



Tamil Nadu e-District Application

Training Manual for

**Family Head Member change
PDS-503**

**Civil Supplies and Consumer
Protection Department**



राष्ट्रीय इ-गवर्नेस योजना
National e-Governance Plan

Table of Content

Table of Contents

1. Project Overview	3
2. General Information	3
2.1. Tools Required	3
2.2. Starting your Computer	3
3. Purpose	4
4. Scope	4
5. Getting Started	4
6. Services Offered under Civil Supplies and Consumer Protection Department	4
7. PDS-503 Family Head Member Change	5
7.1 Family Head Member Change	8
8. Disclaimer	13

E-DISTRICT TAMIL NADU USER MANUAL

(Government of Tamil Nadu)

1. Project Overview

Districts are the de facto front-end of government where most Government-to-Consumer or G2C interaction takes place.

The e-District project was conceptualized to improve this experience by creating an automated workflow system for the district administration and help in providing the citizen efficient department services through Common Service Centers (CSCs), the primary front end channels envisaged under the National e-Governance Plan by Department of Information Technology (DIT), Ministry of Communication and Information Technology (MCIT), Government of India.

2. General Information

Let's Start!!


2.1. Tools Required



You will be provided with the following basic infrastructure:


- Computer (CPU, Monitor, Keyboard & Mouse)
- Network Connection (as per requirement)
- Peripherals (as per requirement)
- Browser (Google chrome, Version 37)
- Uninterrupted Power Supply (UPS)

2.2. Starting your Computer

Steps

1. Ensure all cables are connected between the computer, network connection, peripherals & UPS
2. Plug the UPS to the electrical socket
3. Switch 'ON' the electrical socket
4. Switch 'ON' the UPS
5. Press the  (power button) on the computer
6. Allow the system to boot up.

	<ol style="list-style-type: none">1. Switch 'ON' the UPS only after you have switched 'ON' the power socket2. Switch 'ON' the computer only after you have switched 'ON' the UPS3. Switch 'OFF' the power socket in there is an electrical spark in the socket
	<ol style="list-style-type: none">4. Do not start the computer in case the UPS is not fully charged5. Do not start the computer in case any of the wires are in contact with water

	sources / moisture
	6. In case you are not sure whether the computer is connected in the right way - please contact the system engineer

3. Purpose

This document is an integral part of e-District application user manuals. The objective of this document is to provide step-by-step assistance to the user on how to apply for 'Family Head Member Change' through the e-District Portal.

4. Scope

The scope of this document covers the 'Family Head Member Change' service offered under the **Civil Supplies and Consumer Protection Department**

5. Getting Started

Following points and guidelines may be referred while accessing the e-Sevai/e-District application:

- User must have valid username and password
- Make relevant and correct entries only
- Recheck the entries before clicking on Submit button
- Mandatory fields cannot be left blank
- Mandatory/Optional documents should be attached as per requirement
- Do not make false entries

6. Services Offered under Civil Supplies and Consumer Protection Department

Following services are offered under the Revenue Department:

1. PDS-501 Application of New Ration Card
2. PDS-502 Addition of New Family Member in Ration card
3. PDS-503 Family Head Member Change
4. PDS-504 Removal of Family Member in Ration Card
5. PDS-505 Change of Address in Ration Card
6. PDS-506 Re-Print of Smart card Application

7. PDS-503 Family Head Member Change

Following steps describe how to apply for Family Head Member Change request through the e-District Portal:

STEP 1: Go to the e-Sevai (Government of Tamil Nadu) Web Portal.

STEP 2: Enter the login credentials.

STEP 3: Enter Captcha code.

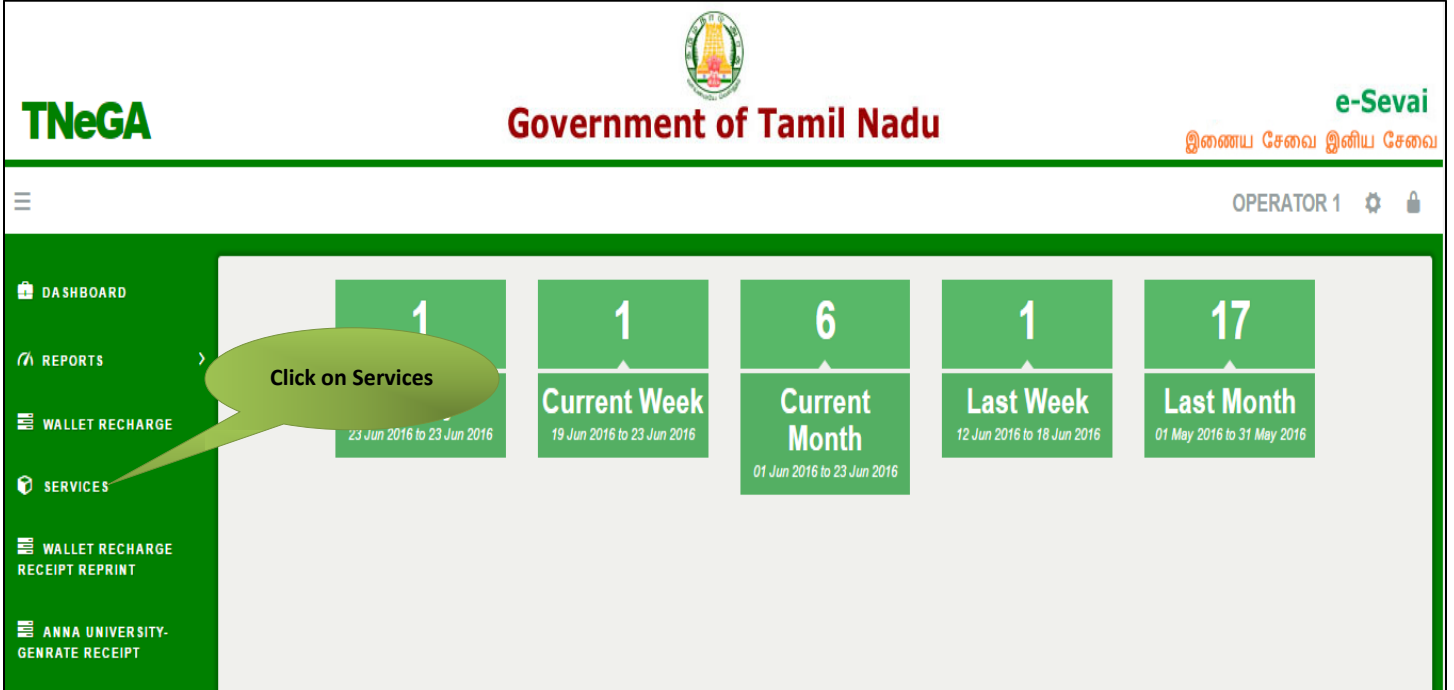
STEP 4: Click on Login.



The screenshot displays the TNeGA Government of Tamil Nadu e-Sevai portal. The header includes the TNeGA logo, the Government of Tamil Nadu emblem, and navigation links: Home, About e-Sevai, Government Orders, e-Sevai, Contact Us, and Help. The main content area is divided into four sections: TNeGA (with a map of Tamil Nadu), Important Links (Government Orders, Tenders, Documents, Job Opportunities, Maps), Latest News (Locate your near by e-Sevai, List of Services Offered in e-Sevai Centres, List of Services offered through Institution), and Sign In. The Sign In section contains a login form with the following fields: Username (tnelcchn010-01), Password (masked with dots), Operator (dropdown menu), and Captcha (ZNRJ2). Below the Captcha field, there is a note 'Captcha is not case sensitive' and a 'Select Operator Type' label. The form also includes 'Login' and 'Reset' buttons, and a 'Forgot Password?' link. Three callouts are present: 'Enter Login ID and Password' pointing to the Username field, 'Enter Captcha' pointing to the Captcha field, and 'Click on Login' pointing to the Login button. At the bottom of the page, there is a banner with the text 'Welcome to eSevai' and 'eSevai — தமிழ்நாடு அரசின் இ-சேவை வலைதளம் உங்களை'.

e-Sevai Dashboard will appear.

STEP 5: Click on **Services** on the left panel.



The screenshot shows the TNeGA dashboard for the Government of Tamil Nadu. The header includes the TNeGA logo, the Government of Tamil Nadu emblem, and the e-Sevai logo with the text 'இணைய சேவை இனிய சேவை'. The user is logged in as OPERATOR 1. The dashboard features a left sidebar with menu items: DASHBOARD, REPORTS, WALLET RECHARGE, SERVICES, WALLET RECHARGE RECEIPT REPRINT, and ANNA UNIVERSITY-GENERATE RECEIPT. The main content area displays five service statistics cards: Current Week (1), Current Month (6), Last Week (1), and Last Month (17). A callout bubble points to the 'SERVICES' menu item in the sidebar.

Department Wise service listing will appear.

STEP 6: Click on **Civil Supplies and Consumer Protection Department**

You can also switch to the **Service Wise** listing, or switch to **Search** and search a particular service using keywords.



The screenshot shows the search results page in the TNeGA application. The header includes the Directorate of e-Governance logo, the Tamil Nadu e-Governance Agency logo, and the TNeGA logo. The user is logged in as ARAVINTH with ID TNTACTRI015-01. The left sidebar shows menu items: Dashboard, Reports, Services, Wallet Recharge Reprint, Receipt, and Bank Details. The main content area displays a search results list under the heading 'Search Results'. A callout bubble points to the 'Department Name' field in the search results. The search results list includes various departments, with 'Civil Supplies and Consumer Protection Department' selected. The right sidebar shows user details for Aravinth, including center, counter, wallet type, amount, and share.

STEP 7: Click on Family Head Member Change

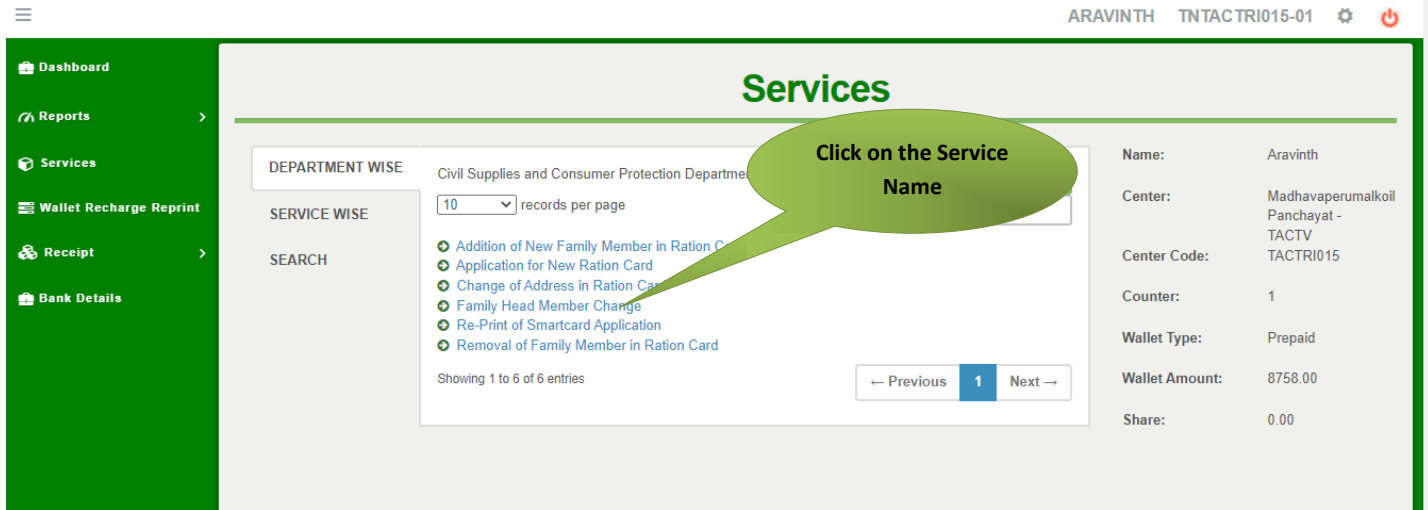


Directorate of e-Governance
Tamil Nadu e-Governance Agency
Information Technology Department
Government of Tamil Nadu



e-Sevai

இனிய சேவை இணைய சேவை



ARAVINTH TNTACTRI015-01

Services

DEPARTMENT WISE Civil Supplies and Consumer Protection Department

SERVICE WISE 10 records per page

SEARCH

- Addition of New Family Member in Ration Card
- Application for New Ration Card
- Change of Address in Ration Card
- Family Head Member Change
- Re-Print of Smartcard Application
- Removal of Family Member in Ration Card

Showing 1 to 6 of 6 entries

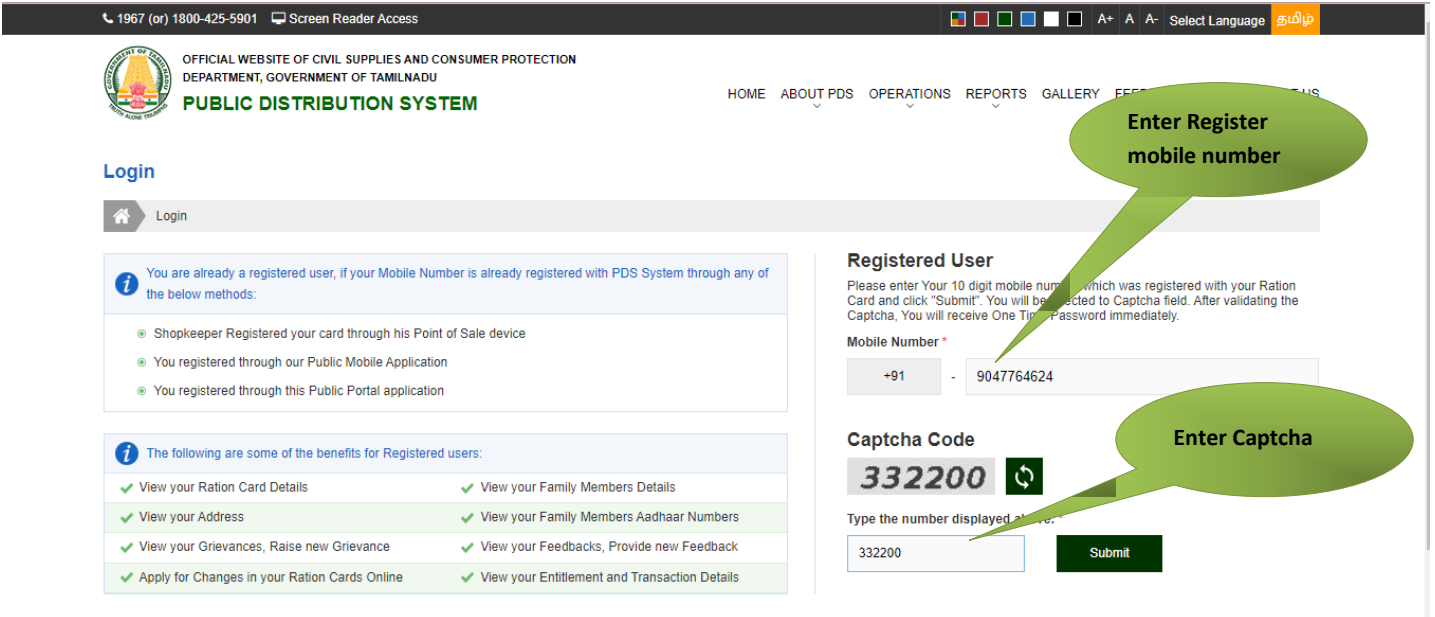
← Previous 1 Next →

Name: Aravinth
Center: Madhavaperumalkoil Panchayat - TACTV
Center Code: TACTRI015
Counter: 1
Wallet Type: Prepaid
Wallet Amount: 8758.00
Share: 0.00

You will be redirected to the service page on the Public distribution services Web Portal.

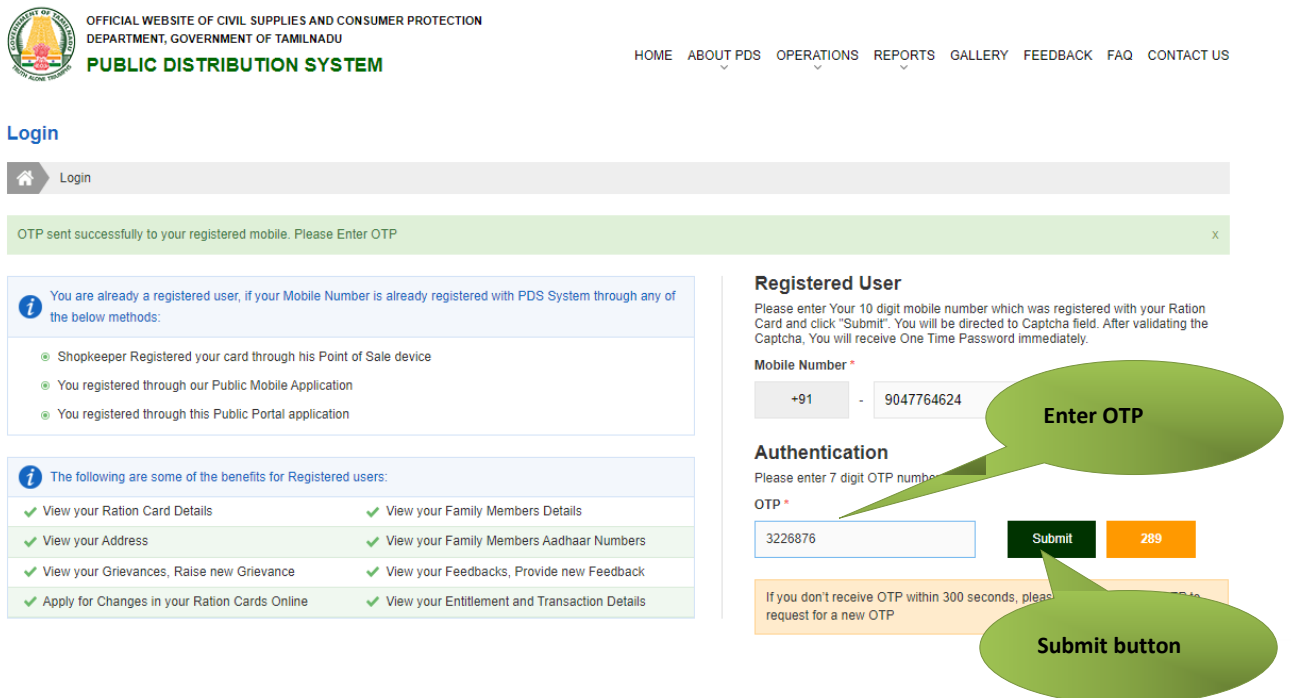
SECTION1: Applicant Register Mobile Number

Applicant are used to enter the register 10-digit mobile number and enter captcha code and finally submit button.



SECTION1: OTP NUMBER

Applicant has to enter the OTP number received on register mobile number.



SECTION 3: Applicant Details and Family Head member Change

Applicant details will be automatically fetch from register data. By using the below family head member change icon to change the head member.



OFFICIAL WEBSITE OF CIVIL SUPPLIES AND CONSUMER PROTECTION
DEPARTMENT, GOVERNMENT OF TAMILNADU

PUBLIC DISTRIBUTION SYSTEM

Card Related Service Request

Home Card Related Service Request

Applicant Name

Jesu Doss L

பெயர்

ஜேசுதாஸ்





Family Card Number

01G0274396

Fare Price Shop Code

02AA016NC

Family Head Member Change


NAME	பெயர்	RELATION	GENDER	AGE	STATUS	ACTION
Jesu Doss L	ஜேசுதாஸ்	Husband	Male	57	Active	
Parveen Mary J	பர்வின்மேரி ஜேசுதாஸ்	Daughter	Female	21	Active	
Reeta Josephine J	ரீட்டாஜோஸ்பின் ஜேசுதாஸ்	Daughter	Female	27	Active	
Savariammal J	சவரியம்மாள் ஜேசுதாஸ்	Family Head	Female	48	Active	

Reason

Death Certificate

SECTION 4: Reason for Head Member Change and Declaration

Applicants are to select the reason for head member change and added necessary document and finally submit the application.

Reason		 <i>You can upload png, gif, jpeg, jpg files under 5.0 MB size</i>	
Death Certificate		Reason For head member change	
Select Divorce Document Death Certificate For PHH Card Others			
Supporting Documents *		Supporting Documents	
Aadhaar Card		1. Aadhaar Card (ஆதார் அட்டை)	
Choose File Dhiva Dec-2020.pdf		2. Death Certificate(இறப்பு சான்றிதழ்)	
Upload		Upload Document	
<i>You can upload pdf, png, gif, jpeg and pdf files under 1.0 MB size</i>		3. Divorce Certificate (விவாகரத்து சான்றிதழ்)	
		4. No Objection Certificate from RI (வருவாய் ஆய்வாளர் தடையின்மைச் சான்றிதழ்)	
		<i>Note: Any one document required</i>	

Declaration

I Accept Terms & Conditions. The above particulars are true to my knowledge. If it comes to notice at a later date that particulars given by me are either wrong or contrary to truth, I am aware that the family card issued to me will be cancelled and action pursued against me under Essential Commodities Act (Act 10 of Central Act), 1955.

Cancel	Submit
--------	--------

After uploading the documents, click on 'Make Payment'.

The screenshot shows the payment interface for 'Family Head Member Change'. At the top, there are logos for the Tamil Nadu e-Governance Agency, TNeGA, and e-Sevai. The page title is 'Payment Details'. The transaction details include: Transaction Number: TNTACTRI01502601, Customer Number: 9047764624, Customer Name: Jesu Doss L, Service Name: Family Head Member Change, and Application Reference No: 02220305419688. The payment details table shows Service Charges of 30, Department Charges of 0, and a Total of 30. The 'Service Charges' cell is highlighted with a red border. Below the table, the wallet amount is 8599 and the amount to be deducted is 9. There are two 'Make Payment' buttons: one in a dropdown menu and one at the bottom right. A callout bubble points to the dropdown menu with the text 'Family Head Member Change', and another callout bubble points to the bottom 'Make Payment' button.

Transaction Details			
Transaction Number:	TNTACTRI01502601	Customer Number:	9047764624
Customer Name:	Jesu Doss L	Service Name:	Family Head Member Change
Application ReferenceNo:	02220305419688		

Payment Details		
Service Charges	Department Charges	Total
30	0	30

Payment Details	
Wallet Amount	Wallet Amount to be Deducted
8599	9


SECTION 6: Acknowledgement receipt

Acknowledgement receipt will be shown.

Click on **Print Receipt** to download/print the receipt.

Screenshot 1: Print Receipt

Payment Details


Your Payment Was Successful!

Transaction Details

Transaction Number:	TNTACTRI01502601	Customer Number:	9047764624
Customer Name:	Jesu Doss L	Service Name:	Family Head Member Change
Payment Type:	Cash	Transaction Status:	Success
Application ReferenceNo:	02220305419688		

Payment Details

Service Charges	Department Charges	Total
30	0	30

[Print Receipt](#)


[Click here to go Home Page](#)

Click to print receipt


Screenshot 2: Receipt

Applicant has to download the receipt by using Transaction number.

Email: tneesaihelpdesk@tn.gov.in | Toll Free Number :18004251333 (or) 1100
Screen Reader Access A- A A+ Last Updated: 11/08/2021



Directorate of e-Governance
Tamil Nadu e-Governance Agency
Information Technology Department
Government of Tamil Nadu



TNeGA

e-Sevai
இனிய சேவை இணைய சேவை

ARAVINTH TNTACTRI015-01⚙️ 🔌

- Dashboard
- Reports
- Services
- Wallet Recharge
- Receipt
- Electricity Connection Receipt
- Reprint Receipt
- Bank Details

Reprint Receipt

Reprint Receipt

*CSC Transaction No.

[Generate](#) [Reset](#)

Transaction Number

Receipt download

தமிழ்நாடு அரசு / Government of Tamil Nadu இ-சேவை மையம் / e-Sevai Centre		
ரசீது / RECEIPT		
ரசீது எண் / Receipt No: 02220305419688 விண்ணப்பதாரர் / Applicant Name: Civil Supplies and Consumer Protection Department	துறை குறிப்பு எண் / Department Reference No: 02220305419688 பரிவர்த்தனை எண் / Transaction No : TNTACTRI01502601 விண்ணப்பித்த தேதி / Application date : 05-03-2022 10:47:14 விண்ணப்பித்த சேவை / Applied for Service : Family Head Member Change	துறையின் பெயர் / Department Name: Jesu Doss L
பணம் செலுத்திய விவரம் / Payment Details		
விவரங்கள் / Particulars	செலுத்தும் முறை / Payment Mode	செலுத்தப்பட்ட தொகை (ரூ) / Amount Paid (Rs)
கட்டண தொகை / Bill Amount	Cash	0.00
இ-சேவை மையக் கட்டணம் / e-Sevai Centre Charges	Cash	30.00
		மொத்தம் / Total : 30.00
ரூபாய் எழுத்துக்களில் / Amount in words (Rs): Thirty only.		
மையப் பெயர் & குறியீட்டு எண் / Centre Name & Code : Madhavaperumalkoil Panchayat -TACTV-TACTRI015	கையொப்பம் / Signature of the Centre Operator	

8 Disclaimer

This User manual is prepared as per the existing application; however actual screen shots may vary for few cases.