

GOVERNMENT OF PUDUCHERRY

**DEPARTMENT OF CIVIL SUPPLIES &
CONSUMER AFFAIRS**

MANUAL

FOR GETTING

INFORMATION UNDER

RIGHT TO INFORMATION ACT, 2005

(REVISED AS ON 26.03.2018)

BOOKLET ON RIGHT TO INFORMATION, 2005

CHAPTER – 1

INTRODUCTION

1.1) Background this Hand – book:

All citizens shall have the right to get information from public authority subject to the provisions of this Act. This hand book is published for general information in order to promote transparency and accountability in the working of every public authority. A person, who desires to obtain any information under this Act, shall make a request in writing or through electronic means in English or in the official language of the area, accompanying fees as may be prescribed by Government. Such information shall be furnished to the desired person within the time limit and subject to exemption as prescribed in this Act.

1.2) Object / purpose of this Hand - book:

The object and purpose of this handbook is to disseminate the function of the public authority to every citizen of this country with a view to promote transparency and accountability in working of every public authority.

1.3) Intended users of this hand – book:

Every citizen of this country can avail information from this handbook and use this booklet.

1.4) Organization of the information in this handbook:

This handbook has been formulated by incorporating all the major functions of the department of Civil Supplies and Consumer Affairs in manuals.

1.5) Definitions of various terms used in this handbook:

All the terms used in this handbook are self-explanatory in detail.

1.6) Contact person in case of somebody wants to get more information, which are not available in this handbook

1. The Director,
Department of Civil Supplies & Consumer Affairs
Ph: 0413- 2252960, 2253345
2. The Deputy Director,
Department of Civil Supplies & Consumer Affairs
Ph: 0413- 2252960, 2251691

1.7) Procedure and fee structure for getting information not available in this handbook:

Prescribed Form of application for seeking information is available at free of cost as appended below:

Prescribed form issued by this department at free of cost for rendering service to the public.

1. Application Form for enumeration of Below Poverty Line Census
2. Application Form for making Deletion, Inclusion of names, Change of Address and change of Fair Price Shops.
3. Application Form for making change in Number of L.P.G. Cylinder in the Ration card
4. Application Form for Surrender of ration card.
5. Application Form for Anthyodaya Anna Yojana Scheme
6. Surrender Certificate Form
7. Inclusion Certificate Form
8. Deletion certificate Form
9. Application Form for issuing F.P.S. Licence.
10. Application Form for issuing F.P.S. (Kerosene) Licence.
11. Application form for issuing Solvent Licence.
12. Application Form for issue of New Ration Card
13. Application Form for Bifurcation of Ration Card

FORM -1
FORM OF APPLICATION SEEKING INFORMATION UNDER THE
RIGHT TO INFORMATION ACT, 2005

ID.No.
(For official use)

To
The Public Information Officer,
Department of Civil Supplies & Consumer Affairs
Puducherry.

1. Name of the applicant
2. Address of the applicant
3. Particulars of information –
 - (a) Details of information required
 - (ii) Period for which information asked for
 - (iii) Other details
4. A fee for Rs.10/- (Rupees ten only) has been deposited in the Office of the Public Information Officer vide Receipt No. dated

Place:
Date :

Signature of applicant
E-mail address if any:
Tel. No.(office) :
(Residence) :

Note:- (i) Reasonable assistance can be provided by the Public Information Officer in filling up the Form 1.....

Acknowledgment

I.D.No.....

Dated

Received an application in Form 1 from Thiru/Tmt.....
Resident ofunder section 6(1) of the Right to Information Act, 2005.

2.The information is proposed to be given normally within 30 days from the date of receipt of application and in case it is found that the information asked for cannot be supplied, the rejection letter shall be issued stating reasons thereof.

3.The applicant is advised to contact the undersigned onbetween 10.00 a.m. to 12.00 noon.

FORM-4

FIRST APPEAL UNDER SECTION 19 OF THE RIGHT TO INFORMATION ACT, 2005

ID.No.
(For official use)

Name of the First Appellate Authority :

Designation of the First Appellate Authority :

Address of the First Appellate Authority :

1. Name of the Applicant :

2. Address :

3. Particulars of the PIO against whose order appeal is preferred. (a) Name :
(b) Address :

4. Date of submission of application (please attach a copy) :

5. Brief facts leading to appeal : (a) No response received within 30 days of submission of Form-1.
(b) Aggrieved by the response received within the prescribed period (a copy of the order received be attached)

Grounds for appeal.....
.....

6. Prayer or relief sought :

7. Last date for filing the appeal :

8. If appeal is being filed after 30days the reasons which prevented from filing appeal in time. :

9. Copies of documents relied upon by the applicant :

Place:
Date :

Signature of applicant
E-mail address if any:
Tel. No.(office) :
(Residence) :

Acknowledgment

I.D.No.....

Dated

Received First Appeal Application from Thiru

..... under section
19 of the Right to Information Act, 2005.

Signature of the Receipt Clerk

Office of the First Appellate Authority

Tel.No.:

E-mail address:

Website :

FORM-5

SECOND APPEAL UNDER SECTION 19 OF THE RIGHT TO INFORMATION ACT, 2005

ID.No.
(For official use)

Name of the Second Appellate Authority :

Designation of the Second Appellate Authority :

Address of the Second Appellate Authority :

1.Name of the Applicant :

2. Address :

3. Particulars of the First Appellate Authority against whose order appeal is preferred. (a) Name : (b) Address :

4. Date of submission of application to PIO & first appeal application (please attach a copy of each) :

5. Brief facts leading to appeal : (c) No response received within 45 days of submission of Form-4. (d) Aggrieved by the response received within the prescribed period (a copy of the order received from PIO and First Appellate Authority)

Grounds for appeal.....

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6. Prayer or relief sought :

7. Last date for filing the appeal :

8. If appeal is being filed after 90days the reasons which prevented from filing appeal in time. :

9. Copies of documents relied upon by the applicant :

.../-

A fee of Rs.100 (Rupees one hundred only) has been deposited in the Office of the Second Appellate Authority vide Receipt No.....dated

Place:

Signature of appellant

Date :

E-mail address if any:

Tel. No.(office) :

(Residence) :



MANUAL – I

History of the Department:

Constituted in the year 1964, the Department of Civil Supplies has its head office in Puducherry and its regional offices in the three outlying regions at Karikal, Mahe and Yanam and is functioning under the administrative control of the Secretary to Government(CS&CA). The Government of India enacted the Consumer Protection Act in the year 1986 and directed to form a separate department to deal with Consumer Affairs. Considering the small geographical terrain and single District Administration, it was felt that no separate department was necessary and the works related to Consumer Affairs were attached to the Department of Civil Supplies. For this purpose , the Department of Civil Supplies has been renamed as “The Department of Civil Supplies & Consumer Affairs” with effect from 25.08.1999.

ADMINISTRATIVE SET UP

The Director of Civil Supplies and Consumer Affairs is the Head of the Department and is also the Ex-Officio Additional Secretary to Government. The Deputy Director (CS&CA) is the Head of office and also the Ex-officio Under Secretary to Government. In Karaikal, the branch office is headed by a Deputy Director who is the Head of Office at Karaikal Collector of Karaikal continues to oversee the function. The Regional Administrators of Mahe and Yanam are the Head of Office for the Civil Supplies units in the respective region. The expenditure of these units is met out from the Civil Supplies budget. The Regional Administrators of these regions have been empowered to exercise the powers of the Director by various orders.

The vision & object and functions of this department is as follows:

- Implementation of Public Distribution System
- Issue of New Ration Cards/ issue of Duplicate Ration Cards
- Issue of Surrender certificate
- Deletion / inclusion of members in the existing ration card
- Allocation & Issue of permits to Fair Price Shops.
- Issue of licence to Kerosene Shops

- Issue of license to the Fair Price Shops.
- Issue of license for acquisition, storage and use of specified solvents
- Monitoring the availability of essential commodities to the public
- Monitoring of essential commodities prices prevailing in the local market in order to stabilize the market price of essential commodities.
- Prevention of illegal movement of PDS commodities and seizure of illegally transported PDS commodities.
- Redressal of consumer grievances.

This department is rendering service to the public and the working hours of the department is 8.45 a.m. to 1.00 and 2.00 p.m to 5.45 p.m. except public holidays and declared holidays.

The Public Grievance Redressal machinery is also functioning in this office and the Head of Office – the Deputy Director of this department has been appointed as the Public Relations Officers and District Consumer Protection Officer. The Public Relations Officer hears the grievances on all Wednesdays/ working days during office hours between 11.00 a.m. and 12.00 noon. Besides, the Director of this Department can also be approached for redressal of any grievances. Visitors Register are being maintained by the P.A. to Director and P.A. to Deputy Director (Grievances Officers, a notice board both in the regional language and in English indicating the day/ hour for the public to call on the officer is displayed in this Directorate and a complaint box has been kept in front of the office to monitor receipt of grievances. An information / reception counter is also functioning in this office.

Any grievance can be addressed to the following Officers. Their address and phone numbers are given below:

The Director,

Deptt.of Civil Supplies & Consumer Affairs, Puducherry – 605 009.

Ph: 0413 – 2253345

Email –civil.pon@nic.in

The Deputy Director,

Deptt.of Civil Supplies & Consumer Affairs, Puducherry – 605 009.

Ph: 0413 – 2251691

Email – civil.pon@nic.in

CHAPTER -3

MANUAL – II

Powers and Duties Officers

DIRECTOR:

Director of Civil Supplies & Consumer Affairs is the Head of the Department of Civil Supplies & Consumer Affairs, Puducherry, Karaikal, Mahe and Yanam and She is the Head of the Department for State Commission and District Forum monitoring the overall budget of the Fora. She is the Disciplinary Authority in respect of the staff of the Department. She is vested with the powers to seize the illegal movements of essential commodities as the provisions covered under the Rules mentioned in the Annexure (Manual – III). She is the Additional Secretary to Government for the Department of Civil Supplies & Consumer Affairs and Licencing Authority for establishment of Fair Price Shops.

Financial Powers: As a Head of Department, the Director of Civil Supplies & Consumer Affairs is empowered to incur an expenditure in respect of various items of expenditure contemplated in G.O.Ms.No.47/F3/2014 dt.09.12.2014 and various amendments issued in the G.O. from time to time. As Additional Secretary, she is also empowered to incur expenditure of scheme to the extend of the amount contemplated in the G.O.

DEPUTY DIRECTOR

Deputy Director of Civil Supplies & Consumer Affairs is the Head Office of the Department of Civil Supplies & Consumer Affairs, Puducherry region only. He is monitoring overall Budget of the Department of Civil Supplies & Consumer Affairs. He is also vested with the powers of seizure of illegal movements of essential commodities as per the provision covered under the Rules mentioned in the Annexure.

As a Head of Office all the service matters of the staff of Department of Civil Supplies & Consumer Affairs, Puducherry are dealt by him. He is empowered to issue expenditure sanction for the implementation of various welfare schemes carried out by this department.

ASSISTANT DIRECTOR

Assistant Director is a Head of Establishment, Accounts , Consumer & Licence Section. Assistant Director also functions as the Drawing and Disbursing Officer of the Department in Puducherry. All Audit and account matters, preparation of Budget, Administration works and Consumer Affairs matters, RTI matters, Assembly / Lok Sabha/Rajya Sabha Questions are supervised by the Assistant Director. Apart from above, the Assistant Director is also assisting the Director and Deputy Director in the matters of implementation of various Act and Rules pertaining to this department, subject to delegation of powers.

SUPERINTENDENT

Superintendent is Head of Public Distribution System and Card Section. He is supervising the functions of PDS system, Card systems as well as Legal issues. He is assisting the Deputy Director as well as the Director in the matters of implementation of various control orders, subject to delegation of power.

TAHSILDAR

The Tahsildar is the Head of Squad Section to this department 12 Civil Supplies Inspectors are working under his control. The Tahsildar is empowered to exercise powers as per the Annexure (Manual – 3) enclosed herewith. Tahsildar is also conferred with the power of Executive Magistrate.

SUPERINTENDENT OF POLICE (FOOD CELL)

The Superintendent of Police (Food Cell)Is empowered to inspect all outlet points of essential commodities and ensure the enforcement of Rules and Control Orders promulgated under Public Distribution System. The main aim is to curtail black marketing and adulteration. The Superintendent of Police is the Enforcement Authority to Civil Supplies & Consumer Affairs Department. He is empowered to prosecute the law breakers under Essential Commodities Act. He is the Drawing Disbursing Officer of the Establishment of Food Cell.

STAFF DETAILS

Sl.No	Name of the Post	No. of Post
1	Superintendent of Police	1
2.	Inspector of Police	1
3.	Sub-Inspector of Police	4
4.	Head Constable	6
5.	Constables	19
6.	L.D.C	1

MANUAL – III

Rules, Regulations, Instructions, Manual and Records for discharging Functions

Sl.No.	Name of the Title of the document	Brief write –up on the document
1.	Pondicherry Scheduled Commodities (Regulation of Distribution by Card System) Order, 1975	This order has come into force in the years 1975 for securing equitable distribution of essential Commodities. In this order, the Director, Deputy Director, Administrator, Inspector, Sub- Inspector, Civil Supplies Officer / Inspector are empowered to enter search and sieze the sales depot i.e. Fair Price Shops, Godowns, Petrol Bunks, Kerosene Agencies / Depot and raid on transportation of essential commodities in their respective jurisdiction.
2.	Public Distribution System (Control) Order, 2001	This order has come into force from the year 2001 for maintaining supplies and securing availability and distribution of essential commodities under this system.
3.	Pondicherry Motor Spirit and High Speed Diesel oil order, 1985.	This order come into force from the year 1985 for maintaining the supplies of motor Spirit and High Speed Diesel oil and for securing their equitable distribution and availability at fair prices. The powers of officers/ Officials of the Department of Civil Supplies & Consumer Affairs for enforcement of Rules and control orders are as detailed above.

4.	<p>i) The Naptha (Acquisition, Storage and prevention of Automobile) 2000</p>	<p>Any Gazetted Officer of Central of State Government enter and search any place or premises being made use of or suspected to be made use of in the business of the dealer, transporter, consumer or any other person who is an employee or agent of such dealer transporter/consumer with respect to which there is reason to believe that the provisions of this order have been/are being or are about to be contravent. Stop and search any person or vehicle or receptacle used for or intended to be used for the movement of the product or using or receiving the product in contravention of this order.</p>
	<p>ii) The Solvent, Raffinate and Slop (Acquisition, Sale, Storage and prevention of Automobile) Order, 2000.</p>	<p>Every person/firm who desires to deal with Naptha should obtain a licence from the Civil Supplies Department under the Naptha (Acquisition Sale, Storage and prevention of use in automobiles) order 2000. The fee for the licence is Rs.500/- the fee should be drawn in favour of the Deputy Director of Civil Supplies from the State Bank of India, Pondicherry in the form of bankers cheque. The application for the licence along with Bankers Cheque should be submitted in the prescribed format (Annexure). The validity of the licence is one year at the time of issue. Subsequent renewal of licence is valid for two years. The renewal fee is Rs.250/-. The application should be submitted on or before 31st March of the corresponding year.</p>

	<p>iii) The Liquefied Petroleum Gas (Regulation of supply and Distribution) Order, 2000</p> <p>iv) Liquefied Petroleum Gas (Regulation of use in Motor Vehicles) Order, 2001</p>	<p>Every person/firm who desires to deal with Solvent, Raffinate and Slop (should obtain a licence from the Civil Supplies Department under the Solvent, Raffinate and Slop (Acquisition, Sale, Storage and Prevention of use in automobiles) order 2000. The fee structure and renewal procedure is same as Naptha licence.</p> <p>This order is to ensure regulation of supply of LPG in motor vehicles to have restriction on authorized acquisition or sale of auto LPG under this Act, no person shall acquire, sell, store for sale, supply, fill or distribute auto LPG to a consumer except according to the provisions contained in this order.</p>
5.	The Edible Oils Packaging(Regulation) Order, 1998.	This order come into force from 1998 for prevention of food adulteration especially vegetable oil, fats, vanaspathi, bakery shortening and fat spread for human consumption under Food Adulteration Act, 1954(37 of 1954). An Edible oil sample drawn by the Edible Oil Commissioner or an Inspecting Officer of the Central or State Government authorized under this order, shall be analyzed by a Laboratory of the Central or State Government. The Laboratory shall make a report to the Edible Oil Commissioner or any Officer or Authority of the Central or State Government as the case may be , of the results of analysis of the sample sent to it for examination. The edible Oils Commissioner and Inspecting Officers of the Central Government as well as of the State

		<p>Government may enter and inspect any premises or vehicle and seize stocks of edible oils in respect of which he has reason to believe that a contravention of any of the provisions of this order has been or is being or is likely to be committed.</p> <p>The Edible Oils Commissioner or Inspecting Officer may enter and inspect any place where any edible oil is packed, stored and sold and takes sample of such oil for examination in the manner as specified by the Central Government in the case of Edible Oils commission and Inspecting Officer appointed by the Central Government or the state Government in the case of Inspecting Officer appointed by the State Government.</p>
6.	Essential Commodities Act, 1955, Essential Commodities (Amendment) Act, 1984	<p>It is enacted by Parliament in the 6th year of the Republic of India. It extends to the whole of India.</p> <p>It protects the interest of the general public, for the control of the production, supply and distribution of and trade and commerce in certain commodities.</p>
7.	The Pondicherry Essential Commodities (Display of stock, price and maintenance of Accounts) Order, 1975.	<p>To regulate the sale price and for checking the hoarding of essential commodities by the dealers, it has become necessary and expedient to provide regulations for the display of stock and prices and maintenance of accounts by every dealer in essential commodities.</p>
8.	Prevention of Black marketing and Maintenance of supplies of Essential Commodities Act 1980.	<p>This is an Act for detention in certain cases for the purpose of prevention of black marketing and maintenance of supplies of commodities essential to the community and for matters connected therewith.</p>

9.	Packaged commodities (Regulation) order 1975.	This order ensures a commodity which has been pre-packed, whether in any bottle, tin, wrapper or otherwise, in units suitable for sale, whether wholesale or retail and such pre-packing as been so made as to ensure that the commodity in the packaged form cannot be used or consumed without the package or its lid or its cap, as the case may be, being opened.
10.	Petroleum products (Maintenance, Production and storage & supply order, 1999.	This order is to regulate the transport, storage and supply of petroleum products in the interest of sustaining life, economy and protecting consumers" interest. This order has been made by the Central Government.
11.	Consumer Protection Act, 1987.	Consumer Protection Act can be described as Common man's Civil Court. This Central Act is designed to make available cheap and quick remedy to a consumer. The Act was passed in 1986 and was made effective in 1987. Major changes were made in 1993. The main object of the Act is to provide for better protection of interest of consumers. Consumer Councils and other authorities are provided for settling the consumer disputes and other matters.
12.	Pondicherry Consumer protection Rules 1987.	The Act was passed in 1986 and was made effective in 1987. Based on the Act rules were framed taking the local condition. The main object of the Rules is to provide for better protection of interest of consumers and appointment of state Commission/District Forum President, Members and fixing of their salary. The Consumer councils and other authorities are provided for setting the consumer disputes and other matters.

13.	From where one can get a copy of rules, regulations, instructions, manual and records	<p>The Director, Dept. of Civil Supplies & Consumer Affairs, Puducherry – 605 009. Ph.0413 – 2252960, 2253345 Email – civil.pon@nic.in</p> <p>The Director, Dept. of Civil Supplies & Consumer Affairs, Puducherry – 605 009. Ph.0413 – 2252960, 2253345 Email – civil.pon@nic.in</p>
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Fees charged by the department for a copy or rules, regulations, instructions, manual and records (if any) as per the Government's order.

MANUAL – IV

PARTICULARS OF ANY ARRANGEMENT THAT EXISTS FOR CONSULTATION WITH,OR REPRESENTATION BY, THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF ITS POLICY OR IMPLEMENTATION THEREOF.

All schemes formulated by Government of India are implemented by this department as per guidelines issued by the Government of India and rules have been framed to suit the local conditions and wherever necessary changes are made in consultation with the representative of people such as Hon'ble Chief Minister and Hon'ble Minister (CS&CA) and in collaboration with the Legal Machinery available in this administration and thus participation of public is also ensured.

Further the views of the Voluntary Consumer Organization are also being taken into account in dealing the consumer affairs

MANUAL – V

A STATEMENT OF THE CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL

All documents such as Act, Rules, Orders, etc. pertaining to this department other than classified documents which are available and required for perusal of general public are obtainable in this department itself and this department is also designated as Ex – Officio Secretariat.

MANUAL VI

BOARD, COUNCIL, COMMITTEE AND OTHER BODIES CONSITUTED AS ITS PART

Sl.No.	Question	Reply
1.	Name and address of the Affiliated Body	<p>1.State Level Consumer Protection Council. G.O.Ms.No.6, dt.16th May 2003.</p> <p>2.Zonal Level Advisory- cum –vigilance Committee, Karaikal.G.O.Ms.No.5, dt.14th May 2003.</p> <p>3.Zonal Level Advisory – cum- vigilance Committee, Mahe. G.O.MS.No.13 dated 20.02.2007.</p> <p>4.Zonal Level Advisory –cum-Vigilance Committee, Yanam.G.O.Ms.No.16 dated 15.03.2007.</p> <p>5.District Consumer Protection Council Vide G.O.Ms.No. 3 dated 5.06.2008.</p>
2.	Type of Affiliated Body	Committee / Council
3.	Brief Introduction of the Affiliated Body	<p>The above said Committees have been constituted by this department as per the Government of India's directions and are functioning. The Members of the Committee are empowered to oversee the functioning of Public Distribution System in Puducherry Karaikal, Mahe and Yanam and they may advise / suggest to the Government for improvements of the Public Distribution System. The Committee also discuss the consumer related matters and address for redressal. The Committee will meet as often as it found necessary.Action is under process to reconstitute state level Consumer Protection Council.</p>

4.	Role of the Affiliated Body	<p>The object and role of these Committees shall be to promote and protect the rights of the consumer such as:</p> <ul style="list-style-type: none"> a) The right to be protected against the marketing of goods, which are hazardous to life and property. b) The right to be informed about the quality, quantity, potency, purity, standard and price of goods, so as to protect the consumer against unfair trade practices. c) The right to be assured, whenever possible to access to a variety of goods at competitive prices: d) The right to be heard and to be assured that consumer's interest will receive due consideration at appropriate forums; e) The right to seek Redressal against unfair trade practices or unscrupulous exploitation of consumer and f) The right to consumer education.
5.	Structure and Member composition	<p>The State Level Consumer Protection Council consists of 60 members including Official and Non- Official Members.</p> <p>The Zonal Advisory – Cum – Vigilance Committee for Mahe Region consists of 10 Official Members and 20 Non- Official Members. The Chairman of the Committee is the Regional Administrator, Mahe and the Deputy Registrar of Co-operatives, Mahe is the Member Secretary.</p>

		<p>The Zonal Advisory- cum- Vigilance Committee for Yanam Region consists of 8 Official Members and 14 Non- Official Members. The Chairman of the Committee is the Regional Administrator, Yanam and the Deputy Registrar of Co-operatives, Yanam is the Member Secretary.</p>
6.	Head of the Body	<p>The Hon'ble Minister(CS&CA) is the Chairman of State Level Consumer Protection Council.</p> <hr/> <p>The Chairman the Zonal Advisory – cum- Vigilance Committee for Karaikal Region is the Regional Administrator, Karaikal.</p> <hr/> <p>The Chairman of the Zonal Advisory –cum- Vigilance Committee for Mahe Region is the Regional Administrator, Mahe.</p> <hr/> <p>The Chairman of the Zonal Advisory -cum- Vigilance Committee for Yanam Region is the Regional Administrator, Yanam</p>

7	Address of Main Office and its Branches	<p>The Directorate of Civil Supplies & Consumer Affairs, Puducherry is the Main Office for the State Level Consumer Protection Council.</p> <p>The Office of the Regional Administrators, Mahe / Yanam is the Office for the Zonal Level Committees.</p>
8	Frequency of meetings	<p>The term of State Level Consumer Protection Council Meeting shall be for a period of three years. It may meet as and when necessary but not less than two meeting should be held every year.</p> <p>The Zonal Level Committees will meet as often as is found necessary.</p>
9.	Can public participate in the Meetings.	<p>The prominent person from public have been included in this Council / Committee as Members. Public can't participate in this Meetings.</p>
10	Are Minutes of the meetings prepared?	<p>Minutes for every meeting is also prepared.</p> <p>The demands raised and the grievances expressed by the Members on behalf of the public are incorporated in the Minutes and communicated to concerned departments for taking Redressal measures.</p>
11.	Are Minutes of the Meetings available to the public? If yes please provide information about the procedure to obtain them	<p>Minutes of the meetings is communicated to Members of the Committee only/ Public are not given copy of the Minutes.</p>

MANUAL - VII

DESIGNATED AS FIRST APPELLATE AUTHORITY / PUBLIC

INFORMATION OFFICER OF THIS OFFICE

1. **Office of the Director (CS&CA), Puducherry:**
 1. The Additional Secretary (CS&CA) : First Appellate Authority
 2. The Deputy Director (CS&CA) : Public Information Officer
2. **Office of the of the Deputy Director (CS&CA), Karaikal:**
 1. The Additional Secretary (CS&CA) : First Appellate Authority
 2. The Deputy Director (CS&CA) : Public Information Officer
3. **Office of the of the Civil Supplies Wing, Mahe:**
 1. The Additional Secretary (CS&CA) : First Appellate Authority
 2. The Civil Supplies Officer, Mahe : Public Information Officer
4. **Office of the Civil Supplies Wing, Yanam:**
 1. The Additional Secretary (CS&CA) : First Appellate Authority
 2. The Civil Supplies Officer Yanam : Public Information Officer
5. **Office of the Superintendent of Police, Food Cell, Puducherry:**
 1. The Additional Secretary (CS&CA) : First Appellate Authority
 2. The Superintendent of Police : Public Information Officer
6. **Office of the Registrar, State Consumer Disputes Redressal Commission Puducherry:**
 1. The Additional Secretary (CS&CA) : First Appellate Authority
 2. The Registrar : Public Information Officer
7. **Office of the Registrar, District Consumer Disputes Redressal Commission Puducherry:**
 1. The Additional Secretary (CS&CA) : First Appellate Authority
 2. The Registrar : Public Information Officer
8. **Office of the Managing Director, Puducherry Agro Products Food and Civil Supplies Corporation, Puducherry:**
 1. The Managing Director : First Appellate Authority
 2. The Deputy General Manager : Public Information Officer

MANUAL – VIII

PROCEDURES FOLLOWED IN DECISION MAKING PROCESS

All proposal and problems arising out of implementation of the schemes to this department are SORTED out and decision taken as per the provisions available in the relevant Act and Rules and as per the guidelines issued by the Government of India then and there. In case of solving complicated matters, necessary advice sought from Law Department and from the Legislator and Administrations of the Union Territory of Puducherry.

All administrative matters are dealt with according to Office Manual & Service Rules issued by the Chief Secretariat.

MANUAL VIII
DIRECTORY OF OFFICERS AND EMPLOYEES

Sl. No.	Name	Designation	Address	Cell No.
1.	P. PRIYTARSHNY	DIRECTOR	No.12, Lotus Apartments, III Cross Street, Saradambal Nagar, Puducherry	9487751302
2.	S. SATHIYAMOORTHY	DY. DIRECTOR	No.47, Muthaiya Mudaliar Street, Muthialpet, Puducherry	9442349198
3.	P. KRISHNAVENI	ASST. DIRECTOR	No.23, V Cross West, Kurinji Nagar Extn. Lawspet, Puducherry	9487421380
4.	M. RAMACHANDRAN	SUPERINTENDENT	No.9, 6th Cross, Murugan Koil Street, Orleyanpet, Puducherry	9994461626
5.	P.S. RAVICHANDRAN	TAHSILDAR	219, Subbaiah Nagar, Thattanchavady, Pduucherry-9	9786393474
6.	R. ADIKESAVAN	DY. TAHSILDAR	59-A, Marriamman Koil Street, Kottupalayam, Lawspet, Puducherry-9	9894423576
7.	D. LAKSHMI	PRIVATE SECRETARY	No.1, Fourth Cross(East) Tagore Nagar, Lawspet, Puducherry	9500506221
8.	M. AYYAMPERUMAL	STAT. INSPECTOR	No.30, First Cross, Annai Nagar, Reddiarpalayam, Puducherry -10	9442066567

9.	M. JOTHI	ASSISTANT	Plot No.5, 1st cross, Sri Jayaram Nagar, New Saram, Puducherry	8015215673
10.	G.PRAKASHBABU	ASSISTANT	No.5/10, Sengundhar Street, Villianur, Puducherry	8608289661
11.	P. RAVISANKAR	ASSISTANT	No. 136, Poincare street, Olandai Keerapalayam, Mudaliarpeta, Puducherry	9944540578
12.	V. VELUSAMY	ASSISTANT	No.26, 2 Main Road, Bharathidasan Nagar, Mudaliarpeta, Puducherry	8608202274
13.	G. RAJARAJESWARI	ASSISTANT	No.2, 4th Cross Extn, Tagore Nagar, Lawspeta, Puducherry – 605008.	9940739172
14.	SADASIVAM.K (Deputation to PADCO)	ASSISTANT	No.29, Housing Board Site, Cuddalore Main Road, Ariyankuppam, Puducherry – 605 007.	9443535075
15.	V. RAJALAKSHMI	ASSISTANT	No.13, 5th cross, Anandarangapillai Nagar, Puducherry	9442485129
16.	V. SENTHILKUMAR	ASSISTANT	No.25, First Cross, Thirumal Nagar, Kosapalayam, Puducherry	9443454414

17.	S. PAJANIRADJA	ASSISTANT	No.3, Main Road, Datchanamoorthy Nagar, Kathirkamam, Puducherry	9443076751
18.	K. ILAVARASU	ASSISTANT	38, Kalaimagal Street, Subbaiya Nagar, (Near Bus Stand) Puducherry	7708225149
19.	R. BABU	ASSISTANT	Plot No.2, Annamalai nagar, Sellaperumalpet, lawspet, Puducherry	9965227801
20.	C. SANDRIGA MAGALATCHOUMY	ASSISTANT	Plot No. 2A, 7th cross, Krishna Nagar, Puducherry	0413-2212987
21.	K. KUMAR SELVANATHAN	ASSISTANT	17, 1st cross Street, Saranarayana Nagar, Reddiarpalayam, Puducherry	9443330182
22.	M. KUPPAMMAL @ MEENA	ASSISTANT	No. 6, 1st Cross, Pasum Pon Nagar, Moolakulam, Puducherry	9600649810
23.	N. ARUMUGAM	ASSISTANT	No.BC-1, Dr. Abdul Kalam Nagar, Mudaliarpet, Puducherry	9488483659
24.	R. SRIGANTH	ASSISTANT	No.10, II Floor, Ratna Nagar, Puducherry – 605 009.	9442194480

25.	V. RAMAMURTHY	ASSISTANT	No. V-10, (V- block) Govt. Quarters, Lawspet, Puducherry.	979155354
26.	KARTIGAYEN. S	ASSISTANT	No.18, Ponniamman Koil Street, Lawspet, Puducherry – 605 008.	9894253609
27.	A.UDAYAKUMAR	ASSISTANT	No.54, New Street, Vinoba Nagar, Puducherry – 605008.	9443618856
28.	K.P. SUSHAND	ASSISTANT	No.7,Debastianpet, Muthialpet, Puducherry -3	9486432698
29.	M. RAJAKUMAR	UDC	No.19, Aravindar Nagar, Villianur Road, Murungapakkam Puducherry	9600993039
30.	N. SHANMUGAM	UDC	No.13, Melsathamangalam, Korkadu post, Puducherry	9487516016
31.	P. JAYAKUMAR MATHUES	UDC	R-11, Government Quarters, Lawspet, Puducherry.	9566712792
32.	V. GOVINDARAJAN	UDC	158, MG Road, Muthialpet Puducherry	9597885533

33.	S. AYYAPPAN	UDC	54, North Street, Ediyarpalayam Road Puducherry -8	9786622330
34.	S. KUMARAVEL (On Service placement in Chief Secratariat)	UDC	No.3, Mariamman koil Street, Arunthathi Nagar, Saram post, Puducherry	
35.	A. SHECK OUZAN	UDC	No.20, Palli Vasal Street, Orleanpet, Puducherry	9994667389
36.	V. BAKTHANARAYANAN	UDC	63, Mariamman Koil Street, Chinnaveerampattinum, Ariyankuppam, Puducherry	8220601730
37.	V. MOUROUGANANDAM	UDC	No.20, 1st cross street, Sourna Nagar, Ariankuppam, Puducherry	9629420999
38.	K. SELVAKAVIRAJ	UDC	No.1, Main road, Samipillai Thottam, Lawspet, Puducherry	9629922982
39.	S. GURUNATHAN	UDC	21, Bakthavachalam Street, 10th Cross Tagore Nagar, Puducherry – 605008	9884344519
40.	P. SIVARAM	UDC	37, Swadeshi Mill Quters, Cuddalore Road, Orelanpet, Puducherry	7708206405

41.	D. SURESH	UDC	No.352, 2 nd cross, Thulukanathamman Nagar, Murungapakkam, Puducherry.	9944390905
42.	S. RAMESH	LDC	No.132, 1st Cross, 3rd street, Kurinji Nagar Extn. Lawspet, Pduucherry - 8	9092878787
43.	P. MURUGAN	LDC	No.3, New Street, I Cross, II Lane, Dharmapuri, Puducherry – 605 009.	8124144234
44.	P. AMBETHCAR	LDC	23, Mariamman Koil Street, Uthiravaginipet, Villianur, Pdy	9486748498
45.	D. JANAKIRAMAN	LDC	No.56, First Cross Street, Brindavanam, Puducherry	9789667725
46.	D. DEIVANAYAGA CHETTIAR	LDC	No.18, 2nd cross, Rajiv Gandhi Nagar, Saram, Pdy	9489612277
47.	P.PRASATH	STORE KEEPER. Gr.-III	Car Street, Veerampatinam, Puducherry	9003531551
48.	M. MURUGAIYAN	RECORD CLERK	No.33, Poiyakulam st Vnobha Nagar, Puducherry	9791674371

49.	P. ANANDAN @SUBRAMANI	RECORD CLERK	No.24, Pudu Nagar Nallavadu, Puducherry	9790580472
50.	M. GANESAN	DRIVER (LMV) GR-I	No.16, Gandhi Street, Arumbarthapuram, Villianur post, Pdy.	9442181918
51.	R. SARAVANAN	DRIVER (LMV) GR-II	12, Othavadai Street, Arumparthapuram, Puducherry-10	9790861871
52.	C. RAJAMANICKAM	MTS (G)	No.26, Theemithi Street, Veemacoundapalayam, Puducherry.	9952886204
53.	G. RAJENDIRAN	MTS(G)	6th Cross Street, Manikachettiyar Nagar, Shanmugapuram, Puducherry – 605 009.	9443624516
54.	K. ANANDRAJ	MTS	No.94, 3rd Cross, manickachettiar Nagar, Puducherry-9	9788107914
55.	G. VALL @ MOHANAMBAL	MTS (G)	No.105, Kavikuil Nagar, Saram, Puducherry.	9629976080
56.	THIRUMENISELVAM	MTS(G)	No.116, Srowbathiamman koil Street, G.N.Palayam, Pooranakuppam, Puducherry.	99766775319

57.	A. EJOUMALE	FTCL	No.28, Middle Street, Veemanagar, Puducherry	9566697474
58.	E. LAKSHMI	FTCL	No.21, Forth Cross, Gandhi Nagar, Puducherry	9442892057
59.	E.PANDIYAN	FTCL	26, Kumaran Street, Arumparthapuram, Villianur Main Road, Puducherry – 10.	9944963157

MANUAL – IX

MONTHLY REMUNERATION RECEIVED BY OFFICER, STAFF / EMPLOYEES

All payments in respect of staff of this department including compensation is regulated in accordance with the relevant Pay Rules and Pension Rules and allied instructions issued from time to time by the Government. The monthly remuneration are claimed in accordance with the prescribed scale of pay as detailed below:-

Sl.No	Name of the Post	Pay Band + Grade Pay	Pay Matrix Level
1	Director	PB-4 37400-67000+8700	L-13
2	Deputy Director	PB-2 9300-34800+4800	L-8
3	Assistant Director	PB-2 9300-34800+4600	L-7
4	Tahsildar	PB-2 9300-34800+4600	L-7
5	Superintendent	PB-2 9300-34800+4600	L-7
	Private Secretary	PB-2 9300-34800+4600	L-7
6	Deputy Tahsildar	PB-2 9300-34800+4200	L-6
7	Statistical Inspector	PB-2 9300-34800+4200	L-6
8	Steno Gr.II	PB-1 5200-20200+2400	L-4
9	Assistant	PB-2 9300-34800+4200	L-6
10	Upper Division Clerk	PB-1 5200-20200+2400	L-4
11	Store Keeper	PB-1 5200-20200+1900	L-2
12	Lower Division Clerk	PB-1 5200-20200+1900	L-2
13	Record Keeper	PB-1 5200-20200+1900	L-2
14	Driver Gr.III	PB-1 5200-20200+1900	L-2
15	Driver Gr.II	PB-1 5200-20200+2400	L-4
16	Driver Gr.I	PB-1 5200-20200+2800	L-5
17	Attender	PB-1 5200-20200+1800	L-1
18	Peon	PB-1 5200-20200+1800	L-1
19	Watchman	PB-1 5200-20200+1800	L-1

MANUAL -X**BUDGET ALLOCATION****DEPARTMENT OF CIVIL SUPPLIES & CONSUMER AFFAIRS, PUDUCHERRY
BUDGETARY DETAILS B.E (2017-18)**

Sl.No	Name	Allocation B.E 2017- 18 in Rs.	Allocation R.E 2017- 18 in Rs.
	<u>PLAN</u>	-	-
1	Food Subsidy- Puducherry Region	5002000	0
2	Food Subsidy SCSP	10000000	10000000
3	Food Cell Puducherry	5399000	3904000
4	Expansion and Strenthening of Public Distribution system-Puducherry Region	28668000	22885000
5	Expansion and Strenthening of Public Distribution system-Karaikal Region	3445000	2544000
6	Expansion and Strenthening of Public Distribution system-Mahe Region	2625000	1933000
7	Expansion and Strenthening of Public Distribution system-Yanam Region	950000	677000
8	Consumer Protection & Consumer Education- Puducherry Region	3306000	2463000
9	Consumer Protection & Consumer Education- Karaikal Region	481000	435000
10	Consumer Protection & Consumer Education- Mahe Region	120000	70000
11	Consumer Protection & Consumer Education- Yanam Region	100000	100000
12	Assistance to PAPSCO	10000000	5085000
	<u>CSS</u>	-	
13	Consumer Awareness Programe	1753000	959000
14	Strenthening of Price Monitoring Cell	9000	9000
15	State Consumer Helpline	1394000	1349000
16	Strenthening of Consumer Forum	0	3500000
	TOTAL (PLAN+CSS)	73252000	55913000

Sl.No	Name	Allocation B.E 2017-18 in Rs.	Allocation R.E 2017-18 in Rs
	<u>NON-PLAN</u>		
1	Directorate of Civil Supplies- Puducherry Region	37600000	27848000
2	Directorate of Civil Supplies- Karaikal Region	6745000	4360000
3	Directorate of Civil Supplies- Mahe Region	2055000	1946000
4	Directorate of Civil Supplies- Yanam Region	850000	707000
5	Food Cell-Puducherry Region	11940000	8262000
6	Food Cell-Karaikal Region	5600000	4792000
7	State Commission & Distribution - Puducherry Region	10210000	7685000
	<u>SCHEMES (Non-Plan)</u>		
8	Food subsidy-Puducherry Region	1087600000	1303000000
9	Food subsidy-Yanam Region	63400000	66000000
10	Distribution of Free Sugar during Festival Season	30000000	0
	TOTAL(Non-Plan)	1256000000	1424600000

MANUAL - XI

ANNEXURE

DETAILS OF EXECUTION SUBSIDY PRORAMME OF TARGETTED PUBLIC DISTRIBUTION SYSTEM ANTYODAYA ANNA YOJANA

This Department is implementing the two schemes of Government of India, viz., Targetted Public Distribution System and the Antyodaya Anna Yojana.

TARGETED PUBLIC DISTRIBUTION SYSTEM

The Targetted Public Distribution System (TPDS) was introduced in the U.T. of Puducherry with effect from 01.07.1997 as per the directions of the Government of India. As per new Enumeration done in the Union Territory during 2004 the cardholders have been classified into two categories based on their standard of living and issued two different types of ration cards in the month of August 2005 i.e., yellow cards to the Above Poverty Line (APL) families and Red card to the Below Poverty Line(BPL) families. The total number of card holders as on date is **3,30,569**. Out of which there are **1,53,238** of BPL card holders (Red), **27,947** AAY card holders and **1,49,384** number of APL card holders (Yellow)

PRICE MONITORING CELL

The Government has constituted a High Powered Price Monitoring Cell with Chief Secretary as Chairman and other officials to review and monitor the availability and price of essential commodities. As decided by the Committee, the PDS nominee M/s. PAPSCO has been conducting lean season and festival bazaars as market intervention strategy to keep the prices of essential commodities under control.

DEEPAVALI BAZAAR AND ONAM CHANDA

Deepavali Bazaar is usually conducted both in Puducherry and Karaikal regions every year through PAPSCO to avoid increase of price in respect of essential commodities at the time of festival seasons. In the Deepavali Bazaar, rava, maida, rice, sugar, palmolien, vegetables, groceries, textiles, crackers and sweets were sold through

agencies at lesser rates than the open market rates to the public with out any ceiling of supply. In Mahe region, Onam Chanda is used to conduct by M/s.PAPSCO during Onam festival and issue of essential commodities at reasonable rate to curb the crease in price due to the festival seasons.

MONITORING THE PRICES OF ESSENTIAL COMMODITIES

The prevailing market prices of the essential commodities commonly consumed by the public are being monitored and updating the Government of India portal on daily basis. During scarcity of commodities due to non-arrival, road –roke or bandh etc., this Department takes steps to arrange for special vehicles with police protection, to bring in the required commodities from the neighboring places.

IMPROVEMENT CONTEMPLATED IN PDS THROUGH COMPUTERISATION

Presently, the activities regarding issue of ration cards and its allied certificates like deletion / addition of names, change of address etc., have been computerized and is made to function online. The issue of permits to all Fair Price Shops has also been made online.

Bifurcation of Fair Price Shops

35 FPS in Puducherry region and 4 FPS in Karaikal region that were having more than 750 ration cards have been bifurcated into two for the convenience of the public to get PDS items.

NATIONAL FOOD SECURITY ACT, 2015

From September, 2015, Government of Puducherry had adopted Direct Benefit Transfer in implementing National Food Security Act, 2013. Accordingly the cash subsidy is directly credited in the bank account of the card holder through PFMS.

According to the act, a AAY ration card is eligible for 35kg of food grains i.e., rice and a person of the priority household (BPL) is eligible for 5 kg of food grains. By adopting DBT under NFSA, the cash equivalent of Rs. 933.10 is being issued to AAY ration card in lieu of 35 kg of rice @ Rs.26.66/kg and cash equivalent of Rs.133.30 is being issued to a person belonging to BPL ration card in lieu of 5 kg of rice @ Rs.26.66/kg.

PUDUCHERRY FOOD SECURITY RULES, 2017

In exercise of the powers conferred by sub-section (1) of section 40 of the National Food Security Act, 2013 (20 of 2013), the Puducherry Food Security Rules, 2017 has been framed. The same is available in the Department's website dcsca.puducherry.gov.in. The rules provide for:

- i. Identification of priority households
- ii. Internal Grievance Redressal Mechanism
- iii. Appointment of State Food Commission
- iv. Vigilance Committees and
- v. Social Audit

MIGRATION FROM SMART CARD BASED PDS SOLUTION TO AADHAAR BASED PDS SOLUTION

The Govt. of India is urging to shift towards Aadhaar based PDS solution from Smartcard based PDS solution. Further, the chip embedded in the SRC is of 32k memory which is obsolete now and it is not sufficient to include more than two members to enable to get the PDS items. Hence, it is decided to migrate from Smartcard based PDS solution to Aadhaar based PDS solution with latest technology without wasting the existing resources procured and installed.

MANUAL - XII

PARTICULARS OF RECEIPIENTS OF CONCESSIONS OF PERMITS OR AUTHORISATION GRANTED BY THIS DEPARTMENT

This Directorate is issuing authorization at free of cost to the authorized dealers to offload and procure all essential commodities covered under Public Distribution System such as Rice, Wheat, etc. in order to avoid diversion adulteration and sale in black market. The essential commodities are distributed through a network of **507 Fair Price Shops** to all the cardholders in the respective place and rates.

MANUAL XIII

NORMS SET BY THE DEPARTMENT FOR THE DISCHARGE OF ITS FUNCTION

This department has fixed the following time schedule for issue of permits for distribution of essential commodities such as rice & Wheat as per the schedule.

Other PDS Commodities

70% of the allocation is issued as First Fortnight Permit on 25th of preceding month and the remaining 30% of allocation is issued as Second Fortnight Permit on 10th of the current month.

Apart from above, every month, this department is also issuing Institutions permits to Government / Non Government / Orphanage based on their eligibility and requisition to draw PDS items such as rice, wheat, sugar, etc.

MANUAL XIV

INFORMATION AVAILABLE IN AN ELECTRONIC FORM

A multi – user Client / Server Token Online system has been implemented from July 2000. Using this system the following services are rendered to the applicants for :

- i) Charge of address
- ii) Change of Fair Price Shop
- iii) Change of Income
- iv) Inclusion of name (s) by Birth Certificate / Deletion Certificate
- v) Deletion of name (s)
- vi) Change of name (s) and
- vii) Surrender Certificate
- viii) Duplicate Ration card in lieu of damaged card / lost card.

A proposal is under consideration to computerize the activities of the Consumer For a with on – line system available at National Informatics Centre, New Delhi.

MANUAL XV

PARTICULARS OF THE FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING

INFORMATION

Documents required for perusal can be supplied in Xerox copies. The schemes available are highlighted in one page Citizen Charter. Apart from this awareness programme is being conducted to create awareness among the public on the rights of Consumers, through the Voluntary Consumer Organization. National Consumer Day is celebrated every year on March 15th. The Voluntary Consumer Organization are utilized for creating awareness to the public. by this department every year on December 24th and World Consumer Day is celebrated by the Voluntary Consumer Organization. Financial Assistance is provided by this department to celebrated World Consumer Rights Day by the Voluntary Consumer Organizations. Wide publicity is made by this department in leading newspaper to celebrate the Consumer awareness days.

MANUAL -XVI

List of Subordinate Office

1. The Civil Supplies Branch Office, Villianur, Puducherry
2. The Civil Supplies Branch Office, Embalam, Puducherry
3. The Dy. Director-cum-Public Information officer, Karaikal.
4. The Civil Supplies Unit, Mahe.
5. The Civil Supplies Unit, Yanam.
6. The Registrar, State Commission District Forum, Puducherry.
7. The Superintendent of Police (Food Cell), Puducherry.

MANUAL –XVII

List of Corporation

Pondicherry Agro Products, Food and Civil Supplies Corporation Limited, Puducherry.

ACKNOWLEDGEMENT OF APPLICATION IN FORM – A

I.D.No.-----

Date:

1. Received an application in Form – A Shri / Ms.-----
resident of -----under Section 5 (1) of
the
Delhi Right to Information Act, 2001.

2. The information is proposed to be given normally within 15 days and in any case within 30 days from the date of receipt of application and in case it is found that the information asked for cannot be supplied, the rejection letter shall be issued stating reason thereof.

3. The applicant is advised to contact the undersigned----- on between 11.00 am and 1.00 p.m.

4. In case the applicant fails to turn up on the scheduled date (s) the Competent Authority shall not be responsible for delay, if any.

5. The applicant shall have to deposit the balance fee, if any, with the authorized person before collection of information.

6. The applicant may also consult Website of the department from time to time to ascertain the status of his application.

**Signature and Stamp of the
Competent Authority.**

E-mail address: -----

Website: -----

Tel.No: -----

Date: -----