

**Government of Andhra Pradesh
Consumer Affairs, Food and Civil Supplies Department**

CITIZEN CHARTER

Government of Andhra Pradesh have been distributing essential commodities to the vulnerable sections of the population at subsidized rates as a measure to provide food security and to protect them from mal-nutrition.

The Consumer Affairs, Food and Civil Supplies Department administers the public distribution system, procurement of paddy under MSP operations and rice under mill levy, price monitoring and consumer awareness through consumer education.

Public Distribution System:

a) House Hold Supply (Ration) Cards: 2,29,16,112

In Andhra Pradesh 173.76 lakh BPL families are covered by white ration cards.

Government have revised the family annual income limit upwards, to be eligible for white ration card, from Rs.20,000/- to Rs.60,000/- in rural areas and from Rs.24,000/- to Rs.75,000/- in urban areas in July, 2008. The APL families, who are falling within the revised income limits for white card eligibility, are being converted from APL category to White card (BPL category). Government are also issuing cards to the families who could not get cards earlier.

The families coming above income limits prescribed for white cards are given Pink cards.

Among the BPL families, the families headed by widows or terminally ill persons/disabled persons/persons aged 60 years or more with no assured means of subsistence or societal support, Widows or terminally ill persons or disabled persons or persons aged 60 years or more or single women or single men with no family or societal support or assured means of subsistence, Landless agriculture labourers, marginal farmers, rural artisans/craftsman such as potters, tanners, weavers, blacksmiths, carpenters, slum dwellers, and persons earning their livelihood on daily basis in the informal sector like porters, coolies, rickshaw pullers, hand cart pullers, fruit and flower sellers, snake charmers, rat pickers, cobblers, destitutes and other similar categories in both rural and urban areas, all primitive tribal households who are poorest of the poor are given light green colour cards.

Indigent senior citizens or 65 years of age or above, who, though eligible for old age pension under the National Old Age Pension Scheme (NOAPS) but are not getting the pension, are covered under the Annapurna Scheme and are subsidized 10 kgs of rice per month free of cost. These families are given blue colour cards.

Existing cards position:

BPL (White cards)	1,73,75,611
Antyodaya Anna Yojana	15,57,800
APL (Pink cards)	38,89,501
Annapurna	93,200
Total	2,29,16,112

ENTITLEMENT AND RATE PER KG:

	Commodity	Entitlement	Rate per Kg
BPL (White cards)	1.Rice	4 kg per head upto 20 kgs per family	Rs.2/-
	2.Wheat	upto 10 kgs per card	Rs.7/-
	3.Sugar	1 kg per card	Rs.13.50
	4.Kerosene to Non-LPG connection holders	*	Rs.9.75 per ltr
	5.Pamolien Oil	1 ltr per card	Rs.35 per ltr
	6.Redgram Dal	1 kg per card	Rs.30/- per kg
Antyodaya Anna Yojana	1.Rice	35 kg per family	Rs.2/-
	2.Wheat	upto 10 kgs per card	Rs.7/-
	3.Sugar	1 kg per card	Rs.13.50
	4.Kerosene to Non-LPG connection holders	*	Rs.9.75 per ltr
	5.Pamolien Oil	1 ltr per card	Rs.35 per ltr
	6.Redgram Dal	1 kg per card	Rs.30/- per kg
APL (Pink cards)	1.Wheat	upto 10 kgs per card	Rs.7/-
	2.Kerosene to Non-LPG connection holders	*	Rs.9.75 per ltr
Annapurna	Rice	10 kgs per card	Free of cost

*Kerosene: Different scales are being adopted in different areas:

Municipal Corporation	-	upto 10 ltrs
Municipalities	-	upto 6 ltrs
Mandal Headquarters	-	upto 5 ltrs
Rural areas	-	upto 3 ltrs
Deepam Beneficiaries	-	upto 2 ltrs

In view of inadequate availability, the District Administration slightly modify the scale to meet the requirements of all the entitled families.

Allotment of Essential Commodities per month:

A quantity of 3.00 lakh tonnes of rice, 2,754 tonnes of wheat, 9,690 tonnes of Sugar, 55,368 Kilolitres of Kerosene, 18,800 tonnes of Red gram dal and 18,800 Kilolitres of Palmolien Oil is being distributed every month through Public Distribution System.

An amount of Rs.1,872 crores is incurred as subsidy in distribution of rice at Rs.2/- per kg to AAY and BPL families, Rs.35.40 crores in distribution of P.Oil and Rs.149.99 crores in distribution of Redgram Dal during 2008-09.

Procedure for obtaining new cards:

Designated Photography Location (DPL) are permanently functioning in all the Revenue Divisional Offices in the State (except in Hyderabad) and in all Assistant Supply Officers offices in Hyderabad and urban area of Ranga Reddy district. The families who have not got cards can make an application in the prescribed form to the official incharge of the DPL. Photograph and Iris images of all the members of the family are taken by the incharges at the DPL and the card prepared and issued within 10 days.

Fair Price Shops:

Fair Price Shops are appointed by the District Supply Officer (City) having jurisdiction over the area in respect of Hyderabad District, the District Supply Officer (City) having jurisdiction over the area in respect of Visakhapatnam city and the Revenue Divisional Officer or the Sub-Collector concerned in respect of other districts. In appointment of F.P.Shops, the following reservation is adopted:

SC	-	15%
ST	-	6%
BC	-	25%
Physically handicapped	-	3%

Out of the total F.P. Shops, 30% is reserved for women and out of this reservation, 1% is for the widows of Ex-service men.

The existing F.P.Shops is

SC	-	7,098
ST	-	2,368
BC	-	12,020
Physically Handicapped	-	846
Others	-	20,241
Total	-	42,573

* Of this, 13,671 held by women.

Functioning of F.P.Shops:

- F.P.Shops work i) from 8.00 a.m. to 12.00 Noon and
from 4.00 p.m. to 8.00 p.m. in City areas
ii) from 7.00 a.m. to 11.00 Noon and
from 4.00 p.m. to 8.00 p.m. in other areas

a) Fair Price Shop Dealer has to exhibit:

1. No. of cards under different category
 2. the stock entitlement for different cards and price for different commodities
 3. Timings of the F.P.Shops
 4. Weekly holiday
 5. Telephone numbers and addresses of the officials to whom complaints/suggestions to be lodged
- b) F.P.Shop dealer also has to keep samples of the commodities being distributed
- c) Complaint box / Complaint book has to be kept in the premises
- d) He should not charge more rate than fixed and deliver less quantity than entitled or on under weighment or measurement.

Margins to F.P.Shop Dealers:

Commodity	Margins other than Cities per Qtl.	Margins in Cities per Qtl.
Rice	Rs.20.00 + gunny	Rs.25.00 + gunny
Wheat	Rs.13.00 + gunny	Rs.18.00 + gunny
Sugar	Rs.15.53 + gunny	Rs.23.96 + gunny
Kerosene	Rs.0.25 per ltr	Rs.0.25 per ltr

The procedure for applying for the F.P.Shop, selection and appointment is indicated in the A.P.State Public Distribution System Control Order, 2001.

Petroleum Products:

Kerosene is a distribution and price controlled commodity. Petrol, Diesel and LPG are other essential commodities for which, the dealers have to take licenses under the A.P.Petroleum Products Dealers (Licensing & Regulation) Order, 1980.

Petrol/Diesel:

Price fixation of these products is done by the Oil Companies as per the direction of the Government of India. The dealer has to exhibit the price list, make available product in correct measure (through calibrated dispensing pump), not to keep the pump dry without product, not to charge higher rate, make available apparatus for testing the quality of the product by the consumer on demand etc.

L.P.G.:

Delivery of LPG cylinder has to be made by the dealer at the door step of the consumer. In case for any specific reason, LPG has to be carried by the consumer, cylinder should not be kept horizontal during transit, but should be kept in vertical position. Presently the State Government is subsidising an amount of Rs.25/- per 14.2 kg LPG cylinder. An amount of Rs.156 crores is being incurred per annum as subsidy on LPG.

In such an event, transport charges have to be reduced in the cost of LPG cylinder to the extent of transport charges which are included in the cost.

Delivery boys of the LPG cylinders should be required to carry the spring balance to weigh the cylinder before the consumer. In case of shortage, the consumer has a right to refuse the acceptance. However, there is a permissible limit of 150 gms less or more than the 14.2 kg of gas. If the cylinder is less than consists 14.050 kg it can be rejected.

In case of new connection, the dealer can not insist on the consumer to purchase burner (stove) from him only. Consumer can purchase the burner at any place of his choice but of ISI mark.

Lifting and Movement of Essential Commodities:

A.P.State Civil Supplies Corporation Limited is entrusted with the lifting, movement, stocking and delivery at the door step of the F.P.Shops, essential commodities other than kerosene. It lifts rice and wheat from the FCI godowns; sugar from Sugar factories and P.Oil from MMTC, moves to Mandal Level Stockist Points, stores there and transports to the F.P.Shop Dealers for delivery at the F.P.Shop door step. Redgram dal is purchased by the A.P.State Civil Supplies Corporation through tenders ex-delivery at M.L.S.Points. This is also moved to the F.P.Shops for delivery at the door step of F.P.Shop along with other commodities.

Kerosene is lifted by the wholesalers from the Oil Depots, stored and transported to the F.P.Shops / retail points as per the allotment for door step delivery of F.P.Shop dealer.

Vigilance / Food Advisory Committees:

Vigilance / Food Advisory Committees have been constituted for reviewing the PDS and suggest measures, if any, for improvement of the Public Distribution System. These committees are constituted at Village, Mandal, Division, District, Municipal Corporation / Municipality and at State level, comprising the people's representatives, representatives of recognized Political Parties, F.P.Shop Dealers' representatives and officials. Representatives from the Consumer Organizations are also invited to these meetings as special invitees.

Measures taken to make available essential commodities at affordable level:

Besides making available essential commodities through PDS at subsidized rates, the State Government also ensures that the prices of essential commodities in the open market at reasonable rates. This year, when the prices have increased, the following steps were taken by the State Government to curb the price rise.

- i) Regulated the sale of Levy free rice by millers at a ratio of 2:1 within the State and outside the State respectively in order to have adequate rice stocks in the market at affordable prices.
- ii) The Andhra Pradesh Scheduled Commodities Dealers (Licensing, Storage and Regulation) Order, 2008 was issued in requiring the dealers Paddy, rice, wheat,

- pulses, edible oils and edible oil seeds to obtain licences and observe the stock limits to be held at any point of time.
- iii) Arranged sale of rice superfine at Rs.18 to 20 per kg, Fine at Rs.16 per kg and Common at Rs.14 per kg through 1781 Special counters and Rythu Bazars in the State. About 4000 rice mills in the State are selling rice from the mill points directly to the consumers.
 - iv) Organised movement about 7.37 lakh tones of superfine rice for sale at Rs.20 and below per kg by the rice millers of AP.
 - v) The AP State Civil Supplies Corporation Ltd. is procuring super fine (preferred varieties) viz. BPT, Sonamasuri, Sambamasuri, Vijayamasuri, Tellamasuri, Giddamasuri, Molagolukulu, Jeelakarra Sannalu, Jayjelu etc. rice for sale within the State at Rs. 20 per kg in addition to sale of rice by rice millers through special counters and Rythu Bazars.
 - vi) Ban on movement of superfine rice and paddy to places outside the State is imposed.
 - vii) Restricted movement of superfine rice and paddy to border districts so as to prevent movement from these districts to other States.
 - viii) Kept strict vigil has been kept on the unauthorized movement of paddy and rice across the borders through check posts.
 - ix) Strengthened the stationary checkpoints on borders and the mobile check posts in the border districts .
 - x) Provided vehicles @ 5 per district in all the border districts (totaling 40 in all border districts) for operating them as mobile vehicles to check the unauthorized movement of paddy and rice.
 - xi) Insisted on the dealers to exhibit the Boards of Stock and Price list at a conspicuous place in the business premises so that the dealers do not charge excess rate than indicated.
 - xii) Provided Mahatma Gandhi Help line toll free telephone No. 18004252977 on BSNL telephone and 040-23324184 from other phones for receiving complaints at State level in the Office of the Commissioner of Civil Supplies and redress them expeditiously. Notified the telephone numbers of the Collector, DSO and Tahsildar also for this purpose.

- xiii) Constituted task force teams with the officials of Revenue/Civil Supplies, Legal Metrology, Commercial Taxes and Vigilance and Enforcement for inspecting the licensed premises of the dealers to ensure that there is no hoarding of stocks and over charging and under weighing of the commodities.

Palmolien oil is being supplied through PDS at Rs.35 per litre to all BPL families at 1 litre per card per month. Every month, a quantity of 18,800 KL of Palmolien oil is being allotted.

Red gram dal @ 1 kg. per white card is being distributed through fair price shops at the subsidized rate of Rs.30 per kg. Every month, a quantity of 18,800 tonnes of red gram dal is being allotted.

Minimum Support Price (MSP) Operations :

Government of India fix the minimum support price for all the agriculture commodities viz., paddy, coarse grains like maize, jowar, bajra etc., edible oil seeds and cotton. Government ensure that farmers get MSP for fair average quality of the agriculture commodities. In Andhra Pradesh, about 95% of the marketable surplus of paddy is purchased by the Rice millers at MSP and above. To protect the farmers from exploitation by the millers and dealers by offering less than MSP for fair average quality, the State Agencies like Civil Supplies Corporation, Indira Kranti Pathakam (IKP) groups enter the market, open the purchase centres and purchase paddy at MSP. Similarly coarse grains and pulses are purchased by the Markfed under MSP operations.

Procurement of Rice:

Rice is procured for the Central Pool by the Food Corporation of India under levy. Every miller / dealer has to deliver 75% of the rice milled to the Food Corporation of India at procurement rates fixed by the Government of India. Raw rice procured by the FCI is consumed within the State through Public Distribution system. Boiled rice procured is moved and released by the Food Corporation of India for PDS in States like Kerala, Tamilnadu etc. Every year, on an average a quantity of 70 lakhs is being procured. During this Kharif Marketing Season (KMS) 2008-09 (1.10.2008 to 30.9.2009), it is proposed to procure 73 lakh tonnes of rice (45 lakh tonnes of raw rice and 28 lakh tonnes of boiled rice) under mill levy.

Consumer Affairs:

Under the Consumer Protection Act, the consumer has a right to demand a product or a service worth the money he spends. If the product is not of good quality or as per declared weight, he has every right to reject it or return it. The main rights of the consumers are

- ✓ *Right to be protected against the marketing of goods and services which are hazardous to life and property*
- ✓ *Right to be informed about the quality, quantity, potency, purity, standard and price of goods or services so as to protect the consumer against unfair trade practices*
- ✓ *Right to be assured , wherever possible , access to a variety of goods and services at competitive prices*
- ✓ *Right to be heard and to be assured that consumers' interests will receive due consideration at appropriate forums*
- ✓ *Right to seek redressal against unfair trade practices and unscrupulous exploitation of consumers*
- ✓ *Right to consumer education.*
 - i) *One who buys or agrees to buy any goods for a consideration which has been paid or promised or partly paid and partly promised or under any system of deferred payment*
 - (ii) *It includes any user of such goods other than the person who actually buys goods and such use is made with the approval of the purchaser.*

Consumer, in respect of services, means one who hires or avails of any service or services for a consideration which has been paid or promised or partly paid and partly promised or under any system of deferred payment.

The District Forums (Fora) at District level, State Commission at State Headquarters and the National Commission in Delhi are constituted for providing speedy justice and the procedures have been simplified to facilitate this. District Fora entertain complaints where the compensation claim does not exceed Rs. 20 lakhs. State Commission entertains complaints for compensation claim of more than Rs.20 lakhs but does not exceed Rs.1 crore. The Commission also entertains appeals against the judgments of the Dist. Fora. The National Commission entertains complaints where the compensation claim is more than Rs.1 crore and also entertains appeals against the orders of the State Commission. There is no need for engaging any lawyer

and the parties themselves can argue their cases. In 2004 amendment, a small fee is imposed for filing the complaints. However, in respect of AAY families and Annapurna families exemption from payment of fee is granted subject to production of proof that they are AAY or Annapurna families.

Sl. No.	Value of goods or services and the compensation claimed	Amount of fee payable
(1)	(2)	(3)
	District Forum	
(1)	(1) Upto one lakh rupees	Rs.100
(2)	One lakh rupees and above but less than five lakh rupees	Rs.200 .
(3)	Five lakh rupees and above but less than Rs.10 lakh	Rs.400
(4)	Ten lakh rupees and above but not exceeding twenty lakh rupees	Rs.500

Central Consumer Protection Council with officials and non-officials is meeting once in a year, as required under the Act and taking action to promote and protect the interests of the consumer rights.

The objectives of these councils are to promote and protect the rights of the consumers such as,—

(a) the right to be protected against the marketing of goods and services which are hazardous to life and property;

(b) the right to be informed about the quality, quantity, potency, purity, standard and price of goods or services, as the case may be so as to protect the consumer against unfair trade practices;

(c) the right to be assured, wherever possible, access to a variety of goods and services at competitive prices;

(d) the right to be heard and to be assured that consumer's interests will receive due consideration at appropriate forums;

(e) the right to seek redressal against unfair trade practices or restrictive trade practices or unscrupulous exploitation of consumers; and

(f) the right to consumer education.

Under the Consumer Protection Act, there is provision to file complaints even against the Government Departments like Telephones, Railways, Water Works, Postal, Bank services etc.

besides the traders for their failure to provide the required and promised services, for wrong billing etc.

1. The precautions that are to be taken by the consumers at the time of purchase of any goods are:

- Whether the product offered is of the same brand asked for.
- Whether the quality is according to the requirements.
- Ask for the weightment (in respect of packed product). If there is any variation beyond the permissible limit, reject the packet.
- See whether the rate is charged as per the MRP or less? If charged more than MRP, reject.
- If any sticker is affixed on the packet indicating a price which is more than the MRP, ask for the reason. Verify who affixed the new tag – whether it is the manufacturer or the dealer – Ask whether such affixture is permitted by the .Legal Metrology Dept.
- Do not forget to take the bill.
- Insist on warranty or Guarantee card, if provided.

2. In case the product is found to be defective, the dealer to be:

- ✓ Asked to rectify the defect, if it is minor one.
- ✓ If the defect is major, ask for replacement as per the warranty card;
- ✓ If does not respond, when the request is according to warranty card and within the warranty period, give him a notice seeking the repair or replacement, as the case may be, within the specified period, from the date of receipt of notice.
- ✓ If there is no response, then file a complaint before the Dist. Forum.

3. Procedure for filing the complaint:

- Complaint can be written on a plain paper detailing the case and the compensation sought for. The cause of action should be indicated.
- Name and address of the complainant and the opposite party should be clearly indicated in the complaint.
- Copies of the references made to the party, along with the acknowledgment should be enclosed
- Bill and warranty / guarantee card should be enclosed.
- Prescribed fee should be remitted in the District Forum

- Similar procedure has to be followed for filing complaints in the State Commission and National Commission.

4,350 Consumer Clubs have been established in all the 23 Districts of the State to inculcate consumer awareness among the students and through them their parents and the rest of the society. The details of consumer clubs established in the State are as below:

Clubs set up in Government Schools	=	2127
Clubs set up in Private Schools	=	1250
Clubs set up in Govt. Degree Colleges	=	150
Clubs set up in APSW Residential Schools	=	296
Clubs set up in Tribal Welfare Ashram Schools	=	224
Clubs set up in Tribal Welfare Gurukulam Schools	=	36
Clubs set up in Gurukulam Colleges	=	47
Clubs set up in S.V. University, Tirupati, Affiliated Colleges	=	218
Clubs set up in A.M.S. Hyderabad	=	01
Clubs set up in Home Science College, Hyderabad	=	01

Total	=	4350

So far an amount of Rs. 2,02,32,000/- has been released to the above consumer clubs.

Consumer Information Centres:

State Consumer Information Centre (SCIC) has been established in the Civil Supplies Bhavan, Somajiguda, Hyderabad. The SCIC will register, discuss and redress consumer grievances.

(30) District Consumer Information Centers have been established in 23 Districts of Andhra Pradesh. So far an amount of Rs.56.00 lakhs has been sanctioned from the State Budget to these DCICs.

Mandal Consumer Information Centers (MCICs):

To further strengthen the consumer movement at the grass root level so far 275 Mandal Consumer Information Centers have been established in the State. An amount of Rs.13.75 lakhs has been sanctioned to these MCICs @ Rs.5000/- to each.

CONSUMER AWARENESS CAMPAIGNS:

With a view to bring awareness among common consumers in the state of Andhra Pradesh, consumer awareness campaigns are being conducted involving the consumer voluntary organizations and the people working for the welfare of consumers.

STATE CONSUMER WELFARE FUND:

A.P. State Consumer Welfare Fund has been created by the State Government through mobilization of finances. The fund is utilised for encouraging Consumer Voluntary Organizations to take up various activities like conducting meetings / seminars, research and media campaigns etc., for the benefit of the consumers in the State. So far an amount of Rs.14.50 Lakhs has been sanctioned in favour of 21 CVOs / NGOs on 25-3-2008.

SEMINARS, WORKSHOPS AND TRAININGS:

Training Programmes and Refresher Courses to the Presidents and Members of the District Consumer Fora are also being conducted. Seminars and workshops are also being conducted to discuss the functioning of the consumer activities and the measures to be taken for strengthening the consumer movement at various levels.

PUBLICITY MATERIAL:

Publicity material like posters, pamphlets, brochures, reading material etc are provided for spreading consumer awareness.

The Department has also given wide publicity by displaying information on consumer protection and consumer awareness at Bus shelters, Buses, Hoardings and Central Electrical poles.

WORLD CONSUMERS RIGHTS DAY & NATIONAL CONSUMERS DAY:

World Consumers Rights Day on 15th March and National Consumer Day on 24th December is celebrated at every year at the State/District/Mandal level with the association of the Consumer Voluntary Organisations / students and various departments like Health, Legal Metrology, PSU oil companies, Local bodies etc., which are working for the welfare of the consumers.

In order to bring out the consumer awareness among the students of both at school and college level, the Government has introduced Essay Writing and Elocution competitions in Telugu, English and Urdu languages, on eve of the National Consumer Day. To encourage the students, following cash prizes are given.

District Level competitions: (Separate prize for each language)

Details	School Level		College Level	
	Essay Writing	Elocution	Essay Writing	Elocution
1 st prize	Rs.2000/-	Rs.2000/-	Rs.2000/-	Rs.2000/-
2 nd prize	Rs.1500/-	Rs.1500/-	Rs.1500/-	Rs.1500/-
3 rd prize	Rs.1000/-	Rs.1000/-	Rs.1000/-	Rs.1000/-

State level competitions: (Separate prize for each language)

Details	School Level		College Level	
	Essay Writing	Elocution	Essay Writing	Elocution
1 st prize	Rs.5000/-	Rs.5000/-	Rs.5000/-	Rs.5000/-
2 nd prize	Rs.3000/-	Rs.3000/-	Rs.3000/-	Rs.3000/-
3 rd prize	Rs.2000/-	Rs.2000/-	Rs.2000/-	Rs.2000/-

For all these cash prizes, Government has incurred an expenditure of Rs.11,64,000/-