

Manual 17: Particulars of Public authority

Sr No .	Branch Name	Citizen's charter of the public authority	Grievance redressal mechanisms	Details of applications received under RTI and information provided	List of completed schemes/ projects/ programmes	List of schemes/ projects/ programmes underway	Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract. Any other information
1	Rice	As per the Citizen's Charter of the Department	In the Grievance Redressal Mechanism, a person can approach to the Branch Officer or the Department Head.	Applications received: Information provided	No	No	No
2	Storage	Nil	Nil	Nil	Nil	Nil	Nil
3	Distribution	As per rules	As per Punjab Food Security Rules 2016.	N.A.	N.A.	TPDS/ State sponsored Atta Dal Scheme	N.A.
4	Supply	The branch follows	The citizen can complain	14 applications	Nil	Nil	Nil

		<p>citizen charter of the department of Food, Civil Supplies & Consumer Affairs, Punjab.</p>	<p>regarding non-availability of services/ products from gas agencies, petrol pumps and brick kiln to the respective 22 District Controllers, Food, Civil Supplies & Consumer Affairs, in the State of Punjab.</p> <p>If the grievance is not redressed, he can appeal at the head office level.</p>	<p>received and information provided from 1st January 2014 to 4th December 2014.</p>			
5	Food Purchase	N.A.	N.A.	Branch has received 11 RTI applications	N.A.	N.A.	N.A.

				from 1st January 2016 till 28 December 2016			
6	Establishment- 1	-	-	A total of 36 applications were received within a period of 01 jan 2015 to 31 dec 2015-	-	-	-
7	Establishment -2						
8	Establishment -3	As per department' s Citizen Charter.	A person can approach to HOD for any grievances.	32(from 01- 01-2016to 30- 12-2016	-	-	-
9	Establishment -4	As per department' s Citizen Charter.	A person can approach to HOD for any grievances.	41(from 01-01- 2016 to 20-12- 2016)and information was provided in the light of RTI Act.	Nil	Nil	Nil
10	Establishment Accounts-1	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
11	Establishment Accounts-2	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
12	Inspection	The branch follows the	Nil	N.A.	N.A.	N.A.	N.A.

		citizen charter of the department of Food, Civil Supplies & Consumer Affairs, Punjab					
13	Recovery	The branch follows the citizen charter of the department of Food, Civil Supplies & Consumer Affairs, Punjab	Nil	Applications received: 3 Information provided: 3	Nil	Nil	Nil
14	Banking	Nil	Nil	0	Nil	Nil	Nil
15	Less-Excess	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
16	Quality Control	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
17	Wheat Accounts (1 to 4)	As per Departmental Citizen Charter		0	Nil	Nil	Nil
18	Rice Accounts (1 to 3)	No	No	No	No	No	No

19	Budget Fund	Nil	Nil	Nil	Nil	Nil	Labour/Cartage, Transportation, PEG Godown & Dharam Kanda contracts are allotted as per policies/agreement for Rabbi and Kharif season every year.
20	Incidental	As per Department Citizen's Charter	Person with Grievance can approach to Head of the Department	Nil	Nil	Nil	Nil
21	Compilation	As per Department Citizen's Charter	Person with Grievance can approach to Head of the Department	Nil	Nil	Nil	Nil
22	General Provident Fund Branch	As per Department Citizen's Charter	A person can approach to HOD for any grievance		Nil	Nil	Nil