

CITIZEN'S CHARTER

PREAMBLE

The Targeted Public Distribution System (TPDS) functioning through a net work of fair price shops/ration shops, aims, primarily at supplementing supplies of foodgrains to the consumers particularly the vulnerable sections of the society, at reasonable prices and recognized food security as a basic right. The Targeted Public Distribution System further accepts a special responsibility for ensuring subsidized foodgrains to the Below Poverty Line (BPL) and Antoyada Anna Yojna (AAY) families.

The Government of Jammu & Kashmir therefore, attaches the greatest importance to this programme and accordingly the Department of Consumer Affairs & Public Distribution, Jammu will take all possible steps to implement the Targeted Public Distribution System and its constituent TPDS to the best advantage of the beneficiaries.

Government of Jammu & Kashmir have been distributing essential commodities to the vulnerable sections of the population at subsidized rates as a measure to provide food security and to protect them from mal-nutrition. The Consumer Affairs Public Distribution Department administers the public distribution system, procurement of rice under mill levy, price monitoring and consumer awareness through consumer education.

COMPONENTS OF TARGETTED PUBLIC DISTRIBUTION SYSTEM (TPDS)

The essential components of the Targeted Public Distribution System are:-

1. Issue of appropriate ration cards to the public.
2. Making available adequate quantities of the specified essential commodities of appropriate quantity in fair price shops (FPSs) and ensuring that the ration card holders and the beneficiaries get a fair deal at such Fair price shops in terms of timely availability, quality, quantity, weighment, periodicity of supplies, courtesy in behavior etc.
3. Establishing an effective monitoring machinery along with an efficient and effective grievance redressal system.

COMMITMENT

1. This charter is a commitment of the Department of Consumer Affairs & Public Distribution, Jammu to effectively implement various aspects relating to the above components through a series of measures, such as setting standards and time limits and through involvement of the beneficiaries in ensuring maximum Transparency and Accountability.
2. This charter also recognizes the right of the Citizens for relevant information relating to the Targeted Public Distribution System to enable them to participate effectively in ensuring accountability and transparency at all levels and to ensure that TPDS fulfils its important social purpose.

MAIN FUNCTIONS OF CA&PD DEPARTMENT

- a. Implementation of Public Distribution system.
- b. Issue of New Ration Card/Duplicate Ration Card.
- c. Issue of surrender/Deletion Certificate of Ration card.
- d. Deletion/Inclusion of names in the existing ration card.
- e. Issue of licences to Fair Price shops / Kerosene shops.
- f. Allocation of essential commodities to Fair Price Shops and issue of ration to the public.
- g. Monitoring of availability of essential commodities to the public.
- h. Monitoring essential commodities prices prevailing in the local market in order to stabilize the market price of essential commodities.
- i. Prevention of illegal movement of Public Distribution Commodities and seizure of illegally transported Public Distribution Commodities.
- j. Issue of license for acquisition, storage and usage of specified solvent.
- k. Creation of Consumer Awareness.

SCHEMES UNDER TARGETED PUBLIC DISTRIBUTION SYSTEM (TPDS)

- | | |
|-----------------------|-----|
| ❖ Above Poverty Line | APL |
| ❖ Below Poverty Line | BPL |
| ❖ Antodya Anna Yojana | AAY |
| ❖ Annapurna Scheme | ANP |
| ❖ Mid-Day Meal Scheme | MDM |

Abstract of Families and Souls as per 2001 Census along with their percentages under different categories/ schemes is give below:-

Category/Scheme	Families (in lacs)	Percentage of Families	Souls	Percentage of Souls
APL	10.66	59%	5884320	59%
BPL	4.80	27%	2649600	27%
AAY	2.56	14%	1413121	14%
ANP	-	-	10220	-
Total	18.02	100%	9957261	100%

Tentative provisional Families and Souls as per 2011 Census along with their percentages under different categories/schemes is give below:-

Category/Scheme	Families (in lacs)	Percentage of Families	Souls	Percentage of Souls
APL	13.77	60%	7601040	60%
BPL	5.81	26%	3207120	26%
AAY	3.15	14%	1738800	14%
ANP	-	-	10220	-
Total	22.73	100%	12557180	100%

RATION CARDS

- Every adult and child member of a family or an individual residing in the State will be entitled for a ration card under the rules as prevalent from time to time.
- The rules prescribing eligibility and procedure for issue of ration cards will be widely published and made available to any citizen on demand.
- Simple application forms in English or Urdu will be available at Asstt. Director/ Tehsil Supply Officer CA&PD office for being filled by the applicants for ration cards.
- Special arrangements are available at Asstt. Director/ Tehsil Supply Officer CA&PD office to help the applicants to fill up the forms properly and to explain the procedure followed before ration cards are issued in their favour.
- Every application for ration card will be duly acknowledged on the spot and given a suitable registration number.
- The acknowledgement slip will indicate the date on the which the ration card can be collected in case all information as required have been correctly given and it has bee

the authorities to do the required verification and complete the various formalities.

- In case the ration card is not ready for collection on the date as specified in the acknowledgement slip the reasons for the delay and the likely date by which the card will be available, will also be invariably intimated.
- All ration card holders will be suitably advised and given appropriate guidance regarding the fair price shop at which they could register their cards for obtaining supplies. Any difficulty faced by the card holders in this regard will be resolved within two days by deputing appropriate inspecting officials to the fair price shop under intimation to the card holder.
- All staff and officials having public contact in connection with the issue of ration cards will attend to the needs of the public courteously and promptly.
- The names of officials, their designation, telephone numbers and addresses to whom grievances/complaints relating to delay or rejection of application for ration cards could be addressed, will be prominently displayed at the concerned office premises.
- All grievances/complaints and other correspondence will be duly registered and acknowledged on the spot or within 7 days by post.
- Final replies to such grievances/complaints etc., will be issued within 30 days.
- Where-ever possible computerized information system will be introduced to ensure efficient and effective pursuit and disposal of grievances and complaints.
- Stringent steps would be taken to ensure detection of bogus and unauthorized ration cards through a system of effective surprise checks.
- The criteria for identifying those below the poverty line to be covered by TPDS will be transparent and widely publicized.
- Complaints/grievances regarding inclusion or non-inclusion in the Below Poverty Line target group will be dealt with by the committee constituted by the Govt for said purpose or an official nominated specifically for the purpose.

- Special cards or a different identifiable color will be issued for those below the Poverty Level, which would entitle them to obtain the essential commodities at special subsidized rates.
- Additions/deletions of family members, change in address, transfer of ration cards etc., will be attended to by the authorities concerned within specified time limit as indicated below:-

Sr.No	Item of Work	Time Limit	Authority Concerned
1.	Inclusion / deletion of family members	i) Same day on presentation of card with required proof ii) Within 7 days if physical verification is necessary (for additions)	Asstt Director/ TSO/ Area Inspector
2.	Change in address within jurisdiction of same fair price shop	Same day	---DO--
3	Change in address involving change of fair price shop	Within one week.	---DO--
4.	Issue of surrender certificate on transfer of family to another city.	Same day.	---DO--
5.	Issue of fresh ration cards on production of surrender certificate within the same State.	Within seven days.	---DO--
6.	Issue of fresh ration card on production of surrender certificate from another State.	Within fifteen days.	---DO--

ISSUE OF NEW RATION CARD

i) Who is eligible to get new ration card separately?

- ✓ Applicant and his family members should be Indian Citizens.
- ✓ Applicant and his family should reside separately with separate Kitchen.

- ✓ Applicant and the family members noted in the application should reside in Jammu & Kashmir (in the address mentioned in the application).
- ✓ Applicant and his family members should not have obtained ration card anywhere in India.
- ✓ Name of the applicant or any family member should not be already included in any Ration card in J&K or elsewhere in India.
- ✓ Applicant and his family members should be related.

ii). What documents are to be enclosed with new card applications and how will the application be processed?

- ✓ Required particulars have to be filled up in the Declaration form enclosing the required documents mentioned below and the applicant has to sign in the application or put his/her thumb impression.
- ✓ Any Residential Proof for the present residents in Jammu & Kashmir (Example: Copy of Permanent Resident Certificate, Telephone Charges Bill, Voter Identity Card, Passport).
- ✓ Copy of the old ration card along with dealer slip; or
- ✓ If the applicant is newly married (new family) and residing with family separately with separate kitchen, deletion/surrender certificate for their names from their parent's Ration cards in which their names have been included; or
- ✓ No Ration Card Certificate from the concerned card issuing authority at the other place in which they were previously residing.
- ✓ Surrender certificate after surrendering the ration card in any station outside the State.

iii) How to apply for a duplicate card if the ration card is lost ?

If a ration card is lost or damaged, the applicant can apply for duplicate ration card. The documents required are as follows:-

- ✓ Head of the family has to give written application giving the reason for applying for duplicate card (If other members of the family give application, it will be rejected).
- ✓ Ration card Number, Xerox copy of lost / damaged family card with the name of the fair price shop.
- ✓ Dealer slip.
- ✓ Residential proof for the address given in the Ration card.

iv) Whether new members can be added in the existing family card.

The name of close relative of head of the family if he/she migrates from other place permanently and joins the cardholders family or the name of new born child may be added in the ration card. This requires production of the following documents:-

- ✓ Head of the family in the card has to give a written application furnishing full address, the name of the member to be added in the ration card, the previous address in which he / she was previously residing, his / her relationship to the head of the family.
- ✓ Deletion/surrender certificate deleting the name from parents or guardian family card; or
- ✓ Non-inclusion certificate from the card issuing authority of the previous station that the name has not been included in any family card there; or
- ✓ If it is a new born child, copy of the Birth Certificate.

Identification of BPL/AAY families

The Targeted Public Distribution System (TPDS) has been introduced in the State of J&K w.e.f June 1997. The scheme mainly aims at making availability of foodgrains on affordable prices to the families/persons living below poverty line. Each district was allotted specified number of BPL quota which were identified by the Revenue, Rural Development and CA&PD Departments in consultation with the Hon'ble MLAs/MLCs as per the Government Order No.FS/Plg/AAY/2000-01 dated:17-04-2003.

CRITERION FOR IDENTIFICATION OF BPL FAMILIES

- a. Households headed by widows or terminally ill persons or disabled persons or persons aged 60 years or more with no assured means of subsistence or societal support.
- b. Widows or terminally ill persons of disabled persons or persons aged 60 years or more or single women or single men with no assured means of subsistence or societal support.
- c. All primitive tribal households, (The tribal beneficiaries under the expanded AAY should be in proportion to the tribal population in the States/UT).
- d. Landless agriculture labourers, marginal farmers, rural artisans/craftsman such as potters, weavers, blacksmiths, carpenters, slum dwellers, and persons earning livelihood as

daily basis in the informal sector like porters, coolies, rickshaw pullers, hand cart, pullers, fruit and flower sellers, snake chamars, rag pickers, destitute and other similar categories in both rural and urban areas.

- e. Size group of operational holding of land, type of House, Average availability of normal wear clothing, Food security, Sanitation, Ownership of Consumer durables like TV, electric fan, Kitchen appliances, literacy status of the highest literate adult, Statue of the household labour force, Means of livelihood, Status of children (5-14 years) any child, Type of indebtedness, reason for migration from household.

REVERIFICATION of BPL/AAY FAMILIES

With a view to determining the exact Below Poverty Line (BPL) population in the State of J&K and rectify the variation which have arisen as a result adoption of different figures by various departments, it has been ordered by the Government that:-

1. A committee of the officers of the Department of Consumer Affairs and Public Distribution, Rural Development and Revenue (to be nominated by the respective Administrative Secretaries) will jointly scrutinize and reconcile the BPL lists as have been prepared by the Consumer Affairs and Public Distribution and Rural Development Department.
2. In urban areas like Municipal Corporations, Municipal Councils, Town Areas Committees, Notified Areas Committees etc, a joint verification will be conducted by a team of officers of Consumer Affairs and Public Distribution, Housing and Urban Development and Revenue Departments (to be nominated by the respective Administrative Secretaries) for the purpose the team will use the existing BPL list of the CAPD on the basic data for verification.
3. Deputy Commissioner and Tehsildars will be the nodal authorities for carrying out the re-verification within their respective jurisdictions.

It has been further ordered that:-

- i. The person/beneficiaries who figure in both the lists (CAPD and Rural Development) will be retained as persons or households entitled to BPL related benefits.

- ii. The persons who figure in any one of the lists only will be subjected to further verification by the Committees mentioned above.

FAIR PRICE SHOPS

1. The Department provides foodgrains to the public through a well-knit system of **2801 Fair Price Shops** spread in every nook and corner of the state. Out of these 2801, 169 No's are Cooperative and 219 No's are Govt sale depots. This step has enabled the department to provide ration to the people at their nearest approachable locations and also generated income for the families of un-employed youth of this Division.
2. A Fair Price Shop as well as K. Oil Depot is generally opened for minimum of 250 ration cards or above.
3. The various essential commodities that will be available for sale to the Public through the fair price shop and the entitlement of the card holders for these commodities will be as follows which is subject to revision from time to time by the Govt. :-

Consumer Issue Price and Scale of Commodities under TPDS.

Sr.No.	Category	Commodity	Issue Price per Kg	Scale
1.	APL	Wheat/Atta	Rs. 7.10 for Wheat & Rs 7.65 for Atta	20 Kg. per family per month
		Rice Grade-A	Rs. 9.60	15 Kg. per family per month
		Levy Sugar	Rs. 13.50 per Kg. (For all categories)	700 grams per head per month
		Kerosene Oil	Ranging from Rs. 9.50 to Rs. 11.17 per Ltr. Including freight depending on district.	5 Ltr per family (10 Ltr additional in Jammu Municipal Area).
2.	BPL	Wheat/Atta	Rs. 4.75 for Wheat & Rs 5.25 for Atta	20 Kg. per family per month
		Rice	Rs. 6.25 per Kg.	15 Kg. per family per month
3.	Antodaya	Wheat/Atta	Rs. 2.00 per Kg.	20 Kg. per family per month
		Rice	Rs. 3.00 per Kg.	15 Kg. per family per month
4.	Annapurna	Rice	Free of Cost.	10 Kg. per person per month

Note:-Intimation regarding enhanced supply of any of the items during festival seasons etc. will be given wide publicity.

4. The Fair Price Shop will exhibit prominently relevant information such as Name of the Owner, Fair Price Shop No. and other Registration details, shop timings including weekly holidays, list of essential commodities, entitlements of card holders registered with the shop etc., in a Display Board.

Note: The special subsidized prices for those Below the Poverty Line level will be displayed prominently and separately.

5. It shall be the responsibility of the concerned Assistant Director/TSO to ensure that adequate quantity of essential commodities as listed and of appropriate quantity are made available at prescribed intervals, at the fair price shop.
6. The name(s) of officials, their telephone number, designation and addresses to whom complaints in regard to quality etc., and the functioning of the fair price shop can be made by the public, will be prominently displayed at the fair price shop.
7. Suitable surprise checks would be conducted of the records maintained by the fair price shop to prevent hoarding and other malpractices including issue of ration articles on bogus cards.
8. F.P.Shops shall remain open from 3.00 P.M. to 07.00 P.M. on each day including Sunday. They shall remain closed on Mondays.

CANCELLATION OF LICENCES OF FPS

If any depot holder FPS owner/ depot holder contravenes any of the terms & conditions of the licence, his/ her licence shall be liable to be cancelled or suspended.

BASIC REQUIREMENTS FOR ESTABLISHING FAIR PRICE SHOP/ K. OIL DEPOT

- Unemployed local youth.
- Minimum education qualification- Matriculation (8th Standard for S/C, S/T etc).
- Minimum requirement of 250 families.
- Availability of Shop (Owned or Hired).
- NOC from DIC/Employment Department.
- NOC from Fire Department in case of K. Oil depot.

Strengthening of TPDS to curb leakages/pilferages/diversions

The department is taking object-oriented steps to bring about transparency in the distribution system and efficiency in the operational management of food grains/other essential commodities. The distribution of foodgrains to the rationees under various c

prescribed scale and rates is ensured and wide publicity through print and electronic media is given from time to time for information of the general consumers. In this regard the officer of the department are conducting intensive and extensive touring to oversee the operations. In addition to this the following instruction have been issued to then district officers and the staff for displaying of information at various sale centres/ FPS Shops for ensuring transparency and fair distribution to serve any leakages/ pilferages:

1. Display of information regarding number of APL, BPL and AAY beneficiaries attached with the sale centre/FP Shop.
2. Scale of foodgrains for the month.
3. Display of rate lists.
4. Stock received during the month.
5. Opening/Closing balance on each day.
6. Times of opening and closing of sale centre/FP Shop.
7. Authority for Redressal of grievances/lodging complaints with respect to quality and quantity of foodgrains under the TPDS.

Besides, vigilance committees at Block/District level have been constituted to ensure transparency/fairness in the distribution of foodgrains and prompting accountability amongst the authorities implementing TPDS in the division.

A prompt and effective Redressal mechanism has also been set up so that at any short comings pointed out by citizens/consumers are promptly addressed. This imperatively gave birth to the Enforcement wing of this Directorate aimed at to regulate and monitor distribution of essential commodities amongst the rationees. The Enforcement wing also carries out market checking on day to day basis to check the menace of profiteering/black marketing/hoarding etc and ensure that the general public get essential commodities at reasonable and fixed prices. A mobile testing lab of IOCL also fee/making applications on the prescribed form as specified in Jammu and Kashmir Right to Information Rule.

MONITORING MECHANISM AND GRIEVANCES REDRESSAL

1. The consumers attached to the fair price shop will be entitled to inspect the following registers:-
 - i. Stock register showing allocation to the shop from time to time.

- ii. -Sales Register, showing quantities sold to the ration card holders.
 - iii. The ration card register showing the details of the ration cards registered at the fair price shop.
2. The names, designation, telephone number and address of the official to whom discrepancies/irregularities if any in the above records may be brought to the notice will be prominently displayed in all fair price shops.
3. An effective and efficient inspection mechanism will be set up by the Department of Consumer Affairs & Public Distribution to check distribution of ration according to the prescribed schedule but also through surprise visits, the quality and quantity of the essential commodities supplied through the fair price shop, as also its smooth functioning in terms of the opening and closing times of the fair price shop, display of requisite information.
4. General behaviour of the fair price shop owner and its worker with the beneficiaries should be cordial.
5. The fair price shop will display prominently the procedure for lodging complaints along with the names, telephone numbers and addresses of the official concerned regarding the quality and quantity of ration, their availability as also other problems if any faced by the beneficiaries.
6. Strict check will be made in the distribution system through efficient supervisory system & vigilance committees constituted for the purpose.
7. Appropriate training and orientation programme would be organized to motivate the staff engaged in implementation of TPDS and to ensure their observing these Charter Principles, suitable incentives will be considered for rewarding good work while ensuring that lapses, if any, are dealt with firmly.

CONSUMER PROTECTION

WHO IS A CONSUMER?

- ✓ One who buys or agrees to buy any goods for a consideration
- ✓ It includes any user of such goods other than the person who actually buys goods

- ✓ One who hires or avails of any service or services for a consideration
- ✓ It includes any beneficiary of such service other than the one who actually hires or avails the service

Note :-A person is not a consumer if he purchases goods for commercial or resale purposes

RIGHTS OF A CONSUMER

Consumer's Rights can be broadly divided into eight parts:

- **The right to satisfaction of basic needs:** To have access to basic, essential goods and services: adequate food, clothing, shelter, health care, education, public utilities, water and sanitation
- **The right to safety:** To be protected against products, production processes and services, which are hazardous to health or life.
- **The right to be informed:** To be given the facts needed to make an informed choice, and to be protected against dishonest or misleading advertising and labelling.
- **The right to choose:** To be able to select from a range of products and services, offered at competitive prices with an assurance of satisfactory quality.
- **The right to be heard:** To have consumer interests represented in the making and execution of government policy, and in the development of products and services.
- **The right to redress:** To receive a fair settlement of just claims, including compensation for misrepresentation, shoddy goods or unsatisfactory services.
- **The right to consumer education:** To acquire knowledge and skills needed to make informed, confident choices about goods and services, while being aware of basic consumer rights and responsibilities and how to act on them.
- **The right to a healthy environment:** To live and work in an environment which is non-threatening to the well-being of present and future generations.

DUTIES OF CONSUMER

1. Consumers must know their rights and must exercise these.
2. Consumer should insist on a cash receipt against the payment for goods purchased.
3. Consumer should always go for an original and genuine product such as ISI, AGMARK, FPO, etc..

4. Consumer should check the expiry date, name of the manufacturer and weight of the product before buying the product.
5. Consumer should check that whether the product offered is of the same brand asked for.
6. Consumer should verify that whether the quality is according to the requirements.
7. Consumer should be aware of quality, quantity, potency, purity, standard and price of goods.
8. Consumer should insist on Warranty or Guarantee card , if provided.
9. Consumers must make complaint for their genuine grievances.
10. Real protection of consumers can be successfully achieved only with active involvement of consumers.

In case the product is found to be defective, the dealer to be:

1. Asked to rectify the defect, if it is minor one.
2. If the defect is major, ask for replacement as per the warranty card.
3. If does not respond, when the request is according to warranty card and within the warranty period, give him a notice seeking the repair or replacement, as the case may be, within the specified period, from the date of receipt of notice.
4. If there is no response, then file a complaint before the Dist. Forum.

Role of CA&PD Department

The department of CA&PD is continuously taking all the steps necessary in the interest of consumers:-

- Establishment of Market Checking Squads.
- Fixation of Rates of Essential Commodities.
- Enforcing of State/Centre Laws in the interest of consumers.
- Establishment of Grievance Cell for monitoring & redressal of Consumer Grievances.
- Organizing of Consumer Awareness Programmes.
- Celebration of World & National Consumer Weeks.

OBSERVANCE OF NATIONAL CONSUMER DAY AND WORLD CONSUMER RIGHTS DAY

The Government of India is observing National consumer Day from 24th December 2001 onwards and has informed the State Government to observe the National Consumer Day on 24th December every year. Accordingly National Consumer Day is celebrated every year by this department on 24th December. The World Consumer Right's Day is observed by this Department on 15th of March of every year by extending financial assistance to the Voluntary Consumer Organisations.

Consumer Forums

The Jammu and Kashmir Consumer Protection Act 1987 was enacted in J&K to provide for better protection of the interests of Consumers. It was enacted to promote and protect the rights and interests of Consumers by providing them speedy and simple Redressal of their grievances. Thus quasi judicial machinery came into existence in the State with the enactment of this Act. This Machinery observes the principal nature justice with the intention to provide a time frame to file reply, expediting the hearing of matters and avoiding unnecessary adjournments.

Initially one State Consumer Disputes Redressal Commission at State level and two Division Consumer Forums at two divisions of the State viz Jammu/Kashmir level were established. The State Commission comprises of one president and two members. The president happens to be a person of the rank of a High Court Judge. Whereas the members shall be persons of ability, integrity and having adequate knowledge of Law. The State Commission can entertain any complaints coming within the preview of its pecuniary jurisdiction and can entertain an appeal against the orders of Divisional Forums. The two Divisional Forums viz Jammu/Kashmir comprised of one president who happens to be the rank of the District and Sessions Judge and two members who are persons of ability, integrity with adequate knowledge of Law. The Divisional Forums can entertain complaints

where the value of goods/services or compensations comes within preview of its pecuniary jurisdiction.

The Jammu and Kashmir Consumer Protection Act 1987 was amended in the year 2002 paving way for the establishment of District Consumer court in each District of the State. With the coming into force of J&K Consumer Protection (amendment) Act 2002, the two Divisional Consumer Forums at Divisional level in the State has ceased to exists and in their place District Consumer Courts have been established under SRO 361 dated:-30-12-2011 in each District of the State headed by the President, who happens to be the District and Sessions Judge concerned and two members.

Consumer Councils

The Consumer Protection Act 1987 provides for establishment of Consumer Protection Councils a State and District levels respectively. The objects of these Councils are to promote and protect the rights of the Consumers. These include rights to be protected against marketing of Goods which are hazardous to life and property, rights to be informed about the quality, quantity, potency, purity, Standards and price of goods protecting the consumers against unfair trade practices, right to assured to a variety of goods, right to be hazard that consumers will receive due consideration etc. The State has constituted State Councils as well as District Councils. The State Councils is headed by Minister Incharge of the Department of Food and Civil Supplies who shall be its chairman and such number of other official/non-official representing such interests as may be prescribed. The District Councils consists of Deputy Commissioner of the District and such number of other official/non-official representing such interest as may be prescribed.

Legal Metrology Wing of Consumer Affairs Department.

The Department earlier known as Weights and Measures Department is mainly responsible for enforcement of Metric System i.e. MKS (Meter, Kilogram, Second) replacing the outdated FPS (Foot, Pound and Second), to bring uniformity in respect of Weights and Measures in trade and commerce. It regulates goods in package form for MRP, packaging date, net weight, name of manufacture/importer etc. The Department has created awareness among consumers for such essential requirements on packets including LPG and receives complaints against unfair trade practices for appropriate action against defaulters. During the year 2011-12 the Legal Metrology has booked 6978 challans and compounded 6879 for offences/violations and realized composition of Rs.46.97 lacs. The Revenue realization of the Department touched Rs.97.99 lacs during 2011-12 (ending Feb. 2012) against the last year achievement of Rs. 109.54 lacs.

Expectations from Citizens

- ✓ Not to misuse the facilities and indulge in or encourage any malpractice.
- ✓ Report promptly to the authorities concerned any instance of irregularity or other malpractices.
- ✓ While filing complaints the complainant should ensure to point toward the specific grievance.
- ✓ The card holders are required to immediately report any decrease in the number of their family members in case of someone's transfer, marriage, changing residence, death etc. and the ration card should be kept in their own custody.
- ✓ If any ration card is found in the custody of someone else or it is found that the decrease in number of units has not been reported, the ration card can be cancelled permanently.
- ✓ Give suggestions, if any for the improvement of this Charter to the Committee at the appropriate level.