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ANNEXURE-I¹



सत्यमेव जयते

GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

For

Office of

The Directorate

Of

Food, Civil Supplies & Consumer Affairs

For the year 2020

Address: Treasury Square, Aizawl

Website: <https://fcsca.mizoram.gov.in>

Date of issue: _____

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MAIN SERVICES

Sl. No	Services delivered by the department / office to citizens or other departments / organizations including NGOs	Responsible official with designation	Email and Mobile 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.	TPDS of rice, sugar and K Oil					
2.	Control (quantity and quality) and monitoring of LPG distribution and POL distribution	Lalkunga Sailo, DD (M)	fcscamizoram@gmail.com	Periodical checking and issuing of control order	Through complaints and official order	Free of cost
3.	Distribution of Free Rice PMGKAY and Pulses under ANB	V Laldinsanga, DD (G)	dvanchhawng@gmail.com 9615932401	The rough designated Godown and FPS	Ration Card and particulars of beneficiaries	Free of cost
4.	Establishment of State Food Commission	R Hrangtawna, IRS (rtd)		Through written complaints and order	Details of complaints	Free of Cost
5.	Appointment of District Grievances Redressal Officer	Addl. DC of all Districts in Mizoram		Through complaints	Details of complaints	Free of Cost
6.	Generation of Consumer Awareness	V Laldinsanga, DD (G)		State level consumer		

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SERVICES DELIVERY STANDARD

Sl. No.	Services delivered by the department / office to citizens or other departments / organizations including non-governmental organisations	Stipulated time limit for delivery of service (days / weeks / months) ²	Remarks, if any
1.	<i>Successful implementation of Public Distribution System including implementation of NFSA 2013, Distribution of Rice to Ration Card Holders through Fair Price Shops.</i>	<i>Before 10th of every month</i>	
2.	<i>Provision & Distribution of Sugar for AAY beneficiaries</i>	<i>Quarterly</i>	
3.	<i>Provision and Distribution of K.Oil at subsidized rate to Ration Card holders.</i>	<i>Monthly</i>	
4.	<i>Enforcement of Correct weighment through Legal Metrology</i>	<i>On going</i>	
5.	<i>Price control including daily reporting to Govt. of India</i>	<i>Daily</i>	
6.	<i>Issue of Trade License (Wholesale and retail)</i>	<i>One week</i>	<i>Subject to fulfilment of required condition</i>
7.	<i>Renewal Trade License (Wholesale and retail)</i>	<i>3 days</i>	<i>Subject to fulfilment of required condition</i>
8.	<i>Issue of Ration Card – Addition / Alteration / Deletion of member(s)</i>	<i>2 days</i>	<i>Subject to fulfilment of required condition</i>
9.	<i>Consumer Affair: Consumer Protection, Awareness, Promotion of Consumer Welfare etc.</i>	<i>On going</i>	
10.	<i>Monitoring of supplies of Essential Commodities: POL, LPG & other essential items</i>	<i>On going</i>	
11.	<i>Enforcement of Central/State Acts & Rules relating to essential commodities</i>	<i>On going</i>	
12.	<i>Procurement of Rice from FCI / ZIDCO</i>	<i>Monthly</i>	

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GRIEVANCE REDRESS MECHANISMWebsite address to lodge grievance <http://mizorampds.nic.in/>

Sl. No.	Name of the responsible officer to handle public grievance in the department / office	Contact number	Email	Time limit for redress of grievance
1.	<i>Lalkunga Sailo, Deputy Director (Monitoring & Consumer Affairs)</i>	0389 – 23161787	fscamizoram@gmail.com	45 working days

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LIST OF STAKEHOLDERS / CLIENTS

Sl No.	Stakeholders / Clients
1.	<i>Ministry of Consumer Affairs, Food & Public Distribution, Govt. of India</i>
2.	<i>Food Corporation of India</i>
3.	<i>India Oil Corporation Limited</i>
4.	<i>National Informatic Centre (NIC)</i>
5.	<i>Linkwell (Pvt.) Limited, Hyderabad</i>
6.	<i>MIZOFED Ltd.</i>
7.	<i>Zoram Industrial Development Corporation Limited</i>
8.	<i>Carrying Contractor</i>
9.	<i>Mizoram Indane Distributor Association (MIDA)</i>
10.	<i>All Mizoram Petroleum Dealer's Association (AMPEDA)</i>

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EXPECTATION OF THE OFFICE FROM CITIZENS / SERVICE RECIPIENTS

Sl. No.	Expectations of the department / office from citizens / service recipients
1.	<i>An empowered consumer(s), who can make informed choices.</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>General Promotion & Awareness of Consumer Rights for Price & Quality Control</i>
4.	<i>Cooperation and Vigilance to curb adulteration of foodstuff, POL, LPG etc.</i>
5.	<i>Timely reporting of any violation of Govt. / Department Order / Regulations regarding PDS and other Essential Commodities.</i>

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CITIZEN'S CHARTER FOR OFFICE OF FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS (FCS&CA) 2020

Name of Public Grievance Redress Officer : **Lalkunga Sailo, Deputy Director**
(Monitoring & Consumer Affairs)

Phone Number : **0389 - 23161787**

Email : **fcscamizoram@gmail.com**

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