

**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  
(DISTRIBUTION BRANCH)**

F.No.15 (46)/CFS/Dist/2020/PMGKAY/1400-1408

Dated:- 05/05/2020

**ORDER**

Kind attention is drawn to the Order dated 27.04.2020, copy enclosed, passed in WP(C) 2161/2017, in the matter of Delhi Rozi Roti AdhikarAbhiyanVs Union of India &Ors, wherein Hon'ble Delhi High Court has Ordered as follows:

*"The GNCTD shall furthermore, widely publicize and circulate the information qua the compliance of the directions issued hereinabove, both through the print and electronic media, on a daily basis.*

*The GNCTD is also directed to immediately place on their official website, as well as, publicize through the print and electronic media, Grievance Helpline Numbers, so as to enable members of the public, who may be aggrieved qua the lack of distribution of the food grains, to seek redressal of their grievances, by contacting the Nodal officers appointed for the said purpose, whose details shall also be placed in the public domain, forthwith."*

Department vide Order no.F.5(1)/2019/F&S/Admn/Covid/1100-1112 dated 13.04.2020 (enclosed) has already issued instructions which are reproduced as under:-

"A Call centre is also functional on all working days (Monday to Saturday) from 09.00 AM to 06.00PM. Citizens may lodge the complaint at the following toll free numbers:

- 1967
- 1800-11-0841


The grievances may also be registered with the Food & supply Officers/Food & Supply Inspectors and Districts Asstt. Commissioners, F&S Department for redressal and troubleshooting. The contact numbers and email IDs of all officers are available under the TAB "Contact us" on the website of the department i.e. [www.fs.delhigovt.nic.in](http://www.fs.delhigovt.nic.in)

In addition complaints and feedback with reference to distribution of food grains to PDS and Non PDS beneficiaries may also be registered at the Departments mail ID [cfood@nic.in](mailto:cfood@nic.in) and also with the Area Districts Magistrates & SDMs/Incident Commander as well as DDMA (District Disaster Management Authority)"

Accordingly, all Zonal Assistant Commissioners are directed to give wide publicity of above instructions and display the instructions mandatorily on all Fair Price Shops/notice boards.

This issues with the prior approval of Secretary-cum-Commissioner, F&S.

Encl. As above

  
05.05.2020  
(Desh Raj Singh)  
Assistant Commissioner (Distribution)

F.No.15(46)/CFS/Dist./2020/PMGKAY/1400-1408

Dated 05/05/2020

Copy for information and necessary action to:

1. Secretary to Hon'ble Minister, F&S
2. All Zonal Assistant Commissioner, F&S
3. All Circle FSOs/FSIs, F&S through Zonal ACs, F&S
4. All Assistant Commissioners (HQ), F&S
5. All FPS Dealers through respective FSOs, F&S
6. Delhi Sarkari Ration Dealers Sangh, Shop No. 2-3, C-4 DDA Market, Lawrence Road, KeshavPuram, Delhi for information to all FPS dealers.
7. SSA (IT), F&S Department for uploading on the website of the Department
8. P.S. to Commissioner, F&S
9. PA to Special/ Additional Commissioner, F&S

DS 05-05-2020

Assistant Commissioner (Distribution)

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**IN THE HIGH COURT OF DELHI AT NEW DELHI**

+ **W.P.(C) 2161/2017**

**DELHI ROZI-ROTI ADHIKAR ABHIYAN**

..... Petitioner

Through: Mr. Sanjay Parikh, Sr. Advocate with Mr.  
Prasanna S., Advocate

versus

**UNION OF INDIA AND ORS**

..... Respondents

Through: Mr. B.S. Shukla, Advocate for R-1  
Mr. Anuj Aggarwal, Advocate for  
R-2/GNCTD  
Mr. Zoheb Hussain, Advocate for R-3

**CORAM:**

**HON'BLE MR. JUSTICE SIDDHARTH MRIDUL**

**HON'BLE MR. JUSTICE TALWANT SINGH**

**ORDER**

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**27.04.2020**

The present matter has been heard by way of Video Conferencing.

**CM APPL. NO.10410/2020**

Exemption granted subject to all just exceptions.

The application is disposed of accordingly.

**CM APPL. NO.10409/2020**

Issue notice.

Counsel, as above, accept notice on behalf of the non-applicants/respondents and pray for time to file replies.

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Let the replies to the present application be filed within a period of three working days from today with advance copies to counsel for the applicant/petitioner, who may file rejoinder thereto, if any, before the next date of hearing.

List on 06.05.2020.

We have heard learned counsel appearing on behalf of the petitioner/applicant, as well as, learned counsel appearing on behalf of the respondents, including particularly counsel appearing on behalf of Government of National Capital Territory of Delhi (for short 'GNCTD'), at length.

We observe that, the distress caused to the residents of the city, by the ongoing lockdown imposed in order to contain the spread of the COVID-19 virus, has been further aggravated by the stated denial of access to food grain to the poor, under-privileged and marginalized sections of the populace, even though we are informed at the Bar that, the GNCTD is undertaking necessary steps to alleviate their suffering through various measures, stated to include the serving of hot meals twice a day at a large number of specified locations.

We, therefore, direct that, in the meantime, the GNCTD shall ensure that, all ration shops remain operational and disburse PDS food grains, in accordance with the policy formulated by both the Central Government, as well as, the State Government in this regard; and further ensure delivery of the requisite food grains from the PDS ration shops, on a regular basis between 09:00 a.m. to 01:00 p.m. and 03:00 p.m. to 07:00 p.m., on all seven days of the week.

The GNCTD shall also ensure that food grains are distributed to the poor, needy and marginalized non-PDS residents from the PDS, as well as, other distribution centers stated to be set-up by them, for the said purpose.

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The GNCTD shall further ensure that the Sub-Divisional Magistrates of each district carry out strict and regular monitoring and oversight of the distribution of food grains, as afore directed and upload the details of shop-wise distribution of ration to both the PDS (and non-PDS) residents on their official website, at the end of each day.

The GNCTD shall furthermore, widely publicize and circulate the information qua the compliance of the directions issued hereinabove, both through the print and electronic media, on a daily basis.

The GNCTD is also directed to immediately place on their official website, as well as, publicize through the print and electronic media, Grievance Helpline Numbers, so as to enable members of the public, who may be aggrieved qua the lack of distribution of the food grains, to seek redressal of their grievances, by contacting the Nodal Officers appointed for the said purpose, whose details shall also be placed in the public domain, forthwith.

The Nodal Officers shall address the grievances so received and respond to the persons aggrieved, by placing on the official website the action taken by them in that behalf.

A copy of this order be provided to learned counsel appearing on behalf of the parties electronically. A copy of this order be uploaded on the website of this Court forthwith.

**SIDDHARTH MRIDUL, J**

**TALWANT SINGH, J**

**APRIL 27, 2020**

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GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI  
FOOD SUPPLIES & CONSUMER AFFAIRS DEPARTMENT  
ROOM NO.305, III FLOOR, VIKAS BHAWAN, NEW DELHI-110002

F. No. F S(1)/2019/F&S/Admn/(Covid)/1100-1112

Dated 13/04/20

ADVISORY TO THE GENERAL PUBLIC

**Sub: - Grievance Redressal Mechanism regarding distribution of Food Grains to PDS & Non-PDS Beneficiaries.**

In order to ensure food security for both PDS beneficiaries and Non PDS beneficiaries during the period of lockdown imposed to contain the spread of Novel Corona Virus (COVID-19), the Department of Food Supplies and Consumer Affairs has taken various measures. The feedback from the citizens and timely grievance redressal of the beneficiaries is of paramount importance for ensuring effective / hassle free delivery of food grains to eligible beneficiaries as per quantities entitled.

In this regard, it is to reiterate for information of general public that the following mechanisms are already in-operation within the Department for grievance redressal.

- (i) PGMS (Public Grievance Monitoring System)
- (ii) LG Listening Post
- (iii) CPGRAMS Portal (Centralised Public Grievance Redressal Monitoring System)

A call centre is also functional on all working days (Monday to Saturday) from 09:00 AM to 06:00 PM. Citizens may lodge the complaint at the following toll free numbers.

- 1967
- 1800-11-0841

The grievances may also be registered with the Food & Supply Officers / Food & Supply Inspectors and Districts Asstt. Commissioners, F&S Department for redressal and troubleshooting. The contact numbers and email IDs of all officers are available under the TAB "Contact us" on the website of the department i.e. [www.fs.delhigovt.nic.in](http://www.fs.delhigovt.nic.in)

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In addition complaints and feedback with reference to distribution of food grains to PDS and Non PDS beneficiaries may also be registered at the Departments mail ID [cfood@nic.in](mailto:cfood@nic.in) and also with the Area Districts Magistrates & SDMs/Incident Commander as well as DDMA (District Disaster Management Authority).

All the PDS & Non- PDS beneficiaries and other concerned are hereby informed.

*Ankita Mishra*  
13/04/2020  
(ANKITA MISHRA BUNDELA)  
SECRETARY CUM COMMISSIONER (F&S)

Dated 13/04/20

F. No. F-5(1)/2019/F&S/Admn/kovid/1100-11/2

Copy to

1. PS to Minister, F&S, Delhi Secretariat.
2. PS to Chief Secretary, GNCTD.
3. PS to Divisional Commissioner, GNCTD.
4. PS to CMD, DSCSC, GNCTD.
5. PS to CFS/Spl Commissioner/Addl Commissioners, F&S Department
6. PS to CEO, DDMA, GNCTD.
7. All District Magistrates, GNCTD.
8. Dy. Secretary (Grievance), Services Department, A Wing, 8<sup>th</sup> Level, GNCTD, Delhi Secretariat, IP Estate, New Delhi-110002
9. All Assistant Commissioners/Branch Incharges, F&S Department.
10. All FSOs/FSIs, F&S Department (through concerned ACs) with the direction to ensure that the Advisory is displayed at each FPS.
11. All HOS through FSIs, F&S Department with the direction to ensure that the Advisory is displayed at each Distribution Centre.
12. Sr. System Analyst to upload the Advisory on the F&S website of the department for information of General Public
13. Delhi Sarkari Ration Dealers Sang, Shop No 2-3, C-4, DDA Market, Lawrence Road, Keshav Puram, Delhi for information of all FPS dealers with the direction to mandatorily display the copy of Advisory at each FPS for information of Public.

*Ankita Mishra*  
13/04/2020  
SECRETARY CUM COMMISSIONER (F&S)