



GOVERNMENT OF KARNATAKA

CITIZEN'S CHARTER

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

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DEPARTMENT OF FOOD, CIVIL SUPPLIES AND CONSUMER AFFAIRS

CITIZEN'S CHARTER

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INTRODUCTION

Department of Food, Civil Supplies and the Consumer Affairs is a major department in the public sector, mainly working to support the families below poverty line. Main objective of the department is to provide food security to all groups of families and to control the prices of essential commodities. For which, several pro-public schemes like Levy Collection, Minimum Support Price Scheme have been implemented.

The department has control over petroleum and oil products. Responsibilities such as prevention of adulteration, distribution of food grains through public distribution system at fixed quantity/rate etc., are being carried out successfully.

The department is putting all-round efforts to create awareness among the consumers regarding their rights. All the activities in the department are controlled under the Essential Commodities Act, 1955 of the Central Government. For effective implementation in local areas, several statutory orders have been passed under the said act. All these points have been explained briefly. The handbook containing brief description of the programmes of the department is the Citizens Charter. I am thankful to all the Officers/Officials who helped in collecting this information and I wish the public to make use of this book.

Commissioner,

Department of Food, Civil Supplies and
Consumers Affairs, Bangalore

Public Distribution System

The Ration Distribution System under the Public Distribution System has been implemented in Karnataka state with specific aim. The department strives to distribute the ration to the weaker sections/and the families below poverty line identified by various sources under this scheme and to provide food security to all other families. The ration items being released by the central government to state has been arranged to distribute to the beneficiary families through specific channel as per the Unit Based System.

The ration items released by the central government are distributed by the Commissioner of the department based on the district-wise demand. In the district level, the Deputy Commissioner and the Chief executive Officers of Zilla Panchayath take-up redistribution work based on the Taluk-wise demand. At the Taluk level, the Tahasildar, the Chief executive Officer of Taluk Panchayat and Informal Rationing Officers make Fair-price shop-wise redistribution.

The system of lifting and delivering the ration items released by the central government from Food Corporation of India to Whole sale Distribution Centres and from there to fair-price shops through authorised lifting contractors is in practice. Similarly, transparency is maintained in supplying the kerosene to the authorised wholesale dealers and from there to fair price shops through concerned oil companies.

The fair-price shops are the main streams of supplying the ration items to the beneficiary families. The local executive staff supervise the ration items at prescribed rate and quality. To maintain transparency in distribution, Fair-price Shop-wise Vigilance Committees have been constituted with specific powers.

All these distribution arrangements have been made under the Karnataka Essential Commodities (Transportation, Distribution and Licence) Control Order, 1992.

I. Ration Cards:

(1) Akshaya Scheme (BPL)

Eligible Persons:-

- Annual income of Rs.12,000/- or less in rural areas.
- Annual income of Rs.17,000/- or less in town areas.

Ineligible Persons:-

1. Persons having more than 3 hectares of dry land or equivalent irrigation land.
2. Persons having land, telephone connection.
3. Persons owning any petrol/diesel vehicles except Luna/T.V.S. Moped.
4. Persons who have borrowed more than Rs.1 lakh in Bank/ Co-operative societies.
5. Persons getting the irrigation facility by drilling borewell.
6. the Government / Non-government / Private personnel getting monthly salary of Rs.1,000/- and above.
7. Income tax payee.
8. Registered Contractors, APMC merchants, Commission agents, seeds/fertilizer merchants etc.,

9. Decision will be taken after considering the standard of living of the family during the survey.

Card-wise Monthly Distribution Details:

Unit System: As per the Government Order No. AaNaSa 244 DRA 2006 (Part-I) dated 11.1.2007, "4 Kg rice, 1 Kg wheat/Ragi for each member of the family (subject to maximum of 25 kg food grains to each card)"

Items:	Maximum quantity (in Kgs)			Price (in Rs.)		
	R	T	IR	R	T	IR
Rice	20	20	20	3.00	3.00	3.00
Wheat	5	5	5	3.00	3.00	3.00
Sugar	3	3	3	13.50	13.50	13.50
Kerosene (in ltrs) (only for non gas cards)	4	6	8	Rs.9.30 to 10.30 (Per liter)		

(Remark: R-Rural, T- Town, IR- Informal rationing area)

Note: The food grains and the Kerosene distribution quantity varies from time to time depending upon the food grains released by the central government and the number of ration cards in the state.

(2) Annapurna Yojane: Order No.CFS:Savi: II:5:04-05, dated 19.11.2004.

Under this scheme of the central government 10 Kg of rice will be distributed free of cost every month.

- The persons aged above 65 years without old-age pension and any source of income are eligible.

(3) Anthyodaya Anna Yojane:- OrderNo.CFS/PD/II/08/2003-04 dated 29.08.2003.

Beneficiaries:-

- Very poor persons of the families below poverty line:- means
- Widows, persons with disability/weakness/mental illness and persons aged more than 65 years without any financial and social security.
- Scheduled caste/Scheduled Tribe/Agricultural labourers.
- All primitive tribal groups.

Card-wise monthly allotment details:

Items	Maximum quantity (in Kgs)			Price (in Rs.)		
	R	T	IR	R	T	IR
Rice	29	29	29	3.00	3.00	3.00
Wheat	6	6	6	2.00	2.00	2.00

Sugar (Depending upon the availability)	3	3	3	13.50	13.50	13.50
Kerosene (in ltrs) (only for non gas cards)	4	6	8	Rs.9.30 to 10.30 (Per liter)		

(4) A.P.L:

- The families who have the income above the limit prescribed for Akshya, Annapurna, Anthyodaya ration cards, can have the APL ration cards.
- The families, which do not have the domestic gas connection, are eligible to get the kerosene as per the availability.

Method of obtaining the ration cards and the documents to be furnished:

- Every family residing in Karnataka state is eligible to have only one applicable ration card.
- The application forms for computerised ration card can be obtained by paying the prescribed fee in the concerned offices.
- With regard to Bangalore informal ration area, the applications may be submitted to Deputy Director of Divisions, Department of Food and Civil Supplies.
- In respect of informal ration areas of the district jurisdiction, the applications may be submitted to Deputy / Assistant Director

concerned, Department of Food and Civil Supplies or Tahsildar concerned.

- The applications related to rural areas may be submitted to Tahsildar of respective Taluks.
- The records required to be submitted are: Deletion Certificate, Marriage Certificate, Birth Certificate, Death Certificate, Surrender Certificate.
- The applications submitted through the brokers will not be entertained.
- Any one among the following records may be submitted as residence proof:
 - (a) Telephone Bill
 - (b) LPG Receipt
 - (c) Driving Licence
 - (d) Passport
 - (e) Received post
 - (f) Identity card issued by the Government/Public enterprises.
 - (g) Tax paid receipt of own house
 - (h) Name in the voters list
 - (i) rent agreement
 - (j) any other record which can be considered as residence proof.
- The Food Inspector, after examining the prescribed application and suitable records conducts the spot inspection, verifies the eligibility and then submits the report.

- Card will be issued after getting the signature in the Assignment Register maintained in the office.

Fair-price shop:-

As per the Karnataka Essential Commodities (Transportation, Distribution and Licence) Control Order, 1992, fair price shops have been sanctioned to distribute food grains in different areas in the state and the responsibility of distributing food grains is entrusted to them by attaching certain number of ration cards. Presently under the ration distribution system, there are 20,301 Fair-price shops and 25,780 Retail Kerosene Dealers in the state as on 31.1.2008. The shop owners of the fair price shops have to work from 8.00 to 12.00 P.M. and from 4.00 P.M. to 8.00 P.M. in the shop. The government has declared every Tuesday as weekly holiday for fair price shops. The fair price shops have to be opened at the right time and the ration items have to be distributed to cardholders without giving any chance to any complaints. A notice board containing the details such as stock of ration items, rate, quantity etc., should be displayed before the fair price shop. Inspection book has to be maintained to co-operate with the inspector.

(5) Food Security Committee:

Food Security Committee consisting of the District In-charge Secretary, the Deputy Commissioner, the Chief Executive Officer, Zilla Panchayath has been constituted in all the district of the state. The said committee hears the public grievances on every first and third Saturday of the month and gives suitable solutions.

(6) Aahara Adalath:-

For the redress of the grievances of the cardholders, provision has been made to conduct Aahara Adalath.

(7) Food Guarantee Committee:

In all Grama Panchayaths of the state, Food Guarantee Committee has been constituted. Chairman of the Social Justice Committee of the Grama Panchayath is the Chairman of this Committee. The said committee can conduct inspection accompanied by Food Inspector and the Grama Panchayath Secretary if there is quorum. This committee has the power to examine the stock in the fair price shop, books and accounts and to conduct the investigation about the prompt distribution of the essential commodities to the public and report to the higher officers.

(8) Vigilance Committee:

Vigilance Committee has been constituted in the limits of every fair price shop. The said Committee consists 7 members (5 women 1-SC, 1-ST, 2-BC, 1-General Category), 1-locally elected member, 1-President of Sthree shakti group or a representative of NGO. The said Committee has to meet once in two months and inspect the distribution of ration items and has to submit report.

II Civil Supplies

1. The following orders have been issued under section 3 of the Essential Commodities Act, 1955.
 - (i) Motor Spirit and High speed Diesel (Regulation of supply and distribution and prevention of mal practices) Order, 2005.
 - (ii) Liquefied Petroleum Gas (Regulation of supply and distribution) Order, 2000.
 - (iii) Edible oil packaging (Regulation) Order, 1998.
 - (iv) The lubricating oils and greases (processing, supply and distribution) Regulation Order, 1987.
 - (v) The Kerosene (Restriction on use and fixation of ceiling price) Order, 1993.
 - (vi) Napta (Acquisition, Sale, Storage, Prevention of use in Automobiles) Order, 2000.
 - (vii) Solvent, Rapivate and Slope (Acquisition, Sale, storage and Prevention of use in Automobiles) Order, 2000.
 - (viii) Karnataka Essential Commodities Act Licencing Order, 1986.
 - (ix) Karnataka Essential Commodities Act (Maintenance of Accounts, Display of Prices and Stocks) Order, 1981.
 - (x) Petroleum Products (Maintenance of Production, Storage and Supply) Order, 1999.
 - (xi) The Karnataka Rice Milling Regulation and Rice and Paddy Procurement (Levy) Order 1999.

- (xii) The Rice (Stock Declaration by Companies or firms or individuals) Order, 2007.

Minimum Support Price Scheme

Under the Minimum Support Price Scheme, the procurement of food products is going on at MSP rate prescribed by the Central/State Government.

III Consumer Affairs

1. Consumer Rights:

Central Government implemented the Consumer Protection Act in 1986. The important consumer rights provided therein are as follows:

- (i) Right to Safety
- (ii) Right to Information
- (iii) Right to Choose
- (iv) Right to Complain
- (v) Right to Redressal
- (vi) Right to Consumer Education

2. The Karnataka state Consumer's Dispute Redressal Commission and District Consumer Dispute Redressal Forum:

The consumer can file complaints about the defects found in the goods purchased and deficiencies in various services before the State Commission and District Forums and these complaints can be filed in an ordinary paper without the assistance of any advocate.

- For the compensation upto Rs. 20.00 lakhs complaint can be submitted to the District Forums;
- For the compensation of more than Rs. 20 lakhs and upto Rs. 100 lakhs, complaint can be filed before the State Forums; and
- For the compensation of more than Rs. 100 lakhs, complaint can be filed before the National Commission.

3. Consumer Guidance Cell:

This cell was established in the Head office of the Department of Food, Civil Supplies and Consumer Affairs. The said cell creates awareness regarding consumer rights, gives information regarding the facilities provided by the law to the consumer and gives guidance with regard to other consumer related matters.

4. State Consumer Welfare Fund:

The Karnataka Consumer Welfare Fund, Rules, 2005 has been framed and issued in the state. According to these rules, the "State Consumer Welfare Fund" has been established and as per the said rules the State Consumer Welfare Fund Committee has been constituted. According to the recommendations of the said committee not only the consumer awareness programmes are being arranged but also grants are being released to various consumer organizations for consumer activities.

5. The State Consumer's Protection Council:

The Government of Karnataka has constituted the Karnataka State Consumer's Protection Council under Rule 2A of the Karnataka Consumer Protection Rules, 1988 for the development and protection of consumer rights and issued orders. Honourable Minister for Food, Civil Supplies and Consumer Affairs is the President of the said council and Members of Legislative Assembly /Council, representatives of Consumer Organisations, Consumer Promoters, Women Representatives, Representatives of Entrepreneurs and Farmers as well as the representatives of the Central and State Government Departments related to consumer interests are the members.

6. District Consumer Protection Council:

The District Consumer Protection Councils have been constituted in all the Districts of the State u/s 30(2) of the Consumer Protection Act, 1986 (Central Act No. 68 of 1986) and Rule 2 C of the Karnataka Consumer Protection Rules, 1988 for the development and protection of consumer rights consisting the Deputy Commissioners of the districts as the Presidents and active consumer organizations of the Districts, Women Co-operative Societies, Farmers Co-operative Societies, Trade/Commerce Division, Chairman of Stree Shakti Sangha, Youth organizations and members nominated by the Government as the members of this council.

7. World Consumer Rights Day:

"World Consumer Rights Day" is being celebrated on 15th of March every year in memory of declaration of 4 important fundamental rights by Sri. John F. Kennedy the former President of the USA to all consumers of the world.

8. National Consumer's Day:

The National Consumer's Day is being celebrated on 24th December of every year throughout the nation in memory of implementation of the Consumer Protection Act, 1986 in India.

9. Consumer Clubs in School:

In order to create awareness at initial stages among the students of middle/high school level, regarding the rights available to the consumers "the school consumer club scheme" has been introduced with the financial assistance of the Central Government.

10. Consumer Adalat:

Grahak Adalats are held at various Departments' level, District, Taluk, Hobli and Village level involving voluntary organizations having interest in Consumer Rights to create awareness regarding the available rights and duties of the consumers of rural and other areas.

Citizen's Charter:

The Citizen's Charter is available in all Deputy Commissioners' offices, Zilla Parishats, Taluk offices, Office of the Deputy Director, Food, Civil Supplies and Consumer Affairs Department, Bangalore.

The records connected to this Department can be obtained from the following officers as per the Right to Information Act.

**Public Information Officer/Assistant Public
Information Officer under section 5(1) Section (2)
and 19(1) of the Right to Information Act, 2005
(Central Act No. 22 of 2005)**

Sl. No.	Offices of the Public Authorities	Public Information Officer	Assistant Public Information Officer	Appellate Authority
1.	Head office, Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.	Joint Director, (CS and CA), Food, Civil Supplies and Consumer Affairs Department Bangalore.	Manager, Joint Director, (CS and CA) Division, Food, Civil Supplies and Consumer Affairs Department Bangalore.	Commissioner, Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.
2.	Head office, Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.	Deputy Director, (CS and CA), Food, Civil Supplies and Consumer Affairs Department Bangalore.	Manager, Deputy Director, (CS and CA) Division, Food, Civil Supplies and Consumer Affairs Department Bangalore.	Commissioner, Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.
3.	Head Office, Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.	Chief Accounts Officer, Food, Civil Supplies and Consumer Affairs Department, Bangalore.	Headquarters Assistant to the Chief Accounts Officer, Food, Civil Supplies and Consumer Affairs Department, Bangalore.	Commissioner, Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.

4.	Head office, Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.	Deputy Director, (Communication Division), Food, Civil Supplies and Consumer Affairs Department, Bangalore.	Assistant Director (C.D.) Food, Civil Supplies and Consumer Affairs Department, Bangalore.	Commissioner, Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.
5.	Head office, Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.	Headquarters Assistant to the Commissioner, Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.	Manager, Office of the Commissioner (Administration Section) Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.	Commissioner, Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.

**Competent Authorities under section 5(1) section (2)
and 19(1) of the Right to Information Act, 2005
(Central Act No. 22 of 2005)**

Sl. No.	Offices of the Public Authorities	Public Information Officer	Assistant Public Information Officer	Appellate Authority
1.	Head office, Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.	Headquarters Assistant to the Commissioner, Head office.	Assistant Director (Communication Dn), Head Office Bangalore.	
2.	Office of the Additional Director (Communication Branch), Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.	Assistant Director, Office of the Additional Director (Communication Dn), Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.	Manager, Office of the Additional Director (Communication Division), Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.	

3.	District level offices of the Food, Civil Supplies and Consumer Affairs Department.	Deputy Directors of respective Districts, Food, Civil Supplies and Consumer Affairs Department.	Assistant Director/If there is no Assistant director Office Manager	
4.	Divisional Zonal Offices of the Informal Rationing Area, Bangalore, Food, Civil Supplies and Consumer Affairs Department.	Deputy Directors of respective divisions, Food, Civil Supplies and Consumer Affairs Department.	Managers of respective divisions	Office of the Additional Director (Communication Dn), Food, Civil Supplies and Consumer Affairs Department, No. 8, Cunningham Road, Bangalore.
5.	Taluk level offices, Food, Civil Supplies and Consumer Affairs Department, Bangalore.	Tahsildars of respective Taluks	Shirastedars of respective Taluks	Deputy Commissioners of respective Districts

Telephone Numbers of the office of the Commissioner

	<i>Office</i>	<i>Fax</i>
Commissioner	22262187	22267205
Consumer Guidance Cell	22372204	22372204
Additional Director (Commn.Dn.)	22264062	22354856
H.Q. Assistant to the Commissioner	22355070	
Chief Accounts Officer	22263862	
Akshaya Cell	22204942	
Joint Director (C.S. and C.A.)	22252205	
Deputy Director (C.S. and C.A.)	22373975	
Deputy Director (Commn.Dn.)	22354857	

Commissioner, Food, Civil Supplies
and Consumer Affairs Department,
No. 8, Cunningham Road,
Bangalore - 560 052.