



**GOVERNMENT OF PUDUCHERRY**

**DEPARTMENT OF CIVIL SUPPLIES AND  
CONSUMER AFFAIRS, PUDUCHERRY**

**CITIZENS'  
CHARTER**

# **DEPARTMENT OF CIVIL SUPPLIES AND CONSUMER AFFAIRS,** **PUDUCHERRY**

## **PREFACE**

The Department of Civil Supplies was constituted in the year 1964, having Head office in Puducherry and Regional Offices in Karaikal, Mahe and Yanam. It is functioning under the Administrative control of the Secretary (CS&CA). Consequent on the enactment of Consumer Protection Act by the Government of India in the year 1986, this department has been dealing with consumer related affairs also. The main functions of this department are as follows:

### **I. Implementation of Public Distribution system**

**Issue of New Ration Card/Duplicate Ration Card**

**Issue of surrender/Deletion Certificate of Ration card**

**Deletion/Inclusion of names in the existing ration card**

**Issue of licences to Fair Price shops / Kerosene shops**

**Allocation of essential commodities to Fair Price Shops and issue of permits**  
**Monitoring of availability of essential commodities to the public**

**Monitoring essential commodities prices prevailing in the local market in order to stabilize the market price of essential commodities**

**Prevention of illegal movement of Public Distribution Commodities and seizure of illegally transported Public Distribution Commodities**

### **II. Issue of licence for acquisition, storage and usage of specified solvent**

### **III. Creation of Consumer Awareness**

**Redressal of consumer Grievances**

This department is rendering service to the public and the working hours of the Department is 8.45 AM to 1.00 PM and 2.00 PM to 5.45 PM except on public holidays and declared holidays.

**STREAMLINED FUNCTIONING OF TARGETED PUBLIC DISTRIBUTION SYSTEM  
FOR ENSURING FOOD SECURITY TO WEAKER SECTIONS OF SOCIETY**

**I. Charter of Govt. of Puducherry for Targeted Public Distribution System (TPDS):**

The Government of Puducherry views the Targeted Public Distribution System (TPDS) as an important constituent of a strategy for ensuring food security of the targeted population by ensuring availability of monthly quota of food grains to them as per entitlement. The Government 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.

**II. ELIGIBILITY:**

At present TPDS benefits the poorest of the poor identified families under the ANTYODAYA ANNA YOJNA (AAY) and the population living below Poverty Line identified as such as per the norms approved by the Department of Food and Public Distribution, Government of India. As regards people above the poverty line, the benefits under TPDS are restricted as per instructions issued from time to time.

**III. LIST OF BPL FAMILIES AND IDENTIFICATION OF AAY FAMILIES:**

Government of Puducherry 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. Below Poverty Line families are identified by the department based on the information furnished by each applicant in the prescribed application and based on the spot verification of every household. The Government of India has prescribed guidelines to identify BPL/AAY families. Accordingly the BPL survey application has been formulated, which contains the following indicators:

1.Holding of land, (2).Type of house,(3).Availability of wearing cloth. (4).Food Security, (5).Sanitation, (6).Consumer Durable, (7).Literacy status, (8).Status of labour, (9).Means of livelihood, (10).Status of children, (11).Type of indebtedness, (12).Reason for migration, (13).Assistance required.

Each indicator carries mark ranging from 0 to 5. On the basis of total mark scored by each family, BPL/AAY status is decided and APL/BPL/AAY Ration card are issued. The poorest among the poor are identified under the “ANTYODAYA ANNA YOJANA” Scheme.

#### **IV. ISSUE OF RATION CARDS:**

The criteria prescribing eligibility and procedure for issuance of ration cards is widely publicized and made available to all citizens on demand. Receipt of application for ration card is 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 name, designations, telephone numbers and addresses of official, to whom grievances/complaints relating to delay or rejection of applications for ration cards could be addressed and prominently displayed at the concerned office premises.

All grievances/complaints and other correspondence are duly registered and acknowledged on the spot, if given in person, or within 7 days by post. Wherever possible, computerized information system is introduced to ensure efficiency and effective follow up and disposal of grievances and complaints.

Issuance of BPL/AAY cards is as per procedure prescribed. Separate cards of distinctive colours are issued to families belonging to the APL, BPL categories.

The Government shall ensure periodical checking of ration cards to eliminate bogus ration cards and also take stern action against persons found guilty of misusing the TPDS benefits. Time limit for making any additions or deletions in the ration cards will be as per the chart given below:

**TIME LIMIT FOR ISSUE OF NEW / DUPLICATE RATION CARD / SURRENDER /  
DELETION CERTIFICATE / INCLUSION / DELETION / CHANGE OF NAME**

Sl No.	Item of Work	Time Limit	Authority to effect changes				Fees	Documents / Certified true copy of Certificates required
			Puducherry	Karaikal	Mahe	Yanam		
1.	Inclusion Of children name in parent's ration card (upto 14 years)	1 day	Deputy Director/ Assistant Director	Deputy Director	Regional Administrator	Regional Administrator	Rs.10/-	Copy of Birth Certificate for children and Study Certificate or School Identity card for children between 6-14 years of age.
2.	Inclusion of Name in ration card	25 days	Deputy Director/ Assistant Director	Deputy Director	Regional Administrator	Regional Administrator	Rs.10/-	<ul style="list-style-type: none"> <li>❖ For people from other States, <ul style="list-style-type: none"> <li>• Original deletion /surrender Certificate with photocopy of the endorsed page of ration card from which names are deleted or copy of surrendered ration card</li> </ul> </li> <li>❖ For inclusion within Puducherry, <ul style="list-style-type: none"> <li>• Original deletion certificate</li> </ul> </li> <li>❖ Proof of migration viz. <ul style="list-style-type: none"> <li>• Marriage proof</li> <li>• Transfer Order copy</li> <li>• Service Certificate</li> <li>• Study Certificate, etc.</li> </ul> </li> </ul>

3.	Deletion of Names from Ration Card	1 day	Deputy Director/ Director	Deputy Director	Regional Administrator	Regional Administrator	Rs.10/-	<ul style="list-style-type: none"> <li>• Requisition from the Head of family himself and consent of the person to be deleted.</li> <li>• In case of death of a member, by any of the family member alongwith the Certificate of death</li> </ul>
4.	Change of Name in existing ration card.	1 day	Deputy Director/ Assistant Director	Deputy Director	Regional Administrator	Regional Administrator	Rs.10/-	<p>Any 2 of the following documents:</p> <ul style="list-style-type: none"> <li>• Original Birth Certificate</li> <li>• Attested true copy of School</li> <li>• Transfer / Migration certificate</li> <li>• Court Order</li> <li>• Copy of Gazette publication</li> <li>• Copy of Passport</li> </ul>
5	Change of address	1 day	Deputy Director/ Assistant Director	Deputy Director	Regional Administrator	Regional Administrator	Rs.10/-	<p>Any one of the following copy of documents for proof of address:</p> <ul style="list-style-type: none"> <li>• Passport</li> <li>• Telephone Bill</li> <li>• Gas connection Bill</li> <li>• Electricity Bill</li> <li>• Municipal Tax Receipt</li> <li>• Water Tax receipt</li> <li>• Rent agreement along with the house owner'</li> <li>• Electricity / water bill</li> <li>• Any other document issued by the government</li> </ul>
7.	Issuance of Surrender certificate	1 day	Deputy Director/ Assistant Director	Deputy Director	Regional Administrator	Regional Administrator	No fee	Requisition from Head of FRamily in the prescribed form with clearance from concerned FPS

8	Issuance of new ration card If shifting from one region to another within the U.T.	45 days	Deputy Director / Assistant Director	Deputy Director	Regional Administrator	Regional Administrator	No fee	<ol style="list-style-type: none"> <li>1. Original Surrender Certificate / Deletion certificate</li> <li>2. Photocopy of Surrendered Ration Card / the endorsed page of ration card from which names are deleted</li> <li>3. Proof of residence viz. <ul style="list-style-type: none"> <li>• Passport</li> <li>• Aadhaar</li> <li>• Telephone Bill</li> <li>• Gas connection Bill</li> <li>• Electricity Bill</li> <li>• Municipal Tax Receipt</li> <li>• Water Tax receipt</li> <li>• Rent agreement along with the house owner's electricity / water bill</li> <li>• Any other documents issued by Government</li> </ul> </li> <li>4. Proof of Migration viz. <ul style="list-style-type: none"> <li>• Transfer Order copy</li> <li>• Service Certificate</li> <li>• Study Certificate, etc</li> </ul> </li> </ol>
9	Issuance of new ration card in case of shifting from other state	60 days <i>subject to verification of the genuinity of the certificates</i>	Deputy Director / Assistant Director	Deputy Director	Regional Administrator	Regional Administrator	No fee	<ol style="list-style-type: none"> <li>1. Original Surrender Certificate / Deletion certificate</li> <li>2. Photocopy of Surrendered Ration Card / the endorsed page of ration card from which names are deleted</li> <li>3. Proof of residence viz. <ul style="list-style-type: none"> <li>• Passport</li> <li>• Aadhaar</li> <li>• Telephone Bill</li> <li>• Gas connection Bill</li> <li>• Electricity Bill</li> <li>• Municipal Tax Receipt</li> <li>• Water Tax receipt</li> <li>• Rent agreement along with the house owner's electricity / water bill</li> <li>• Any other documents issued by Government</li> </ul> </li> <li>4. Proof of Migration viz. <ul style="list-style-type: none"> <li>• Transfer Order copy</li> <li>• Service Certificate</li> <li>• Study Certificate, etc</li> </ul> </li> </ol>

10.	Issue of Duplicate Ration card Inlieu of Damaged / lost card	2 days	Deputy Director / Assistant Director	Deputy Director	Regional Administrator	Regional Administrator	Rs.30/- (for Lost card / damaged card)	Application from Head of Family with clearance from concerned FPS – for LOST CARDS.
								Application from Head of Family with the remains of damaged Card.
							No fee (for card lost in fire accident / natural calamity)	Fire Accident / Natural calamity Certificate issued by the concerned Authority



**V. SCALE OF ISSUE & RETAIL PRICE OF ESSENTIAL COMMODITIES UNDER PDS**

<b>STATE GOVERNMENT SCHEME</b>						
<b>Sl.No.</b>	<b>Commodity</b>	<b>Category</b>	<b>Region</b>	<b>Scale of issue per month</b>	<b>Issue price per Kg / Ltr. (Rs.)</b>	
1	<b>Single Boiled Rice</b>	AAY/BPL/APL	Puducherry / Karaikal	20 Kg / Card	Free	
2	<b>Locally Preferred Rice</b>		Mahe / Yanam	15 Kg / Card	Free	
	<b>Wheat</b>		Mahe	5 Kg / card	Free	
<b>DIRECT BENEFIT TRANSFER UNDER NFSA 2013</b>					<b>Amt. Deposited (Rs.)</b>	
3	<b>Food subsidy equivalent to Rice</b>	Priority Households	AAY	All regions	-	933.10/ Card (equivalent to 35Kgs of rice)
4			BPL	All regions	-	133.30/Person/ Card (equivalent to 5Kg of rice per member)

## **VI. DISTRIBUTION:**

The procedure for distribution of food grains by the Food Corporation of India (FCI) and PAPSCO (Agent of Department of Civil Supplies & Consumer Affairs) shall be published widely for knowledge of the general public.

The FCI shall ensure physical delivery of food grains of fair average quality to the Union Territory Administration for distribution under the TPDS as per the allocations made by the Central Government within one week of the receipt of payments from the UT Administration. On getting the allocation of food grains from the Central Government Union Territory Administration shall issue region wise allocation orders authorizing PAPSCO to draw food grains from the FCI and ensure delivery of the same to the Fair Price Shops. In addition to Department of Civil Supplies & Consumer Affairs, the region wise allocation shall also be published on the website of the State Government. In the event of FCI not being able to deliver the food grains within a week, reasons for the same and the approximate time by which the food grains shall be delivered will be communicated to the Government of Puducherry.

The distribution system would be made transparent. The U.T administration shall make information available to the public about various storage point/godowns from where the foodgrains are lifted and sent to the FPS. This would include the godowns owned by State Civil Supplies Corporations or any other intermediaries / wholesalers. At each delivery point, 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 should be provided with an opportunity to inspect the sample on an appointed day of the week. A time of two hours should be earmarked on that day for such inspections.

Copies of allocation of orders would be sent to all the Fair Price Shops. The details allocation should be made available on the web-sites identified for the purpose.

## **VII. QUALITY OF FOODGRAINS:**

Joint sampling will be done by representatives of State Government and official of FCI before issue of foodgrains from FCI godowns. Wherever State Government 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 to the Union Territory Government sealed samples of the stock of food grains supplied to them (a sample will be retained by FCI Office/godown also for a period of two month from the date of its issue) for distribution under the TPDS at the time of despatch. The Government will exercise necessary checks to ensure that full quantity lifted by them reaches their godowns and the fair price shops. They will also ensure that the stocks are not replaced by inferior quality stock during storage, transit or at any other stage in the distribution chain.

### **VIII. CHARTER OF FAIR PRICE SHOPS / KEROSENE SHOPS:**

The targeted Public Distribution system is functioning through a network of 516 Fair Price Shops/Kerosene outlets. The licence for running of Fair price shops/Kerosene shops issued by this department will clearly indicate the period for which the licence is valid.

The Fair Price Shops/Kerosene Shops provide Essential Commodities viz., Rice, wheat, sugar, and Kerosene to the ration cardholders attached to each shop. The Union Territory Government would also indicate the responsibilities and duties of the FPS 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 Union Territory under the TPDS, and 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 received during the month, (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 citizen can inspect the books/stocks. The list of APL, BPL and AAY cardholders should be available for scrutiny.

The fair price owner will have to maintain records of the following:

1. Ration Card holders,
2. Stock registers,
3. Issue or sale registers

It would be binding on the FPS owner to allow inspection of these documents by the local citizen on a day/time (two hours) notified for this purpose once every week.

The Fair Shop owner will display 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 on payment of prescribed fee as required under the Right to Information Act, 2005. In 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 atleast once a week.

**WORKING OF FAIR PRICE SHOP**

In Rural area : **7.30 A.M to 11.30 A.M**  
**3.30 P.M to 7.30 P.M**  
 In Urban area : **8.30 A.M to 12.30 P.M**  
**3.30 P.M to 7.30 P.M**

Any complaints regarding malpractices / irregularities about price, quality, weighment of commodities being supplied may be lodged with the following officers:

<b>Communication address</b>	<b>Phone Numbers</b>
<b>PUDUCHERRY</b>	
The Director / Deputy Director, Department of Civil Supplies and Consumer Affairs, Industrial Estate Road, Thattanchavady, Puducherry – 605008.	0413 – 2251691  0413 – 2252960
<b>KARAIKAL</b>	
The District Collector, Karaikal	04368 - 222444
The Deputy Director of Civil Supplies & Consumer Affairs, Perunthalaivar Kamarajar Complex, Nagur Main Road, Karaikal-609602.	04368 - 222718
<b>MAHE</b>	
1. The Regional Administrator, Mahe & 2. The Civil Supplies Officer Department of Civil Supplies and Consumer Affairs Civil Station Complex, Mahe Main Road, Mahe-673310	0490 – 2332370

<b>YANAM</b>	
1. The Regional Administrator, Yanam & 2. The Civil Supplies Officer Department of Civil Supplies and Consumer Affairs, Mini Civil Station, I floor, Govt. Road, Yanam	0884 - 2321223

Complaints regarding distribution of essential commodities may be informed to the Food Cell Police also.

The Superintendent of Police, No.63,V Cross, Jaya Nagar (West), Reddiarpalayam, Puducherry -10.	0413 – 2292277
The Inspector of Police, No.62, III cross, MM.G. Nagar, Karaikal - 609602.	04368 - 222494

#### **IX. INSPECTION AND CHECKING:**

Union Territory Administration would ensure inspection of FPS not less than once in each month by the Civil Supply Inspectors. During the inspections, the quality and quantity of ration being supplied through FPS, smooth functioning of the FPS with reference to opening and closing time of the FPS, and dealings of the FPS owner/its workers-with the TPDS beneficiaries will be checked.

If any malpractices are noticed i.e., diversion of Public Distribution System items, shortage of stocks, action will be taken against the erring fair price shop owners / workers as per rules / law in force.

#### **X. CANCELLATION OF LICENCES OF FPS:**

The Union Territory Administration would notify circumstances under which the licence of a FPS be cancelled and make available the information regarding the designated authorities for lodging any complaint against those erring FPS owners who violate the rules/procedures of the system.

## Chapter – 2

### **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: -**

1. Ensure that the addresses and contact numbers of the CPIOs, CAPIOs and as are displayed on the website.
2. State-wise allocation made under the TPDS and all other welfare scheme would be uploaded on the website of the FCI and Ministry of Food and Public Distribution. It shall also be made 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.
3. 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.
4. FCI/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.
5. FCI/other agencies will notify the updated stock position of all godowns on the web as well as on boards outside godowns and offices. Such information can also be obtained by any citizen under the RTI Act, by following the laid down procedure.
6. Samples of the foodgrains meant for TPDS will be available in premises of every FCI/Agency godown for public scrutiny at specified time on a particular day every week.
7. To facilitate inspections of records, each FCI office/godown will earmark afternoon of one working day in a week for such inspections.
8. Information on all transactions – receiving of foodgrains by the FCI godown and their releases, would be displayed on the notice board on a daily basis.

#### **State Level: -**

1. A list of FPS shopkeepers along with the period for which the licences are valid published on the District level web site.
2. Methodology for identification of AAY beneficiaries and issuance of ration cards to them is 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 and Civil Supplies Department. The information should be made available in the official language of the State/UT and made available to citizens for inspection on demand with fees as prescribed under the RTI Act.
4. State Government shall provide information to gram panchayat / municipal, councils/corporations on availability, movement and quality of foodgrains, etc under TPDS.

**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 stock available at various storage godowns on an appointed day and time. This information must be displayed at the SWC/FCI depots.
2. The frequency of issue of food grains to the FPS from the FCI/SWC depots should be mentioned on the notice board of the Civil Supplies Office.
3. This Citizen's Charter should be displayed at all offices where ration card related work is done at the notice boards.
4. Citizens Charter should include names and contact details of designated authorities to register complaints in case where a violation of the charter/PDS Control Order, 2001 is noticed.
5. Any citizen can apply for inspection if files relating to public distribution from the Civil Supplies Department offices. Access must be allowed to citizens without asking for reasons for locus stand 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 present on site during collection of samples if he/she so desires. The applicant should pay for the cost of the samples.

**At FPS Level: -**

1. Each PFS 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 TPDS 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 of BPL& AAY households under its jurisdiction.
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.

## Chapter 3

**CONSUMER DISPUTES REDRESSAL AGENCIES**

The Consumer Protection Act envisages setting up of Consumers Redressal agencies. Accordingly, with a view to provide simple speedy and inexpensive redressal to the consumer, two Consumer Fora viz, the State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Forum have been established in this Union Territory during 1988. The Act has been amended in the year 2002 which provides that the case is to be filed in District Forum if the value is upto Rs.20 lakhs and in State Commission if the value is upto Rs.1 crore. The State Commission is also the appellate authority for District forum. Both the Fora are functioning in one building situated at No.3, Deivanayagam Pillai Thottam (near Income Tax Department), Muthialpet, Puducherry.

**Who & where can file a complaint?**

A consumer or a consumer organisation or a consumer through a consumer organisation can file a complaint for the following reasons:

If a product bought is defective, spurious, fake, sub-standard or lesser in quantity. If a service paid for is deficient in quality, delayed or not carried out.

If price paid is excessive and above MRP.

If product causing danger to life and safety is sold to public.

The complaint may be filed in District/State/National Commission according to the compensation claimed and along with the fees as detailed below:

Sl. No.	Total value of goods or services and the compensation claimed	Amount of fee payable
	<b><u>District Forum</u></b>	
1.	Upto Rs.1 lakh – For complainants who are under the Below Poverty Line holding Antyodaya Anna Yojana cards.	Nil
2.	Upto Rs.1 lakh – For complainants other than Antyodaya Anna Yojana card holders	Rs.100
3.	Above Rs.1 lakh and upto Rs.5 lakhs	Rs.200
4.	Above Rs.5 lakhs and upto Rs.10 lakhs	Rs.400
5.	Above Rs.10 lakhs and upto Rs.20 lakhs	Rs.500
	<b><u>State Commission</u></b>	
6.	Above Rs.20 lakhs and upto Rs.50 lakhs	Rs.2000
7.	Above Rs.50 lakhs and upto Rs.1 crore	Rs.4000
	<b><u>National Commission</u></b>	
8.	Above Rs.1 crore	Rs.5000



**How to complaint?**

Complaint can be presented in person or through a Consumer Organisation. Complaint should contain the following details:

- b) Name, description and address of complainant.
- c) Name, description and address of opposite party or parties as far as they can be ascertained.
- d) Facts relating to complaint and when and where it arose.
- e) Documents in support of allegations contained in complaint.
- f) Relief which complainant claims.
- g) Signature of the complainant.

**What are remedies that could be provided by consumer Forum / Commission?**

- a) Removal of defects
- b) Replacement of goods
- c) Refund of excess price
- d) Refund in case of deficiency of service
- e) Stop unfair trade practice or Restrictive Trade Practice
- f) Restrain a trader from offering hazardous goods for sale
- g) Payment of compensation for loss suffered
- h) Cost of litigation

State Consumer Dispute Redressal Forum and State Commission are functioning in the Union Territory of Puducherry in the following Address. The affected consumers may file case against the Traders/ service providers in case of any deficiency in service and may get remedy to their grievances.

District Consumer Disputes Redressal Forum  
D.P.Thottam,  
Near Income Tax Department,  
Muthialpet,  
Puducherry      Phone – 0413 2213862.

In case in the consumer is not satisfied with the judgment of the District Forum he/she can file appeal at the State Commission at the following address:

State Consumer Disputes Redressal Commission,  
D.P.Thottam,  
Near Income Tax Department,  
Muthialpet,  
Puducherry      Phone – 0413 2213862

**CONSUMERS' AWARENESS IS CONSUMERS' PROTECTION**

**RIGHTS OF CONSUMER**

Right on Protection

Right to Information

Right of Selection

Right to Appeal

Right for Remedy

Right to Consumer education

Right to be in pollution free atmosphere

## **CONSUMER PROTECTION**

Consumer protection machinery is functioning in this Department. The Deputy Director of this Department has been designated as District Consumer Protection Officer. Any complaint related to consumer grievances may be lodged with the aforesaid officers during 11.00 a.m to 12.00 noon. Consumers can also redress their grievances in the Consumer Court. Visitors' register is being maintained by the P.A to Director and P.A to Deputy Director. A complaint box has been kept in the office to monitor receipt of grievances. An information reception counter is also functioning in this Department / Office.

**OBSERVANCE OF NATIONAL CONSUMER DAY AND WORLD CONSUMER RIGHTS DAY**

The Government of India is observing National consumer Day from 24<sup>th</sup> December 2001 onwards and has informed the State Government to observe the National Consumer Day on 24<sup>th</sup> December every year. Accordingly National Consumer Day is celebrated every year by this department on 24<sup>th</sup> December. The World Consumer Right's Day is observed by this Department on 15<sup>th</sup> of March of every year by extending financial assistance to the Voluntary Consumer Organisations.

## **CONSUMER AWARENESS PROGRAMME & ROLE OF VOLUNTARY CONSUMER ORGANISATIONS**

The Government of India has informed that consumer awareness may be made through Voluntary Consumer Organizations. There are 41 voluntary Consumer Organisations in Union Territory of Puducherry; 28 in Pondicherry, 13 in Karaikal. A detailed list of Voluntary Consumer Organisations is available in the official website of this Department viz. [www.dcsca.puducherry.gov.in](http://www.dcsca.puducherry.gov.in). This Department is encouraging these Voluntary Organisations, to carry out consumer related activities.

Various pamphlets and notices on consumer awareness are distributed to the public by this department and also by Voluntary Consumer Organization. Posters on consumer awareness are displayed at conspicuous places during the world Consumer Right's Day and National Consumer Day.

The Voluntary Consumer Organizations are also conducting meetings and awareness camps in rural/urban areas to educate the consumer on their rights and their duties and responsibilities.

## **FOOD CELL POLICE STATION**

A Food Cell Police Station is functioning under the control of this department. The Superintendent of Police (Food Cell) is the Head of Office and he is empowered to inspect all outlet of essential commodities viz. Fair price shops / kerosene shops and ensure the enforcement of Rules and control orders promulgated under Public Distribution system. The superintendent of Police (Food Cell) is empowered to check illegal transportation of essential commodities and to prosecute the lawbreakers under essential commodities Act. The food cell Police Station is functioning in the following Address.

The Superintendent of Police,  
Food Cell,  
Jaya Nagar,  
Reddiyarpalayam,  
Puducherry  
Phone : 0413 - 2292277

### **RIGHT TO INFORMATION CELL**

The Public seeking Information under Right to information Act 2005 may apply in the prescribed Form of application being supplied by this department on payment of Rs. 10/- (Rs. Ten only) for getting information. The application will be supplied at free of cost. Separate fees will be charged for supply of information.

1. Rs. 2/- per page for providing information in A4/A2 size paper.
2. Rs. 50/- per C.D. for providing information in diskette or floppy.

Under Right to Information Act, a public can get Information from the following Public Information Officer:

<b>Sl. No.</b>	<b>Public Information Officer's Designation</b>	<b>Office for which Designated as Public Information Officer</b>
1	Deputy Director	Department of Civil Supplies and Consumer Affairs, Puducherry. 0413- 2251691, 2252960
2	Deputy Director	Department of Civil Supplies and Consumer Affairs, Karaikal. 04368 - 222718
3	Civil Supplies Officer	Civil Supplies Unit, Mahe 0490 - 2332370
4	Civil Supplies Officer	Civil Supplies Unit, Yanam 0884 - 2321223
5	Superintendent of Police	Food Cell 0413 – 2292277
6	Registrar	State Commission 0413 - 2213862
7	Registrar	District Forum 0413 – 2213862
8	Managing Director (PAPSCO)	PAPSCO 0413 - 2248361

**APPEALS UNDER RTI ACT**

If an applicant is not supplied information within the prescribed time limit, or is not satisfied with the information furnished to him, he may prefer an appeal to the following First Appellate Authority:

<b>Sl. No.</b>	<b>Designation of the First Appellate Authority</b>	<b>Jurisdiction</b>
1	Joint Secretary (CS&CA) or Additional Secretary (CS&CA) or Deputy Secretary (CS&CA) as the case may be	Department of Civil Supplies and Consumer Affairs, Puducherry. 0413 – 2251691, 2252960
2	Joint Secretary (CS&CA) or Additional Secretary (CS&CA) or Deputy Secretary (CS&CA) as the case may be	Department of Civil Supplies and Consumer Affairs, Karaikal. 04368 – 222718
3	Joint Secretary (CS&CA) or Additional Secretary (CS&CA) or Deputy Secretary (CS&CA) as the case may be	Civil Supplies Unit, Mahe 0490 - 2332370
4	Joint Secretary (CS&CA) or Additional Secretary (CS&CA) or Deputy Secretary (CS&CA) as the case may be	Civil Supplies Unit, Yanam 0884 - 2321223
5	Joint Secretary (CS&CA) or Additional Secretary (CS&CA) or Deputy Secretary (CS&CA) as the case may be	Food Cell 0413 – 2292277
6	Joint Secretary (CS&CA) or Additional Secretary (CS&CA) or Deputy Secretary (CS&CA) as the case may be	State Commission 0413 - 2213862
7	Joint Secretary (CS&CA) or Additional Secretary (CS&CA) or Deputy Secretary (CS&CA) as the case may be	District Forum 0413 – 2213862
8	Joint Secretary (CS&CA) or Additional Secretary (CS&CA) or Deputy Secretary (CS&CA) as the case may be	PAPSCO 0413 - 2248361

Such an appeal can be made within a period of 30 days from the date on which time limit for supply of information expires or the decision of the PIO is received. The Appellate Authority is expected to dispose of the appeal within a period of thirty days or in exceptional cases within 45 days of the receipt of the appeal. If the first appellate authority fails to pass an order on the appeal within the prescribed period or if the appellant is not satisfied with the order of the First Appellate Authority, he may refer a second appeal with the Central Information Commission within ninety days from the date on which the decision should have been made by the First Appellate Authority or was actually received by the appellant.