

REVISED MODEL CITIZENS' CHARTER
(August 2008)

FOR THE TARGETTED PUBLIC
DISTRIBUTION SYSTEM (TPDS)
in the U. T. of Daman & Diu

Administration of U. T. of Daman & Diu,
Office of the Collector,
Civil Supplies' Wing,
Collectorate,
Daman.

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PREFACE

The Department of Food and Public Distribution, in the U. T. of Daman & Diu is implementing the Targeted Public Distribution under which a monthly quota of foodgrains is supplied at subsidized rates to the targeted population. Details of TPDS such as authorities responsible for its effective implementation at District and Fair Price Shop levels are given in the following pages. This booklet enumerates the rights of citizens, to get information from different channels of the delivery system regarding their entitlements of foodgrains, quality and quantities of such foodgrains supplied to the fair price shops. This booklet also incorporates the rights of the citizens under the Right to Information Act, 2005 with reference to TPDS. It is hoped that the measures suggested in this booklet would result in effective, hassle free implementation of the TPDS by and U. T. administrations and enable the eligible citizens to get their entitlements under the TPDS.

The U. T. Administration also applies stress to see that the distribution of foodgrains is reached to the door of every ration card holders in the clear transparency and every card holder will get the stock of rice & wheat as admissible to them under the TPDS.

The U. T. Administration has also proposed for set up of Public Grievance Cell at Collectorate, Daman for attending to the need of people of every religion, caste and creed.

Chapter-1

STREAMLINED FUNCTIONING OF TPDS FOR ENSURING FOOD SECURITY TO WEAKER SECTIONS OF SOCIETY

Citizens' Charter

I. CHARTER OF U. T. ADMINISTRATIONS:

The Administration of U. T. of Daman & Diu views the Targeted Public Distribution System as an important constituent of a strategy for ensuring food security of the targeted population by ensuring availability of monthly quota of foodgrains to them as per entitlement. This U. T. Administration is committed to implement the TPDS to the best advantage of the beneficiaries with full transparency and efficiency of operations and accountability of authorities implementing it with the guidance of Ministry of Food & Public Distribution, New Delhi.

II. ELIGIBILITY

At present, TPDS benefits the poorest of the poor families identified under the Antyodaya Anna Yojna (AAY) and other population living below poverty line identified as such within the over all norms approved by the Department of Food and Public Distribution, Government of India. As regards people above poverty line, the benefits under TPDS are restricted as per instructions issued from time to time.

The present distribution of foodgrains to the card holders are as per the approval of the Ministry.

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III. LISTS OF 'BPL' FAMILIES AND IDENTIFICATION OF 'AAY' FAMILIES:

This U. T. Administration is entrusted with the responsibility of formulating the suitable guidelines for issuing ration to all the eligible families living below the Poverty Line, including the 'AAY' families, as per the norms approved by the Central Government, regarding the total estimated number of targeted 'BPL' families. This U. T. Administration along with the Municipal Council, Gram Panchayats and other authorized local representative bodies will finalise the lists of beneficiaries belonging to the 'BPL' category, including the 'AAY' families, drawn up by the designated authorities in respect of the area under their respective jurisdiction at the given interval of time. Care will be taken to ensure that the upper limits prescribed on number of such families are not exceeded as per the guidelines of the Ministry.

IV. ISSUE OF RATION CARDS:

The criteria for issue of ration card is – (i) obtaining cancellation from the place of transfer (2) submission of proof of residence (3) Filling-up of Declaration form and (4) submission of copies of Birth Certificate and proof of identification. The criteria prescribing eligibility and procedure for issuance of ration cards will be widely publicized and made available to all the citizens on demand. Receipt of applications for issuing ration cards will be duly acknowledged. The acknowledgement will indicate the date on which the ration card can be collected, provided all the required information has been correctly given. The ration card holders will be suitably advised and guided regarding the Fair Price Shops at which they could register for obtaining supplies.

The names, designations, landline telephone numbers, mobile phone numbers and addresses of officials to whom grievances/complaints related to delay or rejection of applications for

ration cards could be addressed, will be prominently displayed at the concerned office premises.

All the grievances/complaints and other correspondences will be duly registered and acknowledged on the spot, if given personally, or within seven days if mailed by post.

Issuance of BPL/AAY ration cards will be as per the procedure prescribed and the total number of AAY/BPL cards shall not exceed the limit prescribed. Separate cards of distinctive colours will be issued to families belonging to the APL, BPL and AAY categories.

This U. T. Administration shall ensure periodical checking of ration cards to eliminate 'bogus' ration cards and also take stern action against those persons who are found guilty of misusing the TPDS benefits. A time limit for making any additions or deletions in the ration cards will be drawn by this U. T. Administration as per the chart given work:

Sr. No.	Item of Work	Time Limit*	Authority to effect changes
1	Inclusion/Deletion of name of family members.	(i) Same day on presentation of ration cards with required proof (wherever necessary) (ii) Within seven days if physical verification is necessary (for additions).	Sub-Inspector of Civil Supplies.
2	Change in residential address within jurisdiction of the same FPS.	Same day	----- do -----

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Sr. No.	Item of Work	Time Limit*	Authority to effect changes
3	Change in residential address including change in FPS	Five Working days	Sub-Inspector of Civil Supplies.
4	Issuance of surrender/cancellation certificate on transfer of family to other city/State.	Two working days	----- do -----
5	Issuance of new ration card within the State (after verifying the cancellation/surrendering certificate).	Five working days	Rationing Officer / Block Development Officer.
6	Issue of new cards in case of change of State (after verifying the cancellation/surrendering certificate).	Two weeks	----- do -----
7	Issue of Temporary ration cards	At present, discontinued.	----- do -----

* Indicative – The authorities of the District may fix the time limits as per their local conditions.

V. SCALE OF ISSUE AND ISSUE PRICES:

The Central Government shall make foodgrains available to all the State Governments/U. T. Administrations for distribution under the TPDS at such scales & prices as decided by the Government from time to time. The quantities of foodgrains to be supplied per family and issue

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prices as decided by the State Government/U. T. Administration for distribution to the eligible consumer households would be made available/known to the general public through various means, including display on Internet websites. These shall be invariably displayed at all the Fair Price Shops.

At present, the price of foodgrains fixed by the Administration of U. T. of Daman & Diu is as under –

Sr. No.	Card-Holders	Rice	Rate (in Rs.)	Wheat	Rate (in Rs.)	Kerosene	Remarks
1	AAY	35 Kgs.	2.56 per Kg.	2 Kgs. per card		2.50 Litres per card	Rate fixed by the Ministry
2	BPL	35 Kgs.		1.50 per card		1.50 Litres per card	Transportation charges & rate fixed by the Ministry.
3	APL	Reduced to availability				1.00 Litre per card	----- do -----

VI. ALLOTMENT OF FAIR PRICE SHOPS:

For allotment & running of Fair Price Shops, the following type of persons are considered ---

- (i) Un-employed individuals
- (ii) Womens' Group
- (iii) Ex-service men
- (iv) Retired Government servants.
- (v) Applicants of belonging to Scheduled Castes / Scheduled Tribes.
- (vi) Co-operative Societies
- (vii) Other Panchayat etc.

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VI. DISTRIBUTION:

The procedure for distribution of foodgrains by the Food Corporation of India (FCI) and the State Governments or their nominated/designated agencies shall be publicized widely for knowledge of the general public.

The FCI shall ensure physical delivery of foodgrains of fair average quality to the State Governments/U. T. Administrations for distribution under the TPDS as per the allocations made by the Central Government within a week of receipt of payments from the U. T. Administration. On getting the allocation of foodgrains from the Central Government, the U. T. Administration shall ensure district-wise allocation orders authorizing their agencies/corporations to draw foodgrains from the FCI and ensure delivery of the same to the Fair Price Shops. In the event of FCI not being able to deliver the foodgrains within a week, reasons for the same and an approximate time by which the foodgrains shall be delivered to be communicated to the Administration of U. T. of Daman & Diu.

The distribution system would be made transparent. U. T. Administration shall make information available to the public about storage godowns at Nani Daman from where the foodgrains are lifted and sent to the FPS. At each delivery point, the samples of foodgrains meant for distribution under TPDS alongwith the quantity in stock shall be made available for scrutiny by any stakeholder (local citizens and their representatives). Stakeholders shall be provided with an opportunity to inspect the sample on an appointed day of the week i.e. on every Friday of the second week of each month from 3. 00 p. m. to 5. 00 p. m.

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The Civil Supplies' Office shall send copies of allocation orders to all the Fair Price Shops as well as to the Gram Panchayats/Municipality Office/Vigilance Committees and any other body nominated for monitoring the functioning of Fair Price Shops.

VII. QUALITY OF FOODGRAINS:

Joint sampling will be done jointly by the representatives of U. T. Administration and officials of FCI before issuing foodgrains from the godowns of FCI. Wherever any U. T. Administration is not able to send a representative for joint sampling, FCI may issue the foodgrains after observing the necessary formalities to avoid delay.

FCI shall issue the sealed samples of the stock of foodgrains, supplied to them, to the U. T. Administrations (a sample will be retained by FCI Office/godown also for a period of two months from the date of issue) for distribution under the TPDS at the time of dispatch. The concerned U. T. Administration shall exercise necessary checks to ensure that full quantity lifted by them reaches their godown and the fair price shops. They will also ensure that the stocks are not replaced by inferior quality stocks during storage, transit or any other stage in the distribution chain.

VIII. FAIR PRICE SHOPS:

LIST OF FAIR PRICE SHOPS' ALONG WITH THEIR CONTACT NUMBERS AND ADDRESSES IN DAMAN.

- (1) DAMAN JILLA MAHILA MANDLI,
FAIR PRICE SHOP NO.2, Contact No.: 9924489861
BIBLOS, MAIN ROAD,
NANI DAMAN.
- (2) SABJALI M. PRADHAN,
FAIR PRICE SHOP NO.3, Contact No.: 9824199203
ZAPABAR, MAIN ROAD,
NANI DAMAN.

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- (3) HASSANALI ALIBHAI & SONS,
FAIR PRICE SHOP NO.4, Contact No.: 9879097891
ZAPABAR, MAIN ROAD,
NANI DAMAN.
- (4) VARKUND J. S. S. MANDLI,
FAIR PRICE SHOP NO.6, Contact No.: 9909113025
VARKUND, NANI DAMAN.
- (5) DABHEL J. S. S. MANDLI,
FAIR PRICE SHOP NO.7, Contact No.: (0260) – 2243909
DABHEL, MAIN ROAD, NANI DAMAN.
- (6) BHIMPORE J. S. S. MANDLI,
FAIR PRICE SHOP NO.8, Contact No.: (0260) – 2220556
BHIMPORE, NANI DAMAN.
- (7) MARWAD J. S. S. MANDLI,
FAIR PRICE SHOP NO.9, Contact No.: 9925107275
MARWAD, NANI DAMAN.
- (8) MAGARWADA J. S. S. MANDLI,
FAIR PRICE SHOP NO.12, Contact No.: 9879152595
MAGARWADA, MAGARWADA GRAM PANCHAYAT,
MOTI DAMAN.
- (9) TRIBAL LAMP SOCIETY,
FAIR PRICE SHOP NO.18, Contact No.: 9879847344
BHAMTI, MAIN ROAD, MOTI DAMAN.
- (10) TRIBAL LAMP SOCIETY,
FAIR PRICE SHOP NO.19, Contact No.: (0260) – 2220963
DALWADA, MAIN ROAD,
NANI DAMAN.
- (11) TRIBAL LAMP SOCIETY,
FAIR PRICE SHOP NO.20, Contact No.: 9879141396
OPP. POLICE OUT POST, MOTI DAMAN.
- (12) SHYAMSUNDER R. TALEKAR,
FAIR PRICE SHOP NO.22, Contact No.: 9879097891
NEAR SATYANARAYAN MANDIR,
KATHIRIA, NANI DAMAN.
- (13) VARKUND J. S. S. MANDLI,
FAIR PRICE SHOP NO.24, Contact No.: 9879599353
BHENSLORE, KOLIWAD,
NANI DAMAN.

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- (14) DAMAN JILLA MAHILA MANDLI,
FAIR PRICE SHOP NO.27, Contact No.: (0260) – 2263438
KHARIWAD, BE-NAZIR APPARTMENT,
NANI DAMAN.
- (15) TRIBAL LAMP SOCIETY,
FAIR PRICE SHOP NO.30, Contact No.: 9726444464
THANA PARDI, MOTI DAMAN.
- (16) HASSANALI ALIBHAI,
FAIR PRICE SHOP NO.31, Contact No.: 9824199203
ZAPABAR, MAIN ROAD, NANI DAMAN.
- (17) RATILAL RAMABHAI TANDEL,
FAIR PRICE SHOP NO.33, Contact No.: 9427185192
KADAIYA, MACHHIWAD, NANI DAMAN.
- (18) DAMAO J. S. S. MANDLI,
FAIR PRICE SHOP NO.34, Contact No.: 9879141396
OPP. POLICE OUT-POST, MOTI DAMAN.
- (19) CHIMANBHAI B. PATEL,
FAIR PRICE SHOP NO.35, Contact No.: 9824040460
PATLARA, MOTI DAMAN.
- (20) HARIBHAI B. TANDEL,
FAIR PRICE SHOP NO.36, Contact No.: 9375963163
PARKOTA SHERI, NANI DAMAN.
- (21) KACHIGAM J. S. S. MANDLI,
FAIR PRICE SHOP NO.37, Contact No.: 9727455514
OPP. HIGH SCHOOL, KACHIGAM,
NANI DAMAN.
- (22) RAJESH NARSHIBHAI TANDEL,
FAIR PRICE SHOP NO.39, Contact No.: 9925126859
KOLIMAR SHERI, NANI DAMAN.
- (23) BHIMPORE J. S. S. MANDLI,
FAIR PRICE SHOP NO.40, Contact No.: (0260) – 2220556
NANI-VANKAD, MAIN ROAD,
NANI DAMAN.
- (24) TRIBAL LAMP SOCIETY,
FAIR PRICE SHOP NO.41, Contact No.:
DEVKA-TAIWAD, DEVKA,
NANI DAMAN.

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- (25) CHIMANBHAI B. PATEL,
FAIR PRICE SHOP NO.44, Contact No.: 9824040460
AMBAWADI, MAIN ROAD,
MOTI DAMAN.
- (26) DAKSHESH RAMKRISHNA TALEKAR,
FAIR PRICE SHOP NO.45, Contact No.: 9909923057
NEAR FISH MARKET, MOTI DAMAN.
- (27) AMRATLAL LALUBHAI PATEL,
FAIR PRICE SHOP NO.46, Contact No.: 9913360000
DABHEL, GELWAD FALIA,
NANI DAMAN.
- (28) VARKUND J. S. S. MANDLI,
FAIR PRICE SHOP NO.47, Contact No.: 9909113025
SIMAD FALIA, VARKUND,
NANI DAMAN.
- (29) TRIBAL LAMP SOCIETY,
FAIR PRICE SHOP NO.48, Contact No.: 9974964323
DUNETHA, MAIN ROAD,
NANI DAMAN.
- (30) VIJAY MITHA TANDEL,
FAIR PRICE SHOP NO.51, Contact No.: 9879142098
ANDHIA SHERI, KATHIRIA,
NANI DAMAN.
- (31) VASANTIBEN NARESH TANDEL,
FAIR PRICE SHOP NO.52, Contact No.: 9825668991
MASTER SHERI, NANI DAMAN.
- (32) MANISHA RAMESH PATEL,
FAIR PRICE SHOP NO.53, Contact No.: 9925055446
KHARIWAD, HALPATIWAD,
NANI DAMAN.
- (33) MAHESHKUMAR JAMNADAS RANA,
FAIR PRICE SHOP NO.54, Contact No.: 9824193252
GOLWAD, RANA STREET,
NANI DAMAN.
- (34) VIPULKUMAR RAMKRISHNA TALEKAR,
FAIR PRICE SHOP NO.55, Contact No.: 9824199203
WADI FALIA,
VIKING APARTMENT,
NANI DAMAN.

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- (35) VIJAYKUMAR P. SONI,
FAIR PRICE SHOP NO.56, Contact No.: 9427128292
ZAPABAR, MAIN ROAD, NANI DAMAN.
- (36) VIJAYKUMAR P. SONI,
FAIR PRICE SHOP NO.57, Contact No.: 9427128292
ZAPABAR, MAIN ROAD, NANI DAMAN.
- (37) JAYSHREE R. RANA,
FAIR PRICE SHOP NO.58, Contact No.: 9825999890
NEAR FOOD CORNER,
MAIN ROAD,
MOTI DAMAN.
- (38) MAHESH GOPALDAS AGRAWAL,
FAIR PRICE SHOP NO.59, Contact No.: 9909923057
BHITWADI, MOTI DAMAN.

LIST OF FAIR PRICE SHOPS'ALONGWITH THEIR CONTACT NUMBERS AND ADDRESSES IN DIU.

- (1) Diu Sahakari Bhandar Ltd.,
10/289, Main road, Fudam, Contact No.: (02875) – 252108
Diu.
- (2) Diu Sahakari Bhandar Ltd.,
Dr. Kelkar Road, Contact No.: (02875) – 252108
Main road, Diu.
- (3) Vanakbara Sahakari Grahak
Bhandar Ltd., Contact No.: (02875) – 271631
House Nos. 478/2 & 478/3,
Near Vegetable Market,
Vanakbara, Diu.
- (4) Matsya Udyog Sevadayi
Sahakari Mandli Ltd., Contact No.: 9824953927
House No. 1068/1,
Azad Chowk, Vanakbara,
Diu.
- (5) Ghoghla Seva Sahakari
Mandli Ltd., Ghoghla Shop Contact No.: (02875) – 252103
No. 1, House No. 660
Panchayat Chowk, Ram Mandir,
Ghoghla, Diu.

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of essential commodities under the PDS shall be clearly laid down by the U. T. Administration. The licence is valid for a period of 01 year; which is to be renewed thereafter. The U. T. Administration would also indicate the responsibilities and duties of Fair Price Shop's owners which would inter-alia include --- (i) sale of essential commodities as per the entitlement of ration card holders at the retail issue price fixed by the concerned Administration of U. T. under the TPDS, and (ii) display of all information on a Notice Board at a prominent place in the shop regarding (a) number of APL, BPL and AAY beneficiaries, (b) their entitlement of essential commodities, (c) scale of issue, (d) retail issue price, (e) timings of opening and closing of the FPS, (f) stock of essential commodities on each day, (g) opening and closing stock of essential commodities on each day, (h) the authority for redressal of grievances/lodging complaints with respect to quality and quantity of essential commodities under the TPDS, and (i) time/day of the week when citizens can inspect the books/stocks. The list of APL, BPL & AAY cardholders should be available for scrutiny.

The fair price shop owner will have to maintain records of ration-card holders, stock registers, issue or sale registers etc. It would be binding on the FPS owner to allow inspection of these documents by the Gram Panchayats, Municipality Office, Vigilance Committees or any local citizen as the case may be on a day/time (two hours) notified for this purpose once every week.

The Fair Price Shop owner will display the samples of foodgrains being supplied by the shop. The FPS owner will not retain ration cards after supply of essential commodities and shall provide relevant extracts of the records maintained by him/her on payment of prescribed fees as required under the Right to Information Act, 2005. In

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the event of any practical difficulties to give copies, etc., facilities for inspection of records/samples/documents etc., shall be provided on an appointed day (s)/time at least once a week.

IX. INSPECTION AND CHECKING:

The Inspection of Fair Price Shops are being conducted by the Sub-Inspector and Assistant Sub-Inspector of Civil Supplies Department from time to time. The checks are carried out in the Register of sale of commodities such as ---

- a). No. of Card-holders.
- b). Checks on commodities collected by the card-holders.
- c). Stock verification of commodities collected from Godowns and sold to the card holders during the month.
- d). Verification of stock; whether the commodities are sold in the Open Market, thorough checking of Black Marketing, if any.

X. CANCELLATION OF LICENCES OF FPS:

The Licence or authorization issued to Fair Price Shops are cancelled in the following events –

- a). Gross irregularities on the part of owner of Fair Price Shop.
- b). Detection of sale of Government commodities like Rice, Wheat, Kerosene etc., in the open market.
- c). Misaccounting of Stock.
- d). On willingness of the authorised owner of Fair Price Shop or on his own accord due to unavoidable circumstances.

XI. VIGILANCE AND PUBLIC PARTICIPATION:

U. T. Administration shall constitute Vigilance Committees to periodically review functioning of the TPDS at FPS/Panchayat/Municipal Council/Corporation level, District / Block /

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Taluka level and U. T. level with members from Government, social organizations, consumer organizations, local body etc.

- (i) A team of Vigilance committee of Administration of U. T. also conducts surprise checks periodically to review the functioning of TPDS through FPS in Municipal areas & Panchayat areas respectively.

The Administration has also proposed to elect the members as Sarpanch of Panchayats and choose Municipal Ward's elected representatives for checks to be conducted in the concerned areas. The publication of Notification for the same is under process.

- (ii) Block/Taluka Level Vigilance Committees: Block/Taluka level Committees will comprise five-six card holders attached to the FPS, representatives of local bodies, social workers of the area, etc. The Block Level Committee will cover FPSs in a Block and report to the District Level Committee about functioning of FPSs and other related problems. The Chairman of the Vigilance Committee at Block Level may be the elected head of the Block / Taluk Level PRI.

- (iii) District Level Vigilance Committee: Each District level Committee, to be constituted by the concerned U. T. Administration will comprise about 10 members from different segments like beneficiary groups, social/ consumer organizations, people's elected representatives and be headed by the *Zila Pramukh* of the *Zila Parishad*. The District level Vigilance Committee shall also be authorised to redress/solve the problems at his level to the maximum extent possible and, whenever it is not possible,

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he would refer the same with his recommendation to the State/U. T. level Committee.

- (iv) The State/U. T. Level Committee: This Committee to be constituted by the U. T. Administration may consist of concerned Senior Level Officials from the Government, a few members of Parliament, a few members of Legislative Assemblies, Consumer Activists and Youth & Women's Organisations. The Committee will be chaired by the Secretary of Food & Civil Supplies of the U. T. Administration and may include other Officers of Rural Development, District Panchayat, Urban Development etc., as members in addition to the other members mentioned above. The Committee shall review quarterly the overall functioning of TPDS scheme in the U. T. Administration and difficulties being faced, if any, in smooth functioning of the Scheme in the U. T. as a whole. The Committee / its members may also visit FPSs and offices of Food & Civil Supplies' Department, meet beneficiaries of the Scheme and may recommend to the U. T. Administration corrective action for any problems in implementation of TPDS. If a decision on any issue is in jurisdiction of Central Government, the U. T. level committee may recommend corrective action to the Central Government.

The U. T. Administration shall implement a mechanism of grievances' redressal for issues pointed out by the District/U. T. level Vigilance Committee.

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CHAPTER – 2

INSTRUCTIONS ISSUED BY THE CENTRAL GOVERNMENT TO U. T. ADMINISTRATION FOR STRENGTHENING TPDS AND TO CURB LEAKAGES / DIVERSIONS.

- (1). U. T. Administration should undertake a continuous campaign for review of BPL/AAY lists, to eliminate ghost ration cards.
- (2). Strict action should be taken against guilty persons to ensure leakage-free distribution of foodgrains. In this respect, information under clause 9 of PDS (Control) Order, 2001 must be regularly submitted to Central Government by the U. T. Administration.
- (3). For transparency in the functioning of TPDS, involvement of elected members of PRI/local municipal bodies in identification of 'AAY' families and Vigilance Committees be ensured. As far as possible, FPS licenses be given to SHGs, gram panchayats, co-operatives etc.
- (4). BPL, AAY and APL lists should be displayed on all FPSs.
- (5). District-wise and FPS-wise allocation of foodgrains should be put up on websites and other prominent places, for public scrutiny.
- (6). Wherever possible, doorstep delivery of foodgrains to FPSs should be ensured by U. T. Administration, instead of letting private transporters / wholesalers to transport the ration commodities.
- (7). Timely availability of foodgrains every month at FPS and their distribution to ration card holders must be ensured.
- (8). Training of members of FPS Level Vigilance Committee should be ensured.
- (9). Computerisation of TPDS operations should be undertaken.

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- (10). Electronic transfer of funds to FCI be introduced.
- (11). Banners / boards on the windshield as well as rear end of the trucks / vehicles carrying PDS articles should indicate names of the U. T. Administration, destination, commodity and agent's name in addition to "TPDS".
- (12). Arrangements should be put in place to track movement of foodgrains from FCI godowns upto the Fair Price Shops.

CHAPTER – 3

RTI Act and TPDS

Action to be taken at various levels for facilitating effective use of RTI Act, 2005 with respect to TPDS operations will be as follows:

Government of India Level

- Ensure that the addresses and contact numbers of the PIOs, and AAs are displayed on the website.
- State-wise/U. T. – wise allocation made under the TPDS and all other welfare schemes would be uploaded on the website of the FCI and Ministry of Food and Public Distribution. It shall also be made available to any citizen who requests for it by following the procedure as laid down under the RTI Act, 2005.
- Quality norms for procurement and issuance of food grains under TPDS as well as specifications of "fair, average quality" will be available in the public domain.
- FCI / U. T. Administration / State procuring agencies shall put on display the services available to farmers at the local mandi, the mode of payment at the time of procurement, the quality specifications and other details.

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- FCI/other agencies will notify the updated stock position of all godowns on the website as well as on notice boards outside godowns and offices. Such information can also be obtained by any citizen under the RTI Act, by following the laid down procedure.
- Samples of the foodgrains meant for TPDS will be available in premises of every FCI / Agency godown for public scrutiny at a specified time on a particular day every week.
- To facilitate inspections of records, each FCI office/godown will earmark afternoon of one working day in a week for such inspections.
- Information on all transactions – receiving of foodgrains by the FCI godowns and their releases, would be displayed on the notice board on daily basis.

U. T. LEVEL

- > Norms for giving fresh licences and eligibility criteria for getting a licence for FPS shall be published. A list of FPS shopkeepers alongwith the period for which the licences are valid shall be published on the District level web site.
- Methodology for identification of 'AAY' beneficiaries and issuance of ration cards to them shall be notified on the web site.
- ➔ Criteria for preparing lists of the 'BPL' families and identification of 'AAY' families as well as their entitlements must be prominently displayed on notice boards of all Districts, Sub-Division, Block and Village level offices of Food and Civil Supplies' Department. The information should be made available in the official language of the U. T. and made available to citizens for inspection on demand with fees as prescribed under the RTI Act.

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- U. T. Administration shall provide information to gram panchayat / municipal councils / corporations on availability, movement and quality of foodgrains, etc. under TPDS. The District Civil Supplies' Officer shall endorse copies of orders allocating foodgrains to all PRIs and urban local bodies at Distt./City/Town/Block and Village level. Members of Village level Vigilance Committees shall be informed of it by the concerned PRI/FPS.
- Detailed information about the Vigilance Committees such as their constitution, functions and powers may be displayed on the net.

AT INTERMEDIATE LEVEL:

The intermediate levels include State level or regional level godowns, through which foodgrains pass after they leave FCI godowns on their way to FPS: -

- A ration card holder a right to scrutinize the records and the physical stocks available at various storage godowns on an appointed day & time. This information must be displayed at the SWC / FCI depots.
- The frequency of issue of foodgrains to the FPS from the FCI / SWC depots should be maintained on the Notice Board of the District / Block Civil Supplies' office.
- This Citizens' Charter should be displayed at all offices where ration cards' related work is done at the taluk / tehsil / mandal levels. The entire section on pages 3, 4 and 5 of this citizens' charter should be put up on the notice boards.
- Citizens' Charter should include names and contact details of designated authorities to register complaints in cases where a violation of the charter / PDS Control Order, 2001 is noticed.

(23)

- Any citizen can apply for inspection of files relating to public distribution from the offices of Civil Supplies' Department. Access must be allowed to citizens without asking for reasons of locus standi if exemptions are not applicable.
- Any citizen can apply under the RTI Act seeking samples of the grains stocked in the FCI/SWC storage depots and intermediate godowns or storage facilities. The same procedure prescribed in the Citizens' charter for collection and sealing of samples may be followed in this case with the addition that the requestor may be present at site during collection of samples if he/she so desires. Cost of samples should be incurred by the applicant.

AT FPS LEVEL:

- Each FPS shall display all relevant information such as each beneficiary's entitlement of various essential commodities, issue prices, name of Fair Price Shopkeeper, timings of opening & closing of FPS and weekly closing days, stock position, timing for inspection by citizens etc., at a conspicuous place.
- The FPS shall also display procedure for lodging complaints with reference to quality and quantity of ration commodities and other problems being faced by TPDS beneficiaries during the course of getting their ration.
- Any consumer or local resident attached to the FPS is entitled to inspect the stock register, ration card register, other records and stocks available at the FPS on appointed date / time.

Contd. (24)

(24)

- FPS should display detailed lists of BPL & AAY households under its jurisdiction. Copies of each of these lists should also be displayed on notice boards of Panchayat Office/Community halls of the village/Municipal Council office.
- Complaint book with numbered pages should be maintained at each FPS and availability of the complaint book should be indicated for convenience of customers and general public.
- FPS should not keep any ration card with them. During inspection, if the FPS owner is found with the ration card of consumers, it would lead to penal action.

APPENDIX

List of abbreviations used

AAY	-----	Antyodaya Anna Yojna
APL	-----	Above Poverty Line
BPL	-----	Below Poverty Line
FCI	-----	Food Corporation of India
SWC	-----	State Warehousing Corporation
FPS	-----	Fair Price Shop
PRI	-----	Panchayati Raj Institutions