



# **CITIZEN'S CHARTER**

## **DEPARTMENT OF FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS**

**GOVERNMENT OF PUNJAB**

**ANAAJ BHAWAN,  
SECTOR 39- C,  
CHANDIGARH**

**[www.foodsuppb.gov.in](http://www.foodsuppb.gov.in)**

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## INTRODUCTION

### **Food, Civil Supplies & Consumer Affairs, Punjab**

Food, Civil Supplies & Consumer Affairs Department established in 1942 continues to work to improve Public Distribution System, Procurement Process of food grains and their storage. Working in close cooperation with Government of India, Food Corporation of India and other procurement agencies in Punjab, the Department has, over the years, created a reputation of being a leader in introducing innovation in the field of food grains procurement and storage.

The Department of Food, Civil Supplies & Consumer Affairs, Punjab is under the administrative control of the Principal Secretary, Department of Food, Civil Supplies & Consumer Affairs. There are different wings under the Principal Secretary as given below:

1. Directorate of Food, Civil Supplies and Consumer Affairs
2. Directorate of Food Processing
3. PUNGRAIN (Punjab Grains Procurement Corporation Ltd.)
4. PUNSUP (Punjab State Civil Supplies Corporation Ltd.)
5. Legal Metrology
6. Consumer Protection

The Directorate of Food, Civil Supplies and Consumer Affairs has its offices at the Divisional, Sub-Divisional and District levels in the State.

### **Public Distribution System (PDS)**

Public distribution system (PDS) aims to ensure food security and affordability to the masses. Established by the Government of India, under Ministry of Consumer Affairs, Food and Public Distribution and managed jointly by state governments in India. It distributes subsidized food and non-food items to the required beneficiaries. This scheme was launched in India on June 1947. Major commodities distributed include staple food grains, such as wheat, rice and kerosene, through a network of Fair Price Shops (also known as ration shops) established in several states across the country.

PDS, till 1992, was a general entitlement scheme for all consumers without any specific target. The PDS was later reviewed and replaced by the Revamped Public Distribution

System (RPDS) with a view to strengthen and streamline the PDS as well as to improve its reach to the far flung inaccessible areas where substantial section of the poor live.

## **Targeted Public Distribution System (TPDS)**

In June 1997, the Government of India launched Targeted Public Distribution System (TPDS) with focus on the poor. Under the TPDS, States were required to formulate and implement foolproof arrangements for identification of the poor for delivery and distribution of food grains in a transparent and accountable manner through the Fair Price Shops(FPS).

## **Atta Dal Scheme**

Government of Punjab has launched "Atta Dal Scheme" w.e.f 15.08.2007 under which the identified beneficiary families were distributed subsidized wheat and pulses.

## **National Food Security Act, 2013**

The National Food Security Act, 2013 (NFSA 2013) converts Right to Food into a legal entitlement. It includes the Midday Meal Scheme, Integrated Child Development Services scheme and the Public Distribution System.

As per the National Food Security Act, 2013(implemented w.e.f December 2013), the Atta Dal Scheme was dovetailed as NFSA 2013 and re-launched as New Atta Dal Scheme (NADS). In NADS, AAY category is provided with 35 kg of wheat per month and Priority Households 5 kg per month at Rs. 2/Kg and Pulses 0.5 kg per unit per month and max. 2.5 kg per family per month at Rs 30/kg.

As per the provisions of this Act, the identified beneficiaries under the following categories are entitled for receiving subsidized food grains:

- 1) Antyodaya Anna Yojna (AAY)
- 2) Priority Households.

## **Identification of the beneficiaries**

### **Antyodaya families**

The identification of the beneficiaries is done by the District Administration and this Department issues Ration Cards to such identified beneficiaries. Antyodaya families were identified as per the guidelines issued by GOI for identification of the poorest of the poor

families as Antyodaya families. The focus on the following groups has been enshrined in the scheme guidelines:

- a) Landless agriculture laborers, marginal farmers, rural artisans/craftsmen such as potters, tanners, weavers, blacksmiths, carpenters, slum dwellers, and persons earning their livelihood on daily basis in the informal sector like porters, coolies, rickshaw pullers, hand cart pullers, fruit and flower sellers, snake charmers, rag pickers, cobblers, destitute and other similar categories in both rural and urban areas.
- b) Households headed by widows or terminally ill persons/disabled persons/ persons aged 60 years or more with no assured means of subsistence or societal support.
- c) Widows or terminally ill persons or disabled persons or persons aged 60 years or more or single women or single men with no family or societal support or assured means of subsistence.

### **Priority households**

The identification of Priority households has been done as per the criteria decided by the State Government, which is mentioned below:

#### **Eligible Families**

- a) The Antyodaya Anna Yojana (AAY) households would be automatically covered as per the existing scheme of the Government of India.
- b) The Below Poverty Line (BPL) families identified according to the criteria decided by the Government of India and identified beneficiary families under the State sponsored "Atta Dal Scheme" would be automatically covered under priority households.
- c) The homeless households and households living in Kutcha houses.
- d) Households where Head of the Family is disabled / handicapped person (Should be more than 40% handicap as per the certificate issued by concerned Civil Surgeon/ Medical Board)
- e) All households of landless agricultural laborers.
- f) All households of small and marginal farmers (owing fertile land upto 2.5 acres or barren land upto 5 acres).
- g) All households headed by a widow or single women (unmarried/separated/deserted)
- h) Old age pensioners, who don't have any other family member to support them, provided their annual income from all resources is less than Rs 60,000/-.

- i) In water logged areas, the condition regarding ownership of land has been relaxed and families having land upto 5 acres are eligible.
- j) All such land owners in whose land there has been no produce in the last three years.
- k) Families of HIV/AIDS patients, verified by Director Health, Punjab.
- l) Ex-serviceman having an annual income of upto Rs 60,000/- p.a. (excluding pension).
- m) To the families of the farmers/landless people of one who have committed suicide under distress.

**Except the following:**

- a) All income tax payers.
- b) All VAT assesses registered under Punjab VAT Act, 2005.
- c) All Service Tax payers.
- d) All Professional tax payers.
- e) Households having more than 2.5 acres of fertile land or more than 5 acres of barren land.
- f) Any household owning motorized four wheeler or Air Conditioner.
- g) Any household which owns/operates an enterprise(s) registered with the Government.
- h) Families of all employees (other than contractual / work charged / daily wager) of Government of India, State Governments and Union Territories or its boards/corporations/enterprises/undertakings, Municipal Corporations, Municipal Councils, Municipal Committees, Improvement Trusts etc. (FAMILY includes Husband, Wife & their dependent children).
- i) Any household having annual family income of more than Rs. 60,000/- from all the sources.
- j) Any household owning a house built on a plot area of 100 sq. yds. or more or flat of 750 sq. or more, super area in Municipal Corporation or Municipal Councils in the State.

## Ration Distribution

Since 2014, Department has adopted delivery of ration to the end beneficiary in the presence of State Government officials, Representatives of PRIs, members of Vigilance Committees in Gram Sabha, NGO's concerned , as mandated by the Government of India, as per the following guidelines:

- 1) To avoid pilferages and ensure quality as well as quantity, the grains are pre-packed in 30Kg bags.
- 2) Fresh stock are given out of the current RMS (Rabi Marketing Season).
- 3) Six months quota of wheat is distributed by FPS to the beneficiaries in the presence of Vigilance Committee & Inspector in-charge i.e. April to September and October to March, is followed with department officials ensuring doorstep delivery of the food grains to the end beneficiaries.
- 4) Transportation part of grains is taken care by Government from Storage point to FPS. No dealer is incurring expenditure in transportation, loading and unloading.

## VISION

- Ensure Food Security for India

## MISSION

- Protecting interest of farmers and Rights of consumers.
- To continue contributing food grains to the Central Pool.
- Ensure Efficient and Quality Procurement.
- Modern Storage.
- Pilferage-free distribution of essential commodities under welfare schemes.

## SERVICE STANDARDS

Sr. No.	Citizen Centric Services	Time Norm	Officer responsible for service delivery
1.	Subsidized food grains i.e. wheat @Rs. 2/- per kg Antyodaya families - 35 kg per family Priority households - 5 kg per unit/ member	Per Month	Assistant Food Supplies Officer (AFSO)/ Inspector, Food Supplies

## GRIEVANCE REDRESSAL MECHANISM (GRM)

### Internal Grievance Redressal

- Joint Director at the Head Office is the Nodal Officer for Grievance Redressal.
- She/He gives hearing to the complainant and takes necessary action. Before hearing the complainant, the complaint can be forwarded to the concerned District Food Supply Controller (DFSC) with 7 working days, who is required to investigate through Food Supply Officer(FSO) and send report within 15 working days to the Nodal Officer.
- District Food & Supplies Controller is the Nodal Officer for Grievance redressal for their respective districts.
- She/He gives hearing to the complainant and takes necessary action. Before hearing the complainant, the complaint can be investigated through FSO within 7 working days, if required.

### External Grievance Redressal

- Deputy Commissioner/ Authorized ADC or any other Designated Officer by the DC is the District Grievance Redressal Officer (DGRO) for the districts under their jurisdiction.
- She/He gives hearing to the complainant and takes necessary action. Before hearing the complainant, the complaint can be forwarded to the concerned DFSC



with 7 working days, who is required to investigate through FSO and send report within 15 working days to the DGRO.

- DFSC (District Food Supply Controllers) are required to consolidate number of complaints received by their respective District Grievance Redressal Officers (DGRO) and submit monthly report to Principal Secretary Food & Supplies, Punjab.
- State Food Commission has been constituted under Sh. D.S. Kalha, IAS(Retd.) who has retired from the rank of Secretary to Government of India. The State Commission undertakes the following functions-
  - (a) Monitors and evaluates the implementation of the Act, in relation to the state;
  - (b) Either *suo-moto* or on the receipt of complaint shall inquire into violations of entitlements provide under Chapter II of NFSA.
  - (c) Advises the State Government, autonomous bodies, NGOs; etc. involved in relevant services, for the effective implementation.
  - (d) Hears appeals against orders of the District Grievance Redressal Officer.
  - (e) Prepares Annual Report, which shall be laid down before the State Legislature.

## Grievance Reporting Procedure

The department has its online grievance submission system where citizens can register their grievances online. 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://foodsuppb.nic.in/>

**Helpline e-mail id :** [foodsupplies.pbml@nic.in](mailto:foodsupplies.pbml@nic.in)

**Toll free NFSA number:** 180030061313

**Consumer Affairs Helpline:** 180030011007

## Classifications of Grievances and Time Norms

S. No.	Grievance Category	Time Norm for Redress
1.	Denial/ Non-receipt of entitled quantity of food grains.	1 Month
2.	Poor quality of food grains	1 Month
3.	Less quantity of food grains	1 Month
4.	Over-charging	1 Month
5.	Demanding illegal gratification	1 Month

## Level of Redressal and Time Norms

<b>Level 1</b>	<b>Office</b>	<b>Timeline</b>
	Food Supply Officer	15 Days
<b>Level 2</b>	<b>Office</b>	<b>Timeline</b>
	District Food Supply Controller	07 Days
<b>Level 3</b>	<b>Office</b>	<b>Timeline</b>
	District Grievance Redressal Officers (DGRO) cum Deputy Directors (Field)	07 Days

## LIST OF STAKEHOLDERS AND SERVICE RECIPIENTS

At Macro (**National**) level, following are the stakeholders:

1. Government of India
2. State Government
3. FCI (FOOD CORPORATION OF INDIA)

At Macro (**State**) level, following are the stakeholders/ agencies:

1. PUNGRAIN (Punjab Grains Procurement Corporation Ltd.)
2. PUNSUP (Punjab State Civil Supplies Corporation Ltd.)
3. MARKFED (The Punjab State Cooperative Supply & Marketing Federation Ltd.)
4. PSWC (Punjab State Warehousing Corporation)
5. PAIC (Punjab Agro Industries Corporation Ltd.)

### SERVICE RECIPIENTS

All the people eligible under NFSA (National Food Security Act)/ NADS(New Atta Dal Scheme) are the service recipients.

## LIST OF OFFICERS AT SUBORDINATE / FIELD OFFICES

### Deputy Director (Field) Food Supplies, Punjab

S.No	Name	Division/District	Mobile No.	Code.	Office
1	<b>Ms. Rupinder Pal Kaur</b> ( <a href="mailto:ddfferozepur@gmail.com">ddfferozepur@gmail.com</a> )	Ferozpur Division (Ferozpur, Faridkot, Fazilka, Shri Muktsar Sahib, Sangrur, Barnala, Bathinda, Mansa)	95016-23333	01632	245316
2	<b>Dr. Sona Thind</b> ( <a href="mailto:ddfjalandhar1@gmail.com">ddfjalandhar1@gmail.com</a> )	Jalandhar Division (Jalandhar, SBS Nagar, Hoshiarpur, Kapurthala, Amritsar, Pathankot, Gurdaspur, Tarn Taran)	98725-75483	0181	2235778 2223986(F)
3	<b>Sh. Ajaiveer Singh Sarao</b> ( <a href="mailto:ddfpatiala@gmail.com">ddfpatiala@gmail.com</a> )	Patiala Division (Patiala, Fatehgarh Sahib, SAS Nagar, Ropar, Ludhiana, Moga)	97797-00100	0175	2367066
<b>District Food Supplies Controller, Punjab</b>					
1	<b>Sh. Amritpal Singh</b> ( <a href="mailto:dfscamritsar@gmail.com">dfscamritsar@gmail.com</a> )	Amritsar	97790-55555	0183	2564966 2401829(F)
2	<b>Sh. Amarjeet Singh Sodhi</b> (Officiating DFSC) ( <a href="mailto:dfscbathinda@yahoo.co.in">dfscbathinda@yahoo.co.in</a> <a href="mailto:dfscbathinda@yahoo.in">dfscbathinda@yahoo.in</a> )	Bathinda	98888-11383	0164	2210812 2240157(F)
3	<b>Smt. Sweety Devgan</b> ( <a href="mailto:pungrainbarnala@gmail.com">pungrainbarnala@gmail.com</a> )	Barnala	94171-66057	01679	235051
4	<b>Ms. Gita Bishambhu</b> (Officiating DFSC) ( <a href="mailto:fazilkadfsc@gmail.com">fazilkadfsc@gmail.com</a> )	Fazilka	78379-86786	01638	502303
5	<b>Sh. Balraj Singh</b> ( <a href="mailto:dfsc.fzr@gmail.com">dfsc.fzr@gmail.com</a> )	Ferozpur	99889-61652	01632	245380 245316(F)
6	<b>Ms. Atinder Kaur</b> ( <a href="mailto:faridkotpungrain@gmail.com">faridkotpungrain@gmail.com</a> )	Faridkot	98884-68009 94641-68108	01639	250095
7	<b>Sh. Jaspreet Singh Kahlon</b>	Fatehgarhsahib	98784-69403	01763	232289

	<a href="mailto:dfscfgs701@gmail.com">dfscfgs701@gmail.com</a>				233998(F)
8	<b>Sh. Munish Narula</b> <a href="mailto:dfscgurdaspur@gmail.com">dfscgurdaspur@gmail.com</a>	Gurdaspur	98724-29999	01874	247193(F)
9	<b>Smt. Rajnish Kaur</b> <a href="mailto:dfschsp@gmail.com">dfschsp@gmail.com</a>	Hosiarpur	98782-28830	01882	222663
10	<b>Sh. Narinder Singh</b> <a href="mailto:dfscjal1@gmail.com">dfscjal1@gmail.com</a>	Jalandhar	99157-27177	0181	2223986
11	<b>Sh. Pinder Singh</b> <a href="mailto:dfscapurthala@gmail.com">dfscapurthala@gmail.com</a>	Kapurthla	99154-86276	01822	232409
12	<b>Mr. Surinder Kumar Beri</b> (Officiating DFSC) <a href="mailto:pungrainludhiana@gmail.com">pungrainludhiana@gmail.com</a>	Ludhiana(E)	81469-99022	0161	2453202
	<b>Sh. Rakesh Bhaskar</b>	Ludhiana(W)	98557-95111	0161	2454202
13	<b>Sh . Baldev Raj Varma</b> (Officiating DFSC) <a href="mailto:dfscmansa@gmail.com">dfscmansa@gmail.com</a>	Mansa	75080-06620	01652	223225
14	<b>Smt. Rajnish Kumari</b> <a href="mailto:p.gm@live.com">p.gm@live.com</a>	Moga	94641-68117 98721-87000	01636	239935
15	<b>Sh. Mangal Dass</b> <a href="mailto:dmpungrain@gmail.com">dmpungrain@gmail.com</a> <a href="mailto:dfscmuktsar@gmail.com">dfscmuktsar@gmail.com</a>	Muktsar	98146-93988	01633	263697
16	<b>Smt. Harjeet Kaur</b> <a href="mailto:dfscsasnagar@gmail.com">dfscsasnagar@gmail.com</a>	Mohali	99145-68080	0172	2219541
17	<b>Ms. Renu Bala Verma</b> <a href="mailto:pungrain.nawanshahr@gmail.com">pungrain.nawanshahr@gmail.com</a>	Nawan Shahr (SBS Nagar)	94647-96144	01823	222077 222456(F)
18	<b>Sh. Manjinder Singh</b> (Officiating DFSC) <a href="mailto:dfscpathankot97@gmail.com">dfscpathankot97@gmail.com</a>	Pathankot	98147-17182	01874	247193(F)
19	<b>Sh. Parmjeet Singh Dhamija</b> (Officiating DFSC) <a href="mailto:dfscpatiala@gmail.com">dfscpatiala@gmail.com</a> <a href="mailto:ajaiveersarao@yahoo.com">ajaiveersarao@yahoo.com</a>	Patiala	98152-96875	0175	2311317
20	<b>Sh. Satvir Singh</b> (Officiating DFSC) <a href="mailto:dfscroopnagar@gmail.com">dfscroopnagar@gmail.com</a>	Ropar	94640-00039	01881	221160
21	<b>Sh. Manjit Singh</b> <a href="mailto:pungrainsangrur@gmail.com">pungrainsangrur@gmail.com</a> <b>Sh. Vijay Singla, ADFSC</b>	Sangrur	98766-04555 94641-68123 94635-86470	01672	234051 234188(F)
22	<b>Dr. Nirmal Singh</b> <a href="mailto:pungraintt@gmail.com">pungraintt@gmail.com</a>	Tarn-Taran	98884-22347	01852	223738 223739(F) 500411(F)

## **EXPECTATIONS FROM THE SERVICE RECIPIENTS**

Service recipients are required to provide NFSA/NADS claim forms, family details including the UID numbers of each member. These forms are required to be duly filled and submitted to the Sub Divisional Magistrate (SDM)/Deputy Commissioner (DC) office, and after the verification from the above office, the eligible people will get the benefit. The services are provided free of cost by the Department.

## **PERIODICITY OF REVIEW:**

Citizen Charter will be reviewed once in a year.