

CITIZEN CHARTER



**FOOD SUPPLIES & CONSUMER WELFARE
DEPARTMENT,
GOVERNMENT OF ORISSA**

VERSION: 1.0

PREFACE

The Public Distribution System (PDS) is a scheme implemented by the Central Government & the Food Supplies and Consumer Welfare Department, Government of Orissa to ensure the supply of a monthly quota of essential commodities (Food grain & Kerosene Oil) at a subsidized rate to the people of Orissa.

This charter aims at bringing the details of PDS such as, the authorities responsible for its effective implementation at state, district and block levels to the citizen of Orissa so that they are aware of the scheme, the offerings, their rights and who to approach in case of any inconsistency in the offerings. Few other objectives of the charter are as follows:

- To place before the public an overview of the FS&CW Department
- To inform the citizens about the kinds of services provided by the Department
- To inform about the eligibility criteria of the citizens to avail the service
- To inform about the procedure and criteria for opening & operating the FPS, which gives business opportunities to citizen to earn their living hood
- To inform about the types, quantity and quality of the essential commodities that would be provided
- To enlighten about the time of retailing and the prices of the commodities
- To enumerate the grievance reporting and handling procedures so that the rights of the citizens are safe guarded.

This booklet also incorporates the right of the citizens under the Right to Information (RTI) Act, 2005, with reference to PDS. The Department would be coming out with timely updated version of this charter so that any change in policy, procedure related to the food distribution gets reflected in the charter.

It is hoped that the measures suggested in this booklet would result in effective, hassle free implementation of the PDS by the State Government and enable the eligible citizens to get their entitlements under the PDS.

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1. CHAPTER 1: OVERVIEW OF THE FS&CW DEPARTMENT

Food Supplies and Consumer Welfare (FS&CW) Department is responsible for distribution of essential commodities through the Public Distribution System (PDS) to the people of Orissa at a subsidized rate through a network of Fair Price Shops (FPS) on a recurring basis. The commodities are:

- i. Wheat
- ii. Rice
- iii. Sugar and
- iv. Kerosene

Public Distribution System (PDS) has evolved as a major instrument of the Government's economic policy for ensuring availability of food grains to the public at affordable prices as well as for enhancing the food security for the poor. PDS is operated under the joint responsibility of the Central Government and the State Governments. PDS mechanism with Centre-State coordination ensures availability of food grains, sugar and kerosene to citizens as per the eligibility criteria set for different consumers based on economic, age and other factors that are predefined. The distribution mechanism is broadly based on allotment made by the Centre to State. The State subdivides the same to districts followed by district sub-allocating as per Block wise. All these allotments are based on number of ration cards and number of members under various categories.

The functions of the Department are:

- A. Formulation and implementation of policy relating to procurement, storage and distribution of food grains
- B. Implementation of the Public Distribution System (PDS)
- C. Administration of Essential Commodities Act, 1955, Prevention of Black Marketing and Maintenance of Services of Essential Commodities Act, 1980, various Control Orders of Central Government and the State Government
- D. Procurement of Paddy under minimum support price scheme
- E. Market intelligence and monitoring of prices of various essential commodities in the market and
- F. Implementation and enforcement of Standards of Weights & Measures Act and Standards of Weights and Measures (Enforcement) Act and Rules made there under

1.1 Organizational Hierarchy

The FS&CW Department has an administrative wing at the Secretariat and an operational wing at the field level. The following is the Hierarchy of the Department at the secretariat level:

1. Commissioner - cum- Secretary
2. Special Secretary to Government
3. Additional Secretary to Government
4. Director - cum - Joint Secretary
5. Deputy Secretary to Government
6. Under Secretary
7. Desk Officer
8. Section Officer
9. Assistant Section Officer

The District Cadre and the field level hierarchy is as follows:

1. Collector & District Magistrate (DM)
2. Assistant District Magistrate (ADM) & Sub Collector
3. District Manager – cum – Civil Supply Officer (CSO)
4. Assistant Civil Supply Officer (ACSO)
5. Block Development Officer (BDO)
6. Inspector of Supplies
7. Marketing Intelligence Inspector

1.2 Mission of the FS&CW Department

To ensure food security and 100% availability of essential commodities to the people of Orissa under Public Distribution System and considerable eradication of public grievances related to the present Public Distribution System

1.3 Vision of the FS&CW Department

To implement the Public Distribution System and other related schemes of food security across the state of Orissa to the best advantage of its beneficiaries, address public grievance in the shortest possible time until its complete eradication and to increase the operational transparency of the Department and accountability of authorities implementing the PDS

2. CHAPTER 2: INFORMATION TO CITIZEN

2.1 Procedure for availing the services of the Department:

The citizens wishing to avail the services of the Department will have to get them enlisted in the beneficiary list under the Above Poverty Line (APL), Below Poverty Line (BPL), AP (Annapurna Yojna) and Annapurna Annya Yojna (AAY) scheme. As an acknowledgement of the enlistment APL, BPL and AAY ration cards is provided to the citizen.

The State Government conducts a household survey (through Panchayat Raj Department) where the identification of Above Poverty Line (APL) and Below Poverty Line (BPL) families is made. During the process of survey detail account of the family earning, movable and immovable property is taken into account for the categorization. The criteria for categorization of a family into APL & BPL are fixed by the Government from time to time.

The State Govt. has been given the responsibility to formulate suitable guidelines for issuing ration cards to eligible families living below the Poverty Line, including the AAY families, as per the norms approved by the Government, regarding the total estimated number of the targeted BPL families. The State Government and other authorized local representative bodies shall finalize the lists of beneficiaries belonging to BPL category, including the AAY families, drawn up by the designated authorities in respect of the area under their respective jurisdiction. Care will be taken to ensure that the upper limits prescribed on number of such families are not exceeded.

Every family will have one card with the name and picture of the head of the family, address and the names of all other family members written in it. The names of the family members can be edited (inclusion & deletion) and as per requirement (See section 2.2). In case a family

wants to changes its address or wants to surrender the ration card, the same can be done and the procedure of the same is also provided in section 2.2 below.

2.2 Procedure for issuance of ration cards under various cases:

A. New Ration card:

A citizen wishing to have a new ration card may apply for the same

1. Request an application form for “New Ration Card” from
Case 1 - Municipality Area: Executive Officer of Municipality / Assistant Civil Supply Officer (ACSO)
Case 2 - Municipal Corporation Area: Assistant District Magistrate (ADM)
Case 3 - Block Area: Block Development Officer (BDO)
2. Fill up the application form and submit the same to the appropriate authority with the supporting documents.
3. When ever new survey would be conducted by the state government and the name of the citizens would be enumerated new ration card would be provided by the adequate authorities

B. Ration card in case of relocation with-in the state (With surrender certificate)

1. Request an application form for “New Ration Card” from
Case 1 - Municipality Area: Executive Officer of Municipality / Assistant Civil Supply Officer (ACSO)
Case 2 - Municipal Corporation Area: Assistant District Magistrate (ADM)
Case 3 - Block Area: Block Development Officer (BDO)
2. Fill up the application form and submit the same to the appropriate authority with the supporting documents
 - a. Address proof
 - b. Surrender Certificate
 - c. Identity proof
3. Field verification & enquiry would be made to verify the information provided
4. Report will be furnished to the card issuing authority
5. An intimation of the card would be made and the beneficiary would be required to collect the ration card from the appropriate authority

Note: The beneficiary will first have to surrender the old card and collect a surrender certificate from the apposite authority of their prior residing area if he wishes to continue the service at the new place of relocation.

C. Ration card in case of migration from another state (With surrender certificate):

1. Request an application form for “New Ration Card” from
 - Case 1 - Municipality Area:** Executive Officer of Municipality / Assistant Civil Supply Officer (ACSO)
 - Case 2 - Municipal Corporation Area:** Assistant District Magistrate (ADM)
 - Case 3 - Block Area:** Block Development Officer (BDO)
2. Fill up the application form and submit the same to the appropriate authority with the supporting documents
 - a. Address proof
 - b. Surrender Certificate
 - c. Identity proof
3. Field verification & enquiry would be made to verify the information provided
4. Report will be furnished to the card issuing authority
5. An intimation of the card would be made and the beneficiary would be required to collect the ration card from the appropriate authority

D. Duplicate ration card in case of Ration card being lost/ stolen:

In case a family have lost a ration card and wants to apply for a duplicate ration card then the following would be the procedure:

1. Request an application form for “duplicate ration card” from the MI/ BDO in case of block area, ACSO in case of Municipality area and ADM in case of Municipal Corporation area.
2. Fill up the application form and take an attestation from the FPS dealer confirming the enlistment of the name in that FPS and the ration card number.
3. Submit the form to the apposite authority along with the picture of the head of the family.
4. A verification would be done by the MI and if report found is satisfactory a duplicate ration card would be provided to the beneficiary with the same card number

E. Addition and deletion of names from Ration Cards:

In case a family needs either to add or delete a name from the ration card then the following procedure will have to be performed:

1. Request an application form for “Addition or Deletion of Name” from the MI/ BDO in case of block area, ACSO in case of Municipality area and ADM in case of Municipal Corporation area.
2. Fill up the application form and submit the same to the BDO in case of block area, ACSO in case of Municipality area and ADM in case of Municipal Corporation area.
3. The candidate whose name has to be included will have to be presented at the appropriate office for verification
4. For addition of name and in case of deletion of name supporting document will have to be furnished (example: Death certificate, marriage certificate, new address)
5. The edition of the name will be done by the authority (BDO in case of block area, ACSO in case of Municipality area and ADM in case of Municipal Corporation area) and a ration card would be provided to the citizen if necessary (In case of change of Head Of The Family).

F. Change of address with in the jurisdiction of FPS:

In case a citizen wants to make a change in the address within the jurisdiction of the FPS then the following procedure is to be undertaken:

1. Request a form for “change of address with-in jurisdiction of FPS” from the MI/ BDO in case of block, ACSO in case of Municipality and ADM in case of Municipal Corporation.
2. Fill up the form and submit the same to the apposite authority with supporting documents as proof of new address.
3. A field enquiry would be made and reported to the apposite authority.
4. The address would be updated in the ration card.

G. Surrender of ration cards and surrender Certificate:

In case the citizen wants to surrender the ration card due to transfer to other place or other wise the following procedure is to be taken:

1. Request a form for “surrender of ration card” from the MI/ BDO in case of block, ACSO in case of Municipality and ADM in case of Municipal Corporation.
2. Fill up the prescribed application for and submit the same to the apposite authority along with the ration card. The beneficiary is advised to keep a **xerox** copy of the old ration card for future reference.
3. A surrender certificate would be handled to the beneficiary by the apposite authority.

Service Time Promises By the FS&CW Department for the foresaid services:

All the above services will have to be provided with in stipulated time and the time lines are standardized as follows:

SERVICE STANDARDIZATION			
SI No	Name Of Service	Expected Time Of Completion	Escalation
A.	New ration card in case of relocation with-in the state (With surrender certificate)	3 working days	Depends on area as given below
B.	New ration card in case of migration from another state (With surrender certificate):	7 working Days	Depends on area as given below
C.	Duplicate ration card	3 working Days	CSO/ Collector
D.	Addition and deletion of names from ration cards	(i) Same day with required proofs (wherever necessary) (ii) 3 working days if physical verification required (for additions).	CSO/ Collector
E.	Change of address with-in the jurisdiction of FPS:	Same Day	CSO/ Collector
F.	Surrender certificate in case of transfer to other city or otherwise	Same Day	CSO/ Collector

For Municipality Area: Collector/ CSO

For Municipal Corporation Area: ADM/ Collector

For Block Area: (CSO / Sub-Collector/ Collector)

In case any of the above services are not performed within the above mentioned time period the beneficiaries are encouraged to make complaint to the appropriate authority for the same. Please refer Chapter 4 for more information on Grievance reporting and handling.

2.3 Entitlement of commodities as per ration cards & their prices

The citizens would be entitled for the following quota of ration as per the ration cards held. The prices of the commodities are also provided for reference:

ENTITLEMENT OF COMMODITIES PER MONTH & THEIR PRICES PER UNIT					
SI No	Card Type	Commodities	Quantity/ Card	Price/unit	Remarks
1	BPL	Rice	25 Kg	₹ 2/kg	
		Sugar	2 Kg	₹ 13.50/ kg	Certain times it will be distributed as per availability
		Kerosene Oil	4 Liter	₹ 12.32 - 12.65 / lit	
2	AAY	Rice	35 Kg	₹ 2/Kg	
		Sugar	2 Kg	₹ 13.50/ Kg	Certain times it will be distributed as per availability
		Kerosene Oil	4 Liter	₹ 12.32 - 12.65 / lit	Certain times it will be distributed as per availability
3	APL	Rice	As Per Availability	₹ 9.30 / Kg	KBK district cardholders get 25 kg per month @ ₹ 2 per Kg
		Wheat	10 - 15 Kg	₹ 7/Kg	
		Kerosene Oil	4 Liters	₹ 12.32 - 12.65 / lit	
		Sugar	N.A.	-	

At certain times there are certain changes in the quantity of the commodities retailed due to variation of the allocations. The same will be officially communicated through the FPS by putting up required notices.

2.4 Retailing dates & rules of essential commodities from FPS

The Retailing dates of the commodities have been fixed by the FS&CW Department. Until and unless stated all the commodities would be available on the date states as follows:

RETAILING DATES				
Commodity		Recommended Selling Dates	Recommended Days of Availability	Remarks
BPL & AAY Rice	Phase 1	5 th - 7 th	6	
	Phase 2	20 th - 22 nd		
APL Rice & APL Wheat	Phase 1	14 th - 16 th	6	
	Phase 2	27 th - 29 th		
AP Rice		15 th	1	Along with APL Wheat & Rice
Kerosene	Phase 1	8 th - 10 th	5	
	Phase 2	25 th - 26 th		
TOTAL DAYS OF OPERATION OF FPS			17	
Sugar		5 th - 7 th	4	On Days of BPL & AAY Rice
		20 th - 22 nd		

The entire quota of any particular month can be purchased in a maximum of two installments.

2.5 Rules for availing ration in case a citizen cannot avail the ration on the schedules dates of a particular month

In case the entire quota of a particular month has been missed due to any unavoidable circumstances, then the same can be purchased in the subsequent month on the scheduled dates on payment of usual price as per the entitlement. This purchase will be over and above of the monthly entitlement of the subsequent month.

3. CHAPTER 3: INFORMATION TO FPS DEALERS

The PDS functions through a network of fair price shops (FPSs). The beneficiaries holding cards would get their monthly quota of ration from these FPSs. FPS can either be run by a private party, co-operative, women self-help group or be by the Gram Panchayats. The procedure for issue of licenses or authorization to the FPS for distribution of essential commodities under the PDS is clearly laid down in OPDS control order 2008. The license will clearly indicate the period for which the license is valid.

3.1 Eligibility criteria of dealers and other considerations:

The eligibility criteria for taking the private dealership has been laid in the PDS control order 2008 by the state Government. The same is given as follows:

1. The dealer should belong to the area for which the notification is publicized
2. The minimum educational qualification of the person on whose name license is to be issued should be class 10 pass. In case of group the office bearer (President/ Secretary) of the group has to be a matriculate
3. The prospective dealer should be financially sound and should have at least a bank balance of Rs. Thirty Thousand
4. In case of institutional dealers like Women self-help group or co-operative society there should be annual turn over of Rs. Two lakhs
5. The prospective dealer should have a secure place for godown or should be in a position to procure the same on hire
6. The prospective dealer should not have any criminal background

3.2 Issuance and renewal of licenses to FPS

The following shall be the process for issuing new licenses to the PD Dealers

1. The sub-collector shall make invitation of application for the area. Advertisement shall be made in all leading news paper and notice shall be put up in the collector and all other government offices.
2. The candidates will be required to purchase the application by paying requisite fees
3. The application will be required to be filled and submitted at the sub-collector office
4. Enquiry of all the prospective Dealers at the block level by the Marketing Inspector and report shall be submitted to the Block Level Advisory Committee (BLAC)
5. The BLAC shall make its recommendations to the Sub – Collector
6. The sub-collector shall issues license to the finalized candidate

The following considerations will be made while appointing a PD/ Non PD Dealer:

1. 1 retailer will be appointed for a population of 2000 in plain areas
2. 1 retailer will be appointed for a population of 1000 in hilly areas
3. The Maximum number of retail centers should not exceed more than 3 in a gram Panchayat area
4. In case of inaccessible areas the number can increase to a maximum of 5.

The licenses will be issued for a period of one year and the same can be renewed at the end of the term by the licensing authority on assessing the performance of the previous year.

3.3 Allocation and lifting of food grains by FPS

1. On getting the allocation of food grains from the central Government the FS&CW Department issues district wise allocation orders authorizing the representatives from FCI
2. The CSO shall prepare of the Block wise and the Storage Wise Allocation List for a month and storage Agents shall be communicated about the monthly allocation of rice. The Communication shall also made to the officers and other Public Representatives
3. Storage Agent will have to makes financial payment with the DM of OSCSC and shall be granted three copies of Delivery Order as per requisition.
4. The Storage Agent shall make his own arrangement for Vehicles & reporter to RRC/FCI to lift his stock. On bringing the stock to his godown the same shall have to be reported to the BLAC
5. The MI shall prepare the monthly retailer wise distribution list for the block (With Unique Memo Numbers for every Designation kept in CC) and the list shall be communicated to all the dealers.
6. The Dealers shall go to the MI with the Tally Register and collect the issue order for lifting.
7. The PD Dealers shall lift rice/ Wheat/sugar from SA Godown after showing the tally registers and making the payment. The Storage Agent shall sign in the corresponding Tally Register & Issue money Receipt to the PD Dealers
8. The stock shall be taken to the FPS and the RLAC shall be informed for the Checking

:

The dates for the lifting and selling for the different commodities is given as follows:

DATES FOR ALLOCATION, LIFTING & RETAILING

Commodities	Allocation Order Dates	Lifting Dates For Storage Agents /WholeSeller	1st Phase Lifting Dates For Dealers			1st Phase Retailing Dates	2nd Phase Lifting Dates For Dealers			2nd Phase Retailing Dates
BPL/ AAY Rice & Sugar	15th - 17th*	18th - 22nd*	23rd - 24th* & 30th - 31st*			5th - 7th	17th - 19th			20th - 22nd
			23rd*	24th*	30th - 31st*		17th	18th	19th	
			Dealer 1- 31	Dealer 32- 63	Residual		Dealer 1- 21	Dealer 22 - 42	Dealer 43 - 63	
Kerosene Oil	1st	1st - 2nd	3rd - 4th			8th - 10th	17th - 19th			25th - 26th
			3rd	4th	5th		17th	18th	19th	
			Dealer 1- 31	Dealer 32- 63	Residual		Dealer 43 - 63	Dealer 1- 21	Dealer 22 - 42	
APL Wheat/ Rice	3rd - 5th	6th - 10th	11th - 13th			14th - 16th	17th - 19th			27th - 29th
			11th	12th	13th		17th	18th	19th	
			Dealer 1- 31	Dealer 32- 63	Residual		Dealer 22 - 42	Dealer 43 - 63	Dealer 1- 21	

* Denotes Previous Months

3.4 Ensuring the quality of food grains:

Joint sampling will be done by representatives of FS&CW Department and officials of FCI before issuance of food grains from FCI warehouses. Wherever any FS&CW Department would not be able to send a representative for joint sampling, FCI may issue the food grains after observing the necessary formalities to avoid delay.

FCI shall issue to the FS&CW Department sealed samples of the stocks of food grains supplied to them (a sample will be retained by FCI Office/ godown also for a period of two months from the date of its issue) for distribution under the PDS at the time of dispatch. The Department shall exercise necessary checks to ensure that full quantity lifted by them reaches their godowns and the FPS. The Department will also ensure that the stocks are not replaced by inferior quality stocks during storage, transit or at any other stage in the distribution chain

3.5 Responsibilities of the FPS

The responsibilities and duties of the FPS owners which would inter-alia include

1. Lift essential commodities from the Storage Agents/ Block Level Godown and transport the same to their FPS
2. Inform the BLAC about the arrival of stock and co-operate for inspections
3. Sale of essential commodities as per the entitlement of ration card holders at the retail issue price fixed by the FS&CW Department under the PDS
4. 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. The entitlement of essential commodities of the APL, BPL & AAY Beneficiaries
 - c. Retail issue price
 - d. Timings of opening and closing of the FPS
 - e. Stock of essential commodities received during the month
 - f. Opening stock of essential commodities on each day
 - g. Name, designation & contact number of the authority for redressal of grievances/ lodging complaints with respect to quality and quantity of essential commodities under the PDS
 - h. Time/day of the week when citizens can inspect the books/ stocks.
5. The list of APL, BPL, AAY and AP cardholders should be available for scrutiny

3.6 Code of conduct for FPS

A. Timing of FPS & dates of retailing:

The FPS shop shall remain open 7 days a week from 0800 hrs to 1200 hrs and from 1600 hrs to 2000 hrs, where as the retailing activities will be performed for only 17 days a month as depicted in section 2.5

B. Records To Be Maintained:

The FPS dealer shall have to maintain the following record in the FPS:

1. Updated record of the ration card holder
2. Stock register
3. Tally register
4. Issue or sale register
5. Complaint book
6. And such other registers that may be prescribed by the Department from time to time

C. Dates for Reporting to Licensing Authority:

After arrival of each stock the dealer should intimate to the licensing/ immediate authority for inspection of stock. At the end of the month a consolidated return in the prescribed format should be submitted to the licensing authority duly countersigned by the immediate authority / local Inspector Of Supplies.

3.7 Infrastructure requirement at FPS

The FPSs should have a floor area of 400 sq. feet for storage and retailing. The shops should be equipped with fire fighting equipments or built with fire proof materials. The other infrastructures required at the FPS are as follows:

1. Electronic Weighing machines
2. Black Boards to display the quantity and price of essential commodities
3. Notice boards for displaying the list of Ration cards tagged with it
4. A desk at the retailing place for accounting work

3.8 Vigilance and public participation

State Government will constitute a Vigilance Committees to periodically review functioning of the PDS at FPS level, District/Block and State level with members from Government, Social organizations, consumer organizations, local bodies etc. viz.,

(i) **FPS level Vigilance Committees:** A Vigilance Committee consisting of representatives of card holders (some of whom shall be women BPL/AAY beneficiaries), the Sarpanch of the GP, consumer activists and other social workers of repute shall be set up in each locality (in urban areas). In large locality with more than one FPS, more than one Vigilance committee

may be set up. The Chairman of the Vigilance Committee may be the Sarpanch of the Gram Panchayat, as the case may be.

(ii) **Block level Vigilance Committees:** Block 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 Block Development Officer of the Block or elected prominent person of the area.

(iii) **District Level Vigilance Committee:** Each District level Committee, to be constituted by the concerned State Government will comprise about 10 members from different segments like beneficiary groups, social/consumer organizations, people's elected representatives and be headed by the Chairman of the Committee. The District level Vigilance Committee shall also be authorized to redress / solve the problems at his level to the maximum extent possible and, whenever it is not possible, he would refer the same with his recommendation to the State level Committee.

(iv) **State Level Committee:** This Committee will consist of concerned Senior Level Officials from the Government, a few Members of Legislative Assemblies, Consumer Activists and Youth & Women's Organizations. The Committee may be chaired by the Minister in Charge of Food & Civil Supplies of the State Government and may include other Ministers of related Ministries such as Rural Development, Urban Development etc., as members in addition to the other members mentioned above. The Committee shall review quarterly the overall functioning of PDS Scheme in the State, and difficulties being faced, if any, in smooth functioning of the Scheme in the State as a whole. The Committee/its members may also visit FPSs, and offices of Food & Civil Supplies Departments, meet beneficiaries of the Scheme and may recommend to the State Government corrective action for any problems in implementation of PDS. If a decision on any issue is in jurisdiction of Central Government, the State level Committee may recommend corrective action to the Central Government.

4. CHAPTER 4: INSTRUCTIONS ISSUED BY THE CENTRAL GOVERNMENT FOR STRENGTHENING PDS:

1. States Governments should undertake a continuous campaign for review of APL, BPL, AAY & AP lists, to eliminate ghost ration cards.
2. Strict action should be taken against guilty persons to ensure leakage-free distribution of food grains. In this respect information under clause 9 of PDS (Control) Order, 2001 must be regularly submitted to Central Government by the State Governments.
3. For transparency in the functioning of PDS, 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, cooperatives, etc.
4. BPL/AAY and APL lists should be displayed on all FPSs.
5. District-wise and FPS-wise allocation of food grains should be put up on websites and other prominent places, for public scrutiny.
6. Whenever possible, doorstep delivery of food grains to FPSs should be ensured, by States, instead of letting private transporters/wholesalers to transport the ration commodities.
7. Timely availability of food grains 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. Computerization of PDS operations should be undertaken.
10. Electronic transfer of funds to FCI to 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 State Government, destination, commodity and agent's name in addition to "PDS".
12. Arrangements should be put in place to track movement of food grains from FCI godowns up to the Fair Price Shops.

5. CHAPTER 5: GRIEVANCE REPORTING PROCEDURE

The citizen can report their grievance by the following methods:

Method 1: The government of Orissa has an e-grievance redressal system called **Sanjog Helpline** where Citizens can register grievances through toll free number, fax, e-mail and through Sanjog Helpline portal from their villages. The overall objective was to provide an interface to the citizens through which they can register their grievances and at a later stage can track and acknowledge its status until the grievance is solved.

The toll free Telephone no for the Sanjog Helpline: **180034567700 / 155335**

The FAX number for the Sanjog helpline: **0674-2536641**

The e-mail address for the Sanjog helpline: **grievance@sanjoghelpline.in**

The website for the Sajog helpline: <http://www.sanjoghelpline.in/>

When reporting grievance an acknowledgement number will be given to the beneficiary. Any future correspondence with the authority shall be done using the acknowledgement number. The weekly and monthly status report of the proceedings of the redressal shall be informed to the beneficiary through sms if provided with a mobile number else the beneficiary can call up the toll free number and enquire the status by mentioning the acknowledgement number.

Method 2: Beneficiaries can also lodge complaints in the **Complain Books** available at FPS before the retailer level advisory committee, concerned Panchayat Raj Institution Member, Concerned Officials of FS&CW Department or Collector of the district.

Method 3: The beneficiaries can also approach the concerned personnel of the Department to report their grievances. The District/ Block wise names, designation and number of the FS&CW Department officials to whom the grievance can be reported is as follows:

6. CHAPTER 6: RTI ACTs and PDS

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

A. STATE LEVEL

1. Norms for giving fresh licenses and eligibility criteria for getting a license for FPS shall be published. A list of FPS shopkeepers along with the period for which the licenses are valid shall be published on the District level web site.
2. Methodology for identification of AAY beneficiaries and issuance of ration cards to them shall be notified on the web site.
3. 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 District, Sub- Division, Block and Village level offices of Food and Civil Supplies Department. The information should be available in the official language of the State and made available to citizens for inspection on demand with fees as prescribed under the RTI Act.
4. State Governments shall provide information to local Headmen/municipal Board/corporations on availability, movement and quality of foodgrains etc under PDS.
5. The District/Sub-Divisional Civil Supplies Officer shall endorse copies of orders allocating foodgrains to all rural and urban local bodies at District/City/Town/Block and Village level. Members of Village level Vigilance Committees shall be informed of it by the concerned Rural/Urban FPS.

Detailed information about the Vigilance Committees such as their constitution, functions and powers may be displayed on the net.

B. AT INTERMEDIATE LEVEL:

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

1. A ration card holder has the right to scrutinize the records and the physical stocks available at various storage godowns on an appointed day and time. This information must be displayed at the FCI/RRC/Zonal depots.
2. The frequency of issue of food grains to the FPS from the FCI/RRC depots should be mentioned on the notice board of the District/Sub-Divisional Civil Supplies Office.
3. This Citizens' Charter should be displayed at all offices where ration card related work is done at the District/Sub-Division in the entire State.
4. 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.
5. Any citizen can apply for inspection of files relating to public distribution from the civil supplies department offices. Access must be allowed to citizens without asking for reasons if exemptions are not applicable.
6. 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 on site during collection of samples if he/she so desires. The cost of the samples should be paid for by the applicant.

C. AT FPS LEVEL:

1. 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 and closing of FPS and weekly closing days, stock position, timing for inspection by citizens etc., at a conspicuous place.
2. The FPS shall also display procedure for lodging complaints with reference to quality and quantity of ration commodities and other problems being faced by PDS beneficiaries during the course of getting their ration.
3. 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 at the appointed date/time.
4. FPS should display detailed lists of BPL & AAY households under its jurisdiction. Copies of these lists should also be displayed on notice boards of the Headmen's office/Community halls of the village/Municipal Board Office.

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5. 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.
 6. FPS should not keep any ration card with them. During inspection if the FPS owner is found to keep with him ration cards of consumers, it should lead to penal action.