

## **TERM AND CONDITIONS FOR PREPERATION OF VIDEO CLIP**

1. Department-in Video-Clip a siam tur hi Prescribe Form Department in a siam hmanga chhan tur a ni.
2. Video-Clip Theme pakhat duration hian 45-60 second tal a awl tur a ni.
3. Video-Clip ah hian lohtheihloh a nih loh chuan full-screen a, ziaka hriattirna/thu pawimawh poster ang chi tar loh tur a ni.
4. He Video-Clip-ah hian fiamthu leh mite huatzawng emaw ngaihkawi theih lam chi a tel tur a ni lo.
5. He Video-Clip-ah hian hun leh hmun tarlan ngai a awm a nih pawhin a tak ang thei ber tura ruahman/siamchuah nise.
6. He Video-Clip ah hian a changtute hian FCS&CA hmalakna a ni tih an tarlang thiam tur a ni.
7. He Video-Clip hi MP4 (10 MB) vel tal a ni tur a ni.
8. Video-Clip hi consumerte dikna leh chanvo humhalhna lam hawi zirtirna a ni tur a ni.
9. He Video-Clip siamna tur atan hian a hnuai 'Theme' te hi a changtuten an thlang thei ang. Amaherawhchu pawl/mimal he Video-Clip siam tum te tan Theme pahnih aia tam thlan theih a ni lovang. A hnuai Theme tarlan atang hian Video-Clip pahnih siam tum a ni.
  - (i) Aadhaar Seeding of Ration Cards chungchanga consumer te tih tur leh zirtirna.
  - (ii) Ration Cards siamtir dan a consumer te leh Department te mawhpurhna.
  - (iii) LPG-Marketing Discipline Guidelines Key Provision a consumer te chanvo leh a kaihnawih te.
  - (iv) Thil lei leh hralh chungchanga consumer te dikna leh chanvo humhalhna zirtirna lam hawi.
10. A chung Theme tarlan te atana documents leh thil tul pawimawhte hi office hunchhungin Directorate, FCS&CA ah dil/lam theih a ni.
11. Advertisement chhangtute hian an chhanna ah an 'Theme' option, Script (crisis) leh Rate an thil tel tur a ni.
12. Prescribed Format is attached in 'Annexure'
13. Video-Clip dilna hi April thla ral hma a thehluh fel tur a ni.

**PRESCRIBED FORM**

To,

The Director,  
Food, Civil Supplies & Consumer Affairs

**Subject : Submission of willing for making of Advertisement  
Video-Clipping.**

**Ref : Your Advertisement No. \_\_\_\_\_ Dt. \_\_\_\_\_**

Sir,

I/We \_\_\_\_\_ submitted  
herewith the willing of making Video-Clipping as per your advertisement  
mentioned above in respect of Consumer Protection and Awareness as the  
following particulars:

1. Name of Firm/Organisation : \_\_\_\_\_  
Address : \_\_\_\_\_  
Contact No. : \_\_\_\_\_
2. Theme options : (i) \_\_\_\_\_  
(ii) \_\_\_\_\_
3. Expected duration : \_\_\_\_\_
4. Quoted Rate : \_\_\_\_\_
5. Experience (If any) : \_\_\_\_\_

Yours faithfully,

Dated Aizawl, the \_\_\_\_\_

( \_\_\_\_\_ )

## **IVRS/SMS/INTERNET HMANGA GAS CYLINDER BOOK DAN HI LO HMELHRIAT VE RAWH LE**

### **A thatna te:**

1. Mahni awmhmun atangin gas a book theih (phone call, SMS emaw internet kaltlangin).
2. Distributor ten hun tiam chhungin Gas book tawh te chu an pek ngei ngei a ngai.
3. Nangmah ngeiin gas chu I book avangin subsidy pawh nangma account-ah ngei a lo lut ang a, subsidy kal sual tur a veng ang.
4. LPG supply khawpkham lo emaw mumal lo emaw he system-ah hian a rawn lang chiang nghal thei ang.
5. Home delivery system kan neih theih nana rahbi pawimawh hmasa a ni bawh.

***Gas online-a book turin i mobile register hmasa la, I gas chu han book chhin ve teh ( [https://indane.co.in/sms\\_ivrs.php](https://indane.co.in/sms_ivrs.php) ) Thil harsa a awm lo:***

### **One Time Registration (Telephone hmangin):**

1. In landline/mobile phone atangin ph. no: 9089024365 ah hian dial rawh.
2. Hindi i duh chuan 1 hmet la, English i duh chuan 2 hmet rawh.
3. In distributor landline number hmet rawh. Entirnan, in distributor chu Kapliani Indane Agency a nih chuan 03892325744 hmet rawh. Aizawl khawpui chhunga Gas agency phone number te chu a hnuaiyah khuan dah a ni e.
4. IVRS chuan i distributor agency hming a rawn sawi chu a dik tih confirm nan 1 hmet leh ang che.
5. I Consumer Number hmet la. Entirnan, i customer number chu 22954 a nih chuan 22954 hmet la. Customer should dial the numeric part of the customer number ( eg. If the customer number is 12345, then dial 12345 and if customer number is A12345, then also dial 12345 ). IVRS in a rawn sawi nawn chu ngun takin lo ngaithla la, a dik chuan confirm nan 1 hmet leh ang che.
6. Subsidy tih tawp i duh leh duh loh a lo zawt ang che a, reject nan 1 hmet la, booking menu ah i kal ang.
7. Refill book nan 1 hmet la;
8. Complain tur (entirnan subsidy dawn mumal loh te, gas cylinder hmuh loh rei lutuk te) i nei a nih chuan 2 hmet la;
9. I gas book hnuhnung ber chunchanga hriat duh i neih chuan 3 hmet rawh.
10. Gas i book hnu chuan i va call na number chu i personal number a nih leh nih loh a lozawt ang che a, confirm nan 1 hmet leh la, I number chu a hnu zeal gas book-na chungchanga hman tur atan register nghal a ni ang.

### **Number register tawh te tan:**

1. I number register tawh sa atang chuan Ph.no. 9089024365 dial rawh
2. Gas i book dawn chuan 1 hmet la;
3. Complain tur i neih chuan 2 hmet la;
4. I gas book hnuhnung ber chungchanga hriat duh i neih chuan 3 hmet rawh.

### **Gas chu i book rualin i number ah chuan Reference number a lo thleng ang. Chu bakah heng hunah te hian SMS I dawng thin ang:**

1. Gas i book apiangin;
2. Cash memo print a nihin;
3. I Gas book chu a lo thlenin;
4. I gas book chu engvang pawha cancel a nihin.

### **SMS hmanga tih dan:**

1. Registration: No. 9089024365 ah hian hetiang hian SMS thawn tur a ni: IOC <STD Code+Distributor Telephone Number><Consumer number>. Entirnan, i distributor chu Kapliani Indane Agency (2325744) a nih a, I consumer number QX00827C lo ni ta sela, heti hian sms thawn tur a ni IOC 03892325744 QX00827C
2. Booking: No. 9089024365 ah tho hian SMS <IOC> tih hi thawn mai tur a ni.
3. Refill: No. 9089024365 ah tho hian SMS <IOC> tih thawn tur.

### **Distributor te'n engtinngan sem ang?**

Distributor te hi koh khawma sawiho pui tawh an ni a. Tun dinhmunah chuan danin a phut anga in tina sem hi kan khawpui ruangamin a zir loh avang leh chhan hrang hrang avangin tithei dinhmunah an la ding lova. Mahse online-a gas book te chu pe hmasa ngei ngei turin ruahmanna an lo siam ang a, an gas sem hunbi te pawh a tul ang leh mipui tana rei tak tak intlar ngai lo turin an her rem ang.

### **He system thar hi thil awlsam a ni ang em?**

A tirah chuan distributor te ruahmanna thar siam chhung nen a kal zaih bik lo mai thei. Amaherawhchu gas pakhat la tura chawhma pum emaw chawhnu pum emaw intlar thak thak ngai lo tur leh subsidy kal sual nasa thin pumpelh nana kan rahbi pawimawh hmasaah ngai tlang ila, mipui tana awlsam zawka gas lak dan system kan neih a tul si a ni. He thil thar hi lo hmehriat vein han hmang tangkai ve chhin la, harsatna I nei a nih Indane helpline 1800-233-3555 ah emaw Aizawl Bawrhsap Pisapui Facebook page-ah te comments I han thai lang dawn nia. Kan lo pui ang che.

**Sl. No LPG Distributor hming Phone Nos.**

- 1 Kapliana Indane Agency 0389 2325744
- 2 Vanbuangi Gas 0389 2325268
- 3 Suakchhunga 0389 2341092
- 4 Biakkungi 0389 2341150
- 5 Zothan Indane 0389 2306833
- 6 Zopuii Gas 0389 2347409
- 7 Zoram Indane 0389 2393140
- 8 Mizofed, Aizawl 0389 2305707
- 9 V.Neihkunga Gas 0389 2349501
- 10 Caravan Gas 0389 2350888

Subsidy chungchanga zawh duh nei tan Indane transparency portal [webapp.indianoil.co.in/transparency/distributor-search.php](http://webapp.indianoil.co.in/transparency/distributor-search.php) ah hian distributor hming chhu lut la, select la, proceed tihah hmet rawh.

Consumer consumption/ cash transfer details tihah click leh la, i distubutor hnuai consumer details zawng zawng, bank seeding tih tawh a ni em, subsidy engzahnge i hmuh theih, adt. a lo lang ang. I hming / consumer ID hmangin i hming i zawng thei bawka, bank seeding column ah button a hrin chuan i bank seeding chu a dik tawh tihna a ni a, a la hrin loh chuan i distributor hnenah siam thattir a ngai ang.

I bank seeding dik reng anga lang siin subsidy i hmu ngai lo a nih chuan Indane toll free number 1800-233-3555 ah complain i thehlut thei ang. I bank nen pawh i account details check chian a tha ang."

## **RATION CARD SIAM DAN**

- 1. Ration Card thar siam dan(New Entry)**
- 2. Hming, Kum leh thil dang dik lo siamthat dan (Correction/Modification)**
- 3. Belh / Paih (Additional/Deletion)**
- 4. In sawn (Transfer/Shifting)**

### **1. Ration Card thar siam dan(New Entry) :**

#### **Thil tel ngaite :-**

- (a) Local Council lehkha
- (b) Voters ID Card Photocopy (Xerox) (Kum 18 tling lo tan Birth Certificate Photocopy (Xerox))
- (c) Aadhaar Card Photocopy (Xerox)
- (d) Chhungkaw hotu ber thlalak. (AAY & PHH ah chuan chhungkaw hotu ber atan Kum-18 tling chin hmeichhia upa ber an ni tur a ni a, Chutiang an awm lo anih chuan Chhungkaw pa ber hman theih a ni. Non-NFSA ah chuan Chhungkua a hotu ber mipa emaw hmeichhia a hman theih
- (e) Document Photocopy (Xerox)(eg.:- Epic/Aadhaar Card/Birth Certificate) te hi Gazated Officer Attested tir thlap tur a ni.

Local Council hian, in chhungkaw dinhmun leh Vengchhung a National Food Security Act-2013 (NFSA-2013) hmun awl an neih dan a zirin (Veng tinin NFSA-2013 hnuai a awm thei zat Quata an nei vek) i card type (AAY/PHH/Non-NFSA) tur an lo ziah sak ang che. In veng bialtu DCSO hnenah kalin i siam tir ang.

**2. Hming, Kum leh thil dang dik lo siamthat dan (Correction/Modification) :** Correction/Modification tih dawn hian Ration Card hman lai ken ngei ngei a ngai. Hming dik lo siamthat, Kum dik lo leh thil dang siamthat ngai a awm anih chuan ID Proof (Aadhaar Card/Epic/Birth Certificate) kengin awlsam takin Bialtu DCSO-ah a siam tir theih. Ration Card an lo print nghal ang.

### **3. Belh / Paih (Addition/Deletion) :**

**Belh(Addition) :** Ration Card a member in thun belh duh an awm anih chuan Ration Card hmanlai kengin Bialtu DCSO hnenah siamtir theih a ni a, kum 18 tling tan Voters ID Card leh Aadhaar Card Photocopy (Xerox) thil tel tur a ni a. Kum 18 tling lo (Voters ID Card la nei lo) tan chuan Birth Certificate Photocopy (Xerox) thil tel tur a ni.

**Paih (Deletion) :** Ration Card atanga member paih duh kan nei anih chuan bialtu DCSO hnenah Ration Card hmanlai kengin kan paih duh chhan kim chang tak sawiin paih theih a ni. Ration Card thar an Issue ang. *SUO MOTO*-in Competent Authority-in Mithi, Pem tawh, etc. an paih thei bawk ang.

### **4. In sawn (Transfer/Shifting) :**

Awmna hmun sawn dawn reng reng chuan Ration Card hmanlai kengin bialtu DCSO-te hnenah hming paih tirin Migration Certificate lak hmasak phawt thin tur a ni a, Migration Certificate chu kan awmna tur bialtu DCSO-te hnenah kengin Ration Card thar siam dilna an theh lut anga, Ration Card an lo Issue ang. Hemi bakah hian chhungkua nilova mimal emaw a aia tam pawh hmun hran an awm dawn chuan Ration Card hmanlai kengin, a awm sawn tura te kha hming paih tirin Migration Certificate lak mai tur a ni. Ration Card-ah hming paih an awm tak avangin Ration Card thar an lo Issue ang.

- Note :**
- 1. Thuleh awm hma chuan Ration Card Paper man Rs. 10/- chawi a ngai a ni.**
  - 2. Document Photocopy (Xerox) (eg.: Epic/Aadhaar Card/Birth Certificate) te hi Gazated Officer Attested tir thlap zel tur a ni.**
  - 3. National Food Security Act-2013 hian AAY leh PHH a huam a ni.**

## **AADHAAR SEEDING CHUNGCHANG**

1. Local Council-in an form sem a, a phok hnung lama hming ziahnaah khan Ration Card a hming in dawt dan leh hming ziah dan ang thlap a ziah tur a ni.
2. Epic No. ziah lanna tur a awm bawk a. Double Epic a awm lohna atana siam a ni. National Food Security Act-2013 hman anih hma kha chuan Ration Card-ah hming a inbelh t̄euh t̄euh theih t̄hin kha ani a, Mi 1 (pakhat) hmingin hmun 2 hmun 3 ah pawh Ration a lak theih tlat a ni. Tunah chuan Ration Card a hming awm Voters ID(Epic No.) nei thei zawng zawngten Voters ID (Epic) number ziah lan angaih tawh avangin National Food Security Act-2013 hman hnu hi chuan a hma aiin Ration la mipui pawh kan tlem ta tial tialin a hriat a ni. Aadhaar Seeding tih zawh anih hunah chuan hei ai hian kan la tlem belh leh thei tura ngaih a ni.
3. Aadhaar Card leh Voters ID (Epic) Card nei zawng zawng chuan dik taka chhang t̄heuh turin chungtinte ngen kan ni.
4. Ration Card, Aadhaar Card, Voters ID (Epic) Card leh Bank Passbook te hi a Photocopy (Xerox) thehluh/thiltel ngei ngei tur a ni.

**AADHAAR NUMBER CHUNGCHANGA MIPUI TE**  
**HRIATTUR PAWIMAWHTE**

**Aadhaar number thehluh chungchang :** Rualkhai zawk leh felfai zawka mipui ten Distributor leh Bank a, an Aadhaar number te an thehluh theih nan Indian Oil Corporation Ltd./Government of India in a lo buatsaih *Unified Application* form hman tur a ni. Form pakhat man hi Rs. 5/- niin, a duh tan internet a mi an download thei anga, tin, Mizoram Consumer Union hnen aṭang pawhin form hi an la thei anga, heng form te hi distributor ten an lo pawmsak vek tur a ni. Form fillup thiamlo te chu LPG Distributor te leh Consumer Union ten aṭul ang ang in an hrihfiah in an pui thei bawk a ni.

Hemi chungchang ah hian LPG Distributor ten harsatna an nei a nih chuan Department hotute an hriattir tur a ni. Mizoram Consumer Union Hqrs. lam pawhin mipuiten harsatna an tawh loh nan an Branch dinna leh an theih chin chin ah hemi chungchanga ṭanpui ngaite an ṭanpui thei reng a ni.



## **MIPUI TE LEH RETAILER TE HRIAT TUR PAWIMAWHTE**

Section 10, Targetted Public Distribution System (Control) Oder, 2015 in a sawi ang te leh tha zawka mipui ten an chanvo an chan theih nan, a hnuai mi te hi Retailer ten an zawm ngei tur a ni ang.

1. Retailer-ten allotment a chhuah veleh rang takin an khul vat anga, mipui hnenah an sem vat tur a ni.
2. Retailer ten dan angin Ration lak theih hun an kalpui tur a ni a, an mahni in Card Type/Category pek chhuah hun an siam tur a ni lo.
3. Retailer ten Ration Card Holder te hnenah an quota lak theih zat ang an pe ngei tur a ni.
4. Retailer ten Ration Card Holder te hnenah Card Holder te remchan dan angin installment ang pawn an pe chhuak thei.
5. Retailer ten midang Ration card an kawlsak tur a ni lo.
6. Fair Price Shop ah Signboard in a langsar thei ang berah DAILY basis in Buhfai awm zat te, thla khat chhunga buhfai an dawn zat dik tak, Buhfai man te, Opening Balance leh Closing Balance te an tar chhuak ngei ngei tur a ni.
7. Register chi hrang hrang -Ration Card Holder Record Book, Stock Register, Issue or Sale register te an vawng thap reng tur a ni.
8. Record vawn ngai te hi engtik lai pawhin update thlap a, endiktute hmuh theih turin chhawpchhuah theih reng tur a ni.
9. Fair price Shop hawn hun leh khar hun zing lam 7:00 AM - 11:00 AM leh tlai lam dar 3:00 PM - 4:30 PM Signboard ah Chiang taka tar tur a ni.
10. Ration Card Holder ten thlakhat quota an lak kim hma chu Fair Price Shop hi an khar tur a ni lo. Thla tawp karah Quota an la chhuak a nih pawn thla thar ah pawh Ration Card Holder ten an chanvo an lak kim hma chu Fair Price Shop hi an khar tur a ni lo.
11. Mipuiten lungawilohna an nei a nih chuan Village Vigilance Committee hnenah an thlen thei ang.

# **MIPUI TE HNENA HRIATTUR PAWIMAWH**

## **1. NFSA CHUNGCHANG**

NFSA thlan danah emaw buhfai lak danah emaw thil dang engah pawh lungawi lohna i nei a nih chuan heng a hnuaia District Grievance Redressal Officers/District Civil Supplies Officer-te hnenah hian ziakin emaw Telephone-in emaw ʔawngka in emaw Department Portal [www.mizorammps.nic.in](http://www.mizorammps.nic.in) aʔangin emaw complain i thehltut thei a ni.

<b><u>DGRO/DCSO</u></b>		<b><u>Phone No.</u></b>
DCSO Aizawl East	-	0389-2326337
DCSO Aizawl West	-	0389-2333218
DCSO Champhai	-	03831-234419
DCSO Kolasib	-	03837-220058
DCSO Lawngtlai	-	03835-232276
DCSO Lunglei	-	0372-2324017
DCSO Mamit	-	0389-2565347
DCSO Saiha	-	03835-222050
DCSO Serchhip	-	03838-225152

Complain i thehluh aʔanga Ni 7(Nisarih) chhungin DGRO/DCSO-ten i thubuai am chingfel tur a ni a, I thubuai a zira a hmuna enfiah ngai a nih chuan Ni 15 (Ni sawmpanga) chhungin an zo fel tur a ni.

An thurem danah i la lungawi lo anih chuan Order an siam aʔanga Ni 45 (ni sawmli panga) chhungin State Food Commission-ah thubuai i thehltut leh thei a ni. Tunah hian Mizoram a State Food Commission atana kan hman mek chu State Information Commission a ni.

## **2. THIL LEI CHUNGCHANG**

- (a) Distributor-te hnen aʔanga Gas i lakin a buk tling ngei chauhin la ʔhin ang che. Cash-Memo pawh i la ngei tur a ni. Hemi chungchangah harsatna i neih chuan eng hunah pawh Food, Civil Supplies & Consumer Affairs Department-ah i harsatna hi i thlen thei reng a ni.
- (b) I gas lakah tui a lo awm anih chuan rang takin Legal Metrology Department-ah Report vat ang che.
- (c) Consumer chanvote hi humhalh ʔhat a ni tih hriain, i mamawh thil i lei reng reng Printed Price aia sangin lei suh, cash-memo la tel bawk ang che. Thil lei chungchanga lungawi lohna i nei anih chuan ngawih bopui mai lovin, District Forum-ah thlen ʔhin ang che.
- (d) Ration Card te hi Ration lakna tur chauh a tih a ni. Documents dang reng reng atan hman phal a ni lo. T