

# DEPARTMENT OF FOOD CIVIL SUPPLIES AND CONSUMER AFFAIRS

## CITIZENS' CHARTER

1.	<b>Name of Scheme</b>	<b>Targetted Public Distribution System [ TPDS ].</b>		
	<b>Objectives</b>	The objective of <b>TPDS</b> is to ensure availability of foodgrains to all bonafide citizens and to ensure that it is at price affordable for even the poorest in the State. With the implementation of the National Food Security Act, (NSFA), 2013, in the State with effect from February, 2016, the Act provides subsidized foodgrains to approximately two-thirds of the State Population.		
	<b>Services / Allowances</b>	<b>Rice for Priority household :::</b>		
		• Scales of supply per beneficiary per Month	::	5 kgs
		• Retail Prices	::	₹. 3:00 P per Kg
		<b>Rice for AAY Families :::</b>		
		• Scales of supply per Family per Month	::	35 Kgs.
		• Retail Prices	::	₹. 3:00 P per Kg
		<b>S.K. Oil :::</b>		
		• Scales of issue has been fixed by the respective Deputy Commissioner( S ), on the basis of availability of the quota.		
		• Retail Prices	::	₹. 16:0 P - ₹. 20:00 P per litre
	<b>Eligibility criteria</b>	All bonafide citizens of the State who are duly recognized and recommended by the Local headmen/Durbar are eligible to obtain rations under the National Food Security Act, (NSFA), 2013 which are identified on the basis (1) For Urban areas - As per the Report of the <b>Hashim Committee</b> submitted to the Planning Commission in December, 2012. (2) For Rural areas - As per the <b>Socio Economic and Caste Census Booklet</b> issued by the Ministry of Rural Development in July, 2011.		
	<b>How to apply / attain</b>	Family Identity Cards can be attained from the Office of the Deputy Commissioner, [ S ], / Sub - Divisional Officer, [ S ], concerned.		
	<b>Whom to contact</b>	Deputy Commissioner, [ S ], / Sub - Divisional Officer, [ S ].		

2.	Name of Scheme	<b>Annapura Scheme.</b>		
	Objectives	Under this Scheme Rice is distributed <b>free of cost</b> to each indigent <b>Old Age Person</b> not covered under the <b>National Old Age Pension Scheme.</b>		
	Services / Allowances	<b>Rice</b> at the scale of 10 Kgs per Month free of cost.		
	Eligibility criteria	Indigent <b>Old Age Person</b> above 65 years of age and not covered under the <b>National Old Age Pension Scheme.</b>		
	How to apply	The applicant may approach the concerned Deputy Commissioner, [S],/ Sub - Divisional Officer, [ S ], for availing the Scheme.		
	Whom to contact	Deputy Commissioner, [ S ], / Sub - Divisional Officer, [ S ].or B.D.O. concerned.		
3.	Name of Scheme	<b>Supply of Rice to ST / SC Hostels at BPL Prices.</b>		
	Objectives	Under this Scheme Rice is supplied to inmates of ST / SC Hostels and <b>Vocational Training Centre.</b>		
	Services / Allowances	<b>Rice</b> :::		
		• For Hostel Inmates	::	At the scale of <b>15 Kgs</b> per inmate per Month at the rate of ` . 6:65 P per Kg.
		• For Vocational Training Centre	::	Inmates at the scale of <b>5 Kgs</b> per inmate per Month at the Price of ` . 6:65 P per Kg .
	Eligibility criteria	Hostels belonging to the SC / ST / OBC category where <b>2/3<sup>rd</sup></b> of the inmates belong to the above category.		
	How to apply	The Institutions having such hostels can approach their respective Deputy Commissioner (S) concerned.		
	Whom to contact	Deputy Commissioner, [ S ], / Sub - Divisional Officer, [ S ].		

4.	Name of Scheme	<b>Consumer Protection.</b>
	Objectives	Under the Provision of <b>Consumer Protection Act, 1986</b> , <b>Consumer Courts</b> have been set up in <b>Meghalaya</b> , which are known as <b>State Consumer Disputes Redressal Commission (State Commission)</b> at the <b>State Level</b> and <b>District Consumer Disputes Redressal Forum (District Forum)</b> at the <b>District Level</b> .
	Services / Allowances	The <b>District Forum</b> deals with <b>Consumer disputes</b> the value of which ranges from <b>₹ 0 -- ₹ 20 Lakhs</b> . The <b>State Commission</b> deals with <b>Cases</b> , value of which range from <b>₹ 20 Lakhs - ₹ 1 Crore</b> .
	Eligibility criteria	Under the Provision of <b>Consumer Protection Act, 1986</b> , a Complaint can be made in writing in the following circumstances :- <ul style="list-style-type: none"> <li>• If you have suffered loss or damage as a result of any unfair trade practices by the Trader.</li> <li>• If the Good purchased suffer from any defect.</li> <li>• If the services hired / availed suffer from deficiencies in any respect.</li> <li>• If you have been charged a Price in excess of the Price displayed or fixed by or under any law for the time being in force.</li> <li>• The complaint is generally made in a Plain Paper.</li> </ul>
	How to apply	The complainant may submit their complaints in plain paper.
	Whom to contact	The President State Consumer Disputes Redressal Commission and the President of District Forum concerned.

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