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ANNEXURE-I¹



सत्यमेव जयते

GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

For

The Department of

Food, Civil Supplies & Consumer Affairs

For the year 2020

Address: Treasury Square, Aizawl

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

Date of issue: _____

VISION AND MISSION

VISION: To maintain and secure transparent and equitable distribution, supply and availability of foodgrains and other PDS items at fair prices by enforcing the Essential Commodities Act 1955 through designated Fair Price Shops.

To enable consumers to make informed choices, and facilitate effective grievance redressal.

MISSION: To empower consumers through awareness and education, enhance consumer protection, prevention of unfair trade practices and ensure access to affordable and effective grievance redressal mechanisms.

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.	<i>TPDS of rice, sugar and K Oil</i>					
2.	<i>Control (quantity and quality) and monitoring of LPG distribution and POL distribution</i>	<i>Lalkunga Sailo, DD (M)</i>	fcscamizoram@gmail.com	<i>Periodical checking and issuing of control order</i>	<i>Through complaints and official order</i>	<i>Free of cost</i>
3.	<i>Distribution of Free Rice PMGKAY and Pulses under ANB</i>	<i>V Laldinsanga, DD (G)</i>	dvanchhawng@gmail.com 9615932401	<i>The rough designated Godown and FPS</i>	<i>Ration Card and particulars of beneficiaries</i>	<i>Free of cost</i>
4.	<i>Establishment of State Food Commission</i>	<i>R Hrangtawna, IRS (rtd)</i>		<i>Through written complaints and order</i>	<i>Details of complaints</i>	<i>Free of Cost</i>
5.	<i>Appointment of District Grievances Redressal Officer</i>	<i>Addl. DC of all Districts in Mizoram</i>		<i>Through complaints</i>	<i>Details of complaints</i>	<i>Free of Cost</i>
6.	<i>Generation of Consumer Awareness</i>	<i>V Laldinsanga, DD (G)</i>		<i>State level consumer</i>		

The time limit may be entered in the Citizen's Charter as far as possible. If the time limit cannot be written specifically or it depends upon the fulfilment of certain conditions beyond the control of the department/office then, it may be written like "...days/weeks/months..subject to..conditions".

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.	Successful implementation of Public Distribution System including implementation of NFSA 2013, Distribution of Rice to Ration Card Holders through Fair Price Shops.	Before 10 th of every month	
2.	Provision & Distribution of Sugar for AAY beneficiaries	Quarterly	
3.	Provision and Distribution of K.Oil at subsidized rate to Ration Card holders.	Monthly	
4.	Enforcement of Correct weighment through Legal Metrology	On going	
5.	Price control including daily reporting to Govt. of India	Daily	
6.	Issue of Trade License (Wholesale and retail)	One week	Subject to fulfilment of required condition
7.	Renewal Trade License (Wholesale and retail)	3 days	Subject to fulfilment of required condition
8.	Issue of Ration Card – Addition / Alteration / Deletion of member(s)	2 days	Subject to fulfilment of required condition
9.	Consumer Affair: Consumer Protection, Awareness, Promotion of Consumer Welfare etc.	On going	
10.	Monitoring of supplies of Essential Commodities: POL, LPG & other essential items	On going	
11.	Enforcement of Central/State Acts & Rules relating to essential commodities	On going	
12.	Procurement of Rice from FCI / ZIDCO	Monthly	

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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 DEPARTMENT 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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