

CHAPTER - 2 (MANUAL – 1)

PARTICULARS OF ORGANISATION, FUNCTIONS AND DUTIES.

- 2.1.** Objective / purpose of the public authority. The objective / purpose of the Public Authorities under the Department of Food Civil Supplies & Consumer Affairs Meghalaya are to ensure that various schemes connected with distribution of subsidized foodgrains and other commodities, like Targetted Public Distribution System, NFSA 2013, Annapurna, Antyodaya Anna Yojna, foodgrains for SC / ST Hostels and S.K. Oil are effectively implemented throughout the State. To protect and promote the rights of the consumers, District Commissions and State Commission have been set up as envisaged under the Consumer Protection Act, 2019. In all these activities, the Directorate of Food Civil Supplies and Consumer Affairs is the Nodal Office.
- 2.2.** Mission / Vision Statement of the public authority. The Public Authorities under the Department ought at all time make best efforts and take measures to ensure provision of maximum benefits to the beneficiaries of the schemes implemented by the Department and create maximum Consumer Awareness in the State.
- 2. 3.** Brief history of the public authority and context of its formation. The Public Authorities under the administrative control of the Department of Food Civil Supplies and Consumer Affairs started functioning right from the inception of the State in 1972 and comprises the three level organizational set up viz., (i) the Directorate at the Head

Quarter (ii) District Supply Offices at the District level and (iii) the Civil Sub - Divisional Supply Offices at the Sub - Divisional Level.

- 2. 4.** Duties of the public authority. a) To ensure regular and timely allotment, lifting and arrival of foodgrains in their respective District for various Schemes like TPDS, NFSA 2013 Annapurna, AAY, SC/ ST Hostels and distribution of the same to the ultimate / intended consumers / beneficiaries and other matters connected with consumer affairs.
- b) To monitor the implementation of Targetted Public Distribution System etc.

- 2.5.** Main activities / functions of the public authority.
- a) The main activities of the Directorate are to convey / communicate Govt decisions / Government of India's Guidelines to the Districts Supply Offices and Civil Sub - Divisional Supply Offices regarding implementation of Schemes like TPDS and Consumers Disputes Redressal and Consumers' awareness.
- b) Allot / Release monthly allocations of essential commodities under Targetted Public Distribution System etc to the Districts / Sub - Divisions.
- c) Allot funds on quarterly basis to the Districts / Sub - Divisions for salaries/ maintenance of their offices.
- d) Obtain various monthly/quarterly reports from the Districts / Sub - Divisions.
- e) Submission of various monthly reports / returns to the Govt of India.
- f) Lifting of TPDS commodities etc from FCI and distribution of the same to the consumers through Fair Price Shops,
- g) Inspection of TPDS outlets

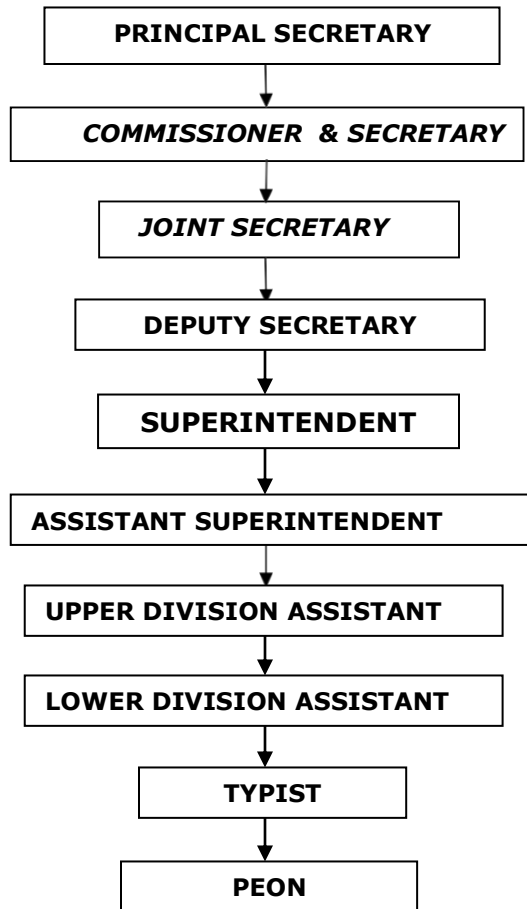
2. 6. List of services being provided by the public authority with a brief write-up on them.

a)	Essential commodities under TPDS are made available to consumers at subsidized prices. Details are, at present, as below:-		
Commodity	Scales of supply per family per month	Prices	
Non-NFSA Rice	8-9 Kgs per family	Rs. 10/- to Rs. 13/- per kg.	
PHH Rice	35 kgs per head perfamily	Rs. 3/- per kg	
AAY Rice	35 kgs per AAY family	Rs. 3/- per kg	
Annapurna Rice	10 Kgs per beneficiaries per month	Free of cost.	
S.K. Oil	2-3 litres Per family per month	Rs. 50/ to Rs. 57/- per litre	
Rice for boarders of SC / ST Hostels and Welfare Institutions.	15 Kgs per head per month for SC /ST Hosteller and 5 Kgs per head per month for Student of Vocational training Centre.. The last allocation received from Govt. of India was on September 2017 and due to reduced allotment from the Centre, distribution of rice was also reduced to 4.522 kgs per inmate for hostellers and 5kgs/per head for Vocational Training Centre.	Rs. 6.15 P	
b)	Create awareness amongst the consumers about their rights as envisaged under the Consumer Protection Act, 2019 and facilitate settlement of consumer disputes through Consumer Courts set up under the above Act.		

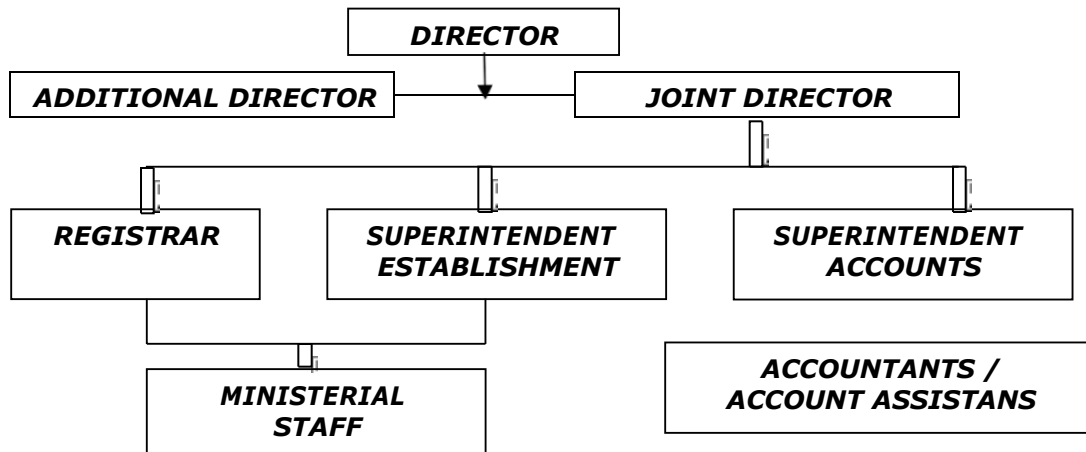
2. 7. Organizational Structure Diagram at various levels namely, State, Directorate, Districts, and Civil Sub - Divisional level.

ORGANISATIONAL STRUCTURE DIAGRAM AT THE SECRETARIAT - ADMINISTRATIVE, DIRECTORATE, DISTRICT LEVEL AND CIVIL SUB - DIVISIONAL LEVEL

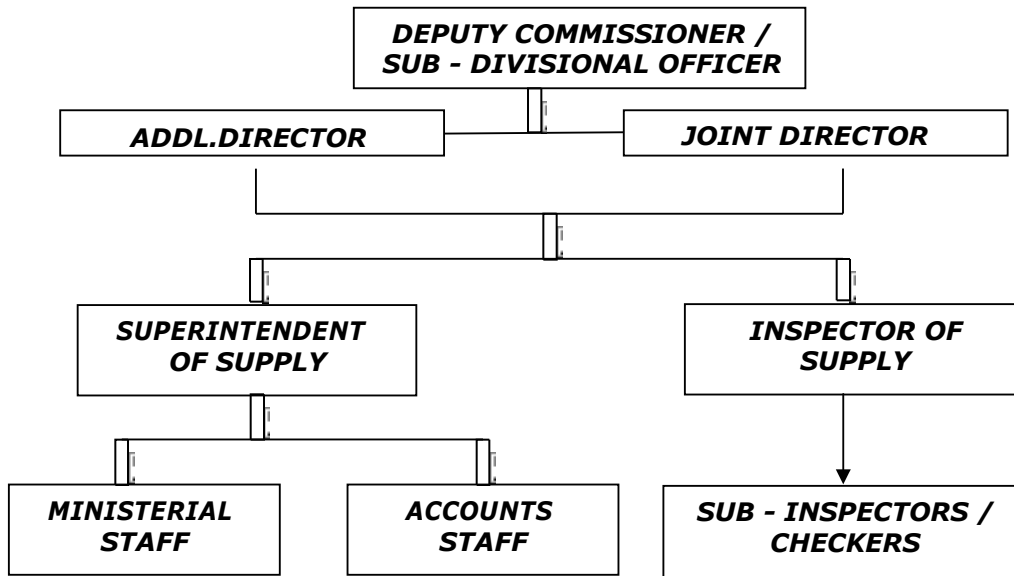
A. ADMINISTRATIVE LEVEL



B. HEAD OF DEPARTMENT LEVEL



C). DISTRICTS / SUB - DIVISIONAL LEVEL



2. 8.	Expectation of the public authority from the public for enhancing its effectiveness and efficiency.	Public consumers in the State are expected to report to the Public Authority concerned any cases of malpractices / irregularities indulged by various dealers/ agencies and Officials, if any, under TPDS and other schemes implemented by the Department. It would be ideal to receive information / feedback from the public consumers on the effectiveness of the functioning of TPDS within their areas. Such feedback should also contain suggestions to improve functioning of the TPDS in the State in the larger interest of the consumers.
2. 9.	Arrangements and methods made for seeking public participation /contribution.	a) Public Notices issued through Director of Information and Public Relations. b) Notices served individually to various organisation and functionaries at the local / village level.
2.10.	Mechanism available for monitoring the service delivery and public grievance resolution.	a) Submission of reports / returns by dealers under TPDS. Monitoring/checking by Vigilance Committee set up at State level, District level, Block level and Fair Price Shop level. Regular checking / inspections by officials under the Control of Public Authority concerned.

2.11. Addresses of the main Office and other Offices at different levels. (Please categorise the addresses District wise for facilitating the understanding by the user).

1. Main Offices

Department of Food Civil Supplies and Consumer Affairs, Meghalaya, Additional Secretariat Building, Shillong.

Directorate of Food Civil Supplies and Consumer Affairs, Meghalaya, Horse Shoe Building, Lower Lachumiere, Shillong - 793 001.

2. District/Sub - Divisional Offices

Office of the
Deputy Commissioner (Supply)
East Khasi Hills District,
Shillong.

Office of the
Deputy Commissioner (Supply)
Jaintia Hills District, Jowai.

Office of the
Deputy Commissioner (Supply)
Ri-Bhoi District, Nongpoh.

Office of the
Deputy Commissioner (Supply)
West Khasi Hills District,
Nongstoin.

Office of the
Deputy Commissioner (Supply)
East Garo Hills District, Williamnagar.

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

Office of the
Deputy Commissioner (Supply)
South Garo Hills District, Baghmara.

Office of the
Deputy Commissioner (Supply)
East Jaintia Hills District, Khliehriat.

Office of the
Deputy Commissioner (Supply)
South West Khasi Hills, Mawkyrwat.

Office of the
Deputy Commissioner (Supply)
North Garo Hills, Resubelpara.

Office of the
Deputy Commissioner (Supply)
South West Garo Hills, Ampati.

Office of the
Deputy Commissioner (Supply)
Eastern West Khasi Hills
District, Mairang.

Office of the
Sub-Divisional Officer (Supply)
Sohra, Civil Sub-Division,
Sohra

Office of the
Sub-Divisional Officer (Supply)
Amlarem Civil Sub-Division
Amlarem

Office of the
Sub-Divisional Officer (Supply)
Dadengiri Civil Sub-Division
Dadengiri

Office of the
Sub-Divisional Officer (Supply)
Dadenggre, Civil Sub-Division
Dadenggre

- 2.12.** Morning hours of the Office :: 10.00AM
Closing hours of the Office :: 5.00P.M. From 15th February to
31st October.
4.30P.M From 01st November to
15th February.