

## 1. Who is eligible for NFS Card?

As per guidelines issued under NFS Act 2013; eligibility criteria fixed for issue of NFS cards are as follows:

### (a) Geography, Socially and Occupationally Vulnerable Groups

1. Residents of slums
2. Residents of resettlement colony of F, G & H categories.
3. Residents of notified abadies in rural villages
4. Shelterless
5. Transgenders
6. Households with disabled people (as defined in Persons with Disabilities Act 1955) subject to submission of prescribed medical certificate.
7. Single woman (including widows, unmarried and separated and deserted women), living in household as dependent or as head of household.
8. Children living without protection.
9. Occupationally vulnerable groups like Rag-pickers unskilled occupationally vulnerable groups like Rag-pickers unskilled construction workers, porters, casual daily wage labour, casual domestic workers, cycle rickshaw drivers, unskilled workers in small household enterprises, unskilled workers in household industries workers, cycle rickshaw drivers, unskilled workers in small household enterprises, unskilled workers in household industrie.

### (b) Other Households:

Other Households having annual income of less than Rs.1 lakh per annum.

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## 2. Who can be HOF of NFS card?

The eldest women member of family (18 years & above).

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## 3. If there is no woman member of above the age of 18 years then who can be HoF?

Elder male member of family.

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## 4. What is the limit of beneficiaries fixed by G.O.I. under NFSA or How many beneficiaries can be identified under NFSA.

72.78 lakh is the limit of beneficiaries fixed by G.O.I. under NFSA or 72.78 lakh beneficiaries can be identified under NFSA.

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## 5. How to apply for NFS card to get a New Ration Cards?

Apply Online through e-district portal or Mobile Sahayak or through concerned ration office.

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## 6. How to apply through online portal?

Online apply through e-District portal i.e. <https://www.edistrict.delhigovt.nic.in> by registering on the portal and as per given instructions & upload the required documents and submit the same. You can also apply with the help of Mobile Sahayak or can visit concerned Circle office along with filled form and requisite documents.

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## 7. How much time will take for issuance of NFS Card?

Subject to verification of the documents and physical verifications by FSI concerned, the NFS card will be issued only on first cum first serve basis (According to Control Order 2015 time limit is 30 days subject to availability of limit of beneficiaries fixed by G.O.I. i.e. 72.78 lakh).

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## 8. What are the documents required for issuance of NFS Card?

1. Aadhaar Card of all family members.
  2. Passport size photo of HoF.
  3. Electricity bill (Latest).
  4. Residence proof of address if other than Aadhaar address of Hof.
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**9. What are the residences proof?**

1. Electricity bill (Latest)
  2. Telephone bill.
  3. Water bill.
  4. Rent Agreement with ownership proof of owner.
  5. Voter ID Card.
  6. Any other document issued by the Govt. Agency/Department.
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**10. Whether anybody can get a temporary Ration Card?.**

No.

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**11. How to renew a NFS Ration Card?**

There is no need to renew a NFS Ration Card.

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**12. How to obtain duplicate Ration Card?**

Department issues e-Ration Card which can be downloaded either from NFS Portal or e-District portal.

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**13. How to apply for change of address on the Ration Card?**

An Applicant can apply either Online through e-District portal or take help of Mobile Sahayak or visit concerned Circle office for change of address. Applicant has to fill the details Online and upload the requisite documents like proof of change of address (new) & copy of electricity bill. For applying through concerned Circle office, an application with specific reasons to change the present address to new address may be submitted to the concern circle office along with the documents:-

1. Copy of Ration Card.
  2. Proof of change of Address (New).
  3. Copy of Electricity Bill.
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**14. Inclusion of names, deletion of names in the NFS Ration Card?**

An applicant can apply either Online through e-District portal or take help of Mobile Sahayak or visit concerned Circle office for these services. In online application, he has to fill the details and upload the requisite documents. For applying through concerned Circle office, download Form from <http://nfs.delhi.gov.in> or obtain from concerned circle office. Fill it and submit it to the Circle office along with the following documents:-

1. Copy of Old NFS Ration Card.
  2. Reasons with the deletion or inclusion of name in the Ration Card.
  3. Copy of Aadhaar/EID in case of inclusion of name in the Ration Card.
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**15. Is there any fee collected for inclusion deletion or for change of name/address in the Ration Card.**

No.

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**16. How long will it take to complete the process of inclusion deletion, change of address and name in Ration Card?**

The Head of Family (HoF) should submit a requisition in the prescribed form along with copy of Ration Card to the concern FSO (circle office). Deletion and change in NFS card is a continuous process, but time limit for inclusion of New Member in NFS card is 30 days subject to availability of vacancies of beneficiaries (Citizen Charter 2017).

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**17. How to get information on price of essential commodities?**

Price of essential commodities is available on Department's website i.e. [fs.delhigovt.nic.in](http://fs.delhigovt.nic.in).

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**18. If a family shifts to other state, how the family could surrender their Ration Card?**

HoF can apply either Online on e-District portal or take help of Mobile Sahayak to submit the application. HoF can also visit concerned Ration office to submit a requisition in the prescribed form along with Original Ration Card to the concern FSO.

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**19. Who can obtain subsidized sugar from the Government?**

Only Antyodaya Anna Yojana (AAY) beneficiaries are eligible for getting subsidized Sugar i.e. 1 kg in quantity per such card.

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**20. How one could know the family members details in the Ration card?**

By visiting the site (<http://nfs.delhi.gov.in>) and click on the "View your Ration Card Details" under the Citizens Corner", one could know the family members detail of their Ration Card.

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**21. What is the Smart Ration Card?**

Earlier, department issued the Smart (Plastic) Ration Card as per NFS Act,2013 which is just like ATM/PAN Card. At present, an applicant can download the e-Ration Card by clicking the option "Download e-Ration Card" link by visiting the E-district/NFS portal.

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**22. Whether can I use Ration Card (a Authentic Documents) for Identity and address proof?**

No. Ration Card is meant for Ration purpose. This can't be used for any Identity & Address Proof.

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**23. How to renew Fair Price Shops Licences?**

The FPS dealer should apply either Online via NFS Portal or e-District Portal. The link "Renew FPS License" is available under the Citizen's corner and follow the instructions.

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**24. How I shall know the FPS for getting my Ration?**

Please click on the NFS Portal (<http://nfs.delhi.gov.in>) and clicking the link "Know Your FPS" under the Citizens Corner.

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**25. How to know the "Ration Lifting Status of my FPS?"**

The Ration Lifting Status of individual FPS can be seen through the NFS Portal (<http://nfs.delhi.gov.in>) -> click on "Ration Lifting Status" under the Citizens Corner.

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**26. How I can change my FPS (Ration Shops) as per my New Address?**

To change the FPS (Ration Shop) as per the New Address can be approached to the concern District-in-Charge (zonal office). The list of District-in-Charge is available on the NFS Portal.

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**27. What are the procedures to open the new FPS shops to distribute the Rations to the beneficiaries?**

You may contact to your District-in-Charge for opening of the new FPS shops.

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**28. How I can know the Allocation details of my Ration Card?**

Click on the link (<http://nfs.delhi.gov.in>) -> Allocation details Ration Card Wise under the Citizens Corner on the NFS Portal.

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**29. For any PDS related Grievance whom to contact?**

Anyone can lodge their Grievance on the "Public Grievance Monitoring System" (<https://pgms.delhi.gov.in>) and follow the required steps.

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**30. If anybody does not have Aadhaar Card then from where it can be made so that they can apply for new Ration Card.?**

Please click on the NFS Portal (<http://nfs.delhi.gov.in>) then on Aadhaar Enrolment Centre and follow the required steps to get the new Aadhaar Card.

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**31. How to get the e-Ration Card?**

The e-Ration Card can be downloaded from either NFS portal or e-District portal once the application is approved by the concerned FSO.

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**32. Can a Ration Card be issued to my servant who is residing with us?**

The servant can apply through the same process as described in Q1 & Q5 along with your Authorization letter and Address proof.

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**33. How can I get Ration Card if I am not having any Electricity Bill, as I am residing in the rented house? I am having EPIC Card and Aadhaar Card, which are having two different addresses?**

You can approach to your District-in-Charge of that district. The list of District-in-Charge is placed at NFS portal (<http://nfs.delhi.gov.in>).

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**34. How can I get the kerosene oil from my Ration Card?**

You couldn't get the kerosene oil from your Ration Card as the Delhi has been declared "Kerosene Free Delhi" w.e.f. 01.10.2013.