

CHAPTER - 11

DEPARTMENT OF FOOD, SUPPLIES & CONSUMER AFFAIRS

The Public Distribution System is managed by Department of Food, Supplies and Consumer affairs in Delhi. Department has been implementing the Food Security Act 2013 in Delhi w.e.f. 1st September 2013. There are 17.19 lakh food security cards issued by the Department covering total beneficiaries of 69.12 lakh as per the eligibility conditions approved and verification done under the Act from time to time.

Following schemes are implemented by the department:

1. COMPUTERIZATION OF TARGETED PUBLIC DISTRIBUTION SYSTEM (TPDS)

Budget Allocation 2019-20: ₹641 Lakh (State Share)
 ₹10.00 Lakh (Central Share)

As per the guidelines of the Department of Food & Public Distribution, Govt. of India has initiated the process to implement the schemes like “End to End Computerization of TPDS” in a more effective manner through the use of IT services. Department has developed and deployed online/web based software applications such as NFSA Portal, Online renewal of FPS License, FEAST Portal, Allocation module, e-khadya suraksha portal for Public/Citizen interactions, SMS facility and Online RTI, in consultation with the NIC Delhi State unit, Centre, UIDAI and other key stake holders.

e-Ration Card –

Facility of e-Ration Card has been operationalized with effect from April, 2015 to facilitate the citizens. Till date 12, 02,215 ration cards have been downloaded by citizens. This has brought transparency and efficient delivery of the facility of Ration Card to the beneficiaries.

Provision under e-SLA –

e-SLA Delhi is a monitoring platform for the implementation of “ The Delhi (Right of Citizens to Time bound delivery of services) Act, 2011” which envisages time bound delivery of citizen-centric services for the citizens. There are total seven services of the Department which are covered under e-SLA Act i.e. –

1. Addition of members in the ration card
2. Change in head of family
3. Change in residential address
4. Deletion of members in ration card
5. Issuance of duplicate ration card

6. Issuance of priority ration card
7. Transfer of ration card within Delhi

Establishment of Call-Centre –

To smoothen the Grievances Redressal Mechanism System, a call centre has been established. Department has started services of toll-free number 1800-11-0841 and 1967.

The Government has launched a centralized web portal “Public Grievances Monitoring System” for citizens where the citizens can lodge their grievances and can view the status of lodged grievances. An online RTI system is also in place.

Door Step Delivery of Public Services through e-District Portal/Platform–

The Council of Ministers, GNCTD has approved the scheme “Door Step Delivery of Public Services” through e-District platform with effect from 10.09.2018 to facilitate the citizens. The services under the scheme are being provided by private entity. These services are - Addition of members in the ration card, Change in head of family, Change in residential address, Deletion of members in ration card, Issuance of duplicate ration card, Issuance of priority ration card, Transfer of ration card within Delhi.

2. RENOVATION, CONSTRUCTION & PURCHASE OF OFFICES BUILDINGS

Budget Allocation 2019-20: ₹ 50 Lakh (Capital)

Department of Food and Civil Supplies deals with the Public Distribution System. The offices of F & S Department have a large interface with the public as these are public dealing offices related to public distribution system. Very important records related to consumers and shops are maintained in these offices. There is need to provide safety and security of the records for which proper record rooms are required to be provided in circle offices. The Department is undertaking renovation of circle offices in order to provide better infrastructure for the public. There are 70 circle offices which are to be renovated with modern work stations etc. The renovation of circle offices is being taken up from the year 2011-12 onwards. Renovation work of 40 circle offices has been completed. Estimates for renovation of 04 circle offices are being prepared by DUSIB. The Estimates for renovation of 01 circle office at Matia Mahal has been received from DSIIDC but work has not been started yet for want of certificate from DSIIDC, and estimates for 08 circle office is yet to be received from DSIIDC, only for one circle office-39, sanction for ₹ 6.45 lakh for renovation of building of Head Quarter has already been issued and work has been started. Preliminary Estimate of ₹ 9.74 lakh for renovation of office building of Circle-41 and Circle 42 has been received from PWD.

3. STRENGTHENING OF DISTRICT FORUMS

Budget Allocation 2019-20: ₹ 50 lakh (Capital)

Preliminary Estimate for civil work /renovation / repair for setting up of two Bench of State Consumer Dispute Redressal Commission in 'K' Block, Ground Floor, Vikas Bhawan, New Delhi is under process. Further, an amount of ₹ 21 lakh has been allotted for District Forum (South West) for rent at Sector -20, Dwarka Building which is presently functioning from local Shopping Centre, Sheikh Sarai, Phase-II, New Delhi and its renovation is pending due to non receipt of P.E.

4. CONSUMER CLUBS

Budget Allocation 2019-20: ₹ 10.00 Lakh

To educate children about the rights of the consumers as provided in the Consumer Protection Act, 1986, to mobilize youngsters by instilling in them the spirit of consumer rights, to impart knowledge about the role of consumers in protection of their rights and to strengthen the consumer movement in the country. Department of Consumer Affairs, Ministry of Consumer Affairs has introduced a scheme of "Consumer Clubs" in schools and colleges for imparting consumer education to the school children by involving them in various consumer welfare and consumer protection activities. Under the scheme, GOI shall provide financial support @ ₹ 10,000/-per annum per consumer club initially for 02 years. The following activities will be taken up by consumer clubs:

- Organizing lectures on consumer rights and consumer awareness in schools
- Organizing competition and awareness campaigns
- Skits (Street plays) and any other innovative activities for creating awareness.
- To spread awareness on wastage of food grains and ostentatious behaviours witnessed especially during marriage/parties/ functions.

Department has proposed for opening of 2000 consumer clubs in schools and colleges in Delhi. During 2018-19, 100 Consumer Clubs were opened in different schools under the scheme and target to open 100 Clubs during the c.f.y.2019-20.

5. CONSUMER AWARENESS PROGRAMME (CSS):

Budget Allocation 2019-20 : ₹ 22.20 Lakh

This Centrally Sponsored Scheme was launched in the 10th Five Year Plan for creating consumer awareness. The scheme was to be implemented through District Collectors / District Magistrates in respective State / UTs. The Food and Public Distribution Department, Ministry of Consumer Affairs, GOI released ₹ 30 lakh during 2015-16 & 2016-17 under Centrally Sponsored Scheme for creating consumer awareness in Delhi. During 2018-19, Nukkad Natak performed through Sahitya Kala Parishad in all 70 Circles offices of Food Supplies and Consumer Affairs Department on National Consumer Day on 24th December, 2018.

6. Strengthening Consumer Fora Phase – II (CSS)

Budget Allocation 2019-20 : ₹ 115 lakh

Under the scheme, Ministry of Consumer Affairs, GOI has provided financial assistance amounting to ₹ 115 lakh in month of Sep 2017 for non-building assets requirement of State Commission/Consumer Foras for strengthening the infrastructure of State Commission and Consumer Foras in Delhi for their effective functioning.

7. Strengthening of Price Monitoring Cell(PMC)-CSS

Budget Allocation 2019-20 : ₹ 1.80 lakh

Under the scheme, Ministry of Consumer Affairs, GOI has provided financial assistance amounting to ₹ 1.80 lakh for providing infrastructure support to Price Monitoring Cell/ data reporting in Delhi in effective manner. The funds will be utilized to install computers, laser printer and scanner in the Price Monitoring Cell.

DEPARTMENT OF WEIGHT & MEASURES

Strengthening of Legal Metrology Wing (CSS)

Budget Allocation 2019-20 : ₹ 100 Lakh

Govt. of India has approved total grant of ₹ 4.75 crore for construction of 6 working standards laboratory, 01 Secondary Standard Laboratory and Controller office under Centrally Sponsored Scheme “Strengthening of Legal Metrology infrastructure of States/ UTs”. GOI has already released ₹ 75 lakh for the purpose during 2014-15

Department has proposed construction of zonal offices, working laboratories, 01 secondary standard laboratory, Taxi Meter Unit laboratory and office of the Controller (legal Metrology) on a plot having an area of 770 sqm allotted by the DDA at Vishwas Nagar Institutional Area, Karkardooma. Deptt. has issued sanction of ₹ 5.92 crore for the project.. The work is yet to be started by PWD.