

GOVERNMENT OF PUDUCHERRY
DEPARTMENT OF CIVIL SUPPLIES AND CONSUMER AFFAIRS
Frequently Asked Questions

1. How to get a new ration card, if a family is shifted from any other State to the UT of Puducherry?

Obtain prescribed application form from Civil Supplies Department, fill up the relevant columns in the form and submit to the Department along with the following documents:

- Original surrender certificate/deletion certificate from the concerned Civil Supplies Department, photocopy of surrendered ration card/endorsed page of ration card from which names are deleted, and proof of residence (i.e., Rent agreement, Telephone bill, Gas connection bill, Electricity bill, Municipal tax receipt, Water tax receipt, Voter ID or Driving license).

After verification, a new ration card will be issued.

2. If a person shifted from one region to another region (i.e. from Karaikal to Mahe, etc.) within the UT, What is the procedure to get a new ration card?

Same as in (1) above.

3. How to include Children's name in Parent's ration card?

For inclusion of Children below 12 years of age, original Birth Certificate, Study Certificate or School Identity Card of Children should be submitted to the Department with the prescribed application form.

4. How to include adult name in ration card?

If the person is above 12 years of age and from other State should produce original deletion/surrender certificate with photocopy of the endorsed page of Ration card. If no deletion/surrender certificate available, no card certificate issued by the appropriate authority to be enclosed.

5. How to get a non-inclusion certificate?

The head of the family should submit requisition and reason for deletion/non-inclusion of member in the ration card to the Department.

6. How to change a name in ration card?

Any two documents such as original Birth certificate, Transfer certificate, Court order, and the copy of Gazette publication should be submitted along with prescribed application to the Department.

7. What is the procedure for change of address in ration card?

Any one of the following documents should be submitted along with application to the Department such as Telephone Bill, Gas connection Bill, Electricity Bill, Municipal tax receipt, Voter ID, Driving Licence.

If it is a rental house, copy of the rent agreement should be produced along with the house owner's Electricity/Water Bill.

8. If a family shifts to other State/Region of the UT, how they could surrender their ration card?

The head of the family should submit the requisition in the prescribed form along with clearance from the concerned FPS.

9. Is there any fee collected for inclusion, deletion or for change of name/address in ration card?

Yes. Rs. 10 will be collected for inclusion, deletion or for change of name/address in ration card.

10. How to apply for duplicate ration card?

For lost ration cards, application should be submitted by getting clearance from concerned FPS. An amount of Rs.50 will be charged for lost cards.

For damaged ration cards, application should be submitted along with the damaged card and an amount of Rs.20 will be collected for this purpose.

No fee will be collected for the cards lost during fire accident / natural calamities, along with F.R. copy, if the lost is due to fire accident.

11. How long will it take to complete the process of inclusion, deletion, change of address and name in Ration card?

Inclusion, deletion, change of address and name in the Ration card will be done on the same day.

12. Give full form of AAY, BPL, and APL cards.

AAY – Antyodaya Anna Yojna card (Red)

BPL – Below Poverty Line card (Red)

APL – Above Poverty Line card (Yellow)

13. How much quantity of rice provided to BPL/AAY and APL card holders of this UT?

For AAY cardholders – 35 kg of rice/month

For BPL cardholders – 20 kg of rice/month

For APL cardholders – 10 kg of rice/month

14. Who can obtain subsidized sugar from the Government?

BPL/AAY cardholder will get subsidized sugar 500 gm/unit to a maximum of 2.5 kg/card.

15. How to get information on price of essential commodities?

The price of essential commodities can be viewed in the Department's website dcsc.a.puducherry.gov.in on Weekly Price of Essential Commodities.

16. Whether BPL/AAY cardholders are eligible to avail the subsidized kerosene?

Yes. If BPL/AAY cardholder has no LPG connection, 6 litres/card of kerosene is being distributed every month and those who have single LPG connection can avail the benefit of 1 litre/card per month at the rate of Rs.14.25/litre.

17. Whether kerosene is provided to APL cardholders?

Kerosene is not provided to APL cardholders.

18. Who are eligible to get a diesel permit?

All large and small scale private industries as recognized by the Industries Department, all institutions such as hospitals, shops, hotels, etc. and all Government Departments are eligible for getting diesel permit.

19. Is there any fee collected for availing the diesel permit?

No fee will be collected for this purpose.

20. What are the documents to be submitted to get a diesel permit?

For private institutions, the documents such as Electricity NOC, Air consent order from Pollution control board, and Industries order from Industries Department should be submitted to get a fresh diesel permit.

No document is needed for Government Departments/Institutions.

21. Is there any time limit for renewal of diesel permit?

Based on air consent order and based on diesel consumption details furnished, diesel permit will be issued to a maximum of 1 year and to a minimum of 4 months.

22. How to renew Fair Price Shop license?

The FPS dealer should submit application to the Civil Supplies Department for renewal of FPS license for one year (i.e. Jan–Dec). It should be renewed every year.

23. How to renew Kerosene shop license?

The Kerosene shop dealer should submit application for renewal of the kerosene shop license every year (i.e. April–Mar) on payment of Rs.25/- by way of D.D.

24. What is smart card?

A Smart card is a biometric plastic card used to purchase the PDS commodities in FPS by using finger prints in PoS machine. The paper cards will be replaced by smart card. The name and photo of head of the family will be displayed in the card and all the member details are available in the card. In future, it can be viewed by entering card number through the website of Civil Supplies Department.

25. How one could know the family member details in the card?

By visiting the Department’s website dcsca.puducherry.gov.in and use the option view card online, one could know the family member details in the Ration card.

26. What is VCO?

The VCO is the abbreviation of Voluntary Consumer Organization who is working to create consumer awareness among the Public and to safe guard the rights of the consumers, voluntarily.

27. How to file a complaint under the Consumer Protection Act 1986?

The consumer can file a complaint in the State Consumer Disputes Redressal Commission (SCDRC) or District Forum, Puducherry, which is functioning under this Department at D.P. Thottam, Muthialpet, Puducherry.

- The consumer can file their complaints within two years of the incident.
- if the cost of the articles / service and the compensation required are within:

Sl. No.	Total value of goods and the compensation claimed	Contact	Amount of fee payable		
			AAV	BPL	APL
1.	Upto 1 lakh Rupees	District Forum	Nil	Rs.100	Rs.100
	Above 1 lakh and upto 5 lakh Rupees	District Forum	Rs.200	Rs.200	Rs.200
	Above 5 lakh and upto 10 lakh Rupees	District Forum	Rs.400	Rs.400	Rs.400
	Above 10 lakh and upto 20 lakh Rupees	District Forum	Rs.500	Rs.500	Rs.500

2.	Above Rs. 20 lakhs and upto 50 lakh Rupees	State Commission	Rs.2,000	Rs.2,000	Rs.2,000
	Above Rs. 50 lakhs and upto 1 crore Rupees	State Commission	Rs.4,000	Rs.4,000	Rs.4,000
3.	Above Rs. 1 crore	National Commission, New Delhi.	Rs.5,000	Rs.5,000	Rs.5,000

28. Who are the PIOs and Appellate Authority designated under RTI Act 2005 in the Department of Civil Supplies and Consumer Affairs?

Under RTI Act 2005, the Department of Civil Supplies and Consumer Affairs has the following First Appellate Authority and PIOs:

Sl. No.	First Appellate Authority	
1	The Joint Secretary-cum-Director (CS&CA)	First Appellate Authority
Public Information Officer (PIO)		
2	The Deputy Director (CS&CA), Puducherry	Public Information Officer (PIO)
3	The Deputy Director (CS&CA), Karaikal	Public Information Officer (PIO)
4	The Civil Supplies Officer, Mahe	Public Information Officer (PIO)
5	The Civil Supplies Officer, Yanam	Public Information Officer (PIO)
6	The Superintendent of Police, Food Cell, Puducherry	Public Information Officer (PIO)
7	The Registrar, District Consumer Disputes Redressal Commission, State Consumer Disputes Redressal Commission, Puducherry	Public Information Officer (PIO)
8	The Managing Director, PAPSCO	Public Information Officer (PIO)

DIRECTOR(CS&CA)