

Manual-1

Particulars of organizations, functions and duties

**GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
OFFICE OF THE COMM: FOOD SUPPLIES & CONSUMER AFFAIRS
K- BLOCK, VIKAS BHAWAN, I.P. ESTATE, NEW DELHI-110002
(POLICY BRANCH)**

The Department of Food Supplies and Consumer Affair undertakes the following activities:-

Public Distribution System(PDS) of essential commodities with a view to maintain and secure equitable distribution and availability of Specified Food Articles at Fair Price Shops by enforcing Essential Commodities Act, 1955 and various control orders.

Consumer Affair for better protection of interest of consumers, Setting up of State Commission, and District Forum for Redressal of consumer disputes under the Consumer Protection Act, 1986.

Organizational Structure:-

- The Department consists of 70 circle offices situated at each Assembly Constituency and headed by an officer of the rank of Food & Supply Officer. These Circles have been divided into nine zones. Each zone is headed by the officers of the rank of Assistant Commissioner and they are further supervised by the Special/Addl. Commissioner.

Public Distribution System:-

- Specified Food Article such as Wheat, Rice, Sugar and (where applicable) are distributed through public distribution system at the Government approved rates. These commodities are distributed through P.D.S. outlets to consumer card holders.

National Food Security Act, 2013 :-

- Objective is to provide food and nutritional security by ensuring access to adequate quantity of quality food at affordable prices to people to live a life with dignity.
- Every person belonging to eligible households shall be entitled to receive 5 kg of foodgrains per person per month at subsidized prices. AAY households shall be entitled to 35 kg foodgrains per household per month.

- The eldest woman who is not less than 18 years of age in every eligible household shall be head of household for purpose of issue of ration cards.
- As per ceiling fixed by Govt. of India a total of 72.78 lakh populations are to be benefitted under this scheme in Delhi.

How to get a National Food Security Card:-

A rations -card is issued to any Indian citizen who is permanent resident of NCT of Delhi and eligible under the criteria of National Food Security Act, 2013 as mentioned below:-

1 Eligibility Criteria:-

The households having annual income of less than Rs.1 Lakh and fulfilling the following criteria will be considered as eligible households for inclusion in the Priority/AAY category as the case may be :-

a) Geographically, Socially and Occupationally Vulnerable Groups.

- Residents of Slums.
- Residents of resettlement colony of FG&H categories.
- Residents of notified abadies in rural villages.
- Shelter-less.
- Transgenders
- Households with disabled people (as defines in Persons with Disabilities Act 1995) subject to submission of prescribed medical certificate.
- Single women (including widows, unmarried and separated and deserted women), living in household as dependent or as head of household.
- Children living without protection.
- Occupationally vulnerable groups like Rag-pickers unskilled construction workers, porters, casual daily wage labour, casual domestic workers, cycle rickshaw driver, unskilled workers in small household enterprises, unskilled workers in household industries.

b) Other Households:-

Other Households having annual income of less than Rs. 1 Lakh per annum:

- 1.) Applicants belonging to nine categories in Para-6 A will not be required to submit income certificate. Self certification regarding their income and occupation. will b enough subject ot field verification. Similarly self certification as shelter less, being single women, children without protection of occupationally vulnerable group will be admissible. In case of

residents of notified village abadies, certificate from revenue authorities will be necessary.

2) **EXCLUSION CRITERIA:**

Notwithstanding their fulfilling the eligibility criteria, the following households will not be eligible:

- i) If any member of a household owns a light (Four Wheeler) or heavy vehicle (except one commercial vehicle in households for earning livelihood)
- ii) If any member of the household owns a building/land in any of the A to E category colonies of Delhi.
- iii) If the household is receiving ration/food subsidy under any other scheme.
- iv) If any member of the household is income tax payee.
- v) If any member of the household is an employee of Central/State Government, local bodies, corporation/autonomous bodies of Central/State / Local Government.

MODE OF APPLICATION/ Documents to be submitted with Application form:-

The eldest female will be treated as Head of household. Applicants will be assisted in filling up the forms by setting up "Help Desks" in each FSO office.

The application should be submitted in the prescribed format by the head of household enclosing the following documents.

- i) Copy of Aadhar Card of all family members.
- ii) Residence proof of the applicant, if her residence is not the same as mentioned in her Aadhar Card. In case of shelter-less persons residence proof will not be required.
- iii) Income certificate issued by the Revenue Department, wherever applicable.
- iv) Ration Card(if the applicant or any member of the household has ration card of any type)
- v) Any category-specific certificate prescribed in Para-6
- vi) An undertaking in the prescribed format that the applicant doesn't fall under any of the exclusion categories enumerated in Para-8

PLACE OF SUBMISSION:

Elaborate arrangements for receiving the application will be made. The application will be received in the office of concerned Food and Supplies Officer.

Issuance of Duplicate Card.

In case the card is lost, a copy of the FIR and an affidavit be submitted.
If card is defaced copy of ration card.

AMENDMENTS IN RATION CARDS.

ADDITION:-

Surrender/Deletion Certificate or Birth Certificate in case of minors. In absence of deletion/surrender certificate/birth certificate, an affidavit as per Annexure III..

TIME FRAME FOR DISPOSAL OF VARIOUS APPLICATIONS

S.NO	WORK	TIME LIMIT	COMPETENT AUTHORITY	APPELLATE AUTHORITY
<u>1.</u>	Issue of a new Ration Card	30 days	Food and Supply Officer	Zonal Asstt. Commissioner
<u>2.</u>	Surrender of Food Card.	Same day	Food and Supply Officer	Zonal Asstt. Commissioner
<u>3.</u>	Deletion of name of a family member from the Ration Card.	30 days	Food and Supply Officer	Zonal Asstt. Commissioner
<u>4.</u>	Addition of name	30 days	Food and Supply Officer	Zonal Asstt. Commissioner
<u>5.</u>	Change in address within the same circle.	30 days	Food and Supply Officer	Zonal Asstt. Commissioner
<u>6.</u>	Change of FPS/KOD within the same circle.	30 days	Food and Supply Officer	Zonal Asstt. Commissioner

RATES/QUANTITY OF FOOD GRAINS UNDER THE VARIOUS SCHEMES

Scheme	Rate	Quantity (Kg)		Sugar
	Wheat Rice	Wheat Rice		
Priority Household	2.00 3.00	4 Kg per per Member Member	1Kg	Only for PRs (old BPL Card) holders 6 Kg. @ Rs.13.50/Kg per card
AAY	2.00 3.00	25	10	6 Kg @ Rs.13.50/Kg. per card.

CRITERIA FOR DISTRIBUTION OF FOODGRAINS:

As per National Food Security Act-2013, the numbers of beneficiaries are fixed for GNCT of Delhi. The number has been fixed as 72.78 Lakhs by Govt. of India.

Information to be displayed at the PDS Outlet

- Sale of foodgrains as per the entitlement of ration card under the TPDS at the prescribed retail price.
- Entitlement of foodgrains.
- Scale of issue.
- Retail issue prices.
- Timings of opening and closing of the fair price shop including lunch break.
- Stock of foodgrains received during the month.
- Opening and closing stock of foodgrains
- The maintenance of the records of ration card holders i.e. stock register, issue or sale register.
- Display of samples of foodgrains being supplied through the FPS.

Call Centre:-

A call centre with helpline number 1967/1800110841 is operative on all days from 9.am to

6 pm for the benefit of consumers. Anybody can get the information regarding preparation of ration card and also register complaint against FPS.

Duties of Card Holder:-

1. Ration Card should be kept in safe custody and in no case this should be given to any other person/PDS holder.
2. While drawing ration, the card holder must check the quality/quantity and weighing of the commodity and he must ensure the receipt of cash memo.
3. In case of loss/damage of the ration card/change/addition/deletion in the entries of the ration card, the card holder shall immediately contact the concerned Circle Office. No overwriting/ alteration in their ration card should be done by the card holders.
4. In the event of death and migration of any family member out of Delhi for more than 3 months, the name of the person should be got deleted from the ration card.
5. If any card holder became ineligible by way of financial up gradation or failing is to the exclusion criteria. She/ He will produce the NFS card will be respective Circle Office.

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 following:-

- Concerned Circle FSO
- Toll Free Number 1967 or 1800-110-841
- Zonal Asstt. Commissioner of the concerned circle.
- Spl./ Addl. Commissioner, F&S Deptt, 'K- Block Vikas Bhawan. I.P. Estate, New Delhi.
- State Food Commission, M-Block, Vikas Bhawan, I.P. Estate, New Delhi.
- Commissioner, F&S Deptt, 'K- Block Vikas Bhawan. I.P. Estate, New Delhi.
- Additional District Magistrates/District Grievance Redressal Officer of concerned District.
- By e-mail to the department at cfood@hub.nic.in.
- Concerned Vigilance Committee of the Circle.

In addition, complaint regarding adulteration in petrol, diesel or misuse of cooking gas etc can also made to the aforesaid and authorities.

Complaints against the officials of the department against harassment can be made to the

Spl./ Addl. Commissioner, or Commissioner, Food and Supplies & Consumer Affairs Deptt, 'K- Block Vikas Bhawan. I.P. Estate, New Delhi.