
**Basic Information
on the
Department of Food Civil Supplies &
Consumer Affairs**



Government of Meghalaya

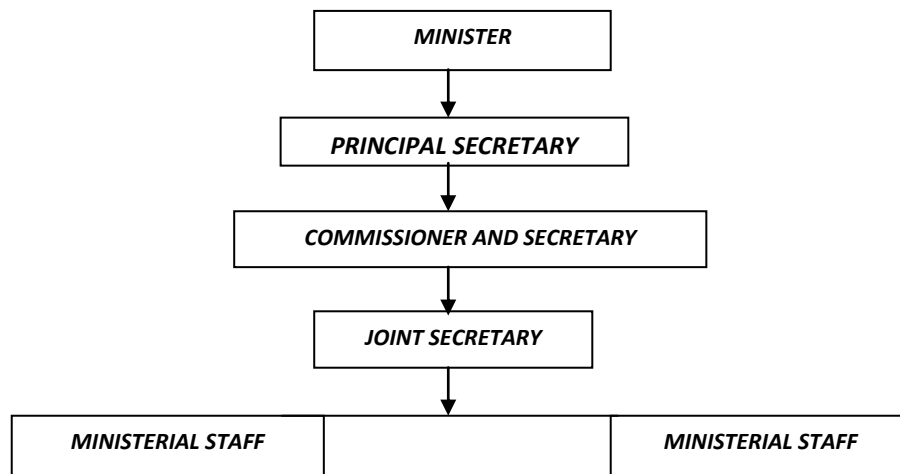
Food Civil Supplies and Consumer Affairs Department Meghalaya

1. ABOUT THE DEPARTMENT.

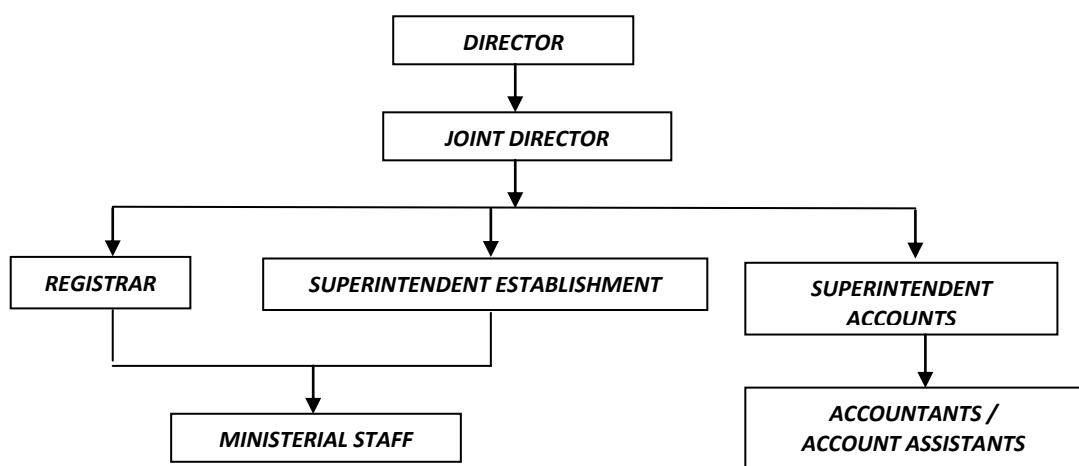
The Food Civil Supplies and Consumer Affairs Department discharges the important responsibilities of Public Distribution, enforcement of markets discipline and promotion of consumer awareness and protection of their interest. The Department started functioning from the inception of the State of Meghalaya i.e., in 1971 - 1972. Consequent to the implementation of Consumer Protection Act, 1986, the Department has been renamed as Department of Food Civil Supplies and Consumer Affairs with effect from August, 1994.

ORGANISATIONAL STRUCTURE

A. DEPARTMENT



B. DIRECTORATE



2. **OFFICERS AND STAFF IN THE DIRECTORATE AND DISTRICTS / SUB - DIVISIONAL OFFICES.**

DETAILS OF POSTS	DIRECTORATE	SUPPLY OFFICE															TOTAL	
		SHILLONG	NONGSTON	JOWAI	TURA	WILLIANAGAR	NONGPOH	BAGHMARA	MAIRANG	AMLAREM	SOHRA	MAWKYRWAT	KHLIEHRIAT	RESUBELPARA	AMPATI	DADENGIRI		
01.	02.	03.	04.	05.	06.	07.	08.	09.	10.	11.	12.	13.	14.	15.	16.	17.	18.	
Director	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Additional Director	1 (v)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Joint Director	1	1 (v)	-	-	1 (v)	-	-	-	-	-	-	-	-	-	-	-	-	3
Deputy Director	-	-	1	1 (v)	1 (v)	1	1	-	-	-	-	-	-	-	-	-	-	5
Registrar	1 (v)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Office Supdt.	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Superintendent of Accounts	1	1 (v)	-	-	1 (v)	-	-	-	-	-	-	-	-	-	-	-	-	3
Superintendent of Supply	-	1	1	-	1 (v)	-	1 (v)	1	1	-	1	-	1	1	-	1	-	10
Inspector of Supply	-	3	1	1	2	1	2	-	1	1	-	1	-	-	1	-	-	14
Sub - Inspector of Supply	2 1 (v)	8 1 (v)	4 1 (v)	4	8 2 (v)	3 1 (v)	2	3 2 (v)	3 1 (v)	3 2 (v)	2	2	2	2 1 (v)	2	2	2	52
U. D. Assistant	7	2	1	1	1	1	1	1	1	1	-	-	-	-	-	-	-	17
L.D. Assistant	7	8	3	4	5	3	3	3	3	3	2	-	2	2	2	2	-	50
Data Entry Operator	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Accountant	5	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	20
Account Assistant	1 (v)	1	1	1	-	1 (v)	-	-	-	-	-	-	-	-	-	-	-	5
Supervisory Assistant	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
L.D.A - Cum - Typist	1	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2	5
Typist	5	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5
Steno	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Drivers	4	1	2	2	1	2	2	1	1	-	1	1	-	1	1	1	1	21
Duftry	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Grade - IV	12	8	2	3	4	2	1	2	2	2	2	2	2	2	1	2	2	49
Checkers	-	-	-	-	-	1	1	-	-	-	-	-	1	-	-	-	-	3
TOTAL	53	36	17	18	26	17	15	12	13	11	9	9	9	9	8	9	9	269

3. **OBJECTIVES.**

The primary function of the Civil Supplies and Consumer Affairs Department is to run the Public Distribution System efficiently and ensure availability of Food grains to everyone and to ensure that it is at price affordable for even the poorest in the State. The Department is also entrusted with the responsibility of ensuring availability of Essential Commodities in the Market at reasonable price and prevention of hoarding, black-marketing and artificial price hike. Since most of the Food grains in the State come from outside the State, the PDS is totally dependent on the Food grains supplied by the Govt. of India through FCI.

(i). **NATIONAL FOOD SECURITY ACT (NSFA) 2013**

With the implementation of the National Food Security Act, (NSFA), 2013, in the State with effect from February, 2016, the Act provides subsidized food grains to approximately two-thirds of the State Population.

Under Priority Household (PHH), eligible beneficiaries are entitled to 5 kgs per head per month at the rate of Rs 3/- per kg for rice. Under AAY, each family is entitled to 35 kgs per month at Rs 3/- per kg for Rice.

Population coverage is **50.87 %** for Urban and **77.79 %** for Rural and is based from the Socio-Economic and Caste Census, (SECC), 2011.

Meghalaya population coverage:

Rural Areas	:::	18,45,631
Urban Areas	:::	3,03,464
TOTAL	:::	21,49,095

Data of eligible beneficiaries as per **NFSA** has already been digitized and is displayed on the Department's website www.megfcsca.gov.in

For **AAY**, the allotment is short of the designated quantity and fresh identification of beneficiaries under the AAY Scheme has been completed. Since the target of digitizing the AAY families have been completed, the State Government is waiting from Government of India to approve and revise the allocation as per the new figures accordingly.

NON-NFSA (Tideover allocation):

The Department is taking an initiative of making the PDS universal. Apart from NFSA, the Department is also distributing foodgrain to Non-NFSA beneficiaries, thereby, covering every family in the State.

FOODGRAIN ALLOCATION UNDER NFSA, 2013 AND TIDEOVER

The total allocation under NFSA from the Govt. of India is **524.23 MT** for AAY, **10,276.04 MT** for **Priority Households** and **1,480.53 MT** for **Tideover**. The total allotment therefore received from the Govt. of India is **12,280.8 MT per month**.

Claims and Objections:

For those citizens who feel they need to be included under NFSA, the Claims and Objections process is in place. The Forms for inclusion under NFSA is available with respective Deputy Commissioner, (S), / Sub - Divisional Officer, (S) and also can be downloaded from Department website www.megfcsca.gov.in

CRITERIA FOR ELIGIBLE HOUSEHOLD/BENEFICIARIES UNDER NFSA, 2013.

Exclusion Parameters to identify the Priority Households (PHH)

The exclusion parameters are different for Rural and Urban areas. For Urban areas, exclusion parameters is as per the Report of the **Hashim Committee** submitted to the Planning Commission in December, 2012. For the Rural areas, the exclusion parameters are as per the **Socio Economic and Caste Census Booklet** for identifying the Below Poverty Line in Rural Areas issued by the Ministry of Rural Development in July, 2011.

The exclusion parameters for **Urban areas** are:-

- If the number of dwelling rooms exclusively in possession of household in 4 and above (dwelling rooms with wall of concrete or burnt bricks or stone packed with mortar, roof of concrete or burnt bricks or machine made tiles), that household will be excluded.
- Households possessing any one of the following assets will be excluded:
 - 4-wheeler motorized vehicle
 - A.C. set
 - Computer/laptop with internet
- Households possessing any 3 of the following assets will be excluded:
 - Refrigerator
 - Telephone (landline)
 - Washing machine
 - 2-wheeler motorized vehicle
- Apart from the parameters defined by the Hashim Committee, the Department of Food Civil Supplies and Consumer Affairs, Govt. of Meghalaya, has also excluded any household with any member as Government employee to fall under NFSA 2013.

The exclusion parameters **Priority Household (PHH)** for **Rural areas** are as below :-

A household with any of the following will be excluded automatically :-

- Three or more rooms with all rooms having pucca walls and roof
- Households with non-agricultural enterprises registered with the Government
- Household with any member as Government employee
- Any member of the family earning more than Rs 10,000 per month
- Paying income tax
- Paying professional tax
- Two/three/four wheeler or fishing boat
- Mechanised three/four wheeler agricultural equipment
- Kisan Credit Card with credit limit of Rs 50,000 and above
- Own a refrigerator
- Own a landline phone
- Own 2.5 acres or more of irrigated land with at least 1 irrigation equipment
- 5 acres or more irrigated land for two or more crop seasons
- Owning at least 7.5 acres of land or more with at least one irrigation equipment

Eligibility criteria for Antyodaya Anna Yojana (AAY) inclusion (RURAL)

1. Homeless Households & Households without shelter
2. Destitute Households which are dependent predominantly on alms for survival
3. Manual Scavengers
4. Legally released bonded labourers
5. Households with only one room, Kucha walls and Kucha roof
6. All household headed by Minor
7. All Households with no adult member between age 15 and 59 including all households headed by a person of 60 years of age or more with no assured means of subsistence or-social support
8. Household headed by disabled member and with no able bodied adult member
9. Landless households deriving a major part of their income from manual casual labour
10. Any member of the household who is a bonded labourer
11. All household headed by a widow or a single woman
12. Households with no literate adult above 25 years

Eligibility criteria for Antyodaya Anna Yojana (AAY) inclusion (URBAN)

a) Residential Vulnerability

- i. If the household is ' houseless ' [Households who do not live in buildings or census houses (Structure with roof) but live in the open on roadside, pavements, in hume pipes, under fly-overs and staircases, or in the open in places of worship, mandals, railway platforms, etc. are treated as Houseless households (The Census of India, 2001).]
- ii. If the household has a house of roof and wall made of plastic / polythene.
- iii. If the household has a house of only one room or less with the material of wall being grass, thatch, bamboo, mud, un-burnt brick or wood and the material of roof being grass, thatch, bamboo, wood or mud.

b) Occupational Vulnerability

- i. If the household has no income from any source, then that household will be automatically included.
- ii. Any household member (including children) who is engaged in a vulnerable occupation like beggar/rag picker, domestic worker (who are actually paid wages) and sweeper/sanitation worker/mali) should be automatically included.
- iii. If all earning adult members in a household are daily wagers or irregular wagers, then that household should be automatically included.

c) Social Vulnerability

- i. Child-headed household i.e. if there is no member of the household aged 18 years and above.
- ii. If all earning adult members in a household are either disabled, chronically ill or aged more than 65 years then that household should be automatically included.
- iii. Single women (including widows, unmarried and separated and deserted women), living in household as dependent or as head of household.
- iv. Households with no literate adult above 25 years

d) PAYMENT OF INTRA - STATE TRANSPORT, HANDLING AND PROFIT MARGIN UNDER NFSA, 2013, TO WHOLESALERS AND FAIR PRICE SHOP DEALERS.

It may be mentioned that the amount for Intra - State Transport, Handling and Profit Margin under NFSA, 2013, is **Rs 243/-** per quintal, i.e., **Rs 100/-** for Transport and Handling charge and **Rs 143/-** is for Profit Margin totaling to **Rs 243/-** per quintal. The amount of **Rs 243/-** would be shared between the Wholesaler and Fair Price Shop Dealer and the breakup would be at the discretion of the Deputy Commissioner, (S), / Sub - Divisional Officer, (S).

The amount of **Rs 30,45,09,594** /- as sanctioned by Government for the period of April 2016 to March, 2017 (12 months) has been drawn and released to all the Deputy Commissioner (S)/ Sub-Divisional Officer (S). Utilization Certificates are awaited.

(ii). **SUGAR**

With the removal of levy on **Sugar** since **May, 2013**, by the Govt. of India the distribution of **Sugar** through PDS was discontinued. However, the Govt. of India had instructed the States / UTs to device a transparent system for procurement of Sugar from open market to meet their **PDS** requirement. The Govt. of Meghalaya has taken action on the matter and had floated a **Tender** for the supply of **Sugar** in the State and after completion of the Tender processes, the firm, **Kendriya Bhandar** was awarded the contract for a term of one year at the rate of **Rs 43.27/-** per Kg or **Rs 4,327/-** per quintal and has supplied Sugar to the State with effect from **October, 2014** for the monthly allocation of **17,040 quintals** and the same has been distributed to the Consumer through Fair Price Shop at the scale of issue fixed by the respective Deputy Commissioner, [S], / Sub - Divisional Officer, [S], ranging from 3 Kgs to 4 Kgs per family. The State Govt. has also taken the innovative step of making Sugar available to Consumers in hygienically packed 1Kg polybags with State PDS Logo on the packets. This will also help to prevent diversion of PDS Sugar. For the month of **October, 2014** to **December, 2015**, Sugar has been distributed through Fair Price Shops @ of **Rs 13.50 P** per Kg. However, from **January, 2015** onwards upto **December, 2015**, the procured Sugar is made available at **Rs 20.00 P** per Kg. Further, with effect from **April, 2016** the Consumer Price of Sugar has been revised from **Rs 20.00 P** to **Rs 30.00 P** per Kg per Kg. This is because of financial difficulties to subsidize Sugar by the State Government.

Further, In order to create more transparency and accuracy in floating of Tender, the Department has recently taken steps to publish and maintain the Tender information on the e-Procurement System of Govt. of Meghalaya. The website is <http://meghalayatenders.gov.in>. The online Tender for supply of ISS Grade - S - 30 / 31 Sugar was floated vide this Office letter NO. DSCA. 62 / 2015 / 124, dt. 26/03/2016. Altogether, there are six (6) Bidders participated in the e-Tender of Sugar viz., (i) Garden Court Distilleries Private Limited, (ii) S.S. Food Industries, (iii) John (iv) Doctor Frozen Food India Private Limited, (v) Beta Edibles Processing Private Limited and (vi) M/s. Sanna Enterprises. After completion of the Tender process, the Firm viz Beta Edibles Processing Private Limited quoted the lowest rate which is **Rs 54275/-** per MT was awarded the contract for a term of 1 year with effect from 29.6.2016.

In this regard, the Govt. of India provides a fixed subsidy of **Rs 18.50 P** per Kg for the existing allocation of 17,04,000 Kgs (17,040 Qtls) per month. The transportation cost and handling charge @ **Rs 100/-** per quintal from the godowns to the Wholesale Centre and from Wholesale Centre to the Fair Price Shops is borne by the State Govt.

With effect from April, **2016**, the State Govt. bears the State Subsidy / Share @ **Rs 6.77 P** per Kg **Rs 677/-** per quintal i.e., after deducting the subsidy provided by the Central Govt. and the Consumer Issue Price as detailed in the table below :-

SL.NO.	PARTICULARS	RATE PER KG
1.	Suppliers Price approved by Govt.	Rs 54.27
2.	Transport and Handling charge (to be paid to the Wholesalers and Fair Price Shop Dealers to the State Govt.).	Rs 1.00
3.	Total	Rs 55.27
4.	(-) Less : Subsidy re-imbursable by Central Govt.	Rs 18.50
5.	(-) Less : Consumer Price (as revised with effect from April, 2016).	Rs 30.00
6.	Therefore, the State Share / Subsidy (including Transport and Handling charge).	Rs 6.77

The amount as State Subsidy / Share per month during 2016 - 2017 will be (17,040 qtls x Rs 677/-) = Rs 1,15,36,080/- which will come to (1,15,36,080 x 12) = Rs 13,84,32,960/- for the whole year 2016 - 2017.

From the total monthly allocation of 17,040 quintals, the allotment to the District and Sub - Divisions is as follows :-

SL. NO.	DEPUTY COMMISSIONER, [S], / SUB - DIVISIONAL OFFICER, [S].	[IN QTLS]
01.	SHILLONG	4,689.00
02.	SOHRA	508.00
03.	RI-BHOI	1,236.00
04.	NONGSTOIN	873.21
05.	MAIRANG	593.00
06.	MAWKYRWAT	589.79
07.	JOWAI	1,198.00
08.	KHLIEHRIAT	627.00
09.	AMLAREM	287.00
10.	TURA	1,695.35
11.	AMPATI	1,105.00
12.	DADENGIRI	1,077.00
13.	BAGHMARA	743.65
14.	WILLIAMNAGAR	952.00
15.	RESUBELPARA	866.00
	TOTAL	17,040.00

The Tender for supply of sugar in the State for the year 2016-17 is ended on 31.3.17. However, a proposal for supply of sugar for the year 2017-18 has been sent to Government for approval.

(iii). **WHEAT**

The Govt. of India has allocated 2,385.87 MTS per month of TPDS Wheat (Tide over) to the State Govt. from April, 2016 onwards at the issue price of Rs 610 per quintal. The scale of issue per household is 1 to 5 Kgs at the rate between Rs 7/- to Rs 8/- per Kg. The State Govt. has re-allocated the above allocation to the functioning Mills located at East Khasi Hills, Shillong and Ri - Bhoi District, Nongpoh.

Besides, the Department is also concerned with the implementation of the following Schemes / Programmes and activities :-

4. **ANNAPURNA**

From January, 2002, Annapurna has been implemented in Meghalaya. Under the Scheme Rice is distributed free of cost at the scale of 10 (ten) Kgs per month to each indigent Old Age Person not covered under the National Old Age Pension Scheme. The Scheme is implemented by the Deputy Commissioners / Sub - Divisional Officers at the District / Sub - Divisional Level. The details of beneficiaries and entitlement of rice per month are indicated below :-

SL. NO.	DISTRICTS / SUB - DIVISIONS	NUMBER OF OLD AGE PERSONS EXCLUDING THOSE UNDER THE NATIONAL OLD AGE PENSION SCHEME	QUANTITATIVE ENTITLEMENT OF RICE AT THE RATE OF 10 KGS PER OLD AGE PERSON FOR A PERIOD OF ONE MONTH
01.	02.	03.	04.
01.	SHILLONG	2,060	20,600 KGS
02.	SOHRA	289	2,890 KGS
03.	RI - BHOI	213	2,130 KGS
04.	NONGSTOIN	565	5,650 KGS
05.	MAIRANG	223	2,230 KGS
06.	MAWKYRWAT	546	5,460 KGS
07.	JOWAI	975	9,750 KGS
08.	KHLIEHRIAT	221	2,210 KGS
09.	AMLAREM	650	6,500 KGS
10.	TURA	1,480	14,800 KGS
11.	AMPATI	679	6,790 KGS
12.	DADENGIRI	289	2,890 KGS
13.	BAGHMARA	701	7,010 KGS
14.	WILLIAMNAGAR	230	2,300 KGS
15.	RESUBELPARA	142	1,420 KGS
	TOTAL	9,263	92,630 KGS

The allocation of Rice with effect from October, 2015 onwards has not yet been received till date from Government of India inspite of several reminders being issued from time to time. Further, it may be pointed out, that from April, 2014 to March, 2015, the scale of issue to each beneficiary was made @ 3.83 Kgs only instead of the prescribed scale of 10 Kgs per beneficiary per month due to the fact that allocation received from Govt. of India was less. Again, for the period April, 2015 to September, 2015, the scale was only @ 3.86 Kgs. The matter of restoration of the actual scale of issue had been taken up with Government. So far no information has been received.

5. **SUPPLY OF RICE TO ST / SC HOSTELS AT BPL PRICES**

In pursuance to instructions from Govt. of India Rice is also supplied to the inmates of ST / SC Hostels and Vocational Training at the scale of 15 Kgs per inmate per month to the SC / ST Hostels and 5 Kgs per inmate per month to the Vocational Training Centre. However, in view of the short allocation of Rice received from Govt. of India as on April, 2015 to September, 2017, i.e., @ 118.06 MT the quantity of Rice allocated / distributed to the Districts is fixed at the scale of 4.522 Kgs per inmate per month to the SC / ST Hostels and 5 Kgs per inmate per month to the Vocational Training Centre.

The allocation for the month of April, 2017 to September, 2017, alongwith the details of beneficiaries and their scale of entitlement of rice are indicated below :-

District / Sub - Division	Number of Hostels	Number of V.T.C.	Number of Inmates		Allocation of Rice per month		Total
			Hostels	Vocational Training Centre	Hostels at the Scale of 4.522 Kgs	V.T. Centres at the scale of 5 Kgs	
01.	02.	03.	04.	05.	06.	07.	08.
Shillong.	70	3	6,912	353	31,256.064	1,765	33,021.064
Nongpoh.	29	12	2,415	1,445	10,920.63	7,225	18,145.63
Nongstoin.	32	-	2,181	-	9,862.482	-	9,862.482
Mawkyrwat.	11	-	517	-	2,337.874	-	2,337.874
Jowai.	27	1	1,926	160	8709.372	800	9,509.372
Khliehriat.	14	-	669	-	3,025.218	-	3,825.218
Tura.	26	1	1,953	67	8,831.466	335	9,166.466
Ampati.	10	-	1,209	-	5,467.098	-	5,467.098
Williamnagar.	22	-	2,045	-	9,247.49	-	9,247.49
Resubelpara.	13	-	547	-	2,473.534	-	2,473.534
Baghmara.	16	-	1,094	-	4,947.068	-	4,947.068
Sohra.	15	-	617	-	2,790.074	-	2,790.074
Mairang.	07	1	184	12	832.068	60	892.048
Amlarem.	05	-	417	-	1,885.674	-	1,885.674
Dadengiri.	19	-	1,166	-	5,272.652	-	5,272.652
TOTAL	316	18	23,852	2,037	1,07,858.744	10,185	1,18,043.744

6. CONSUMER AWARENESS

In order to make Consumer aware of the various rights as enshrined in the Consumer Protection Act, 1986. Awareness Programmes has been organised both at the State Level and the District / Sub - Divisional and Block Level. Programmes arranged by the Deputy Commissioners at the District Level where Public Leaders, Local Durbars and NGOs are involved and participated in such Programmes. Funds sanctioned for the purpose during 2016-17 at the State and the District levels are as under.

	State Budget	CSS
State level.	Rs2,00,000/-	Rs1,20,000/-
Districts level	Rs6,50,000/-	Rs20,00,000/-

7. CONSUMER COURTS

Under the provisions of the Consumer Protection Act 1986, Consumer Courts i.e. the "Meghalaya State Consumer Disputes Redressal Commission (State Commission)" at the State Level and the " District Consumer Disputes Redressal Fora (District Fora) " at the District level have been set up in the State. The District Forum deals with consumer disputes of value ranging from Rs 1 to Rs 20 Lakhs and the State Commission deals with consumer disputes of value above Rs 20 Lakhs upto Rs 1 Crore.

A total number of 1,458 Cases have been registered since the inception of these Courts, out of which 1,304 have been disposed upto June, 2017. The details are as under.

Name of Consumer Courts		Total cases filed since inception	Cases disposed off	Pending cases
1	State Commission, Shillong	313	311	2
2	District Forum, Shillong	970	825	280
3	District Forum, Tura	96	95	46
4	District Forum, Nongstoin	4	4	-
5	District Forum, Jowai	65	60	43
6	District Forum, Williamnagar	Nil	Nil	Nil
7	District Forum, Nongpoh	9	8	8
8	District Forum, Baghmara	1	1	-
Total		1,458	1,304	154

STATE CONSUMER HELP LINE :: For the welfare of the Consumer in the State of Meghalaya, the Memorandum of Understanding between the Government and the Khasi Jaintia Welfare Association (KJWA) for setting up of the Consumer Helpline in the State has been signed on the 15th December, 2016 and the process for implementation of the same such as installation of telephone lines by BSNL and procurement of Hardware/Software etc is underway. In this connection, an amount of RS 21.95 lakhs as sanctioned by Government of India has been drawn and released to the KJWA.

8. GRIEVANCE REDRESSAL MECHANISM :

A Toll free Number **1967** is in place for citizens to lodge complaints or to find out information about the Department.

To address complaints from citizens, the Department has identified Grievance Redressal Officers and Assistant Grievance Redressal Officers at each District and Sub - Division.

Citizens can also lodge their complaints online via the Meghalaya Public Grievance Redressal and Monitoring System (MEGPGRAMS). The website is www.megpgrams.gov.in

Calls/complaints Received and Addressed under Grievance Redressal Mechanism :

As on 30.9.2017

Total calls received (pending and disposed)	Total calls - 583	Disposed - 583
Total cases logged on megpgrams (pending and disposed)	Total Cases - 78	Pending - 36
		Disposed - 42

9. END-TO-END COMPUTURIZATION OF TPDS OPERATION

The Scheme has been launched by Govt. of India on cost sharing basis i.e., 90:10 with the State Govt. for implementation during the Twelve Five Year Plan [2012 - 2017] with a view to address various challenges of the current system such as leakages and diversion of Foodgrains in the TPDS supply chain, fake and bogus Ration Cards, inclusion and exclusion errors, lack of transparency, weak Grievance Redressal Mechanisms.

Computers and equipments were procured for Office and different activities are communicated through Online, Emails and Fax service. Out Department Website is <http://megfcscsca.gov.in/>. To facilitate smooth functioning of Computerization works in the Office, maintenance, repairs of Computers equipments and purchase of consumables are required to be done throughout the year.

The status on the progress of PDS computerization is as detailed below -:

1. **Beneficiary Digitization** – the digitization of beneficiary data under NFSA is completed. Details of the beneficiary are placed on the Department website <http://megfcscsca.gov.in>. This is to ensure transparency to the public.
2. **Grievance Redressal Mechanism** : Two Call Centre Attendants are in place to address complaints received through toll free Number **1967**. Also, the State has an online grievance redressal website www.megpgrams.gov.in where citizens can lodge their complaints accordingly.
3. **Online Allocation** : Under the end-to-end Computerisation of PDS, the allocation of foodgrain for the NFSA has been initiated accordingly. The system will replace the manual and tedious process soon.
4. **Supply Chain Computerization** : The Supply Chain Software Modules are being customized with the help of NIC as per State specific requirements.
5. **FPS Automation** : Though a vendor has been selected to undertake the FPS automation on a pilot project, web-services and other technical details must be provided by NIC Delhi. Reminder letter NO.SUP.65/2015/294 dated 12/10/2017 has been sent to the Secretary, Ministry of Consumer Affairs, Food & Public Distribution, Govt. of India, to take up with NIC Delhi. So far, no response has been received from Govt. of India or NIC Delhi

10. **MAINTENANCE / IMPROVEMENT OF STAFF QUARTERS**

The Department have constructed a number of Staff Quarters in the Districts, viz., Nongstoin, Nongpoh, Tura, Baghmara, Khliehriat and Resubelpara prior to the Tenth Plan period.

11. **MEGHALAYA STATE FOOD COMMISSION**

Under Sub - Section (i) of Section - 16, of the National Food Security Act, 2013, (NO. 320 of 2013), the Meghalaya State Food Commission Rules, 2014, has been constituted by Government on 6.7.2015 under the chairmanship of Shri B.K. Dev Varma, IAS (Retired) with five other Members and one Member-Secretary. The role and functions of this Commission is aiming at the smooth Implementing and functioning of NFSA, 2013 in the State and to provide the best of services in monitoring, informing, and redressing all related matters as stated under the rules which is for the betterment of the State Government and the consumer at large in the State. In this connection, 3(three) Awareness Programmes have been conducted by the Commission i.e. in Shillong Capital, Tura and Jowai.

12. **STRENGTHENING OF CONSUMER DISPUTES REDRESSAL AGENCIES**

The inter-alia of the Scheme is for strengthening the infrastructures / extension of the buildings of the State Commission and District Fora under the Scheme Integrated Project on Consumer Protection (IPCP). During 2016-17, Government of India has conveyed sanction of RS82,81,000/- under the scheme "Strengthening Consumer Fora Phase-II)" for purchasing of non-building assets for one State Commission and 11 District Fora. This fund has been drawn by this Directorate and the amount released to all Officer concerned is detailed as under.

Sl No	Name of the Consumer Forum	Amount sanctioned RS P.	Amount released RS P.	Remarks
1.	State Commission, Shillong	12,64,000.00	12,64,000.00	With Govt's approval, the amount of Rs34,07,000/- earmarked for the District Forum at Mawkyrwat, Khliehriat, Ampati and Resubelpara is now kept in the Director's A/c and will be released soon to them on constitution of the District Forum by the Government.
2.	District Forum, Shillong	4,02,000.00	4,02,000.00	
3.	District Forum, Nongstoin	5,53,000.00	5,53,000.00	
4..	District Forum, Tura	5,47,000.00	5,47,000.00	
5.	District Forum, Williamnagar.	5,61,000.00	5,61,000.00	
6.	District Forum, Jowai.	4,73,000.00	4,73,000.00	
7.	District Forum, Nongpoh.	5,23,000.00	5,23,000.00	
8.	District Forum, Baghmara.	5,51,000.00	5,51,000.00	
T O T A L		48,74,000.00	48,74,000.00	
9.	South West Khasi Hills, Mawkyrwat	8,51,750.00	Not yet released	
10.	East Jaintia Hills, Khliehriat	8,51,750.00	Not yet released	
11.	South West Garo Hills, Ampati	8,51,750.00	Not yet released	
12.	North Garo Hills, Resubelpara.	8,51,750.00	Not yet released	
T O T A L		34,07,000.00		
GRAND TOTAL		82,81,000.00		

13. **LIFTING OF PDS COMMODITIES I.E. RICE AND WHEAT :-**

Govt. of India has evolved a System of declaring all District Headquarters of the State as Principal Distribution Centres (PDCs). Under this system, the Food Corporation of India is contemplated to provide Foodgrains to the Govt. Nominees of the State from each of the District headquarters at a uniform C.I.P. At present the FCI supply Foodgrains to the State Government nominees of Meghalaya from the following places :-

DISTRICT HQ	DESIGNATED FCI FSD	STATUS OF GODOWNS	REMARKS
01.	Shillong.	Shillong FCI owned 5,000 MT capacity	PDC in operation.
02.	Nongstoin.	Nongstoin. (2,500 MT capacity) Hired by FCI from MSWC	PDC in operation.
03.	Jowai.	Jowai CWC owned 3,750 MT capacity	PDC in operation.
04.	Nongpoh	Khanapara MSWC Godown hired by FCI 5,000 MT capacity. Lifting of stocks by Nongpoh is effected from this FSD	PDC status not yet achieved as godown facility is not available at Nongpoh.
05.	Tura.	Tura FCI owned 5000 MT capacity	PDC in operation.
06.	Williamnagar	Williamnagar MSWC Godown hired by FCI 3,000 MT capacity	PDC in operation.
07.	Baghmara.	Tura Lifting of stocks effected from Tura FSD	Construction of the Godown of 2,500 MT by the FCI is in the offing.

The **TPDS Commodities** are lifted from the Food Corporation of India godowns by the Government Nominees / Wholesalers (280 Nos) and then are lifted by the Fair Price Shop Dealers from Government Nominees/Wholesalers for actual distribution to the Consumers through 4,480 numbers) of Fair Price Shops in the State.

The monthly allocation of foodgrains (Rice) as received from Government of India is as follows :-

[Quantity in QTLS]					
MONTH / YEAR		ALLOCATION			
		AAY	PHH	TIDE OVER	TOTAL
01.	April, 2017.	5242.3	102760.4	14805.3	122808
02.	May, 2017.	5242.3	102760.4	14805.3	122808
03.	June, 2017.	5242.3	102760.4	14805.3	122808
04.	July, 2017.	5242.3	102760.4	14805.3	122808
05.	August, 2017.	5242.3	102760.4	14805.3	122808
06.	September, 2017.	5242.3	102760.4	14805.3	122808
07.	October, 2017.	5242.3	102760.4	14805.3	122808
TOTAL		36,696.1	7,19,322.8	1,03,637.1	8,59,656

14. **QUALITY CONTROL**

So far, the Department has no machinery of its own, either at the State or District Levels for testing the quality of TPDS commodities. However, in case of necessity, the Director and District Authorities seek the assistance of the Public Analyst in the State.

The Food Corporation of India normally releases Foodgrains which are of average quality. The Deputy Commissioners, (S), / Sub - Divisional Officer, (S), have been instructed to ensure that only good quality Foodgrains and acceptable to the Consumers should be lifted from the Food Corporation of India.

Foodgrains are lifted from FCI godowns under the supervision of the Department Officials under the control of the Deputy Commissioners, (S), / Sub - Divisional Officer, (S). Samples of Rice lifted from FCI godown are taken and these are cross checked / verified with stocks available at the Fair Price Shops. This measure is aimed at preventing replacement of good quality rice with bad quality by Dealers under the TPDS. Inspections by Officials of Civil Supplies Department are conducted regularly to check quality of Foodgrains available at the Fair Price Shops.

The functioning of the **Targetted Public Distribution System** is closely monitored by the Central Vigilance Committee and other independent agencies engaged by the Govt. of India. It may be stated that in the past, an evaluation study by an independent agency reveals that there are deficiencies on the functioning of the system which need urgent attention and corrective action by the State Govt. The Department has taken due note of the findings ever since especially to the alleged diversion of TPDS Foodgrains and is initiating time bound and effective measures to improve the system and plug the loop holes.

In connection with implementing the Essential Commodities Act, 1955, the Department conducts regular inspections. During the month of January, 2015 to June, 2015, there were 549 numbers of inspections made, 70 numbers of raids / searches were conducted by the Inspecting Staff of the Department in the State. No action taken has been reported.

The details of number of approved Wholesale Centres and Wholesale Dealers during 2016, are indicated below :-

LIST OF WHOLESALER IN THE STATE [DISTRICT / SUB - DIVISIONS WISE].

SL. NO.	DISTRICTS / SUB - DIVISIONS	APPROVED NUMBER OF WHOLESALE CENTRES	NUMBER OF WHOLESALE DEALERS
		2016	2016
01.	SHILLONG SADAR	31	68
02.	SOHRA	04	09
03.	RI - BHOI	09	17
04.	NONGSTOIN SADAR	11	10
05.	MAWKYRWAT	06	15
06.	MAIRANG	04	07
07.	JOWAI SADAR	04	18
08.	KHLIEHRIAT	05	12
09.	AMLAREM	04	05
10.	TURA SADAR	07	31
11.	DADENGIRI	14	27
12.	AMPATI	08	27
13.	SOUTH GARO HILLS	09	13
14.	WILLIAMNAGAR	05	11
15.	RESUBELPARA	06	10
	TOTAL	127	280

15. **BUILDING UP STORAGE CAPACITY.**

In as far as the matter of construction of godowns by Food Corporation of India is concerned, the State Govt. has explored possibilities to provide land as follows :-

1. The Department has taken the initiative for increasing the storage capacity for an additional storage capacity of 5,000 MT at Shillong. The land identified at Mawphlang has been cancelled due to the opposition of the local durbar. An alternative land at **Quinine, Ri-Bhoi District** has been jointly inspected by official of D.C(s) Nongpoh and Directorate Food Civil Supplies & Consumer Affairs Meghalaya Shillong on 3.2.17 .Report of the same has been forwarded to the State Government for necessary action.
2. The Department is processing the matter of acquiring the land at Ampanggre for the construction of Godown at Baghmara. Thereafter, the land would be handed over to FCI for the construction.
3. Recently an offer has been received from Shri M. Nongkynrih for the purpose of construction a godown at his plot of land situated at Mawiongrim. DC (Shillong) has been instructed to conduct a joint inspection/survey and to submit a report of the same.

Further, the State Govt. of Meghalaya has also instructed all its Local Officers to identify suitable plot of Lands to facilitate construction of Godowns in sensitive Areas as well as in all the Sub - Divisional Head Quarters under the NLCPR as propose by the Govt. of India.

16. **LPG**

For the State of Meghalaya, the authorized Govt. Oil Company is the Indian Oil Company Limited under two separate divisions, the Assam Oil Division and the Marketing Division. These Two Divisions have appointed as many as 8 [eight] Distributors for East Khasi Hills, 2 [two] Distributors for Ri - Bhoi District, 3 [three] Distributors for Jaintia Hills District, 3 [three] Distributors for West Garo Hills District, 2 [two] Distributors for East Garo Hills District, 1 [one] Distributor for West Khasi Hills District and 1 [one] Distributor for South Garo Hills District. Direction to supply LPG Cylinders on Home Delivery system has been instructed to the LPG Dealers.

The details of distributors and LPG connections in the State are as follows :-

	NAME OF DISTRICT / SUB - DIVISION	NAME OF DISTRIBUTORS / AGENCY	NUMBER OF LPG CONNECTION	
			DOMESTIC	COMMERCIAL
1.	EAST KHASI HILLS, SHILLONG.	(i) MECOFED GAS AGENCY.	5,052	440
		(ii) SUK BHA GAS AGENCY.	9,906	344
		(iii) TRINITY BHARAT GAS AGENCY.	4,081	99
		(iv) RI - WAR MIHNGI INDANE GAS AGENCY.	4,384	101
		(v) MEGHALAYA GAS AGENCY.	4,738	117
		(vi) SUNNY INDIAN GAS AGENCY.	10,489	336
		(vii) EECHLOY GAS AGENCY.	8,976	29
		(viii) LONGKMIE GAS AGENCY.	10,507	208
		(ix) KHASI PNAR GAS AGENCY.	10,310	154
2.	RI - BHOI, NONGPOH.	(i) M/S. RI - BHOI GAS AGENCY.	3,586	258
		(ii) M/S. WANKHAR GAS AGENCY.	6,069	196
3.	WEST KHASI HILLS, NONGSTOIN.	(i) M/S. AILANG GAS AGENCY.	2,955	103
4.	WEST JAINTIA HILLS, JOWAI.	(i) M/S. RYMBAI GAS AGENCY.	8,500	95
		(ii) RI PNAR GAS AGENCY.	4,841	455
5.	EAST JAINTIA HILLS, KHLIEHRIAT.	(i) NOWELL GAS AGENCY.	6,289	865
		(ii) BHARAT GAS AGENCY.	608	90
6.	SOUTH WEST KHASI HILLS, MAWKYRWAT	M/S. AILANG GAS AGENCY. APPOINTED DISTRIBUTOR OF NONGSTOIN OPERATING AS EXTENSION COUNTER IN MAWKYRWAT.	788	12
7.	WEST GARO HILLS, TURA.	(i) M/S. MOMIN GAS AGENCY .	7,322	164
		(ii) M/S. INDANE SERVICE STATION.	6,302	120
		(iii) 2 nd MLP WELFARE SOCIETY GAS AGENCY.	3,348	15
8.	EAST GARO HILLS, WILLIAMNAGAR.	(i) M/S. JIM'S FLAME .	3,247	30
9.	NORTH GARO HILLS, RESUBELPARA.	(i) SENGCHIS GAS AGENCY.	3,787	18
10.	SOUTH GARO HILLS, BAGHMARA.	(i) CHERAN GAS AGENCY.	1,867	22
11.	SOUTH WEST GARO HILLS, AMPATI.	(i) M/S. MINGSINDO INDANE SERVICE.	4,302	19
12.	SOHRA SUB - DIVISION.	(i) DOHLING INDANE GAS AGENCY.	2,156	207
13.	MAIRANG SUB - DIVISION.	(i) M/S. FRONTIER INDANE.	932	5
14.	AMLAREM SUB - DIVISION.	(i) AMLAREM BHARAT GAS GRAMIN VITRAK.	140	-
		(ii) RI - WAR MIHNGI INDANE GAS AGENCY.	524	-
15.	DADENGIRI SUB - DIVISION.	(i) CHEMNASA GAS AGENCY.	3,474	8

As decided by Govt. all LPG Dealers are directed to supply LPG Cylinders on Home Delivery System to avoid Black - Marketing sales by both the Dealers and the Consumers. This system is being enforced in all LPG consuming Areas of the State. The Deputy Commissioners / Sub - Divisional Officers undertaken steps to streamline distribution of LPG by system of demarcation of areas in relation to the Distributors.

SETTING UP OF A BOTTLING PLANT ON LPG IN THE STATE

Inspection of the land at Kyrdekulai adjacent to Umtrew river for setting up of Bottling Plant of LPG has been done jointly by Officials of the Deputy Commissioner (S) Nongpoh and of the Directorate Food Civil Supplies and Consumer Affairs on 3/02/2017. Report of the same has been forwarded to Government for necessary action.

17. PETROLEUM PRODUCTS

The petroleum products are under the control of the Ministry of Petroleum and Natural Gas, Govt. of India. The prices are revised upwards or downwards by the Govt. of India taking into consideration the International Prices of Crude Oil and other relevant factors. The Oil Companies as per instruction of the Govt. of India fixes the prices of Petroleum Products (Petrol and Diesel, etc) at the different retail outlets in the State. The revision of Petrol / Diesel by the Govt. of India is carried out with immediate effect both by the Oil Companies and Retail Outlets.

18. **S.K. OIL**

In order to ensure the availability of this commodity to the Consumers at affordable prices, Govt. of India makes allocation to the State for distribution to the general Consumers through PDS regularly. The S.K. Oil under PDS is Blue-dyed in colour which is meant for the purpose of cooking and lighting by the vulnerable sections of the society. This is done in order to differentiate the PDS Kerosene from the Open Market Kerosene which is white in colour and much higher in prices and thus help in checking the sale of PDS Kerosene in the Open Market. The present quarterly allocation received from Govt. of India for the Quarter **OCTOBER, NOVEMBER** and **DECEMBER 2017** is 4860 KLS. The break up to the Districts is as follows.

SL. NO.	DISTRICT	MONTH			TOTAL
		OCTOBER, 2017	NOVEMBER, 2017	DECEMBER, 2017	
01.	EAST KHASI HILLS	468	468	468	1,404
02.	WEST KHASI HILLS	144	144	144	432
03.	SOUTH WEST KHASI HILLS	60	48	48	156
04.	RI - BHOI DISTRICT	144	144	132	420
05.	WEST JAINTIA HILLS	144	144	132	420
06.	EAST JAINTIA HILLS	72	60	60	192
07.	WEST GARO HILLS	276	264	264	804
08.	SOUTH WEST GARO HILLS	96	96	96	288
09.	EAST GARO HILLS	84	84	72	240
10.	NORTH GARO HILLS	96	96	96	288
11.	SOUTH GARO HILLS	72	72	72	216
	TOTAL	1,656	1,620	1,584	4,860

The scale of issue ranging from 2 to 3 litres per month per household at the rate ranging from Rs22/- to Rs26/- per litre.

The Deputy Commissioners sub-allocate the S.K. Oil allocation to the agents or wholesalers for lifting the S.K. Oil from the Oil Companies. These agents or wholesalers are appointed by the Oil Marketing Companies.

Public Distribution System, S.K. Oil is distributed to the public consumers through the retailers appointed by the Deputy Commissioners/ Sub - Divisional Officers under the provision of the **Meghalaya Kerosene (Licensing and Distribution) Control Order, 1988.**

NUMBERS OF S.K. OIL WHOLESALERS AND RETAILERS IN THE STATE

SL. NO.	DISTRICT	NUMBER OF WHOLESALERS	NUMBER OF RETAILERS
01.	EAST KHASI HILLS.	17	708
02.	WEST KHASI HILLS.	2	363
03.	SOUTH WEST KHASI HILLS.	1	161
04.	RI - BHOI DISTRICT.	2	240
05.	WEST JAINTIA HILLS.	3	289
06.	EAST JAINTIA HILLS.	2	172
07.	WEST GARO HILLS.	3	851
08.	SOUTH WEST GARO HILLS.	2	360
09.	EAST GARO HILLS.	1	174
10.	NORTH GARO HILLS.	1	111
11.	SOUTH GARO HILLS.	1	165
	TOTAL	35	3,594

CONSUMER WELFARE FUND: *The inter-alia of the Scheme is to provide financial assistance to Voluntary Organization and NGOs, in order to intensify the Consumer Awareness Campaign in the State. As per instruction of the Govt of India, the State Government will provide a Consumer welfare fund for an amount of RS100.00 lakhs as State Share (seed money) which is 10% of RS10.00 Crores earmarked by the Govt. of India (corpus). However, in the first instance, a Guideline for the Scheme has been formulated by the Department as per directive of the Govt. of India. Government approval is awaited.*

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