



## **ABSTRACT**

Public Distribution System – Implementation of National Food Security Act –  
Vigilance Committees formed – Guidelines to be followed by Vigilance  
Committees – Orders - Issued.

---

### **Co-operation, Food and Consumer Protection (B1) Department**

**G.O (Ms) No.174**

**Date: 14.12.2017**

திருவள்ளூர் ஆண்டு, 2048  
ஸ்ரீ ஹேவிளம்பி வருடம், கார்த்திகை, 28

**Read:**

1. G.O (Ms) No.89, Cooperation, Food and Consumer Protection (B1) Department, dated 05.07.2017.
2. From the Commissioner of Civil Supplies and Consumer Protection, Letter No.E1/20170/ 17, dated 15.11.2017.

### **ORDER:-**

The Government of Tamil Nadu is implementing the National Food Security Act, 2013 (NFSA) from 1<sup>st</sup> November, 2016 by providing NFSA entitlement along with maintaining the universal character of Public Distribution System which was in practice earlier.

2. In the G.O. first read above, Rules have been framed under Section 40(1) of National Food Security Act, 2013 and it has been mentioned that Vigilance Committees should be constituted at Shop level, Taluk level, District level and State level under National Food Security Act, 2013.

3. In the letter second read above, the Commissioner of Civil Supplies and Consumer Protection has informed that Vigilance Committees have been formed at Shop/Taluk/District/State level and sent detailed proposal on the guidelines to be followed by the Vigilance Committees for effective implementation of Grievances Redressal Mechanism under National Food Security Act.

(P.T.O)

4. The Government after careful examination have accepted the proposal of Commissioner of Civil Supplies and Consumer Protection at para 3 above and decided to issue the following guidelines to be followed by Vigilance Committees:-

**A) Shop Level Vigilance Committees**

- i) To ensure that Fair Price Shop is opening on scheduled time and distribution is made strictly as per eligibility of cardholders.
- ii) To ensure that all cardholders of the Fair Price Shop are issued with Smart Cards.
- iii) To ensure that the names of all family members, including Head of family is correctly recorded in the Smart Cards. Lapses if any, shall be brought to the knowledge of the Taluk Supply Officers / Assistance Commissioners.
- iv) To create awareness among the cardholders regarding the eligibility criteria for Priority Households and Non-Priority Households cards.
- v) To create awareness among the cardholders about bogus billing and to lodge complaint through SMS to 9980904040.
- vi) To ensure that the contact details of the DGRO is displayed prominently in the shop premises.
- vii) To inform to Taluk Supply Officers / Assistant Commissioners the information regarding bogus cards, if any.

**B) Taluk Level Vigilance Committees**

- i) To create awareness among cardholders to avail Complaint Cell facilities and SMS complaint registration regarding Public Distribution System complaints.
- ii) To assist the public in their area in applying for Smart Cards and other card related matters through online.
- iii) To monitor the functioning of Shop level Vigilance Committees.

**C) District Level Vigilance Committees**

- i) To create awareness among public / cardholders to avail Complaint Cell facilities using Toll free number 1967 and 1800 4255 901 regarding Public Distribution System complaints.
- ii) To create awareness among cardholders regarding eligibility criteria for Priority Households and Non-Priority Households cards.
- iii) To bring the general complaints regarding Public Distribution System to the knowledge of officials concerned and to the DGRO.
- iv) To monitor the functioning of Shop/Taluk level Vigilance Committees

(Con.....3)



**D) State Level Vigilance Committees**

- i) Create awareness among the public about National Food Security Act and its implementation, the complaint and Grievance Redressal Mechanisms detailed in the Acts and Rules.
- ii) Regularly supervise the implementation of all schemes under the National Food Security Act, 2013.
- iii) To monitor the functioning of District level Vigilance Committees.

(BY ORDER OF THE GOVERNOR)

**KUMAR JAYANT,**  
Principal Secretary to Government.

**To**

The Commissioner of Civil Supplies  
and Consumer Protection,  
Chennai-5.

All District Collectors

(through the Commissioner of Civil Supplies  
and Consumer Protection, Chennai-5 )

**Copy to:**

The Special Personal Assistant to Minister (Food & Civil Supplies),  
Chennai-600 009.

The Private Secretary to Principal Secretary to Government,  
Co-operation, Food and Consumer Protection Department,  
Chennai-9.

Co-operation, Food and Consumer  
Protection (F, D and CA) Department,  
Chennai-9.  
SF/SC.

//Forwarded by order//

*V. S. Kumar* 13/12/17  
**SECTION OFFICER.**  
*B. S.*  
15-12-17