

Template 1.1 Entitlement, scale of issue and retail issue price of essential commodities for all types of ration cards

Ration	APL		BPL		Antyodaya		Annapurna	
	Price	Quantity	Price	Quantity	Price	Quantity	Price	Quantity
Wheat								
Flour								
Rice								
Edible oil								
Sugar								
Kerosene								
Maize, Bazra/ millet								
other/salt								
Sample of all commodities to be displayed at the FPS								

Template 1.2 Information about the FPS

1. Names of Villages/ Mohallas/ Areas covered by the FPS: -----		
1	Name of license holder	
	License number (display copy of license)	Date of issue
	Name of shop keeper	Phone no
2	Time of shop opening-----	
	Time of shop closing-----	
	Days the shop remains open in a week	
3	List of records held by-the FPS-Stock register, sale register, list of cardholders attached to the shop, etc.	

Template 1.3 Information about the grievance redressal mechanism

Complaints Register

Ration cardholders can register their complaints in the complaints register available in the Fair Price Shop. Cardholders can demand inspection of the complaints register.

State-level toll free INFORMATION and GRIEVANCE REDRESS HELPLINE (if helpline is available)

e.g. 1800-111-222-333

Name, designation and contact of the grievance redressal authority

Complaints regarding the functioning of the Public Distribution System can-be made to:

- Helpline number:
- At the Block level:
- At the District level
- At the State level
- Vigilance committees at all levels
- Other relevant authority

Template 1.4 Public audit of records of the FPS

Records of FPS available for public audit

- All records of the FPS are available for inspection to cardholders on demand
- On the last Saturday of every month, all the records of the FPS will be available for audit by the people at the FPS between 2 to 5 pm
- On the first Saturday of every alternate month, all records of the FPS will be available for audit by people at the Circle/block/panchayat level office from 2 to 5 pm

Right to Information Act, 2005

Under the RTI Act, citizens have the right to access information from the Department of Food and Civil Supplies.

- Applications for seeking information may be submitted in writing with the prescribed fee, to Public Information Officer (PIO) or Assistant Public Information Officer (APIO).
- RTI application fee is Rs. ___ and photocopy charges for providing copies of records is Rs. ___ per page.
- No fee for citizens below the poverty line
- **Information will be provided within 30 days**

Name, designation and contact details of relevant officials under the RTI Act

Public Information Officer (PIO)	Name of officer	Designation of officer	Office address & Room no.	Mobile phone no.
Assistant Public Information		-		

Dynamic information at the FPS to be painted / available on blackboards and made available in a file for inspection on demand in local language:

Template 2.1 Stock Position (Previous month)

Number of Ration Cards (as on)		
	Number of cards	Total number of members
APL		
BPL		
AAV		
Annapurna		
Applications pending		
Total		

REQUIREMENT, STOCK AND DISTRIBUTION FOR THE MONTH-----												
Ration	APL				BPL				AAY			
	Required	Balance of previous month	Stock provided in this month	Distributed in this month	Required	Balance of previous month	Stock provided in this month	Distributed in this month	Required	Balance of previous month	Stock provided in this month	Distributed in this month
Wheat												
Flour												
Rice												
Edible oil												
Sugar												
Kerosene												
Board verified byon.....												

Template 2.2 Vigilance Committee FPS-Level

FPS-Level Ration Vigilance Committee

The last meeting of the Vigilance Committee was held on
The next meeting of the Vigilance Committee will be held on ..
Minutes of the committee meetings are available for inspection at
...

Members of the Ration Vigilance Committee

Name	Designation	Phone number & address
	Chairperson	

Template 2.3 List of Ration card holders

*The list of all cards (attached to the shop) must be displayed at the FPS. The print out of the list could be stuck on the wall and a register be maintained which should be available for inspection on demand.

- Template 1 Entitlement, Skill of issue & retail issue price of essential commodities for all types of Ration cards**

Template 2 Monthly stock position of each FPS

[illegible]

Template 3 Name, Designation and duties of essentials

S. No.	Name	Designation	Duties
1		Food Supplies Officer -	-
2		Inspector	-
3			-
4			-
5			-

Template 4 Grievance redressal mechanism

Complaints Register

Ration cardholders can register their complaints in the complaints register available in the Fair Price Shop. Cardholders can demand inspection of the complaints register.

State-level toU free INFORMATION and GRIEVANCE REDRESS
HELPLINE(If helpline is available)

e.g. 1800-111-222-333

Name, designation and contact of the grievance redress authority

Complaints regarding the functioning of the Public Distribution System
can be made to:

- Helpline number:
- At the Block level:
- At the District level
- At the State level
- Vigilance committees at all levels
- Other relevant authority

Template 5 Status of complaint filed

Status of Complaints filed (to be maintained in a register shown on demand/ print outs pinned on a notice board)					
S. No.	Name of complainant & complaint number	Date of filing complaint	Name & designation of officer who received the complaint	Current status of grievance	Name and number of FPS/KOD against whom complaint was filed

Complaints received in the last six months (Painted)			
S. No.	Name and number of FPS/KOD against whom complaints were filed	Total number of complaints filed	Action taken against FPS/KOD
1			
2			

Template 6 Public audit of records of the FPS

<p style="text-align: center;"><u>Records of FPS available for audit</u></p> <ul style="list-style-type: none">• All records of the FPS are available for inspection to cardholders on demand• On the last Saturday of every month, all the records of the FPS will be available for audit by the people at the FPS between 2 to 5 pm• On the first Saturday of every alternate month, all records of the FPS will be available for audit by people at the Circle/block/panchayat level office between 2 to 5 pm

Template7: Vigilance Committee at Block/Panchayat -level

Block/Panchayat-level Ration Vigilance Committee

The last meeting of the Vigilance Committee was held on

The next meeting of the Vigilance Committee will be held on ...

Minutes of the committee meetings are available for inspection at

Members of the Ration Vigilance Committee

Name	Designation	Phone number & address
	Chairperson	

Template 8: List of ration cardholders*

Number of Ration Cards (as on)		
	Number of cards	Total number of members
APL		
BPL		
AAY		
Annapurna		
Applications pending		
Total		

*The list of all cards (attached to the shop) must be displayed securely, in an accessible place at the Block/Panchayat- level office. The print out of the list could be stuck on the wall and a register be maintained which should be available for inspection on demand.

*The list should be painted in the village

Template 9 Procedure for applying for a new APL, BPL & AAY Ration card/other services and the time-frame for disposal

Procedure for applying for a new APL, BPL and AA Y ration card/other services and the time-frame for disposal				
Type of Card	Eligibility	Documents required	Fee, if any	Time-frame for disposal
APL Card				
BPL Card/ MY Card				
Modification to card				

All application should be given a unique number and people should be able to track the status of their application on the website of the department. Reasons for rejection of any application must be recorded online and should be communicated to the applicant.

Template 10 Boards displaying all relevant orders

- Board should display relevant orders by:
 - Food Department
 - Supreme Court
- Orders pertaining to closure/transfer of FPS, policy changes etc.

Template 11 Information are the RTI Act

Right to Information Act 2005

Under the RTI Act, citizens have the right to access information from the Department of Food and Civil Supplies.

- Applications for seeking information may be submitted in writing with prescribed fee, to Public Information Officer (PIO) or Assistant Public Information Officer (APIO).
- RTI application fee is Rs. __ and photocopy charges for providing copies of records is Rs. __ per page.
- No fee for citizens below the poverty line
- Information will be provided within 30 days
- If information is not provided within the stipulated time-frame, the first appeal can be to the First Appellate Authority in the Department and the Second appeal can be filed to the Information Commission
- If information is not provided in time, a penalty of Rs. 250 per day, subject to a maximum on Rs. 25000 can be levied on the PIO by the Information Commission.
- Under Section 4 of the Act, the department is required to proactively provide information to citizens. The Section 4 publication is available in the office of the PIO in room no. _____ and can be inspected any time during office hours for free.

Name, designation and contact details of relevant officials under the RTI Act

Public Information Officer (PIO) Assistant Public Information Officer	Name of officer	Designation of officer	Office address & Room no.	Mobile phone no.

Template 12: Board displaying list of documents available for inspection

All documents of this office can be inspected by citizens and photocopies can be taken at actual cost

Name of document	Officer responsible for maintaining the document	Time for inspection

II1. Disclosures at the District level:

Template 1: Information to be kept in a file, available for inspection on demand

- List of card-holders (FPS-wise and Block-wise)
- Monthly stock position of all FPS in the district
- Minutes of meetings/reports of FPS-level, block-level and district-level vigilance committees
- Status of complaints filed

Template 2: Board displaying list of documents available for inspection

All documents of this office can be inspected by citizens and photocopies can be taken at actual cost

Name of document	Officer responsible for maintaining the document	Time for inspection

Template 3 Entitlement, scale of issue and retail issue price of essential commodities for all types of Ration cards

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	Price	Quantity	Price	Quantity	Price	Quantity	Price	Quantity
Wheat								
Flour								
Rice								
Edible oil								
Sugar								
Kerosene								
Maize, <i>Bajral</i> millet								
Sample of all commodities to be displayed at the FPS								

Template 4 Grievance redressal mechanism

Complaints Register

Ration cardholders can register their complaints in the complaints register available in the Fair Price Shop. Cardholders can demand inspection of the complaints register.

State-level toll free INFORMATION and GRIEVANCE REDRESS HELPLINE (If helpline is available)

e.g. 1800-111-222-333

Name, designation and contact of the grievance redress authority

Complaints regarding the functioning of the Public Distribution System can-be made to:

- Helpline number:
- At the Block level:
- At the District level
- At the State level
- Vigilance committees at all levels
- Other relevant authority

Template 5 Name, Designation & duties of officials

S. No.	Name	Designation	Duties
1		Additional Commissioner	
2		Assistant Commissioner	
3		Food Supplies Officer	
4		Inspector	
5			-

Template 6 Public audit of records of the FPS

Records of FPS available for audit

- All records of the FPS are available for inspection to cardholders on demand at the FPS
- On the last Saturday of every month, all the records of the FPS will be available for audit by the people at the FPS between 2 to 5 pm
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Template 7 Vigilance Committee at District-level

District-level Ration Vigilance Committee

The last meeting of the Vigilance Committee was held on

The next meeting of the Vigilance Committee will be held on ...

Minutes of the committee meetings are available for inspection at

Members of the Ration Vigilance Committee

Name	Designation	Phone number & address
	Chairperson	

Template 8 List of Ration card holders

Number of Ration Cards (as on)		
	Number of cards	Total number of members
APL		
BPL		
AAY		
Annapurna		
Applications pending		
Total		

The list of all cards (attached to the shop) must be displayed at the Block/ Panchayat level office and at the FPS. The print out of the list could be stuck on the wall and a register be maintained which should be available for inspection on demand.

*The list should be painted in the village

Template 9 Procedure for applying for new card/other services & time-frame for disposal of applications

Procedure for applying for a new APL, BPL and AA Y ration card/other services and the time-frame for disposal				
Type of Card	Eligibility	Documents required	Fee, if any	Time-frame for disposal
APL Card				
BPL Card/ AAY Card				
Modification to card				
All application should be given a unique number and people should be able to track the status of their application on the website of the department. Reasons for rejection of any application must be recorded online and should be communicated to the applicant.				

Template 10 Boards displaying all relevant orders

<ul style="list-style-type: none">• Board should display relevant orders by:<ul style="list-style-type: none">○ Food Department○ Supreme Court• Orders pertaining to closure/transfer of FPS, policy changes etc.

Template 11 Information about the RTI Act

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- Information will be provided within 30 days
- If information is not provided within the stipulated time-frame, the first appeal can be to the First Appellate Authority in the Department and the Second appeal can be filed to the Information Commission
 - If information is not provided time, a penalty of Rs. 250 per day, subject to 3 maximum on Rs. 25000 can be levied on the PIO by the Information Commission.
 - Under Section 4 of the Act, the department is required to proactively provide information to citizens. The Section 4 publication is available in the office of the PIO in room no. _____ and can be inspected any time during office hours for free.

Name, designation and contact details of relevant officials under the RTI Act				
Public Information Officer (PIO) Assistant Public Information	Name of officer	Designation of officer	Office address & Room no.	Mobile phone no.
		-		

(ii) Discloser at HQ level

IV. Disclosures at the State'-level through the Department website:

1. Contents of website related to distribution of grain (to be updated in real-time, as far as possible)

- List of all FPS/KODs (Block-wise & District-wise)
- Entitlement, scale of issue and retail issue price of essential commodities for all types of ration cards
- Types of ration cards
- Procedure for applying for new card/other services and time-frame for disposal of applications
- List of card-holders (FPS-wise, Village-wise, Block-wise & District-wise)
- Actual disbursement made on each. card (will require shop-level information to

- be entered into the MIS)
- Monthly stock position of all FPS
- Grievance redressal mechanism for PDS (including details of how and where to lodge a complaint using each of the mechanisms)
- Minutes of meetings/reports of FPS-level, block-level, district-level and state-level vigilance committees
- Information about the RTI Act and section 4 disclosures of the department
- Information about the mechanism for public audit of records of FPS
- Name, designation & duties of all officials of the Department
- Status of complaints filed
- Status of applications submitted
- Status of RTI applications filed
- Status of public audit reports
- All orders issued by the department and any other relevant order which affect the PDS. The department should have a mechanism whereby orders can only be generated through the website and automatically uploaded in the relevant section of the website.
- Monthly food grains bulletin (must provide information upto block-level)

All this information should be provided in a searchable format. The website should not require any password/login to access/view this information. The MIS of the Department should be completely visible to people accessing the site.

2. Contents of website related to procurement of grain (to be updated in real-time, as far as possible)

- MSP & Bonus for all commodities
- Names of farmers (village-wise, block-wise, district-wise)
- Quantity procured and amount paid to each farmer
- Norms for fair average quality
- List of mills (along with capacity of each mill)
- Quantity of grain-given and received from each mill

Information on procurement should also be displayed at the procurement centre-level and the block-level offices and at all other offices/sites involved in procurement of grain.

(iii) Disclosures at the Central Level (through the website) :

- All relevant content related to procurement including details of agencies involved
- All relevant content related to transportation including details of agencies involved
- All relevant content related to distribution and linking to state level MIS
- Real-time information on grain movement
- All orders issued by the Ministry, Supreme Court etc. which affect the functioning of the PDS
- Monthly food grains bulletin (with information upto block-level)

(iv) Information from other sources (organisations involved in procurement, transportation etc.):

All relevant information related to the PDS must be displayed on the website of the relevant organization and should be linked to the Ministry/Food Department website. Example- Railways, which is involved in transportation of food grains, should display real-time information on movement of grains on its website.