

## 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	<b>Rice</b>	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	<b>Storage</b>	Nil	Nil	Nil	Nil	Nil	Nil
3	<b>Distribution</b>	As per rules	As per Punjab Food Security Rules 2016.	N.A.	N.A.	TPDS/ State sponsored Atta Dal Scheme	N.A.
4	<b>Supply</b>	The branch follows	The citizen can complain	14 applications	Nil	Nil	Nil

		<p>citizen charter of the department of Food, Civil Supplies &amp; 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 &amp; 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	<b>Food Purchase</b>	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	<b>Establishment- 1</b>	-	-	A total of 36 applications were received within a period of 01 jan 2015 to 31 dec 2015-	-	-	-
7	<b>Establishment -2</b>						
8	<b>Establishment -3</b>	As per department' s Citizen Charter.	A person can approach to HOD for any grievances.	32( from 01- 01-2016to 30- 12-2016	-	-	-
9	<b>Establishment -4</b>	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	<b>Establishment Accounts-1</b>	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
11	<b>Establishment Accounts-2</b>	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
12	<b>Inspection</b>	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	<b>Recovery</b>	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	<b>Banking</b>	Nil	Nil	0	Nil	Nil	Nil
15	<b>Less-Excess</b>	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
16	<b>Quality Control</b>	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
17	<b>Wheat Accounts (1 to 4)</b>	As per Departmental Citizen Charter		0	Nil	Nil	Nil
18	<b>Rice Accounts (1 to 3)</b>	No	No	No	No	No	No

19	<b>Budget Fund</b>	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	<b>Incidental</b>	As per Department Citizen's Charter	Person with Grievance can approach to Head of the Department	Nil	Nil	Nil	Nil
21	<b>Compilation</b>	As per Department Citizen's Charter	Person with Grievance can approach to Head of the Department	Nil	Nil	Nil	Nil
22	<b>General Provident Fund Branch</b>	As per Department Citizen's Charter	A person can approach to HOD for any grievance		Nil	Nil	Nil