



सत्यमेव जयते

GOVERNMENT OF MIZORAM

CITIZEN'S CHARTER

for

Directorate of Food, Civil Supplies & Consumer Affairs

For the year 2025

Address : Treasury Square, Aizawl

Website : fcsca.mizoram.gov.in

Date of issue : 08. 07. 2025

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 (2025)**

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>Victor Lalawmpuia Joint Director (Admn)</i>	fcscamizoram@gmail.com 9436198916	<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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4.	TPDS of rice, sugar and Superior Kerosene Oil	Lalthanmawia Joint Director (S)	fcscamizoram@gmail.com 9436159263	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 Addl. Director of Supplies	fcscamizoram@gmail.com 9436154116	Periodical checking and issuing of control order	Through complaints and official order	Free of cost
6.	Distribution of under NFSA - AAY 35Kgs per Card (per month) PHH – Per head 5kgs for per month.	Lalthanmawia Joint Director (S)	fcscamizoram@gmail.com 9436159263	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>Lalthanmawia Joint Director (S)</i>	fcscamizoram@gmail.com 9436159263	<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 & Districts)</i>	<i>Victor Lalawmpuia Joint Director (Admn)/ C. Zadailova Addl. Director (CA)</i>	fcscamizoram@gmail.com 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 & 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>Victor Lalawmpuia Joint Director (Admn)</i>	9436143558	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>
Sl. No.	Stakeholders/Clients

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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>

**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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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
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**

Sl NO.	Name	Designation	Present Place of Post	Contact No.
1.	Saizikpuii, MCS	Director	Directorate	2322872 M-9436157847 2321035(F)
2.	C. Zadailova	Addl. Director	Directorate	2323141 M-9436154116
3.	Victor Lalawmpuia, MCS	Jt. Director (Admn)	Directorate	M-9436198916
4.	Lalthanmawia	Joint. Director (S)	Directorate	M-9436159263
5.	Saibuangpuii Sailo, MSS	Dy. Director (Admn)	Directorate	M-9436141024
6.	R. Lalhmachhuana, MFAS	Dy. Director (Accts.)	Directorate	M-9863770846
7.	S. Kaptluanga, MCS	Dy. Director (G)	Directorate	M-7085214126
8.	Lalramchuana, MSS	Superintendent (E)	Directorate	M-7005753733
9.	Lalbiakliana, MSS	Superintendent(G)	Directorate	M-9862808779
10.	Lalthansangi Chawngthu	AO	Aizawl West	M - 9612169859
11.	Lalhmangaihi	AO	Aizawl 'E	M-9862904630
12.	K. Lalfakzuala	AO	Kolasib	M-8119968753
13.	Lalremliana	AO	Khawzawl	M-9436354514
14.	R. Lalbiakliana	AO	Lunglei	M-6289684117/ M-9233841238
15.	Zohmingthangi	AO	Directorate	M-9436152109
16.	Zothanzaauva	AO	Champhai	M-9612299612
17.	Lalthangliani	AO	Directorate	M-8415854439
18.	Vanlalhruaii	AO	Aizawl East	M-8787592854
19.	D. Lalbiakmawia	AO	Directorate	M-9436157537
20.	N. Paulunglien Gangte	AO	Siaha	M-9436149049
21.	Lalsawmliani	AO	Saitual	M-8794509238

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22.	Denghmingliani	AO	Directorate	M-9436156262
23.	Lalrinawma- II	AO	Serchhip	M-9436361235
24.	Lalzazova - I	AO	Directorate	M-9436141920
25.	TC Lalzarzova	AO	Directorate	M-9612477211
26.	Lallianzuala	AO	Directorate	M-9862562428
27.	Hlychho Beirapha	AO	Hnahthial	M-9436149565
28.	J. Lalduhawma	AO	Lawngtlai	M-8974806820
29.	Laldawngzela	AO	Mamit	M-9612298266
30.	Malsawmdawngzuala	AO	Directorate	M-9615180605

ALL DISTRICT CIVIL SUPPLIES OFFICE & OFFICER's CONTACT NUMBER

S/N	Name	Designation	Present place of posting	Contact Number
1	Victor Lalawmpuia, MCS	Jt. Director (Admn)	DCSO 'E/Directorate	M-9436198916
2	R. Hmingsangliana	ADCSO	DCSO East	M-9436197502
3	Zomuansanga	ADCSO	Directorate	9612726595
4	Lalrinsanga	DCSO	Aizawl West	0389-2333218 M-9436141703
5	Michael Solo	ADCSO	Aizawl West	M-7005269034
6	Lalremruata Sailo	DCSO	Lunglei	0372-2324017/ Fax-2324032 M-9383066070
7	CC Sakhawliana	DCSO	Champhai/Khawzawl	03831-234419/ Fax-235454 M-9436150077/ M-8837391004
8	M. Vanlalduata	ADCSO	Khawzawl	M-936673159
9	Partrick T. Thiandinga	ADCSO	Siaha	03835-232287 M-9560137087
10	G.M.Lasker	DCSO	Kolasib	M-6003586089
11	Joseph Lalnuntluanga	ADCSO	Kolasib	M-9402173753
12	Lalneihkima	DCSO	Mamit	0389-2565347/

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				Fax-2565733 M-9862324163
13	V.L Thlamuani	ADCSO	Mamit	M-7005277879
14	R. Zirliana	ADCSO	Serchhip	M-9612038452/ M-9436157121
15	Lianchhuma chinzah	ADCSO	Lawngtlai	03835-222050 M - 8837387931
16	R.Lalmuankima	ADCSO	Hnahtial	M-9612617076
17	Zairemkima	ADCSO	Saitual	M-7629808882

STENO UNDER FCS&CA & CONTACT NUMBER

S/N	Name	Designation	Present place of posting	Contact Number
1	Lalrempuii	Steno-II	P.A to Director	M-9612191362
2	C. Lalramzauvi	Steno-II	State Commission	M-8787377620
3	GraceV.L. Hlimpuui	Steno-II	Attached to C.M	M-9612915938