



**GOVERNMENT OF MEGHALAYA  
OFFICE OF THE DEPUTY COMMISSIONER (SUPPLY) WEST GARO HILLS TURA**

**A HANDBOOK UNDER  
THE RIGHT TO INFORMATION ACT,  
2005**

**HANDBOOK  
UNDER  
The Right to Information Act, 2005.  
CHAPTER – I**

**INTRODUCTION**

This Handbook throws light on the organization of the Office of the Deputy Commissioner (Supply), West Garo Hills, Tura, its role, functions and activities in relation to the Targetted Public Distribution System in particular.

The objective of this Handbook is to provide information to the public in general relating to the implementation of the Targetted Public Distribution System in the Tura Sardar Sub-Division. The information in the Handbook would, no doubt, be useful not only to those who study and research in the operation of the Targetted Public Distribution System but also to all the information seekers. The information which are not available in this Handbook would be made available, as and when required, in a typed copy or photocopy and the fees or charges for that would be at the rate as fixed by the competent Authority.

The notified Public Information Officer is the contact person for seeking all information relating to this Establishment/Branch.

Deputy Commissioner, (Supply),  
West Garo Hills, Tura.

**CHAPTER – 2 (MANUAL – I)**  
**PARTICULARS OF ORGANISATION, FUNCTIONS AND DUTIES**

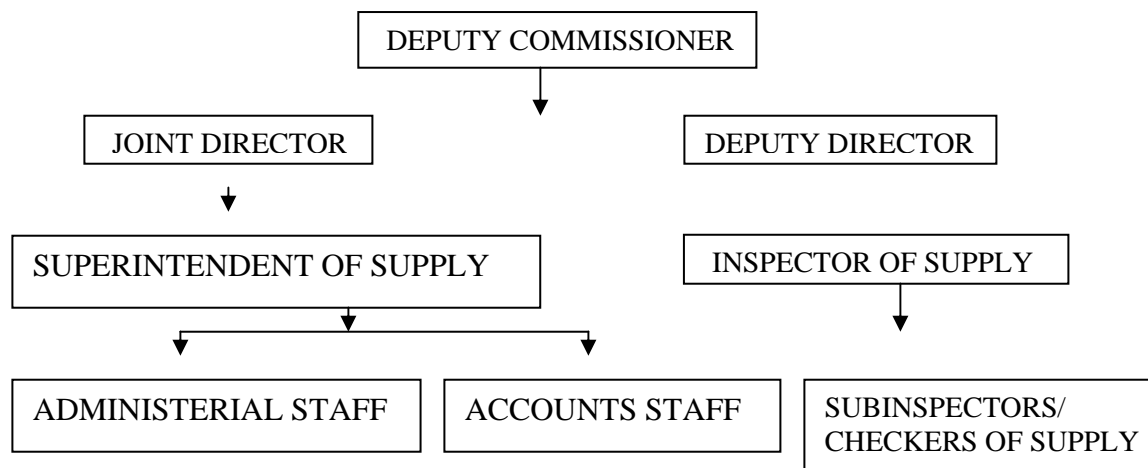
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|--|--|
| 2.1. Objective / purpose of the public Authority.                        | The objective / purpose of the Public Authorities under the Deputy Commissioner (Supply), West Garo Hills, Tura are to ensure that various schemes connected with distribution of subsidized food grains and other commodities under the Targetted Puclic Distribution System, like, Annapurna, Antodaya Anna Yozna, Below Poverty Line, Above Poverty Line, food grains for SC / ST Hostels, S.K. oil are effectively implemented throughout the areas under Tura Sardar Sub-Division. To protect and promote the rights of the consumers, District Consumer Forum has been set up as envisaged under the Consumer Protection Act, 1986. In all these activities, the Deputy Commissioner (Supply) is the Nodal Office.   |
| 2.1. Mission / Vision Statement of the Public Authority                  | The Public Authorities under the Department ought at all times make best efforts to ensure that provision of maximum benefits to the beneficiaries of the schemes implemented by the Department and create maximum Consumer Awareness in the District  |
| 2.2. Brief history of the public authority and context of its formation. | The Public Authorities under the administrative control of the Department of Food, Civil Supplies & Consumer Affairs started functioning in the District right from the inception of the state in 1972.  |
| 2.4. Duties of the public authority.                                     | <p>a) To ensure regular and timely allotment, lifting and distribution of foodgrains for ultimate/intended/beneficiaries in the District for various Schemes under TPDS, like Annapurna, AAY, BPL, APL, Sugar, SKO and foodgrain for SC/ST Hostels (so far Nil) and other matters connected with consumers affairs.</p> <p>b) To monitor the implementation of Targetted Public Distribution System etc.</p>   |
| 2.5. Main activities / functions of the Public authority.                | <p>a) The main activities of the District Supply are to receive Govt. decisions / Govt. of India's Guidelines from the Directorate of Supply office in Shillong and submit information and returns regarding implementation of schemes like TPDS and Consumers Disputes Redressal and Consumers' awareness.</p> <p>b) To receive and allot / release monthly allocation of essential commodities under TPDS etc. to the consumers through appointed Wholesalers and retail dealers in the district.</p> <p>c) To receive funds on quarterly basis from the Directorate of Supply for salaries / maintenance of the office and to pay salaries to staffs and utilize funds for office maintenance.</p> <p>d) To submit monthly / quarterly reports to the Directorate of Supply.</p> <p>e) Submission of various monthly reports / returns to the Directorate of Supply, Meghalaya, Shillong.</p> <p>f) Lifting of TPDS commodities etc. from FCI and distribution of the same to the consumers through Fair Price shops.</p> <p>g) Inspection of TPDS outlets.</p> |

2.6 List of services being provided the public authority with a brief write-up on them.

a)	Essential commodities under TPDS are made available to consumers at subsidized prices. Detail are, at present, as below :-	
	Commodity	Scales of supply per family per month
	Prices	
	APL Rice	11 kgs per head per month
	BPL Rice	34.99 kgs per BPL family
	AAY Rice	35 kgs per AAY family
	Annapurna Rice	10 kgs per month per beneficiaries
	Levy Sugar	500 gms per head per month (Both Urban and rural)
	S.K. Oil	7 litres per FI Card in Tura Urban. Average 250 litres to all rural retailers per month
b)	Create awareness amongst the consumers about their rights as envisaged under the Consumer Protection Act, 1986 and facilitate settlement of consumer disputes through Consumer Courts set up under the above Act.	

- 2.7. Organizational Structure Diagram at various levels namely, State, Directorate, region district, Block etc (whichever is applicable)

**ORGANIZATIONAL STRUCTURE DIAGRAM AT DISTRICT LEVEL:**



2.8	Expectation of the public authority from the public for enhancing its effectiveness and efficiency.	Public consumers in the District are expected to report to the Public Authority concerned any cases of malpractices/irregularities indulged by various dealers/agencies and officials, if any under TPDS and other schemes implemented by the department. The Public Authority expects to receive informations / feedback from the public consumers on the effectiveness of the functioning of TPDS within their areas. Such feedback should also contain suggestions to improve functioning of the TPDS in the State in the larger interest of the consumers
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2.9	Arrangements and methods made for seeking public participation / contribution	Public notices issued through newspapers, electronic media in English and local language. Notices served individually to various organization and functionaries at local / village level.
2.10	Mechanism available for monitoring the service delivery and public grievance resolution.	Submission of reports / returns by dealers under TPDS Regular checking / inspections by officials under the control of the Public Authority concerned. Monitoring / checking by Vigilance Committee set up at Fair Price Shop level.

- 2.11 Addresses of the Office and other offices at different levels. (Please categories the addresses District wise for facilitating the Understanding by the user)

Office of the  
Deputy Commissioner (Supply)  
West Garo Hills District  
Tura

- 2.12 Morning hours of the office: : 10.00 A.M.  
Closing hours of the office : : 5.00 P.M. From 15<sup>th</sup> February to 14<sup>th</sup> November  
: 4.30 P.M. From 15<sup>th</sup> November to 14<sup>th</sup> February

CHAPTER 3 (MANUAL 2)  
POWERS AND DUTIES OF OFFICERS AND EMPLOYEES.

3.1 Following are the details of the powers and duties of Officers and Employees of the District Supply office, West Garo Hills, Tura.

<b>Designation</b>		
<b>Deputy Commissioner (Supply), West Garo Hills, Tura.</b>		
Powers	Administrative	1. 2.
	Financial	1. As per delegation of Financial Power Rules of the Govt.
	Others	1. All important proposals relating to implementation of the TPDS and all important development effecting the schemes in the district are submitted and communicated to the Directorate of Supply.
Duties	1.	Exercise overall control of the District supply office. Supervise and offer guidance in all administrative and financial works and implementation TPDS schemes in the district.

<b>Designation</b>		
<b>Joint Director of Supply</b>		
Powers	Administrative	To assist the Deputy Commissioner (Supply)
	Financial	To assist the Deputy Commissioner (Supply)
	Other	Supervision and guidance to the junior Officers and staffs.
Duties	1.	To assist the Deputy Commissioner (Supply) in all administrative and financial works of the office and to assist in the co-ordination of the works of the District Supply office. To look after monthly allocation, lifting and issue of essential commodities.

<b>Designation</b>		
<b>Inspector of Supply</b>		
Powers	Administrative	Assisting the Deputy Commissioner (Supply) and the Joint Director of Supply in regulating the PDS in the district.
	Financial	Nil
	Other	Supervision and guidance to the junior Officers and staffs.
Duties	Supervision of monthly lifting and issue of essential commodities. Inspection of TPDS outlets.	

<b>Designation</b>		
<b>Sub-Inspector of Supply</b>		
Powers	Administrative	No power
	Financial	No power
	Other	No power
Duties	<ol style="list-style-type: none"> <li>1. Supervision of lifting of PDS commodities from FCI &amp; submitting lifting reports.</li> <li>2. Issue to PDS commodities to F.P. shops / retailers from Wholesalers</li> <li>3. Issue of S.K. oil to dealers and supervision of Mobile Van sale of S.K. oil in weekly markets.</li> <li>4. Regular inspection of Wholesalers / F.P. shops and SKO retailers &amp; open markets.</li> <li>5. Enquiry of complaints and new / proposed F.P. shop centres.</li> </ol>	

<b>Designation</b>		
<b>Upper Division Assistant</b>		
Powers	Administration	No power
	Financial	No power
	Other	Nil
Duties	<ol style="list-style-type: none"> <li>1. To deal with all the allotted subjects as entrusted by the Authority as per distribution of works made from time to time. To process papers / letters in the files relating to the subject allotted to him/her any other LDA staffs in the branch in their absence.</li> <li>2. Supervision of works of administrative staffs in the Supply Branch.</li> </ol>	

<b>Designation</b>		<b>Lower Division Assistants</b>	
Powers	Administrative	No power	
	Financial	No power	
	Other	Nil	
Duties	<ol style="list-style-type: none"> <li>1. Receipt, Issue and dispatch of letters</li> <li>2. Compile lifting reports of PDS commodities; preparation of allotment lists of essential commodities for wholesalers/F.P. shop dealers and issuing in the Transit khata of the dealers.</li> <li>3. Preparing reports and returns of PDS commodities and other TPDS matters.</li> <li>4. Maintenance of stock register of stamps, maintenance of Log Books.</li> <li>5. To deal on matters allotted to them as per distribution of works made from time to time.</li> <li>6. Letters computer typing and preparing &amp; keeping data relating TPDS matters.</li> <li>7. To assist U.D. Assistant as per order issued by the Authority.</li> </ol>		

<b>Designation</b>		<b>Superintendent of Accounts</b>	
Powers	Administrative	No power	
	Financial	No power	
	Other	No power	
Duties	<ol style="list-style-type: none"> <li>1. Supervision of all accounts matters and reply of Audit Inspection.</li> <li>2. Reports, scrutiny of Budget proposal and other related matters.</li> </ol>		

<b>Designation</b>		<b>Accountant</b>	
Power	Administrative	No power	
	Financial	No power	
	Other	No power	
Duties	1. Maintenance of budget estimates, Cash book, handling of cash and other Account matters.		

<b>Designation</b>		<b>Peons, Deputy commissioner (Supply) office, West Garo Hills, Tura.</b>	
Power	Administrative	No power	
	Financial	No power	
	Other	No power	
Duties	1. Delivery of inside / outside Daks and perform all the duties as required by the office.		

<b>Designation</b>		<b>Drivers, Deputy Commissioner (Supply), office, Tura</b>	
Power	Administrative	No power	
	Financial	No power	
	Other	No power	
Duties	1	Attached to Joint Director of Supply; driving of official vehicle of JDS and Mobile Fair Price Ship Van	

CHAPTER -4 (MANUAL -3)  
 RULES, REGULATIONS, INSTRUCTIONS, MANUAL AND RECORDS, FOR  
DISCHARGING FUNCTIONS :-

4.1.	Please provide list of Rules, Regulations, instructions, Manual and Records, held by public authority or under its control or used by its employees for discharging functions as per the following format. This format has to be filled for each type of document.		
Name / Title of The document	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>The Essential Commodities , 1955Act, (as amended)</b> </div>	Type of the document	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>Act</b> </div>
Brief Write-up on the Document -	<p style="text-align: center;">Choose one of the types given below.          (Rules, Regulations, Instruction, Manual, Records, others)</p> <p>This is an Act that deals with ensuring the availability of essential commodities at fair price prices and also curb hoarding, black-marketing of, and profiteer in such commodities.</p>		
From where one can get a copy of Rules, Regulations, Instructions, Manual and Records.	<p style="text-align: center;">Address :-          From the Bookstall dealing in Law Books etc.          Telephone No :          Fax :          E Mail :          Others :            Nil</p> <hr style="width: 20%; margin-left: auto; margin-right: 0;"/>		
Fee charged by the Department for a copy of Rules, Regulations, Instructions, Manual and Records (if any)	As fixed by the Competent Aauthority		

CHAPTER -4 (MANUAL -3)  
RULES, REGULATIONS, INSTRUCTIONS, MANUAL AND RECORDS, FOR  
DISCHARGING FUNCTIONS :-

Name / Title of The document	<b>The Consumer Protection Act, 1986</b>	Type of the document	<b>Act</b>
Choose one of the types given below. (Rules, Regulations, Instruction, Manual, Records, others)			
Brief Write-up on the Document -	For protection of the interests of the consumers and to redress their grievances as per provision of the Act.		
From where one can get a copy of Rules, Regulations, Instructions, Manual and Records.			
Address :- From the Bookstall dealing in Law Books etc. Telephone No : Fax : E Mail : Others :            Nil			
<hr style="width: 50%; margin: 0 auto;"/>			
Fee charged by the Department for a copy of Rules, Regulations, Instructions, Manual and Records (if any)	As fixed by the Competent Aauthority		

CHAPTER-4(MANUAL-3)  
 RULES, REGULATIONS, INSTRUCTIONS, MAANUAL AND RECORDS, FOR  
DISCHARGING FUNCTIONS :-

Name / Title of The document	<b>The Meghalaya          Foodgrains (Public          Distribution System)          Control Order, 2004</b>	Type of the document	<div style="border: 1px solid black; padding: 2px; display: inline-block;"> <b>Control            Order</b> </div>
		Choose one of the types given below. (Rules, Regulations, Instruction, Manual, Records, others)	
Brief Write-up on the Document -		The Control Order deals with the appointment Of Nominees and Fair Price Shop dealers, Allotment, distribution, lifting of essential Commodities i.e. Rice, Sugar, Wheat in the State.	
From where one can get a copy of Rules, Regulations, Instructions, Manual and Records.			
Address :-  Deputy Commissioner (Supply), West Garo Hills, Tura Telephone No : 223865 Fax : E Mail : Others : Nil			
Fee charged by the Department for a copy of Rules, Regulations, Instructions, Manual and Records (if any)		As fixed by the Competent Aauthority	

CHAPTER -4 (MANUAL -3)  
 RULES, REGULATIONS, INSTRUCTIONS, MANUAL AND RECORDS,  
 FOR DISCHARGING FUNCTIONS :-

Name / Title of Of the document	<b>The Consumer Protections Rules,</b>	Type of the document	<b>Rules</b>
		Choose one of the types given below. (Rules, Regulations, Instruction, Manual, Records, others)	
Brief Write-up on the Document -	The Rules provide for appointment of the Functionaries of State and District For a, the honorarium and fees for such functionaries and other related matters.		
From where one can get a copy of Rules, Regulations, Instructions, Manual and Records.	Address :-  Deputy Commissioner (Supply), West Garo Hills, Tura Telephone No : 223865 Fax : E Mail : Others : Nil		
Fee charged by the Department for a copy of Rules, Regulations, Instructions, Manual and Records (if any)	As fixed by the Competent Aauthority		

CHAPTER -4 (MANUAL – 3)  
 RULES, REGULATIONS, INSTRUCTIONS, MANUAL AND RECORDS,  
 FOR DISCHARGING FUNCTIONS :-

Name / Title of The document	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <b>The Meghalaya Food Civil Supplies Services Rules. 2001</b> </div>	Type of the document
		<div style="border: 1px solid black; padding: 2px; display: inline-block;"> <b>Rules</b> </div>
Choose one of the types given below. (Rules, Regulations, Instruction, Manual, Records, others)		
Brief Write-up on the Document -	The Rule deals with appointments to Gazetted Posts / promotion and confirmation and their service condition of Supply Officers in Food Civil Supplies and Consumer Affairs Department.	
From where one can get a copy of Rules, Regulations, Instructions, Manual and Records.		
Address :-  Deputy Commissioner (Supply), West Garo Hills, Tura Telephone No : 223865 Fax : E Mail : Others : Nil		
Fee charged by the Department for a copy of Rules, Regulations, Instructions, Manual and Records (if any)	As fixed by the Competent Aauthority	

**CHAPTER – 5 ( MANUAL – 4 )****PARTICULARS OF ANY ARRANGEMENT THAT EXISTS FOR CONSULTATION WITH OR REPRESENTATION BY, THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF IT'S POLICY OR IMPLEMENTATION THEREOF****FORMULATION OF POLICY**

- 5.1 Whether there is any provision to seek consultation/participation of public or it's representatives for formulation of policies ?  
If there is, please provide details of such provisions in following format.
- No such provision exists.

**IMPLEMENTATION OF POLICY**

- 5.2. Whether there is any provision to seek consultation/participation of public or its representatives for implementation of policies ? If there is, please provide details of such provisions in following format.
- Yes.

Details are:-

SL. NO.	SUBJECT / TOPIC	IS IT MANDATORY TO ENSURE PUBLIC PARTICIPATION ( YES/NO)	ARRANGEMENTS FOR SEEKING PUBLIC PARTICIPATION
1.	Appointment of Fair Price shop Dealers under Targetted Public Distribution System.	It is not mandatory but adopted as procedure to ensure transparency and participation of Public Consumers.	By issue of public notices and through meeting.

**CHAPTER – 6 ( MANUAL – 5 )****A STATEMENT OF THE CATEGORIES OF DOCUMENTS THAT ARE HELD BY IT OR UNDER ITS CONTROL**

6. 1.	Use the format given below to give the information about the Official documents. Also mention the place where the documents are available for e.g., at Secretariat level, others ( Please mention the leveling place or writing others ).
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SL. NO.	CATEGORIES OF THE DOCUMENTS	NAME OF THE DOCUMENT AND ITS INTRODUCTION IN ONE LINE	PROCEDURE TO OBTAIN THE DOCUMENT	HELD BY/ UNDER CONTROL OF
01.	<b>Act</b>	<b>The Essential Commodities Act, 1955</b> ensure availability of essential commodities at fair prices etc.	By purchase from Law Book Stall	Dealers of Law Books.
02.	<b>Act</b>	<b>The Consumer Protection Act, 1986</b> seek to protect the interest of the consumer and redress their grievances.	-do-	-do-
03.	<b>Control Order</b>	<b>The Meghalaya Foodgrains ( Public Distribution System ) Control Order, 2004</b> deals with the appointment of Nominees and Fair Price Shop dealers, allotment, distribution, lifting of essential commodities i.e, Rice, Sugar, Wheat in the State.	-do-	-do-
04.	<b>Rules</b>	<b>The Consumer Protection Rules, 1989</b> provide for appointment of the functionaries of State Commission and the District For a, the honorarium and fees for such functionaries and other related matters.	On payment from the Govt. Book Depot	Govt. Book Depot
05.	<b>Service Rules</b>	<b>The Meghalaya Food Civil Supplies Service Rules, 2001</b> deals with service conditions of Supply officers of Food Civil Supplies and Consumer Affairs, Department.	-do-	-do-

**CHAPTER -7 (MANUAL-6)****A STATEMENT OF THE BOARDS, COUNCIL, COMMITTEES AND OTHER BODIES CONSTITUTED AS ITS PART**

7.1.	Please provide information on Boards, Councils, Committees and other Bodies related to the public authority in the following format:
	This is not applicable to the Deputy Commissioner (Supply), West Garo Hills, Tura

CHAPTER -8 (MANUAL -7)  
THE NAMES, DESSIGNATION AND OTHER PARTICULARS OF THE PUBLIC  
INFORMATION OFFICERS

8.1.	Please provide contact information about the Public Information Officers, Assistant Public Information Officers and Departmental Appellate Authority of the Public authority in the following format:
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Name of the Public Authority : : Deputy Commissioner(Supply),  
West Garo Hills, Tura

Assitant Public Information Officers : :

Sl. No	NAME	DESIGNATION	STD CODE	PHONE NO		FAX	E/MAIL	ADDRESS
				Offi ce	Home			

**ASSISTANT PUBLIC INFORMATION OFFICER**

1.	Shri R.G. Momin	Inspector of Supply	03651	223865	Mobile 9436112434		rgmomin@yahoo.com	O/o the Deputy Commissioner (Supply), West Garo Hills, Tura 794001
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**PUBLIC INFORMATION OFFICER**

1.	Shri P.K. Chisim	Joint Director of Supply	03651	223865	Mobile 9436113976			O/o the Deputy Commissioner (Supply), West Garo Hills, Tura 794001
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**DEPARTMENT APPELLATE AUTHORITY**

1.	Shri P. Sampat Kumar	Deputy Commissioner (Supply), West Garo Hills, Tura	03651	223835	9436160966	0361 222226		Deputy Commissioner (Supply), West Garo Hills, Tura 794001
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CHAPTER – 9 (MANUAL-8)					
PROCEDURE FOLLOWED IN DECISION MAKING PROCESS					
9.1.	What is the procedure followed to take a decision for various matters? (A reference to Secretariat Manual and Rule of Business Manual, and other rules / regulations)	SUBJECT MATTER		-	DECISION LEVEL
		a)	Policy matter		Administrative Department
		b)	Monitoring & guidelines		Directorate (Head of Department)
		c)	Implementation		Deputy Commissioners and Sub-Divisions
9.2.	What are the documented procedure / laid down procedures / defined criteria / Rules to arrive at a important matters? What are different levels through which a decision process moves?	DECISION LEVEL			PROCEDURE
		Administrative Department			Views / suggestions of the Head of Department are examined and normally taken into consideration. The Minister incharge of the Department takes decision on important and policy matters while matters of routine nature are disposed of at the level of the Principal Secretary / Commissioner and Secretary / Secretary of the Department.
		Directorate Level (Head of Department).		-	Views and suggestions from the Deputy Commissioners and Sub-Divisional Officers are obtained and examined thoroughly. Draft policy decisions are formulated and submitted to the Administrative Department for final decision. However, in matters not involving policy of the Govt., the director (Head of Department) takes decision.
		Deputy Commissioners and Sub-Divisional Officers.		-	The instructions / guidelines received from the Head of Department are followed. In certain matters like opening of Fair Price Shops and appointment of Dealers, Vigilance Committee, the proposal from the Local Village Durbars are always taken into consideration.
9.3.	What are the arrangements to communicate the decision to the public?	a) By Official Letters addressed individually			
		b) Public notice or Press note through the Information and Public Relations Department when ever interest of a large group / consumers are involved.			
9.4.	Who are the officers at various levels whose opinions are sought for the process of decision making ?	DECISION MAKING		-	OPINION
		Administrative Department			Director of Head of Department
		Director (Head of Department)			a) Deputy Commissioners / Sub-Divisional Officers.
		Deputy Commissioners and Sub-Divisional Officers.		-	a) Local / Village Durbars b) Public representation. c) enquiry reports / findings of the officers under their control.
9.5.	Who is the final authority that wets the decision ?	DECISION LEVEL			FINAL AUTHORITY
		Administrative Department		-	Minister on policy matters and Principal Secretary / Commissioner and Secretary on routine matters.

		Directorate (Head of Department)	-	Director
		Deputy Commissioners and Sub-Divisional Officers.	-	Deputy Commissioners and Sub-Divisional Officers.
9.6.	Please provide information separately in the following format for the important matters on which the decision is taken by the public authority.			
	<b>PUBLIC AUTHORITY</b>			
	<b>ITEM / POINT</b>	<b>ADMINISTRATIVE DEPARTMENT</b>	<b>HEAD OF DEPARTMENT (DIRECTOR)</b>	<b>DEPUTY COMMISSIONERS / SUB-DIVISIONAL OFFICERS</b>
	Subject	Appointment of Govt. Nominees under TPDS	Appointment of Non-Gazetted Officers	Appointment of Fair Price Shop Dealers
	Guidelines / direction	Appointment on certain criteria :		
		a) Financial Capacity	a) As per standing instructions / policy of Govt.	a) Viability of the Fair Price Shop.
		b) Availability of storage facility.	b) Prescribed educational qualification	b) Suitability of the applicant.
		c) Recommendation of Deputy Commissioner (S) / Sub-Divisional Officers (S)		c) Preference / choice of Consumers.
				d) Recommendation of the Local / Village Durbar.
	Process of Execution	The Director (Head of Department ) issues the appointment order after fulfillment of prescribed formalities.	Issue of appointment Orders	Issue of appointment Orders
	Designation of Officers involved in decision making.	a) Secretary of the Department	a) Director (Head of Department)	a) Deputy Commissioners and Sub-Divisional Officers.
		b) Director (Head of the Department)	b) Additional Director	b) Joint Director / Deputy Director/Superintendent of Supply
		c) Deputy Commissioners and Sub-Divisional Officers	c) Registrar (Head of Department).	c) Inspectors of Supply d) Sub-Inspector of Supply
	Contact Information of above mentioned Officers.	a) Food Civil Supplies	Phone No	
		a) PABX - 2513	a) 2224108	a) 03651- 223835 03651- 223826
		b) Ph. No. 2224108	b) Ph. No. 2225730	
		c) Ph. No. 03651 - 223835	c) PABX -2383	
	If not satisfied by the decision where / how to appeal.		Secretary, Department of Foods Civil Supplies and Consumer Affairs by petition.	Director, Food Civil supplies and Consumer Affairs by petition.

CHAPTER - 10 (MANUAL-9)  
DIRECTORY OF OFFICERS AND EMPLOYEE  
UNDER DEPUTY COMMISSIONER (SUPPLY), WEST GARO HILLS, TURA

10.1. Please provide information District wise in the following format								
SL N O	NAME	DESIGNATION	S.T.D. CODE	PHONE NO.		FAX	EMAIL	ADDRESS
				OFFICE	HOME			
1.	Shri P. K. Chisim	Joint Director of Supply	03651	223865				o/o Deputy Commissioner (Supply), West Garo Hills, Tura
2.	Shri R. G. Momin	Inspector of Supply						
3.	Shri L.G. Sangma	Inspector of Supply						
4.	Shri G.Ch. Momin	Sub-Inspector of Supply						
5.	Shri I.N. Sangma	Sub-Inspector of Supply						
6.	Shri N.R. Marak	Sub-Inspector of supply						
7.	Shri P.A. Sangma	Sub-Inspector of Supply						
8.	Shri J.K. Marak	Sub-Inspector of Supply						
9.	Shri T. Ch. Marak	Sub-Inspector of Supply						
10.	Shri S. R. Marak	Sub-Inspector of Supply						
11.	Shri Dorickson Momin	Superintendent of Accounts						
12.	Smti J. Kharbuli	Accountant						
13.	Shri N.C. Barman	U.D.A.						
14.	Shri P. Phalley	L.D.A.						
15.	Smti C.T.R. Sangma	L.D.A.						
16.	Shri J.Ch. Momin	L.D.A.						
17.	Shri M. Ch. Momin	L.D.A.						
18.	Smti A. T. Sangma	L.D.A.						
19.	Shri J. Sangma	Office Peon						
20.	Shri S. Marak	Office Peon						
21.	Smti E. Sangma	Office Peon						
22.	Shri R. Das	Office Peon						
23.	Shri E. Marak	Officiating Driver						

<u>THE MONTHLY REMUNERATION RECEIVED BY EACH OF ITS OFFICERS AND EMPLOYEES, INCLUDING THE SYSTEM OF COMPENSATION AS PROVIDED IN REGULATIONS</u>					
11.1.	Please provide information in the following format :				
SL. NO.	NAMES	DESIGNATION	MONTHLY REMUNERATION (GROSS TOTAL)	COMPENSATORY ALLOWENCE	THE PROCEDURE TO DETERMINE THE REMUNERATION AS GIVEN IN THE REGULATION
1.	Shri P.K. Chisim	Joint director of Supply	Rs 23,688.00	Rs 130.00	As per Meghalaya Services, (Revision of Pay) Rules, 1997, as published vide Govt. Notification. No.F (PR) 98/97/05, dated 01/12/1997 and also as per enhancement of rate of allowances by Govt. from time to time.
2.	Shri R.G. Momin	Inspector of Supply	Rs 11,496.00	Rs 130.00	
3.	Shri L.G. Sangma	Inspector of Supply	Rs 11,785.00	Rs 130.00	
4.	Shri G.Ch. Momin	Sub-Inspector of Supply	Rs 9,887.00	Rs 130.00	
5.	Shri I.N. Sangma	Sub-Inspector of Supply	Rs 10,502.00	Rs 130.00	
6.	Shri N. R. Marak	Sub-Inspector of Supply	Rs 9,887.00	Rs 130.00	
7.	Shri P.A. Sangma	Sub-Inspector of Supply	Rs 10,502.00	Rs 130.00	
8.	Shri J.K. Marak	Sub-Inspector of Supply	Rs 9,887.00	Rs 130.00	
9.	Shri T.Ch. Marak	Sub-Inspector of Supply	Rs 6,375.00	Rs 130.00	
10.	Shri S.R. Marak	Sub-Inspector of Supply	Rs 6,375.00	Rs 130.00	
11.	Shri D.R. Momin	Superintendent of Accounts	Rs 14,179.00	Rs 130.00	
12.	Smti J. Kharbuli	Accountant	Rs 10,895.00	Rs 130.00	
13.	Shri N.C. Barman	U.D.A.	Rs 11,229.00	Rs 130.00	
14.	Shri P. Phalley	L.D.A.	Rs 9,388.00	Rs 130.00	
15.	Smti C.T.R. Sangma	L.D.A.	Rs 6,760.00	Rs 130.00	
16.	Shri J.Ch. Momin	L.D.A.	Rs 7,297.00	Rs 130.00	
17.	Shri M. Ch. Momin	L.D.A.	Rs 7,469.00	Rs 130.00	
18.	Smti A. T. Sangma	L.D.A.	Rs 6,760.00	Rs 130.00	
19.	Shri J. Sangma	Office Peon	Rs 5,894.00	Rs 130.00	
20.	Shri S. Marak	Office Peon	Rs 5,905.00	Rs 130.00	
21.	Smti E. Sangma	Office Peon	Rs 5,494.00	Rs 130.00	
22.	Shri R. Das	Office Peon	Rs 8,051.00	Rs 130.00	
23.	Shri E. Marak	Driver	Rs 5,939.00	Rs 130.00	

## CHAPTER – 12 ( MANUAL – 11 )

12.1	Please provide information about the details of the Budget for different activities under different Schemes in the given format :									
<b>DETAIL OF THE BUDGET FOR DIFFERENT ACTIVITES UNDER DIFFERENT PLAN SCHEMES FOR THE YEAR 2004-2005</b>										
SL. NO	NAME OF THE SCHEME/HEAD	ACTIVITY	STARTING DATE OF THE ACTIVITY	PLANNED AND DATE OF THE ACTIVITY	AMOUNT PROPOSED	AMOUNT SACTIONED - NEED	AMOUNT RELEASED/ DISBURSED (NO OF INSTALMENTS)	ACTUAL EXPENDITURE FOR THE LAST YEAR	RESPONSIBLE OFFICER FOR THE QUALITY AND THE COMPLETE EXECUTION OF THE WORK	
	“3456 –CIVIL SUPPLIES “ 800-OTHER EXPENDITURE ETC - PLAN									
1.	04	Consumer Protection	To conduct consumer Awareness Programme.	1986	Continuing	52,857.00	52,857.00	Disbursed in full	52,857.00	Deputy Commissioner (Supply), West Garo Hills, Tura
2.	18	Provision of Food Security for the aged destitute under Annapurna.	To meet the cost of purchase of foodgrains from FCI for distribution to beneficiaries of the Scheme free of cost.	2001-2002	Continuing	11,28,355.00	11,28,355.00	Utilized in full	11,28,355.00	Deputy Commissioner (Supply), West Garo Hills, Tura
3.	05	Mobile shop on Van	To supply Essential Commodities to remote and inaccessible areas at reasonable prices through vans	1987-1988	Continuing	NIL	NIL	NIL	NIL	Deputy Commissioner (Supply), West Garo Hills, Tura

4	11	District Forum	Redressal of Consumer Disputes.	1989						Deputy Commissioner, President, District Forum
5.	CENTRAL SECTOR SCHEME		For construction of Court Rooms and Buildings and purchase of Law Books for District Forum	1989	Continuing		1999-2000 Rs 1,50,000.00	Utilized in full	Rs 3,83,200.00	Deputy Commissioner, President, District Forum.
	11	District Forum					2004-2005 2.33,200.00			
		TOTAL								

FOR OTHER PUBLIC AUTHORITY  
( 2004 – 2005 )

SL. NO	HEAD NON-PLAN	PROPOSED BUDGET	SANCTIONED BUDGET	AMOUNT RELEASED / DISBURSED (NUMBER OF INSTALMENTS)	REMARKS
	“3456 –CIVIL SUPPLIES”				
1.	001 – Direction and Administration				
	General				
	Sixth Schedule (Non Plan)	Rs 29,88,000.00	Rs 29,88,000.00	Utilized in full	
2.	800 – OTHER EXPENDITURE				
	General				
	Sixth Schedule (Plan)	Rs 68,376.00	Rs 68,376.00	Utilized in full	

N.B. : : While utilizing Fund care has been taken to see that the amount utilized is within the ceiling of the sanctioned Budgetary amount.

CHAPTER – 13 ( MANUAL -12 )  
THE MANNER OF EXECUTION OF SUBSIDY PROGRAMMES

13.1.	Please provide the information as per the following format : :			
NAME OF THE PROGRAMME / SCHEME	1.	ANTYODAYA ANNA YOJANA	2.	ANNAPURNA
DURATION OF THE PROGRAMME / SCHEME	ANNUAL		ANNUAL	
OBJECTIVE OF THE PROGRAMME / SCHEME	The Scheme envisages supply of 35 Kgs of Rice at the price of Rs 3.00 p per Kg per month to the poorest of the poor families		Under the scheme rice is distributed free of cost and at the scale of 10 Kgs per beneficiary per month to indigent Old Age Person who is above 65 years and who is not covered under the National Old Age Pension Scheme. Total number of beneficiaries at present is <b>1421</b>	
PHYSICAL AND FINANCIAL TARGETS OF THE PROGRAMME (2004-2005)	PHYSICAL TARGETS	13,806.94 Qtls. Of Rice earmarked for distribution to families.	PHYSICAL TARGETS	1679.10 Qtls. Earmarked for 1679.11 distribution to beneficiaries.
	FINANCIAL TARGETS	6,90,147.00 Lakhs sanctioned by State Govt. as Transport Subsidy and other incidental charges for 2004-2005.	FINANCIAL TARGETS	An amount of Rs 11,28,355.20 has been released to the Deputy Commissioner (Supply) by the Directorate (Supply) for implementation of this scheme.
ELIGIBILITY OF BENEFICIARIES	By selecting from amongst the existing BPL families and other deserving families outside BPL list, if any.		Must be an Old Age Person above 65 years of age and not covered under the National Old Age Pension Scheme.	
PRE-REQUISITES FOR THE BENEFIT	Must generally be included in the list of Below Poverty Line families.		Must be an indigent old age person above 65 years of age and not covered under National Old Age Pension Scheme.	
PROCEDURE TO AVAIL THE BENEFIT OF THE PROGRAMME	To be identified by the Deputy Commissioner (S), from amongst the existing BPL families and other deserving families even though not included in the BPL list.		The Village durbar will identify the beneficiary and intimate to the Deputy Commissioner (S) through the Block Development Officers /District Rural Development Agency.	

CRITERIA FOR DECIDING ELGIBILITY	Being the poorest from amongst the existing BPL families and other deserving families, if any, the number of such families should not, however, exceed the percentage fixed by the Govt. of India from time to time				Must be an indigent old age person above 65 years of age and not covered under the N.O.A.P. Scheme			
DETAIL OF BENEFITS GIVEN IN THE PROGRAMME (ALSO MENTION THE AMOUNT OF SUBSIDY OR OTHER HELP GIVEN)	Districts / Sub-Divisions	Number of family covered each month	Total quantity of rice allotted in 2004-2005 (in Qtls.)	Total amount of Subsidy provided in 2004-2005 (in Rupees)	Districts / Sub-Divisions	Number of family covered each month	Total quantity of Rice allotted in 2004-2005 (in Qtls.)	Total Amount of Subsidy provided in 2004-2005 (in Rupees)
	Tura	4595	13,806.94	6,90,147.00	Tura	1,392 – 1,421	1679.10	11,28,355.20
	Total	4595	13,806.94	6,90,147.00	Total :-	1,392 – 1,421	1679.10	11,28,355.20
PROCEDURE FOR DISTRIBUTION OF THE SUBSIDY	The amount of subsidy sanctioned by the Govt. is released to the Deputy Commissioner (Supply) by the Directorate of Supply, Shillong at the end of each financial year. The Deputy Commissioner (Supply), West Garo Hills, Tura makes payments against the Bills submitted by the Wholesale Dealers / Fair Price Shop Dealers which comprise of Transport charges and other incidental charges including profit margin.				The amount of subsidy sanctioned by the Govt. is released to the Deputy Commissioners (Supply) by the Directorate of Supply, Shillong during the first month of every quarter. The amount has been utilized for purchase of rice at Rs.565/- per quintal from F.C.I for payment of Transport Cost and other incidental charges to Wholesale Dealers / Fair Price Dealers.			
WHERE TO APPLY OR WHOM TO CONTACT IN THE OFFICE FOR APPLYING.	Deputy Commissioner (Supply)				Deputy Commissioner(Supply)			
APPLICATION FEES.	Details available with the Deputy Commissioners(Supply)				Details available with the Deputy Commissioner(Supply)			
OTHER FEES	Details available with the Deputy Commissioner(Supply)				Details available with the Deputy Commissioner(Supply)			

APPLICATION FORMAT (WHERE APPLICABLE, IF THE APPLICATION IS MADE ON PLAIN PAPER, PLEASE MENTION IT ALONGWITH WHAT THE APPLICANT SHOULD MENTION IN THE APPLICATION)	Details available with the Deputy Commissioner(Supply)		Details available with the Deputy Commissioner(Supply)	
LIST OF ATTACHMENTS ( CERTIFICATES / DOCUMENTS)	Details available with the Deputy Commissioner(Supply)		Details available with the Deputy Commissioner(Supply)	
FORMAT OF ATTACHMENTS. WHERE TO CONTACT IN CASE OF PROCESS RELATED COMPLAINTS.	Details available with the Deputy Commissioner(Supply)		Details available with the Deputy Commissioner(Supply)	
DETAILS OF AVAILABLE OF FUND	DISTRICTS / SUB-DIVISIONS	TOTAL AMOUNT OF SUBSIDY PROVIDED IN 2004-2005 (IN RUPEES)	DISTRICTS / SUB-DIVISIONS	TOTAL AMOUNT OF SUBSIDY PROVIDED IN 2004 – 2005 ( IN RUPEES)
	TURA	6,90,147.00	TURA	11,28,355.20
	TOTAL:-	6,90,147.00	TOTAL:-	11,28,355.20

**LIST OF BENEFICIARIES :: 2004 - 2005**

			1.	ANTODAYA ANNA YOJNA			2.	ANNAPURNA	
	Sl. No	DISTRICTS / SUB-DIVISIONS	NUMBER OF BENEFICIARIES	AMOUNT OF SUBSIDY RELEASED TO DEPUTY COMMISSIONER (SUPPLY)	QUANTITY OF FOODGRAINS DISTRIBUTED THROUGH DEPUTY COMMISSIONER (SUPPLY) (IN QUINTALS)	NUMBER OF BENEFICIARIES	AMOUNT OF SUBSIDY RELEASED TO DEPUTY COMMISSIONER (SUPPLY)	QUANTITY OF FOODGRAINS DISTRIBUTED THROUGH DEPUTY COMMISSIONER (SUPPLY)	
	1.	TURA	4595	6,90,147.00	13,806.94	1,392 – 1,421	11,28,355.20	1679.10	

**N.B** ::Details of beneficiaries available in the Offices of the Deputy Commissioner, (Supply) and the Sub-Divisional Officer, (Supply) of the respective Districts and Sub-Divisions.

**CHAPTER – 14 (MANUAL – 13)****PARTICULARS OF RECIPIENTS OF CONCESSIONS, PERMITS OR AUTHORIZATION GRANTED BY IT.****14. 1. Please provide the information as per the following format ::**

Name of Programme.	::	Appointment of Govt. Nominees / Agents in <b>TPDS</b> .
Type (concession / permit authorization).	::	The appointed Nominees are allotted specific quantity of <b>TPDS</b> commodities for lifting from <b>FCI</b> and Transport to main distribution Centres or Wholesale Centres.
Objective.	::	For lifting of allotted commodities from <b>FCI</b> , arrange transportation to the godown located at the Wholesale centre appointed for and supply / distribution to the Fair Price Shop Dealers, for ultimate distribution to the Consumers.
Target set (for the last year).	::	<b>61</b>
Eligibility criteria for the Eligibility.	::	Fulfillment of requirements, such as financial soundness, possession of storage space, etc.
Pre – requisites.	::	<ul style="list-style-type: none"> <li>i) Court Fee Stamp of Rs.25/-</li> <li>ii) Bank Guarantee of Rs.1/- Lakh and Rs.2/- Lakhs for Tribal and Non- Tribal respectively.</li> <li>iii) Proof of possession of godown.</li> <li>iv) Trading License ( for Tribals and Non-Tribals, if applicable is in the name of a Firm / Company)</li> <li>v) Passport Size Photos.</li> <li>vi) Sales Tax Clearance Certificate.</li> <li>vii) Professional Tax Clearance Certificate.</li> <li>viii) Schedule Caste / Tribe Certificate.</li> </ul>
Procedure to avail the benefit	::	<ol style="list-style-type: none"> <li>1. Submission of application, fulfilling the Requirements, in response to Advertisement.</li> <li>2. Fulfillment of formalities, i.e. Security Money of Rs.7,000/- and Undertakings.</li> </ol>
Time limit for the concession / Permits / Authorizations.	::	One Calendar year or ending on the 31 <sup>st</sup> day of December next, following the date of issue of appointment.
Application Fee.	::	Rs.25/- (Court Fee Stamp)
Application Format.	::	At Annexure – I
List of attachments	::	Bank Guarantee, Trading License, Sales Tax and Professional Tax Clearance Certificate, Schedule Tribe / Caste Certificate.
Format of attachments	::	Annexure – II,III,IV,V and VI.
List of beneficiaries	::	Annexure – VII
Detail of the benefit given.	::	Commission margins per quintal against specify quantity of <b>TPDS</b> commodities allotted for lifting from <b>FCI</b> .

2005

WHOLESALE CENTRE	SL. NO	NAME OF BENEFICIARY	VALIDITY PERIOD	ADDRESS		TOWN/VILLAGE
				DISTRICT	CITY	
Tura	1.	Shri Gopal Prasad Runior	31.12.2005	West Garo Hills	Tura	Tura
	2.	Shri Raj Kishore Prasad	- do -	- do -	- do -	- do -
	3.	Shri Durga Prasad Runior	- do -	- do -	- do -	- do -
	4.	Shri Gracy K. Marak	- do -	- do -	- do -	- do -
	5.	Shri Hubert G. Momin	- do -	- do -	- do -	- do -
	6.	Shri Vinod Kr. Prasad	- do -	- do -	- do -	- do -
	7.	Shri Grithson Sangma	- do -	- do -	- do -	- do -
	8.	Smti Rijiline R. Sangma	- do -	- do -	- do -	- do -
	9.	Shri Maxfield Sangma	- do -	- do -	- do -	- do -
	10.	Smti Cara Sangma	- do -	- do -	- do -	- do -
	11.	Smti Sushilla Devi	- do -	- do -	- do -	- do -
	12.	Shri Indrason Sharma	- do -	- do -	- do -	- do -
	13.	Shri Dinanath Sah	- do -	- do -	- do -	- do -
	14.	Shri Nahnelal Sah	- do -	- do -	- do -	- do -
	15.	Shri Anil Kumar Sah	- do -	- do -	- do -	- do -
	16.	Shri Adya Prasad Gupta	- do -	- do -	- do -	- do -
	17.	Shri Kashinath Prasad	- do -	- do -	- do -	- do -
	18.	Shri Umesh Gupta	- do -	- do -	- do -	- do -
	19.	Shri Jawaharlal Gupta	- do -	- do -	- do -	- do -
	20.	Smti Dorathy M. Marak	- do -	- do -	- do -	- do -
	21.	Shri Hiralal Prasad	- do -	- do -	- do -	- do -
	22.	Shri Ramjee Prasad	- do -	- do -	- do -	- do -
	23.	Shri K.K. Nath	- do -	- do -	- do -	- do -
	24.	Shri Prem Ranjan Gupta	- do -	- do -	- do -	- do -
	25.	Shri A. Bob Momin	- do -	- do -	- do -	- do -
	26.	Shri Nel Armstrong A. Sangma	- do -	- do -	- do -	- do -
	27.	Shri Gautam Prasad	- do -	- do -	- do -	- do -
	28.	Smti Elisha A. Sangma	- do -	- do -	- do -	- do -
	29.	Smti Redima D. Sangma	- do -	- do -	- do -	- do -
	30.	Smti Kusum Barman	- do -	- do -	- do -	- do -
	31.	Shri Edward Ch. Marak	- do -	- do -	- do -	- do -
	32.	Shri Chattu Prasad	- do -	- do -	- do -	- do -
	33.	Shri Kalidas Prasad	- do -	- do -	- do -	- do -
	34.	Shri Jayram Prasad	- do -	- do -	- do -	- do -
	35.	Shri Rajaram Prasad	- do -	- do -	- do -	- do -
	36.	Smti Meena Devi	- do -	- do -	- do -	- do -
	37.	Shri Noth Sangma	- do -	- do -	- do -	- do -

	38.	Shri Deepchand Khandelwal	- do -	- do -	- do -	- do -
	39.	Shri Babulal Khandelwal	- do -	- do -	- do -	- do -
	40.	Shri Denindro T. Sangma	- do -	- do -	- do -	- do -
Rongram	41.	Shri Gauri Shankar Prasad	- do -	- do -	- do -	Rongram
	42.	Smti Meena Devi	- do -	- do -	- do -	- do -
	43.	Shri Baliram Singh	- do -	- do -	- do -	- do -
	44.	Shri Wenath Sangma	- do -	- do -	- do -	- do -
	45.	Shri Chotelal Sah	- do -	- do -	- do -	- do -
	46.	Shri Megha M. Marak	- do -	- do -	- do -	- do -
	47.	Shri Dolrich D. Sangma	- do -	- do -	- do -	- do -
Dalu	48.	Shri Anath Marak	- do -	- do -	- do -	Dalu
	49.	Smti Indra Devi	- do -	- do -	- do -	- do -
	50.	Smti Nangsin A. Sangma	- do -	- do -	- do -	- do -
	51.	Shri Kartush R. Marak	- do -	- do -	- do -	- do -
	52.	Shri Sanjay Prasad	- do -	- do -	- do -	- do -
Purakhasia	53.	Shri Nanelal Sah	- do -	- do -	- do -	Purakhasia
	54.	Shri Bharat Sah	- do -	- do -	- do -	- do -
	55.	Shri Nanggan Sangma	- do -	- do -	- do -	- do -
Jengjal	56.	Shri Jilling Sangma	- do -	- do -	- do -	Jengjal
	57.	Shri Tengsal Sangma	- do -	- do -	- do -	- do -
	58.	Shri Omalson T. Sangma	- do -	- do -	- do -	- do -
	59.	Shri Shambu Prasad	- do -	- do -	- do -	- do -
	60.	Shri Velorich D. Sangma	- do -	- do -	- do -	- do -
Kerapara	61.	Shri Khan Marak	- do -	- do -	- do -	Kerapara
	62.	Shri Willison M. Sangma	- do -	- do -	- do -	- do -
	63.	Shri Shyangtho S. M. Marak	- do -	- do -	- do -	- do -
Dimapara	64.	Shri Mathew Ch. Marak	- do -	- do -	- do -	Dimapara
	65.	Shri Bishu A. Sangma	- do -	- do -	- do -	- do -
	66.	Shri Glender B. Marak	- do -	- do -	- do -	- do -
	67.	Shri Ethindro B. Marak	- do -	- do -	- do -	- do -

**CHAPTER – 15 (MANUAL – 14)****NORMS SET BY IT FOR THE DISCHARGE OF ITS FUNCTIONS**

15. 1. **Please provide the details of the Norms / Standards set by the Department for execution of various activities / programmes.**
- a) Monthly allocation of essential commodities under TPDS etc. should be released to the Fair Price shops for distribution to beneficiaries. The commodities should be lifted by Govt. Nominees from FCI Godowns within the validity period and Fair Price Shop Dealers should arrange lifting, distribution to consumers within the month of allocation.
  - b) Cases registered with Consumer Courts should be disposed – of as follows :-
    - i) Non – technical cases within **90** days.
    - ii) Technical cases within **150** days.

**CHAPTER – 16 (MANUAL – 15)****INFORMATION AVAILABLE IN AN ELECTRONIC FORM**

16. 1. **Please provide the details of the information related to the various Schemes which are available in the electronic format.**
- a) **TARGETTED PUBLIC DISTRIBUTION SYSTEM :-** A system of public distribution of subsidized commodities allotted by Govt. of India through Govt. appointed Fair Price Shops.
  - b) **ANTODAYA ANNA YOJNA :-** Distribution of 35 Kgs of Rice per month to each of the eligible poorest family in the State at the price of Rs.3.00p per Kilogram.
  - c) **SCHEME FOR BELOW POVERTY LEVEL FAMILIES :-** Distribution of 35 Kgs of Rice per month to each BPL family at the price of Rs.6.15p per Kilogram.
  - d) **ANNAPURNA :-** Distribution of 10 Kgs of Rice per month free of cost to each eligible indigent Old Age Person not covered under the **National Old Age Pension Scheme**
  - e) **CONSUMER PROTECTION :-** Creation of awareness amongst the consumers about their rights as envisaged under the **Consumer Protection Act, 1986** and facilitate settlement of Consumer disputes through Consumers Courts set up under the provisions of the above Act.

**CHAPTER - 17 (MANUAL – 16)**  
**PARTICULARS OF FACILITIES AVAILABE TO CITIZENS FOR**  
**OBTAINING INFORMATION**

17. 1. **Means, methods or facilitation available to the public which are adopted by the Department for dissemination of information.**
- a) **NOTICE BOARD** :- All important documents / notices which have a bearing on public interests are displayed in a **Notice Board** set – up conspicuously within the Office premises.
  - b) **NEWS PAPERS** :- The Deputy Commissioners regularly issue public notices through News Papers informing public consumers about distribution of Essential Comodities through Fair Price Shops during a particular period.
  - c) **WEBSITE** :- A website of the Department has been launched at <http://shillong.emg.ni.in/depts/fcs/default.htm>.
  - d) **OTHER MEANS OF ADVERTISING:-** In order to popularize the various Schemes implemented by the Department like TPDS including Consumer Protection and Consumers Rights, Advertisements have been issued from time to time in the Magazines / Journals published by different Groups (NGOs) in the State. Funds are also made available in the Budget for the purpose.

**CHAPTER – 18 (MANUAL – 17)**  
**OTHER USEFUL INFORMATION**

18. 1. Frequently Asked Questions and their Answer by Public.

<b><u>PUBLIC CONSUMER QUESTIONS</u></b> ::	<b><u>ANSWER BY THE DEPARTMENT</u></b>
a) Poor quality of Rice etc. supplied through Fair Price shops.	a) Normally foodgrains (Rice) of Fair Average Quality are supplied by the FCI. Govt. Nominees / Agents have been directed to lift only good quality Rice / Levy Sugar from FCI for distribution to consumers through Fair Price Shops.
b) Irregular opening of Fair Price Shops.	b) Apparently Fair Price Shops remain closed due to non – availability of stocks. However, directions have been issued by the Deputy Commissioner (Supply) that Fair Price Shops should remain open at hours as fixed by the Deputy Commissioner (Supply).
c) Consumers of the Villages / localities not aware of the arrival of essential commodities and availability of the same for distribution to consumers.	c). The Deputy Commissioner, (Supply) , normally publicise the distribution of essential commodities under TPDS to the eligible beneficiaries through the newspapers and other available media and deficiency in the scale of supply and overcharging to be brought to the notice of the Deputy Commissioner (Supply).

**18.2. Related to seeking Information.****a) APPLICATION FORM FOR SEEKING INFORMATION BY THE PUBLIC**

- 1) NAME OF THE APPLICANT / ORGANISATION: :  
( IN CASE OF ORGANISATION, INDICATE THE  
REGISTRATION NO. AND REGISTRATION  
CERTIFICATE TO BE ENCLOSED)
2. ADDRESS ::
3. OCCUPATION ::
4. INFORMATION REQUIRED.
5. PURPOSE FOR SEEKING / ::  
REQUIRING THE INFORMATION
6. FEE PAID ::

DATE .....

SIGNATURE OF APPLICANT  
SEAL WHEREVER APPLICABLE

	b)	FEES	::	As may be prescribed by Govt.
	c)	How to write a precise information Request. Few Tips.	::	Application in format indicate a "a" above may be addressed to the designated Public Information Officer.
	d)	Right of the citizens in case of denial of information and procedure to appeal.	::	Representation may be submitted to the Departmental Appellate Authority.

18.3	-	With relation to training imparted to public by Public Authority.	::	This Department do not impart any Training to Public
18.4	-	With relation to training imparted to public by Public Authority	::	
18.5	-	With relation to registration process.	::	Do not concern this Department.
18.6	-	With relation to collection of tax by Public Authority ( Municipal Corporation Trade Tax, Entertainment Tax etc.)	::	
18.7	-	With relation to issuing new connection electricity / water supply, temporary and permanent disconnection etc. ( This will be applicable to local bodies like Municipal Corporation / Municipalities / UPCL ).		
18.8	-	Details of any other public services provided by the Public Authority.		