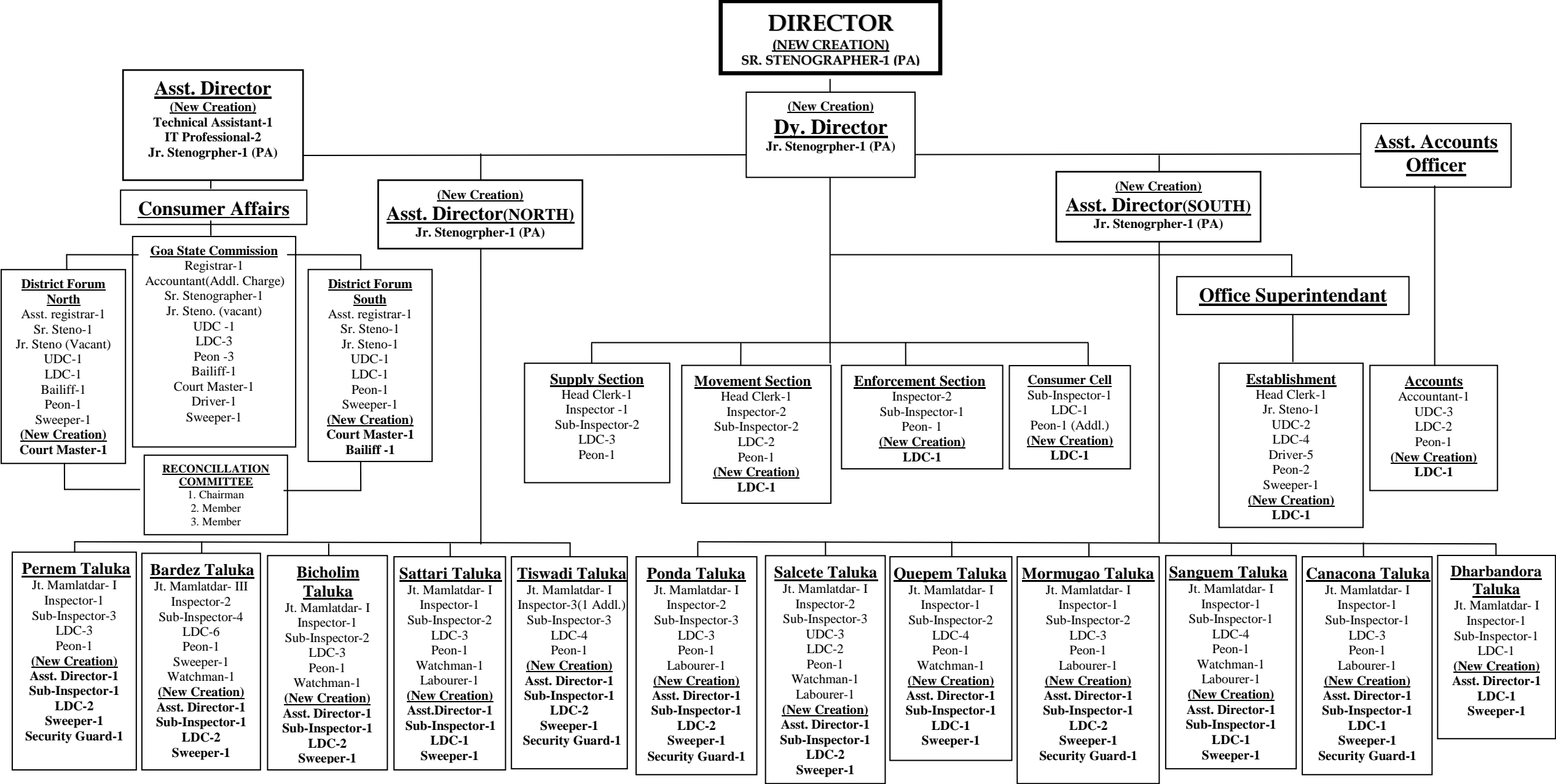


ORGANISATION CHART
DEPARTMENT OF CIVIL SUPPLIES AND CONSUMER AFFAIRS



Manual. 1

[Section 4(1) (b) (i)] Particulars of Organization, Functions and Duties

1. Aims and objectives of the public authority.

Successful implementation of Targeted Public Distribution System (TPDS) for ensuring food security of the targeted population by ensuring availability of monthly quota of foodgrains to them as per entitlement. The Department is committed to implement TPDS to the best advantage of the beneficiaries with full transparency and efficiency of operations and accountability of the authorities implementing it. The Department is also committed to protect and guard the interest of the consumers in Goa and to make available to them the means to assert their consumers rights and to redress their grievances through the Conciliation Committee, District Forum and State Commission.

2. Mission / Vision Statement of the public authority.

The Civil Supplies Wing of the Department is regulatory and implements various statutory provisions as contained in the Essential Commodities Act, 1955 and the rules made there under regulating procurement and/or distribution of essential commodities namely rice, wheat, sugar and kerosene oil under Targeted Public Distribution System. As regards consumer affairs, the Department makes available to the consumers the means to assert their rights and to redress their grievances through the consumer courts. It is the endeavor of the Department that there should be cordial and harmonious relations between the public and the officials and to render excellent services to the people.

3. Brief history and background of establishment of the public authority.

The Department was earlier named as the Department of Civil Supplies and Price Control. However, in the year 2002 the nomenclature of the Department has been changed as the Department of Civil Supplies and Consumer Affairs. The Department implements various statutory provisions of the Essential Commodities Act, 1955 and the rules made there under. As regards consumer affairs, the District Consumer Disputes Redressal Fora (North and South Goa) were established in the year 1989 and the Goa State Consumer Disputes Redressal Commission was established in the year 1991. The essential commodities like rice, wheat, sugar and edible oil and kerosene oil were being distributed under the Public Distribution System (PDS). However, presently edible oil is not distributed to the ration card holders.

4. Organization Chart

Enclosed

5. Main activities/functions of the public authority.

The main activities of the Department are distribution of essential commodities under TPDS, issue of licences, renewal of ration cards, issue of licences for running fair price shops, issue of licences for retail and wholesale of kerosene, issue of foodstuff licenses for retail and wholesale of foodstuff, inspection of fair price shops, kerosene dealers, petrol and diesel pumps.

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

- i. Renewal of ration cards after every five years.
- ii. Issue of Fair Price Shop licences
- iii. Issue of Retail Kerosene licences
- iv. Issue of Solvent, Naptha licences
- v. Issue of Foodstuff licences.
- vi. Implementation of TPDS to the best advantage of the beneficiaries with full transparency and efficiency of operations and accountability of the authorities implementing it.

7. Citizen's interaction – Expectation of the public authority from the public for enhancing its effectiveness and efficiency.

The citizens expect strategy for ensuring food security of targeted population by ensuring availability of monthly quota of food grains to them as per entitlement. The citizens also expect speedy disposal of their grievances through free, fair and independent consumer courts.

8. Postal address of the main office, attached / subordinate office / field units etc.

- i. Main office, Junta House, 1st lift, 2nd floor, Panaji Goa.
- ii. Office of the Taluka Mamlatdars in all 12 Talukas of Goa.
- iii. Goa State Consumer Disputes Redressal Commission, Junta House, 1st lift, 4th floor, Panaji Goa.
- iv. Consumer Disputes Redressal Forum, Behind Sai Service, Above Bank of Maharashtra, Porvorim Goa.
- v. Consumer Disputes Redressal Forum, Blessing Pionier Commercial Complex, Opposite District Court, Margao Goa.

9. Working hours both for office and public.

- i. Morning Session from 9.30 a.m. to 1.15 p.m. and afternoon session from 2.00 p.m. to 5.45 p.m.
- ii. Timings for hearing the cases in the Goa State Consumer Disputes Redressal Commission are from 10.00 a.m. to 1.15 p.m (morning session). No hearings are held in the evening session.
- iii. Timings for hearing the cases in District Consumer Disputes Redressal Forum, North Goa are from 10.00 a.m. to 1.15 p.m (morning session). No hearings are held in the evening session.
- iv. Timings for hearing the cases in the District Consumer Disputes Redressal Forum, South Goa are from 3.00 p.m. to 5.45 p.m. (evening session). No hearings are held in the morning session.

10. Grievance redressal mechanism.

- i. Public Grievance Officer: Assistant Director of Civil Supplies and Consumer Affairs.
- ii. Appellate Authority: Director of Civil Supplies and Consumer Affairs, Panaji Goa.

Manual. 2

[Section 4(1) (b) (ii)]

Powers and Duties of Officers and Employees

ESTABLISHMENT SECTION

Designation		Name of the Official	Main jobs/functions assigned to the post	Linked Officers
1.	Head Clerk	Smt. Hemani H. Naik	<ol style="list-style-type: none">1. Creation of Post.2. Framing of Recruitment rules.3. Filling of Posts.4. Annual Administration Report Material.5. Address of Lt. Governor Material.6. Assembly/Lok Sabha Questions.7. Audit objection relating to Establishment Material.8. Review of cases of Group 'C' and 'D' staff.9. Continuation of Temporary posts.10. Expeditious disposal of pension of new cases.11. Maintenance of Confidential dossier.12. Office Cleanliness/Maintenance13. Overall supervision of Establishment Section.14. Transfer of Staff15. Disposal of CR Forms16. Disciplinary actions.17. Vigilance Matters.18. Complaint Government servant.19. Any other work assigned by Superior.	<ol style="list-style-type: none">1. Shyamsunder Arondekar2. Jeevan Manjrekar3. Suraj Naik
2.	L.D.C	Sanjay Parab	<ol style="list-style-type: none">1. Work of P.A to the Director of Civil Supplies.2. Operation of Telephone.3. Any other typing entrusted from time to time by Head Clerk and other Superior.	Suraj Naik
3.	Inspector	Shyamsunder Arondekar	<ol style="list-style-type: none">1. Office Cleanliness/Maintenance2. Release of annual increment.3. Any other work entrusted by other Superior.4. Repairs/beneficiation of office premises.	<ol style="list-style-type: none">1. Hemani H. Naik2. Sejal Satardekar
4.	UDC	Jeevan Manjrekar	<ol style="list-style-type: none">1. Revision of pension cases who have retired.2. Pay Fixation3. Expeditious disposal of pension of new cases.4. Revision of pension cases who have retired.5. Any other typing entrusted from time to time by Head Clerk and other Superior.	Shyamsunder Arondekar
5.	Sub-Inspector	Sejal Satardekar	<ol style="list-style-type: none">1. Disposal of leave application and maintenance of leave accounts.2. Maintenance of Service book and personal record.3. Maintenance of relevant records.4. Attendances report/certified submission.5. Certifying petrol/diesel bill of the vehicle.6. Inspecting/verification of log book of vehicle.7. Any other typing entrusted from time to time by Head Clerk and other Superior.	1. Jeevan Manjrekar

6.	L.D.C	Ritesh Pangam	<ol style="list-style-type: none"> 1. To take requirement from staff/purchase & distribution of Stationary 2. Acquisition/repairs of typewriter, calculators, Duplicating Machine, forms, Consumable article, other articles, vehicle repairs/condemnation, etc. 3. Purchase of newspaper. 4. Issue of Identity card. 5. Maintenance of Furniture & Dead Stock 6. Purchase & Maintenance of Xerox 7. Purchase of tonners & certifying bills of tonners 8. File of Postage stamp 9. Any other typing entrusted from time to time by Head Clerk and other Superior. 	<ol style="list-style-type: none"> 1. Jeevan Manjrekar 2. Suraj Naik
7.	Jr. Steno	Suraj Naik	<ol style="list-style-type: none"> 1. All typing work of Establishment Section. 2. Dealing hand of Right to Information Act' 2005. 3. Dealing hand of public Grievances of the Department 4. Look after the Reports of Biometric 5. Any other work assigned by the superior by time to time. 	Kushant Kerkar
8.	L.D.C	Namrata Kavlekar	<ol style="list-style-type: none"> 1. Maintenance of Department Inward registers. 2. Dispatch of correspondence by post (outward). 3. Stamp Accounts & Telegrams. 	Kushant Kerkar
9.	LDC	Kushant Kerkar	<ol style="list-style-type: none"> 1. Advertisement Bills. 2. Release of advertisement. 3. Release of advertisement. 4. Distribution of Correspondence. 5. Maintenance of Inward/Outward register and Entry of section correspondence. 6. Distribution of correspondence, section-wise. 7. Any other work assigned by the superior by time to time. 	Namrata Kavlekar
10.	Peon	--	Looked after work of DCS, ADCS & Establishment Section	Ashwini Gadekar
11.	Peon	Vacant	<ol style="list-style-type: none"> 1. Maintenance of Section Guard files. 2. Distribution of correspondence, hand delivery out side. 3. Any other work assigned by the superior by time to time. 	Simon Colaco (additional Charge)
12.	Driver	Vithal Naik	<ol style="list-style-type: none"> 1. General Duty 2. Daily up keeping of the vehicle. 3. Maintenance of log book. 4. Duty to maintain equipment. 	
13.		Tukaram Kurtikar		
14.		Dattaram Parab		
15.		Gajanan Shirodkar		
16.	Sweeper	Lila Naik	<ol style="list-style-type: none"> 1. Sweeping, cleaning of office premises. 2. Any other work assigned by the Head Clerk or any other Superior 	--

MOVEMENT SECTION

Sr. No.	Designation	Name of the Incumbent	Main Jobs /functions assigned to the post	Linked Officers
1	Head Clerk	Ramakant Mandrekar	<ol style="list-style-type: none">1. Scrutiny of Inspection Report and reports of Physical Verification of 11 Civil Supplies Godowns.2. Preparing of replies/clarification to audit queries.3. Preparing of replies of Legislative Assembly and Lok Sabha questions regarding the distribution of foodgrains to ration cardholders.4. Inviting Tenders for the contract work of handling and Transport of foodgrains allocated by Central Pool for distribution (working the estimate cost for every financial year) and correspondence regarding the contract.5. Inviting tenders for contract for the work of pest control in supplies godowns, working out the estimate cost. Checking of bills thereof and all correspondence regarding the contract.6. Inviting of tenders for the contract for the work of servicing/repairing of weighing scales and checking the bills thereof and all correspondence pertaining to this work.7. Inviting tenders for purchase of tarpouline and Plastic Pallets in taluka supplies godowns, working out the estimate cost. Checking of bills thereof and all correspondence regarding the contract8. Distribution of correspondence/ work to Section Staff.9. Coordination and supervision of work of Movement Section.10. Coordinate with the Handling/Transport contractors by phone in movement of foodgrains at FCI. Depot, Sada to various Civil Supplies godowns11. Visit to Food Corporation of India Depot at Sada, Vasco for quality related problem.	Tulshidas Dabholkar
2	Inspector	Tulshidas Dabholkar	<ol style="list-style-type: none">1. Preparation of monthly Storage and allocation programme of SKO & Foodgrains.2. Preparation of Monthly Press Note for Distribution of Quota and sending for uploading the same on departmental website.3. POS Installation at Fair Price Shop.4. Fair Price Shop Automation.5. Noting and Drafting of any particulars related in movement section.6. Inviting tenders for purchase of tarpaulin and Plastic Pallets in taluka supplies godowns, working out the estimate cost. Checking of bills thereof and all correspondence regarding the contract.7. Inviting tenders for providing Annual Contract for providing Curative, Prophylactic treatment and Rodent control measures in Government of Civil Supplies Foodgrains Godowns in Goa working out the estimate cost.8. Monthly inspection of Taluka Godowns as per	Ramakant Mandrekar

			<p>schedule.</p> <p>9. Visit to Food Corporation of India Depot at Sada Vasco for quality related problem.</p> <p>Willing to take additional responsibilities, such as conducting training for storage and Distribution of Foodgrains for taluka godown keepers.</p> <p>Maintenance and repairs of Godowns.</p>	
3	Inspector	Kunda Sardessai	<ol style="list-style-type: none"> 1. Scrutiny of bills submitted by the departmental transport contractor of foodgrains North and South Zone and verifying whether the work has been done according to the work order issued by this offices, or whether there has been any lapse in lifting of foodgrains according to the payment made to FCI. 2. Maintenance of register consolidated accounts of receipts/issued of foodgrains consignment/allocations. 3. Maintenance of register of complete history/date of each bills of handling/transport. 4. Intimation in advance to Government of India of foodgrains requirement of Goa, for subsequent month and placing of indent thereof with FCI. 5. Collecting delivery orders of foodgrains from FCI. Porvorim from time to time. 6. Scrutiny of bills of maintenance/service/repairing of weighing scales lying in all Civil Supplies godowns of North and South Zone. 7. Scrutiny of bills of pest control carried out in all Civil Supplies godowns. 8. Disposal of any work allotted occasionally and typing. 	Vishwalata Sawant
4	Sub- Inspector	Vishwalata Sawant	<ol style="list-style-type: none"> 1. Drafting all kinds of Correspondence & Noting's related to Movement Section (Eg:- Tarpaulin, Plastic Pallets, Tenders, Press Note, Repairs to Godowns, Storage Programme, Weighing Scales related etc.) 2. Assisting in Taluka wise allocation of foodgrains. 3. Monthly allocation, online data entry in feast, generating R.O etc. 4. Making D.O payment to FCI at Porvorim & collecting the receipts. 5. Monthly Foodgrains sampling at FCI Vasco Sada. 6. Inspection of Taluka Godowns. 7. Assisting Head Clerk in all kinds Movt Section related work. 8. Assisting Inspector in all kinds of Movt Section related work. 9. Checking and monitoring the data entry of receipt and issue of all Taluka Godown keepers. 10. Trouble shooting problems of any online data entry in Feast done by taluka Godown Keepers. 11. Preparing of replies of Legislative Assembly and Lok Sabha questions regarding the distribution of foodgrains to ration cardholders. 12. Inviting Tenders for the contract work of 	Kunda Sardessai

			<p>handling and Transport of foodgrains allocated by Central Pool for distribution (working the estimate cost for every financial year) and correspondence regarding the contract.</p> <p>13. Inviting Tender for providing Annual Contract for Calibration, Verification, Stamping and Maintenance/Repairs of Electronic Weighing scales/Machines lying at Civil Supplies Taluka Godowns.</p> <p>14. Coordinate with the Handling/Transport contractors by phone in movement of foodgrains at FCI. Depot, Sada to various Civil Supplies godowns.</p> <p>15. Placing order for payment towards the requirement of foodgrains as per demand for the state of Goa for TPDS.</p> <p>16. Making Budget Estimate and loss and gain Report.</p>	
5	L.D.C.	Jeevan Palyekar	<ol style="list-style-type: none"> 1. Checking of daily receipts, issues and maintenance of stock register of foodgrains. 2. Maintenance of monthly stock register of foodgrains. 3. Maintenance of consignment wise registers. 4. Checking reports of truckload wise arrivals of foodgrains (Form C) in 11 godowns (monthwise) 5. Checking of reports of issue of foodgrains (Form F) of 11 talukawise (monthwise). 6. Maintenance of shortage registers of 11 godowns consignmentwise (daily). 7. Preparation of Utilisation Certificate under ANP & Welfare Institutions & Hostels. 8. Disposal of any work allotted occasionally and typing. 	Vacant
6	L.D.C.	Vacant	<ol style="list-style-type: none"> 1. Typing of all correspondence, statements, investigation report of foodgrains consignment/monthwise. 2. Disposal of any work occasionally allotted and typing work of section. 3. Correspondence regarding repairs of Civil Supplies Godown located in all 11 talukas in Goa. 	Jivan Palyekar
7	Peon	Simon Colaco	<ol style="list-style-type: none"> 1. Maintenance of Section Diary. 2. Despatch of all correspondence (with three different registers by post, in town and internal). 3. Maintenance of Section Guard File. 	Gajanan Naik

SUPPLY SECTION

Designation		Name of the Official	Main jobs/functions assigned to the post	Linked Officers
1.	Head Clerk	Quiterina Barbosa	<ol style="list-style-type: none"> 1. Reply to the item appearing in daily newspaper on FPS. 2. Reply to the queries raised by G.O.I. for non-implementing AAY, ANP, BPL etc. 3. To attend to all High Court cases in TPDS. 4. Sending Action taken report to GOI under Price Intervention Scheme. 5. Overall supervision of Supply Section. 6. Reply for LAQ and Rajya sabha/Lok Sabha. 7. Correspondence regarding ration cards including complaints. 8. Monitoring and Printing of New Ration Cards(NFSA). 9. Maintenance of Card population. 10.Any other work entrusted by superiors. 	Dilip Gaude
2.	Inspector	Dilip Gaude	<ol style="list-style-type: none"> 1. Reply to the item appearing in daily newspaper on FPS. 2. All correspondence regarding issue, cancellation, transfer of Fair Price Shops. 3. Correspondence in respect of Taluka FPS 4. Functioning of Fair Price Shop in rural and urban areas, card population attached to them. 5. Furnishing reports/information to GOI in respect to FPS, RC etc. 6. Assistant to Head Clerk of Supply section and any other work entrusted by her. 7. Reply for LAQ and Rajya sabha/Lok Sabha. 8. Any other work entrusted by superiors. 	Quiterina Barbosa
3.	Sub-Inspector	Suraj Shetye	<ol style="list-style-type: none"> 1. Dealing Hand for the National Food security Act'2013. 2. Dealing Hand for Project ePDS. 3. Looking after all the procurements of the Department especially Computer System. 4. Dealing with all the Computerisation and Networking of the Department. 5. Preparation of Card population, Statement urban/rural and compilation of "C" form. 6. Put up correspondence related to :- <ol style="list-style-type: none"> a) Issue and renewal of solvent licence b) Issue and renewal of Naptha liecence c) Scrutinizing quarterly report of Solvent, Naptha and Edible Oils. 7. To conduct inspection of Fair Price Shop, Kerosene dealer 8. Scrutinizing Monthly / quarterly reports 	Dilip Gaude

			<p>received from Taluka field officers and follow up action.</p> <p>9. To deal with the correspondence related with complaints pertaining to LPG, Kerosene PDS.</p> <p>10. Work related to ePDS (end to end computerisation).</p> <p>11. Submission of monthly report to G.O.I. in form-C.</p>	
4.	Sub-Inspector	Agnelo Fernandes	<ol style="list-style-type: none"> 1. Correspondence regarding Sugar. 2. Allocation of Levy Sugar to Taluka. 3. Correspondence regarding Levy sugar price equalisation fund. 4. Revision of transport rates of levy sugar. 5. Fixation of margin of Profit for wholesale and retailers levy sugar. 6. Maintenance of differential account due to rise in price. 7. Rationing of Kerosene quota. 8. Increase, Decrease and restore of Kerosene quota of retailers/Hawkers in all talukas. 9. Stopping of kerosene quota of Retailers/Hawkers. 10. Looking for dormant Retailers/hawkers. 11. Complaints for not issuing kerosene on ration cards. 12. Examining of report received from respective Mamlatdar to issue/reject kerosene licence. 13. Preparation of UC, Pre-receipted bill claiming sugar subsidy from GOI. 14. Any other work entrusted by Superiors. 	Dilip Gaude
5.	L.D.C	Radha Sawant	<ol style="list-style-type: none"> 1. To deal with correspondence of Foodstuff Licence i.e. Renewal(right from removal of files, Changing File Covers etc), Transfer, Cancellation, Refund, New Licence 2. Looking after the grievances of public through Helpline 3. Account of monthly Revenue Statement. 4. Online Foodstuff Challans 5. Issue of Notice for defaulters e.g. delay i.e. renewal, Non-renewal for violation of rules. 6. Returning of Security deposits 7. Maintenance of foodstuff dealer, register upto date, Taluka wise 8. Looking after work related to outward of all the correspondence of supply section. 9. Maintaining various registers. 10. All typing work assigned by the Superiors. 11. Any other work assigned by Superiors 	Amit Govekar

7.	L.D.C	Amit Govekar	1. Online Challan Payment of Kerosene 2. Renewal of Kerosene Licences 3. Correspondence of Wholesale dealers. 4. Renewal of Kerosene Licence 5. Cancellation of Kerosene Licence. 6. Account of monthly Revenue Statement. 7. Returning of Security Deposit. 8. Maintenance of Kerosene dealer, Wholesale dealer register upto date Taluka-wise. 9. Fine for Offenders 10.Any other work assigned by Superiors	Radha Sawant
8.	Peon	Pratima Haldankar	1. Distribution of Correspondence 2. Inward/ Outward of Section. 3. Removal of Files, etc. 4. Any other work entrusted from time to time by Head Clerk and other Superior.	Simon Colaco

ACCOUNTS SECTION

Designation		Name of the Incumbent	Main jobs/functions assigned to the post	Linked Officers
1.	A.A.O.	Artimisia A. Fernandes		ADCS
2.	Accountant	Bhagyshree Devidas	<ol style="list-style-type: none"> Overall supervision of the works assigned to the staff members of Accounts Section. Supervision/Verification & Matters relating to PAC, Audit, Annual Plan, Five year Plan etc. Matter relating to Finance Accounts, Re-appropriation of Accounts, Buget, RE Finalizing reconciliation of Plan, Non-Plan Expenditure, Revenue Receipts in respect of all the Budget Heads controlled by the Department from the compilation of dealing hand. Checking of compilation of Monthly PLA Accounts of foodgrains and sugar. Preparation of Budget Estimates, Revised Budget Estimates, Re-appropriation Order and all other information related to budgetary matters. Matters relating to Annual Plan Maintaining BCR Register and tallying at the end of month. Maintaining Grants-in-Aid register. 	
2.	L.D.C. (Cashier)	Jeronimo D'Silva	<p>All duties assigned to a cashier such as:-</p> <ol style="list-style-type: none"> Writing of Cash Book, Bill Register, Cheque register (GFR register) CTD Register, LIC Register, Loan Re-payment Register timely of the office staff etc. Issue of receipts against sale of Tenders/Information under RTI etc. Drawing of cash from bank towards Permanent Advance & AC bills & disbursements. Writing of Permanent Advance Register and Token Register, challan Register, Tender Sales Register, Security Department Register etc. Remittances of challan in Bank & cheques. Payment of Post & LIC, Bank etc of staff. Assisting the Accountant in Compilation of Budget of the Department. Any other work assigned by the superiors from time to time. 	Sneha Gaonkar
3.	U.D.C	Pedrinha Vaz e Pereira	<ol style="list-style-type: none"> Maintenance of the Cash Book of P.L.A. account of foodgrains and sugar. Maintenance of relevant registers of PLA account such as BCR of sugar & foodgrains. Advance payment to F.C.I. Scrutinizing and processing of bills of foodgrains & payment to the agencies engaged on annual contract. Issue of PLA Cheques to FCI, Sanjivani & Contractors. Compilation of monthly PLA Account of foodgrains & Sugar. Filing the TDS Returns quarterly of contractors. Reconciliation of PLA accounts (cheques T.E.) Typing Work Any other work assigned by the superiors from time to time. 	Sohani Naik

4.	Inspector/ UDC	Cynthia Gomes/ Dumina Vas	<ol style="list-style-type: none"> 1. Reconciliation of Receipts/payments with Treasury, Tallying of figures received from talukas with figures in treasury. 2. Reconciliation of the figures of receipt of recoveries made by sale of foodgrains /Sugar with the figures of north and south District Treasuries. 3. Typing Work 4. Any other work assigned by the superiors from time to time 	Pedrinha Vaz e Pereira
5.	U.D.C.	Frankita Cabral	<ol style="list-style-type: none"> 1. Preparation of Salaries Bills, other Bills pertaining Salaries, Festival Advance Bills, Tution Fees Bills, Motorcycle Advance, G.P.F. Advance, H.B.A. Bills, payment on account of Group employees Insurance Schemes, Security Deposit, preparation of TDS/Form-16 of the staff etc, Salary Bill of ADCS & DCS. 2. Encashment of leave bills, final payment of insurance bills of retired employees. 3. Writing of pay bill registers timely & obtaining signature of accountant against timely check. 4. Maintenance of employees pensions contribution scheme of 05/08/2005. 5. Issuing form16 to staff and filling of Income tax returns quarterly. 6. Issue of salary certificate to staff. 7. Typing Work 8. Any other work assigned by the superiors from time to time. 	Jeronimo D'Silva
6.	U.D.C.	Sneha Gaonkar/ Sohani Naik	<ol style="list-style-type: none"> 1. Preparation of F.V.C. Bills, A.C. Bills, D.C. Bills, Claim of Medical Reimbursement Bill, T.A. Bills, Service postage Stamps Bills etc. 2. Maintain of Inward/Outward register. 3. Filing the TDS Returns quarterly of Agencies. 4. Typing work. 5. Assisting cashier as & when required. 6. GFR Register to be maintained up to date. Posting done as and when GFR's copies received from accounts & tally every month with compilation register. 7. TE's to be proposed for any Miss clarification head of accounts. 8. Certificate to re-incorporated on bill Register every month & put upto accountant. 9. Any other work assigned by the superior from time to time. 	Frankita Cabral
7.	Peon	Gajanan Naik	<ol style="list-style-type: none"> 1. Submission of Bills to the Directorate of Accounts Obtaining of Cheques to attend the work of Accounts Section and Distribution of correspondence. 2. To file I.T. Returns of the Departments of Faliciation Centre Panaji. 3. Any other work assigned by the superiors from time to time. 	Pratima Haldankar

CONSUMER CELL

Sr. No.	Designation	Name of the Incumbent	Main jobs/functions assigned to the post	Linked Officers
1.	UDC	Alicia D'Souza	<ol style="list-style-type: none"> 1. Enhancement of Honorarium consumer Disputes Redressal Commission/ Dist. For under Consumer Protection Act, 1987. 2. Remuneration to the Non-Judicial Members of the North & South Goa District Consumer For a. 3. Miscellaneous. 4. ORDER IN WP (Civil) No. 164 of 2002 dated 14/01/2006 By Hon. Supreme Court regarding Consumer Protection Act. 5. State Consumer Helpline 6. Regarding Right to Information Act 2005 7. Appointment of President & Members of State Commission and North & South Forums. 8. Identification of Land for State Commission & District For a/ Strengthening Infrastructure. 9. Public Grievances/ Complaints. 10. Regarding Audit/ Budget 11. Monthly report of Consumer Protection Measures. 12. Establishing separate Department of Consumer Affairs. 13. Suggestions/ views on the proposed amendments to Bureau of Indian Standards (Amendment) Bill, 2012 14. Consumer Protection Bill, 2015. 15. Advertisement /Bills. 16. Western Region Consultation for Third Universal Periodic Review of One and half day at Mumbai. 17. Complaint for contempt of High Court Order passed in Pradeep K.R. Sangodkar, Goa V/s State of Goa: 2006(2) Goa Law Reporter 343 by Shri Sanjay Chodankar (President) and Smt. Varsha Bale (Member) of Consumer Disputes Redressal Forum, North Porvorim-Goa. 18. GOACAN 19. Utilization Certificate. 20. South Goa District Consumer Protection Council. 21. North Goa District Consumer Protection Council. 22. Goa State Consumer Protection Council. 23. Other work entrusted by the Superior + Typing. 	Nilesh Palyekar
2.	LDC	Prasannakumar Bambolkar	<ol style="list-style-type: none"> 1. Matters pertaining to Constitution of SCPC & DCPC. 2. Consumer Awareness camp/ programme in Schools, High Schools/ College General. 3. Consumer Awareness Programmes SC & ST. 4. 25th June State Consumer Rights Day. 5. World Consumer Rights Day 15th March. 6. National Consumer Rights Day. 7. Consumer Welfare Club. 8. Allotment of Stall. 9. Miscellaneous Bills. 10. Meeting File, West Zone State/ UTs. 11. Other work entrusted by the Superior + Typing. 	Alicia D'Souza

3.	LDC	Nilesh Palyekar	<ol style="list-style-type: none">1. Shall look after all the Consumer Conciliation Committee files and all typing work.2. Scrutiny of Complaints, Registers of cases, besides filing the case papers, issuing notices of both the parties.3. Keeping separate records of cases disposed.4. Dispatch the notices & post book (outward).5. Attending the court matter of the Conciliation Committee, also prepared the draft of failure report and consent term of the Conciliation Committee.6. Other work entrusted by the Superior + Typing	Prasannakumar Bambolkar
4.	PEON	Pratima Haldankar	<ol style="list-style-type: none">1. Distributing the correspondence.2. Any other work entrusted from time to time by the Superior.3. Maintaining Inward and Outward of the Consumer Cell.	

ENFORCEMENT SECTION

Designation		Name of the Incumbent	Main jobs/functions assigned to the post	Linked Officers
1.	Inspector	Shristi Vaingankar	<ol style="list-style-type: none">1. Distribution of correspondence/work to Section Staff.2. Preparing of replies/ clarification to audit queries pertaining to the section.3. Preparing of replies of Legislative Assembly and Lok Sabha/Rajya Sabha question pertaining to the Section.4. To conduct inspections of Fair price shop, kerosene dealers.5. To conduct inspection/inquiry into the application of Solvent/Naphtha licence.6. To assist superiors in conducting raids/ inspections.7. To deal with correspondence received from the Government on matter related to petroleum product and pulses regarding stock limit.8. Put up orders for republishing received from the Central Government pertaining to petroleum products and Food Stuff.9. National Policy on Bio-Fuels10. Observation/recommendations of Standing Committee.11. Attending to complaints in regards to SKO, Petrol, LPG, Foodstuff, Essential Commodities, FPS.12. Coordination and supervision of work of Enforcement Section.13. R.T.I.14. Any other work assigned by Superiors.	Nayana P. Chari
2.	Sub-Inspector	Nayana P. Chari	<ol style="list-style-type: none">1. Put up correspondence related to :-<ol style="list-style-type: none">(a) Issue & renewal of solvent licence(b) Issue & renewal of Naphtha licence2. Scrutinizing quarterly reports of Solvent & Naphtha and put up.3. <ol style="list-style-type: none">(a) To furnish monthly reports on E.C. Act, 1955(b) To Furnish Quarterly reports on an action taken under clauses 4(20) of the TPDS Controlled Order 2015.(c) To furnish Half yearly report on action taken under clauses of 9 of PDS Controlled Order 2001.(d) To furnish Quarterly report on action taken under clauses 8 & 9 of PDS Controlled Order 2001.(e) To obtain reports from all Taluka (EC)4. To conduct inspection of Fair Price Shop, Kerosene dealer.5. To assist superiors in conducting raids/inspections.6. To scrutinize and put up inspection reports received from all Taluka field officers and follow up action.7. To deal with correspondence related with complaints pertaining to LPG, Kerosene PDS and maintain the registers.8. Checking of Complaint reports received from	Shrishti Vaingankar

			<p>the inspectoral staff.</p> <p>9. To maintain all the registers pertains to Show Cause Notice/Inspection/Raids & Fines etc.</p> <p>10. Any other work assigned by Superiors.</p>	
3.	Sub-Inspector	Suraj Shetye	<p>1. At present he is assigned the work related to e-PDS & POS Machine of the supply section.</p> <p>2. Inspection of FPS & Kerosene retailers.</p> <p>3. To Assist Superiors in conducting Raids/Inspection.</p> <p>4. To look after the work of LDC/Sub-Inspector/Inspector in their absence.</p> <p>5. Any other work assigned by Superiors.</p>	
4.	LDC	Vacant	<p>1. To maintain Inward and Outward registration work and distributing correspondence pertaining to the dealing hands.</p> <p>2. All Typing work.</p> <p>3. Maintaining Various Registers.</p> <p>4. Any other work assigned by Superiors.</p>	<p>1. Shrishti Vaingankar</p> <p>2. Nayana P. Chari</p>
5.	Peon	Ashwini Gadekar	<p>1. Attending bell of DCS & ADCS, Bringing Tea for DCS.</p> <p>2. Distribution of Correspondence.</p> <p>3. Inward/ Outward of Section.</p> <p>4. Removal of Files, etc.</p> <p>5. Any other work entrusted from time to time by Head Clerk and other Superior.</p>	

GOA STATE COMMISSION

A.	<p><u>Administration Section</u></p> <p>Smt. Nilima Dessai, Registrar</p> <p>She shall be overall in-charge of control, supervision and responsible for the administration of the office of the State Commission. She shall maintain all the files and service book of the staff of the State Commission and District Forum North and South, preparation and correspondence relating to pension. She shall also maintain the leave of employees.</p>	<p>1st Substitute</p> <p>Smt. Siya N. Parsekar, Sr. Stenographer</p> <p>2nd Substitute</p> <p>Smt. Sarita Morajkar, UDC</p>
B.	<p>Accounts Section:</p> <p>1. Shri Dattatray Gawas ,LDC</p> <p>Recoupment of Permanent Advance, Salary bills, Justice Salary bills, End of the financial year Tax (Form 16 & Traces), Cash Register updation, Quarterly Report, Monthly Report, Festival Advance, Attendance file, Postal cheques, LIC cheques.</p>	<p>Substitute</p> <p>Miss. Poorva Kamat, LDC</p>

	<p>2. Miss. Poorva Kamat, LDC Energy charges bills, Telephone charges bills, Contigent bills, Members bills, Premises Tax bills for the end of year, Bill register book for the end of month updation, Pay bill Register end of month updation, GFR9 book updation at the end of month, Medical Reimbursement, LTC, Petrol Bills, Tution fees, Challan (Admission fees & Welfare fund), Bank loan cheques letters. Maintain record of stationary and place indents for stationary in advance whenever required, maintain the dead stock register.</p>	Substitute Shri. Dattatray Gawas, LDC
C.	Judicial Section	
	<p>1. Mrs. Siya N. Parsekar, Sr. Stenographer To attend the Open Court and take daily Roznamas/Order sheets, if called upon to do so by the President. To take dictation of Order/Judgments & covering/forwarding letters of the respective final Judgments. Upgrading the Order/Judgment on the Confonet. To keep record of Case Nos. of the Orders/Judgments typed & handed over to the dealing hand. Any other works entrusted by the President/Members/Registrar.</p> <p>2. Smt. Sarita Morajkar, UDC She will be in-charge of all cases filed from the time they are received till the time they are handed over to record section. Her duties will be to scrutinize the cases received and verify the enclosed documents and place the cases for admission; to maintain the files as per practice note and connected registers of receipt and disposal; preparation of monthly quarterly and Annual reports to be filed to comply with all orders passed in the files; to call for records when required and send them back when not required; to prepare the daily board as required as per regulation. To make entry on the Roznama/order sheet of DD's/cheques and hand them over to the accounts section for further action in the matter; to issue certified copies whenever applied for by the parties.</p>	<p>1st Substitute Junior Stenographer</p> <p>2nd Substitute Upper Division Clerk</p> <p>2nd Substitute Upper Division Clerk</p> <p>1st Substitute Senior Stenographer</p> <p>Substitute Shri. Jaiwant Naik, Lower Division Clerk Substitute Shri. Vithal Kubal, Peon</p>

	<p>3. Smt. Radha Sawant, LDC To attend the Open Court on every working day, to take daily Order sheets/ Roznamas. To take dictation of Orders & Covering/ forwarding letters of the respective final Judgments. Upgrading the Order/Judgment on the Confonet. To keep record of Case Nos. of the Orders/Judgments typed & handed over to the dealing hand. Any other works entrusted by the President/Members/Registrar.</p> <p>4. Mr. Alpesh Agarwadekar, Court Master to assist the UDC, in addition to his own duties as Court Master and also Bench to keep the Members copies ready day to day.</p>	
D.	Records Section	
	<p>1. Shri. Jaiwant Naik, LDC He shall be the in-charge of all disposed off files, library books, registers of entry and dispatch. He shall maintain the stamp account register and submit it for scrutiny on regular basis. He shall also keep record of correspondence and AD's of letters sent and received.</p> <p>2. Shri Jagannath Thakur, Bailiff To serve the notices, orders and substitute notices on the premises of litigants. To assist the LDC in addition to his own duty as Bailiff.</p>	<p>1st Substitute Bailiff 2nd Substitute Shri. Gopi Tariyal, Sweeper</p> <p>Substitute Peon</p>
E.	<p>1. Shri. Patrick Colaco, Driver Daily up keeping of the vehicle and maintain the equipment.</p> <p>2. Shri. Vithal Kubal, Peon To attend the Court during the proceedings, display of daily board on the notice on board, to collect the subscribed newspapers from the supplier daily.</p> <p>3. Shri. Ajit Naik, Peon To attend Account Section and accounts related work and accounts postage work as and when required to do outdoor work and closing of the office and assisting the dispatch clerk for postage and searching the files in the record room.</p>	<p>Substitute Shri. Namdev Naik, Peon</p> <p>Substitute Shri. Namdev Naik, Peon</p> <p>Substitute Smt. Hemlata T. Parab, Peon</p> <p>Substitute Shri. Ajit Naik, Peon</p>

	<p>5. Smt. Hemlata T. Parab, Peon To take Xerox copies of the Orders and to stamp the orders for certified copy and the copies required by the litigants. Bank work depositing the amount and collecting the cheques and FDs from the Bank. Cleaning the tables, chairs and other equipments of the office.</p> <p>6. Shri. Gopi Tariyal, Sweeper Opening the office. To keep office premises clean and tidy and any other work assigned by the superiors, proper placement of chairs in the court room, other door work.</p>	
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CONSUMER DISPUTES REDRESSAL FORUM NORTH GOA DISTRICT, PORVORIM, BARDEZ, GOA.

<p>1. Smt. Quincy Gonsalves-<u>Assistant Registrar</u> Shall be overall in-charge of, control, supervision & responsible for the Administration of the District Forum North, subject to the directions of the President of District Forum shall be responsible for timely deposit of the amount received & to furnish statements monthly to the Goa State Consumer Disputes Redressal Commission.</p>	<p>1st Substitute Senior Stenographer 2nd Substitute Upper Division Clerk</p>
<p>2. Mrs. Ana Lavia Menezes-<u>Senior Stenographer</u> To attend in the Court twice a week, to take daily Roznamas/Order sheets. To take dictation of Order/Judgments & covering /forwarding letters of the respective final Judgments. Upgrading the Order /Judgment on the Confonet. To keep record of Case Nos. of the Orders/Judgments typed & handed over to the dealing hand. Any other works entrusted by the President/Members/Assistant Registrar.</p>	<p>1st Substitute Junior Stenographer 2nd Substitute Upper Division Clerk</p>
<p>3. <u>Junior Stenographer</u> To attend the Court thrice a week, to take daily Order sheets /Roznamas. To take dictation of Orders & Covering/forwarding letters of the respective final Judgments. Upgrading the Order/Judgment on the Confonet. To keep record of Case Nos. of Orders/Judgments typed & handed over to the dealing hand. Any other works entrusted by the President/Members/Assistant Registrar.</p>	<p>1st Substitute Senior Stenographer 2nd Substitute Upper Division Clerk</p>
<p>4. Smt. Alicia P.B. D'Souza-<u>Upper Division Clerk</u> Shall be in-charge of all the cases filed; maintain the files, registers as per the practice note dated 31/01/2012 ensuring all the Pages are numbered of the main file & pagination should tally at least with one set of Member's copy . To make entry of all the correspondences /Demand</p>	<p>1st Substitute Lower Division Clerk 2nd Substitute Junior Stenographer</p>

<p>Drafts/Cheques on the Order sheet/Roznama, to issue certified copies whenever applied for by the parties concerned, maintenance of record of Receipts & Disposal. Submission of filing and disposal record to the Assistant Registrar for preparation of Quarterly, Monthly, Annual Report. To prepare the daily board as required. To ensure Final Orders are issued to the concerned parties in the matter & gist of order registered on the disposal register. To comply with all orders passed in the files. To send the files whenever called for by the Goa State Consumer Disputes Redressal Commission, by maintaining the record of the files sent on the respective register. Daily Roznama/Order sheet to be uploaded in the Confonet& entire life cycle of Consumer Cases in Case Monitoring System with the assistance of Data M.A. & TSP as required by N.I.C., New Delhi, vide their letter dated 22/01/2014.(a copy enclosed for reference). Any other works entrusted by the President/Members/ Assistant Registrar.</p>	
<p>5. Mrs. Shweta S. Thally-<u>Lower Division Clerk</u> To scrutinize the cases received, to verify the enclosed documents, to place the cases for Admission & to register with the status of the complaint, with assistance of sweeper. Shall be in charge of all the Registers of Inward, Outward, Dispatch, Stamp Account, Library books. Also to keep record of correspondence of Registered A.D.'s cards of letters sent and received. To attend any other work entrusted by the superiors.</p>	<p>1st Substitute Upper Division Clerk, for case matters and library books. 2nd Substitute Sweeper for Inward/ Outward, Dispatch work & to register the complaints, application in the register</p>
<p>6. Mr. Vinayak Sawant-<u>Bailiff</u> To attend the Court, to call out the names of the parties & to hand the files over to the Bench Members i.e. President, Members & obtain signature after each case proceedings. To assist the Steno to place the Order sheet/Roznama& other documents in the respective file duly numbered. To serve correspondences, notices, orders & substitute services. To assist the President/Member at the time of dictation of Order, to provide the required citation books (i.e. C.P.R., CCC, C.P.J., etc), from Library. To attend any other work entrusted by the superiors/staff.</p>	<p>Substitute Peon</p>
<p>7. Mr. Laxmikant Salgaonkar-<u>Peon</u> To display daily board on the notice board, to help to prepare the files, to keep the files date wise, as per the orders. To take Xerox copies of Orders affixing the seal bank work of depositing challans, cheques, drafts, to collect Fixed Deposits, etc. To deliver & collect the files from the Goa State Consumer Disputes Redressal Commission when called for. To keep at least one Member's Court file copy numbered all Pages and should tally with the main file in an orderly manner. To open and close the office, and any other work entrusted by the President/Members/Assistant Registrar/Staff.</p>	<p>1st Substitute Bailiff 2nd Substitute Sweeper</p>
<p>8. Ms. Reshma P. Shirodkar-<u>Sweeper</u> To keep the office premises, furniture, chairs - tables, equipments, clean and tidy & furniture in a proper place.</p>	<p>Substitute Peon</p>

To check the water supply and to fill the tubs, in the office. To stamp the subscribed newspaper & bundle at the end of the Month. To assist the Lower Division Clerk in dispatch work registering the complaints, applications on the register & any other work entrusted by the superiors/staff.	
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CONSUMER DISPUTES REDRESSAL FORUM SOUTH GOA DISTRICT, MARGAO, SALCETE, GOA.

1. Shri. Nivrutty Shiroadkar, <u>Assistant Registrar</u> Shall be overall in-charge of, control, supervision & responsible for the Administration of the District Forum South, subject to the directions of the President of District Forum, shall be responsible for timely deposit of the amount received & to furnish statements monthly to the Goa State Consumer Disputes Redressal Commission.	1 st Substitute Senior Stenographer 2 nd Substitute Upper Division Clerk
2. Mrs. Piedade Fernandes e Dias, <u>Senior Stenographer</u> To attend in the Court twice a week, to take daily Roznamas/Order sheets. To take dictation of Order/Judgments & covering /forwarding letters of the respective final Judgments. Upgrading the Order /Judgment on the Confonet. To keep record of Case Nos. of the Orders/Judgments typed & handed over to the dealing hand. Any other works entrusted by the President/Members/Assistant Registrar.	1 st Substitute Junior Stenographer 2 nd Substitute Upper Division Clerk
1. Mrs. Suvarna P. Bagkar, <u>Junior Stenographer</u> To attend the Court thrice a week, to take daily Order sheets /Roznamas. To take dictation of Orders & Covering/forwarding letters of the respective final Judgments. Upgrading the Order/Judgment on the Confonet. To keep record of Case Nos. of Orders/Judgments typed & handed over to the dealing hand. Any other works entrusted by the President/Members/Assistant Registrar.	1 st Substitute Senior Stenographer 2 nd Substitute Upper Division Clerk
4. Mrs. Sabina Soares-<u>Upper Division Clerk</u> Shall be in-charge of all the cases filed; maintain the files, registers as per the practice note dated 31/01/2012 ensuring all the Pages are numbered of the main file & pagination should tally at least with one set of Member's copy . To make entry of all the correspondences /Demand Drafts/Cheques on the Order sheet/Roznama, to issue certified copies whenever applied for by the parties concerned, maintenance of record of Receipts & Disposal. Submission of filing and disposal record to the Assistant Registrar for preparation of Quarterly, Monthly, Annual Report. To prepare the daily board as required. To ensure Final Orders are issued to the concerned parties in the matter & gist of order registered on the disposal register. To comply with all orders passed in the files. To send the files whenever called for by the Goa State Consumer Disputes Redressal Commission, by maintaining the record of the files sent on the respective register. Daily Roznama/Order sheet to be uploaded in the Confonet& entire life cycle of Consumer Cases in Case Monitoring System with the	1 st Substitute Lower Division Clerk 2 nd Substitute Junior Stenographer

assistance of Data M.A. & TSP as required by N.I.C., New Delhi, vide their letter dated 22/01/2014.(a copy enclosed for reference). Any other works entrusted by the President/Members/ Assistant Registrar.	
5. <u>Ms. Pooja P. Lotlikar-Lower Division Clerk</u> To scrutinize the cases received, to verify the enclosed documents, to place the cases for Admission & to register with the status of the complaint, with assistance of sweeper. Shall be in charge of all the Registers of Inward, Outward, Dispatch, Stamp Account, Library books. Also to keep record of correspondence of Registered A.D.'s cards of letters sent and received. To attend any other work entrusted by the superiors.	1 st Substitute Upper Division Clerk, for case matters and library books. 2 nd Substitute Sweeper for Inward/ Outward, Dispatch work & to register the complaints, application in the register
6. <u>Mr. Luis S. R. Estibeiro-Peon</u> To attend the Court, to call out the names of the parties & to hand the files over to the Bench Members i.e. President, Members & obtain signature after each case proceedings. To display daily board on the notice board, to help to prepare the files, to keep the files date wise, as per the orders. To take Xerox copies of Orders affixing the seal bank work of depositing challans, cheques, drafts, to collect Fixed Deposits, etc. To deliver & collect the files from the Goa State Consumer Disputes Redressal Commission when called for. To keep atleast one Member's Court file copy numbered all Pages and should tally with the main file in an orderly manner. To open and close the office, and any other work entrusted by the President/Members/Assistant Registrar/Staff.	1 st Substitute Sweeper
7. <u>Mr. Shankar K. Naik-Sweeper</u> To keep the office premises, furniture, chairs - tables, equipments, clean and tidy & furniture in a proper place. To check the water supply and to fill the tubs, in the office. To stamp the subscribed newspaper & bundle at the end of the Month. To assist the Lower Division Clerk in dispatch work registering the complaints, applications on the register & any other work entrusted by the superiors/staff.	Substitute Peon

Manual. 3
[Section 4(1) (b) (iii)]

Procedure followed in Decision Making Process, including channels of supervision and accountability

The Director of the department marks the correspondence received by the Department to the concerned dealing officials through the Assistant Director and Accounts Section in order to further proceed in the matter. The requirements are put forth by Asst. Director to the Director and wherever required approval is sought from Secretary and Minister of the department as per the business rules.

Manual. 4
[Section 4(1) (b) (iv)]

Norms set by it for the discharge of its functions

Sr. No.	Activity	Time frame/norm for its completion/disposal
1.	Issue of Surrender Certificate on transfer to another city or otherwise	Same day
2.	Issue of new ration card where cancellation certificate and proof of residence is provided	Three days
3.	Issue of new ration card where cancellation certificate and proof of residence is not provided	Forwarding of the application to the Talathi
		Report to be submitted to the Civil Supplies branch
		Decision on the application
4.	Inclusion and deletion of names from the ration card	Same day
5.	Issue of a duplicate ration card	Same day
6.	Change of address in the ration card or change of the Fair Price Shop	Same day

Manual. 5

[Section 4(1) (b) (v)]

Rules, regulations, instructions, manuals and records held by it or under its control or used by its employees for discharging its functions.

Sr. No.	Name of the act, rules, regulations, etc.
1.	The National Food Security Act, 2013
2.	Essential Commodities Act, 1955
3.	Public Distribution System (Control) Order, 2001
4.	Guidelines for Identification of Eligible Households to receive Food Grains at Subsidized prices as per Section 10 of the National Food Security Act (NFSA), 2013
5.	Goa Daman and Diu Kerosene Oil (Export and Price) Control Order, 1975
6.	Goa Daman and Diu Controlled Commodities (Regulation Of Distribution) Order, 1966
7.	Goa Daman and Diu Food-Stuff Dealers Licensing Order, 1979
8.	Goa Daman and Diu Motor Spirit and High Speed Diesel Oil (Maintenance of Supplies) Order, 1979
9.	Targeted Public Distribution System (Control) Order, 2015

Manual. 6

[Section 4(1) (b) (vi)]

A statement of the categories of documents that are held by it or under its control

Sr. No.	Nature of record.	Details of information available	Unit/Section where available	Retention period, where available
1.	Files	Administration Files, Personal Files, File of Vigilance Cases, Stationary files, Miscellaneous files	Establishment Section	As per Government Guidelines
		Tender Files, Consignment Files, Handling and transportation files, Miscellaneous files	Movement Section	

		Draft Annual Plan files, Monthly account of PLA files, Explanatory Memorandum File, Monthly account of levy sugar, filling of IT in respect of transport contractor, Postal R.D. file, Salary Bill file, salary certificate file, GPF file, Insurance file, Computer Advance file, Income Tax file, Surrender of funds files, Miscellaneous files	Accounts Section	
		Kerosene license files, foodstuff license files, FPS files, Sugar claim files, Allocation of SKO quota, end to end computerization under NFSA 2013, Miscellaneous files	Supply Section	
		Inspection File, Solvent & Naphtha License, Registration under packaging control order, Complaint files, food stuff imposition of stock holding limits, Miscellaneous files	Enforcement Section	
		State Consumer Protection Council meeting file, North Goa & South Goa District Consumer Protection Council meeting files, Consumer awareness activities files, Consumer Conciliation committee files, World consumer rights day file, National Consumer Rights Day file, State consumer Rights Day file, Miscellaneous files	Consumer Cell	
2.	Inward/ outward Register, Internal Correspondence Register, Dead stock register, Consumable article register	Correspondence details, Stock details	Establishment Section	As per Government guideline

2.	Cash book register, Bill register, Cheque register, Budget Controlling register, Motor car advance register, Security Deposit register, Computer advance register, GFR9,Postage stamp register,	Expenditure details, Purchase details, Postage purchased/used	Accounts Section	As per Government guideline
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Manual. 7

[Section 4(1) (b) (vii)]

Particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of its policy of implementation thereof.

Sr. No.	Name of the consultative Committee / bodies.	Constitution of the committee / body	Role and responsibility	Frequency of meetings
1.	Consumer Conciliation Committee	Chairman:- Asst. Director of Civil Supplies And Two Members	To work out amicable settlement between the parties	Complaints are filed and hearings are held on every 1 st and 3 rd Thursday of the Month.

Manual. 8

[Section 4(1) (b) (viii)]

A statement of boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public

Sr. No.	Name of the body	Constitution of the body	Meetings of the Council	Remarks
1.	Goa State Consumer Protection Council	Chairman:- Hon'ble Minister for Civil Supplies Members: Official and Non-Official Members	Members of the Council meet twice in a year	Minutes are circulated to all the Members of the Council and also available in public domain on department website
2.	North Goa District Consumer Protection Council	Chairman:- Collector (North) Members: Official and Non-Official Members	Members of the Council meet twice in a year	Minutes are circulated to all the Members of the Council and also available in public domain on department website
3.	South Goa District Consumer Protection Council	Chairman:- Collector (South) Members: Official and Non-Official Members	Members of the Council meet twice in a year	Minutes are circulated to all the Members of the Council and also available in public domain on department website
4.	Consumer Conciliation Committee	Chairman:- Asst. Director of Civil Supplies And two Members	Complaints are filed and hearings are held on every 1 st and 3 rd Thursday of the Month.	---

Manual. 9**[Section 4(1) (b) (ix)]****Directory of Officers and Employee****Employees In Head Office**

Sr. No.	Name	Designation	Section	Office Telephone Number
1.	Smt. Sandhya Kamat	Director		2226084 2236758
2.	Ms. Seema Salkar @ Veera V. Nayak	Asst. Director		2226084 2236758
3.	Smt. Artimisia Fernandes	Asst. Accounts Officer		2226084 2236758
4.	Shri.Dinesh Pawar	Superintendent		2226084 2236758
5.	Shri. Sanjay U Parab	LDC	PA to Director	2226084 2236758
6.	Smt. Hemani H. Naik	Head Clerk	Establishment Section	2226084 2236758
7.	Shri Dattesh Sakhardande	Inspector		
8.	Smt. Priyanka Naik	UDC		
9.	Smt. Sohani Naik	UDC		
10.	Shri Shaikh Abdul Kadar	Sub-Inspector		
11.	Shri Kunal Govekar	Sub-Inspector		
12.	Shri. Suraj S. Naik	Jr. Steno		
13.	Shri Yaramalla Reddy	LDC		
14.	Shri. Ritesh Pangam	LDC		
15.	Shri Das R. Gauns	LDC		
16.	Shri Kushant Kerkar	LDC		
17.	Shi Simon Colaco	Peon		
18.	Shri. Tukaram Kurtikar	Driver		
19.	Shri. Gajanan Shirodkar	Driver		
20.	Shri Dattaram R. Parab	Driver		
21.	Shri. Vithal Naik	Driver		
22.	Shri Vishant Devidas	Driver		
23.	Smt. Sumitra Narvekar	Sweeper		

24.	Kum. Bhagyashree Devidas	Accountant	Accounts Section	2226084 2236758
25.	Kum. Maria C.G. Gomes	Inspector		
26.	Smt. Sneha Gaonkar	UDC		
27.	Smt. Frankita R. Cabral	UDC		
28.	Smt. Dumina Vas	UDC		
29.	Shri Rajesh Salgaonkar	LDC		
30.	Kum. Namrata Kavlekar	LDC		
31.	Shri. Gajanan Naik	Peon		
32.	Smt. Pedrina Vas e. Pereira	Head Clerk	Movement Section	2226084 2236758
33.	Smt. Kunda Sardessai	Inspector		
34.	Shri. Tulshidas Dabolkar	Inspector		
35.	Smt. Deepa R. Fulari	Inspector		
36.	Smt. Priyanka Kudnekar	Sub-Inspector		
37.	Shri Avilleo Diago M. D'Souza	Sub-Inspector		
38.	Shri. Jivan Palyekar	LDC		
39.	Shri Anirudha Prabhu	LDC		
40.	Kum. Pratima Haldankar	Peon	Supply Section	2226084 2236758
41.	Shri Ramakant Mandrekar	Head Clerk		
42.	Shri. Dilip Gaude	Inspector		
43.	Shri Agnelo Fernandes	Sub-Inspector		
44.	Shri Nilesh Palyekar	LDC		
45.	Shri Amit Govekar	LDC		
46.	Shri Vinayak Bote	Peon		
47.	Smt. Shrishti Vaingankar	Inspector	Enforcement Section	2226084 2236758
48.	Kum. Nayana P Chari	Inspector		
49.	Shri. Suraj Shetye	Sub-Inspector		
50.	Smt. Sejal Satardekar	Sub-Inspector		
51.	Shri Prasannakumar Bambolkar	LDC		
52.	Smt. Laxmi Amroskar	Peon		

TALUKA-WISE LIST OF STAFF OF CIVIL SUPPLIES & CONSUMERS
AFFAIRS, PANAJI –GOA

Sr. No.	Name of Office/Taluka	Name/Designation of the Officials	Office Telephone Number
1.	Bardez Taluka	Shri. Bhanu N Goltekar, Inspector	2266720
2.		Kum. Pallavi S. Mandrekar, Inspector	
3.		Shri Rajiv Sawant, Sub-Inspector	
4.		Shri. Sagun Dhargalkar, Sub-Inspector	
5.		Shri Vinayak Mulgaonkar, Sub-Inspector	
6.		Shri Sadhashiv Khandeparkar, Sub-Inspector	
7.		Shri Gopal Morajkar, LDC	
8.		Smt. Teja S Parsekar, LDC	
9.		Kum. Anisha A Govekar, LDC	
10.		Kum. Priya P. Govekar, LDC	
11.		Shri. Abhijit A Salgaonkar, LDC	
12.		Shri Arun Naik, Peon	
13.		Smt. Shubhangi A Toraskar, Peon	
14.		Shri. Subhash Parab, Watchman	
15.		Shri. Prakash S. Amonkar, Sweeper	
16.	Tiswadi Taluka	Smt. Seema S.S. Gudekar, Inspector	2220225
17.		Smt. Matilda Dias, Sub-Inspector	
18.		Shri. Ashok Kharbe, Sub-Inspector	
19.		Shri. Vasudev Shiroadkar, Sub-Inspector	
20.		Shri. Ganpat Akhadkar, LDC	
21.		Shri. Shivkumar Madiwal, LDC	
22.		Shri Satish Shetke, LDC	
23.		Shri. Vishwanath Haldankar, LDC	
24.		Shri. Arun Parab, Peon	
25.	Ponda Taluka	Smt. Sarita Verenkar, Inspector	2319341
26.		Shri Rajesh Arlekar, Inspector	
27.		Smt. Vaishali P Naik, Sub-Inspector	
28.		Shri. Deepak Naik, Sub-Inspector	
29.		Smt. Seema Gaude, Sub-Inspector	
30.		Smt. Geeta Ramdas Naik, LDC	
31.		Kum. Pallavi P Gaonkar, LDC	
32.		Shri. Babay P. Gaunkar, LDC	
33.		Smt. Anushka A. Muli, Peon	
34.		Shri. Navnath Zore, Labourer	
35.	Pernem Taluka	Shri Ruban Toraskar, Inspector	2201700
36.		Smt. Riya Sawant, Sub-Inspector	
37.		Shri Sarvesh S. Naik Tuyekar, Sub-Inspector	
38.		Shri Viso Shetgaonkar, UDC	
39.		Shri Yogesh Talavaneekar, LDC	
40.		Kum. Deepika P Nagvekar, LDC	
41.		Shri. Nandesh H. Govenkar, LDC	
42.		Smt. Samiksha Kudav, Peon	

43.	Dharbandora Taluka	Kum. Priya K. Gaonkar, Inspector	2614021
44.		Smt. Nutan Mardolkar, Sub-Inspector	
45.		Shri. Mukesh R. Raikar, LDC	
46.	Bicholim Taluka	Shri Shyamsundar Arondekar, Inspector	2360500
47.		Shri. Manmohan Gaonkar, Sub-Inspector	
48.		Smt. Vishwalata K. Sawant, Sub-Inspector	
49.		Shri. Siddhant S Gad, LDC	
50.		Shri. Anand E. Redkar, LDC	
51.		Kum. Nakshita Y Agarwadekar, LDC	
52.		Shri Vijay Parab, Peon	
53.		Shri. Pradeep R. Kamat, Watchman	
54.			
55.	Sattari Taluka	Shri. Darshan Harmalkar, Inspector	2374900
56.		Shri. Sanjyot Dessai, Sub-Inspector	
57.		Shri. Mahadev Usapkar, Sub-Inspector	
58.		Smt. Sneha Savoikar, LDC	
59.		Shri. Rohidas Naik, LDC	
60.		Shri. Vishwas N Gaonkar, LDC	
61.		Smt. Priyanka Mhapsekar, Peon	
62.		Shri. Vithoba K. Gawas, Watchman	
63.		Shri. Anant Parwar, Labourer	
64.	Salcete Taluka	Shri. Arun Kumar R. Pillai, Inspector	2725099
65.		Shri Gorakh Rajadhyax, Inspector	
66.		Smt. Rosa Anne Costa, Sub-Inspector	
67.		Shri. Deepak Narvekar, Sub-Inspector	
68.		Smt. Akshaya Phaldesai, Sub-Inspector	
69.		Smt. Marcelina Pereira, UDC	
70.		Smt. Florida Ferrao, UDC	
71.		Shri Jeevan Manjrekar, UDC	
72.		Shri. Shailesh Korgaonkar, LDC	
73.		Smt. Sweta S. Chari, LDC	
74.		Shri. Gopal Khutkar, Peon	
75.		Shri. Damiao Fernandes, Watchman	
76.		Shri. Datta P. Naik, Labourer	
77.	Mormugao Taluka	Shri Ramkrishna Salgaonkar, Inspector	2500550
78.		Shri. Kashinath Palekar, Sub-Inspector	
79.		Shri. Santosh Muli, Sub-Inspector	
80.		Shri. Sidhanand Narvekar UDC	
81.		Shri. Jeronimo S. D'Silva, LDC	
82.		Shri Eknath Sawant, LDC	
83.		Shri Namdev Naik, Peon	
84.		Shri. Joaquim Roy Fernandes, Labourer	
85.	Quepem Taluka	Smt. Maria D'Costa e Fernandes, Inspector	2662500
86.		Shri. Samrat Chitari, Sub-Inspector	
87.		Shri. Sarang Naik, Sub-Inspector	
88.		Shri. Deepak Shenvi Malkarnekar, LDC	
89.		Kum. Mayuri U Sanvordekar, LDC	
90.		Shri. Pramod Madhu Velip, LDC	
91.		Smt. Pranali M. Sawardekar, LDC	
92.		Smt. Vaishali Mungre, Peon	
93.		Shri. Pradeep Naik, Watchman	

94.	Canacona Taluka	Shri. Ulhas Velip, Inspector	2644425
95.		Shri. Sudhakar Naik, Sub-Inspector	
96.		Shri. Suraj M. Fernandes, LDC	
97.		Smt. Vaishnavi Vinod Sawant, LDC	
98.		Shri. Sandesh P. Gaonkar, LDC	
99.		Shri. Sebastiao Gracias, Peon	
100.		Shri. Ganesh C. Velip, Labourer	
101.	Sanguem Taluka	Shri Ulhas Velip, Inspector (Addl. Charge)	2604090
102.		Shri. Sanjeev Naik, Sub-Inspector	
103.		Shri. Santosh Bhandari, LDC	
104.		Shri. Siddharth V. Gaunkar, LDC	
105.		Kum. Prema D. Gaonkar, LDC	
106.		Shri. Satish S. Gaonkar, LDC	
107.		Smt. Santoshi Naik, Peon	
108.		Shri. Diago D'Silva, Watchman	
109.		Shri. Krishna Phaldessai, Labourer	

**GOA STATE CONSUMER DISPUTES REDRESSAL COMMISSION, PANAJI-
GOA**

Sr. No.	Name	Designation	Office Telephone
1.	Justice Shri U. V. Bakre	President	2421792
2.	Shri Shananjay A. Jog	Hon'ble Member	2222466
3.	Smt Vidhya R Gurav	Hon'ble Member	2222466
4.	Smt. Nilima Dessai	Registrar	2222466
5.	Smt. Siya Nilesh Parsekar	Senior Steno	2222466
6.	Smt. Sarita Morajkar	Upper Division Clerk	2222466
7.	Shri Radha Sawant	Lower Division Clerk	2222466
8.	Shri Jaiwant Naik	Lower Division Clerk	2222466
9.	Shri Dattatray Gawas	Lower Division Clerk	2222466
10.	Miss. Poorva Kamat	Lower Division Clerk	2222466
11.	Shri Patrick Colaco	Driver	2222466
12.	Shri. Jagannath Thakur	Bailiff	2222466
13.	Shri. Alpesh Agarwadekar	Court Master	2222466
14.	Shri. Vithal Kubal	Peon	2222466
15.	Shri Ajit Naik	Peon	2222466
16.	Smt. Hemlata Parab	Peon	2222466
17.	Shri. Gopi Tariyal	Sweeper	2222466

NORTH CONSUMER DISPUTES REDRESSAL FORUM, PORVORIM-GOA

Sr. No	Name	Designation	Office Telephone No.
1.	Adv. Sebastiao Vales	President	2411148
2.	Adv. Varsha V. Wadiker	Member	2411148
3.	Adv. Auroliano De Oliveira @ Auro	Member	2411148
4.	Smt. Quincy Gonsalves	Assistant Registrar	2411148
5.	Smt. Ana Lavia Menezes	Senior Steno	2411148
6.	Smt. Alicia P.B. D’Souza	Upper Division Clerk	2411148
7.	Smt. Shweta Thally	Lower Division Clerk	2411148
8.	Shri. Vinayak Sawant	Bailiff	2411148
9.	Shri Laxmikant Salgaonkar	Peon	2411148
10.	Miss. Reshma Shirodkar	Sweeper	2411148

SOUTH CONSUMER DISPUTES REDRESSAL FORUM, PORVORIM-GOA

Sr. No	Name of Members	Designation	Office Telephone No.
1.	Shri Pradip V. Sawaiker	President	2713073
2.	Smt. Cynthia A. Colaco	Member	2713073
3.	Shri. Nivrutty Shirodkar	Assistant Registrar	2713073
4.	Smt. Piedade Fernandes e’Dias	Senior Steno	2713073
5.	Smt. Suvarna Bagkar	Junior Steno	2713073
6.	Smt. Sabina Soares	Upper Division Clerk	2713073
7.	Miss. Pooja Lotlikar	Lower Division Clerk	2713073
8.	Shri. Luis S. R. Estiberio	Peon	2713073
9.	Shri. Shankar Naik	Sweeper	2713073

Manual. 10**[Section 4(1) (b) (x)]**

**The monthly remuneration received by each of its officers and employees,
including the System of Compensation as provided in Regulations**

Sr. No.	Name	Designation	Pay Matrix Level	Pay Scale
1.	Smt. Sandhya Kamat	Director	Level - 12	Rs.15600-39100+7600
2.	Ms. Seema Salkar @ Veera V. Nayak	Asst. Director	Level - 7	Rs. 9300-34800+4600
3.	Smt. Artimisia Fernandes	Asst. Accounts Officer	Level - 7	
4.	Shri Dinesh Pawar	Office Superintendent	Level - 7	
5.	Miss. Bhagyashree Devidas	Accountant	Level - 6	Rs. 9300-34800+4200
6.	Shri Ramakant Mandrekar	Head Clerk	Level - 6	Rs.9300-34800+4200
7.	Smt. Hemani H. Naik		Level - 6	
8.	Smt. Pedrina Pereira		Level - 6	
9.	Smt. Shrishti S. Vaingankar	Inspector	Level - 6	Rs. 9300-34000+4200
10.	Shri Shyamsundar Arondekar		Level - 5	Rs. 5200-20200+2800
11.	Shri Dattesh Sakhardande		Level - 5	
12.	Kum. M.G. Cynthia Gomes		Level - 5	
13.	Smt. Seema S. S. Gudekar		Level - 5	
14.	Smt. Maria D'Costa e Fernandes		Level - 5	
15.	Smt. Sarita S. Verenkar		Level - 5	
16.	Smt. Kunda V. Sardessai		Level - 5	
17.	Shri Dilip C. Gaude		Level - 5	
18.	Shri Ramkrishna S. Salgaonkar		Level - 5	
19.	Smt. Deepa R. Fulari (CFF)		Level - 5	
20.	Shri Darshan B. Harmarlikar (OBC)		Level - 5	
21.	Shri Tulshidas V. Dabholkar (OBC)		Level - 5	
22.	Shri Bhanu Naneshwar Goltekar		Level - 5	
23.	Shri Ulhas K. Velip (ST)		Level - 5	
24.	Shri Rajesh A. Arlekar (PH)		Level - 5	
25.	Shri Arun Kumar R. Pillai		Level - 5	
26.	Shri Ruban Ranganath Toraskar		Level - 5	
27.	Kum Pallavi Suresh Mandrekar		Level - 5	
28.	Shri Gorakh Tushar Rajadhyax		Level - 5	
29.	Kum. Priya Khushali Gaonkar		Level - 5	
30.	Miss Nayana P. Chari		Level - 5	
31.	Shri Ashok Kharbe	Sub- Inspector	Level - 4	Rs. 5200-

32.	Smt. Rosa Costa e Rodrigues		Level - 4	20200+2400
33.	Smt. Matilda Dias		Level - 4	
34.	Shri Abdul K. S. Hassan		Level - 4	
35.	Smt. Sejal Satardekar		Level - 4	
36.	Smt. Nutan Mardolkar		Level - 4	
37.	Smt. Vishwalata K. Sawant		Level - 4	
38.	Shri Sanjeev S. Naik		Level - 4	
39.	Shri Samrat K. S. Chitari		Level - 4	
40.	Shri Rajiv R. Sawant		Level - 4	
41.	Shri Sudhakar V. Naik		Level - 4	
42.	Shri Agnelo Fernandes		Level - 4	
43.	Shri Manmohan P. Gaonkar		Level - 4	
44.	Shri Mahadev G. Usapkar		Level - 4	
45.	Shri Kashinath Palleskar		Level - 4	
46.	Smt. Vaishali P. Naik		Level - 4	
47.	Shri Deepak R. Narvekar		Level - 4	
48.	Shri Suraj P. Shetye		Level - 4	
49.	Smt. Akshaya K. Phal Dessai		Level - 4	
50.	Shri Sadhashiv S. Khandeparkar		Level - 4	
51.	Shri Vinayak R. Mulgaonkar		Level - 4	
52.	Shri Sarvesh S. Naik Tuyekar		Level - 4	
53.	Kum. Priyanka R. Kudnekar		Level - 4	
54.	Shri Sanjyot H. Desai		Level - 4	
55.	Shri Kunal Krishna Govekar		Level - 4	
56.	Shri Sarang S. Naik		Level - 4	
57.	Shri Sagun S. Dhargalkar		Level - 4	
58.	Smt. Seema N. Gaude		Level - 4	
59.	Shri Santosh N. Muli		Level - 4	
60.	Shri Deepak P. Naik (PH)		Level - 4	
61.	Shri Vasudev P. Shirodkar		Level - 4	
62.	Shri Avilleo D. M. D'Souza		Level - 4	
63.	Smt. Riya R. Sawant		Level - 4	
64.	Smt. Sneha M. Gaonkar	U.D.C	Level - 5	Rs.5200-20200+2800
65.	Smt. Florinda Ferrao		Level - 4	Rs. 5200-20200+2400
66.	Shri Jeevan M. Manjrekar		Level - 5	Rs. 5200-20200+2800
67.	Smt. Marcelina Pereira		Level - 4	Rs. 5200-20200+2400
68.	Smt. Frankita R. Cabral		Level - 4	Rs. 5200-20200+2400
69.	Smt. Alicia P. B. D'Souza		Level - 4	Rs. 5200-20200+2400
70.	Smt. Dumina Vas		Level - 4	
71.	Shri Sidhanand Narvekar		Level - 4	
72.	Shri Viso Shetgaonkar		Level - 4	Rs. 5200-20200+2400
73.	Smt. Sohani Naik		Level - 4	Rs. 5200-20200+2400
74.	Shri Suraj S. Naik(PH)	Jr. Steno	Level - 4	Rs. 5200-20200+2400
75.	Smt. Suvarna P. Bagkar		Level - 4	
76.	Shri Yaramalla Malla Reddy		Level - 3	
77.	Shri Rohidas V. Naik		Level - 4	
78.	Smt. Sneha Savoikar		Level - 2	
79.	Shri Ganpat R. Akhadkar		Level - 2	

80.	Shri Jeronimo S. D'Silva	L.D.C	Level - 2	Rs. 5200- 20200+1900
81.	Shri Santosh S. Bhandari		Level - 2	
82.	Shri Shailesh A. Korgaokar		Level - 2	
83.	Shri Deepak V. S. Malkarnekar (PH)		Level - 2	
84.	Shri Jivan A. Palyekar		Level - 2	
85.	Shri Sanjay U. Parab		Level - 2	
86.	Shri Yogesh G. Talavanekar		Level - 2	
87.	Shri Gopal S. Morajkar		Level - 2	
88.	Shri Anthony B. Fernandes		Level - 2	
89.	Shri Shivkumar S. Madiwal		Level - 2	
90.	Shri Vishwanath N. Haldonkar		Level - 2	
91.	Shri Siddhant Subhash Gad		Level - 2	
92.	Shri Satish S. Gaonkar (ST)		Level - 2	
93.	Shri Mukesh R. Raikar (ST)		Level - 2	
94.	Smt. Sweta S. Chari		Level - 2	
95.	Smt. Vaishnavi V. Sawant		Level - 2	
96.	Smt. Geeta R. Naik (OBC)		Level - 2	
97.	Shri Vishwas N. Gaonkar		Level - 2	
98.	Kum Deepika P. Nagvekar		Level - 2	
99.	Shri Nandesh H. Govenkar (OBC)		Level - 2	
100.	Shri Rajesh Y. Salgaonkar		Level - 2	
101.	Kum. Pranali M. Sawardekar		Level - 2	
102.	Shri Ritesh R. Pangam		Level - 2	
103.	Shri Nilesh V. Palyekar		Level - 2	
104.	Shri Satish K. Shetke		Level - 2	
105.	Shri Anirudha R. Prabhu		Level - 2	
106.	Kum. Mayuri U. Sanvordekar		Level - 2	
107.	Smt. Radha K. Sawant		Level - 2	
108.	Shri Prasannakumar B. Bambolkar		Level - 2	
109.	Shri Sandesh P. Gaonkar (ST)		Level - 2	
110.	Shri Siddharth V. Gaunker (ST)		Level - 2	
111.	Shri Kushant U. Kerkar		Level - 2	
112.	Kum. Pallavi P. Gaonkar (ST)		Level - 2	
113.	Kum. Namrata N. Kavlekar (CFF)		Level - 2	
114.	Shri Amit S. Govekar (OBC)		Level - 2	
115.	Smt. Teja S. Parsekar (OBC)		Level - 2	
116.	Shri Suraj M. Fernandes		Level - 2	
117.	Shri Anand E. Redkar (SC)		Level - 2	
118.	Kum. Nakshita Y. Agarwadekar (OBC)		Level - 2	
119.	Kum. Anisha A. Govekar (OBC)		Level - 2	
120.	Kum. Priya P. Govekar (OBC)		Level - 2	
121.	Shri Babay P. Gaunker (ST)		Level - 2	
122.	Shri Promod M. Velip (ST)		Level - 2	
123.	Shri Das Ramkrishna Gawas (ST)		Level - 2	
124.	Kum. Prema D. Gaonkar (PH)		Level - 2	
125.	Shri Abhijit A. Salgaonkar (PH)		Level - 2	

126.	Shri Eknath Sawant		Level - 2	
127.	Shri Tukaram Kurtikar	Driver	Level - 3	Rs. 5200-20200+2000
128.	Shri Vithal Naik		Level - 2	Rs. 5200-20200+1900
129.	Shri Dattaram R. Parab		Level - 2	
130.	Shri Gajanan M. Shirodkar		Level - 2	Rs. 5200-20200+1900
131.	Shri Shyamsundar Salgaonkar		Level - 2	
132.	Shri Vishant Devidas		Level - 2	
133.	Shri Vijay S. Parab	Peon	Level - 2	Rs. 5200-20200+1900
134.	Shri Arun Naik		Level - 2	Rs. 5200-20200+2000
135.	Shri Gopal Khutkar		Level - 1	Rs. 5200-20200+1800
136.	Smt. Pratima Haldankar		Level - 2	Rs. 5200-20200+1900
137.	Shri Gajanan Naik		Level - 2	
138.	Kum. Vaishali R. Mungre		Level - 1	Rs. 5200-20200+ Rs.1800
139.	Smt. Samiksha S. Kudav		Level - 1	
140.	Smt. Santoshi S. Naik		Level - 1	
141.	Shri Namdev A. Naik		Level - 1	
142.	Shri Sebastiao Felix Gracias		Level - 1	
143.	Smt. Anuskha Anil Muli		Level - 1	
144.	Shri Vinayak Laxman Bote		Level - 1	
145.	Smt. Laxmi Narayan Amroskar		Level - 1	
146.	Smt. Shubhangi Arun Toraskar		Level - 1	
147.	Shri Laxmikant Krishnanath Salgaonkar		Level - 1	
148.	Smt. Priyanka P. Mhapsekar		Level - 1	
149.	Shri Simon Colaco		Level - 1	
150.	Shri Damiao Fernandes	Watchman	Level - 3	Rs. 5200-20200+2000
151.	Shri Pradeep R. Kamat		Level - 3	
152.	Shri Subhash S. Parab		Level - 3	
153.	Shri Pradeep D. Naik		Level - 3	
154.	Shri Vithoba K. Gawas		Level - 3	
155.	Shri Diago D'Silva		Level - 3	
156.	Shri Anant Parwar	Labourer	Level - 3	Rs. 5200-20200+2000
157.	Shri Krishna Phaldessai		Level - 3	
158.	Shri Datta P. Naik		Level - 3	
159.	Shri Joaquim Fernandes		Level - 3	
160.	Shri Navnath Zore		Level - 3	
161.	Shri Ganesh Velip		Level - 3	
162.	Shri Prakash S. Amonkar	Sweeper	Level - 3	Rs. 5200-20200+2000
163.	Smt. Sumitra Narvekar	Sweeper	--	(Contract Basis)

GOA STATE CONSUMER DISPUTES REDRESSAL COMMISSION, PANAJI-GOA			
Sr. No.	Name of Members	Designation	Remuneration
1	Justice Shri U. V. Bakre	President	Salary of High Court Judge
2	Shri Dhananjay A. Jog	Member	1500 per day sitting Remuneration
3	Smt Vidhya R. Gurav	Member	1500 per day sitting Remuneration
NORTH CONSUMER DISPUTES REDRESSAL FORUM, PORVORIM- GOA			
Sr. No.	Name of Members	Designation	Remuneration
1	Adv. Sebastiao Vales	President	Salary of District Judge
2	Adv. Varsha V. Wadiker	Member	Rs. 40,000/- per month
3	Adv. Auroliano De Oliveira @ Auro	Member	Rs. 40,000/- per month
SOUTH CONSUMER DISPUTES REDRESSAL FORUM, MARGAO- GOA			
Sr. No.	Name of Members	Designation	Remuneration
1	Shri Pradip V. Sawaiker	President	Salary of District Judge
2	Smt. Cynthia A. Colaco	Member	Rs. 40,000/- per month

GOA STATE CONSUMER DISPUTES REDRESSAL COMMISSION, PANAJI- GOA				
Sr. No	Name of Employee	Designation	Pay Matrix Level	Pay Scales
1.	Smt. Nilima Dessai	Registrar	Level – 6	9300-34800 + GP Rs.4200
2.	Smt. Siya Nilesh Parsekar	Senior Steno	Level – 6	9300-34800 + GP Rs.4200
3.	Smt. Sarita Morajkar	Upper Division Clerk	Level – 4	5200-20200 + GP Rs.2400
4.	Shri Jaiwant Naik	Lower Division Clerk	Level – 2	5200-20200 + GP Rs.1900
5.	Shri Radha Sawant	Lower Division Clerk	Level – 2	5200-20200 + GP Rs.1900
6.	Shri Dattatray Gawas	Lower Division Clerk	Level – 2	5200-20200 + GP Rs.1900
7.	Miss. Poorva Kamat	Lower Division Clerk	Level – 2	5200-20200 + GP Rs.1900
8.	Shri Patrick Colaco	Driver	Level – 2	5200-20200 + GP Rs.1900
9.	Shri Jagannath Thakur	Bailiff	Level – 4	5200-20200 + GP Rs.1800
10.	Shri. Alpesh	Court Master	Level – 1	4440-7440 + GP

	Agarwadekar			Rs.1300
11.	Shri. Vithal Kubal	Peon	Level – 3	5200-20200 + GP Rs.2000 (ACP Scale)
12.	Shri Ajit Naik	Peon	Level – 2	5200-20200 + GP Rs.2000 (ACP Scale)
13.	Smt. Hemlata Parab	Peon	Level – 1	5200-20200 + GP Rs.1800
14.	Shri. Gopi Tariyal	Sweeper	Level – 1	5200-20200 + GP Rs.1800

NORTH CONSUMER DISPUTES REDRESSAL FORUM, PORVORIM-GOA				
Sr. No.	Name of Employee	Designation	Pay Matrix Level	Pay Scales
1.	Smt. Quincy Gonsalves	Assistant Registrar	Level – 5	9300-34800 + GP Rs.4200
2.	Smt. Ana Lavia Menezes	Senior Steno	Level – 6	9300-34800 + GP Rs.4200
3.	Vacant	Junior Steno	Level – 4	5200-20200 + GP Rs. 2400
4.	Smt. Alicia P.B. D’Souza	Upper Division Clerk	Level – 4	5200-20200 + GP Rs. 2400
5.	Smt. Shweta Thally	Lower Division Clerk	Level – 2	5200-20200 + GP Rs.1900
6.	Shri. Vinayak Sawant	Bailiff	Level – 3	5200-20200 + GP Rs. 2000
7.	Shri Laxmikant Salgaonkar	Peon	Level – 1	5200-20200 + GP Rs. 1800
8.	Miss. Reshma Shirodkar	Sweeper	Level – 1	5200-20200 + GP Rs. 1800

SOUTH CONSUMER DISPUTES REDRESSAL FORUM, MARGAO-GOA				
Sr. No.	Name of Employee	Designation	Pay Matrix Level	Pay Scales
1	Shri. Nivrutty Shirodkar	Assistant Registrar	Level – 5	5200-20200 + GP Rs. 2800
2	Smt. Piedade Fernandes e’Dias	Senior Steno	Level – 6	9300-34800 + GP Rs.4200 (MACP Scale)
3	Smt. Sabina Soares	Upper Division Clerk	Level – 5	5200-20200 + GP Rs.2400
4	Miss. Pooja Lotlikar	Lower Division Clerk	Level – 2	5200-20200 + GP Rs.1900
5	Shri. Luis S. R. Estiberio	Peon	Level – 4	5200-20200 + GP Rs. 2000 (ACP Scale)
6	Shri. Shankar Naik	Sweeper	Level –1	5200-20200 + GP Rs. 1800

Manual. 11
[Section 4(1) (b) (xi)]

The Budget allocated to each Agency, indicating the particulars of all plans, proposed expenditures and reports on disbursement made

Demand No : 70
(Rs. in lakhs)

Sub- Major Head, Minor Head and Detailed Head	Total
Total Demand No. 70 (Revenue & Capital)	7987.91
Total Revenue Expenditure	3487.91
2408 – Food, Storage and Warehousing	2183.08
01 – Food	2183.08
001 – Direction and Administration	399.42
01 – Civil Supplies Department (N.P)	399.42
01 - Salaries	296.16
02 - Wages	10.00
03 – Overtime Allowance	0.01
11 – Domestic Travel Expenses	3.00
13 – Office Expenses	10.00
14 – Rents, Rates, Taxes	5.00
27 – Minor Works	75.00
50 – Other Charges	0.25
789 – Special Component Plan for scheduled Castes	0.50
01 – Scheduled Castes Development Scheme (P)	0.50
50 – Other Charges	0.50
796 – Tribal Area Sub Plan	0.50
01 – Scheduled Tribe Development Scheme (P)	0.50
50 – Other Charges	0.50
800 – Other Expenditure	1782.66
01-Implementation of Annapurna Scheme (Plan) (A)	2.92
50-Other Charges	2.92
02 – Subsidy for supply of rice to APL families (N.P)	0.01
33 - Subsidies	0.01
04 – Action Plan to Control Price Rise (N.P)	0.01
33 – Subsidies	0.01
05 – Subsidy for supply of Levy Sugar (N.P)	0.01
33 - Subsidies	0.01
06 – Food Security Scheme (P)	279.51
01-Salaries	0.01
11-Domestic Travel Expenses	1.00
13-Office Expenses	100.00

14-Rents, Rates, Taxes	2.00
16-Publications	2.50
20-Other Administrative Expenses	50.00
21-Supplies and Material	50.00
24-POL	10.00
26-Advertising & Publicity	4.00
27-Minor Works	50.00
50-Other Charges	10.00
07 – Subsidy for Supply of Kerosene	0.10
33 - Subsidies	0.10
08 – Subsidy for supply of Edible Oil (P)	0.10
33 – Subsidies	0.10
09 – Subsidy for meeting shortfall in procurement of foodgrains transportation and handing charges	1500.00
33 – Subsidies	1500.00

(Rs. in lakhs)

Sub- Major Head, Minor Head and Detailed Head	Total
3456 – Civil Supplies	1304.83
001 – Direction and Administration	939.12
01 – Civil Supplies Department (N.P)	228.92
01- Salaries	209.81
03 – Overtime Allowances	0.01
11– Domestic Travel Expenses	2.00
13 – Office Expenses	10.00
26 – Advertising and Publicity	4.00
28 – Professional Services	3.00
50 – Other Charges	0.10
02 – Civil Supplies Inspectorate (N.P)	351.38
01- Salaries	325.37
03 – Overtime Allowances	0.01
11 – Domestic Travel Expenses	1.00
13 – Office Expenses	15.00
27 – Minor Works	10.00
04 – Consumer Disputes Redressal Commission (N.P)	271.82
01- Salaries	216.76
02 – Wages	5.00
03– Overtime Allowance	--
11 – Domestic Travel Expenses	2.00
13 - Office Expenses	20.00
14 - Rents, Rates, Taxes	0.06
26 – Advertising and Publicity	0.50
27 – Minor Works	2.50
28 – Professional Services	25.00
05 – Goa State Food Commission	87.00
01- Salaries	30.00
02 – Wages	5.00

11 – Domestic Travel Expenses	2.00
13 - Office Expenses	30.00
14 - Rents, Rates, Taxes	6.50
26 – Advertising and Publicity	0.50
28 – Professional Services	13.00
800 – Other Expenditure	365.71
02 – Strengthening & Modern of Consumer Court (P) (A)	200.00
50 – Other Charges	200.00
03 – Creation of Awareness about Consumer Rights (P) (A)	20.00
50 – Other Charges	20.00
05 – End to End Computerization of TPDS Operations (P) (A)	145.71
01- Salaries	0.10
11 – Domestic Travel Expenses	2.00
13 - Office Expenses	100.00
14 - Rents, Rates, Taxes	0.01
16 – Publications	1.00
20-Other Administrative Expenses	40.00
21-Supplies & Materials	100.00
24-POL	3.00
26-Advertising & Publicity	10.00
27 – Minor Works	25.00
50-Other Charges	50.00

(Rs. in lakhs)

Sub- Major Head, Minor Head, and Detailed Head	Total
Total Capital Expenditure	4500.00
4408 – Capital Outlay on Food, Storage and Warehousing	4500.00
01 – Food	4500.00
101 – Procurement and Supply	4500.00
01 – Public Distribution Schemes (N.P)	35.00.00
43 - Suspense	3500.00
64 – Write off / losses	--
02 – Procurement of Levy Sugar (N.P)	1000.00
43 - Suspense	1000.00

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[Section 4(1) (b) (xii)]

The manner of execution of Subsidy programmes, including the amounts allocated and details of beneficiaries of such programmes.

---NIL---

Note:- No cash subsidies are distributed by the Department. However, the Department operates Targeted Public Distribution System and the loss occurred under the Scheme by the State Government is periodically made good by transferring the provisions made under Transfer of losses by the Government. During the year 2016-17, provision of Rs. 2000 lakhs has been made for Transfer of losses.

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[Section 4(1) (b) (xiii)]

Particulars of Recipients of Concessions, permits or authorization granted by it

---NA---

Manual. 14**[Section 4(1) (b) (xiv)]**

Details in respect of the information, available to or held by it, reduced in an electronic form.

Sr. No.	Activities for which electronic data available	Can it be shared with public	Is it available online
1.	List of ration cards holders	Yes	Yes
2.	PDS commodities Quantity and rates	Yes	Yes
3.	Forms A, B,C,D	Yes	Yes
4.	Wholesaler agencies	Yes	Yes
5.	Details of Assistant Food Supply Officer (AFSO)	Yes	Yes
6.	Details of Taluka Supply Officer (TSO)	Yes	Yes
7.	Details of Godowns	Yes	Yes
8.	Know your Fair Price Shops (FPS)	Yes	Yes
9.	Surrendered card details	Yes	Yes
10.	FPS wise ration card details	Yes	Yes
11.	FPS wise allocation orders	Yes	Yes
12.	Taluka wise allocation orders	Yes	Yes
13.	Commodity lifting by FPS	Yes	Yes
14.	Stock position at Godowns	Yes	Yes
15.	Tenders and quotations	Yes	Yes
16.	Press Notes	Yes	Yes
17.	Notifications	Yes	Yes
18.	Circulars	Yes	Yes

Manual. 15**[Section 4(1) (b) (xv)]**

Particulars of the facilities available to citizens for obtaining information, including the working hours of a library or reading room, if maintained for public use

Sr. No.	Facility available	Nature of information	Working hours
1.	Notice Board	Notices, Orders, Circulars, Notifications, any other information	9.30 a.m. to 5.45 p.m.
2.	Information on the website of Department	About the Department	Not Applicable
3.	Press Notes	Press Notes about month wise allocation of quota	Not Applicable

Manual. 16**[Section 4(1) (b) (xvi)]**

Name & designation and other particulars of Public Information Officers

Sr. No.	Designation of the officer designated as PIO	Postal address	Telephone No.	E-mail address	Demarcation of area / activities, if more than one PIO is there
1.	Asst. Director	Department of Civil Supplies & Consumer Affairs, 1 st Lift, 2 nd Floor, Junta House, Panaji-Goa	2226084	adi-csca.goa@nic.in	
2.	Registrar	Goa State Consumer Disputes Redressal Commission, 1 st Lift 4 th Floor, Junta House, Panaji-Goa. 403 001	2222466	goa-sforum@nic.in	
3.	Asst. Registrar	North Goa District Consumer Disputes Redressal Forum, Housing Board Commercial Cum Residential Complex, FF-1, Above Bank of Maharashtra, Porvorim-Goa. 403 521	2411148	confo-ng-ga@nic.in	

4.	Asst. Registrar	South Goa District Consumer Disputes Redressal Forum, Blessing Pioneer Commercial Complex, Opp. District Court, Margao-Goa. 403 601	2713073	confo-sg- ga@nic.in	
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List of Assistant Public Information officers

Sr. No.	Designation of the officer designated as APIO	Postal address	Telephone No.	Demarcation of area / activities, if more than one APIO is there
1.	Office Superintendent	Department of Civil Supplies & Consumer Affairs, 1 st Lift, 2 nd Floor, Junta House, Panaji-Goa	2226084	

First Appellate Authority within the department

Sr. No.	Designation of the officer designated as First Appellate Authority	Postal address	Telephone No.	E-mail address
1.	Director	Department of Civil Supplies & Consumer Affairs, 1 st Lift, 2 nd Floor, Junta House, Panaji-Goa	2226084	dir-csca.goa@nic.in
2.	Hon’ble President	Goa State Consumer Disputes Redressal Commission, 1 st Lift 4 th Floor, Junta House, Panaji-Goa. 403 001	2222466	goa-sforum@nic.in
3.	President	North Goa District Consumer Disputes Redressal Forum, Housing Board Commercial Cum Residential Complex, FF-1, Above Bank of Maharashtra, Porvorim-Goa. 403 521	2411148	confo-ng-ga@nic.in
4.	President	South Goa District Consumer Disputes Redressal Forum, Blessing Pioneer Commercial Complex, Opp. District Court, Margao-Goa. 403 601	2713073	confo-sg-ga@nic.in

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[Section 4(1) (b) (xvii)]

Other information as may be prescribed and thereafter update these publications every year

All other information will be provided upon application.