

CITIZENS' CHARTER

Department of
FOOD, CIVIL SUPPLIES
AND
CONSUMER AFFAIRS

Jammu and Kashmir

(<http://jkfcsca.gov.in>)



Introduction

The Department of Food, Civil Supplies and Consumer Affairs previously known as "Consumer Affairs and Public Distribution Department" has been working since 1960s in the UT (**erstwhile State**) of J&K with the prime motive to provide food security to different sections of the society by implementation of National Food Security Act (**NFSA**) and distributing foodgrains like Rice, Wheat, Atta, Sugar and Kerosene Oil on subsidized rates to the targeted beneficiaries by ensuring access to adequate quantity of quality food at affordable prices to people to live a life with dignity. Moreover, the Department is working for the welfare of the consumers by safeguarding poorer sections of the society from daily inflation on account of cost of food grains.

This is a regulatory Department and implements various statutory Provisions as contained in the Essential Commodities Act 1955 and National Food Security Act, 2013 and the rules made under regulating procurement and/or distribution of essential commodities namely Rice, Wheat, Sugar, and Kerosene Oil under the Targeted Public Distribution System (**TPDS**) and also regulation of the rights of Consumers as provided under the Consumer Protection Act, 1986.

In addition, the Legal Metrology (**erstwhile Weights & Measures**) wing of FCS&CA is a frontline consumer organization in regulating markets by conducting extensive market-checking to prevent unfair trade practices relating to weights and measures/Packaged commodities/Liquefied Petroleum Gas etc. It also safeguards the consumer's interest by ensuring mandatory declarations on packaged commodities.

OUR VISION

- To bring transparency in distribution of commodities to targeted beneficiaries by means of automation and ensure zero pilferage.
- To secure transparency in transactions and instill confidence in consumers, through promotion of accuracy in weighing and measuring instruments.

OUR MISSION

- Ensuring Food and nutritional security to all the genuine beneficiaries in the UT.
- To make the system more transparent and accountable by bringing in technology interventions including Biometrics and POS.
- To promote reforms through the web portals and make these portals user friendly.
- To ensure field functionaries/FPS dealers serve beneficiaries with human touch.
- Enforcing the rates so fixed of all essential commodities by way of conducting regular market checking.
- To monitor the stocking and distribution of LPG, HSD, MS Petrol and Kerosene Oil.
- To safeguard the interests of the consumers by allowing only use of standard weights and measures in trade and commerce.

EXPECTATIONS OF CITIZENS' TO BE MET BY THE DEPARTMENT

1.	To get subsidized and affordable food grains (Rice /Wheat /Atta/ Sugar under all approved categories of AAY/ PHH /NPHH /JKFES/PMGKAY/ONORC)
2.	To get the reasonable rates/ prices of all essential commodities including vegetables fruits/ bakery/ mutton/ poultry/ Milk /Milk products etc fixed by FCS&CA Department.
3.	To ensure enforcement and implementation of all essential commodities in the markets so that the citizens / consumers do not get fleeced and deceived by the trading establishments dealing with essential commodities
4.	To ensure stocking/ supply of LPG /Petrol /diesel and K-oil.
5.	Add a little To get immediate Redressal of any type of grievances/ complaints for which the Department has an inbuilt system to redress the same, as expeditiously as possible.bit of body text
6.	To ensure the transparency in the transactions using commercial weights & measures.

SCHEMES IMPLEMENTED BY THE DEPARTMENT

1. **The National Food Security Act' 2013:-** The National Food Security Act , 2013 seeks to make the right to food a legal entitlement by providing highly subsidized food grains to the standard beneficiaries.

The subsidized rates of the NFSA is as below:

S.no.	Category	Scale	Rates/Kg		
			Wheat	Atta	Rice
1.	AAY	35 Kg/Family	Rs. 2	Rs. 3	Rs. 3
2.	PHH	5 Kg/Soul	Rs. 2	Rs. 3	Rs. 3
3.	NPHH	5 Kg/Soul	Rs. 12	Rs. 13	Rs. 15

2. **Jammu and Kashmir Food Entitlement Scheme (JKFES/Earlier MMSFES):** - To provide additional food grains to the beneficiaries in supplement to NFSA, the Government has introduced "J&K Food Entitlement Scheme" which envisages providing of additional 5 Kgs of foodgrains per soul to bonafide beneficiaries having family size from (01) one to 06 (six) over and above the NFSA scale from 1st of July 2016. Under "J&K Food Entitlement Scheme", the foodgrains are procured at OMSS Rates from FCI and then distributed among the beneficiaries as per the below scale @ Rs.12 per Kg for wheat, Rs.13 per Kg for Atta & Rs.15 per Kg for Rice. Under this scheme the monthly entitlement of ration per family per month is as under:

S.no.	Category	Scale	Rates/Kg		
			Wheat	Atta	Rice
1.	AAY/PHH	5 Kg/Soul (over and above NFSA)	Rs. 12	Rs. 13	Rs. 15

The upper limit of 35 Kgs under the scheme has been enhanced to 50 Kgs per month in Snow bound areas within the ceiling of food gains and budgetary resources vide Government Order No. 396-FCS&CA of 2017 dated 09.11.2017.

3. **Subsidized Sugar Scheme for Beneficiaries:** - At Present all AAY beneficiaries in the J&K are being provided with sugar supply of 1kg per family per month at the subsidized rate of Rs 13.50 perkg.

4. **Subsidized Kerosene Oil for AAY & BPL beneficiaries:** - The Department provides three litres per family per month to AAY and PHH families on subsidized rates fixed by the Government. However, the areas/districts where the LPG penetration is 100% or more, are gradually being declared as Kerosene free districts. The policy for distribution of subsidized kerosene oil in J&K is under review, in view of orders of the Hon'ble Court and to cater to the present requirement.

LIST OF STAKE HOLDERS/CLIENTS

1.	Ministry of Consumer Affairs, Food & Public Distribution (MoCAFPD), Govt. Of India
2.	Food Corporation of India (FCI)
3.	Indian Oil Corporation Limited (IOCL) Bharat Petroleum Corporation Limited (BPCL) Hindustan Petroleum Corporation Limited (HPCL)
4.	National Informatic Centre (NIC)
5.	National Agricultural Cooperative Marketing Federation of India Ltd. (NAFED)
6.	M/S Linkwell Telesystems Limited, Hyderabad
7.	Rationees in three categories: AAY, PHH & NPHH

Other Responsibility Centres:

1. Directorate of Food, Civil Supplies & Consumer Affairs, Kashmir : <https://capdkashmir.nic.in>

2. Directorate of Food, Civil Supplies & Consumer Affairs, Jammu <https://dircapdjmu.nic.in>

3. Controller Legal Metrology Department :
<http://jklm.nic.in>, <http://jklegalmetrology.com/>

ACTIVITIES OF THE DEPARTMENT

a) Successful implementation of Public Distribution System: It includes implementation of NFSA 2013, distribution of allocated foodgrains/essential commodities to Ration Card Holders through Govt. Sale Depots/Fair Price Shops.

b) Transparency portal: The Department of Food, Civil Supplies & Consumer Affairs, has a transparency portal, <http://jk.fcsca.gov.in>, to provide complete information to the public in a transparent manner like ration card details, beneficiary details, their entitlement and the rates of the commodities under different categories(AAY, PHH & NPHH) and schemes.

c) Issuance of Ration Card: The details with respect to existing Ration Cards are available on Department's online portal <http://jk.epds.nic.in>.

d) Modification with respect to the existing ration card viz. addition / deletion/ change of address etc.:

The details with respect to changes in existing ration cards viz. addition / deletion/ change of address, districts are available on Department's online portal <http://jk.epds.nic.in>.

e) Aadhaar enabled public distribution system(AePDS). The Department of Food, Civil Supplies and Consumer Affairs, J&K has aadhaar enabled public distribution system(AePDS) portal to monitor the distribution process through the PoS devices on daily basis and is available in public domain where beneficiaries can get their beneficiary details and status of their foodgrains as per their entitlement/collection.

f) One Nation One Ration Card. The distribution details of J&K under one nation one ration card are available at <http://impds.nic.in/portal>, which is a central dashboard of the Department of Food & Public Distribution, Government of India used to monitor the status of One Nation One Ration Card.

g) Issuance of new FPS Licence and renewal thereof: The guidelines for New Fair Price Shops (FPS) Licence and renewal thereof are in making and shall be notified subsequently.

h) Distribution of subsidized kerosene oil : The policy governing distribution of subsidized kerosene in J&K is under review and updated details shall be notified soon.

i) Market Checking and ensuring Price Control of various commodities: The Department conducts Market Checking on routine basis in order to ensure control of Prices in the Market and special checks are also conducted during the time of festivals in order to have curb on undue hike in prices of essential commodities.

j) Fixation of Price with respect to Mutton, Chicken, Eggs :- The Director, FCS&CA, Jammu/Kashmir fix the prices of these commodities after every six months with the active participation of all stakeholders.

k) Consumer Awareness, protection and promotion of welfare: The Consumer awareness drives are conducted / carried on regular basis through Print and electronic media. Moreover, the special programmes are carried out on World Consumer Day and National Consumer Rights Day throughout Jammu and Kashmir. For protection of Consumer affairs and promotion of their welfare the enforcement teams of the department are working round the clock.

l) Checking of Petrol Pumps: Every month the Technical Staff of oil companies and the persons from Directorates of FCS&CA, carry out checking / Inspection of Petrol Pumps for adulteration of petrol, if any.

m) Prevention of unfair trade practices: The Department takes steps to prevent unfair trade practices and commission of offences related to weight and measuring, through extensive inspections and by creating consumer awareness through Legal Metrology Department.

TIME BOUND SERVICES

1. Ration Cards: - The Government of Jammu and Kashmir vide SRO-224 has fixed timeline for certain activities of FCS&CA under Jammu and Kashmir Public Service Guarantee Act, 2011. The details of the activities along with concerned officer with timeline areas below:

S.No	Name of the Service	Designated Officer	Stipulated time frame for providing service	First Appellate Authority	Second Appellate Authority
1.	Ration Card	Tehsil Supply Officer, FCS&CA in Rural areas and Assistant Director in Urban areas.	30 days subject to condition that new ration cards will be issued only after Government of India allocates foodgrains as per current population of the State.	Deputy Director, FCS&CA concerned	Director, FCS&CA Concerned
2.	Issuance of Surrender Certificate/duplicate Ration Cards	Tehsil Supply Officer, FCS&CA in Rural areas and Assistant Director in Urban areas.	07 days	Deputy Director, FCS&CA concerned	Director, FCS&CA Concerned
3.	Inclusion of a new born child in the Ration	Tehsil Supply Officer, FCS&CA in Rural areas and Assistant Director in Urban areas.	07 days after production of birth certificate from the competent authority	Deputy Director, FCS&CA concerned	Director, FCS&CA Concerned
4.	Transfer/shifting from one FP Shop to another	Tehsil Supply Officer, FCS&CA in Rural areas and Assistant Director in Urban areas.	15 days subject to condition that the ration from new FP Shop shall be issued only on commencement of the next month.	Deputy Director, FCS&CA concerned	Director, FCS&CA Concerned

2. Services delivered through Legal Metrology Department: The Officers/Officials of the Legal Metrology Department are performing their duties under the supervision of the Controller, Legal Metrology Department as per Section-14 of the Legal Metrology Act – 2009 and are working for the cause of consumers. The details of services delivered by Legal Metrology Department with responsible officers and timelines are given as under:-

S. No.	Services delivered by the Department/Office to citizens or other Departments/organizations including Non-government Organizations (NGOs)	Stipulated time limit for delivery of Services (days/weeks/months)	Responsible Officer	Remarks
01	Issuance/Renewal of Licence to Manufacturer of Weights & Measures	30 days	Control Legal Metrology Department	Online
02	Issuance/Renewal of Licence to Dealer of Weights & Measures	30 days	-do-	-do-
03	Issuance/Renewal of Licence to Repairer of Weights & Measures	30 days	-do-	-do-
04	Registration as Manufacturer/Packer/Importers under Packaged Commodities Rules 2011	30 days	-do-	-do-
05	Verification/Calibration &Stamping of Weighbridges	20 days	Deputy Controller SS-Lab/Taxi-meter	Offline
06	Verification/Calibration &Stamping of Fuel dispensing units/Petrol Pumps	15 days	Asstt. Controllers/ Deputy Controllers	-do-
07	Verification/Calibration &Stamping of Tank Lorries	15 days	Deputy Controller SS-Lab/Taxi-meter	-do-
08	Verification/Calibration &Stamping of Taxi-meters	15 days	-do-	-do-
09	Verification/Calibration &Stamping of Digital Weighing Scales	15 days	Asstt. Controller/ Deputy Controller	-do-
10	Stamping of Weights	15 days	Inspector	-do-
11	Stamping of Measures	15 days	Inspector	-do-

For contacts please go to <http://jklm.nic.in>, <http://jklegalmetrology.com>

GRIEVANCE REDRESSAL MECHANISM:

The Department is also committed to protect and guard the interest of the consumers in the J&K. To redress the Consumer Grievances, the Department has established Consumer Redressal Agencies. These agencies have proved to be fruitful institutions for redressing the grievances of consumers.

1. The PDS Public Grievance Redressal Cell-Call Center is a physical place in both the Directorates, FCS&CA, Jammu/Kashmir, where consumers can make telephone calls to 1967(BSNL)/ 1800-180-7106 (**Jammu Province**) and 1800-180- 7011 (**Kashmir Province**) and lodge their complaints to PDS Public Grievance Redressal Cell-Call Center which are redressed by the concerned by stipulated time period.

2. The Citizens can also lodge their grievances related to Public Distribution System using online mode through Departmental Online Public Grievance Lodging & Monitoring System link <https://feastjk.gov.in/jkgrams/>.

Right to Information : The First Appellate Authority (FAA), Public Information Officers (PIOs), under Right to Information Act, 2005 are as under:-

1. First Appellate Authority (FAA) : Sh Romesh Singh, Director Finance, Room No.3/32 Civil Secretariat, Jammu

2. Public Information Officer (PIO) : Sh. Ghulam Mohi-ud-Din, Under Secretary to Govt. Room No. 336, Civil Secretariat, Srinagar.