



सत्यमेव जयते

# GOVERNMENT OF MIZORAM

## CITIZEN'S CHARTER

for

Directorate of Food, Civil Supplies & Consumer Affairs

For the year 2023

Address : Treasury Square, Aizawl

Website : [fcsca.mizoram.gov.in](http://fcsca.mizoram.gov.in)

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## **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  
FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS DEPARTMENT (2023)**

**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>Lalmuansanga Ralte Joint Director (Admn)</i>	<i><a href="mailto:fcscamizoram@gmail.com">fcscamizoram@gmail.com</a> 9862038778</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)	<a href="mailto:fcscamizoram@gmail.com">fcscamizoram@gmail.com</a> 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	C. Zadailova Joint Director of Supplies	<a href="mailto:fcscamizoram@gmail.com">fcscamizoram@gmail.com</a> 9436154116	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)	<a href="mailto:fcscamizoram@gmail.com">fcscamizoram@gmail.com</a> 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	

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9.	<i>Distribution of rice under One Nation One Ration Card</i>	<i>Victor Lalawmpuia Dy. Director (G)</i>	<a href="mailto:fcscamizoram@gmail.com">fcscamizoram@gmail.com</a> 9436198916	<i>Through monthly allocation</i>	<i>Ration Card or Aadhar Card</i>	<i>NFSA rice @Rs.3 per kg</i>
10.	<i>Consumer Disputes Redressal Commission (State &amp; Districts)</i>	<i>Lalmuansanga Ralte Jt. Director (Admn.) /C. Zadailova Jt. Director (CA)</i>	<a href="mailto:fcscamizoram@gmail.com">fcscamizoram@gmail.com</a> 9436143558 / 9436154116	<i>Through submission of complaint in State or District Commissions</i>	<i>Relevant documents</i>	

### 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 &amp; 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](mailto: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>Lalmuansanga Ralte, Joint Director (Admn)</i>	9862038778	<a href="mailto:fcscamizoram@gmail.com">fcscamizoram@gmail.com</a>	<i>45 working days</i>

#### 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 &amp; 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>



**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</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>

**CITIZEN'S CHARTER FOR DIRECTORATE OF  
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<b>Sl.</b>	<b>DISTRICT</b>	<b>RATION CARD SIAM NI</b>
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
10	Khawzawl	Monday to Friday
11	Saitual	Monday to Friday
12	Hnahthial	Monday to Friday

**CITIZEN'S CHARTER FOR DIRECTORATE OF  
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**FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS DEPARTMENT  
EXCHANGE NO. 0389-2325261**

<b>SI NO.</b>	<b>Name</b>	<b>Designation</b>	<b>Present Place of Post</b>	<b>Contact No.</b>
1	Zodingpuii, IAS	Director	Directorate	2322872 M-9862311332 2321035(F)
2	Lalmuansanga Ralte, MCS	Jt. Director (Admn)	Directorate	2323181 M-9862038778
3	C. Zadailova	Jt. Director (S)	Directorate	2323141 M-9436154116
4	Saibuangpuii Sailo, MSS	Dy. Director (Admn)	Directorate	2325663 M-9436141024
5	Victor Lalawmpuia, MCS	Dy. Director (G)	Directorate	2324340 M-9436198916
6	R. Lalhmachhuana, MFAS	Dy. Director (Accts.)	Directorate	2324335 M-9863770846
7	Lalhmuaqliana	Dy. Director (ENF)	Directorate	M-9436195545
8	GM Laskar	ADS (S)	Directorate	M-6003586089
9	Lalramchuana, MSS	Superintendent (E)	Directorate	2316177 M-7005753733
10	Lalbiakliana, MSS	Superintendent(G)	Directorate	2310377 M-9862808779
11	Zomuani Chhakchhuak	AO ( Procurement)	Directorate	M-9436152289
12	Lalmangaihi	AO	Directorate	M-9862904630
13	K. Lalbiakengi	AO ( Audit)	Directorate	M-9436154626
14	D. Lalbiakmawia	AO (Budget)	Directorate	M-9436157537

**CITIZEN'S CHARTER FOR DIRECTORATE OF  
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**ALL DISTRICT CIVIL SUPPLIES OFFICE CONTACT NUMBER**

S/N	Name	Designation	Present place of posting	Contact Number
1	Margaret Lalrinawmi Fanai, MCS	DCSO	Aizawl East	0389-2326337/ Fax-2312239 M-8730927832
2	Zohmingthangi	AO	Aizawl East	M-9436152109
3	Lalthanmawia	DCSO	Aizawl West	0389-2333218 M-9436159263 M-8413839773
4	Lalthansangi Chawngthu	AO	Aizawl West	M - 9612169859
5	Lalhlimpuii Ralte, MCS	DCSO	Lunglei	0372-2324017/ Fax-2324032 M-9863225008
6	T. Lalduhkima	ADCSO	Lunglei	M - 8837387931
7	R. Lalzuiliana	AO	Lunglei	M - 9436157023
8	H.C. Lallianzuala	DCSO	Saiha	03835-222050 M-8974133561
9	Lalremliana	AO	Saiha	M-9436354514
10	CC Sakhawliana	DCSO	Champhai	03831-234419/ Fax-235454 M-9436150077/ M-8837391004
11	Lianchhuma Chinzah	DCSO	Kolasib	03837-220058/ Fax-220023 M-9612744219
12	K. Lalfakzuala	AO	Kolasib	M-8119968753
13	Lalrinsanga	DCSO	Lawngtlai	03835-232287/ Fax-232287 M-9436141703
14	R. Lalbiakliana	AO	Lawngtlai	M-6289684117/ M-9233841238
15	Lalneihkima	DCSO	Mamit	0389-2565347/ Fax-2565733 M-9862324163
16	Lalbiakkunga Pachuau	AO	Mamit	M-8974035518
17	Vanlalhriata	DCSO	Serchhip	03838-225152 M-8131989127
18	R. Zirliana	ADCSO	Serchhip	M-9612038452/ M-9436157121
19	Zairemkima	DCSO	Saitual	M-7629808882
20	J. Vanlalchhuanga	DCSO	Khawzawl	M-8974638175
21	R. Hmingsangliana	DCSO	Hnahthial	M-8794628723 M-9436197502