



GOVERNMENT OF GOA

CITIZEN'S CHARTER

FOR

**DEPARTMENT OF CIVIL SUPPLIES
AND CONSUMER AFFAIRS**

PANAJI - GOA

CITIZEN'S CHARTER

INTRODUCTION

This is a regulatory Department and implements various statutory provisions as contained in the Essential Commodities Act 1955 and the rules made there under regulating procurement and/or distribution of essential commodities namely rice, wheat, sugar, edible oil and kerosene oil under the Public Distribution System (PDS). This is one of the Departments which has close contact with the general public. It is the endeavor of the Department that there should be cordial and harmonious relations with the public and the officials and to render excellent service to the people. The Department is also committed to protect and guard the interest of the Consumers in Goa and to make available to them the means of assert their Consumer Rights and to redress their grievances through North and South district Consumer Redressal Forum and Consumer Dispute Redressal Commission, Consumer Conciliation Committee and Lok Adalat.

Activities of the Department:-

- 1) Renewal of ration cards every five years.
- 2) Issue of new ration card within the State (with surrender certificate).
- 3) Inclusion/deletion of family members.
- 4) Change in the address within the service area of the Fair Price Shop.
- 5) Change in the address including change in the fair Price Shop within the taluka
- 6) Issue of surrender certificate on transfer to other city or otherwise.
- 7) Issue of licence for running Fair Price Shop.
- 8) Issue of licence for retail sale of kerosene.
- 9) Issue of Foodstuff licence for foodstuff.
- 10) Issue of Naphtha & Solvent licences.
- 11) Registration of Edible Oil Packaging units.
- 12) Awareness programme conducting consumer.

Targeted Public Distribution System:

The Government of Goa 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.

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II. ELIGIBILITY

At present TPDS benefits the poorest of the poor identified families under the Antyodaya Anna Yojana (AAY) and other population living below the Poverty Line identified as such within the overall norms approved by the Department of Food and 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.

The State Government has been given the responsibility to formulate suitable guidelines for issuing ration cards to eligible families living below the Poverty Line, including the AAY families, as per the norms approved by the Government, regarding the total estimated number of the targeted BPL families. The State Governments, Gram Sabhas, and other authorized local representative bodies shall finalise the lists of beneficiaries belonging to BPL category, including the AAY families, drawn up by the designated authorities in respect of the area under their respective jurisdiction. Care will be taken to ensure that the upper limits prescribed on number of such families are not exceeded.

IV. ISSUE OF RATION CARDS:-

The criteria prescribing eligibility and procedure for issuance of ration cards will be widely publicized and made available to all citizens on demand. Receipt of application for ration card will be duly acknowledged. The acknowledgement will indicate the date on which the ration card can be collected, provided all the required information has been correctly given. The ration card holders will be suitably advised and guided regarding the Fair Price Shops at which they could register for obtaining supplies.

1) Issue of new ration cards in case of change of States:-

Every family residing in this State is entitled to a ration card under the regulations as prevalent from time to time. There are two types of cards for drawal of ration viz. Temporary and Permanent Cards.

- (i) **Temporary cards;-** In case of the family coming from other States and residing in the state, a temporary ration card is issued so that the should not

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have hardships to draw his ration until such time he can get a permanent card. For a temporary ration card, the applicant has to make a simple application along with the declaration form in the prescribed form (copy enclosed) and an affidavit to the effect and two copies of family photograph to the respective Mamlatdar of the Taluka in which he is residing. The temporary ration card will then be issued by the Mamlatdar valid for three months which can be extended with sufficient justification to a maximum of 6 months after which the validity of the card expires permanently.

(ii) **Permanent Ration Cards:** - Families who come to the State on transfer, migration etc. can obtain a permanent ration card from the State. A simple application on plain paper along with the declaration form in the prescribed proforma (copy enclosed) should be submitted to the concerned Mamlatdar. The application should be accompanied by necessary cancellation certificate from the other State from where the applicant is migrating. The Mamlatdar, after due verification will issue a permanent ration card to the family.

2) **Issue of new ration cards within the State (with surrender certificate).**

The same procedure as in the case of issue of permanent ration card mentioned above is followed in this case also.

3) **Inclusion of / deletion of family members:-**

Additional names will be included in the card only in the case of the persons who are staying in the same house. However, in the case of children, Birth Certificate is also required for the purpose.

Deletion of name is done in case of death and/or if the person likes to cancel his name from the card. In case of death, necessary death certificate along with a simple application in plain paper for deletion may be submitted by the Head of Family. In case of other deletion, the applicant himself submits a simple application for deletion.

The Mamlatdar, after due verification, will issue necessary certificate for deletion and/or include the additional names in the concerned card.

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4) Change in address within the service area of the F.P.S.

The family may submit a simple application in plain paper along with the ration card for change in the address of the ration card within the service area of the F.P.S. The Mamlatdar, after due verification, will effect necessary change of address as requested.

5) Change in the address including change if FPS within the Taluka:-

A simple application in plain paper along with the declaration form and the ration card in the prescribed proforma may be submitted to the concerned Mamlatdar who after due verification will effect the necessary change.

6) Issue of surrender certificate on transfer to other city/place or otherwise:-

A simple application form in plain paper along with the ration card is to be submitted to the respective Mamlatdar. The Mamlatdar will issue a cancellation/surrender certificate immediately.

The names, designations, telephone numbers and addresses of officials, to whom grievances/complaints relating to delay or rejection of applications for ration cards could be addressed, is prominently displayed at the concerned office premises.

All grievances /complaints and other correspondence will be duly registered and acknowledged on the spot, if given in person, or within 7 days by post. Wherever possible, computerized information system will be introduced to ensure efficiency and effective follow up and disposal of grievances and complaints.

Issuance of BPL/AAY cards will be as per procedure prescribed and the total number of AAY/BPL cards shall not exceed the limit prescribed. Separate cards of distinctive colours have been issued to families belonging to the APL, BPL and AAY categories.

The State Government shall ensure periodical checking of ration cards to eliminate bogus ration cards and also take stern action against persons found guilty of misusing the TPDS benefits. A time limit for making any additions or deletions in the ration cards will be drawn up by the State Governments as per the chart given below:-

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Item of Work	Time Limit	Authority to effect changes.
1. Inclusion/ Deletion of family/members (by representation to Area Rationing Office.	(i) Same day on presentation of ration cards with required proofs (wherever necessary) (ii) Within seven days if physical verification is necessary (for additions)	Respective Mamlatdars
2. Change in address within jurisdiction of the same FPS.	Same day	
3. Change in Address including change in FPS	Seven working days	
4. Issuance of surrender certificate on transfer of family to other city or otherwise	Two working days.	
5. Issuance of new ration card within the State (with surrender certificate)	Seven working days	
6. Issue of new ration cards in case of change of State (with surrender certificate)	Two weeks.	

Indicate- State/UT Governments may fix the time limits as per local conditions.

7) Renewal of ration cards every five years:-

Ration cards issued in the State are periodically renewed every five years. When the authorities of Directorate of Civil Supplies & Consumer Affairs declares the exercise of renewal of ration cards, each card holder should submit the necessary declaration, in the prescribed proforma (copy enclosed) to the respective office of Mamlatdar/Talathi. New Ration cards will be issued after a period of about 3-4 months on surrender of old cards.

V. SCALE OF ISSUE AND ISSUE PRICES:

The Central Government shall make foodgrains available to the State Governments for distribution under the TPDS at such scales and prices as decided by the Government from time to time. The quantities of foodgrains to

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be supplied per family and issue prices as decided by the State Government for distribution to the eligible consumer households would be made available/known to the public through various means, including display on internet websites. These shall be invariably displayed at all FPSs.

The present scale of issue and issue price of the foodgrains under different categories is given hereunder:

APL rice	10 kgs. per card	@ Rs. 8.95 per kg.
APL wheat	__kgs. per card	@ Rs.
BPL rice	29 kgs. per card	@ Rs. 6.15 per kg.
AAY rice	35 kgs. per card	@ Rs. 3.00 per kg.
ANP	10 kgs. per card	free of cost

VI. DISTRIBUTION:

The procedure for distribution of foodgrains by the Food Corporation of India (FCI) and the State Governments/Department of Civil Supplies & Consumer Affairs shall be publicized widely for knowledge of the general public.

The FCI shall ensure physical delivery of foodgrains of fair average quality to the State Governments/Department of Civil Supplies & Consumer Affairs, for distribution under the TPDS as per the allocations made by the Central Governments within one week of the receipt of payments from the State Governments/Department of Civil Supplies & Consumer Affairs. On getting the allocation of foodgrains, the State Government/Department of Civil Supplies & Consumer Affairs shall issue district-wise allocation orders authorizing the transport contractors to draw foodgrains from the FCI and ensure delivery of the same to the Taluka godowns of the Department of Civil Supplies & Consumer Affairs. In the event of FCI not being able to deliver the foodgrains within a week, reasons for the same and the approximate time by which the foodgrains shall be delivered will be communicated to the State Govt./Department of Civil Supplies & Consumer Affairs.

The distribution system would be made transparent. State Government/Department of Civil Supplies & Consumer Affairs have their storage godowns at each taluka from where the foodgrains are lifted and

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sent to the FPS. At each Fair Price shop, samples of foodgrains meant for distribution under TPDS alongwith the quantity in stock is made available for scrutiny by any stakeholder (local citizens and their representatives). Stakeholders shall be provided with an opportunity to inspect the sample on an appointed day of the week. A time of two hours should be earmarked on that day for such inspections. *Friday has been kept as appointed day of the week.*

The Taluka Civil Supplies Office shall send copies of allocation orders to all the Fair Price Shops as well as to the Gram Panchayats/ Nagar Palikas/ Vigilance Committees/ and any other body nominated for monitoring the functioning of the Fair Price Shops. The details of allocation should be made available on the web-sites identified for the purpose.

VII. QUALITY OF FOODGRAINS:-

Joint sampling is done by representatives of State Government/Department of Civil Supplies & Consumer Affairs and officials of FCI before issue of foodgrains from FCI godowns. Wherever the State Government/Department of Civil Supplies & Consumer Affairs is not able to send a representatives for joint sampling, FCI may issue the foodgrains after observing the necessary formalities to avoid delay.

FCI shall issue to the State Government sealed samples of the stocks of foodgrains supplied to them (a sample will be retained by FCI Office/godown also for a period of two months from the date of its issue) for distribution under the TPDS at the time of dispatch. The Department of Civil Supplies & Consumer Affairs exercise necessary checks to ensure that full quantity lifted by it reaches to godowns and the fair price shops. The Department shall also ensure that the stocks are not replaced by inferior quality stocks during storage, transit or at any other stage in the distribution chain.

VIII. FAIR PRICE SHOPS:-

The TPDS functions through a network of fair price shops. There are 518 fair price shops in the State of Goa who are distributing the foodgrains to the cardholders under the TPDS. The procedure for issue of licences or

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authorization to the FPS for distribution of essential commodities under the PDS is clearly laid down by the State Government.

A simple application in plain paper may be submitted to the Director of Civil Supplies and Consumer Affairs, 2nd Floor, Junta House, Panaji, requesting for a new Fair Price Shop indicating the reasons for the same. The Director of Civil Supplies after due verification through the concerned Mamlatdar will issue a public notice in the newspapers inviting applications for a new Fair Price Shop if the request is justified as per the report of the Mamlatdar. The applications, in response to the advertisement, should be submitted to the respective Mamlatdar only, and not to the Director of Civil Supplies the concerned Mamlatdar after due scrutiny will forward the applications in original along with his comments to the Director of Civil Supplies. The Director of Civil Supplies will issue permission for a new Fair Price Shop after due approval of the Government.

The responsibility and duties of the FPS owners shall include (i) sale of essential commodities as per the 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 and 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 and AAY cardholders should be available for scrutiny by the FPS owners.

The fair price shop owner shall maintain records of ration card holders, stock registers, issue or sale registers, etc. as may be prescribed by the State Government. It would be binding on the FPS owner to allow inspection of these documents by the Gram Panchayats, Nagar Palikas, Vigilance Committees or any local citizens as the case may be on a day/time (two hours) notified for this purpose once every week. *Friday is fixed as the day of inspection (two hours)*

The Fair Price Shop owner will display samples of foodgrains being supplied by the shop. The FPS owner will not retain ration cards after supply of essential commodities and shall provide 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 inspection of records/samples/documents etc. shall be provided on an appointed day(s)/time at least one a week.

IX. INSPECTION AND CHECKING:

The State Government shall ensure a proper system for monitoring of FPS and prescribe model sales records/register, stock registers and ration card registers. The State Government shall ensure inspection of FPS not less than once in each month by designated authorities and also specify issues on which information would be collected by them. During the inspections, the quality and quantity of ration being supplied through FPS, smooth functioning of the FPS with reference to opening and closing time of the FPS, and dealings of the FPS owner/its workers with the TPDS beneficiaries will be checked.

X. CANCELLATION OF LICENCES OF FPS:

The State Government shall notify circumstances under which the licenses of a FPS can be cancelled and make available the information regarding the designated authorities for lodging any complaint against those erring FPS owners who violate the rules/procedures of the system.

A prompt and effective redressal mechanism shall also be laid down so that any shortcomings pointed out by citizens may be promptly resolved. Panchayat Raj Institutions/local municipal bodies should be involved in such a mechanism.

XI. ISSUE OF KEROSENE LICENCE FOR RETAIL USE:-

Applications in the prescribed proforma (copy enclosed) should be submitted to the Director of Civil Supplies for issue of retail licence for kerosene. Applications should be accompanied with necessary NOC from the local Body and the Director of Fire Services from the safety point of view and the willingness of the cardholders who intend to collect kerosene quota from

the applicant. However, in the case of hawkers licence, no certificate from the Directorate of Fire Services is insisted. The Director of Civil Supplies will issue necessary retail sale licence after due verification through the respective Mamlatdar. Quota fixed for distribution under PDS is 5 litres for ration card holders with gas connection and 2 litres per head for ration card holder without gas connection. However, due to reduction of kerosene quota by the Central Government by about 20% after the fixation of quota, the kerosene is supplied to card holder proportionately.

XI. ISSUE OF FOODSTUFF LICENCE:-

Applications in the prescribed proforma (copy enclosed) should be submitted to the Director of Civil Supplies, Panaji. This application should be accompanied by necessary NOC from the local Body, title document/house tax receipt of the premises, etc. The Director of Civil Supplies will issue necessary Foodstuff Licence after due verification from the respective Mamlatdar.

XII. ISSUE OF LICENCE UNDER SOLVENT, RAFFINATE AND SLOPE (ACQUISITION, SALE, STORAGE AND PREVENTION OF USE IN AUTOMOBILES) ORDER, 2000.

Application for licence under the above orders should be submitted in the prescribed proforma as given in annexure to the Directorate of Civil Supplies. A fee of Rs.500/- is to be paid for the licence. The applications should be accompanied with the following documents.

- i) Industry Registration/Licence Details.
- ii) Sales Tax Registration details.
- iii) State Sales Tax.
- iv) Central Sales Tax.
- v) Explosive licenec details.
- vi) Details of Storage.
- vii) Any other document as may be prescribed.

XIII. THE NAPHTHA (ACQUISITION, SALE, STORAGE, AND PREVENTION OF USE IN AUTOMBOLITES) ORDER, 2000

Applications for licence under the above Order should be submitted to the Director of Civil Supplies in the prescribed proforma (copy enclosed). A fee of Rs.500/- is to be paid for the licence. The application should be accompanied with the following documents:-

- i) Industry Registration/Licence No.
- ii) Sales Tax Registration details
- iii) Central Sales Tax Registration details.
- iv) Explosive Licenec details.
- v) Details of Storage.

XI. VIGILANCE AND PUBLIC PARTICIPATION

State Government shall constitute Vigilance Committees to 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 organizations, local body, etc. viz.,

- (i) The Panchayat/Municipal Ward level Vigilance Committees: A Vigilance Committees consisting of representatives of card holders (some of whom shall be women BPL/AAY beneficiaries), elected Sarpanch of the Panchayat/Municipal Ward's elected representative, consumer activities 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 Committees will be set up. The Chairman of the Panchayat/ Municipal Council/ Corporation level Vigilance Committee will 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 Committees will comprise five-six card holders attached to the FPS, representatives 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 Committees about functioning of FPSs and other related problems. The Chairman of the Vigilance Committee at Block Level will be the elected head of the Block/Taluka Level PRI.
- (iii) District Level Vigilance Committee: Each District level Committee, to be constituted by the concerned State/UT 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 his 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/UT Level Committee: This Committee to be constituted by the State Government will consist of concerned Senior Level Officials from the Government, a few Members of Parliament, a few Members of Legislative Assemblies, Consumer Activities and Youth & Women's

Organisations. The Committee will be Chaired by the Minister in Charge of Food & Civil Supplies of the State/UT Government and may include other Ministers or related Ministers such as Rural Development, Panchayat Raj, Urban Development etc. as members in addition to the other members mentioned above. The Committees shall review quarterly the overall functioning of TPDS Scheme in the State, and difficulties being faced, if any, in smooth functioning of the scheme in the State as a whole. The Committees/its members will also visit FPSs, and offices of Food & Civil Supplies Departments, meet beneficiaries of the Scheme and will 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 Government, the State level Committee may recommend corrective action to the Central Government.

The State Government will implement a mechanism of grievances Redressal for issues pointed out by the Block/Distt./State Level Vigilance Committees.

CHAPTER – II

The Consumer Protection Act, 1986 seeks to provide for better protection of the interests of Consumers.

To provide speedy and simple redressal to consumer disputes, a quasi-judicial machinery is set up at the district and State levels. These quasi-judicial bodies will observe the principle of natural justice and have been empowered to give reliefs of a specific nature and to award whenever appropriate compensation to consumers. Penalties for non-compliance of orders given by the quasi-judicial bodies have also been provided.

Organizational set up

a) State Commission:-

i) State Commission is headed by a person who is or has being judge of a High Court appointed by State Government as its President.

ii) Two member, one of whom shall be Woman.

b) District Fora

c) One District Forum in North Goa.

d) One District Forum in South Goa.

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(1) Each District Forum is headed by a person who is or has been qualified to be a District Judge, as its President.

(2) Two members, one of whom shall be woman.

(3) Jurisdiction:-

a) State Commission :- (1) Complaints where the value of the goods or services and compensation, if any, claimed exceeds Rupee five lakhs and does not exceed rupee twenty lakhs.

(2) Appeal against the orders of any District Forum within the State.

(3) To call for records and pass appropriate orders in any consumer disputes which is pending or has decided by any District forum within the state where it appears to the State Commission that such District Forum has exercised a jurisdiction not vested in it by law, or has failed to exercise a jurisdiction so vested or has acted in exercise of its jurisdiction illegally or with material irregularity.

b) District Fora:- To entertain the complaints where the value of goods or services and the compensation if any claimed does not exceed rupees five lakhs.

2. A complaint shall be instituted in a District Forum within the local limits of their jurisdiction.

(a) The opposite party resides carries on business or has branch office.

(b) Any of the opposite parties where there are more than one, at the time of the institution of the complaint, carries on business or has its branch office.

(c) The cause of action, wholly or in part.

4. Office Addresses with Name and Designation

Sr. No.	Office	Present President & Members	Person to be contacted	Office Address
1.	State Commission (Consumer Disputes Redressal Commission)	1. Justice (Retd.) C. K. Mahajan, President 2. Carolina Colacco, Member 3. Smt. Sandra A. Vaz e Correia, Member	Registrar	1 st lift, 4 th floor, Junta House, Panaji –Goa.
2.	(a) District Forum North Goa (Consumer Disputes Redressal Forum- North Goa)	1. Advocate Smt. Shubhalaxmi Raikar, President. 2. Mr. Dhananjay Jog, Member 3. Shanti Maria Fonseca, Member	Assistant Registrar	Goa Hsg. Board Commercial- Cum-Residential Complex, F-F-1, Porvorim Bardez-Goa.

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3.	(b) District Forum South Goa. (Consumer Disputes Redressal Forum, South-Goa.)	1. Advocate Jagdish Prabhudessai, President 2. Shri Aremy G. O. Fernandes, Member 3. Smt. Kala P. Dalal, Member	Assistant Registrar	Blessings Pioneer Commercial Complex, 1 st floor, Old Market, Near District Court, Margao-Goa.
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5. Procedure on receipt of complaints by State Commission and District Forum.

(a) The State Commission/District Forum sends a copy of the complaint to the opposite party directing him to give his version of case within thirty days or within extended period not exceeding fifteen days as may be granted by State Commission/District Forum.

(b) If the opposite party disputes the allegations made in the complaint the State Commission/District Forum takes appropriate steps.

(1) Sending a sample of the defective goods obtained from the complainant for appropriate laboratory test or analysis.

(c) Before the sealed sample is sent for analysis or test the State Commission/District Forum may ask the complainant to deposit a certain money to meet the laboratory expenses.

(d) On receipt on the report from laboratory the State Commission/District Forum gives a copy of the report to the opposite part.

(e) If any of the parties disputes the correctness of the findings of the appropriate laboratory, or disputes the correctness of the methods of analysis or tests adopted by the appropriate laboratory, the State Commission/ District Forum shall require the opposite party of the complainant to submit in writing his objections in regard to the report made by the appropriate laboratory.

(f) The State Commission/District Forum shall thereafter give a reasonable opportunity to the complainant as well as the opposite party of being heard.

If the complaint is with regard to goods in respect of which the procedure specified above cannot be followed, then the State Commission/District forum

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forwards a copy of the complaint to the opposite party who has to respond it within 30 days, if agreed for extension of 15 days, if the opposite party denies or disputes the allegations or fails to respond within the given time, the State Commission/District Forum proceeds to settle the matter.

1. Where the Opposite Party admits the allegation made by the complainant, the State Commission and District Forum shall decide complaint on the basis of the merit of the case and the documents present before it.
2. If during the Proceedings State Commission/ District Forum fixes the date for hearing of the parties it shall be obligatory on the complainant and the Opposite Party or his authorized agent to appear before the State Commission/District Forum on such date of hearings or any other date to which hearing could be adjourned. Where the complainant or his authorized agent fails to appear before the State Commission/District Forum on such dates the State Commission/District Forum may in its discretion either dismissed the complaint for default or decide the complaint on merits. Where the Opposite Party or its authorized agent, fails to appear on the date of hearing the State Commission/ District Forum may decide the complaint ex-parte.

The State Commission/District Forum has power

1. To summon any defendant or witness and to examine the witness on oath.
2. To discover and produce any document or other material object producible as evidence.
3. To receive evidence on Affidavits.
4. To requisition the report of the laboratory test/analysis.
5. To appoint any commission for the examination of any witness etc;

Finding of the State Commission/District Forum

If after the proceeding conducted the State Commission/District Forum is satisfied that the goods complained against suffer from any of the defects specified in the complaint or that any of the allegations complained in the complaint about the service are proved, it shall issue an order to the opposite party directing him to take one or more of the following steps namely:

- (a) To remove the defects pointed out by the appropriate laboratory from the goods in question.

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- (b) To replace the goods with new goods of similar description which shall be free from any defect.
- (c) To return to the complainant the price, or as the case may be, the charges paid by the complainant.
- (d) To pay such amount as may be awarded by it as compensation to the consumer for any loss or injury suffered by the consumer due to the negligence of the opposite party.

Appeal against District Forum Order : Any person aggrieved by an order of the District Forum may appeal against such orders to the State Commission within a period of 30 days from the date of the communication of the order.

Limitation period of filing the complaint:

1. The State Commission/District Forum may entertain the complaint if it is filed within two years from the date on which the cause of action arose.
2. Complaint may be entertained as the case may be if sufficient cause for not filing the complaint within such period is shown to record and its reasons for condoning such delay.

DETAILS OF PUBLIC INFORMATION OFFICERS

1st Appellate Authority

Director of Civil Supplies and Consumer Affairs
Junta House, 1st Lift, 2nd Floor,
Panaji – Goa.

Public Information Officer

Asstt. Director of Civil Supplies and Consumer Affairs,
Junta House, 1st Lift, 2nd Floor,
Panaji – Goa.

Asstt. Public Information Officer

Superintendent,
Department of Civil Supplies and Consumer Affairs,
Junta House, 1st Lift, 2nd Floor,
Panaji – Goa.

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FORMAT

As the case may be without stamp fee.

- 1) Before the Consumer Dispute Redressal Commission Panaji-Goa.
- 2) Before the Consumer Dispute Redressal Forum, North Goa Porvorim.
- 3) Before the Consumer Dispute Redressal Forum, South Goa, Margao-Goa.

Complaint No.

Name with full postal address

.....Complainant

V/s.

Name with full postal address

.....Opposite Party

Brief Narration: alongwith xerox copy of the cited documents

Relief sought

Date

Signature of the Complainant

1. Complaint should be clearly typed with double spacing.
2. Complaint should be presented/posted to the concerned Forum/Commission with three sets addition to number of the Opposite Parties.

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ANNEXURE - I

Activity/Service		Time Limit	Person to be contacted
1.	Renewal of ration cards every five years	3-4 months	Mamlatdar in Taluka 1. Mamlatdar in Bardez. Tel. - 2262210. 2. Mamlatdar in Bicholim. Tel. - 2362237. 3. Mamlatdar in Canacona. Tel. - 2643329. 4. Mamlatdar in Marmugao. Tel - 2513014. 5. Mamlatdar in Pernem. Tel. - 2201223. 6. Mamlatdar in Ponda. Tel - 2312121. 7. Mamlatdar in Quepem. Tel. - 2662228. 8. Mamlatdar in Salcete. Tel. - 2702180. 9. Mamlatdar in Sanguem. Tel. - 2604232. 10. Mamlatdar in Sattari. Tel - 2374243. 11. Mamlatdar in Tiswadi. Tel. - 2425533, 2225545.
2.	Issue of new ration card in case of change of state.	15 days	- do -
3.	Issue of new ration card within the state/ (with surrender certificate).	10 days	- do -
4.	Inclusion of deletion 15 days of family members.	15 days	- do -
5.	Change in the address within the service area of FPS.	15 days	- do -
6.	Change in the address including change in FPS within the Talukas	15 days	- do -
7.	Issue of surrender certificate on transfer to other city or otherwise	2 days	- do -

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8.	Issue of Licence for new Fair Price Shop.	60 days	Director of Civil Supplies and Consumer Affairs Address: - 1 st Lift, 2 nd Floor, Junta House, Panaji - Goa. Tel: - 2227798, 2226084.
9.	Issue of Kerosene licence for retail sale to other city or otherwise.	45 days	- do -
10.	Issue of Foodstuff licence	45 days	- do -
11.	Complaint against delay or hardship in the office of Mamlatdar.	7 days	- do -
12.	Issue of licence under solvent, Raffinate and slop order		- do -
13.	Issue of Naphtha licence		- do -
14.	Complaints regarding non-registration of ration card malpractices, irregularities, overcharging, less weighment, poor quality, improvement behaviour by F.P.S., etc.	i) Acknowledgement of complaint on the spot or intimation by post in 7 days. ii) Final reply/ Redressal of grievance - 30 days	- do -
15.	Complaints/ grievances regarding inclusion in the list of BPL (Below Poverty Line).	i) Acknowledgement of complaint on the spot or intimation by post in 7 days. ii) Final reply within 20 days	1. Sarpanch of the Panchayat/ Chief Officer of Municipal Council 2. Director of Civil Supplies and Consumer Affairs+ Address: - 1 st Lift, 2 nd Floor, Junta House, Panaji - Goa. Tel: - 2227798, 2226084.

ANNEXURE - II

DELAY OF INFORMATION AT FAIR PRICE SHOP

Timing: - 9 AM to 7 PM

Lunch Hour: - 1 PM to 3 PM

Closed on: - _____ day

1. Serial No. (If any) of Fair Price Shop with other details :	_____
2. Name of FPS Owner :	_____
3. Total No. of ration cards attached with the FPS :	APL _____ BPL _____ Total: _____
4. Detail of PDS commodities :	RICE, WHEAT, SUGAR

DATE: - _____

Sr. No.	Name of the Commodity	Opening Stock	Rate per	Entitlement per card/unit	Closing stock at closing hour of the FPS.
1	2	3	4	5	6
1.	Rice				
2.	Wheat				
3.	Sugar				
4.	Edible Oil				
5.	Kerosene Oil				
	(1) Name and address & Phone No. of local agency to whom complaints can be made (viz. social workers, voluntary consumer organizations, local body/Panchayat, members, etc.)			Panchayat/Municipal Council	
	(2) Name and address & Phone No. of State Government Official:			Mamlatdar	

ALL THE ABOVE SERVICES AND COMMITMENT WILL BE AVAILABLE WITHOUT THE CITIZEN HAVING TO PAY ANY EXTRA MONEY.

1. Fair Price Shop provides PDS commodities viz. rice, wheat, sugar, edible oil and kerosene oil to the ration card holder attached to this shop. Working hours, scale of issue, issue price, stock position and name of the owner are displayed separately on the board.

Contd...21/-

...21...

2. Families Below Poverty Line (BPL) holding special cards will get 20 kgs. of foodgrains (rice) per month at following prices: - Rice...Rs. 6.30/- per kg.
3. The cardholders services by this FPS are entitled to inspect the stock register, sales register and ration card register, after enactment of Rights of Information Act.
4. The functioning of this Fair Price Shop is monitored by a Vigilance Committee. Any grievance may be addressed to: -

Name: - Panchayat/Municipal Council.

Address: - _____

Tel. No. _____

(viz. social workers, voluntary consumer organizations, local body/Panchayat, members, etc.)

5. Grievances can also be addressed to the following Government officials.

Name: - Director of Civil Supplies and Consumer Affairs.

Address: - Department of Civil Supplies and Consumer Affairs,
1st Lift, 2nd Floor, Junta House, Panaji - Goa.

Tel. No.: - 2227798, 2226084.

ORDER

New Delhi, the 30th June, 2000

G.S.R. 578 (E) - In pursuance of sub - clauses (1) and (5) of clause 3 of the solvent, Raffinate and Slop (Acquisition, Sale, Storage and Prevention of use in Automobile) Order, 2000, the Central Government hereby notifies the Form in which application for issue of Solvent, Raffinate and Slop licence shall be made under the said Order, and the Format in which the licence shall be issued by the State Government or the District Magistrate or the officer authorized by the Central or the State Government, namely.

ORDER

New Delhi, the 30th June, 2000

G.S.R. 579 (E) - In pursuance of Sub - clauses (i) and (vi) clause 3 of the Naphtha (Acquisition, Sale Storage and Prevention of use in Automobiles) Order, 2000, the Central Government hereby notifies the Form in which application for issue of Naphtha licence shall be made under the said order, and the Format in which the licence shall be issued by the State Government or the District Magistrate or the officer authorized by the Central or the State Government, namely.