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GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI
OFFICE OF THE COMMISSIONER, FOOD SUPPLIES & CONSUMER AFFAIRS
K-BLOCK, VIKAS BHAWAN, I.P. ESTATE, NEW DELHI-110002

No.PS/CFS/F&S/2005/128

Dated : 6.4.2005

ORDER

It is hereby ordered that the following instructions shall be complied with in letter and spirit by all concerned Officers of the Circles, Districts etc.

- i) Display of information on the wall outside the Fair Price Shops/Kerosene Oil Depots.
 - a. Licence – Name and No. of Authority Letter.
 - b. Stock as on date
 - c. Rates of Commodities
 - d. Sample of Sugar, Wheat and Rice
 - e. Timings of FPS/KOD
 - f. Weekly off
 - g. Procedure for making complaints indicating the authority for redressal of grievances of the consumer
 - h. Maintaining a complaint Register for recording complaints with regard to quality/quantity of stock.
- ii) Public Hearing by all the Food & Supplies Officers in their Circles and Assistant Commissioners in their Districts on 1st and 3rd Saturday of the month between 2.00 PM to 5.00 PM.
- iii) All the FPSs/KODs to open through the month during the fixed hours, i.e. from 9.00 AM to 1.00 PM and 3.00 PM to 7.00 PM.
- iv) Beneficiaries of the Targeted Public Distribution System under the categories of BPL (Below Poverty Line), AAY (Antyodaya Anna Yojna) and Annapurna Scheme can inspect the following records free of cost :-
 - a. Stock Register
 - b. Sale Register
 - c. Master Register (Ration Card Register)
 - d. Cash Memos
- v) The format of the sale register maintained in the Fair Price Shops/Kerosene Oil Depots has been revised to indicate –
 - a. Ration Card No.
 - b. Registration No.
 - c. Quantity of Specified Food Articles (SFAs) issued
 - d. Amount Received
 - e. Signature/thumb impression of the person who received the SFAs and relationship with the ration card holder.
- vi) To prevent diversion of Specified Food Articles etc. –
 - Procedure for opening of sale before commencement of sale prescribed.

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- FPS owner to report the arrival of SFAs to the FSO in writing within 3 hours of the receipt of the stock indicating the quantity and time.
- Circle FSO to get it diarized in the intimation register.
- Area Inspector to inspect FPS within 3 hours of receipt of information.
- Area Inspector to record his visit in the receipt column of the Stock Register.

vii) Penalties –

- In case of minor variation of stock upto 50 Kg. Of SFAs, a penalty of Rs.5000/- to be imposed.
- In case variation is more than 50 Kg. Of all the articles combined together, licence to be suspended for three months – initiation of quasi-judicial proceedings at the level of Zonal Asstt. Commissioner.
- In case variation is more than 100 Kg. Of all the articles put together, licence to be suspended and FIR to be lodged under section 7/10 of Essential Commodities Act, 1955.
- In case of overcharging and other violations, immediate suspension of licence.

viii) All the FSOs to give certificate that the FPSs/KODs in their jurisdiction is being run by the authorized person.

- All the PDS outlets to give undertaking relating to the authorized salesman/representative.
- Only authorized representative to unload the SFAs.
- Photo Identity Card of the Salesman/Authorized Representative displayed.

ix) Complaints –

- All complaints to be disposed of in a time bound manner.
- All the Asstt. Commissioners/FSOs to fix a complaint box in their office complex which is to be opened by the concerned officer daily in the morning and the complaints are to be registered in the Complaint Register.

x) Instructions have been issued to allow Senior Citizens to get their work done on priority by forming separate queues.

xi) Inspection of FPSs/KODs - It has been ordered that the officers of the Department will conduct monthly random inspection of FPSs/KODs as follows –

a) Area Inspector	-	15
b) FSO	-	10
c) Asstt. Commissioner	-	07
d) Adcl. Commissioner	-	05

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- xii) It has been decided to keep the records of the FPS/KOD Register, Sale Register, Master Register (Ration Card Register) etc. open to allow the bonafide cardholders to satisfy themselves whether they have received the same. To begin with, the public audit will start in the North East and East Districts on 18th, 19th, 25th and 26th of April, 2005. It is proposed to conduct a public audit of all the FPSs/KODs in all the Districts of Delhi in a phased manner.

All the Food & Supplies Officers/Assistant Commissioners will submit compliance reports in the Monthly Meetings on the points listed above.

[Handwritten Signature]

(K.S. MEHR)

Pr. Secretary-cum-Commissioner

- 1. All Zonal Asstt. Commissioners.
- 2. All Food & Supplies Officers (through the Asstt. Commissioner concerned).

Copy for information and necessary action :-

- 1. CWM/Incharge (West & Central Districts)
- 2. Addl. Commissioner (South & South West Districts)
- 3. Addl. Commissioner (North & North West Districts)
- 4. Joint Commissioner (New Delhi, East and North East Districts)

[Handwritten Signature]

(K.S. MEHR)

Pr. Secretary-cum-Commissioner