

CHAPTER - 2 (MANUAL – 1)

PARTICULARS OF ORGANISATION, FUNCTIONS AND DUTIES.

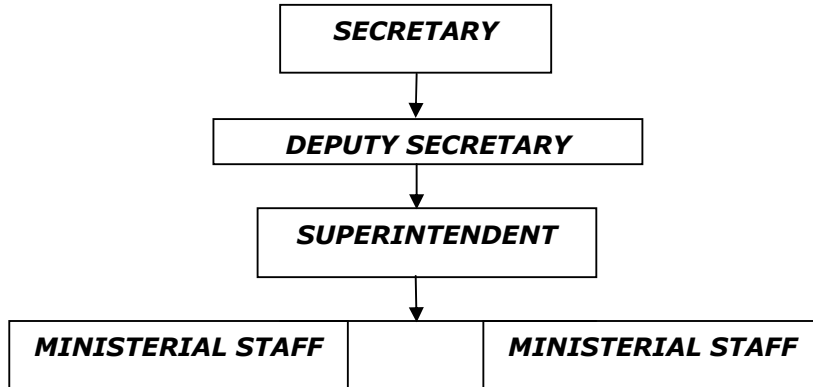
- 2. 1.** Objective / purpose of the public authority. The objective / purpose of the Public Authorities under the Department of Food Civil Supplies & Consumer Affairs Meghalaya are to ensure that various schemes connected with the distribution of subsidized foodgrains and other commodities, like foodgrains under Targetted Public Distribution System, Annapurna, Antyodaya Anna Yojna, foodgrains for SC / ST Hostels, S.K. Oil and Levy Sugar are effectively implemented throughout the State. To protect and promote the rights of the consumers, District Fora and State Commission have been set up as envisaged under the Consumer Protection Act, 1986. In all these activities, the Department of Food Civil Supplies and Consumer Affairs is the Administrative Head and all reports and issues concerning TPDS are required to be submitted to this Department for a decision and approval.
- 2. 2.** Mission / Vision Statement of the public authority. The Public Authorities under the Department aims at ensuring at all time availability of essential commodities to the consumers in the State. In respect of the commodities under the TPDS, timely and regular delivery of the goods to the consumers and every effort is being made and measures taken towards ensuring provision of maximum benefits to the

beneficiaries of the schemes implemented by the Department and create maximum Consumer Awareness in the State.

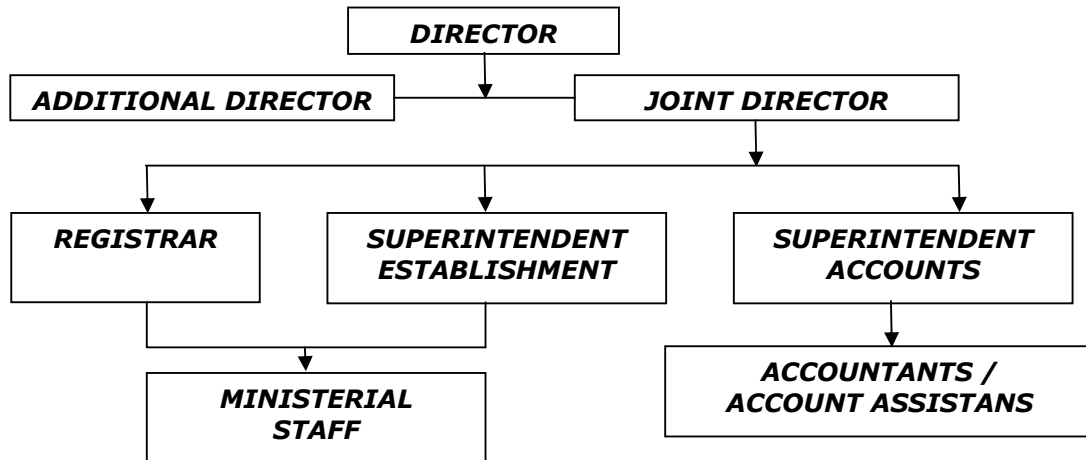
- 2. 3.** Brief history of the public authority and context of its formation.
- The Public Authorities under the administrative control of the Department of Food Civil Supplies and Consumer Affairs started functioning right from the inception of the State in 1972 and comprises the three level organizational 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 provide guidance and direction to the sub-ordinate offices and to control and monitor the performance of the Directorate and the subordinate offices regarding implementation of various Schemes like TPDS, Annapurna, AAY, SC / ST Hostels, watch and ensure availability of S. K. Oil and levy sugar to the intended consumers / beneficiaries and other matters connected with overall availability of essential commodities in the State and the prices of the same.
- 2. 5.** Main activities / functions of the public authority.
- a) The main activities of the Department are to take decisions on all important matters concerning the Department and to convey / communicate Govt decisions / Government of India's Guidelines to the Directorate and other Districts Supply Offices and Civil Sub - Divisional Supply Offices regarding implementation of Schemes like TPDS and Consumers Disputes Redressal and Consumers' awareness.
- b) To communicate the monthly allocations of essential commodities under Targetted Public Distribution System etc to the Directorate.
- c) Obtain various monthly/quarterly reports from the Directorate.
- d) Submission of various monthly reports / returns to the Govt of India.
- 2. 6.** List of services being provided by the public authority with a brief write-up on them.
- As indicated in the Manual of the Directorate of Food Civil Supplies & Consumer Affairs (Public Authority)

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

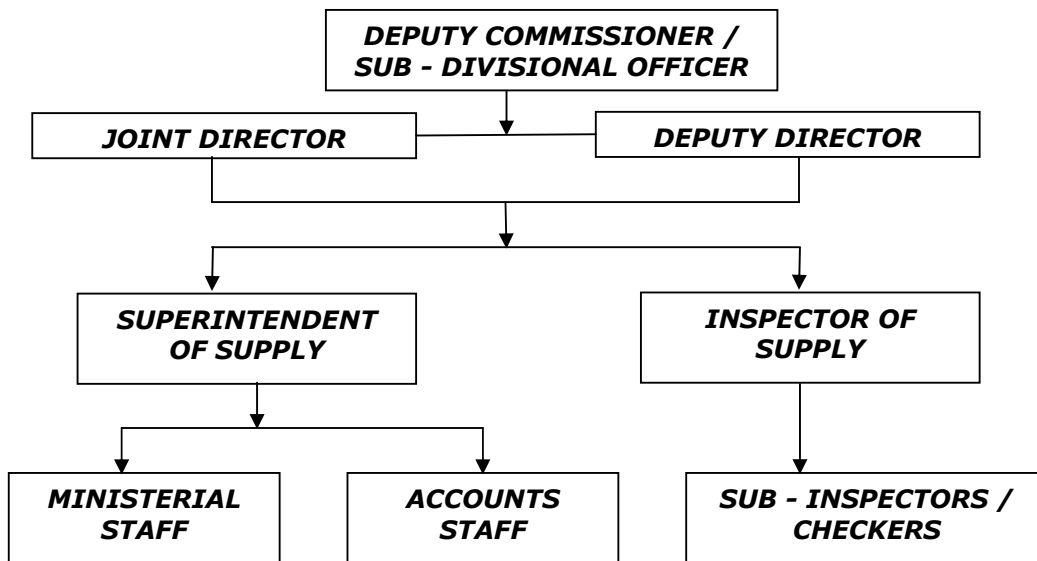
A. ADMINISTRATIVE LEVEL



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. Such arrangement and methods are being implemented by the Directorate and Districts/Sub-Divisional Offices.
2.10.	Mechanism available for monitoring the service delivery and public grievance resolution.	a) Submission of reports / returns by dealers under TPDS through the Directorate and District/ Sub-Divisional Offices. Monitoring/checking by Vigilance Committee set up at Fair Price Shop level. Regular checkings / inspections by officials under the Control of Public Authority concerned.

2.11. Addresses of the main Office and other Offices at different levels. (Please categories 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 Sub-Divisional Officer (Supply) Khliehriat Civil Sub-Division, Khliehriat.

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

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

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

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

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

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

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

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