



GOVERNMENT OF PUNJAB

MODEL CITIZENS' CHARTER

**FOR TARGETED PUBLIC DISTRIBUTION
SYSTEM (TPDS)**

DEPARTMENT OF FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS,

JEEWANDEEP BUILDING, SECTOR-17, CHANDIGARH

I. CHARTER OF STATE GOVERNMENT

The Government of Punjab views the Targeted Public Distribution System (TPDS) as an important constituent of a strategy for ensuring food security of the targeted population by ensuring availability of monthly quota of foodgrains to them as per entitlement. The Government is committed to implement the TPDS to the best advantage of the beneficiaries with full transparency, and efficiency of operations and accountability of authorities implementing it.

II. ELIGIBILITY

At present, TPDS benefits the poorest of the poor identified families under the Antyodaya Anna Yojna (AAY) and other population living below the poverty line identified as such within the over all norms approved by the Department of Food & Public Distribution, Government of India. As regards people above the poverty line, the benefits under TPDS are restricted as per instructions issued from time to time.

III. LISTS OF BPL FAMILIES AND IDENTIFICATION OF AAY FAMILIES

Government of India has fixed the total number of Below Poverty Line (BPL) families in the Punjab State. Presently, there are 4.68 lac approved Below Poverty Line (BPL) families out of which 1.79 lac poorest families are given the benefits of TPDS under the AAY (Antodaya Anna Yojna) category. The work of identification of BPL & AAY families is done by the Department of Rural Development & Panchayats and the Department of Urban Development in the rural and urban areas respectively, as per the guidelines issued by the Government of India.

IV. ISSUE OF RATION CARDS

1.	Eligibility	Every resident family in the State.
2.	Availability of Ration Card Form	D-I Form is available in the Office of District Food & Supplies Controller/District Food & Supplies Officer/Assistant Food & Supplies Officer.

Who is the Competent Authority

1. **District office in Municipal Area** District Food & Supplies Controller/Asstt. Food & Supplies Officer of the concerned area.
2. **Remaining Municipal area** -do-
3. **In Rural Area** -do-

Competent Authority for Preparation of Yellow Cards

The Rural Development and Panchayats Department issue the Yellow Cards to the families living below the poverty line for providing foodgrains at subsidised rates and other facilities.

Documents Required for Preparation of Ration Cards

1. Information/Documents to be furnished for preparation of Ration Card
 1. Address of resident, total number of family members, age and reasons for obtaining Ration card.
 2. Surrender Certificate/Deletion Certificate for old ration card.
 3. Two family photographs
2. Duration of Ration cards Five years.

What should be done in case of change in residence

Ration Card holder should obtain surrender certificate/deletion certificate after depositing the ration card.

Preparation of Temporary Ration Cards

Temporary ration cards are issued to the labourers, Industrial Workers and poor families migrated from other States for a period of three months. In case, they do not produce surrender certificate within three months, more time is given and if they do not produce surrender certificate within a period of six months, their ration cards are cancelled.

PROCESS FOR CHANGE IN THE RATION CARD

Detail	To whom request is to be made	Required Documents
1. Change of Address	Assistant Food & Supplies Officer	Proof of residence with the Application form D-I for Ration Card.
2. Surrender of Ration card.	-do-	Simple application.
3. Change in no. of units.	-do-	Proof regarding marriage, Appointment letter, Transfer Orders, Birth/Death certificate, with the Application Form D-I.

TIME LIMIT FOR PREPARATION OF RATION CARD

Item of work	Time limit	Authority to whom complaint is to be made
1. Issue of new ration card(on receipt of Application Form)	7 days	District Food & Supplies Controller
2. Inclusion/Deletion of family member	7 days	District Food & Supplies Controller
3. Change of address within the same jurisdiction	7 days	District Food & Supplies Controller
4. Change of address including change in FPS	7 days	District Food & Supplies Controller
5. Issue of surrender certificate	7days	District Food & Supplies Controller
6. Issue of new ration cards on receipt of surrender certificate	7 days	District Food & Supplies Controller
7. Issue of duplicate ration card	7 days	District Food & Supplies Controller

V. SCALE OF ISSUE AND ISSUE PRICE

35 kg wheat per month is distributed to each BPL & AAY cardholder in the State @ Rs. 4.57 per kg & Rs. 2.00 per kg respectively. APL cardholders are distributed wheat @ Rs 8.06 per kg, according to the allocation received from GOI.

VI. DISTRIBUTION

Punjab State Civil Supplies Corporation Ltd. (Punsup) is the nominated agency of the State Government for lifting the foodgrains from the godowns as per allocation and distribute the same to the depot holders for further distribution to the beneficiaries.

VII. QUALITY OF FOODGRAINS

Joint sampling is done by representatives of State Governments and officials of FCI before issue of foodgrains from FCI godowns. Sealed samples of the stocks of foodgrains supplied are retained at the godown for a period of two months from the date of its issue. The State Government ensures that only Fair Average Quality (FAQ) are distributed to the

beneficiaries. Samples of foodgrains being distributed are displayed at the ration depots and can be seen/ checked by the consumer/beneficiary in case of complaint.

VIII. FAIR PRICE SHOPS

PROCEDURE/INFORMATION REGARDING ALLOTMENT OF FAIR PRICE SHOPS/DEPOTS

1. **Eligibility** Permanent resident of the area
2. **Preference/Reservation** Reservation for different reserved categories viz. Scheduled Caste 13%, Backward 5%, Ex-Servicemen 7%, Freedom Fighter 5%, Handicapped 3%, Riot Affected/Terrorist Victim 5%, Women Voluntary Associations 2%.
3. **When the request is to be made for allotment** On availability of ration depots vacancy
4. **To whom the request is to be made for allotment** Concerned District Food & Supplies Controller
5. **Where the information reg. vacant FPS will be available** In the office of concerned District Food & Supplies Controller
6. **Procedure for allotment of Fair Price Shop/Depots** On availability of ration depot vacancy, applications from eligible candidates/persons for allotment of depots/FPS are invited by giving advertisements in newspapers as well as making announcements. After scrutinizing the application, the depots are allotted on merits on the basis of rules/instructions issued by the Govt. from time to time. For this purpose allotment committees have been set up at District levels.
7. **Circumstances under which allotment can be cancelled** The depot can be cancelled if serious irregularities found are found
8. **To whom the complaint is to be made in case of wrong allotment of depot** Director, Food & Supplies/Secretary Food & Supplies, Govt. of Punjab.

The responsibilities and duties of the FPS owners which would inter-alia include

- (i) sale of essential commodities as per entitlement of ration card holders at the retail issue price fixed by the concerned State Government under the TPDS, and

- (ii) display of all information on a Notice Board at a prominent place in the shop regarding
 - (a) number of APL, BPL & AAY beneficiaries,
 - (b) their entitlement of essential commodities,
 - (c) scale of issue,
 - (d) retail issue price,
 - (e) timings of opening and closing of the FPS,
 - (f) stock of essential commodities received during the month,
 - (g) opening and closing stock of essential commodities on each day,
 - (h) the authority for redressal of grievances/lodging complaints with respect to quality and quantity of essential commodities under the TPDS, and
 - (i) time/day of the week when citizens can inspect the books/stocks. The list of APL, BPL & AAY card holders should be available for scrutiny.
- (iii) maintenance records of the ration card holders, stock registers, issue or sale registers, etc. as may be prescribed by the State Government. FPS owner is bound to allow inspection of these documents by the Gram Panchayats, Nagar Palikas, Vigilance Committees or any local citizen as the case may be on a day/time (two hours) notified for this purpose once every week.
- (iv) display samples of foodgrains being supplied by the shop.
- (v) providing relevant extracts of the records maintained by him on payment of prescribed fee as required under the Right to Information Act, 2005. In the event of any practical difficulties to give copies, etc., facilities for inspections of records/samples/documents etc. shall be provided on an appointed day(s)/time at least once a week.

IX. INSPECTION AND CHECKING

There is a proper system for monitoring of FPS and the State Government has fixed monthly checking norms for the officials at different levels. District Food & Supplies Controller, District Food & Supplies Officer, Assistant Food & Supplies Officer and

Inspectors are required to check 4, 8, 8 & 5 ration depots each month in their area of jurisdiction.

Deputy Directors (Field) have been instructed to conduct super inspection of depots checked by the junior staff and also check some of the checking reports submitted by the field staff in order to ensure that the checkings have been conducted as per laid down procedure. Monthly report about the checkings conducted by the field staff are to be submitted at Head office and randomly some of these reports are also being collected at Head office.

In case of any specific complaint, a senior officer from head office may be deputed to conduct checking/ enquiry.

X. CANCELLATION OF LICENCES OF FPS

If any depot holder FPS owner/ depot holder contravenes any of the terms & conditions of the licence, his/ her licence shall be liable to be cancelled or suspended.

XI. VIGILANCE AND PUBLIC PARTICIPATION

Vigilance Committees will periodically review functioning of the TPDS at FPS/Panchayat/Municipal Council/Corporation level, District/Block/Taluka level and State/UT level with members from Government, social organizations, consumer organization, local body, etc. viz.,

- (i) The Panchayat/Municipal Ward level Vigilance Committees: A Vigilance Committee consisting representatives of card holders (some of whom shall be women BPL/AAY beneficiaries), elected Sarpanch of Panchayat/Municipal Ward's elected representative, consumer activists and other social workers of repute shall be set up in each Panchayat/municipal ward (in urban areas). In large Panchayats with more than one FPS, more than one Vigilance Committee may be set up. The Chairman of the Panchayat/Municipal Council/Corporation level Vigilance Committee may be the elected head of the local village Panchayat/Municipal Council or Corporation, as the case may be.

- (ii) Block/Taluka Level Vigilance Committees: Block/Taluka Level Vigilance Committees will comprise five-six card holders attached to the FPS, representative of local bodies, social workers of the area etc. The Block Level Committee will cover FPSs in a block and report to the District Level Committee about functioning of FPSs and other related problems. The Chairman of the Vigilance Committee at Block Level may be the elected head of the Block/Taluka Level PRI.
- (iii) District Level Vigilance Committee: Each District Level Vigilance Committee to be constituted by the State Government will comprise about 10 members from different segments like beneficiary groups, social/consumer organizations, people's elected representatives and be headed by the Zila Pramukh of the Zila Parishad. The District Level Vigilance Committee shall also be authorized to redress/ solve the problems at its level to the maximum extent possible and, whenever it is not possible, he would refer the same with his recommendation to the State Level Committee.
- (iv) The State Level Committee: This committee, to be constituted by the State Government, May consist of concerned senior level officers from the Government, a few members of Parliament, a few members of Legislative Assemblies, Consumer Activists and Youth & Women's Organizations. The committee may be Chaired by the Minister in Charge or Food & Civil Supplies of the State Govt. and may include other Ministers of related Ministries such as Rural Development, Panchayat Raj, Urban Development etc., as members in addition to the other members mentioned above. The committee shall review quarterly the overall functioning of the TPDS Scheme in the State, and difficulties being faced, if any, in smooth functioning of the Scheme in the State as a whole. The Committee/its members may also visit FPSs, and offices of the Food & Civil Supplies Departments, meet beneficiaries of the Scheme and may recommend to the State Government corrective action for any problems in implementation of TPDS. If a decision on any issue is in jurisdiction of Central Govt., the State Level Committee may recommend corrective action to the Central Govt.

XII. RIGHT TO INFORMATION:

The consumers/beneficiaries can use RTI Act, 2005 to obtain information regarding issue and distribution of essential commodities under TPDS.

XIII. DUTIES OF CITIZENS/ BENEFICIARIES

The card holders are required to immediately report any decrease in the number of their family members in case of someone's transfer, marriage, changing residence, death etc. and the ration card should be kept in their own custody.

If any ration card is found in the custody of someone else or it is found that the decrease in number of units has not been reported, the ration card can be cancelled permanently.