



सत्यमेव जयते

GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

Directorate of Food, Civil Supplies & Consumer Affairs

For the year 2022

Address : Treasury Square, Aizawl

Website : fcscamizoram.gov.in

Date of issue : 20.05.2022

**CITIZEN'S CHARTER FOR DIRECTORATE OF
FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS DEPARTMENT
(2022)**

I. VISION AND MISSION

VISION

To achieve universal food security and improved nutrition, uninterrupted flow of essential commodities and ensure the welfare of consumers in the State.

MISSION

- * To ensure equitable and transparent distribution of food grains and other items at subsidized rate to National Food Security Act (NFSA) beneficiaries {Priority Households (PHH) and Antyodaya Anna Yojana (AAY) families} as well as non-National Food Security Act(non-NFSA) ration card holders.
- * To disseminate awareness amongst consumers about their rights.
- * To control price, black marketing and hoarding of essential commodities.
- * To enforce standards of weights and measures.
- * To control adulteration of petrol and diesel.
- * To prevent pilferage of Public Distribution System (PDS) commodities and Liquefied Petroleum Gas (LPG)
- * To ensure adequate and easy access to Liquefied Petroleum Gas (LPG).
- * To promote and protect consumers' welfare and right.

**CITIZEN'S CHARTER FOR DIRECTORATE OF
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I. MAIN SERVICES

Sl. No.	Services Delivered by the department/ office to citizens or other departments/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department/ office	Documents, if any, required for obtaining The service to be submitted by citizen/ client	Fees, if any, for the service with amount
1.	<i>Consumer Awareness through print and electronic media and organise consumer awareness campaign for stakeholders</i>	<i>B. Liansiama Joint Director of Supplies</i>	<i>fescamizoram@gmail.com 9362935011</i>	<i>Through the Directorate as well as the District Civil Supplies Officers</i>	<i>Complaint details including all memos/ invoice/ bills etc.</i>	
2.	<i>Redressal of Consumer complaints</i>			<i>Through the State and District Consumer Disputes Redressal Commissions</i>		<i>Free of Cost</i>
3.	<i>Redressal of public grievances pertaining to the Department</i>			<i>(i) Filing of grievance received in hard copy and in soft copy through email.</i> <i>(ii) Examination of complaints on merits</i> <i>(iii) Conveying the final decision to the complainant.</i>		<i>Free of Cost</i>

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Sl. No.	Services Delivered by the department/ office to citizens or other departments/ organisations including non-governmental organisations	Responsible official with designation	Email and Mobile (Phone No.)	Process for delivery of service within the department / office	Documents, if any, required for obtaining The service to be submitted by citizen/ client	Fees, if any, for the service with amount
4.	TPDS of rice, sugar and Superior Kerosene Oil	Victor Lalawmpuia Dy. Director (G)	fscamizoram@gmail.com 9436198916	Through monthly allocation	Ration Card	1. NSFA rice @Rs.3 per kg 2. Non-NSFA rice @Rs.15 per kg 3. Sugar @Rs.24.5 per kg
5.	Control (quantity and quality) and monitoring of Liquefied Petroleum Gas LPG) distribution and Petroleum, Oil and Lubricants (POL) distribution	B. Liansiama Joint Director of Supplies	fscamizoram@gmail.com 9362935011	Periodical checking and issuing of control order	Through complaints and official order	Free of cost
6.	Distribution of Free Rice Pradhan Mantri Garib Kalyan Anna Yajana (PMGKAY) and Pulses under Atma Nirbhar Bharat (ANB)	Victor Lalawmpuia Dy. Director (G)	fscamizoram@gmail.com 9436198916	Through designated Godown and FPS	Ration Card and particulars of beneficiaries	Free of cost
7.	Establishment of State Food Commission	State Government	9436769284	By notification	Details of complaints	
8.	Appointment of District Grievances Redressal Officer	Addl. Deputy Commissioners of all Districts in Mizoram		Through complaints	Details of complaints	
9.	Distribution of rice under One Nation One Ration Card	Victor Lalawmpuia Dy. Director (G)	fscamizoram@gmail.com 9436198916	Through monthly allocation	Ration Card or Aadhar Card	NSFA rice @Rs.3 per kg
10.	Consumer Disputes Redressal Commission (State & Districts)	V. Laldinsanga Jt. Director (Admn.) /B.Liansiama Jt. Director (CA)	fscamizoram@gmail.com 9615932901 / 9362935011	Through submission of complaint in State or District Commissions	Relevant documents	

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III. SERVICE DELIVERY STANDARD

Sl. No.	Services delivered by the department/office to citizens or other departments/organisations including non-governmental organisations	Stipulated time limit for delivery of service (days/weeks/months)	Remarks, if any
1.	<i>Distribution of subsidised rice to Ration Card Holders through Fair Price Shops under Public Distribution System (PDS).</i>	<i>Last day of every month</i>	Rice is to be distributed every month through Fair Price Shops upto the last day of every month.
2.	<i>Distribution of sugar at subsidised rate for Antyodaya Anna Yojana (AAY) beneficiaries</i>	<i>Last day of every Quarter</i>	Sugar is issued through Fair Price Shops once every quarter @3kgs per AAY family.
3.	<i>Distribution of Superior Kerosene Oil at subsidized rate to Ration Card holders.</i>	<i>Last day of the allocation month</i>	Distribution is done on rotational basis due to limited allocation from Government of India.
4.	<i>Enforcement of correct weighment through Legal Metrology</i>	<i>Once a year for digital weighing instruments and once in 2 years for others</i>	Specific complaints are to be attended to within 24 hours.
5.	<i>Price control including daily reporting to Govt. of India</i>	<i>Daily basis</i>	
6.	<i>Issue of Trade License (Wholesale and retail)</i>	<i>One week</i>	<i>Subject to submission of all documents mentioned in the application form.</i>
7.	<i>Renewal of Trade License (Wholesale and retail)</i>	<i>2 working days</i>	<i>Subject to submission of all documents mentioned in the application form.</i>
8.	<i>Issue of Ration Card – Addition / Alteration / Deletion of member(s)</i>	<i>2 working days</i>	<i>Subject to submission of all documents mentioned in the application form.</i>
9.	<i>Processing of consumer complaints other than consumer court cases.</i>	<i>15 working days</i>	<i>This includes the time required for making necessary inquiry by the Department and referral of the complaint to the appropriate external authority, if necessary.</i>

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10.	Monitoring of supplies of Essential Commodities: <i>Petroleum, Oil and Lubricants (POL)</i> , Liquefied Petroleum Gas (LPG)& other essential items	<i>No time limit as this is a daily / year-round activity.</i>	
11.	<i>Enforcement of Central/State Acts & Rules relating to essential commodities</i>	<i>No time limit as this is a daily / year-round activity.</i>	
12.	<i>Procurement of rice for distribution through Public Distribution System (PDS)</i>	<i>Before the distribution month.</i>	

IV. GRIEVANCE REDRESSAL MECHANISM

Grievances pertaining to consumer complaints may be lodged online at fcscamizoram@gmail.com

Sl. No.	Name of the responsible officer to handle public grievance in the department/office	Contact number	Email	Time limit for redress of grievances
1.	<i>B. Liansiama, Joint Director (Consumer Affairs)</i>	9362935011	fcscamizoram@gmail.com	45 working days

V. LIST OF STAKEHOLDERS/CLIENTS

Sl. No.	Stakeholders/Clients
1.	<i>All beneficiaries under NFSA and Non-NFSA.</i>
2.	<i>Fair Price Shop dealers.</i>
3.	<i>Superior Kerosene Oil dealers.</i>
4.	<i>Consumer(s), Voluntary Consumer Organisation (VCOs) and Non-Government Organisations (NGOs).</i>
5.	<i>Carrying Contractors.</i>

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Sl. No.	Stakeholders/Clients
6.	<i>All service associations, under the Department viz. Mizoram Supply Executive Association (MSEA), Mizoram Supply Inspecting Officers Association (MSIOA), Mizoram Government Supply Storekeepers Association (MGSSA), Mizoram Supply Accounts Service Association (MSASA).</i>
7.	<i>Food Corporation of India (FCI)</i>
8.	<i>India Oil Corporation Limited (IOCL)</i>
9.	<i>Linkwell Telesystems (Pvt.) Limited, Hyderabad</i>
10.	<i>Zoram Industrial & Infrastructure Development Corporation Limited (ZIDCO)</i>
11.	<i>Mizoram State Cooperative Marketing and Consumers' Federation LTD (MIZOFED Ltd.)</i>
12.	<i>Mizoram Consumer Union (MCU).</i>
13.	<i>All Mizoram Petroleum Dealer's Association (AMPEDA).</i>
14.	<i>State and all Districts Consumer Disputes Redressal Commissions.</i>
15.	<i>State Food Commission.</i>
16.	<i>Mizoram Indane Distributor Association (MIDA).</i>
17.	<i>Mizoram Oil Tanker Drivers Association.</i>
18.	<i>Mizoram Truck Owners Association.</i>
19.	<i>Mizoram Truck Drivers Association.</i>
20.	<i>Mizoram Distributors Associations.</i>
21.	<i>National Informatic Centre (NIC)</i>

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**VI. EXPECTATIONS OF THE DEPARTMENT/OFFICE FROM
CITIZENS/SERVICE RECIPIENTS**

1.	<i>Consumers who are aware and motivated enough to claim their rights.</i>
2.	<i>Submission / furnishing of all required documents by applicants for speedy and timely disposal / issue of Trade License / Renewal License / Fresh Ration Card & Deletion / Addition / Alteration of existing Ration Card.</i>
3.	<i>Cooperation and vigilance to curb adulteration of foodstuff, Petroleum, Oil and Lubricants (POL), Liquefied Petroleum Gas (LPG) etc.</i>
4.	<i>Timely reporting of any violation of Govt. / Department Order / Regulations regarding Public Distribution System and other essential commodities.</i>

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Sl.	DISTRICT	RATION CARD SIAM NI
1	Aizawl East	Monday to Friday
2	Aizawl West	Monday to Friday
3	Champhai	Monday to Friday
4	Kolasib	Monday to Friday
5	Lawngtlai	Monday to Friday
6	Lunglei	Monday to Friday
7	Mamit	Monday to Friday
8	Saiha	Monday to Friday
9	Serchhip	Monday to Friday

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**FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS DEPARTMENT
EXCHANGE NO. 0389-2325261**

SI NO.	Name	Designation	Present Place of Post	Contact No.
1	Dr. Andrew H. Vanlaldika, MCS	Director	Directorate	2322872 M-8413024290 2321035(F)-
2	Thangrosiama	Addl. Director	Directorate	2323141 M-9436195733
3	V. Laldinsanga, MCS	Jt. Director (Admn)	Directorate	2323181 M-9615932901
4	B. Liansiama	Jt. Director (S)	Directorate	2317599 M-9362935011
5	Saibuangpuii Sailo, MSS	Dy. Director (Admn)	Directorate	2325663 M-9436141024
6	Victor Lalawmpuia, MCS	Dy. Director (G)	Directorate	2324340 M-9436198916
7	Sangkhawma, MFAS	Dy. Director Accts.)	Directorate	2324335 M-7085416446 9615333742
8	C. Zadailova	Dy. Director (S)	Directorate	2316178 M-8974777999 9436154116
9	Vanlalhriata	ADS (S)	Directorate	M-8131989127
10	R. Hmingsangliana	ADS (M)	Directorate	M-9436197502
11	Lalremruata, MSS	Superintendent(G)	Directorate	2310377 M-9862725122
12	Lalramchuana, MSS	Superintendent (E)	Directorate	2316177 M-7005753733
13	Hmingthanzuava Pachuau	AO (Budget)		M-8414895307
14	Zomuani Chhakchhuak	AO (Procurement)		M-9436152289
15	Lalbiakkima	AO (Compilation & Audit)		M-9436152289

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ALL DISTRICT CIVIL SUPPLIES OFFICE CONTACT NUMBER

1	Lalhlimpuii Ralte, MCS	DCSO	Aizawl East	0389-2326337/Fax-2312239 M-9863225008
2	Saikhuma	AO	Aizawl East	7085531969
3	HC Lallianzuala	DCSO	Aizawl West	0389-2333218 M-8974133561
4	Zairemkima	ADC SO	Aizawl West	M - 7629808882
5	Lalthansangi Chawngthu	AO	Aizawl West	M - 9612169859
6	Carolyn LB Khiangte, MCS	DCSO	Lunglei	0372-2324017/Fax-2324032 M- 8414917324/ 7005512752
7	T. Lalduhkima	ADC SO	Lunglei	M - 8837387931
8	R. Lalzuiliana	AO	Lunglei	M - 9436157023
9	J. Vanlalchhuanga	DCSO	Saiha	03835-222050 M-8974638175
10	CC Sakhawliana	DCSO	Champhai	03831-234419/Fax-235454 M-9436150077
11	Lalhmuakliana	DCSO	Kolasib	03837-220058/Fax-220023 M-9436195545
12	Lalrinsanga	DCSO	Lawngtlai	03835-232287/Fax-232287 M-9436141703
13	Lianchhuma Chinzah	ADC SO	Lawngtlai	M - 9436147377
14	Lalneihkima	DCSO	Mamit	0389-2565347/Fax-2565733 M-9862324163
15	Engzuali Ralte	AO	Mamit	M - 8119846584
16	Lalthanmawia	DCSO	Serchhip	03838-225152 M-9436159263 8413839773
17	GM Laskar	ADC SO	Serchhip	M - 6003586089
18	Lalmangaihi	AO	Serchhip	M - 9862904630