

## **1.Tumkur Head Office & other Branch offices Name with Complete address**

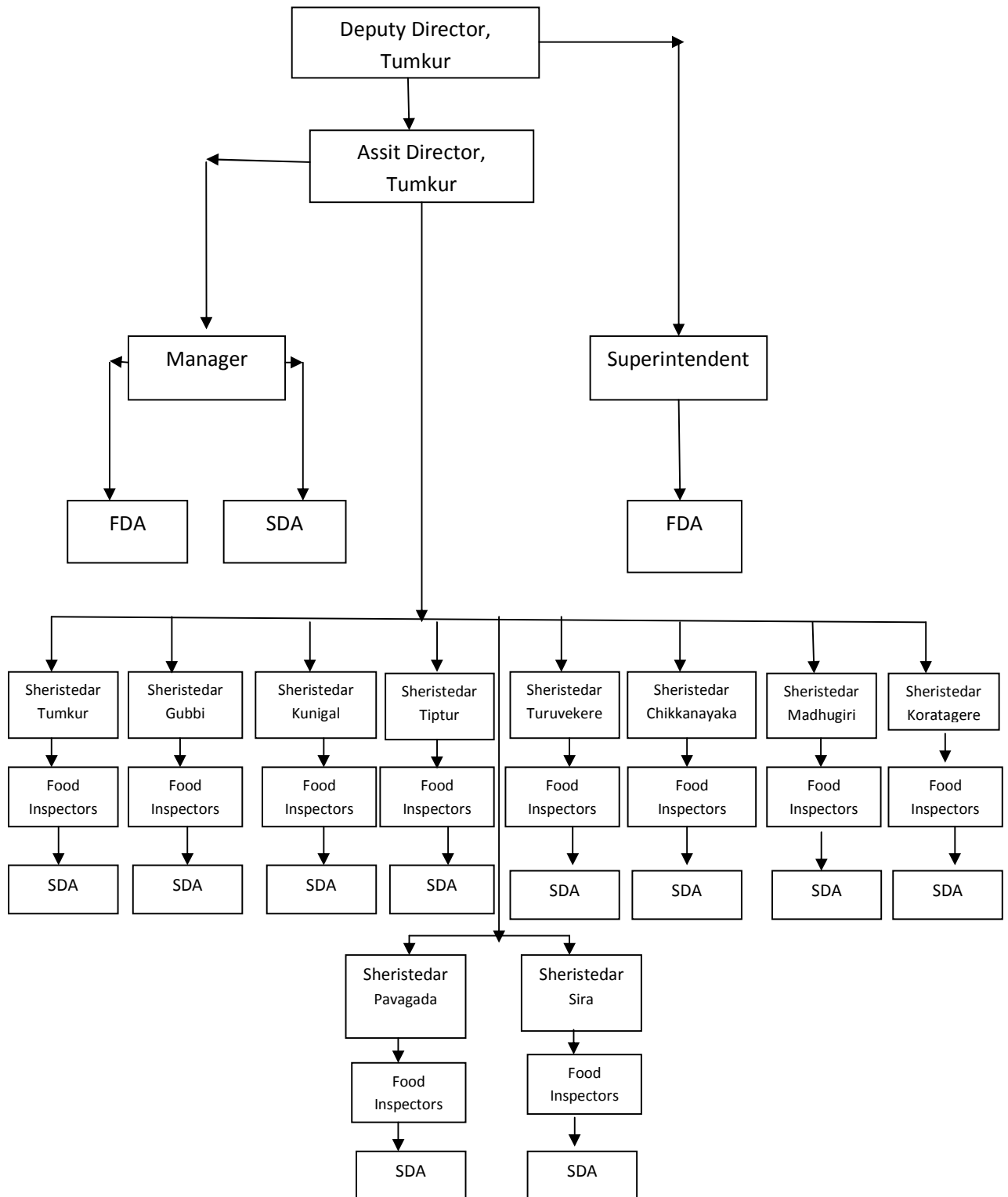
Office Address

Office of the Deputy Director,  
Food Civil Supplies & Consumer Affairs Department,  
2<sup>nd</sup> floor, Mini Vidhana Soudha,  
Near Gumchi Circle,  
Tumkur-572102.  
Ph.No:0816-2278348  
E-Mail:ddfoodtumkur@gmail.com.

## **2.Contact details (office Name, Designation & Landline no.)**

<b>Sl.No</b>	<b>Name</b>	<b>Designation</b>	<b>Mobile No</b>	<b>Landline no</b>	<b>Remark</b>
1	Manteswamy	Deputy Director	9448992049	0816-2278348	
2	C.H.Naweed Ahamed	Assistant Director	9845017765	0816-2255023	
3	H.Nagabhooshan	Manager	9341661230	-	
4	Shankar Sharma	Account Superintendent	9901889798	-	
5	D.Triveni	FDA	9448647900	-	
6	T.R.Manjunath	FDA	9886135313	-	
7	Swarnagowri	FDA	9448602455	-	
8	T.N.NarayanaPrasad	SDA	8722879273	-	
9	M.V.Yashodhamma	SDA	9611457005	-	

### 3.Hierarchy of Food Civil Supplies & Consumer Affairs Department, Tumkur.



## **4. Department General Information ( About the Department, Objective, Vision )**

### **General Information.**

Department of Food, Civil Supplies and the Consumer Affairs is a major department in public sector, Mainly working to support the families below poverty line. Main objective of the department is to provide food security to all groups of families and to control the prices of essential commodities. For which, several pro-public scheme like levy Collection, Minimum Support Price Scheme have been implemented.

The department has control over petroleum and oil products, Responsibilities such as prevention of adulteration, distribution of food grains through public distribution system at fixed quantity/ rate etc., are being carried out successfully.

The department is putting all round efforts to create awareness among the consumers regarding their rights. All the activities in the department are controlled under the Essential Commodities Act, 1955 of the Central Government. For effective implementation in local areas, several statutory orders have been passed under the said act.

The Department also administers the Public Distribution System and enforces the National Food Security Act, 2013 in its endeavor to ensure food security to the Priority population of the State.

The Department is the nodal department to oversee the implementation of the Consumer Protection Act, 1986 in the State.

## **5. Programs & Schemes**

### **i) Anna Bhagya Scheme**

The Government launched its much-awaited ambitious programme called ANNA BHAGYA YOJANA to supply 30 kg of Food Grains at 1/- per kg to below poverty line [Priority Household (BPL)] families across the State.

AHARA KHATRI YOJNE on 18<sup>th</sup> December 2013, the government of Karnataka has passed an order Under which all fair price shops in the stat should remain open with public distribution system food grains, from 1<sup>st</sup> day to 10<sup>th</sup>, of every month between 8-A M, and 8PM. As the same

The kerosene Khatriyojne implemented from March 2014. under this scheme from 15<sup>th</sup>, of every month the kerosene oil will be issued, between 8A M and 8 P M. till 25<sup>th</sup> of the month to the Ration card holders

## **ii) Fair Price Shop:**

As per the Karnataka Essential Commodities (Transportation, Distribution and License) Control Order, 1992, fair price shops have been sanctioned to distribute food grains in different areas in the state and the responsibility of distributing food grains is entrusted to them by attaching certain number of ration cards, Presently the shop owners of the fair price shops have to work from 8.00 to 1.00 P.M and from 4.00 to 8.00 P.M in the shop. The government has declared every Tuesday as weekly holiday for fair price shops. The fair price shops have to be opened at the right time and the ration items have to be distributed to cardholders without giving any chance to any complaints. A notice board containing the details such as stock of ration items, rate, quantity etc., should be displayed before the fair price shop. Inspection book has to be maintained to co-operate with the inspector.

## **iii) Food Security Committee:**

Food Security Committee consisting of the District In-charge Secretary, the Deputy Commissioner, the Chief Executive Officer, Zilla Panchayath has been constituted in all the district of the state. The said committee hears the public grievances on every first and the third Saturday of the month and gives suitable solutions.

## **iv) Ahara Adalath:**

On 7<sup>th</sup> of every month Aharaadalath will be conducted in an area or fair price shop, or in a villege. Through this program, the ration card holders are educated about the functioning of the public distribution system regarding distribution at fair price shop level and also ration card holder can express their grievance before the officials of the department in public and this officials at adalath can hear the grievance and steps would be taken by them to solve the problem.

## **v) Food Guarantee Committee:**

In all Gram Panchayaths of the state, Food Guarantee Committee has been constituted. Chairman of the Social Justice Committee of the Grama Panchayath is the Chairman of this Committee. The said committee can conduct inspection has the power to examine the stock in the fair price shop, books and accounts and to conduct the investigation about the public and report to the higher officers.

## **vi) Vigilance Committee:**

Vigilance Committee has been constituted in the limits of every fair price shop. The said committee consists 7 members ( 5 women 1-SC, 1-ST, 2-OBC, 1-general category), 1- Locally elected member, 1- President of Shree Shakthi Group or a representative of NGO. The said Committee has to meet once in two months and inspect the distribution of ration items and has to submit report.

## **vii) Consumer Affairs :**

### **1. Consumer Rights:**

Central Government implemented the consumer Protection Act in 1986. The important consumer rights provided therein are as follows:

- i) Right to safety
- ii) Right to Information
- iii) Right to choose
- iv) Right to Complain
- v) Right to Redressal
- vi) Right to consumer Education

### **2. The Karnataka state Consumer's Dispute Redressal Commission and District Consumer Dispute Redressal Forum:**

The consumer can file complaints about the defect found in the goods purchased and deficiencies in various services before the state commission and District Forums and these complaints can be filed in an ordinary paper without the assistance of any advocate.

### **3. Consumer Guidance Cell:**

The cell was established in the Head office of the Department of Food, Civil Supplies and Consumer Affairs. The said cell creates awareness regarding consumer rights, gives information regarding the facilities rights gives information regarding the facilities provided by the law to the consumer and gives facilities provided by the law to the consumer and gives guidance with regard to other consumer related matters.

### **4. State Consumer Welfare Fund:**

The Karnataka Consumer Welfare Fund, Rules. 2005 has been framed and issued in the state. According to these rules, the State Consumer Welfare Fund has been established and as per the said rules the State Consumer Welfare Fund Committee has been constituted. According to the recommendations of the said committee not only the consumer awareness programmes are being arranged but also grants are being released to various consumer organization for consumer activities.

### **5. The state Consumer Protection Council:**

The Government of Karnataka has constituted the Karnataka State Consumer's Protection Council order Rule 2A of the Karnataka Consumer Protection Rules, 1988 for the development and development and Protection of consumer rights and issued orders.

### **6. District Consumer Protection Council:**

The District Consumer Protection Councils have been constituted in all the District of the state u/s 30(2) of the Consumer Protection Act, 1986 (Central Act No.68 of 1986 ) and Rule 2 C of the Karnataka Consumer Protection of consumer rights consisting the Deputy Commissioners of the districts as the Presidents and active consumer organizations of the Districts, Women Co-Operative Societies, Farmers Co-Operative

Societies , Trade/ Commerce Division, Chairman of Shree Shakthi Sangha. Youth organizations and members of this council.

7. World Consumer Rights Day:

“World Consumer Rights Day” is being celebrated on 15<sup>th</sup> of march every year in memory of declaration of 4 important fundamental rights by Sri John F. Fennadi the former President of the USA to all consumer of the world.

8. National Consumer’s Day:

The Nation Consumer’s Day is being celebrated on 24<sup>th</sup> December of every year throughout the nation in memory of implementation of the Consumer Protection Act, 1986 in India.

9. Consumer Club in School:

In order to create awareness at initial stage among the student of middle/high school level, regarding the rights available to the consumers the school consumer club scheme has been introduced with the financial assistance of the Central Government.

10. Consumer Adalat:

Grahak Adalats are held at various Departments level, District, Taluks, Hobli and Village level involving voluntary organization having interest in Consumer Rights to create awareness regarding the available rights and duties of the consumers of rural and the other areas.