

CITIZENS' CHARTER

FOR

TARGETED PUBLIC DISTRIBUTION SYSTEM

**DEPARTMENT OF FOOD &
SUPPLIES AND CONSUMER
AFFAIRS**

CHANDIGARH(UT)

2012

PREFACE

The Targeted Public Distribution System (TPDS) is a scheme implemented by the Government of India & the department of Food & Supplies and Consumer Affairs, Chandigarh (UT) with an objective to ensure supply of the essential PDS commodities at a subsidized rate to the residents of Chandigarh who are registered with the Fair Price Shops in U T Chandigarh.

This charter aims at bringing the details of essential commodities under TPDS, making of Ration Cards, Procedure and Criteria for opening & operating the FPS. It also incorporates the grievances redressal mechanism with reference to TPDS.

We look forward to the measures suggested in this booklet, which would result in effective, hassle free implementation of the TPDS by Chandigarh Administration and enable the eligible citizens to get their entitlement under the TPDS.

Satya Gopal, IAS
Secretary, Food & Supplies
and Consumer Affairs,
U.T., Chandigarh.

OVERVIEW OF THE DEPARTMENT

The Department of Food Supplies and Consumer Affairs, UT, Chandigarh is committed towards its objective to ensure supply of the essential PDS commodities at a subsidized rate to the residents of Chandigarh who are registered with the Fair Price Shops in U T Chandigarh. The PDS commodities presently being supplied through the FPSs are:

- i. Wheat
- ii. Rice
- iii. Sugar
- iv. Kerosene Oil

The Targeted Public Distribution System (TPDS) has evolved as a major mechanism for ensuring availability of food grains to the registered beneficiaries as well as for enhancing the food security for the poor. Primarily, the TPDS is operated under the joint responsibility of the Central Government and the State Governments. The distribution mechanism is broadly based on allocations made by the Centre to State. These allotments are based upon the number of ration cards and members, under various categories such as Above Poverty Line (APL), Below Poverty Line (BPL) and Antodaya Anna Yojana (AAY).

Mission of the Department

To ensure food security and 100% availability of essential PDS commodities to the people of Chandigarh, resolution of public grievances under Targeted Public Distribution System & to increase the operational transparency of the department and accountability of authorities implementing the TPDS.

Various Acts/ Rules/ Orders viz., The Essential Commodities Act, 1955, Liquefied Petroleum Gas (Regulation of Supply and Distribution) Order, 2000, Chandigarh Public Distribution System (Licensing and Control) Order, 2002, Chandigarh Rice Procurement (Levy) Order, 1984, Chandigarh Kerosene Dealers Licensing Order, 2000, The Consumer Protection Act, 1986 & Rules, 1987, Chandigarh Edible Oils Packaging (Regulation) Order, 2007 are effectively implemented for the smooth functioning of TPDS in Chandigarh (UT).

Organizational Hierarchy

- Secretary
- Director
- Joint Director
- District Food Supplies & Consumer Affairs Officer
- Assistant Food Supplies & Consumer Affairs Officer
- Inspectors
- Sub- Inspectors.

INFORMATION TO CITIZEN

The citizens who want to avail the benefits under TPDS will have to get ration cards under the Above Poverty Line (APL), Below Poverty Line (BPL), and Antyodaya Anna Yojana (AAY) categories and the same has to be registered with the nearest FPS.

The Inspectors of the department conduct a household survey to verify the credentials/ statements, given in the application form for ration card, to identify the APL, BPL, & AAY families. The criteria for categorization of a family into BPL & AAY are fixed by the Government of India.

In addition to this, the department has been given the responsibility to formulate suitable guidelines for issuing ration cards to eligible families for BPL, & AAY, as per the norms approved by the Government of India. The department and other authorized local representative finalize the lists of beneficiaries belonging to BPL category, including the AAY families.

Every family will have one ration card with the name and colored photograph of all the family members purport to be in the ration card, including head of the family with address, names and age of all other family members. The names of the family members can be edited (inclusion & deletion) and as per the requirement. In case a family wants to changes its address or wants to surrender the ration card, the same can be done and the procedure of the same is also provided.

Manual Ration Card/ Smart Ration Card:

Specified commodities namely Wheat, Rice, Sugar and Kerosene Oil are distributed under TPDS at the approved government rates. These commodities are distributed through FPS outlets to registered ration card holders. A manual ration card/ smart ration card is issued to any Indian who is permanent resident of Chandigarh. The biometric impression is taken at the time of receiving the application.

Documents Required for Issuance of a Manual Ration Card(MRC)/ Smart Ration Card(SRC) :

- a) Prescribed application form duly filed and attested by the designated authority.
- b) Two colored family photographs, inclusive of head of the family.
- c) Surrender certificate.
- d) An affidavit in original duly attested by the Executive Magistrate/ Notary Public.
- e) Copy of election photo identity card verified from the electoral roll by the Election department, UT, Chandigarh or an Employer Certificate issued by a competent authority (in case of Govt. Employees).
- f) Registration deed of house in the name of HOF or allotment letter of house (in case of Govt. Employee).

An amount of Rs. 1 & 5 (non-refundable) is charged as the cost of processing

fee of new MRC/ SRC and duplicate card respectively. In case MRC/ SRC is lost, a copy of the FIR/ DDR along with a prescribed affidavit is required.

Amendments in MRC/SRC

- a) **Addition of family member** : Surrender/Deletion Certificate/ Birth Certificate in case of minors.
- b) **Change of name**: Copy of the advertisement in the news paper regarding change of name and affidavit attested by the Ist Class Magistrate.
- c) **Change of Head of Family**: Death Certificate (in case of death of head of family or other reasons) and in other cases request from the existing head of family for change of HOF in the MRC/SRC.
- d) **Change in Address** : Change in address within area shall be subject to physical verification as well as proof of residence.

Service Time Promises by the Department for the foresaid services:

All the above services will have to be provided with in stipulated time and the time lines are standardized as follows:

Sr. No.	Name of Service	Expected Time of Completion
1.	New ration card (MRC/SRC) with requisite conditions	12 working days
2.	New ration card in case of migration from another state (with surrender certificate)	12 working Days
3.	Duplicate ration card (MRC/SRC)	7 working Days
4.	Addition and deletion of names from ration cards	Same day with required proofs (wherever necessary) 5 working days, if physical verification required (for additions).
5.	Change of address with-in the jurisdiction of FPS	On the spot
6.	Surrender certificate in case of transfer to other city	On the spot

Entitlement of commodities as per ration cards & their prices

The citizens would be entitled for the following quota of ration/rates as per the

ration cards category held. At times there are certain changes in the quantity of the commodities retained due to variation of the allocations. The same will be officially communicated through the FPS by putting up required notices as well as press note.

Category	Rate (in Rs.)		Quantity (Kg)/ per card		Sugar	Kerosene @ Rs 14.75
	Wheat	Rice	Wheat	Rice		
APL	7.00	-	35	-	-	1-2 Units= 3 lts. 3-4 Units = 4 lts. 5 & above units = 6 lts. with no LPG connection. Sr. Citizen =3 lts. Single Gas Cylinder User = 3 lts. No Kerosene Oil for AAY
BPL	4.65	6.15	As per allocation by GOI. @ 35 (Rice + Wheat)		1 Kg. Per member @ Rs 13.50	
AAY	-	3.00	-	-	35	

Duties of the Card Holder:

- i. Ration Card should be kept in safe custody, and in no case, this should be given to any unauthorized person.
- ii. While drawing ration, the card holder must check the quality/quantity and weighing of the commodity and he must ensure the proper entries of the same made in their ration card.
- iii. In case of loss/damage of the ration card/change/addition/deletion in the ration card, the card holder shall immediately contact the FPS dealer/ concerned area inspector or the department.
- iv. No overwriting/alteration in their ration card should be done by the card holders.
- v. In the event of death and migration of any family member moving out of Chandigarh for specified period, the name of person should be deleted from the ration card.
- vi. Any BPL/AAY card holder, whose monthly family income exceeds Rs. 432.09/ 250.00/ family member, has to surrender the ration card and get APL card prepared afresh.

INFORMATION TO FPS DEALERS

The TPDS functions through a network of 61 fair price shops (FPSs). The beneficiaries holding cards would get their monthly quota of ration from these FPSs. The procedure for issue of licenses or authorization to the FPS for distribution of essential commodities under the TPDS is clearly laid down in Chandigarh Public Distribution System (Licensing and Control) Order, 2002. The license clearly indicates the period for which the license is valid.

Issuance and renewal of licenses to FPS dealers.

The following shall be the process for issuing new licenses to the FPS dealers.

- A press note is released for the allotment of new FPS, where required.
- The applicant is required to fill the specified performa.
- Enquiry of all the prospective dealers is done by the area Inspector and report is submitted to the DFSO, who issues license to the finalized candidates.
- After the finalization, an amount of Rs. 5000 is deposited in the form of NSC in the office and the license is issued in favour of the new FPS.
- The licenses will be issued for a period of one year and the same can be renewed at the end of the term by the licensing authority on assessing the performance of the previous year.

Responsibilities of the FPS dealers:

The responsibilities and duties of the FPS owners which would inter-alia include

1. Lift essential commodities from the Godown and transport the same to their FPS.
2. Inform the concerned area SDM/ Members of the Vigilance Committee/ area Inspector about the arrival of stock and co-operate for inspections.
3. Sale of essential commodities as per the entitlement of ration card holders at the retail issue price fixed by the authority under the TPDS.
4. Display of all information on a Notice Board at a prominent place in the shop regarding:
 - a. Number of APL, BPL and AAY beneficiaries,
 - b. The entitlement and price of essential commodities of the APL, BPL & AAY beneficiaries.
 - c. License No. / Name of FPS owner & outlet.
 - d. Stock as on date.

- e. Samples of Sugar, Wheat and Rice.
- f. Timing of FPS outlets i.e., 9.00 a.m to 1.00 p.m and 3.00 p.m to 6.00 p.m.
- g. Name, designation & contact number of the authority for redressal of grievances/ lodging complaints with respect to quality and quantity of essential commodities under the TPDS.

VIGILANCE AND PUBLIC PARTICIPATION

The Chandigarh Administration has constituted Ward/Village level Vigilance Committees to periodically review the TPDS process at FPS level, State level with members from Government, Social organizations, Consumer organizations, representatives of card holders, local bodies etc.

INSTRUCTIONS ISSUED BY THE CENTRAL GOVERNMENT FOR STRENGTHENING TPDS:

1. The Administration undertakes a continuous campaign for review of APL, BPL, and AAY, to eliminate ghost ration cards.
2. For transparency in the functioning of TPDS, involvement of elected members of local municipal bodies/ Village Sarpanches in identification of BPL/AAY families and vigilance committees is ensured.
3. BPL and AAY lists are displayed on all FPSs.
4. FPS-wise allocation of food grains is put up on prominent places, for public scrutiny.
5. Timely availability of food grains every month at FPS and their distribution to eligible ration card holders under TPDS.
6. Issuing directions of the Administration to the FPS dealers.
7. Formation of Vigilance Committees to ensure the smooth functioning of TPDS.
8. Computerization of TPDS operations under Smart Card Project is undertaken.
9. Arrangements should be put in place to track movement of food grains from FCI godowns to the Fair Price Shops.

GRIEVANCE REPORTING PROCEDURE

The department has its own redressal system where Citizens can register grievances through toll free number, fax, e-mail. Beneficiaries under TPDS can also lodge complaints in the Complaint Books available at FPS. The overall objective is to provide an interface to the citizens through which they can register their grievances and at a later stage can track and acknowledge its status until the grievance is solved.

Website : <http://chdfood.gov.in/>

Toll free Helpline Number : **1800-180-2068**

Fax number : **0172- 2700376**

e-mail id

:

fcs-chd@nic.in