

Sr. No.	Taluka	Wholesale Price per kilo litre including GST & Green Cess <i>Existing</i>	Wholesale Price per kilo litre including GST & Green Cess <i>Revised</i>	Retail Price per litre including GST & Green Cess <i>Existing</i>	Retail Price per litre including GST & Green Cess <i>Revised</i>
1	2	3	4	5	6
1.	Tiswadi	Rs. 21997.89	Rs. 22742.59	Rs. 24.25	Rs. 25.00
	Chorao	Rs. 22029.39	Rs. 22774.09	Rs. 24.25	Rs. 25.00
	Diwar	Rs. 22029.39	Rs. 22774.09	Rs. 24.25	Rs. 25.00
2.	Salcete	Rs. 21505.52	Rs. 22250.22	Rs. 23.75	Rs. 24.50
3.	Bardez	Rs. 22153.37	Rs. 22898.07	Rs. 24.50	Rs. 25.25
	Corjuvem	Rs. 22153.37	Rs. 22898.07	Rs. 24.50	Rs. 25.25
4.	Mormugao	Rs. 21317.64	Rs. 22062.35	Rs. 23.50	Rs. 24.25
5.	Ponda	Rs. 21609.18	Rs. 22353.88	Rs. 23.75	Rs. 24.50
6.	Quepem	Rs. 21758.18	Rs. 22502.89	Rs. 24.00	Rs. 24.75
7.	Bicholim	Rs. 22166.33	Rs. 22911.03	Rs. 24.50	Rs. 25.25
8.	Pernem	Rs. 22457.86	Rs. 23202.56	Rs. 24.75	Rs. 25.50
9.	Canacona	Rs. 22056.19	Rs. 22800.90	Rs. 24.25	Rs. 25.00
10.	Sanguem	Rs. 21900.71	Rs. 22645.41	Rs. 24.00	Rs. 25.00
11.	Satari	Rs. 22056.19	Rs. 22800.90	Rs. 24.25	Rs. 25.00
13.	Dharbandora	Rs. 21900.71	Rs. 22645.41	Rs. 24.00	Rs. 25.00

By order and in the name of the Governor of Goa.

Mahesh V. Corjuenkar, Director & ex officio Jt. Secretary (Civil Supplies & Consumer Affairs).

Panaji, 20th November, 2017.

Notification

DCS/ENF/NFSA-GRM Rules/17-18/337

GOA FOOD SECURITY (GRIEVANCE REDRESSAL MECHANISM, TRANSPARENCY AND ACCOUNTABILITY) RULES, 2017

Whereas, the draft rules, namely, the Goa Food Security (Grievance Redressal Mechanism, Transparency and Accountability) Rules, 2017 which the Government of Goa proposed to make, in exercise of the powers conferred by section 40 of the National Food Security Act, 2013 (Central Act 20 of 2013), were pre-published as required by sub-section (1) of section 40 of the said Act, vide Notification No. DCS/ENF/NFSA-GRM Rules/17-18 dated 8th September, 2017, in the Official Gazette, Series I No. 24, dated 14th September, 2017, inviting objections and suggestions from all persons likely to be affected thereby before the expiry of

a period of 30 days from the date of publication of the said Notification in the Official Gazette;

And whereas, the said Official Gazette was made available to the public on 14th September, 2017;

And whereas, no objections or suggestions have been received from the public on the said draft Rules by the Government within the stipulated period.

Now, therefore, in exercise of the powers conferred by section 40 of the National Food Security Act, 2013 (Central Act 20 of 2013), the Government of Goa hereby makes the following Rules, namely:—

1. *Short title and commencement.*— (1) These rules may be called the Goa Food Security (Grievance Redressal Mechanism, Transparency and Accountability) Rules, 2017.

(2) They shall come into force on the date of their publication in the Official Gazette.

2. *Definitions.*— (1) In these rules, unless the context otherwise requires,—

(a) “Act” means the National Food Security Act, 2013 (Central Act 20 of 2013);

(b) “Appellant” means a party which makes an appeal against the order of the District Grievance Redressal Officer;

(c) “Civil Supplies Department” means the Department of Civil Supplies and Consumer Affairs of the Government of Goa;

(d) “Commission” means the Goa Food Commission designated as such under section 18 of the Act;

(e) “Complaint” means a representation in writing or through electronic means containing a grievance alleging deficiency/shortcomings in the implementation of the Act;

(f) “Chairperson” means the Chairperson of the Commission;

(g) “member” means a member of the Commission;

(h) “Member-secretary” means a member-secretary of the Commission;

(i) “Official Gazette” means the Official Gazette of the Government;

(2) Words and expressions used in these Rules and not defined but defined in the Act shall have the same meaning as assigned to them in the Act.

3. *Internal Grievance Redressal Mechanism.*— (1) For the purpose of redressing grievances, as part of internal grievance redressal mechanism under section 14 of the Act, the Joint Mamlatdar in-charge of the Civil Supplies and Consumer Affairs in each Taluka shall act as Nodal Officers at Taluka level.

(2) Any person or Institution may lodge a complaint with concerned Nodal Officer at his office in writing or through toll free helpline numbers 1967, 18002330021 or PDS portal

www.goacivilsupplies.gov.in. Every complaint so received shall be assigned a unique complaint number with date and such number shall be informed to the complainant.

(3) After verification of the allegation made in the complaint the Nodal Officer shall take necessary steps and dispose of the complaint within 30 days from the date of receipt thereof.

4. *District Grievance Redressal Officer.*— (1) The Deputy Collector and Sub-Divisional Magistrate of the respective District shall be designated as the District Grievance Redressal Officer under section 15 of the Act.

(2) The Government shall, immediately upon designation of District Grievance Redressal Officers give wide publicity through at least two local newspapers and other means about District Grievance Redressal Officers including name, address, telephone number, e-mail address, fax number and other means of contacting him, in respect of each district for which the District Grievance Redressal Officer has been designated and thereafter republish the same at regular intervals:

Provided that any change in the designation of the District Grievance Redressal Officer, his address and telephone number, e-mail address, and other means of contacting him, shall be also intimated to the public by following the aforesaid mode of publication.

(3) The details about the name of the District Grievance Redressal Officers, their addresses and telephone numbers, e-mail addresses and other means of contacting them shall be displayed at a conspicuous place in every office of Civil Supplies Department, fair price shop, school, anganwadi, other public place, website and at the office of the Grievance Redressal Officer and the Commission

5. *Procedure for registering complaints.*— (1) Any aggrieved person may lodge his complaint with the District Grievance Redressal Officer in writing or through e-mail or by dropping his written grievance in grievance box at the office of District Grievance

Redressal Officer, fair price shop, and other public place such as school, anganwadi, etc.

(2) The complaint boxes shall be opened at 4:00 p.m. everyday to retrieve the complaints and immediate action shall be taken for their redressal.

(3) Complaint shall be specific and with other details including address and contact number of the complainant. No anonymous complaint shall be entertained.

(4) Where a complainant is unable to make a complaint in writing, the District Grievance Redressal Officer shall render all reasonable assistance to him for reducing his complaint in writing.

(5) All complaints shall be assigned unique complaint number with date and such number shall be informed to the complainant.

6. Procedure for disposal of complaints.—

(1) Upon receipt of a complaint, the District Grievance Redressal Officer shall verify whether there is a Prima-face substance in the complaint to proceed in the matter.

(2) If the District Grievance Redressal Officer is satisfied, that there is prima-face substance in the complaint, he shall seek explanation in the matter from concerned officer or person or agency against whom complaint has been made, along with relevant documents. The requisite explanation and documents shall be furnished by the concerned officer or person or agency against whom complaint has been made to the District Grievance Redressal Officer, within fifteen days.

(3) If upon assessing the explanation and the available documents, the District Grievance Redressal Officer is satisfied about the veracity of the grievance, he shall issue necessary order for its redressal within thirty days from the date of receipt of the complaint. District Grievance Redressal Officer shall dismiss the complaint, incase no merit is found.

(4) If the District Grievance Redressal Officer feels that the matter needs to be further examined, he may,—

(i) get the matter enquired by any officer of the Government at the District level and decide on the basis of report so received, within 45 days from the date of receipt of the complaint, or

(ii) if he considers necessary, give an opportunity to the complainant and officer/ /person/agency concerned to present their case on a fixed date and after having heard them and taking into consideration the evidence submitted, decide the matter within 45 days from the date of receipt of the complaint.

(5) On the date fixed for hearing, if the complainant is absent, the District Grievance Redressal Officer may dismiss the complaint or decide the matter ex-parte. If, however, the officer/person/agency concerned, called by the District Grievance Redressal Officer is absent on the date fixed by him, he may decide the matter ex-parte.

(6) The complainant shall be informed of the decision on his complaint in writing or through electronic mode, with a system for confirmation of its receipt by complainant.

(7) If the District Grievance Redressal Officer is of the opinion that the disposal of the complaint requires more time than prescribed under sub-rules (3) and (4) above, the complainant shall be sent an interim order citing the reasons for delay.

7. Powers of District Grievance Redressal Officer.— The District Grievance Redressal Officer, while enquiring into complaint, shall have power to require any concerned official/ /person/agency,—

(a) to produce before him such books, accounts, documents or any other material in his custody or under his control as may be specified in the requisition;

(b) to furnish such information as may be required.

8. Monitoring the disposal of complaints.— Disposal of complaints shall be monitored by the Secretary in charge of the Department of Civil Supplies and Consumer Affairs of the Government, at least once in every quarter.

9. *Appeal.*— A complainant or the officer or person or agency who is aggrieved by the order passed by the District Grievance Redressal Officer, may file an appeal before the Commission, within thirty days from the date of issuance of the order by the District Grievance Redressal Officer.

10. *Periodical Reports.*— District Grievance Redressal Officer shall send a monthly report on complaints received and disposed of by him to the Director of Civil Supplies and Consumer Affairs by 15th day of the succeeding month. The Government shall send a quarterly consolidated report for the State as a whole to the Department of Food and Public Distribution, Government of India, within thirty days after the quarter is over.

11. *Meetings of the Commission.*— The meetings of the commission shall be convened by the Member Secretary, on the directions of the Chairperson, as per the requirement of work, but at least once in six months. The Commission shall formulate its own procedure for holding such meetings.

12. *Review and Monitoring.*— For review and monitoring of implementation of the Act, the Commission shall hold regular meetings with the officers of the Department of Civil Supplies and Consumer Affairs, other concerned agencies of the Government, reputed NGO and member of the civil society, and give its advice to the Government for effective implementation of the Act.

13. *Procedure for filing of complaint or appeal.*— (1) A complaint regarding violation of entitlements under the Act and appeal against the order of the District Grievance Redressal Officer shall be presented by the complainant or appellant to the Commission in person or by registered post or by an electronic mode, addressed to the Member-Secretary of the Commission.

(2) An appeal against the order of the District Grievance Redressal Officer shall be filed before the Commission within a period of thirty days from the date of issuance of such order.

(3) Every appeal shall be accompanied by the certified copy of the order of the District Grievance Redressal Officer and such documents as may be required to support grounds of appeal.

(4) Every Complaint or appeal shall be specific and with other details including addresses and contact number of the complainant. No anonymous complaint shall be entertained.

14. *Procedure for Disposal of complaint and appeal by the Commission.*— (1) The Commission shall, on receipt of a complaint seek a report on it from the District Grievance Redressal Officer, along with supporting documents who shall be required to furnish it within fifteen days from the date on which such report is sought.

(2) Taking into consideration the report of the District Grievance Redressal Officer, and the available documents, the Commission shall issue appropriate orders within fifteen days from the date of receipt of the report of the District Grievance Redressal Officer.

(3) In case of an appeal against the order of the District Grievance Redressal Officer, the Commission shall give an opportunity to the District Grievance Redressal Officer and the appellant to present their case in person on a fixed date, time and place and after having heard them and taking into consideration the evidence submitted by them, decide the appeal within thirty days from the date of receipt of appeal.

(4) On the date fixed for hearing, it shall be obligatory for the District Grievance Redressal Officer and the appellant to appear before the Commission, and in case of failure to do so, the Commission may in its discretion either dismiss the case or proceed to enquire the matter ex-parte and decide the appeal within a period of thirty days from the date of receipt of appeal.

(5) The order of the Commission shall be authenticated by the Member-Secretary or any other officers of the Commission duly authorized by the Commission in that behalf.

(6) The Commission shall arrange to deliver copy of the decision to the concerned parties within a period of fifteen days from the date of such decision.

(7) If the Commission is of the opinion that the disposal of the appeal requires more than thirty days, the appellant shall be sent an interim order citing the reasons for delay.

15. *Maintenance of records.*— The Commission shall maintain all the records of the complaints and appeals and records related to their disposal.

16. *Vigilance Committees.*— (1) The Vigilance Committee(s) shall comprise as under:—

(I) *At State Level.*— The State Consumer Protection Council constituted under sub-section (1) of section 7 of the Consumer Protection Act, 1986 (Central Act 68 of 1986) shall also function as the State Level Vigilance Committee under sub-section (1) of section 29 of the Act:

Provided, that whenever such Council meets, to discuss the complaints/ /grievances or undertakes a review of the implementation of the Act, it shall invite all the members of the Parliament as special invitees to the State Level Vigilance Committee meetings.

(II) *At District Level.*— The District Consumer Protection Council constituted under section 8/A of the Consumer Protection Act, 1986 (Central Act 68 of 1986) shall function as the District Vigilance Committee under sub-section (1) of section 29 of the Act.

(III) *At Taluka Level.*— The Nodal Grievance Redressal Officer shall be the Chairperson of the Taluka Level Vigilance Committee and there shall be minimum 5 members consisting 2 elected Representatives from local body, 1 women member, 1 member from SC community and 1 member from ST community as provided under sub-section (1) of section 29 of the Act.

(IV) *At Fair Price Shop Level.*— The Sarpanch/Chairperson of the local body i.e. Panchayat or Municipality shall be the Chairman of the Fair Price Shop Level Vigilance Committee and there shall be minimum 3 (three) members which shall consist of 1 elected representative of the local body, 1 women member and 1 member of SC/ST community within whose jurisdiction the Fair Price Shop is located.

(2) The State Level and District Level Vigilance Committees shall meet at least twice in a year or more as decided by the Chairperson.

(3) The Vigilance Committees at Taluka and Fair Price Shop Level shall meet at least once every quarter.

(4) The date of the meeting shall be fixed by the Chairperson. The action taken on issues discussed in the meeting of Vigilance Committees shall be reviewed in the next meeting.

(5) A statement on number of meetings held during the financial year i. e. up to 31st March may be sent to the Director of Civil Supplies and Consumer Affairs, Panaji-Goa, within a week after the end of financial year.

(6) The Taluka and Fair Price Shop Level Vigilance Committees may also, in cases where it finds a matter to be of utmost importance, send the information to the District Grievance Redressal Officer.

17. *Social Audit.*— The Social Audits of the Fair Price Shops shall be conducted by the concern local body in order to ensure transparency in the implementation of Public Distribution System and proper functioning of Fair Price Shops. The Government shall make available all records to the general public. Following shall be the process for Social Audit:—

(i) All records related to allotment, storage and distribution of ration commodities under

Public Distribution System at Fair Price Shops shall be placed at Gram Sabha held on 15th August and 26th January every year for social audit.

(ii) In rural areas, documents of intervening period shall be placed in Gram Sabha by the Fair Price Shop owner and Civil Supplies Inspector in-Charge of Taluka for social audit.

(iii) After audit of documents at Gram Sabha, the report alongwith recommendation shall be submitted to Taluka Level Vigilance Committee. After examination by Taluka Level Vigilance Committee, recommendation shall be forwarded to District Level Vigilance Committee for further necessary action.

(iv) In urban areas, the urban local body shall hold meeting on the fixed date and conduct a social audit. Meeting at ward level shall be conducted at least once in six months for social audit.

(v) Documents of last six months shall be submitted by Fair Price Shop owner and Civil Supplies Inspector in-Charge of Taluka for social audit in urban areas.

(vi) After audit of documents at ward sabha meeting in urban areas, the report alongwith recommendation shall be submitted to Taluka Level Vigilance Committee. After examination by Taluka Level Vigilance Committee, recommendation shall be forwarded to District Level Vigilance Committee for further necessary action.

(vii) After compiling the social audit report of the Fair Price Shops, necessary examination shall be made at the district level and the District Collector shall take further necessary action. Details of the action taken on the social audit report shall be forwarded to the Department of Civil Supplies and Consumer Affairs.

(viii) The Social Audit shall also include eliciting views/grievances/suggestions from the public on the functioning of Fair Price Shops such as:—

(a) Public display of the entire list of eligible households under NFSA at the Fair Price Shops.

(b) Timely availability of adequate stock of foodgrains in the Fair Price Shop.

(c) Timely distribution of foodgrains by the concerned Fair Price Shop dealer to eligible households as per their entitlement at the specified prices under the Act.

(d) Regular and timely opening and closing of Fair Price Shops.

(e) Displaying information on grievance redressal mechanism and their effectiveness in redressal of grievances.

(f) Maintenance of cleanliness at the Fair Price Shops.

(g) Use of technology in beneficiaries' authentication and proper targeting.

18. *Keeping records in public domain.*— All the matters as far as possible, related to Public Distribution System shall be placed on the website of the Department of Civil Supplies and Consumer Affairs for general information and awareness of the public.

By order and in the name of the Governor of Goa.

Mahesh V. Corjuenkar, Director & ex officio Jt. Secretary (Civil Supplies & Consumer Affairs).

Panaji, 20th November, 2017.