

DEPARTMENT OF FOOD CIVIL SUPPLIES AND CONSUMER AFFAIRS

CITIZENS' CHARTER

1. Name of Scheme	Targetted Public Distribution System [TPDS].		
Objectives	The objective of TPDS is to ensure availability of foodgrains to all bonafide citizens and to ensure that it is at price affordable for even the poorest in the State. With the implementation of the National Food Security Act, (NSFA), 2013, in the State with effect from February, 2016, the Act provides subsidized foodgrains to approximately two-thirds of the State Population.		
Services / Allowances	Rice for Priority household :::		
	• Scales of supply per beneficiary per Month	::	5 kgs
	• Retail Prices	::	₹. 3:00 P per Kg
	Rice for AAY Families :::		
	• Scales of supply per Family per Month	::	35 Kgs.
	• Retail Prices	::	₹. 3:00 P per Kg
	Wheat [Wholemeal Atta] ::: The Govt. of India has allocated 2,385:87 MTS of TPDS Wheat (Tide over) to the State Govt. from April, 2016 onwards at the issue price of ₹. 610 per quintal. The State Govt. has re-allocated the above allocation to the functioning Mills located at East Khasi Hills, Shillong and Ri - Bhoi District, Nongpoh.		
	• Scale of supply per Family per Month	1 to 5 Kgs.	
	• Retail Prices	::	₹. 7:40 P - ₹. 7:80 P per Kg
	S.K. Oil :::		
• Scales of issue has been fixed by the respective Deputy Commissioner(S), on the basis of availability of the quota.			
• Retail Prices	::	₹. 25:00 P - ₹. 30:00 P per litre (subject to change)	
Eligibility criteria	All bonafide citizens of the State who are duly recognized and recommended by the Local headmen/Durbar are eligible to obtain rations under the National Food Security Act, (NSFA), 2013 which are identified on the basis (1) For Urban areas - As per the Report of the Hashim Committee submitted to the Planning Commission in December, 2012. (2) For Rural areas - As per the Socio Economic and Caste Census Booklet issued by the Ministry of Rural Development in July, 2011.		
How to apply / attain	Family Identity Cards can be attained from the Office of the Deputy Commissioner, [S], / Sub - Divisional Officer, [S], concerned.		
Whom to contact	Deputy Commissioner, [S], / Sub - Divisional Officer, [S].		

2.	Name of Scheme	Annapurna Scheme.		
	Objectives	Under this Scheme Rice is distributed free of cost to each indigent Old Age Person not covered under the National Old Age Pension Scheme .		
	Services / Allowances	Rice at the scale of 10 Kgs per Month free of cost.		
	Eligibility criteria	Indigent Old Age Person above 65 years of age and not covered under the National Old Age Pension Scheme .		
	How to apply	The applicant may approach the concerned Deputy Commissioner, [S], / Sub - Divisional Officer, [S], for availing the Scheme.		
	Whom to contact	Deputy Commissioner, [S], / Sub - Divisional Officer, [S].or B.D.O. concerned.		
3.	Name of Scheme	Supply of Rice to ST / SC Hostels at BPL Prices.		
	Objectives	Under this Scheme Rice is supplied to inmates of ST / SC Hostels and Vocational Training Centre .		
	Services / Allowances	Rice :::		
		• For Hostel Inmates	::	At the scale of 15 Kgs per inmate per Month at the rate of ` . 6:65 P per Kg.
		• For Vocational Training Centre	::	Inmates at the scale of 5 Kgs per inmate per Month at the Price of ` . 6:65 P per Kg .
	Eligibility criteria	Hostels belonging to the SC / ST / OBC category where 2/3rd of the inmates belong to the above category.		
How to apply	The Institutions having such hostels can approach their respective Deputy Commissioner (S) concerned.			
Whom to contact	Deputy Commissioner, [S], / Sub - Divisional Officer, [S].			

4.	Name of Scheme	Consumer Protection.
	Objectives	<i>Under the Provision of Consumer Protection Act, 1986, Consumer Courts have been set up in Meghalaya, which are known as State Consumer Disputes Redressal Commission (State Commission) at the State Level and District Consumer Disputes Redressal Forum (District Forum) at the District Level.</i>
	Services / Allowances	<i>The District Forum deals with Consumer disputes the value of which ranges from ₹ 0 -- ₹ 20 Lakhs. The State Commission deals with Cases, value of which range from ₹ 20 Lakhs - ₹ 1 Crore.</i>
	Eligibility criteria	<i>Under the Provision of Consumer Protection Act, 1986, a Complaint can be made in writing in the following circumstances :-</i> <ul style="list-style-type: none"> • <i>If you have suffered loss or damage as a result of any unfair trade practices by the Trader.</i> • <i>If the Good purchased suffer from any defect.</i> • <i>If the services hired / availed suffer from deficiencies in any respect.</i> • <i>If you have been charged a Price in excess of the Price displayed or fixed by or under any law for the time being in force.</i> • <i>The complaint is generally made in a Plain Paper.</i>
	How to apply	<i>The complainant may submit their complaints in plain paper.</i>
	Whom to contact	<i>The President State Consumer Disputes Redressal Commission and the President of District Forum concerned.</i>

◆◆◆◆