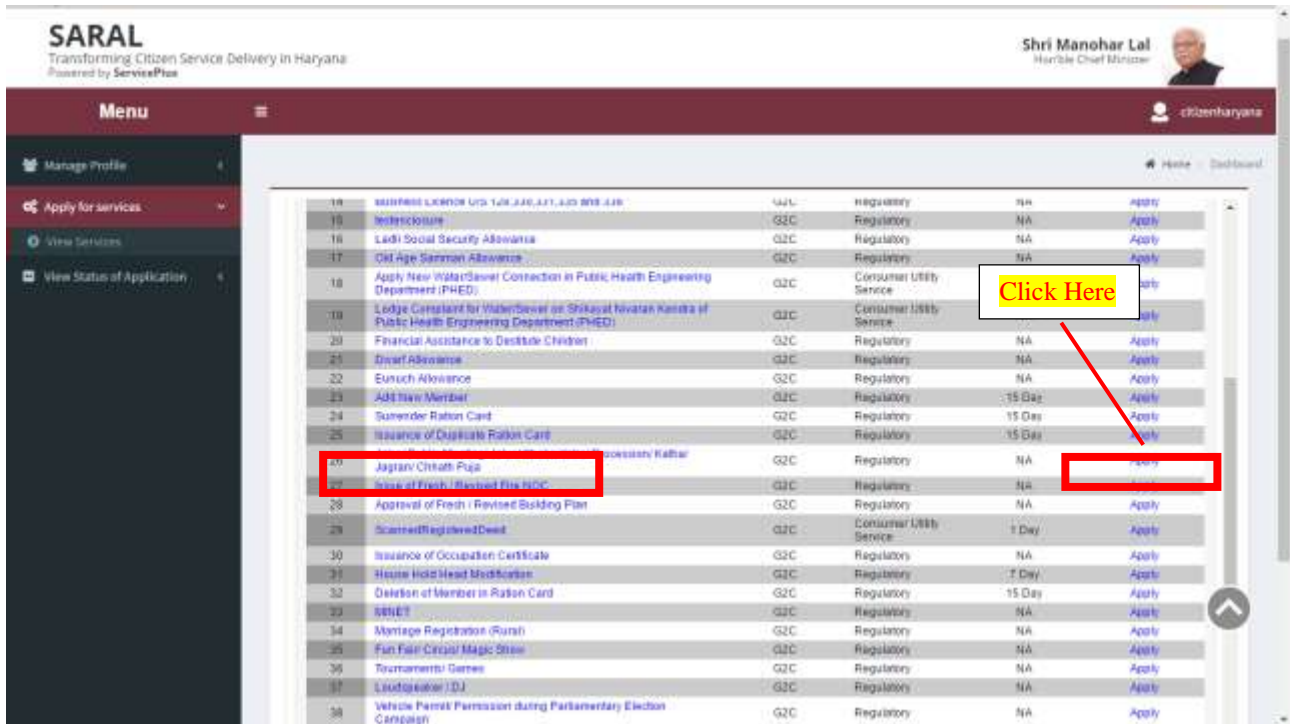


Figure 6

4. Issuance of Duplicate Ration Card form will be displayed as given in Figure 7.

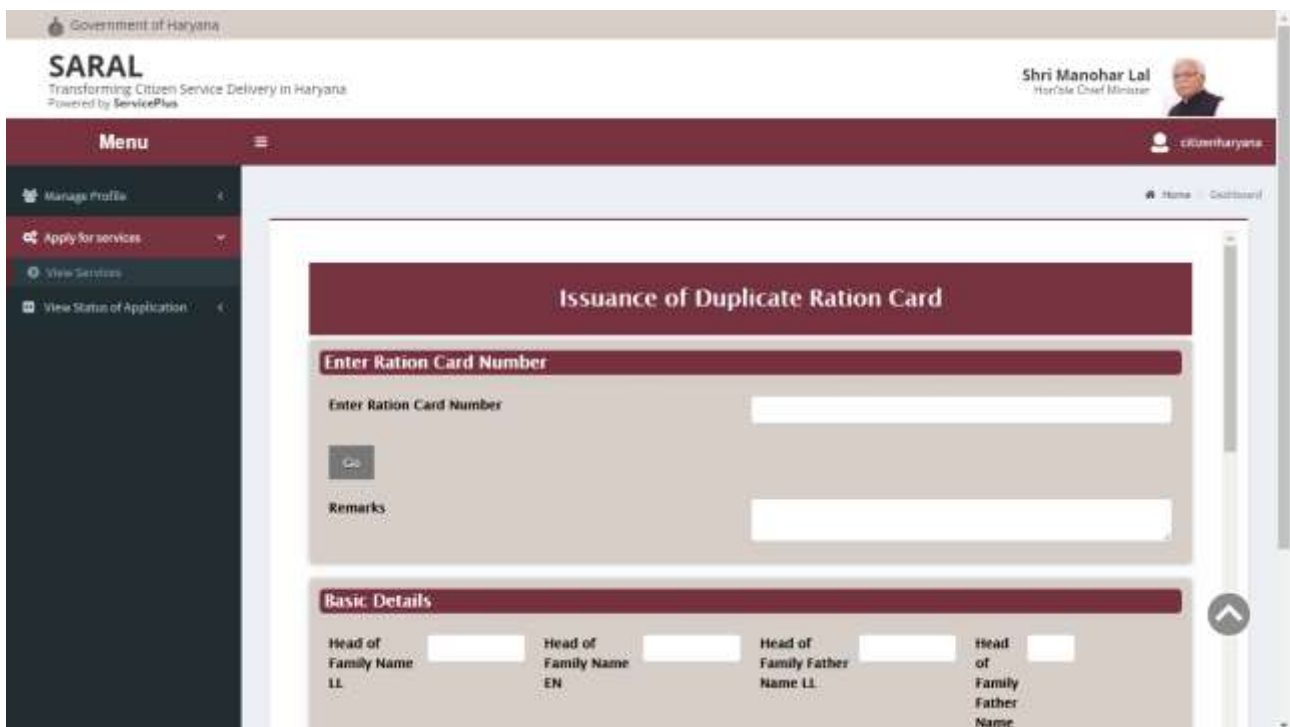


Figure 7

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

Government of Haryana
SARAL
Transforming Citizen Service Delivery in Haryana
Powered by ServicePlus
Shri Manohar Lal
Hon'ble Chief Minister
c@userharyana

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

Enter Ration Card Number
Enter Ration Card Number: 066003582208
Go
Remarks

Basic Details
Head of Family Name LL: [Field] Head of Family Name EN: BALA DEVI Head of Family Father Name LL: [Field] Head of Family Father Name EN: [Field]
Head of Family Mother Name LL: [Field] Head of Family Mother Name EN: N/A Head of Family Spouse Name LL: [Field] Head of Family Spouse Name EN: BANGRAY KUJH

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:

Government of Haryana
SARAL
Transforming Citizen Service Delivery in Haryana
Powered by ServicePlus
Shri Manohar Lal
Hon'ble Chief Minister
c@userharyana

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

Issuance of Duplicate Ration Card
Enter Ration Card Number
Enter Ration Card Number: 066000187955
Go
Remarks: An Application is already Pending on this RC with Ref No : RC1732180040 If you submit any application on this ration...

Basic Details
Head of Family Name LL: [Field] Head of Family Name EN: [Field] Head of Family Father Name LL: [Field] Head of Family Father Name EN: [Field]
Head of Family Mother Name LL: [Field] Head of Family Mother Name EN: [Field] Head of Family Spouse Name LL: [Field] Head of Family Spouse Name EN: [Field]

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

Basic 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: 06600358220

Present Address (As per Existing Records)

House No./House Name/Street No./ any other qualifier	Landmark/Locality/Colony/Area Name/Area No./Suburb
Village/Town	Tehsil/Taluka/Sub-District
District Name	State Name

Figure 9

7. Enter reason for issuing duplicate ration card.

Reason for duplicate Ration Card

Reason for duplicate:

Additional Details

Apply to the Office: Food & Supplies Department

Word verification

46K Mh3

Please enter the characters shown above.

Figure 10

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

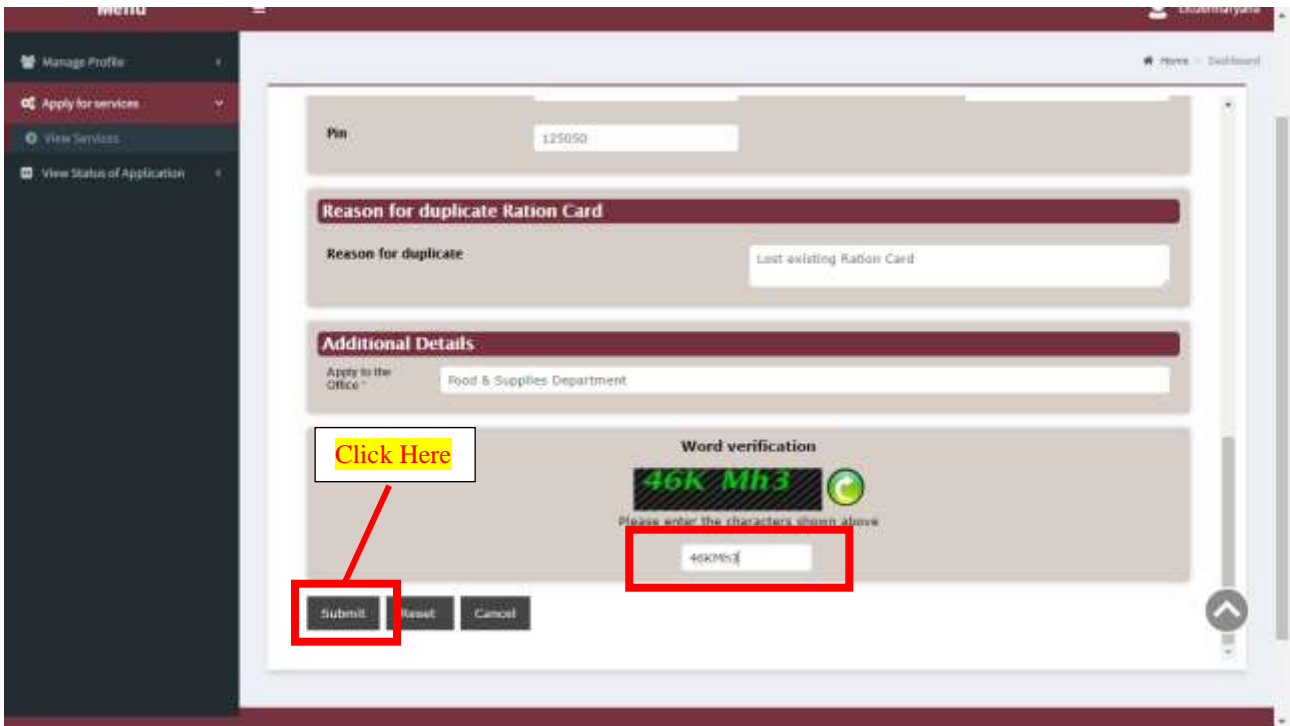


Figure 11

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

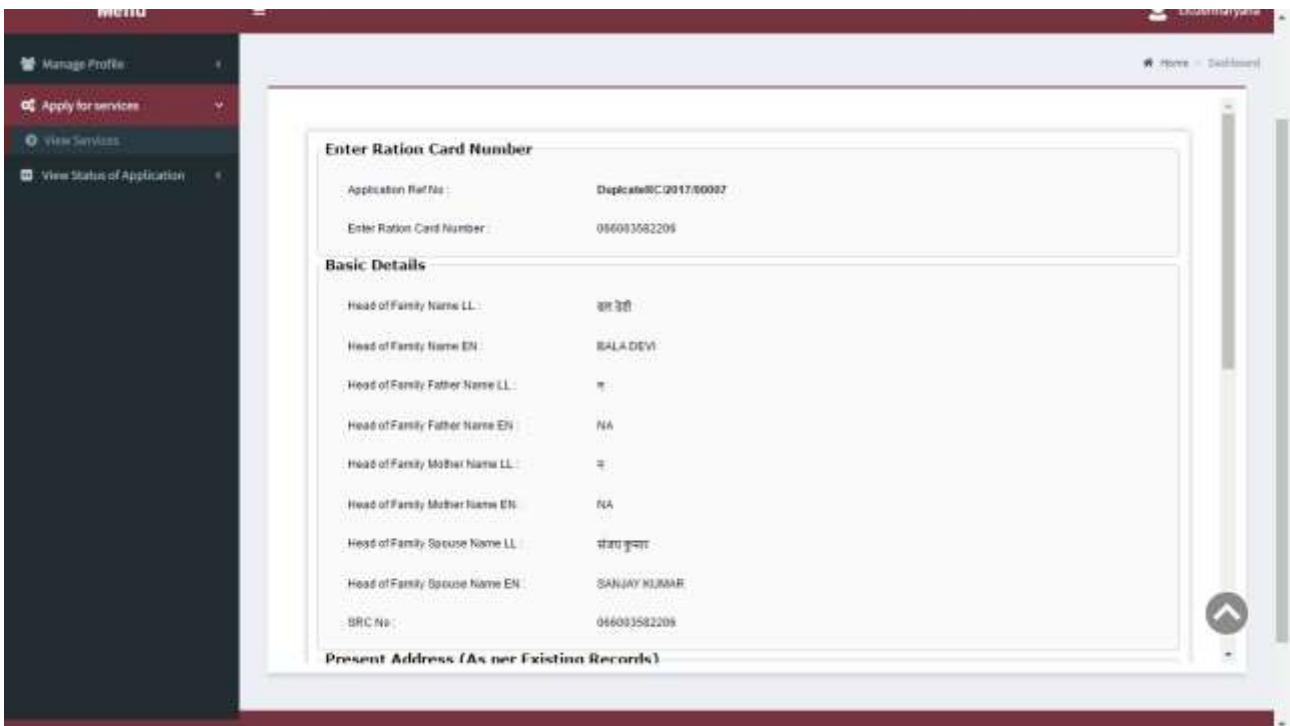


Figure 12

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

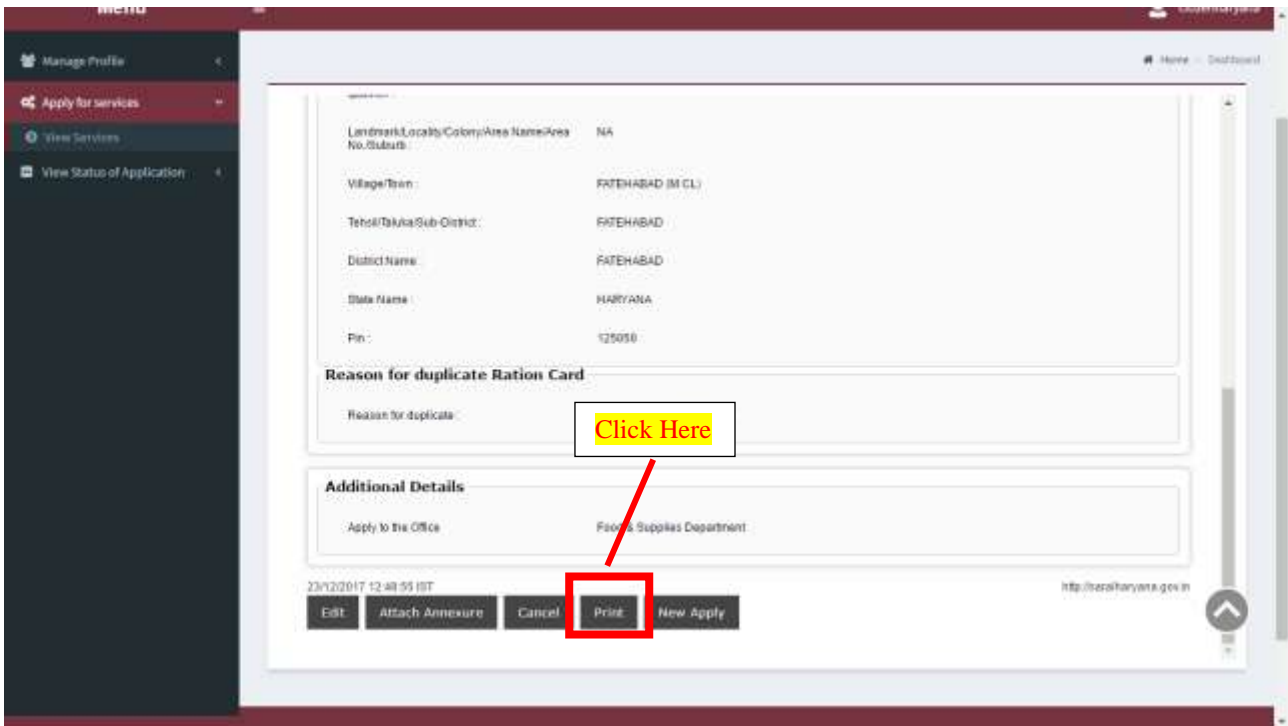


Figure 13

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

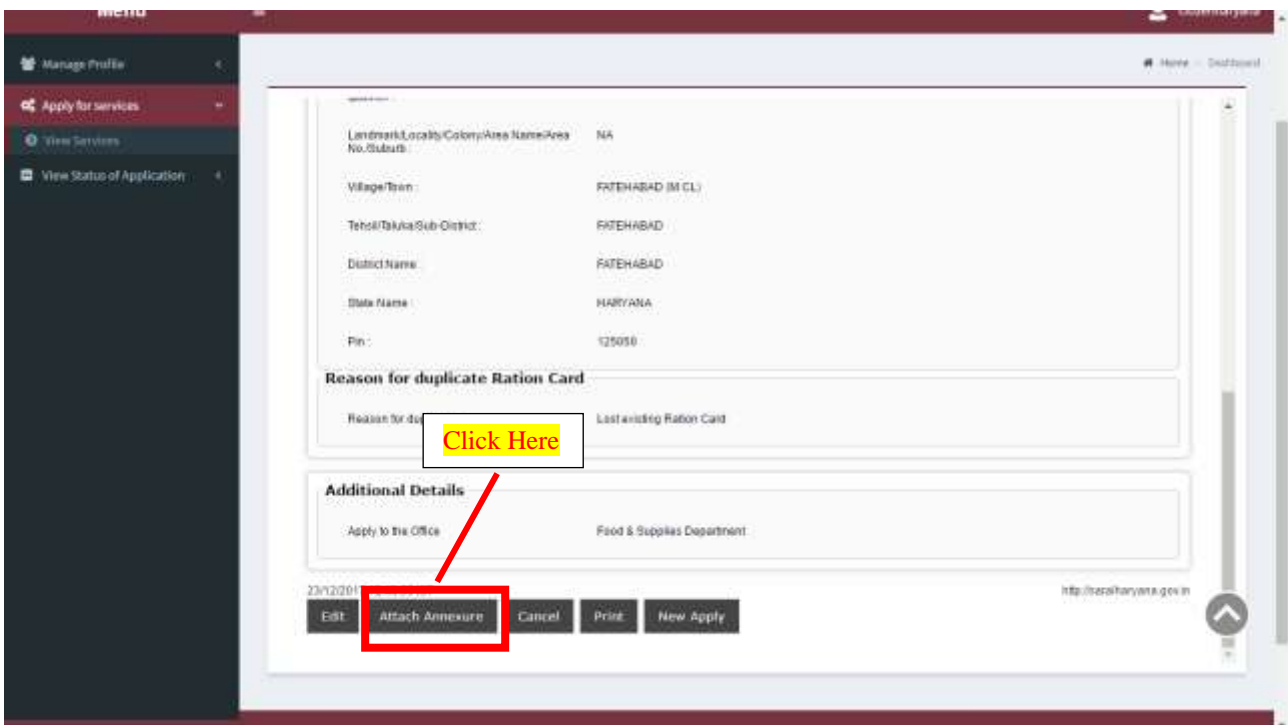


Figure 14

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

12. Upload Residential Proof, Family Photograph and any other Supporting document and Click

on “Save Annexure” button.

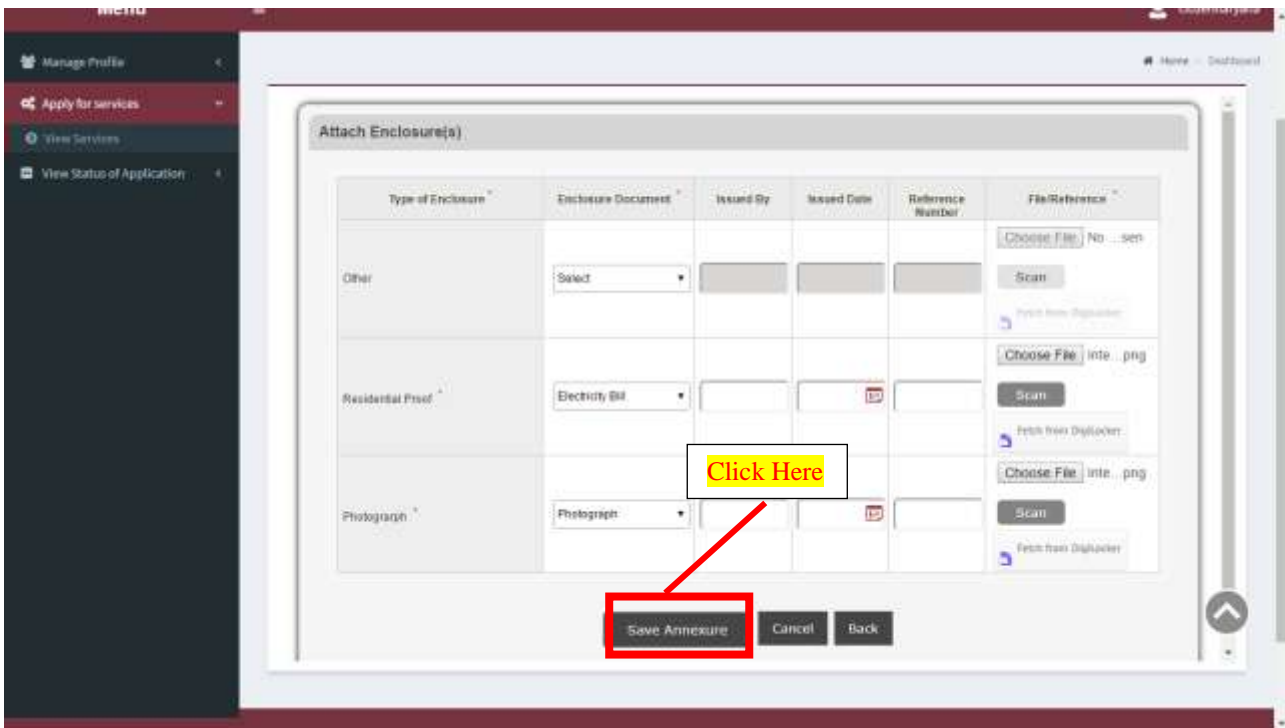


Figure 15

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

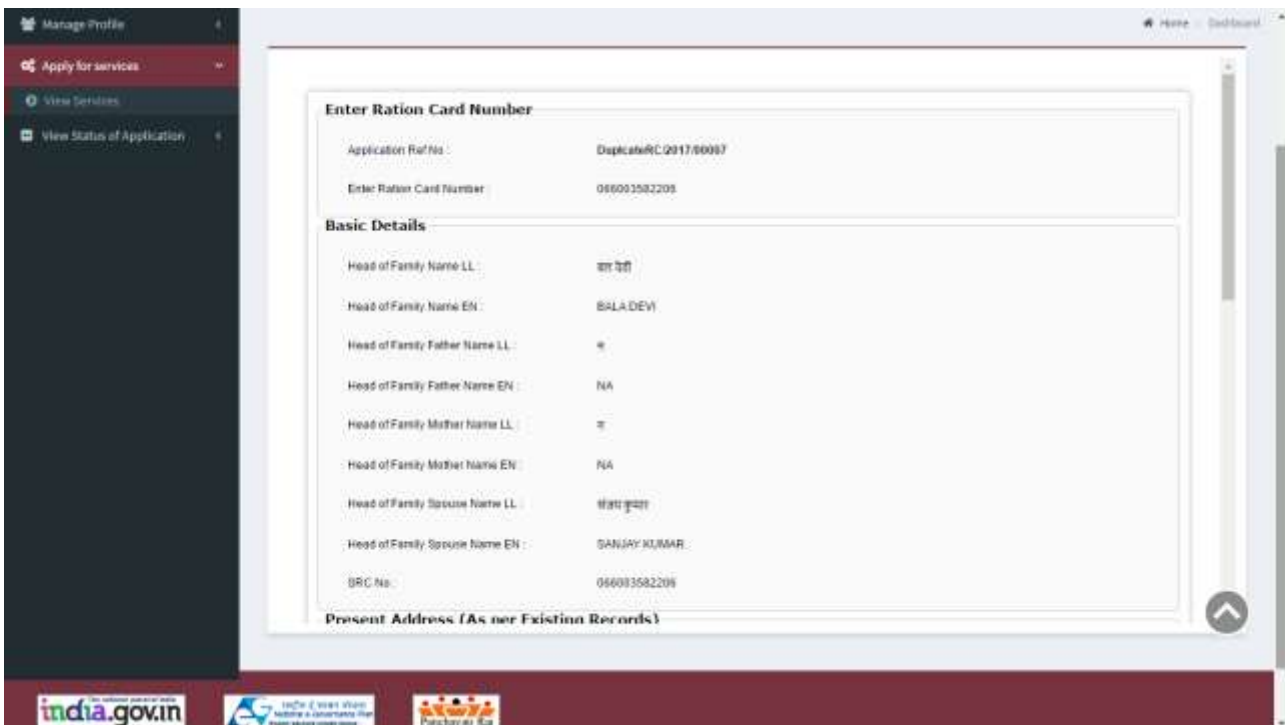


Figure 16

14. Click on ‘Download PDF’ Button.

Applicant Name: PRIYANKA

State Name: HARYANA

Pin: 125050

Reason for duplicate Ration Card

Reason for duplicate: Last existing Ration Card

Annexure List

Residential Proof: [Electricity Bill](#)

Photograph: [Photograph](#)

Additional Details

Apply to the Office: Food & Supplies Department

Buttons: Submit, Cancel, Print, **Download PDF**

Figure 17

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

Applicant Name: TRIVANSHAKAN

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-Declaration](#)

Additional Details

Apply to the Office: Food & Supplies Department

Buttons: **Submit**, Cancel, Print, Download PDF

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.

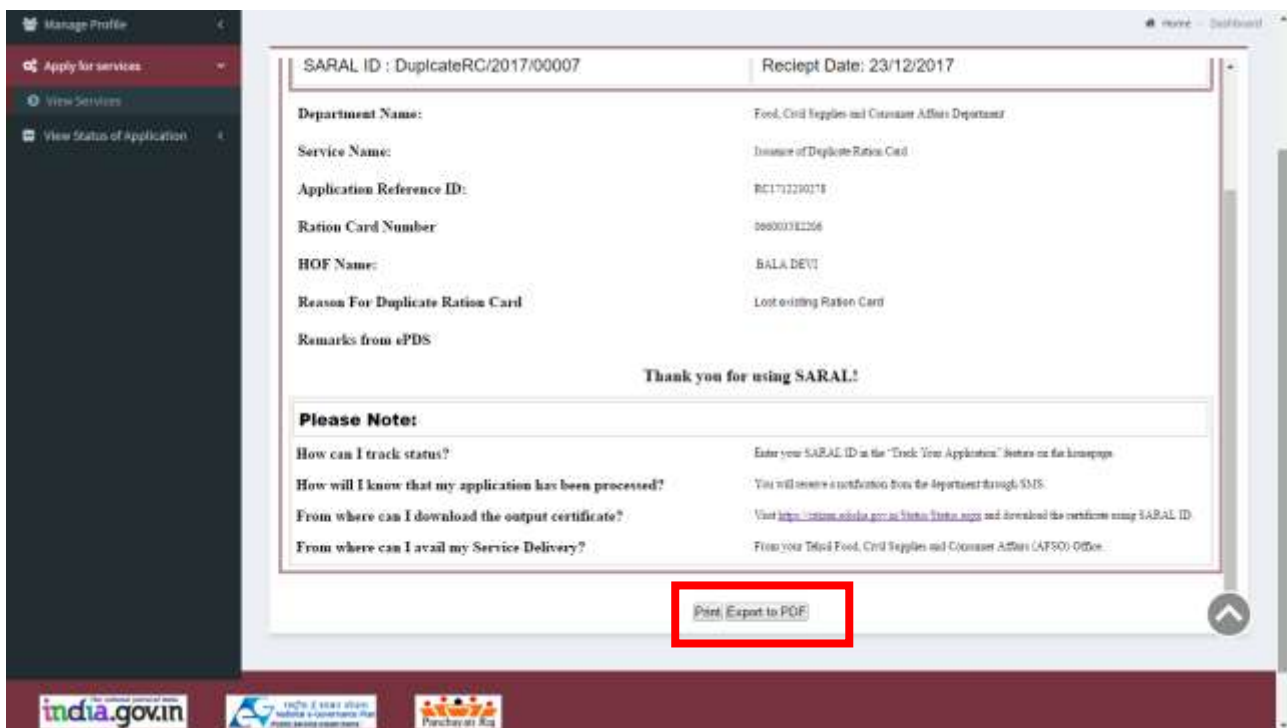


Figure 20

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.

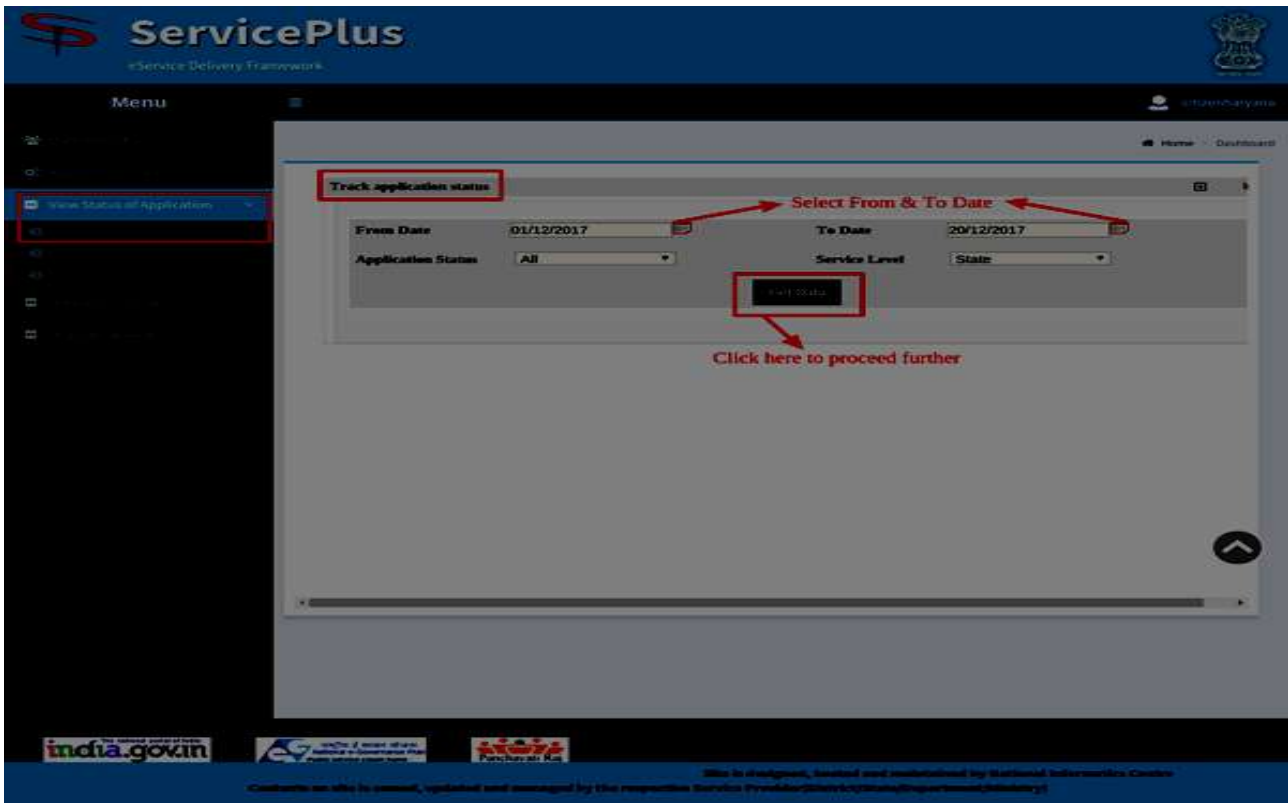


Figure 23

21. List of all Services will be displayed.

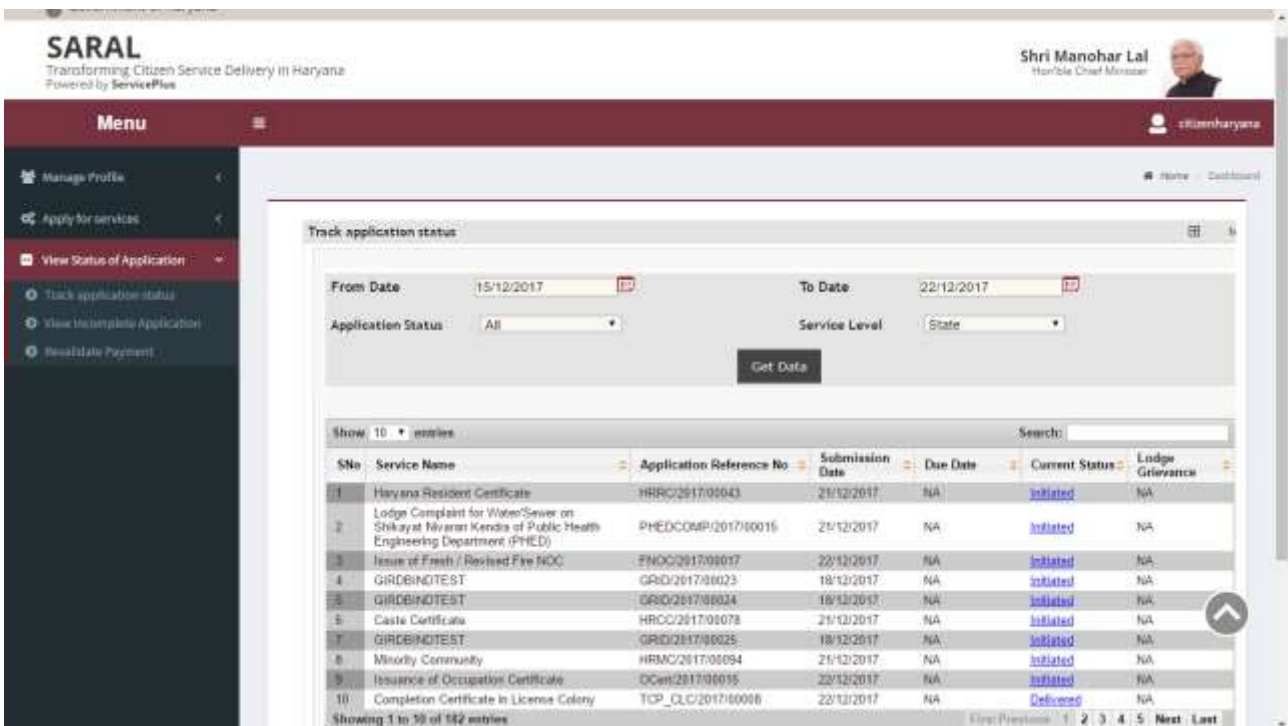


Figure 24

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

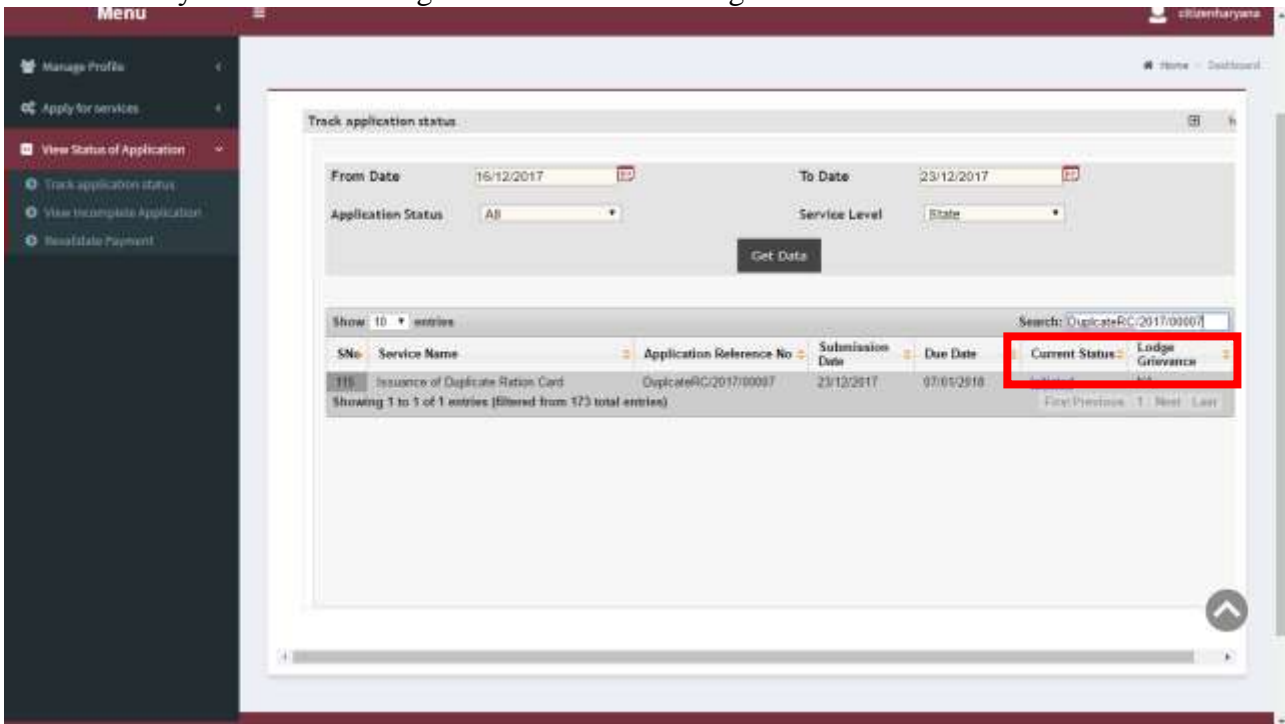


Figure 25

23. Click on 'Initiated' text

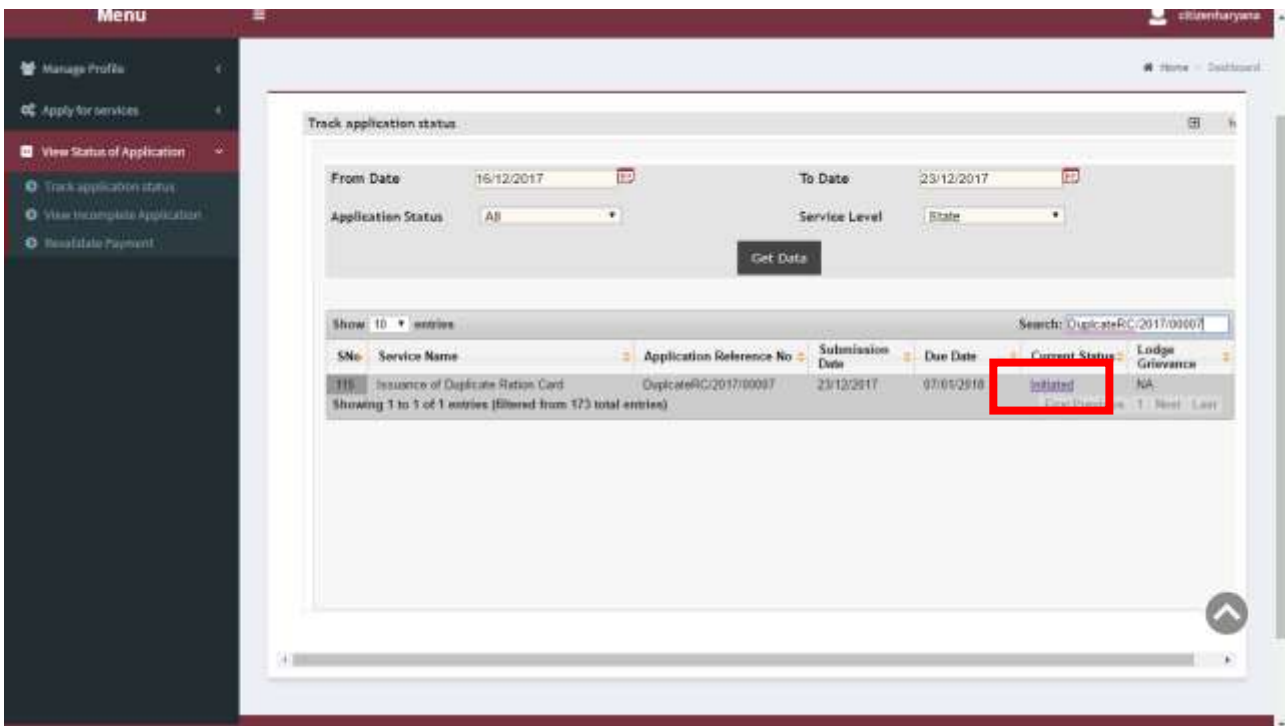


Figure 26

24. The status will be displayed as follows. User can reprint the Submitted application form and

Acknowledgement slip by clicking on 'View' and 'Click Here' respectively.

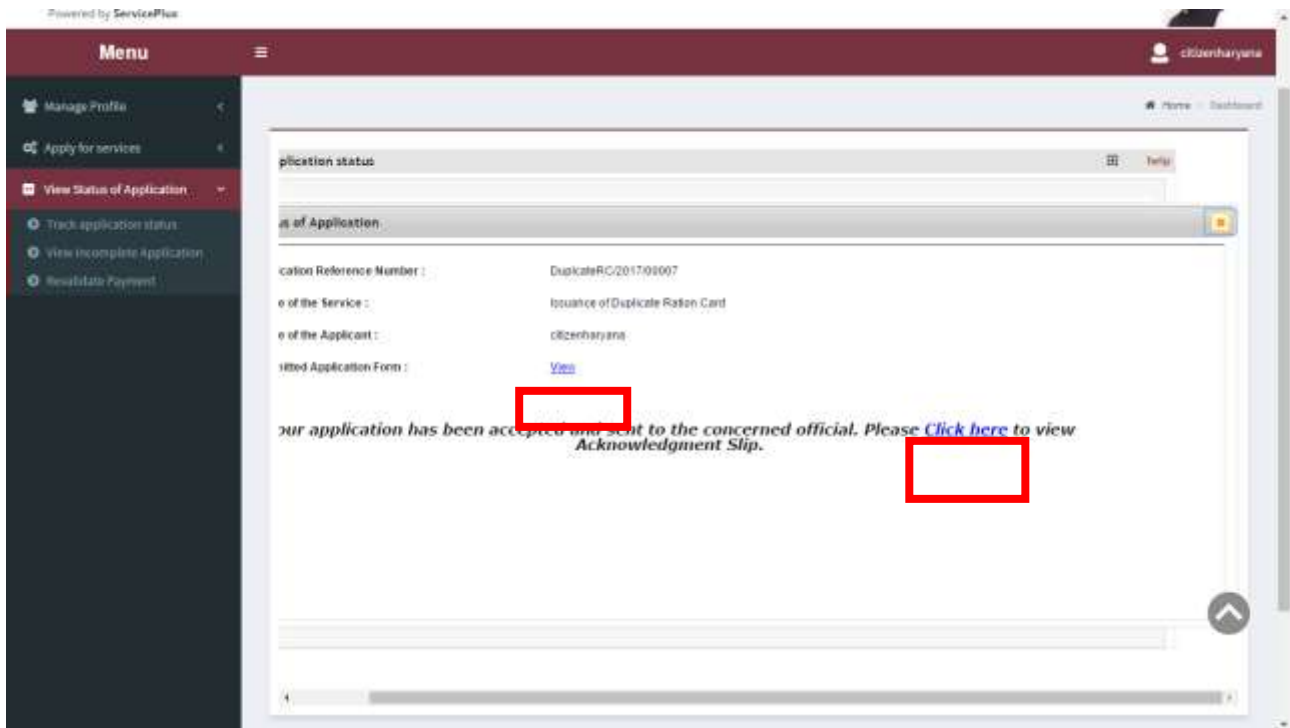


Figure 27

25. User can avail the service from Tehsil Food, Civil Supplies and Consumer Affairs office i.e. AFSSO 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.

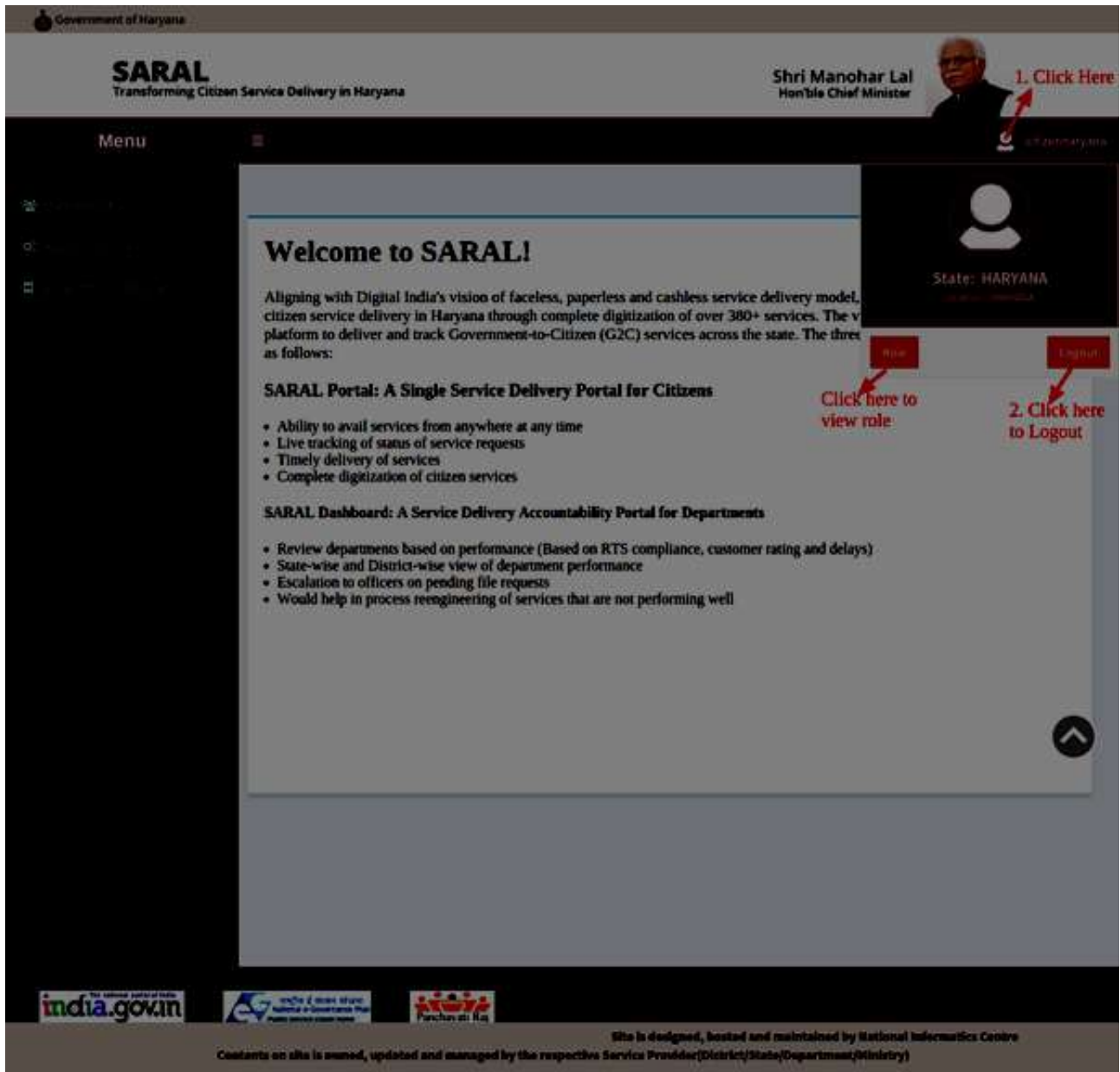


Figure 28