

CITIZEN'S CHARTER



GOVERNMENT OF GOA

DEPARTMENT OF CIVIL SUPPLIES AND CONSUMER AFFAIRS

1st lift, 2nd floor, Junta House,
Panaji- Goa.



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About the Department

This is a regulatory Department and implements various statutory Provisions as contained in the Essential Commodities Act 1955 and National Food Security Act, 2013 and the rules made there under regulating procurement and/or distribution of essential commodities namely **Rice, Wheat, Sugar, and Kerosene Oil** under the Targeted Public Distribution System (TPDS) and also regulation of the rights of Consumers as provided under the Consumer Protection Act, 1986.

Our Vision

- To formulate and implement foolproof arrangements for identification of the poor for delivery of food grains.
- To promote transparency and accountability in distribution of Essential Commodities to all beneficiaries.
- To protect and Guard interest of Consumers in Goa.

Our Mission

- To ensure adequate quantity and quality of Foodgrains at affordable price to the beneficiaries so as to live a life with dignity.

SCHEMES IMPLEMENTED BY THE DEPARTMENT

- **The National Food Security Act' 2013:-** The National Food Security Act is an Act to Provide for food and nutritional security in human life cycle approach by ensuring access to adequate quantity of quality food at affordable prices to live a life with dignity and for matter connected therewith or incidental thereto. The eligibility criteria for households for inclusion under NFSA scheme is as follows:
 - Antyodaya Scheme (AAY), Below Poverty line (BPL) Scheme, Temporary Shelters, Slums, Kaccha house/huts, Resettlement & Rehabilitation, Dayanand Social Security Scheme (DSSS), Griha Aadhar (GA), Transgender/ HIV/AIDS Patient, Physically/Mentally Challenged, Single women with dependents, Orphans and minors, Occupationally vulnerable group, Destitutes and Households whose Annual income is below Rs. 50000 (Rs. 1,20,000 for SC/ST) are eligible to apply for ration card under NFSA act.
 - Income criteria (annually) to apply for APL(Above Poverty Line) ration card is Rs.50,000 to Rs.5,00,000.
 - Households having Annual income above Rs.5,00,000 are not eligible to apply for ration card.

- **Tribal Area Sub Plan (Schedule Tribes Development Scheme :-** The Scheme aims to create Consumer awareness and hold consumer awareness programmes in the areas where there is maximum population of schedule tribe communities. A provision of Rs.0.22 lakh has been made in the Budget Estimate 2017-18.

- **Annapurna (ANP) Scheme:-** This is a State Plan Scheme. Under the Scheme there are 119 beneficiaries have applied for renewal of Ration Card during the process of renewal and 10 kg of rice per month is given to these beneficiaries free of cost. The beneficiaries are the destitutes above 65 years of age who have no support of any family members or any institutions.

- **Subsidized Sugar Scheme for Beneficiaries:-** At Present all AAY beneficiaries in the state are being provided with sugar supply of 1kg per ration card per month at a subsidized rate of Rs 13.50 per kg. Presently there are 12502 AAY Ration Cards.

- **Implementation of Direct Benefit Transfer of Kerosene (DBTK) Scheme:-** The Government has decided to implement DBTK in kerosene in the state. In order to identify the actual eligible beneficiaries to avail the benefit of subsidized kerosene oil in the state, the department had invited applications from the ration card holder without LPG connection. Accordingly the Department is distributing subsidized kerosene to 12864 Non LPG card holders @ of 10 Liters per card per month all over the State.

ACTIVITIES OF THE DEPARTMENT

Sr. No.	Services	Documents Required
1. a)	Issue of new ration cards	<ul style="list-style-type: none"> a. Application by applicant with Rs.5/- court fees stamp. b. Prescribed Form 'A' 'B' or 'C'. c. Original Cancellation certificate. d. If rental, N.O.C. on self declaration of house owner along with photo Identity of Owner. e. Self declaration of Applicant. f. House Tax Receipt/ Electricity bill/ water bill. g. Marriage Certificate.(in case of woman-married and shifted) h. Children-Birth Certificate (For children above 5 years – Bonafide certificate). i. Aadhaar card (if not available) than any other Photo identity card e.g. Voter's card, PAN card, Driving License, Passport copy, etc.
b)	Separate ration card	<ul style="list-style-type: none"> a. Application by applicant with Rs.5/- court fees stamp. b. Prescribed Form 'C'. c. House Tax Receipt /Electricity bill/ water bill. d. If rental, N.O.C. on self declaration of house owner along with photo Identity of Owner. e. N.O.C. on self declaration of Head of family. f. Self declaration of Applicant. g. Old Ration Card Copy existing. h. Aadhaar card (if not available) than any other Photo identity card e.g. Voter's card, PAN card, Driving License, Passport copy. etc
c)	Name Inclusion in Ration Card	<ul style="list-style-type: none"> a. Application by Head of Family with Rs.5/- court fees stamp. b. Original Cancellation certificate. c. Birth certificate + (For children above 5 years– Bonafide certificate). d. Self declaration of person whose name to be included or Head of Family (in case of inclusion of minor). e. Marriage certificate. (In case of Married woman). f. Ration card Xerox copy g. Aadhaar card (if not available) than any other Photo identity card e.g. Voter's card, PAN card, Driving License, Passport copy,etc.
d)	Deletion of name in Ration Card	<ul style="list-style-type: none"> a. Application by Head of Family with Rs.5/- court fees stamp. b. Death certificate. c. Portuguese Passport copy notarized.(Those cancelling due to Portuguese Citizenship) d. Xerox copy of ration card. e. Self declaration of person whose name to be deleted or Head of Family (in case of death certificate not available). f. Marriage certificate. (In case of Married woman).
e)	Name correction in ration card	<ul style="list-style-type: none"> a. Application by applicant with Rs.5/- court fees stamp. b. Birth certificate. c. Marriage certificate.

		<p>d. Self declaration of the person whose name is to be corrected or Head of Family (in case of correction of minor).</p> <p>e. Ration card Xerox copy</p> <p>f. Aadhaar card (if not available) than any other Photo identity card e.g. Voter's card, PAN card, Driving License, Passport copy, etc</p>
f)	Duplicate ration card	<p>a. Application by Head of Family with Rs.5/- court fees stamp.</p> <p>b. Original Missing report from Police Station.</p> <p>c. Original Fair Price Shop certificate.</p> <p>d. Self declaration of Head of Family.</p> <p>e. Ration card Xerox copy (if any).</p>
g)	Cancellation certificate	<p>a. Application by applicant with Rs.5/- court fees stamp.</p> <p>b. Original ration card.</p> <p>c. Marriage certificate.</p> <p>d. Ration card Xerox copy.</p>
h)	Change in address within the service area of the FPS	<p>a. Application by applicant with Rs.5/- court fees stamp.</p> <p>b. Original ration card.</p> <p>c. House Tax Receipt /Electricity bill/ water bill.</p> <p>d. Ration card Xerox copy.</p>
i)	Change in the address including change if FAIR PRICE SHOPS within the Taluka	<p>a. Application by applicant with Rs.5/- court fees stamp.</p> <p>b. Original ration card.</p> <p>c. House Tax Receipt /Electricity bill/ water bill.</p> <p>d. Ration card Xerox copy.</p>
2.	Issue of foodstuff license retail/ wholesale issued for 3 years	<ol style="list-style-type: none"> 1. Application 2. NOC from Panchayat / municipality 3. Copy of house tax receipt 4. Form A 5. NOC from house owner 6. Copy of id proof (birth certificate / aadhaar card / voting card) 7. Lease agreement (if on lease) 8. Security deposit of Rs. 1500/- and license Fee of Rs. 500(for Retail license) 9. Security deposit of Rs. 6000/- and license Fee of Rs. of Rs.2000(for Wholesale license)
3.	Issue of retail/ wholesale kerosene license issued for 1 year	<ol style="list-style-type: none"> 1. Application 2. NOC from Panchayat / municipality 3. Copy of house tax receipt 4. Form A 5. NOC from house owner 6. Copy of id proof (birth certificate / aadhaar card / voting card) 7. Lease agreement (if on lease) 8. Copy of fair price shop authorization 9. Copy of NOC from fire and emergency services or explosive certificate 10. Copy of fair price shop authorization(only for retail License) 11. Security deposit of Rs. 2000/-and license fee of Rs.500 (for retail license). 12. Security deposit of Rs.10000 and license fee of Rs.5000 (for

		wholesale license).
4	Issue of license under solvent, raffinate and slop (acquisition, sale, storage and prevention of use in automobiles) order, 2000	<ol style="list-style-type: none"> 1. Application in prescribed proforma. 2. Industry Registration/License Details. 3. License to work a factory 4. GST Registration details. 5. Explosive License 6. Site Plan 7. License from Goa State Pollution Control Board. 8. Any other document as may be prescribed. 9. License fee of Rs. 500/-
5	The naphtha (acquisition, sale, storage, and prevention of use in automobiles) order, 2000	<ol style="list-style-type: none"> 1. Application in prescribed proforma 2. Industry Registration/License Details. 3. License to work a factory 4. GST Registration details. 5. Explosive License 6. Site Plan 7. License from Goa State Pollution Control Board. 8. Any other document as may be prescribed. 9. License fee of Rs. 500/-

All the Xerox copies attached as proof of documents must be Self Attested.

Details of No. of Fair Price Shops in Goa

Sr.No	Taluka Name	District	Total Nos. of FPS Functioning
1	Tiswadi	North Goa	54
2	Bardez	North Goa	83
3	Pernem	North Goa	42
4	Bicholim	North Goa	40
5	Sattari	North Goa	25
6	Ponda	South Goa	41
7	Dharbandora	South Goa	9
8	Sanguem	South Goa	17
9	Quepem	South Goa	23
10	Salcete	South Goa	55
11	Canacona	South Goa	14
12	Mormugao	South Goa	43
		Total	446



Details of Taluka Civil Supplies Godowns

Sr.No	District Name	Godown Name	Address	Storage Capacity
1	North Goa	Civil Supplies Godown, Tiswadi	Junta House, Panaji, Goa	550 MTs.
2	North Goa	Civil Supplies Godown, Pernem	Tuem, Pernem, Goa	550 MTs.
3	North Goa	Civil Supplies Godown, Sattari	Near Police Out Post, Honda, Valpoi, Goa	550 MTs.
4	North Goa	Civil Supplies Godown, Bicholim	Karapur Tisk, Bicholim, Goa	2000 MTs.
5	North Goa	Civil Supplies Godown, Bardez	Dattawadi, Mapusa, Goa	1100 MTs.
6	South Goa	Civil Supplies Godown, Ponda	Nirankal Road, Bethoa Curti, Ponda, Goa	2000 MTs.
7	South Goa	Civil Supplies Godown, Salcete	Near Ferry Warf, Cortalim, Goa	2000 MTs.
8	South Goa	Civil Supplies Godown, Mormuga	Near Ferry Warf, Cortalim, Goa	2000 MTs.
9	South Goa	Civil Supplies Godown, Quepem	Curchorem, Goa	550 MTs.
10	South Goa	Civil Supplies Godown, Sanguem	Dando, Sanguem, Goa	500 MTs.
11	South Goa	Civil Supplies Godown, Canacona	Opposite Police Station, Canacona	550 MTs.



TIME BOUND SERVICES

Sr. No.	Item of Work	Designated Officer	Time Limit	Appellate Authority	
1	Issuance of surrender certificate on transfer of family to other city or otherwise	Inspector of Civil Supplies	Same Day	Joint Mamlatdar-I for all Talukas except Joint Mamlatdar-III for Bardez	
2	Issue of new ration cards Where Cancellation Certificate and proof of Residence is provided	Inspector of Civil Supplies	Three Days		
3	Issue of Ration Card where Cancellation certificate and proof of residence is not provided	Forwarding the application to Sub-Inspector Civil Supplies for report.	Inspector of Civil Supplies		One Working Day
		Report to be Submitted to Civil Supplies Inspector	Sub- Inspector Civil Supplies		Three working days from the Date of receipt of the application received
		Decision on the Application	Inspector of Civil Supplies		Three working days from the Date of receipt of the report from Sub Inspector
4	Inclusion/ Deletion of name from the Ration Card.	Inspector of Civil Supplies	Same day		
5	Issue of duplicate Ration card.	Inspector of Civil Supplies	Same day		
6	Change in address in Ration card or change of Fair Price Shop	Inspector of Civil Supplies	Same day		

VIGILANCE AND GRIEVANCE REDRESSAL MECHANISM

State Government has constituted Vigilance Committees to periodically review functioning of the TPDS at Fair Price Shop, Taluka level and State level with members from Government social organizations, consumer organizations, local body, etc. viz.,

- (i) The Fair Price Shop level Vigilance Committees: The Sarpanch/Chairperson of the local body i.e. Panchayat or Municipality shall be the Chairman of the Vigilance Committee and there are minimum 3 members which consists of 1 elected representative of the local body, 1 women member and 1 member of SC/ST community within their jurisdiction where the Fair Price Shop is located
 - (ii) Taluka Level Vigilance Committees: The Joint Mamlatdar in-charge of the Civil Supplies & Consumer Affairs at each Taluka is the Chairperson of the Taluka Level Vigilance Committee and there are 5 members consisting 2 elected members from the local body, 1 women member, 1 member from SC community and 1 member from ST community.
 - (iii) District Level Vigilance Committee: The District Consumer Protection Council constituted under section 8/A of the Consumer Protection Act, 1986 (Central Act 68 of 1986) functions as the District Vigilance Committee.
 - (iv) The State Level Committee: The State Consumer Protection Council constituted under sub-section (1) of section 7 of the Consumer Protection Act, 1986 (Central Act 68 of 1986) functions as the State Level Vigilance Committee.
- **The Social Audit of the Fair Price Shops shall be conducted by the concerned local body in order to ensure transparency in the implementation of Public Distribution System and proper functioning of the Fair Price Shops.**

GRIEVANCE REDRESSAL MECHANISM

- State Food Commission: The State Government has designated Goa State Commission for Women to exercise the Powers and functions of the Goa State Food Commission.
- District Grievance Redressal Officer: State Government of Goa has designated Deputy Collector & SDM, of the respective District i.e. North & South Goa as the District Grievance Redressal officer.
- Taluka Level Grievance Redressal Officer : Joint Mamlatdar of the Taluka in charge of the Civil Supplies and Consumer Affairs shall act as Nodal Officer at Taluka level.

CONSUMER AFFAIRS

- The Department is committed to protect and guard the interest of the Consumers in Goa and to make available to them the means of assert their Consumer Rights and to redress their grievances through North District Consumer Redressal Forum and South district Consumer Redressal Forum, State Consumer Commission & Consumer Conciliation Committee.
- Consumer can lodge a complaint under Consumer Protection Act through the following Consumer Courts. These complaints should be lodged within 2 years from the date of incident:
 - i. **District Forum**: - For claims up to Rs 20 lakhs.
 - ii. **State Commission**: - For claims above Rs 20 lakhs and up to Rs.1 Crore.
 - iii. **National Commission**:- For claims above Rs 1 Crore.
- The Department has formed a separate Consumer Affairs Cell at each Taluka for smooth functioning. Contact details of the same are mentioned below.
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Sr. No.	Officer In Charge	Taluka	Phone No.	Email Id
1	Civil Supplies Inspector	Pernem	7507141726	csi-pernem.goanic.in
2	Civil Supplies Inspector	Bardez	9158472363	csi-bardez.goa@nic.in
3	Civil Supplies Inspector	Tiswadi	9823619636	csi-tiswadi.goa@nic.in
4	Civil Supplies Inspector	Bicholim	9923313039	csi-bicholim.goa@nic.in
5	Civil Supplies Inspector	Sattari	8390851356	csi-sattari.goa@nic.in
6	Civil Supplies Inspector	Ponda	9421150638	csi-ponda.goa@nic.in
7	Civil Supplies Inspector	Mormugao	9011339585	csi-mormugao.goa@nic.in
8	Civil Supplies Inspector	Salcete	9746835201	csi-salcete.goa@nic.in
9	Civil Supplies Inspector	Quepem	9764480254	csi-quepem.goa@nic.in
10	Civil Supplies Inspector	Sanguem	9325179900	csi-sanguem.goa@nic.in
11	Civil Supplies Inspector	Canacona	9823693549	csi-canacona.goa@nic.in
12	Civil Supplies Inspector	Dharbandora	9423164307	csi-dharbandora.goa@nic.in



Court Hall of Goa State Consumer Disputes Redressal Commission, Panaji-Goa

- Besides above there is District Consumer Protection Council Headed by District Collector.
- Also there is State Consumer Protection Council, and Hon'ble Minister Incharge of Consumer Affairs is the Chairman of the said Council.
- Implements Consumer Protection Act through State Commission and District Consumer Fora.
- Consumer Awareness Programmes are regularly conducted by Consumer Welfare Clubs in Schools, Higher Secondary Schools and Colleges.
- The Department conducts Consumer Awareness programme on the eve of Consumer Rights Day, **15th March– World Consumer Rights Day, 24th December– National Consumer Rights Day, 25th June– State Consumer Rights Day**

OFFICE ADDRESSES WITH NAME AND DESIGNATION

Sr. No .	Office	Present President & Members	Person to be contacted	Office Address
1.	Goa State Consumer Disputes Redressal Commission	1. Justice Shri. U.V. Bakre, President 2. Shri. Jagdish G. Prabhudessai, Member 3. Smt. Vidhya R. Gurav, Member	Registrar	1 st lift, 4 th floor, Junta House, Panaji –Goa.
2.	North Goa District Consumer Disputes Redressal Forum	1. Shri. Sebastian Vales, President. 2. Adv. Varsha V. Wadiker alias Mrs. Varsha R. Bale, Member 3. Shri. Auroliano De Oliveira @ Auro, Member	Assistant Registrar	Goa Hsg. Board Commercial-Cum-Residential Complex, FF-1, Porvorim Bardez-Goa.
3.	South Goa District Consumer Disputes Redressal Forum	1. Shri.Pradip V.Sawaiker, President 2. Smt. Adv.Anjali Salkar, Member 3. Smt. Cynthia A. Colaco, Member	Assistant Registrar	Blessings Pioneer Commercial Complex, 1 st floor, Old Market, Near District Court, Margao-Goa.

In addition to these the department has set up a Consumer Conciliation Committee for amicable settlements of Consumer complaints at the Departmental level. The Committee consists of Chairman and two members, the Assistant Director of Civil Supplies and the two members:

Consumer Conciliation Committee

- Assistant Director (DCSCA) - Chairman
- Shri. Roland Martins - Member
- Smt. Amita Salatry - Member

Consumer Conciliation Committee conducts the hearing on 1st lift 4th Floor in the Court hall of Goa State Consumer Disputes Redressal Commission, Panaji, twice a month (i.e. On first & Third Thursday) in the afternoon from 3.00 pm onwards.

DETAILS OF PUBLIC INFORMATION OFFICERS

First Appellate Authority (FAA)

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

Public Information Officer(PIO)

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

Asstt. Public Information Officer(APIO)

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

Contact Us :

- For any enquiry/complaint/suggestions beneficiary may contact on under mentioned toll free helpline numbers set by the department:-
 - **1967**
 - **18002330022**
- The department can also be reached on following nos.
 - **0832-2236758**
 - **0832-2226084**



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