

GOVERNMENT OF TRIPURA
FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS
(CITIZEN'S CHARTER)

TARGETED PUBLIC DISTRIBUTION SYSTEM (TPDS)

- ❖ **OBJECTIVES** : The Government views the TPDS as an important constituent of the strategy for food security by ensuring supplies of foodgrains to the population under National Food Security Act (NFSA). The Government will implement the TPDS to the best advantage of the beneficiaries with utmost transparency and efficiency.
- ❖ **ENTITLEMENT** : The Government issues separate cards to the NFSA Beneficiaries and commit to issue 35kgs. of rice per month per AAY families and 05kgs. of rice per month per members of Priority Group families at Fair Price Shop (FPS).
- ❖ **PRICE** : The price of Rice / Wheat (Atta) as fixed by the Government from time to time would be displayed in Fair Price Shop / and Public Places i.e., SDM's Office.
- ❖ **QUALITY** : The quality of the food grains at the Fair Price Shop shall be of Fair Average Quality (FAQ) as prescribed by the Government of India.
- ❖ **TIME FRAME OF WORKS : AS FOLLOWS -**

Sl.	Item of Work	Time Limit
I.	Issue of New Ration Card / Inclusion /Deletion of Members (By representation of Area Rationing Officer / Authority).	(a) 10 (Ten) working days on presentation of Ration Card with required proofs (Wherever necessary). (b) Within 21(Twenty One) working days if physical verification is necessary (For addition).
II.	Change in address within jurisdiction of the same FPS.	7 (Seven) working days.
III.	Change in address including change in FPS.	10 (Ten) working days.

Sl.	Item of Work	Time Limit
IV.	Issue of Surrender certificate on transfer of family to other city or otherwise.	7 (Seven) working days.
V.	Issue of New Ration Cards within the State (with Surrender certificate).	10 (Ten) working days.
VI.	Issue of New Ration Cards in case of change of State (on production of proof).	10 (Ten) working days.
VII.	Seeding of UID/AADHAAR Number of the RC Holders (HOF/Members).	3 (Three) working days

CONSUMER AFFAIRS

❖ **OUR COMMITMENT :**

We can be approached for any issue relating to consumer affairs and also for redressal of any inconvenience / grievance relating to consumer interest.

❖ **TIME FRAME FOR DISPOSAL OF PUBLIC GRIVANCES AS FOLLOWS -**

Sl.	Matter of Disposal	Time Frame
I.	Issue of acknowledgement.	Within 3 (Three) working days.
II.	Referring the grievance to the concerned Organization (if it does not directly concern the Department) under intimation to the petitioner with an advice to inform the petitioner directly of the outcome.	Within 7 (Seven) working days.
III.	Final disposal of the petition if it directly relates to the Department and informing the petitioner of the outcome, falling which to inform the petitioner about the reasons for delay.	Within 60 (Sixty) working days.

**SINGLE PAGE CITIZEN'S CHARTER FOR
SUB-DIVISIONAL FOOD, CIVIL SUPPLIES & CONSUMER AFFAIRS OFFICE
OFFICE OF THE SUB-DIVISIONAL MAGISTRATE**

- We can be approached for any issue relating to the Ration Cards and also for redressal of any inconvenience / grievance relating to **Fair Price Shop (FPS)**.
- We will register all petitions and issue acknowledgement on the spot across the counter. Final replies to petitions will be issued within **30 (Thirty)** days.
- Petitions relating to Ration Cards will be disposed of within specified time limits as shown below -

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VII.	Seeding of UID/AADHAAR Number of the RC Holders (HOF/Members).	3(Three) working days

**Internal Grievance Redressal Mechanism (GRM) of Food CS&CA:
[Under the provision of NFS Act 2013 and Tripura Food Security Rules 2016]**

• Layers of GRM:

- i) **TOLL FREE PDS CALL CENTER:** 1967
- ii) **TOLL FREE CONSUMER HELPLINE:** 1800 345 3665
- iii) **ePDS Portal:** www.fcatripura.gov.in
- iv) **LOCAL AUTHORITY (Nodal Officer/SDM) :** (Office Telephone No. and E-mail of concerned SDM)
- v) **District Grievance Redressal Officer (DGRO) :** (Office Telephone No. and E-mail of concerned ADM of the District)
- vi) **Tripura State Food Commission:** The Member Secretary, Tripura State Food Commission, Khadya-O-Bhokta Bhavan, Pandit Nehru Complex, Gurkhabasti, Agartala-799006. Fax: 0381 232 6308, Email: sfc.nfsa.trp@gmail.com

• Timing for inspection by citizens: Every Saturday (7 AM to 8 AM)