

**GOVERNMENT OF ANDHRA PRADESH  
CONSUMER AFFAIRS, Food & Civil Supplies Department**

**CIRCULAR INSTRUCTIONS**

**FCS02-IT22022/56/2024-AD.IT-CCS    Date: 06-05-2025**

**Sub:** Civil Supplies - Enabling of Rice Card-related Services on GSWS Platform – Circular Instructions Issued – Reg.

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Kind attention of the District Collectors is invited to the subject cited. Due to the incessant efforts of field functionaries and able guidance of the district officials, the eKYC for rice cardholders has reached 94.70%. This has led to significant purification of rice card database and authentication of units / members within the rice cards.

In continuation of these efforts aimed at better service delivery for citizens, it is informed that the following **seven (7) Rice Card-related services** are being enabled on **GSWS platform with effect from 07-05-2025**:

1. New Rice Card
2. Member Addition to Rice Card
3. Splitting of Rice Card
4. Member Deletion from Rice Card
5. Surrender of Rice Card
6. Change of Address in Rice Card
7. Correction of Wrong Aadhaar Seeding in Rice Card

These services shall be provided in accordance with the previously approved Standard Operating Procedures (SOPs) and incorporate existing validations with other departmental databases.

In this regard, all Collectors are requested to:

1. Ensure that the above services are implemented effectively in coordination with field-level functionaries.
2. Instruct the concerned officials at the village/ward secretariats to provide necessary support and ensure seamless citizen service delivery within the specified SLAs of each service.
3. Undertake extensive Information, Education, and Communication (IEC) efforts to give wide publicity about the availability of these services in the public domain, using local media and public announcements.

Timely action is requested to facilitate uninterrupted service delivery of rice card services to eligible citizens.

**SAURABH GAUR IAS**  
Commissioner of Civil Supplies &

Ex-Officio Secretary to Government

**To:**

- All District Collectors
- All Joint Collectors
- All District Civil Supplies Officers

**Copy to:**

- P.S. to Hon'ble Minister for Food & Civil Supplies Department
- Secretary, GSWS Department, Government of Andhra Pradesh
- Director GSWS Department, AP, Vijayawada