

Citizen's Charter

Commissionerate of Civil Supplies

Civil Supplies Bhavan
Somajiguda, Hyderabad - 500 082

www.civilsupplies.telangana.gov.in

Citizen's Charter

About the department

The Commissionerate of Civil Supplies is responsible for distribution of essential commodities like PDS rice, wheat, sugar and kerosene through Fair Price Shops (FPSs) under the Public Distribution System (PDS) to the people of Telangana at a subsidized rate. Its other responsibilities include issuing of computerized cards, dealing with consumer affairs, monitoring of prices of essential commodities, distribution of LPG connections to BPL women (Deepam Scheme). Besides distribution of essential commodities, the Commissionerate is also responsible for procurement of food grains under Minimum Support Price (MSP).

The Consumer protection and welfare are also key responsibilities of the Commissionerate of Civil Supplies.

The functions of the Commissionerate include:

- Enforcement of provisions of the Essential Commodities Act and the control orders under the same. The provisions relate to all aspects like movement, milling, stocks, storage, price, procurement, distribution etc. The District Civil Supply Officers have licensing and regulation functions in respect of Edible Oils and Sugar.
- Maintenance of public distribution system and food security.
- Price support to farmers through implementation of MSP.
- Implementation of Policies for procurement of paddy at MSP by agencies like FCI, Telangana State Civil Supplies Corporation IKP groups etc. Decentralised procurement and distribution of essential commodities through Public Distribution System.
- Evolves policy for issue of Food Security Cards, allotment of Deepam connections to the women members of the families belong to BPL, AAY and ANP etc.
- Oversees all matters connected with the allotment, lifting, movement and supply of essential commodities by the Telangana State Civil Supplies Corporation Ltd.

- Monitoring of prices of essential commodities and Market Intervention Operations for controlling the open market prices, if need arises.
- Implements Consumer Protection Act through State Commission and District Consumer Fora and other Consumer welfare Schemes.
- Arranges Consumer awareness through Consumer Clubs, Consumer Voluntary Organisations, Seminars, workshops and World and National Consumer Rights Days every year.
- **Monitoring of execution of** various Control Orders issued under **the** Essential Commodities Act, 1955 for checking against hoarding, black marketing, diversions etc.of essential commodities like food grains edible oils, Petroleum Products viz. Kerosene, LPG, Petrol **and diesel** etc.
- As a convener arranges the meetings of the Price Monitoring Committee under the Chairmanship of the Chief Secretary and the Group of Ministers periodically.
- Takes measures to ensure that the Departments concerned with various essential commodities take action to undertake Market Intervention in purchases wherever necessary to make them available to the consumers at affordable prices in the open market.
- Arranges payment of Subsidies to the Telangana State Civil Supplies Corporation for supply of Rice and other Essential Commodities and the security deposit for LPG cylinder & Regulator to the **PSU** Oil Companies for release of Deepam connections.

Organizational Hierarchy

The administrative wing at the Commissionerate level has the following hierarchy.

1. Commissioner of Civil Supplies
2. Joint Commissioner of Civil Supplies

The District and field level hierarchy is as follows:

1. District Collector
2. Joint Collector
3. District Civil Supply Officer
4. Revenue Divisional Officer
5. Assistant Civil Supply Officer
6. Tahsildar

- i. **Vision:** To see a food secured Telangana where all citizens have access to food grains and other essential commodities, and to ensure minimum support price to the farmers for their farm produces.
- ii. **Mission:** To ensure availability of and access to all essential commodities to the people of the state through public distribution system ensuring minimum support price to the farmers, controlling price through market intervention and reducing the related public grievances.

iii. **Main Services offered by the Commissionerate of Civil Supplies**

The major services delivered by the Commissionerate of Civil Supplies include:

- Issuance of Food Security cards and other related services
- Delivery of essential commodities under public distribution system through fair price shops
- Procurement of food grains at MSP
- Licensing of Edible Oils and Edible Oil seeds and Sugar dealers (both retail and wholesale) and the petroleum products (diesel, petrol, LPG and Kerosene) dealers.

Sl. No.	Service	Service Standard				Contact details of Service Delivery Officer	Contact details of Grievance Redress Officer
		Procedure	Time Frame	Documents required to be submitted at time of application	Fee (in Rs.)		
A. Food Security Card Related Services: Through Mee Seva / e Seva Centres – The following services viz., 1) change of residential address within the district/to other district 2) Inclusion of members, 3) Deletion of members 4) issue of surrender certificate in respect of migrations / transfers to other States and 5) New Food Security Card are now offered through Mee Seva centres.							
1	Change of residential address within the district	1) Submission of application at Mee Seva counter 2) To be applied in formal application 3) Duration of enquiry 4) Approval of Tahsildar / Assistant Civil Supply Officer	30 days	Any proof like i) Electricity Bill, ii) Municipality Bill iii) Bank Pass book iv) Telephone bill in support of new place or residence to which place transfer sought. v) Aadhaar card	Rs. 35/-	Tahsildar (Rural areas) Assistant Supply Officer (Hyderabad, Rangareddy and Urban area)	Revenue Divisional Officer / District Supply Officer
2	Inclusion of members	1) Submission of application at Mee Seva counter 2) No specific form 3) To be applied in formal application only 4) Duration of enquiry 5) Approval of Tahsildar / Assistant Civil Supply Officer and delivery to citizen	30 days	i) Electricity Bill ii) Telephone Bill iii) Aadhaar card iv) Birth Certificate v) School Register extract, if any and none of them is available, self Declaration is to be furnished.	Rs. 35/-	Tahsildar (Rural areas) Assistant Supply Officer (Hyderabad, Rangareddy and Urban area)	Revenue Divisional Officer / District Supply Officer

3	Declaration of members and issue of certificate in respect of live members	1)Submission of application at Mee Seva counter 2) No specific form 3) To be applied in formal application only 4) Duration of enquiry 5) Approval of Tahsildar / Assistant Civil Supply Officer and delivery to citizen	30 days	i)Gram panchayat or Local Body's Certificate ii)Death Certificate(issued by competent authority) iii)Marriage invitation card	Rs.35/-	Tahsildar (Rural areas) Assistant Supply Officer (Hyderabad and Rangareddy)	Revenue Divisional Officer / District Supply Officer.
4	Issue of surrender certificate	1)Submission of application at Mee Seva counter 2) No specific form 3)To be applied in formal application only 4) Duration of enquiry 5) Approval of Tahsildar / Assistant Civil Supply Officer and delivery to citizen	30 days	Old Ration Card Number or Food Security Card number,name & address of the applicant and F.P.Shop No. proof of transfer if on official purpose	Rs.35/-	Tahsildar (Rural areas) Assistant Supply Officer (Hyderabad and Rangareddy)	Revenue Divisional Officer / District Supply Officer
5	Receipt of application for New Food Security Card	1)Submission of application at Mee Seva counter 2)No specific form 3)To be applied in formal application only 4)Duration of inquiry 5)Approval of Tahsildar / Assistant Civil Supply Officer	30 days	Old Ration Card Number OR Food Security card number, name & address of the applicant and F.P. Shop No. proof of transfer if on official purpose	Rs. 35/-	Tahsildar (Rural areas) Assistant Supply Officer (Hyderabad and Rangareddy)	Revenue Divisional Officer / District Supply Officer.

Sl. No.	Service	Service Standard		Contact details of Service Delivery Officer	Contact details of Grievance Redress Officer
		Essential commodities supplied and rate per kg.	Quantity supplied per month		
B. Distribution of essential commodities under Public Distribution System: The essential commodities are distributed through fair price shops during the period from 1 st to 15 th of the month.					
1	AFSC	Rice @ Re. 1/- per kg.	35 kg. per card	Revenue Divisional Officer (RDO / Sub-Collector (Rural Areas) District Supply Officer (Hyderabad district)	Joint Collector for district and Chief Rationing Officer for Hyderabad.
		Wheat @ Rs. 7/- per kg.	2 kg per card per month in Municipal corporations and 1 kg per card per month in Municipalities		
		Sugar @ Rs. 13.50 per kg.	1 Kg per AAY cards only		
		Salt @Rs.5.00 per Kg	1 kg per card		
		Kerosene oil @ Rs. 23/- per litre	Municipal Corporation non LPG – 2 ltrs. Municipalities & Mandal Headquarters (Non-LPG) – 2 ltrs. Rural Areas (Non LPG) – 1 ltrs. LPG/Deepam Card Holders in all areas – 1 Ltr.		
2	Annapurna	Rice free of cost	10 kg. per card		
		Wheat @ Rs. 7/- per kg.	2 kg per card per month in Municipal corporations and 1 kg per card per month in Municipalities		
		Salt @ Rs.5.00 per kg	1 kg per card		

		Kerosene oil @ Rs. 23/- per litre	Municipal Corporation non LPG – 2 ltrs. Municipalities & Mandal Headquarters (Non-LPG) – 2 ltrs. Rural Areas (Non LPG) – 1 ltrs. LPG/Deepam Card Holders in all areas – 1 Ltr.		
3	FSC cards	Rice @ Re. 1/- per kg.	6 kg. per unit without ceiling on number of members in the family	Revenue Divisional Officer (RDO / Sub-Collector (Rural Areas) District Supply Officer (Hyderabad district)	Joint Collector for district and Chief Rationing Officer for Hyderabad.
		Wheat @ Rs. 7/- per kg.	2 kg per card per month in Municipal corporations and 1 kg per card per month in Municipalities		
		Salt @ Rs.5.00 per kg	1 kg per card		
		Kerosene oil @ Rs. 23/- per litre	Municipal Corporation non LPG – 2 ltrs. Municipalities & Mandal Headquarters (Non-LPG) – 2 ltrs. Rural Areas (Non LPG) – 1 ltrs. LPG/Deepam Card Holders in all areas – 1 Ltr.		

Note: 1. Distribution of commodities at fair price shops are carried out from 1st to 15th day of every month.
2. The Fair Price Shop dealers shall keep open the Fair Price Shops at Hyderabad city from 8.00 AM to 12.00 PM in the morning and from 4.00 PM to 8.00 PM in the evening and in other than Hyderabad from 7.00 AM to 11.00 AM in the morning and from 4.00 PM to 8.00 PM in the evening on all working days and distribute commodities to the card holders. If the fair Price Shop dealer opens the shop on Friday and distribute commodities, he/she can avail holiday on any other day in the week.
3. The eligible card holders may take all the commodities or selected commodities from the F.P. Shop dealers.

IV. Grievance Redressal Mechanism

Services	Name and contact details of Grievance Officer	Helpline number/ Website url to lodge grievance	Timeframe for response	Timeframe for redress
For Food Security card related issues	Joint Collector in districts and Chief Rationing Officer in Hyderabad.	--	3 days	14 days
For distribution of essential commodities under PDS	Collector in the districts	--	3 days	7 days
For Issue of new license / renewal of license / issue of duplicate license to wholesalers to sale Pulses, Edible oils and edible oil seeds and sugar and other essential commodities.	DCSO	--	3 days	7 days
For Issue of new license / renewal of license / issue of duplicate license to wholesalers and retailers to sale/purchase / store petroleum products	Joint Collectors	--	3 days	7 days
Issue of authorization to FP Shop Dealers	RDOs		3days	7 days
Implementation of the MSP	Collectors concerned	--	3 days	7 days

v. Facilities available to citizens for obtaining information

The Department has a website at which details of major activities of this department, list of wings under the department and contact details of all key officers are available.

S.No	Items	Name	Email	Phone
1.	Assistant Public Information Officer under the RTI Act, 2005	Sri A.V.S.V.Prasada Rao Dy.Commissioner(CS)	dydir_ca_mc_cs@telangana.gov.in	8008781592 (Mobile)
2.	Public Information Officer under the RTI Act, 2005	Sri.B.Chandra Prakash Dy Commissioner.	dydir_ca_mc_cs@telangana.gov.in	8008301382
3.	Appellate Authority (AA)	Dr.Akun Sabharwal, IPS. Commissioner of Civil Supplies	Commr_cs@Telangana.gov.in	040- 23310617, 23310462
4.	Departmental website	www.telanganacivilsupplies.gov.in		

vi. Stakeholders

S.No	Stakeholder	Relation with the stakeholder
1.	Citizen	Service Provider
2.	Tahsildar (Revenue)	Service Provider
3.	Oil Marketing Companies	Licensing / Regulating authority
4.	Fair Price Shop Owners / dealers	Licensing / Regulating authority
5.	Wholesalers and retailers of food grains	Licensing / Regulating authority
6.	Millers	Regulating Authority
7.	Consumer Courts	Quasi Judicial Authority
8.	Civil Supplies Corporation	Service Provider
9.	FCI	Service Provider
10.	Marketing Federation	On request Service Provider
11.	Self Help Groups	Service Provider

Vii. Responsibility Centres and Subordinate Organizations

S . N o	Responsibility Centre/Subordinate Organisations	Name of Officer	Landline number	Mobile Number	Email	Address
1	TS Civil Supplies Corporation	VC & MD	040 23310973	8008381111	md_ts@apsc.sc.gov.in	Civil Supplies Bhavan, Somajiguda, Hyderabad.
2	Fair Price Shops	Available with the RDOs / DCISOs / ACISOs / Tahsildars concerned.				
3	FCI	General Manager – Region	040 23234842		srmfcia@nic.in	3 rd floor, HACA Building, Opp. Assembly, Hyd.
4	Marketing Federation	Managing Director	040 23235207		Mdmarkfed@gmail.com	Mahathma Gandhi Markfed, Jambagh

Viii. Indicative expectations from service recipients

S.No	Indicative expectations from service recipients
1.	Submitting duly completed application forms in all respects
2.	Submitting relevant documents/ enclosures if any along with the application
3.	Adhering to the time lines stipulated (if any) for completion of formalities for the service delivery
4.	Keeping proper records of letters and communications with the department
5.	Fair Price Shops should maintain proper records

ix. Month and Year for the next review of the Charter

This Citizen's Charter will be revised after one year or whenever there is change in policy, whichever is earlier.

Names and Mobile Numbers of the Joint Collectors:

Sl.No	Name of the District	Name of the Joint Collector	Mobile No.
1	Adilabad	Ms. G.Sandhya Rani	08732-226557
2	Mancherial	Sri Y.Surender	08736-250106
3	Nirmal	Sri A.Bhaskar Rao	08734-244366
4	Komuram Bheem Asifabad	Sri P.Rambabu	-
5	Nizamabad	Sri M.Venkateswarlu	08462-232051
6	Kamareddy	Sri D. Yadi Reddy	-
7	Karimnagar	Sri G.V.Shyam Prasad Lal	0878-2240749
8	Peddapalli	Smt M.Vanaja Devi	08728-223313
9	Jagtial	Sri A.Nagendra	08724-222205
10	Rajanna Siricilla	Sri Shaik Yasmin Basha	08723-231144
11	Warangal(U)	Sri S.Dayanand	0870-277215
12	Warangal(R)	Sri R.Mahender Reddy	0870-2510888
13	Mahabubabad	Sri M.David	08719-241241
14	Jayashankar	Smt K.Swarna latha	08713-248068
15	Janagaon	Sri O.J.Madhu	0871-622115
16	Khammam	Smt Masrath Khanam Ayesha	08742-2224174
17	Badradri	Sri K.Venkateswarlu	08744-243025
18	Nalgonda	Sri Narayan Reddy	08682-244509
19	Suryapet	Sri D.Sanjeev Reddy	-
20	Yadadri	Sri G.Ramesh	08685-234008
21	Medak	Sri G.Nagesh	08452-223222
22	Sanga reddy	Smt K.Nikhila	08455-276426
23	Siddipet	Sri S.Padmakar	08457-230177
24	Hyderabad	Sri G.Ravi	040-23201575
25	Ranga reddy	Sri S.Harish	040-23237417
26	Medchal	Sri Srinivas Reddy	040-29700822
27	Vikarabad	Ms K.Aruna Kumari	-
28	Mahabubnagar	Sri S.Venkat Rao	08542-242459
29	Wanaparthy	Sri D.Venugopal	08545-233528
30	NagarKurnool	Sri P.Srinivas Reddy	08540-230222
31	Jogulamba Gadwal	Sri J.Niranjan	08546-274002

Contact details of DCSOs:

District	Name of the Officer	Designation	Place	Tele Phone	Cell Phone No.
Adilabad	Sri R. Sudersnam	DCSO	Adilabad	08732-226656	8008301411
Komuram Bheem	Sri T.Satyanarayana	DCSO	Asifabad		8008317991
Mancherial	Sri M.Srinivasa Reddy	DCSO	Mancherial		8008314213
Nirmal	Sri T.Kiran Kumar	DCSO	Nirmal		8008315707
Karimnagar	Sri Gouri Shanker	DCSO	Karimnagar	0878-2242523	8008301450
Jagityal	Sri P.Satyanarayana	DCSO	Jagtial		8008301451
Peddapalli	Sri T.Venkatesh (deput)	DCSO	Peddapalli		8008301457
Sircilla	Sri K.Srinath	DCSO	Sircilla		8008325850
Khammam	Smt.P.B.Sandhya Rani	DCSO	Khammam	0874-223082	8008301458
Badradri	Sri A. Laxman	DCSO	Kothagudem		8008301459
Mahabubnagar	Smt I.Sarada Priyadarshini	DCSO	Mahabubnagar	08542-242821	8008301480
NagarKurnool	Sri V.Mohanbabu	DCSO	NagarKurnool		8008301484
Wanaparthy	Smt. G.Revathi	DCSO	Wanaparthy		8008301482
Jogulamba	Sri R.Chandra Shekar Reddy	DCSO	Gadwal		8008338903
Sangareddy	Sri M.Srikanth Reddy	DCSO	Sangareddy	09455-276351	8008301487
Medak	Sri Arjun Mallik	DCSO	Medak		8008301488
Siddipet	Sri V.Venkateswarlu	DCSO	Siddipet		8008351651
Nalgonda	Sri S.Uday Kumar	DCSO	Nalgonda	08682-244396	8008301492
Suryapet	Smt A.Usha Rani	DCSO	Suryapet		8008301493
Yadadri	Smt P.Sandhya Rani	DCSO	Yadadri		8008534196
Nizamabad	Sri BNVV Krishna Prasad	DCSO	Nizamabad	08462-221253	8008301506
Kamareddy	Sri K.Kondal Rao	DCSO	Kamareddy		8008301507
Ranga Reddy	Sri A.Ramesh	DCSO	Ranga Reddy	040-23297256	8008301517
Malkajgiri	Smt C.Padma	DCSO	Malkajgiri		8008301518
Vikarabad	Smt C.Padmaja	DCSO	Vikarabad		8008301523
Warangal(U)	Smt N.Vijaya Laxmi	DCSO	Warangal(U)	0870-2511210	8008301544
Warangal(R)	Smt K.Vanajatha	DCSO	Warangal®		8008301545
Jayashankar	Sri K.H. Rahman	DCSO	Bhupalapally		8008301551
Mahabubabad	Sri Narasingha Rao	DCSO	Mahabubabad		8008537939
Janagaon	Smt P.Rukmini Devi	DCSO	Janagaon		8008545402
Hyderabad	Sri M.K.Rathod	DCSO	Hyderabad	040-23447777	8008301400

Sl. No.	Name of office/administrative unit	Name & designation	Office Tel: Residence Tel : Fax
1	Office of the Assistant Civil Supply Officer, Malakpet Circle, Near Bibi Cancer Hospital, (Opp: Officer's Mess), Malakpet, Hyderabad.	Sri Asst.Civil Supply Officer	8008301401
2	Office of the Assistant Civil Supply Officer, Yakutpura Circle, Purani Haweli, Near A.P. Administrative Tribunal, Hyderabad.	Smt G.Tanuja, ASCO	8008301402
3	Office of the Assistant Civil Supply Officer, Charminar Circle, (Near Rama Theatre), Bahadurpura X Roads, Hyderabad.	Sri Asst.Civil Supply Officer	8008301403
4	Office of the Assistant Civil Supply Officer, Nampally Circle, Manoranjan Complex, Near Exhibition Grounds, Nampally, Hyderabad.	Sri M.Mallikarjun, Asst.Civil Supply Officer	8008301404
5	Office of the Assistant Civil Supply Officer, Mehdipatnam Circle, Manoranjan Complex, Exhibition Complex, Nampally, Hyderabad.	Sri T.Venkatesh, Asst.Civil Supply Officer	8008301405
6	Office of the Assistant Civil Supply Officer, Amberpet Circle, Achaiahnagar, Beside Prajasakthi Office, Baghlingampally, Hyderabad.	Sri K.Srinath, Asst.Civil Supply Officer.	8008301406
7	Office of the Assistant Civil Supply Officer, Khairathabad Circle, Anand Nagar Colony, (Old MRO's Office), Khairathabad, Hyderabad.	Sri K.Srinivas, Asst.Civil Supply Officer	8008301407
8	Office of the Assistant Civil Supply Officer, Begumpet Circle, A.P.H.B.Complex, Patney Centre, Secunderabad.	Smt. V.Madhavi Asst.Civil Supply Officer	8008301408
9	Office of the Assistant Civil Supply Officer, Secunderabad Circle, Opp: St. Francis Girls High School, (Behind Manohar Theatre, Secunderabad)	Sri Shaik Mohd. Ali , Asst.Civil Supply Officer	8008301409
Ranga Reddy Urban Area			
1	Office of the Assistant Civil Supply Officer, Balanagar Circle, Narsapur X Roads, Balanagar, Medchal District. Cell No.80083 01521	Sri P. Anil Kumar	8008301521
2	Office of the Assistant Civil Supply		

	Officer, Uppal Circle, Beside Tahsildar Office, Uppal X Road, Ranga Reddy District.	Sri A.Premkumar	8008301519
3	Office of the Assistant Civil Supply Officer, Saroornagar Circle, RR district, TNGO's Building, Opp:Mahavir Hospital, Masab Tank, Hyderabad.	Smt. G. Bala Saroja	8008301520