GOVERNMENT OF PUDUCHERRY

DEPARTMENT OF CIVIL SUPPLIES & CONSUMER AFFAIRS

MANUAL

FOR GETTING

INFORMATION UNDER

RIGHT TO INFORMATION ACT, 2005

(REVISED AS ON 30.06.2008)

BOOKLET ON RIGHT TO INFORMATION, 2005

CHAPTER – 1

INTRODUCTION

1.1) Background this Hand – book:

All citizens shall have the right to get information from public authority subject to the provisions of this Act. This hand book is published for general information in order to promote transparency and accountability in the working of every public authority. A person, who desires to obtain any information under this Act, shall make a request in writing or through electronic means in English or in the official language of the area, accompanying fees as may be prescribed by Government. Such information shall be furnished to the desired person within the time limit and subject to exemption as prescribed in this Act.

1.2) Object / purpose of this Hand - book:

The object and purpose of this handbook is to disseminate the function of the public authority to every citizen of this country with a view to promote transparency and accountability in working of every public authority.

1.3) Intended users of this hand – book:

Every citizen of this country can avail information from this handbook and use this booklet.

1.4) Organization of the information in this handbook:

This handbook has been formulated by incorporating all the major functions of the department of Civil Supplies and Consumer Affairs in manuals.

1.5) Definitions of various terms used in this handbook:

All the terms used in this handbook are self-explanatory in detail.

1.6) Contact person in case of somebody wants to get more information, which are not available in this handbook

1. The Director,
   Department of Civil Supplies & Consumer Affairs
   Ph: 0413- 2252960, 2253345

2. The Deputy Director,
   Department of Civil Supplies & Consumer Affairs
   Ph: 0413- 2252960, 2251691

1.7) Procedure and fee structure for getting information not available in this handbook:

Prescribed Form of application for seeking information is available at free of cost as appended below:

Prescribed form issued by this department at free of cost for rendering service to the public.

1. Application Form for enumeration of Below Poverty Line Census
2. Application Form for making Deletion, Inclusion of names, Change of Address and change of Fair Price Shops.
3. Application Form for making change in Number of L.P.G. Cylinder in the Ration card
4. Application Form for Surrender of ration card.
5. Application Form for Anthyodaya Anna Yojana Scheme
6. Surrender Certificate Form
7. Inclusion Certificate Form
8. Deletion certificate Form
9. Application Form for issuing F.P.S. Licence.
10. Application Form for issuing F.P.S. (Kerosene) Licence.
11. Application form for issuing Solvent Licence.
12. Change of Address Form
13. Acknowledgement Form

FORM – 'A'

Form of application for seeking information

(See rule 3)

I.D.No.:

(For official use)

To

The Competent Authority,

1.Name of the Applicant

2.Address

3.Particulars of information

(a) Concerned department

(b) Particulars of information required

(i) Details of information required

(ii) Period of which information asked for

(iii) Other details

4.I state that the information sought does not fall within the restrictions contained in Section 6 of the Act and to the best of my Knowledge it pertains to your office.

5. A fee of Rs._____ has been deposited in the office of the Competent Authority vide No._____ dated _____.

Place:

Date : **Signature of Applicant**

E-mail address, if any_____

Tel.No.(Office) _____

(Residence) _____

Note:(i) Reasonable assistance can be provided by the Competent Authority in Filling up the Form – A.

(ii) Please ensure that the Form A is complete in all respect and there is no ambiguity in providing the details of information required.

ACKNOWLEDGEMENT OF APPLICATION IN FORM – A

I.D.No.---------- Date: ……

1.Received an application in Form – A Shri / Ms.----------
resident of ----------under Section 5 (1) of the Delhi Right to Information Act, 2001.

2.The information is proposed to be given normally within 15 days and in any case within 30 days from the date of receipt of application and in case it is found that the information asked for cannot be supplied, the rejection letter shall be issued stating reason thereof.

3.The applicant is advised to contact the undersigned---------- on between 11.00 am and 1.00 p.m.

4.In case the applicant fails to turn up on the scheduled date (s) the Competent Authority shall not be responsible for delay, if any.

5.The applicant shall have to deposit the balance fee, if any, with the authorized person before collection of information.

6.The applicant may also consult Website of the department from time to time to ascertain the status of his application.

Signature and Stamp of the
Competent Authority.

E-mail address: ----------
Website: ----------
Tel.No: ----------

Date: ----------

MANUAL – I

History of the Department:

Constituted in the year 1964, the Department of Civil Supplies has its head office in Puducherry and its regional offices in the three outlying regions at Karikal, Mahe and Yanam and is functioning under the administrative control of the Secretary to Government(CS&CA). The Government of India enacted the Consumer Protection Act in the year 1986 and directed to form a separate department to deal with Consumer Affairs. Considering the small geographical terrain and single District Administration, it was felt that no separate department was necessary and the works related to Consumer Affairs were attached to the Department of Civil Supplies. For this purpose , the Department of Civil Supplies has been renamed as "The Department of Civil Supplies & Consumer Affairs" with effect from 25.08.1999.

ADMINISTRATIVE SET UP

The Director of Civil Supplies and Consumer Affairs is the Head of the Department and is also the Ex-Officio Joint Secretary to Government. The Deputy Director (CS&CA) is the Head of office and also the Ex-officio Deputy Secretary to Government. In Karaikal, the branch office is headed by a Deputy Director who is the Head of Office at Karaikal Collector of Karaikal continues to oversee the function. The Regional Administrators of Mahe and Yanam are the Head of Office for the Civil Supplies units in the respective region. The expenditure of these units is met out from the Civil Supplies budget. The Regional Administrators of these regions have been empowered to exercise the powers of the Director by various orders.

The vision & object and functions of this department is as follows:

- Implementation of Public Distribution System
- Issue of New Ration Cards/ issue of Duplicate Ration Cards
- Issue of Surrender certificate
- Deletion / inclusion of members in the existing ration card
- Allocation & Issue of permits to Fair Price Shops.
- Issue of licence to Kerosene Shops

- Issue of license to the Fair Price Shops.
- Issue of license for acquisition, storage and use of specified solvents
- Monitoring the availability of essential commodities to the public
- Monitoring of essential commodities prices prevailing in the local market in order to stabilize the market price of essential commodities.
- Prevention of illegal movement of PDS commodities and seizure of illegally transported PDS commodities.
- Redressal of consumer grievances.

This department is rendering service to the public and the working hours of the department is 8.45 a.m. to 1.00 and 2.00 p.m to 5.45 p.m. except public holidays and declared holidays.

The Public Grievance Redressal machinery is also functioning in this office and the Head of Office – the Deputy Director of this department has been appointed as the Public Relations Officers and District Consumer Protection Officer. The Public Relations Officer hears the grievances on all Wednesdays/ working days during office hours between 11.00 a.m. and 12.00 noon. Besides, the Director of this Department can also be approached for redressal of any grievances. Visitors Register are being maintained by the P.A. to Director and P.A. to Deputy Director (Grievances Officers, a notice board both in the regional language and in English indicating the day/ hour for the public to call on the officer is displayed in this Directorate and a complaint box has been kept in front of the office to monitor receipt of grievances. An information / reception counter is also functioning in this office.

Any grievance can be addressed to the following Officers, their address and phone numbers are given below:

The Director,
Deptt.of Civil Supplies & Consumer Affairs, Puducherry – 605 009.
Ph: 0413 – 2253345
Email – civil@pondy.pon.nic.in

The Deputy Director,
Deptt.of Civil Supplies & Consumer Affairs, Puducherry – 605 009.
Ph: 0413 – 2251691
Email – civil@pondy.pon.nic.in

CHAPTER -3

MANUAL – II

Powers and Duties Officers

DIRECTOR:

Director of Civil Supplies & Consumer Affairs is the Head of the Department of Civil Supplies & Consumer Affairs, Puducherry, Karaikal, Mahe and Yanam and he is the Head of the Department for state Commission and District Forum monitoring the overall budget of the Fora. He is the Disciplinary Authority in respect of the staff of the Department. He is vested with the powers to seize the illegal movements of essential commodities as the provisions covered under the Rules mentioned in the Annexure (Manual – III). He is the Joint Secretary to Government for the Department of Civil Supplies & Consumer Affairs and Licencing Authority for establishment of Fair Price Shops.

Financial Powers As a Head of Department, the Director of Civil Supplies & Consumer Affairs is empowered to incur an expenditure in respect of various items of expenditure contemplated in G.O.Ms.No.59/F3/03 dt.11.02.2003 and various amendments issued in the G.O. from time to time. As Joint Secretary, he is also empowered to incur expenditure of scheme to the extend of the amount contemplated in the G.O.

DEPUTY DIRECTOR

Deputy Director of Civil Supplies & Consumer Affairs is the Head Office of the Department of Civil Supplies & Consumer Affairs, Puducherry region only. He is monitoring overall Budget of the Department of Civil Supplies & Consumer Affairs, Puducherry and Karaikal. He is also vested with the powers of seizure of illegal movements of essential commodities as per the provision covered under the Rules mentioned in the Annexure.

As a Head of Office all the service matters of the staff of Department of Civil Supplies & Consumer Affairs, Puducherry are dealt by him. He is empowered to issue expenditure sanction for the implementation of various welfare schemes by this department.

ASSISTANT DIRECTOR

Assistant Director is a Section Head and is the Drawing and Disbursing Officer of the Department in Puducherry. All Audit and account matters and Consumer Affairs are supervised by the Assistant Director. Apart from above, the Assistant Director is also assisting the Director and Deputy Director in the matters of implementation of various Act and Rules pertaining to this department, subject to delegation of powers.

SUPERINTENDENT

Superintendent is also a Section Head. He is supervising the functions of PDS system, Administrative matters, Card systems as well as Licence and Legal issues. He is assisting the Deputy Director as well as the Director in the matters of implementation of various control orders, subject to delegation of power.

TAHSILDAR

The Tahsildar is the Head of Squad Section to this department **9** Civil Supplies Inspectors are working under this control. The Tahsildar is empowered to exercise powers as per the Annexure (Manual – 3) enclosed herewith. Tahsildar is also conferred with the power of Executive Magistrate.

SUPERINTENDENT OF POLICE (FOOD CELL)

The superintendent of Police (Food Cell)Is empowered to inspect all outlets points of essential commodities and ensure the enforcement of Rules and Control Orders promulgated under Public Distribution System. The main aim is to cultail black marketing and adulteration. The Superintendent of Police is the Enforcement Authority to Civil Supplies & Consumer Affairs department. He is empowered to prosecute the law breakers under Essential Commodities Act. He is the Drawing Disbursing Oficer of the Establishment of Food Cell.

STAFF DETAILS

Sl.No	Name of the Post	No. of Post
1	Superintendent of Police	1
2.	Inspector of Police	1
3.	Sub-Inspector of Police	4
4.	Head Constable	6
5.	Constables	19
6.	L.D.C	1

MANUAL – III

Rules, Regulations, Instructions, Manual and Records for discharging Functions

Sl.No.	Name of the Title of the document	Brief write –up on the document
1.	Pondicherry Scheduled Commodities (Regulation of Distribution by Card System) Order, 1975	This order has come into force in the years 1975 for securing equitable distribution of essential commodities. In this order, the Director, Deputy Director, Administrator, Inspector, Sub- Inspector, Civil Supplies Officer / Inspector are empowered to enter search and sieze the sales depot i.e. Fair Price Shops, Godowns, Petrol Bunks, Kerosene Agencies / Depot and raid on transportation of essential commodities in their respective jurisdiction as detailed in the enclosed chart.
2.	Public Distribution System (Control) Order,2001	This order has come into force from the year 2001 for maintaining supplies and securing availability and distribution of essential commodities under this system. The powers of Officers / Officials of the Department of Civil Supplies & Consumer Affairs for enforcement of Rules and control Orders are as enclosed in the chart.
3.	Pondicherry Kerosene Control Order,1969	This order has come into force from the year 1969 for maintaining supplies of kerosene and for securing their equitable distribution and availability at fair prices. The powers of Officers/ Officials of the Department of Civil Supplies & Consumer Affairs for enforcement of Rules and Control Orders are as detailed in the enclosed chart.

4.	Pondicherry Kerosene (Restriction on Use and Fixation of Ceiling Price) Order, 1993.	This order ensures to regulate the supply and distribution of Kerosene to the Consumers and also have restriction on use and fixation of ceiling price under public distribution. The issue of licence and control over the dealer of kerosene.
5.	Pondicherry Motor Spirit and High Speed Diesel oil order, 1985.	This order come into force from the year 1985 for maintaining the supplies of motor Spirit and High Speed Diesel oil and for securing their equitable distribution and availability at fair prices. The powers of officers/ 0fficials of the Department of Civil Supplies & Consumer Affairs for enforcement of Rules and control orders are as detailed above.
6.	i) The Naptha (Acquisition, Sale, Storage and prevention of use in Automobile) order, 2000	Any Gazetted 0fficer of Central of State Government enter and search any place or premises being made use of or suspected to be made use of in the business of the dealer, transporter, consumer or any other person who is an employee or agent of such dealer transporter/ consumer with respect to which there is reason to believe that the provisions of this order have been/are being or are about to be contravent. Stop and search any person or vehicle or receptacle used for or intended to b e used for the movement of the product or using or receiving the product in contravention of this order.

	ii) The Solvent, Raffinate and Slop (Acquisition, Sale, Storage and prevention of use in Automobile) Order, 2000.	Every person/firm who desires to deal with Naptha should obtain a licence from the Civil Supplies Department under the Naptha (Acquisition Sale, Storage and prevention of use in automobilies) order 2000. The fee for the licence is Rs.500/- the fee should be drawn in favour of the Deputy Director of Civil Supplies from the State Bank of India, Pondicherry in the form of bankers cheque. The application for the licence along with Bankers Cheque should be submitted in the prescribed format (Annexure). The validity of the licence is one year at the time of issue. Subsequent renewal of licence is valid for two years. The renewal fee is Rs.250/-. The application should be submitted on or before 31st March of the corresponding year.
	iii) The Liquefied Petroleum Gas (Regulation of supply and Distribution) Order,2000	Every person/firm who desires to deal with Solvent, Raffinate and Slop (should obtain a licence from the Civil Supplies Department under the Solvent, Raffinate and Slop (Acquisition, Sale, Storage and Prevention of use in automobiles) order 2000. The fee structure and renewal procedure is same as Naptha licence.
	iv) Liquefied Petroleum Gas (Regulation of use in Motor Vehicles) Order, 2001	This order is to ensure regulation of supply of LPG in motor vehicles to have restriction on authorized acquisition or sale of auto LPG under this Act, no person shall acquire, sell, store fro sale, supply, fill or distribute auto LPG to a consumer except according to the provisions contained in this order.

7.	The Edible Oils Packaging (Regulation) Order,1998.	This order come into force from 1998 for prevention of food adulteration especially vegetable oil, fats, vanaspathi, bakery shortening and fat spread for human consumption under Food Adulteration Act, 1954(37 of 1954). An Edible oil sample drawn by the Edible Oil Commissioner or an Inspecting Officer of the Central or State Government authorized under this order, shall be analyzed by a Laboratory of the Central or State Government. The Laboratory shall make a report to the Edible Oil Commissioner or any Officer or Authority of the Central or State Government as the case may be , of the results of analysis of the sample sent to it for examination. The edible Oils Commissioner and Inspecting Officers of the Central Government as well as of the State Government may enter and inspect any premises or vehicle and seize stocks of edible oils in respect of which he has reason to believe that a contravention of any of the provisions of this order has been or is being or is likely to be committed. The Edible Oils Commissioner or Inspecting Officer may enter and inspect any place where any edible oil is packed, stored and sold and takes sample of such oil for examination in the manner as specified by the Central Government in the case of Edible Oils commission and Inspecting Officer appointed by the Central Government or the state Government in the case of Inspecting Officer appointed by the State Government.

8.	Essential Commodities Act, 1955, Essential Commodities (Amendment) Act, 1984	It is enacted by Parliament in the 6th year of the Republic of India. It extends to the whole of India. It protects the interest of the general public, for the control of the production, supply and distribution of and trade and commerce in certain commodities.
9.	The Pondicherry Essential Commodities (Display of stock, price and maintenance of Accounts) Order, 1975.	To regulate the sale price and for checking the hoarding of essential commodities by the dealers, it has become necessary and expedient to provide regulations for the display of stock and prices and maintenance of accounts by every dealer in essential commodities.
10.	Prevention of Black marketing and Maintenance of supplies of Essential Commodities Act 1980.	This is an Act for detention in certain cases for the purpose of prevention of black marketing and maintenance of supplies of commodities essential to the community and for matters connected therewith.
11.	Packaged commodities (Regulation) order 1975.	This order ensures a commodity which has been pre-packed, whether in any bottle, tin, wrapper or otherwise, in units suitable for sale, whether wholesale or retail and such pre-packing as been so made as to ensure that the commodity in the packaged form cannot be used or consumed without the package or its lid or its cap, as the case may be, being opened.

12.	Petroleum products (Maintenance, Production and storage & supply order, 1999.	This order is to regulate the transport, storage and supply of petroleum products in the interest of sustaining life, economy and protecting consumers" interest. This order has been made by the Central Government.
13.	Consumer Protection Act, 1987.	Consumer Protection Act can be described as Common man's Civil Court. This Central Act is designed to make available cheap and quick remedy to a consumer. The Act was passed in 1986 and was made effective in 1987. Major changes were made in 1993. The main object of the Act is to provide for better protection of interest of consumers. Consumer Councils and other authorities are provided for settling the consumer disputes and other matters.
14.	Pondicherry Consumer protection Rules 1987.	The Act was passed in 1986 and was made effective in 1987. Based on the Act rules were framed taking the local condition. The main object of the Rules is to provide for better protection of interest of consumers and appointment of state Commission/District Forum President, Members and fixing of their salary. The Consumer councils and other authorities are provided for setting the consumer disputes and other matters.

15.	From where one can get a copy of rules, regulations, instructions, manual and records	The Director, Deptt.of Civil Supplies & Consumer Affairs, Puducherry – 605 009. Ph.0413 – 2252960, 2253345 Emain –civil @pondy.pon.nic.in The Director, Deptt.of Civil Supplies & Consumer Affairs, Puducherry – 605 009. Ph.0413 – 2252960, 2253345 Email –civil @pondy.pon.nic.in

Fees charged by the department for a copy or rules, regulations, instructions, manual and records (if any) as per the Government's order.

MANUAL – IV

PARTICULARS OF ANY ARRANGEMENT THAT EXISTS FOR CONSULTATION WITH,OR REPRSENTATION BY, THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF ITS POLICY OR IMPLEMENTATION THEREOF.

All schemes formulated by Government of India are implemented by this department as per guidelines issued by the Government of India and rules have been framed to suit the local conditions and wherever necessary changes are made in consultation with the representative of people such as Hon'ble Chief Minister and Hon'ble Minister (CS&CA) and in collaboration with the Legal Machinery available in this administration and thus participation of public is also ensured.

Further the views of the Voluntary Consumer Organization are also being taken into account in dealing the consumer affairs

MANUAL – V

A STATEMENT OF THE CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL

All documents such as Act, Rules, Orders, etc. pertaining to this department other than classified documents which are available and required for perusal of general public are obtainable in this department itself and this department is also designated as Ex – Officio Secretariat.

MANUAL VI

BOARD, COUNCIL, COMMITTEE AND OTHER BODIES CONSITUTED AS ITS PART

Sl.No.	Question	Reply
1.	Name and address of the Affiliated Body	1.State Level Consumer Protection Council. G.O.Ms.No.6, dt.16th May 2003. 2.Zonal Level Advisory- cum –vigilance Committee, Karaikal.G.O.Ms.No.5, dt.14th May 2003. 3.Zonal Level Advisory – cum- vigilance Committee, Mahe. G.O.MS.No.13 dated 20.02.2007. 4.Zonal Level Advisory –cum-Vigilance Committee, Yanam.G.O.Ms.No.16 dated 15.03.2007. 5.District Consumer Protection Council Vide G.O.Ms.No. 3 dated 5.06.2008.
2.	Type of Affiliated Body	Committee / Council
3.	Brief Introduction of the Affiliated Body	The above said Committees have been constituted by this department as per the Government of India's directions and are functioning. The Members of the Committee are empowered to oversee the functioning of Public Distribution System in Puducherry Karaikal, Mahe and Yanam and they may advise / suggest to the Government for improvements of the Public Distribution System. The Committee also discuss the consumer related matters and address for redressal. The Committee will meet as often as it found necessary. Action is under process to reconstitute state level Consumer Protection Council.

4.	Role of the Affiliated Body	The object and role of these Committees shall be to promote and protect the rights of the consumer such as: a) The right to be protected against the marketing of goods, with are hazardous to life and property. b) The right to be informed about the quality, quantity, potency, purity, standard and price of goods, so as to protect the consumer against unfair trade practices. c) The right to be assured, whenever possible to access to a variety of goods at competitive prices: d) The right to be heard and to be assured that consumer's interest will receive due consideration at appropriate forums; e) The right to seek Redressal against unfair trade practices or unscrupulous exploitation of consumer and f) The right to consumer education.
5.	Structure and Member composition	The State Level Consumer Protection Council consists of 60 members including Official and Non- Official Members. The Zonal Advisory – Cum – Vigilance Committee for Mahe Region consists of 10 Official Members and 20 Non- Official Members. The Chairman of the Committee is the Regional Administrator, Mahe and the Deputy Registrar of Co-operatives, Mahe is the Member Secretary.

		The Zonal Advisory- cum- Vigilance Committee for Yanam Region consists of 8 Official Members and 14Non- Official Members. The Chairman of the Committee is the Regional Administrator, Yanam and the Deputy Registrar of Co-operatives, Yanam is the Member Secretary.
6.	Head of the Body	The Hon'ble Minister(CS&CA) is the Chairman of State Level Consumer Protection Council. _____ The Chairman the Zonal Advisory – cum-Vigilance Committee for Karaikal Region is the Regional Administrator, Karaikal. _____ The Chairman of the Zonal Advisory –cum-Vigilance Committee for Mahe Region is the Regional Administrator, Mahe. _____ The Chairman of the Zonal Advisory -cum-Vigilance Committee for Yanam Region is the Regional Administrator, Yanam

7	Address of Main Office and its Branches	The Directorate of Civil Supplies & Consumer Affairs, Puducherry is the Main Office for the State Level Consumer Protection Council. The Office of the Regional Administrators, Mahe / Yanam is the Office for the Zonal Level Committees.
8	Frequency of meetings	The term of State Level Consumer Protection Council Meeting shall be for a period of three years. It may meet as and when necessary but not less than two meeting should be held every year. The Zonal Level Committees will meet as often as is found necessary.
9.	Can public participate in the Meetings.	The prominent person from public have been included in this Council / Committee as Members. Public can't participate in this Meetings.
10	Are Minutes of the meetings prepared?	Minutes for every meeting is also prepared. The demands raised and the grievances expressed by the Members on behalf of the public are incorporated in the Minutes and communicated to concerned departments for taking Redressal measures.
11.	Are Minutes of the Meetings available to the public? If yes please provide information about the procedure to obtain them	Minutes of the meetings is communicated to Members of the Committee only/ Public are not given copy of the Minutes.

MANUAL - VII

DESIGNATED AS FIRST APPELLATE AUTHORITY / PUBLIC INFORMATION OFFICER OF THIS OFFICE

1. Office of the Director (CS&CA), Puducherry:

1. The Additional Secretary (CS&CA)	:	First Appellate Authority
2. The Deputy Secretary (CS&CA)	:	Public Information Officer

2. Office of the of the Deputy Director (CS&CA), Karaikal:

1. The Additional Secretary (CS&CA)	:	First Appellate Authority
2. The Deputy Director (CS&CA)	:	Public Information Officer

3. Office of the of the Civil Supplies Wing, Mahe:

1. The Additional Secretary (CS&CA)	:	First Appellate Authority
2. The Civil Supplies Officer, Mahe	:	Public Information Officer

4. Office of the Civil Supplies Wing, Yanam:

1. The Additional Secretary (CS&CA)	:	First Appellate Authority
2. The Civil Supplies Officer Yanam	:	Public Information Officer

5. Office of the Superintendent of Police, Food Cell, Puducherry:

1. The Additional Secretary (CS&CA)	:	First Appellate Authority
2. The Superintendent of Police	:	Public Information Officer

6. **Office of the Registrar, State Consumer Disputes Redressal Commission Puducherry**:

1. The Additional Secretary (CS&CA)	:	First Appellate Authority
2. The Registrar	:	Public Information Officer

7. **Office of the Registrar, District Consumer Disputes Redressal Commission Puducherry**:

1. The Additional Secretary (CS&CA)	:	First Appellate Authority
2. The Registrar	:	Public Information Officer

8. Office of the Managing Director, Puducherry Agro Products Food and Civil Supplies Corporation, Puducherry:

1. The Additional Secretary (CS&CA)	:	First Appellate Authority
2. The Managing Director	:	Public Information Officer

MANUAL – VIII

PROCEDURES FOLLOWED IN DECISION MAKING PROCESS

All proposal and problems arising out of implementation of the schemes to this department are SORTED out and decision taken as per the provisions available in the relevant Act and Rules and as per the guidelines issued by the Government of India then and there. In case of solving complicated matters, necessary advice sought from Law Department and from the Legislator and Administrations of the Union Territory of Puducherry.

All administrative matters are dealt with according to Office Manual & Service Rules issued by the Chief Secretariat.

MANUAL **VIII**

DIRECTORY OF OFFICERS AND EMPLOYEES

Sl. No	Name in Block Letters	Designation	Address	Phone
1.	A.S.P.S.RAVIPRAKASH	Director (CS&CA) - cum- Jt. Secretary	37&38, Sri Krishna St. Shanthi Nagar Extension,Lawspet, Puducherry - 8	Cell: 9443288034 Res:2250047
2.	A. VALAVAN	Deputy Director (CS&CA)- cum-Dy. Secretary to Govt.	25, Nehru Street, Engineer Thottam, Vanarapet, Puducherry – 605 001	Res: 2357754, Res: 2358822, Cell: 9443960492
3.	A. SELVARADJOU	Assistant Director	19, Lakshmi Illam, 45 Feet Main Road, Vallalar Salai, Raja Rajeswari Nagar, Puducherry – 605 011	Cell: 9442183447
4.	A. BASCARADASSE	Supdt.	44, Vellavari Street, Muthialpet, Puducherry – 3	Res: 6532090
5.	D. LAKSHMI	Steno Gr.I	1, 4th cross (East), Tagore Nagar, Puducherry – 605 008	Res:2251353
6.	I. MARIA PUSHPARAJE	Deputy Tahsildar	24, Azhwar Theertha Street, Airport Main Road, Lawspet, Puducherry – 8	Res: 2250370
7.	V. MAHADEVAN	Deputy Tahsildar	4 (Upstairs), Sundaramurthy Vinayagapuram, Villianur, Puducherry	Res: 2660743
8.	S. RATHINAVELU	Statistical Inspector	No.2, “Om Sakthi Mansion”, Drowpathai Amman Koil Street, Thelarshpet, Puducherry – 9	Res: 2275247

9.	ARIVAJAGANE BERANGER	Assistant	3, Gangai Amman Koil Street, T.V. Nagar, Puducherry – 3	Res; 2211153
10.	MUTHUKUMARASAMY	Assistant	BO-4, Government Quarters, Lawspet, Puducherry – 605 008	Res: 2251378
11.	R. GOVINDASAMY	Assistant	58, 3rd Cross, Annai Indira Street, Kurunji Nagar, Puducherry – 8	-
12.	S. BAKKIAM	Assistant	24, Muthuvazimarriamma n Koil street, Pakkamudayanpet, Puducherry – 8	Res: 2251191
13.	M. FARIDA BEGAM	Assistant	No,5/30 II main Road, Priyanka Homes, Second floor (s3), V.V.P Nagar, Thattanchaady Puducherry	Res: 2257468
14.	R. RAJAKUMARI	Assistant	No.9, Nethaji Street, Tagore Nagar, Lawspet, Puducherry .	Res: 2256351
15.	C. SIVASIDAMBARAME	Assistant	5, Kasturbhai Nagar, Thattanchavady, Puducherry	Res:2278555 Cell: 9360669555
16.	N. VIJAYA	Assistant	18, Kumaran Illam, Aruthra Nagar, Puducherry – 605 009	Res:2205008
17.	R. KAMALAMBALLE	Assistant	4, 3rd cross street, Samipillaithottam, Karuvadikuppam, Puducherry – 605 008	Res: 2235365
18.	B. SELVAMANI	Assistant	26, Sathani Street, Kosapalayam, Puducherry	Res: 2244362, Cell: 9344630626

19.	S. DAYALAN	Assistant	BJ-1, Government Quarters, Lawspet, Puducherry – 8	Res: 2253726
20.	M. MUTHUVELU	Assistant	71, Edayanchavadi Road, Karuvadikuppam, Puducherry – 605 008	Res: 2235680, Cell: 9842749095
21.	R. PREMA	Assistant	No.8, Iyyanar Koil Street, Iyyanar Nagar, Orleanpet, Puducherry	Cell 9360605633
22.	K. PUSHPARAJ	Assistant	62, New Street, Vinoba Nagar, Puducherry – 8	Cell: 9360513615
23.	M. MADIAJAGANE	Assistant	6, Dhanakodiammanpet, Muthialpet, Puducherry – 3	Res:2239943
24.	G. VINNOLI	Assistant	14, Masimagam Street, VOC Nagar, Muthialpet, Puducherry – 3	Res:2224241
25.	M. KALIAPERUMAL	Assistant	34, Vannarkulam Street, Muthirapalayam, Puducherry – 9	Res:2274145
26.	R. LATCHOUMY	Assistant	6, Iyanarkoil street, Kosapalayam, Puducherry	Cell: 9443959232
27.	V. DANACODY	Assistant	10, 3rd cross Muthurangachetty Nagar, Puducherry – 13	Cell: 9443631514
28.	V. PANNEERSELVAM	Assistant	18, Mettu street, Dharmapuri, Puducherry – 9	Cell: 9443799267
29.	TAMIJESELVY RAMOU	Assistant	No.22, 7th cross street, Anna Nagar, Puducherry – 5	Cell: 9944428542
30.	K. HEMAVATHI	Assistant	52, Lawspet Main Road, Pudupet, Puducherry – 8	Cell: 9442251830

31.	G. ELUMALAI	Assistant	No.36, Uruvaiyar Mangalam (Road & P.O.), Villianur Commune, Puducherry – 605 110	Res: 2660957
32.	M. JAGADEESAN	Assistant	113, Indira Nagar, Kirumampakkam & Post, Bahour – 607 004	Cell: 9443482910
33.	B.ADISEGARAN	Assistant	No.17, Priadharshani St. Sri Moogambigai Nagar, Reddiarpalayam, Puducherry.	Cell: 9443630565
34.	N.LAKSHMANAN	Assistant	No.22, Dr. Ambedkar St.Abishegapakkam, Puducherry.	2618951
35.	VENKATASUBRAMANIAN	UDC	43, 3rd cross, 1st Main, Velmurugan Nagar, Kosapalayam, Puducherry – 13	-
36.	A. BASKAR	UDC	10, 3rd Cross Street, Mohan Nagar, Puducherry – 605 005	-
37.	C.V. MEERA	UDC	245/37, Kaveri Street, Ashok Nagar, Lawspet, Puducherry – 8	Res: 2251684
38.	D. ANBARASU	UDC	75, Lazar Koil Street, Dubrayapet, Puducherry – 1	Res: 2228885 Cell: 9443405193
39.	E. SAVIO ROZAR	UDC	17, Saji Street, Puducherry – 1	Res:2332618
40.	A. JOSEPH	UDC	1, Lawspet main road, Near Rajaji Nagar, Puducherry – 8	Res: 2256075
41.	S. VENKATESWARAN	UDC	9, 2nd cross, Sakthi Nagar, Marie Oulgaret, Puducherry – 10	Res: 2290888, Cell: 9944273442

42.	JAYAPRAKASH	UDC		
43.	Z. SARDAR	Steno Gr.III	5, Mariamman Koil Street, Vanarapet, Puducherry – 605 001	Cell: 9894716533
44.	P. MUTHUKUMARAN	UDC	No.17, North Annaikarai street, sokkanathanpet Puducherry -9	Res: 2278648 Cell: 9940970655
45.	E. DHANDAPANI	UDC	No. 5, Kattamanikuppam Road, Muthialpet, Puducherry	Res:2239596 Cell: 9443068577
46.	R. BASKARAN	UDC	24, Airport Road, Pakkamudayanpet, Puducherry – 8	Cell:9842388 800
47.	S. ABIRAMI	UDC	No.3, II cross, Ambal Nagar, Puducherry -9	Res: 2204413 Cell:9952761 898
48.	D. MANJINI	Store Keeper Gr.III	BD-3, Government Staff Quarters, Dr. Abdul Kalam Nagar, Mudaliarpet, Puducherry – 4	-
49.	S. GANESAN	LDC	No.26, Kaman Koil Street, Nonankuppam, Puducherry – 7	-
50.	S. DEVIKALA	LDC	27, 2nd cross street, Kurunji Nagar, Lawspet post, Puducherry – 8	Res: 2255582
51.	N. BATMARADJY	LDC	10, 3rd Cross, Asogan Street, Nethaji Nagar – I, Ouppalam, Puducherry – 605 001	Cell: 9894594188
52.	V. KRISHNA KUMAR	LDC	276, 6th Cross, LIG, Housing Board, Kurumbapet, Puducherry – 605 009	Res: 2276738 Cell: 9345476743

53.	S. COLBERT	LDC	No.21, M.G. R Nagar, Gundu Salai, Oulgaret, Puducherry .	-
54.	PIERRE NAGARADJOU	LDC	No.49, Mariamman Koil Veethi, Vinoba Nagar, Puducherry-8	Res: 2240465
55.	D. SANDIRAN	RECORD KEEPER	17, Kannadasan St. Solai Nagar, Muthial Pet, Puducherry.	Cell: 9360675469
56.	KUPPU	RECORD KEEPER	55, Kavi kuil St, Ashok Nagar, Lawspet,Puducherry-8	-
57.	M. SACCARAVARTHY	Driver Gr.I	21, Muthupillaipalayam, 2nd Cross, Pudunagar, Puducherry	Cell:9994117 662
58.	V. PATCHAIAPPAN	Driver Gr.II	93, Mariamman Koil Street, Sella Perumalpet, Lawspet, Puducherry – 8	-
59.	R. VELU	Driver Gr.III	G.14, Housing Board, Thiagamudaliar Nagar, Mudaliarpet, Puducherry – 4	Res: 6452013
60.	V. VIJAYAKUMAR,	Driver Gr.II	No.4, I cross Extension, Vengata Nagar, Puducherry – 11	Res:2214633
61.	K. LOURDSAMY	Attender	175, Arulpadayachi Street, (Arockianathar Koil Backside), Nellithope, Puducherry – 605 005.	Res: 2902077

62.	P. MURUGESAN	Peon	31, 'K' Block Jawahar Nagar, Boomiyanpet, Puducherry – 5	Res: 2205392
63.	C. RAJAMANICKAM	Peon	26, Theemithi Street, Veemacoundapalaya m, Puducherry – 605 009	-
64.	N. ARJUNAN	Peon	44, Nanamedu Street, Nanamedu, Puducherry – 7	-
65.	R. GUNASEKARAN RAJ	Peon	15, Azhagasamiar Street, Nethaji Nagar-II, Uppalam, Puducherry.	-
66.	R. VEERAPAN,	Peon	No. 4, Perumal Koil Street, Thirukkanur,	Res: 2688273
67.	M. THIRUMENISELVAM	Daily Rated Staff	Duropathyamman Koil St., Poornankuppam, Puducherry -7	Cell:9942252 645
68.	R.RAVI	Daily Rated Staff	No, 22, Iluppai Thoppu, Veema Nagar, Talaspet, Puducherry 605009	-
69.	PAKKIYALASHMI	Daily Rated Staff	Vadakku St. Old Saram, Puducherry.	-
70.	KATHAYEE	Daily Rated Staff	No.82, Marriamman koil Street, Perriyapet, Villianur, Puducherry.	-

MANUAL – IX

MONTHLY REMUNERATION RECEIVED BY OFFICER, STAFF / EMPLOYEES

All payments in respect of staff of this department including compensation is regulated in accordance with the relevant Pay Rules and Pension Rules and allied instructions issued from time to time by the Government. The monthly remuneration are claimed in accordance with the prescribed scale of pay as detailed below:

Sl.No	Name of the Post	Scale of Pay
1	Director	12,000-375-16,200
2	Deputy Director	10,000-325-15,200
3	Assistant Director	6,500-200-10,500
4	Tahsildar	6,500-200-10,500
5	Superintendent	6,500-200-10,500
6	Deputy Tahsildar	5,000-150-8000
7	Steno Gr.I	5,500-175-9000
8	Steno Gr.III	4,000-100-6,000
9	Assistant	5,000-150-8,000
10	Upper Division Clerk	4,000-100-6,000
11	Store Keeper	3,050-75-3,950-80-4,590
12	Lower Division Clerk	3,050-75-3,950-80-4,590
13	Record Keeper	3,500-75-3950-80-4,590
14	Driver Gr.III	3,050-75-3,950-80-4,590
15	Driver Gr.II	4,000-100-6,000
16	Driver Gr.I	4,500-125-7,000
17	Attender	2,750-70-3,800-75-4,400
18	Peon	2,550-55-2,660-60-3,200
19	Watchman	2,550-55-2,660-60-3,200

MANUAL -X

BUDGET ALLOCATION

HEAD	SANCTIONED BUDGET 2008-09 (Rs. in thousands)
NON PLAN	
Direction & administration – Directorate of Civil Supplies & Consumer Affairs	**1,06,91**
Free Distribution of 10 Kg rice to BPL families	**19,27,47**
Food Cell	**39,59**
State Commission & District Forum	**20,78**
TOTAL	**20,94,75**
PLAN	
Food Cell	**13,85**
Expansion & Strengthening of Public Distribution System (S.C.P)	**76,00**
Extension & Strengthening of Public Distribution System (General)	**3,05,71**
Consumer Education & Protection	**37,14**
Assistance to PAPSCO	**20,00**
Supply of Free LPG connection with a stove and a Gas Cylinder to the BPL families. (General)	**1,82,30**
Supply of Free LPG Connection with a stove and gas cylinder to BPL families (SCSP).	**3,61,00**
TOTAL	**99600**

MANUAL - XI

ANNEXURE

DETAILS OF EXECUTION SUBSIDY PRORAMME OF TARGETTED PUBLIC DISTRIBUTION SYSTEM ANTYODAYA ANNA YOJANA AND ONAM CHANDA

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This Department is implementing the two schemes of Government of India, viz., Targetted Public Distribution System and the Antyodaya Anna Yojana.

TARGETTED PUBLIC DISTRIBUTION SYSTEM

The Targetted Public Distribution System (TPDS) was introduced in the U.T. of Puducherry with effect from 01.07.1997 as per the directions of the Government of India. As per new Enumeration done in the Union Territory during 2004 the cardholders have been classified into two categories based on their standard of living and issued two different types of ration cards in the month of August 2005 i.e., yellow cards to the Above Poverty Line (APL) families and Red card to the Below Poverty Line(BPL) families.

Under Targetted Public Distribution System, 35 Kgs of rice is being allocated by Government of India at the Central Issue Price of RS.5.65 per kg and the same is distributed to Below Poverty Line cardholders at subsidized rates as detailed below:

20 Kgs at Rs.4.00 per Kg and the balance

15 Kgs at Rs. 6.00 per kg.

For compensating the loss incurred to the wholesale nominees in selling rice at a price lower than the Central Issue Price, this administration is giving subsidy @ Rs.2.35 per Kg for selling at Rs.4.00 per kg and at Rs.0.35 for the retail issue price of Rs.6.00 per kg. The amount is paid in advance to the wholesale nominee for every two months.

The number of beneficiaries and the total subsidy incurred is as follows:

Number of Beneficiaries	Amount Incurred

2007 – 08	**:**	**112822**	**Rs.3, 30,99,349**

ANTYODAYA ANNA YOJANA

Under Antyadaya Anna Yojana, the Government of India is allocating 35 Kgs of rice per family at Rs. 3.00 per kgs, for supplying to the poorest of the poor. The rice is supplied to the beneficiaries of the scheme at the same rate and the transportation and handling charges per Kg is reimbursed to the wholesale nominees by this Administration. The subsidy involvement per family per kg is Rs.0.70 and the wholesale nominees submit the claim based on the quantity delivered each month.

The number of beneficiaries and the annual amount incurred as subsidy are as detailed below:

		Number of Beneficiaries	**Amount Incurred (Rs.)**
2007-08	**:**	**32,200**	**94,66,800**

ALLOCATION OF ESSENTIAL COMMODITIES

The PAPSCO (Puducherry Argo Products Food and Civil Supplies Corporation Ltd.,) is the Government's nominee for Public Distribution System (PDS) for procurement and distribution of essential commodities in this U.T. The scheme is implemented through a network of 451 Fair Price Shops. Out of these 369 are run by Co-op. Societies, 44 by PAPSCO and 35 by Private individuals and 3 by other categories such as DWCRA units.

The details of essential commodities allocated by Government of India April 2008 are as follows:

	(In Metric Tonnes)
AAY Rice	**1129**
BPL Rice	**1797**
APL Rice	**17**
Wheat (APL)	**100**

Sugar	**244**
Kerosene	**1315(Kilo litres)**

PRICE MONITORING CELL

The Government has constituted a High Powered Price Monitoring Cell with Chief Secretary as Chairman and other officials to review and monitor the availability and price of essential commodities. As decided by the Committee, the PDS nominee M/s. PAPSCO has been conducting lean season and festival bazaars as market intervention strategy to keep the prices of essential commodities under control.

DEEPAVALI BAZAAR AND ONAM CHANDA

Deepavali Bazaar is usually conducted both in Puducherry and Karaikal regions every year through PAPSCO to avoid increase of price in respect of essential commodities at the time of festival seasons. In the Deepavali Bazaar, rava, maida, rice, sugar, palmolien, vegetables, groceries, textiles, crakers and sweets were sold through agencies at lesser rates than the open market rates to the public with out any ceiling of supply. In Mahe region, Onam Chanda is used to conduct by M/s.PAPSCO during Onam festival and issue of essential commodities at reasonable rate to curb the crease in price due to the festival seasons.

MONITORING THE PRICES OF ESSENTIAL COMMODITIES

The prevailing market prices of the essential commodities commonly consumed by the public are monitored and informed to Government of India on daily/weekly basis. During scarcity of commodities due to non-arrival, road –roke or bandh etc., this Department takes steps to arrange for special vehicles with ploice protection, to bring in the required commodities from the neighboring places.

IMPROVEMENT CONTEMPLATED IN PDS THROUGH COMPUTERISATION

Presently, the activities regarding issue of ration cards and its allied certificates like deletion / addition of names, change of address etc., have been computerized and is made to function online. The issue of permits to all Fair Price Shops has also been made online.

Issue of 5 essential commodities thro' FPS

To fulfill the assurance given by the Hon'ble Chief Minister on the floor of the Assembly and also to curtail the essential price the following 5 essential commodities are being issued every month to all red cardholders at subsidized rate in the Union Territory of Puducherry.

Sl.No.	Item	Scale of Issue
1.	Thoor dhal	1 Kg./card
2.	Black gram dhal	1 Kg./card
3.	Long Chillies	½ Kg./card
4.	Coriander	1 Kg./card
5.	Palm Oil	1 Litre. /card

Bifurcation of Fair Price Shops

35 FPS in Puducherry region and 4 FPS in Karaikal region that were having more than 750 ration cards have been bifurcated into two for the convenience of the public to get PDS items.

MANUAL - XII

PARTICULARS OF RECEPIENTS OF CONCESSIONS OF PERMTS OR AUTHORISATION GRANTED BY THIS DEPARTMENT

This Directotrate is issuing authorization at free of cost to the authorized dealers to offload and procure all essential commodities covered under Public Distribution System such as Kerosene, Rice, Wheat, Sugar, etc. in order to avoid diversion adulteration and sale in black market. The essential commodities are distributed through a network of **451Fair Price Shops** to all the cardholders in the respective place and rates.

MANUAL XIII

NORMS SET BY THE DEPARTMENT FOR THE DISCHARGE OF ITS FUNCTION

This department has fixed the following time schedule for issue of permits for distribution of essential commodities such as Kerosene, BPL rice, AAY rice, Sugar, Wheat, Sooji, Atta, Maida, Wheet-flour and palmolien as per the schedule.

Superior Kerosene Oil

1st - 10th of the month	..	60% of the allocation.
10th – 17th of the month	..	25% of the allocation.
17th – 25th of the month	..	15% of the allocation.

Other PDS Commodities

50% of the allocation is issued as First Fortnight Permit on 25th of preceding month and the remaining 50% of allocation is issued as Second Fortnight Permit on 10th of the current month.

Apart from above, this department is also issuing permits to Government / Non Government / Orphanage every month based on their eligibility and requisition to draw PDS items such as rice, wheat, sugar, etc.

MANUAL XIV

INFORMATION AVAILABLE IN AN ELECTRONIC FORM

A multi – user Client / Server Token Online system has been implemented from July 2000. Using this system the following services are rendered to the applicants for :

i) Charge of address
ii) Change of Fair Price Shop
iii) Change of Income
iv) Inclusion of name (s) by Birth Certificate / Deletion Certificate
v) Deletion of name (s)
vi) Change of name (s) and
vii) Surrender Certificate
viii) Duplicate Ration card in lieu of damaged card / lost card.

A proposal is under consideration to computerize the activities of the Consumer For a with on – line system available at National Informatics Centre, New Delhi.

MANUAL XV

PARTICULARS OF THE FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION

Documents required for perusal can be supplied Xerox copies. The schemes available are highlighted in one page Citizen Charter. Apart from this awareness programme is being conducted to create awareness among the public on the rights of Consumers, through the Voluntary Consumer Organization. National Consumer Day is celebrated by this department every year on December 24th and World Consumer Day is celebrated by the Voluntary Consumer Organization. Financial Assistance is provided by this department to celebrated World Consumer Rights Day by the Voluntary Consumer Organizations. Wide publicity is made by this department in leading newspaper to celebrate this Consumer Rights Day.

MANUAL –XVI

List of Subordinate Office

1.The Dy.Director-cum-Public Information officer, Karaikal.

2.The Civil Supplies Unit, Mahe.

3.The Civil Supplies Unit, Yanam.

4.The Registrar, State Commission District Forum, Puducherry.

5. The Superintendent of Police (Food Cell), Puducherry.

MANUAL –XVII

List of Corporation

Pondicherry Agro Products, Food and Civil Supplies Corporation Limited, Puducherry.