

CITIZEN'S CHARTER—2014

Department of Consumer Affairs, Food & Public Distribution, Manipur

ABSTRACT

This document represents the commitment of the Department of CAF&PD, Manipur towards the citizens in respect of Standard of services, Information and Choices, Consultation, Non-discrimination and accessibility, Grievances Redressal, Courtesy and value for Money. This also includes expectations of the Department from the Citizens for fulfilling the commitment of the Department.

CITIZEN'S CHARTER—2014

Department of Consumer Affairs, Food & Public Distribution, Manipur

VISION

To ensure and enhance food security for the poorest of the poor in particular and all categories of families in general at affordable prices.

MISSION

To implement the Public Distribution System and other related schemes of food security across the state of Manipur to the best advantage of its beneficiaries, address public grievances in the shortest possible time and to increase the operational transparency of the Department and accountability of authorities implementing the PDS.

ACTIVITIES

- Targeted Public Distribution System (TPDS) of essential commodities with a view to maintain and secure equitable distribution and availability of foodgrains, sugar and kerosene at fair and subsidized rate at the Fair Price Shops (FPS) by enforcing Essential Commodities Act, 1955 and various Control Orders.
- Checking and regulation of the sale of petroleum products, LPG and SK Oil, control of adulteration of POL products by the Anti-Adulteration Cell of the Consumer Affairs, Food & Public Distribution Department.
- The protection of the interest of consumer by the State Commission and District Fora for the redressal of consumer disputes under the Consumer Protection Act, 1986.

IDENTIFICATION OF APL, BPL AND AAY

All households in the State have been divided into the following categories for the purpose of proper supply and distribution of specified foodgrains and kerosene. Separate cards have been issued to the identified families belonging to APL, BPL and AAY.

1) *Above Poverty Line (APL):*

Families having total income above Rs. 24,200/- per annum have been identified as APL families.

2) Below Poverty Line (BPL) :

Families having total income below Rs. 24,200/- per annum have been categorized as BPL families.

3) Antyodaya Anna Yojana (AAY) :

Households with physically challenged adults having no assured means of subsistence, people living with HIV (PLHIV), landless and marginal farmers, artisans, craftsmen, widows, terminally ill persons etc. are categorized as AAY families.

ENTITLEMENT

i) Scale of issue to the consumers:

Rice	:	APL	-	24 kgs./card/month
		BPL	-	33.96 kgs./card/month
		AAY	-	35 kgs./card/month
Wheat (W/Atta)	:	APL	-	11 kgs./card/month
		BPL	-	1.04 kgs./card/month
Sugar	:		-	700 gms./head/month
S.K. Oil	:		-	4 litres/card/month

ii) Rate of issue price under TPDS :

Rice	:	APL	-	Rs. 9.35 per kg.
		BPL	-	Rs. 7.30 per kg.
		AAY	-	Rs. 4.65 per kg.
Wheat (W/Atta)	:	APL	-	Rs. 7.75 per kg.
		BPL	-	Rs. 5.80 per kg.
Sugar	:		-	Rs. 13.50 per kg.
S.K. Oil	:		-	Rs. 15.30* per litres

* rate variable as per distance of FPS in the district.

FAIR PRICE SHOPS

The PDS functions through a network of Fair Price Shops/Ration Shops. The FPS shall be open on all days of the month between 9.30 a.m. to 4.30 p.m. after causing wide publicity of 2 (two) days ahead of distribution. The ration card holders can get their entitled allotment on any date and time indicated in the card.

PROCESS FOR ALTERATION IN RATION CARDS

Application for addition/deletion of family members in the Ration Card, change in address, transfer of Ration Cards will be processed and disposed speedily in the following manner:

Sl. No.	Item of Works	Time limit
1.	Inclusion/deletion of family/members (by representation to district authorities)	(i) Same day on presentation of ration cards with required proofs (wherever necessary), (ii) within seven days if physical verification is necessary for addition
2.	Change of address including jurisdiction of the name of FPS	Same day
3.	Change in address including change in FPS	Seven days
4.	Issue of surrender certificate on transfer of family to other city or otherwise	Same day
5.	Issue of new ration card within the State (with surrender certificate)	Seven days
6.	Issue of new ration cards in case of change of State	Two week

TIME FRAME FOR DISPOSAL OF APPLICATIONS RELATING TO RATION CARDS

Sl. No.	Works	Time limit	Competent authority	Appellate authority
1	Issue of New Ration Card	45 days	Dist. Supply Officer	Dy. Commissioner
2.	Surrender of Ration Card	Same day	Dist. Supply Officer	Dy. Commissioner
3.	Deletion of name of a family member from Ration Card	10 days	Dist. Supply Officer	Dy. Commissioner
4.	Addition of name in the Card	10 days	Dist. Supply Officer	Dy. Commissioner
5.	Change in address	10 days	Dist. Supply Officer	Dy. Commissioner
6.	Change of FPS/SKO Sub-dealers	10 days	Dist. Supply Officer	Dy. Commissioner

In cases of disputes regarding change of address/village, the final decision will be made by the DC/SDO of the District concerned.

INFORMATION TO BE DISPLAYED AT THE FAIR PRICE SHOPS (FPS)

- Licence No./Name of FPS Agents./S.K. Oil Sub-dealers.
- Stock as on date.
- Stipulated weekly holidays.
- Issue prices of commodities.
- Timing of opening Fair Price Shops.
- List of BPL and AAY households covered by the particular FPS Centre

COMPLAINTS AGAINST THE FPS AND PDS OUTLETS & REDRESSAL

Complaints against the FPS and PDS outlets for illegal and deceitful practices like over charging or refusal to issue commodities, black marketing, etc. can be made to the following:

- * Concerned circle Civil Supply Inspector (CSI).
- * District Supply Officer (DSO) of the District.
- * Sub-Deputy Collector/Sub-Divisional Officer of the area.
- * Deputy Commissioner of the District.
- * Director (CAF&PD), Manipur.
- * Commissioner (CAF&PD), Govt. of Manipur.
- * Concerned Vigilance Committee of the Circle.
- * In addition, complaint regarding black marketing of kerosene, adulteration of POL products and misuse of cooking gas can also be made to the aforesaid authorities.
- * Complaints against the officials of the CAF&PD Department can also be made to the Director (CAF&PD), Manipur and Commissioner (CAF&PD), Govt. of Manipur.

INSPECTION AND CHECKING

The District Administration shall ensure a proper system for monitoring of FPS and prescribe model sales records/registers, stock registers and ration card registers. The District Administration shall also ensure inspection of FPS not less than once in a month by designated authorities and also specify issues on which information would be collected by them.

VIGILANCE AND PUBLIC PARTICIPATION

The District Administration shall hold regular meeting of the Vigilance Committees at least once in a month and consult the Vigilance Committees before issue of Utilisation Certificate of distribution of PDS items.

RIGHT TO INFORMATION ACT

Any information sought by the applicants under the Right to Information Act, 2005 shall be provided to them within a period of 30 days after payment of admissible fee. In case the applicant is not satisfied with the information provided to the applicant, the applicant has the right to appeal before the Appellate Authority/Public Information Commission.

Sl. No.	Administrative Unit/Office	Name & Designation of APIO	Name of Designation of SPIO	Name & Designation of 1 st Appellate Authorities
1	2	3	4	5
1.	Secct.: CAF&PD, Govt. of Manipur	Section Officer (CAF&PD)	Deputy Secretary (CAF&PD), Govt. of Manipur	Pr. Secy./ Comm./ Secy.
2.	Directorate: CAF&PD, Manipur	Dy. Director (CAF&PD), Manipur	Jt. Director(CAF&PD), Manipur	Director(CAF&PD), Manipur
3.	Imphal West.	Asstt. Director (CAF&PD), I/W, Lamphel	Dist. Supply Officer(CAF&PD), Lamphel	Dy. Commissioner, Imphal West District.
4.	Imphal East.	Asstt. Director (CAF&PD), I/W,	Dist. Supply Officer(CAF&PD), Porompat	Dy. Commissioner, Imphal East District.
5.	Bishnupur District	Asstt. Director (CAF&PD), BPR.	Dist. Supply Officer(CAF&PD), Bishnupur	Dy. Commissioner, Bishnupur District.
6.	Thoubal District	Asstt. Director (CAF&PD), Thoubal	Dist. Supply Officer(CAF&PD), Thoubal	Dy. Commissioner, Thoubal District.
7.	Senapati District Except Kangpokpi Saitu, Gamphazoil and Saikul Sub-Division	Asstt. Director (CAF&PD), Senapati	Dist. Supply Officer(CAF&PD), Senapati	Dy. Commissioner, Senapati District.
8.	Ukhrul District	Asstt. Director (CAF&PD), Ukhrul	Dist. Supply Officer(CAF&PD), Ukhrul	Dy. Commissioner, Ukhrul District.
9.	Chandel District Except Moreh & Tengnoupal Sub-Division	Asstt. Director (CAF&PD), Chandel	Dist. Supply Officer(CAF&PD), Chandel	Dy. Commissioner, Chandel District.
10.	Churachanpur District	Asstt. Director (CAF&PD), Churachanpur	Dist. Supply Officer(CAF&PD), Churachanpur	Dy. Commissioner, Churachanpur District.
11.	Tamenglong District	Asstt. Director (CAF&PD), Tamenglong	Dist. Supply Officer(CAF&PD), Tamenglong	Dy. Commissioner, Tamenglong District.

12.	Kangpokpi, Saitu, Gamphazol and Saikul Sub-Divn.	Asstt. Director (CAF&PD), Kangpokpi	Dist. Supply Officer(CAF&PD), Kangpokpi	Dy. Commissioner, Kangpokpi District.
13.	Moreh & Tengnoupal Sub-Divn.	Asstt. Director (CAF&PD), Moreh	Dist. Supply Officer(CAF&PD), Moreh	Dy. Commissioner, Chandel District.
14.	Jiribam Sub-Divn.	Asstt. Director (CAF&PD), Jiribam	Dist. Supply Officer(CAF&PD), Jiribam	Dy. Commissioner, Imphal East District
15.	State Dispute Redressal Commission	Bench Clerk, State Dispute Redressal Commission, Sangaiprou	Registrar, State Dispute Redressal Commission, Sangaiprou	Director(CAF&PD), Manipur
16.	District Dispute Redressal Commission	Bench Clerk, District Dispute Redressal Folrum, Thoubal, Bishnupur, Sangaiprou	Registrar, District Dispute Redressal Folrum, Thoubal, Bishnupur, Sangaiprou	Director(CAF&PD), Manipur

CONSUMER AFFAIRS

1) *Consumer :*

According to the Consumer Protection Act, 1986, a consumer is a person who buys or hires goods or services for a consideration, i.e. free services are not covered under the Act. It excludes a person who buys or hires for commercial purpose/activity and not for self-consumption.

2) *Complaint can be lodged when:*

- a) An unfair trade practice or restrictive trade practice is adopted by any trader.
- b) Any defect in goods purchased is detected.
- c) There is any deficiency in the quality/quantum of services purchased.
- d) Charging of price in excess above that stamped on the product.
- e) Sale of unsafe goods, which are hazardous to life and safety under the Rule/Act.

3) **Complaint can be lodged at:**

Consumers can lodge a complaint under Consumer Protection Act, 1986 through the following Consumer Courts. These complaints should be lodged within 2(two) years from the date of incident.

- a) District Forum : For claim upto Rs. 20 lakhs
- b) State Commission : For claim above Rs. 20 lakhs and Upto Rs. 1 crore.
- c) National Commission : For claim above Rs. 1 crore.

ADDRESS OF STATE COMMISSION & DISTRICT FORA

- 1) **State Consumer Disputes Redressal Commission :**
Sangaiprou, Imphal - 795001.
- 2) **Imphal District Consumer Disputes Redressal Forum :**
Sangaiprou, Imphal - 795001
(Senapati, Ukhrul & Imphal)
- 3) **Thoubal District Consumer Disputes Redressal Forum :**
Thoubal, Manipur (Thoubal and Chandel District)
- 4) **Bishnupur District Consumer Disputes Redressal Forum :**
Deputy Commissioner Complex, Bishnupur District, Manipur
(Churachandpur, Tamenglong and Bishnupur District.)

CONTACT INFORMATION OF OFFICERS OF DIRECTORATE OF CAF&PD, MANIPUR

Sl. No.	Address	Telephone/ Mobile No.	Jurisdiction
1.	Director/CAF&PD	0385-2450570	All Manipur
2.	Joint Director/CAF&PD	0385-2441983	All Manipur
3.	Dy. Director/CAF&PD	-	All Manipur
4.	Assistant Director (Rice)/CAF&PD	9862035249	All Manipur
5.	Assistant Director (Sugar)/CAF&PD	9436032131	All Manipur
6	Godown Supdt./CAF&PD	9089726866	All Manipur
7.	Statistical Officer (Planning)/CAF&PD	8794669440	All Manipur

CONTACT INFORMATION OF DISTRICT SUPPLY OFFICERS

Sl. No.	Office	Telephone/Fax	Jurisdiction
1.	District Supply Officer (CAF&PD), Imphal West/Assistant Director (CAF&PD), IW	9615900742	Imphal West
2.	District Supply Officer (CAF&PD), IE/Assistant Director (CAF&PD), IE	9862072493 9774398105	Imphal East
3.	District Supply Officer (CAF&PD), Senapati/Assistant Director (CAF&PD), Senapati	8974945146	Senapati
4.	District Supply Officer (CAF&PD), Ukhrul/Assistant Director (CAF&PD) Ukhrul	9436842055	Ukhrul
5.	District Supply Officer (CAF&PD), Tamenglong/ Assistant Director (CAF&PD), Tamenglong	9402285879	Tamenglong
6.	District Supply Officer (CAF&PD), Churachandpur/Assistant Director (CAF&PD), Churachandpur	9615780481	Churachandpur
7.	District Supply Officer (CAF&PD), Bishnupur/Assistant Director (CAF&PD), Bishnupur	8974945146	Bishnupur
8.	District Supply Officer (CAF&PD), Thoubal/Assistant Director (CAF&PD), Thoubal	8974187445	Thoubal
9.	District Supply Officer (CAF&PD), Chandel/Assistant Director (CAF&PD), Chandel	9612344751	Chandel
10.	ADC, Kangpokpi/Assistant Director (CAF&PD), Kangpokpi	9612703143	Kangpokpi
11.	ADC, Jiribam/Civil Supply Inspector (CAF&PD), Jiribam	9612912792	Jiribam
12.	ADC, Moreh/UDC/CAF&PD, Moreh	9856904974	Moreh

EVALUATION OF CITIZEN'S CHARTER

Citizen's Charter will be evaluated and reviewed after considering feedback from the users once every year.