

CITIZEN'S CHARTER 2017

**GOVERNMENT OF N.C.T OF DELHI
DEPARTMENT OF FOOD SUPPLIES
& CONSUMER AFFAIRS,
'K' BLOCK, VIKAS BHAWAN, I.P. ESTATE
NEW DELHI-110 002**

CITIZENS' CHARTER
GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI DEPARTMENT
OF FOOD & SUPPLIES AND CONSUMERS AFFAIRS

The Department of Food, Supplies and Consumers Affairs undertake the following activities:

- Public Distribution System (PDS) of essential commodities to maintain and secure equitable distribution and availability of Specified Food Articles at Fair Price Shops.

Specified Food Articles namely Wheat, Rice & Sugar (where applicable) are distributed through Public Distribution System at the approved rates. These commodities are distributed through P.D.S. outlets to consumer card holders.

- Protecting the interest of consumers. For this purpose State Commission and District forums have been established for the Redressal of consumer disputes under the Consumer Protection Act, 1986.

Time Frame for Disposal of various applications:

Sl No	Work	Time Limit	Competent Authority	Appellate Authority
1	*Issue of a new Ration Card	30 days	Food & Supply Officer	District Grievance Redressal Officer
2	Surrender of Food Card	Same day	Food & Supply Officer	District Grievance Redressal Officer
3	Deletion of name of a family member from the Ration Card	30 days	Food & Supply Officer	District Grievance Redressal Officer
4	* Addition of name	30 days	Food & Supply Officer	District Grievance Redressal Officer
5	Change in address within the same circle	30 days	Food & Supply Officer	District Grievance Redressal Officer
6	Change of FPS/KOD within the same circle	30 days	Food & Supply Officer	District Grievance Redressal Officer

***NOTE:- Subject to availability of vacancy for new beneficiary.**

Procedure/Information regarding Allotment of Fair Price Shops.

1.	Eligibility	<p>*The applicant, except a Company, local body or a Government entity must be the resident of the district in which the FPS is to be located. In case of group societies, at least 50% of the members of the group societies must be resident of the Distt. Concerned.</p> <p>* Age:- In case of an individual partnership including the limited liability partnership, the person including all the partners should not be less than 18 years and more than 60 years of age.</p> <p>* Education:-In case of an individual candidate, he must be at least class 10th pass from any recognized Board in India.</p>
2.	Request is to be made for allotment	On availability of vacancy
3.	To whom request is to be made for allotment.	Zonal Asstt. Commissioner concerned.
4.	Procedure for allotment of Fair Price Shop.	1. Notification of Vacancy. 2. Scrutiny of Application. 3. Field Verification. 4. Selection of appropriate candidate by Selection Committee.
5.	Charges for Allotment/renewal of FPS	The successful applicant shall deposit an Security amount Rs.10,000/- Fee for issuance of license. Rs.1000/- Fee for renewal of license Rs.500/- Fee for issue of duplicate Rs.250/- License.

Criteria for making NFS cards.

As per National Food Security Act-2013, the numbers of beneficiaries are fixed for GNCT of Delhi. The number has been fixed as 72.77.995 lakhs by GOI.

Eligibility Criteria:-

1. The households having Annual income of less than Rs.1. Lakh will be considered as eligible households for inclusion in the NFS.
2. Eldest female will be made Head of household in the National Food Security Card.
3. The applications will be received in the concerned Circle office; FSO will approve the application after verification.

CRITERIA FOR DISTRIBUTION OF FOODGRAINS**Rates/Quantity of food grains under the various schemes.**

Scheme	Quantity		Rates (Rs.)		Sugar
	Wheat	Rice	Wheat	Rice	
PRIORITY HOUSEHOLDS (Per member).	04 Kg per member	01 Kg per members	2.00	3.00	Only for PRs (OLD BPL card holders) 6Kg @Rs 13.50/Kg per card
ANTODAYA ANN YOJNA (Per card)	25 per card.	10 per card	2.00	3.00	6 Kg @ Rs 13.50/Kg per card

Information to be displayed at the P.D.S.Outlet.

- License No./Name of the PDS Outlets.
- Stock of foodgrains as on date.
- Closing stock and opening stock of foodgrains.
- Weekly off. Day.
- Rates of Commodities.
- Entitlement of beneficiaries.
- Samples of Sugar, Wheat and Rice.
- Opening of FPS: - 9.00 a.m. to 1.00 p.m. and 3.00 p.m. to 7.00 p.m.
- Complaint Register is available.
- List of Beneficiaries.
- Toll Free help line number.

Call Centre

A call centre with helpline number 1967 and 1800 11 0841 are operative on all working days from 9am to 6 pm for the benefit of consumers. Anybody can get the information regarding preparation of ration card and also register complaint against FPS.

Complaints against the PDS outlets & its Redressal

Complaints against the PDS outlets regarding measurement, quality, excess charging or refusal to issue commodities, black marketing, can be made to the followings :-

1. Toll Free Number 1967 / 1800 11 0841
2. Concerned Circle FSO
3. Concerned Vigilance Committee of the Circle.
4. Additional District Magistrates / District Grievance Redressal Officer of concerned Revenue District
5. State Food Commission, M-Block, Vikas Bhawan, I.P.Estate, New Delhi.

Complaints against the officials of the department against harassment can be made to the Spl. /Addl./Joint Commissioner or Commissioner, Food & supplies & Consumer Affairs Department, at K-Block, Vikas Bhawan, and New Delhi.

STATE PUBLIC INFORMATION OFFICES

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|---------------------------------|---------------------------------------------------------------------------|
| 1. For Head Quarters | Asstt. Commissioner (HQ/RTI)
K-Block, Vikas Bhawan
New Delhi-110002 |
| 2. For Zones | Zonal.Asstt. Commissioner- |
| 3. State Commission of Consumer | Registrar, 'A 'Block, Vikas Bhawan,
Affairs New Delhi-110002. |
| 4 District Forum | President District Forum. |

STATE ASSISTANT PUBLIC INFORMATION OFFICERS

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|------------------------|--------------------------------------------------------|
| 1. For Head Quarters | FSO (RTI)
K-Block, Vikas Bhawan
New Delhi-110002 |
| 2. For Circle Officers | All FSO of concerned circles |
| 3. Distt. Forum | Non Legal member of District
Forum |

FIRST APPELLATE AUTHORITY

Jurisdiction

1. Head Quarter
2. Zones
- 3 State Commission
Commission.
- 4 District Forum

First Appellate Authority

- Spl/Addl/Joint. Commissioner (RTI)
- Spl Commissioner/Controller,
Weight & Measurement
Member (Non-Legal) of State
- Member (Non-Legal) of State
Commission.

DEPARTMENT OF CONSUMER AFFAIRS

1 Consumer

According to the Consumer Protection Act, 1986, one who buys any goods or services for a consideration is a consumer. The user of such goods or services with the permission of the buyer is also a consumer.

Note: A person cannot be a consumer who has purchased any item with commercial purpose or for sale.

2 Complaint can be lodged by:-

- a. A Consumer
- b. Any Registered Voluntary Consumer Organization

- c Central Govt.
- d State Govt./NCR
- e One or more consumers having common aim.

3 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
- c Any deficiency in services purchased
- d Charging of price in excess of that stamped on the product.
- e Sale of unsafe goods, which are hazardous to life and safety under the Rule/Act.

4 The Procedure for lodging a complaint.

The complaint can be lodged by the post or by the Complainant himself or by authorizing any person along with the cash memo/bill etc. Generally, 4-6 copies of the complaint are necessarily required.

- a Advocate is not required.
- b Affidavit or stamp papers are not required.

5 Compulsory points for a complaint:-

- a Name and complete address of the complainant.
- b Name and complete address of opposition party/parties.
- c Date of sale of goods or service taken.

6 Relief asked for by the consumers.

Consumer Courts may grant one or more of the following reliefs:

- i) Repair of defective goods:
- ii) Replacement of defective goods;
- iii) Refund of price paid for the defective goods of service
- iv) Removal of deficiency in service.
- v) Refund of extra money charged.
- vi) Withdrawal of goods hazardous to life and safety.
- vii) Compensation for the loss or injury suffered by a consumer due to negligence of the opposite party.
- viii) Adequate cost of filing and pursuing the complaint.

7 Complaint can be lodged at:-

Consumer can lodge a complaint under Consumer Protection Act through the following Consumer Courts. These complaints should be lodged within 2 years from the date of incident:

- i. **District Forum:** - For claims upto Rs 20 lac
- ii. **State Commission:** - For claims above Rs 20 lacs and upto Rs.1 Crore.
- iii. **National Commission:** For claims above Rs 1 Crore.

8. Alternative centre for complaint:-

In addition to filing of consumer complaint in the District Forums/State Commission, now the consumer has also the alternative centre such as Mediation Centre's and Lok Adalat for quick Redressal of consumer disputes.
