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PREAMBLE

The Government of Tamil Nadu is committed to provide food Security to every person. In order to achieve this goal, our State has been implementing a unique Universal Public Distribution System without any discrimination covering all the families. This system has been widely appreciated as an effective tool to provide food security to all.

For better monitoring and providing timely supply of the commodities to the Public Distribution System shops, End to End computerization has been implemented in Tamil Nadu and all Fair Price Shops have been provided with Point of Sale device (PoS) to distribute essential commodities to the card holders. This system has helped in eradicating duplicate family cards/units and in streamlining allocation of rice and other commodities under Public Distribution System.

For effective implementation of NFSA 2013, the State Food Commission has been formed by appointing the Chairperson and five other members with effect from 16.02.2018.

Tamil Nadu Civil Supplies Corporation is taking care of procurement, storage and distribution of essential commodities under the Public Distribution System.

The Tamil Nadu Warehousing Corporation is providing scientific storage facilities to farmers and other trading distributors. This Corporation builds and operates Warehouses to enhance the storage facilities with a view to reduce the losses of commodities.

Consumer Protection is of paramount importance and this Government ensures consumer protection through an efficient redressal mechanism with sufficient powers to ensure quick redressal of grievance.

The Government of Tamil Nadu have constituted a Price Monitoring Committee in the State which meets periodically to take necessary steps to control increase in prices of essential commodities.

A dedicated enforcement wing has been functioning to curb illegal diversion and hoarding of essential commodities.

Our state is effectively implementing the Universal PDS scheme to achieve the Sustainable Development Goals (SDG) i.e., to end hunger and to ensure food security to all.

Chapter-1

PUBLIC DISTRIBUTION SYSTEM

1.1 Introduction

Government of Tamil Nadu have pledged to provide food security to every citizen residing in the State. In order to achieve this, the Public Distribution System is functioning with its unique universal character, besides implementing the National Food Security Act, 2013. The State's Universal Public Distribution System has attracted overwhelming appreciation for extending it to all sections of the people without any discrimination based on their economic or social status.

National Food Security Act, 2013 (NFSA) was implemented in the State with effect from 01.11.2016 by following the pattern of supply of rice as mandated under NFSA with protection of

erstwhile scale of supply for all rice cardholders retaining the universal character of Public Distribution System. Rice is supplied free of cost to every cardholder from 01.06.2011.

For effective implementation of NFSA 2013, the State Food Commission has been formed by appointing the Chairperson and five other members with effect from 16.02.2018.

The state has computerized the whole Public Distribution System through the 'End-to-End computerization' project, automating transactions at fair price shops, monitoring the movement and availability of food grains at various points of supply. It has also brought in transparency and easy access of the services rendered by the department to the public. Smart family cards have completely replaced the old paper based cards.

1.2 Role of Civil Supplies and Consumer Protection Department

Civil Supplies and Consumer Protection Department plays a vital role in :-

- a) implementation of Public Distribution System related policies of the Government.
- b) executing and closely monitoring Public Distribution System in the State.
- c) enforcing the provisions of Essential Commodities Act, 1955 and Control orders issued there under.
- d) creation of awareness among public as well as student communities about Consumer rights and legal provisions available under Consumer Protection Act through awareness programmes etc, across the State.

1.3 Role of Tamil Nadu Civil Supplies Corporation

Tamil Nadu Civil Supplies Corporation (TNCSC) is a State agency delegated to procure, store and distribute the essential commodities such as Rice, Wheat, Sugar, Tur Dal and Palmolein oil for distribution under State's Public Distribution System (PDS). It lifts the food commodities such as rice and wheat from Food Corporation of India, procures sugar from Tamil Nadu Sugar Federation and open market, procures Tur Dal from NAFED and Palmolein Oil from open market through tender. It stores the above commodities in their godowns and distributes them to the fair price shops against monthly requirements.

1.4 Fair Price Shops

Fair price shop is the basic unit of storage and supply of essential commodities to the

smart family cardholders in the structure of Public Distribution System. Majority of the fair price shops are run by Co-operative Department through Co-operative Societies and some by Tamil Nadu Civil Supplies Corporation. In addition, few fair price shops are run by Women Self Help Groups and other co-operatives. In Tamil Nadu, fair price shops are operated only by the Government Agencies and not by any private traders / retailers.

All essential commodities are distributed to the cardholders through the Point of Sale (PoS) Devices using smart family cards in all the fair price shops functioning across the State. Point of Sale Devices enable monitoring in real time, all the transactions in the fair price shops.

Details of number of fair price shops run by various Agencies as on 31.05.2019 in the State are as detailed below:

Sl. No.	Agency	Full Time	Part Time	Total
1	Co-operative Societies (under the Registrar of Co-operative Societies)	23,473	9,458	32,931
2	Other Co-operative Societies	314	162	476
3	Tamil Nadu Civil Supplies Corporation	1,178	277	1,455
4	Women Fair Price Shops run by SHGs	373	44	417
	Total	25,338	9,941	35,279

In order to help the people living in remote and inaccessible far-flung areas, hilly areas or areas that are prone to law and order problems, the State Government has taken efforts to establish fair price shops within a convenient reach of the cardholders, so that they will not

have to walk more than 1.5 km from their residence to buy essential commodities. The Government has taken steps to open new fair price shops, wherever necessity arises by relaxing the guidelines prescribed.

1.5 Smart Family Cards

As a part of end to end computerization of Public Distribution System, the Government have issued smart cards to all family cardholders and as on 31.05.2019, a total no. of 1,99,53,681 smart family cards are in circulation.

1.5.1 Type of Smart Family Cards

Five types of smart family cards are issued on the basis of cardholders' choice and as per NFSA norms. The details of the number and the type of smart cards in circulation as on 31.05.2019 is as indicated as follows:

Sl. No.	Type of Family Card	Commodities entitled	No. of Family Cards
1.	Priority House Hold (PHH)*	All Commodities including Rice	77,81,055
2.	Priority House Hold - Antyodaya Anna Yojana (PHH-AAY)	All Commodities including 35 kgs of Rice	18,64,600
3.	Non-Priority House Hold (NPHH)**	All Commodities including Rice	92,49,207
4.	Non-Priority House Hold-Sugar (NPHHS)	Sugar option cards(All commodities except Rice)	10,12,630
5.	Non-Priority House Hold-No Commodity (NPHH-NC)	No Commodities	46,189
Total Smart Family Cards			1,99,53,681

***Government of India allotment**

****State Government's Own Fund**

1.5.2 AAY Family Cards

Poorest of the poor families residing in the State are identified and brought under the Antyodaya Anna Yojana (AAY) Scheme. Besides other commodities supplied under Public Distribution System, the AAY beneficiaries are entitled for 35 kgs. of rice at free of cost. AAY beneficiaries allotted to this State by Government of India is 18,64,600. This scheme has ensured total food security in the State.

1.5.3 Family Cards for Third Gender

Duly recognizing the Third Gender, also termed as "Transgenders" residing in the State, the Government is providing smart family cards to them either to an individual or to a group and as on 31.05.2019, 2,293 family cards have been issued to them in the State. They are provided essential commodities under Public Distribution System as per entitlement.

1.5.4 Family cards for Police, Prison, Forest Department Personnel

As a welfare measure to the uniformed service personnel of Police, Prison, Forest Department, the Government is issuing all essential commodities to them through the fair price shops at normal issue price except Tur Dal, Sugar and Palmolein Oil, which are supplied at half the rate of Public Distribution System issue price per kg, i.e., Rs.15.00, Rs.12.50 and Rs.12.50 respectively. The Department and range of officials included under Uniformed Services, eligible for above subsidy is as below :-

Sl. No.	Name of the Department	Level of Officials eligible for subsidy
1.	Police	Second grade Constable to Inspector
2.	Forest	Cavady to Forest Ranger
3.	Prison	Second grade Warden to Deputy Jailor

These Uniformed Service Personnel are issued smart cards under the category of Non Priority House Hold (NPHH) tagged as 'Police cards' in the PoS device provided in the fair price shop for unique identification. As on 31.05.2019, 57,380 uniformed personnel are being benefitted under this category.

1.5.5 Supply of Rice under Public Distribution System to Old Age Pensioners (OAP)

The Government is providing 5 kg of rice per month without cost under Public Distribution System to 4,30,465 Old Age Pensioners (OAP) residing in the State, apart from 1,99,53,681 smart family cards.

1.5.6 Elimination of Duplicate Cards

Essential commodities are distributed only through smart family cards from 01.04.2017. End to End computerization and seeding of Aadhaar number in beneficiaries' database has ensured

elimination of duplicate cards and has ensured the distribution of highly subsidized essential commodities to genuine family cardholders only.

1.6. Scale of Supply of Essential Commodities Under Public Distribution System

Essential commodities such as rice, wheat, sugar, kerosene, Tur Dal and Palmolein Oil are distributed to the cardholders under Public Distribution System. The scale of supply and issue price of the commodities under Public Distribution System are as below :-

Sl. No.	Name of the Commodity	Monthly Scale of Supply	Issue Price
1	Rice	All rice cardholders are eligible for 5 kg of rice per person (including a child) per month or erstwhile entitlement (prior to NFSA) whichever is higher. All AAY cards are supplied with 35 Kg per month.	Free of Cost

Sl. No.	Name of the Commodity	Monthly Scale of Supply	Issue Price
2	Wheat	Out of the rice entitlement of a family card, 10 kgs per month in Chennai City and district headquarters and 5 kgs per month in other areas issued in lieu of rice, subject to the availability of wheat.	Free of Cost
3	Sugar	500 grams per head per month subject to a maximum of 2 kgs per month. In the case of sugar option cardholders, 500 grams per head per month plus an additional quantity of 3 Kg of sugar subject to a maximum of 5 kg per month.	Rs.13.50/- per Kg for AAY cards and Rs.25/- for all other cards
4	Kerosene	Ranges from 3-15 litres per family card depending upon the possession of LPG connection and place	Ranging from Rs.13.60/- to Rs.14.20/-

Sl. No.	Name of the Commodity	Monthly Scale of Supply	Issue Price
		of residence of the family cardholders.	per litre
5	Tur dal	1 kg per card	Rs.30/- per kg
6	Palmolein oil	1 litre per card	Rs.25/- per litre

1.6.1 Rice

In Tamil Nadu, rice remains the staple food of the people. It is drawn from central pool allotment under the Public Distribution System through Food Corporation of India. Present monthly allotment of rice and the prevailing issue price by the Food Corporation of India are detailed as follows :-

Sl. No.	Category	Monthly Allotment (In MT)	Issue Price of FCI per kg
1.	AAY	57,437	Rs.3.00
2.	PHH	1,35,784	Rs.3.00
3.	Tide Over	99,773	Rs.8.30
	Total	2,92,994	

The average monthly off-take of rice is 3.13 lakh MT.

1.6.2 Sugar

The Government of India abolished levy sugar system from June 2013 and instructed to make alternative arrangement to procure sugar for Public Distribution System, under assurance to provide subsidy by means of reimbursement at Rs.18.50/- per kg for those States which continue to have the retail price of Rs.13.50/- per kg at fair price shops. The subsidy allowed to 10,820 MT of sugar per month initially, was reduced by the Government of India to 1,864 MT entitled to AAY families only, resulting in increase in the subsidy burden of the State Government. Hence, the Government have revised the selling price of sugar under Public Distribution System with effect from 01.11.2017 at the rate of Rs.25/- per kg to all other cards, except AAY family cards.

1.6.3 Wheat

Wheat is the food grain consumed by the people of this State next to rice for preparation of variety of food items. The Government of India's monthly allocation of wheat to this State is 13,485 MT. Wheat is supplied at free of cost to the cardholders in lieu of rice, with effect from 02.02.2017. Out of the rice entitlement of family card, the cardholders may, at their own will, get 10 kg of wheat in Chennai city and District Head Quarters and 5 kg in other areas in lieu of rice at free of cost, subject to availability at the fair price shop.

1.7. KEROSENE

1.7.1 Kerosene Allotment to the State

Kerosene is allotted to this State by Government of India on quarterly basis for distribution under Public Distribution System. The Public Distribution System kerosene

requirement of the State is 43,940 KL per month. Government of India has gradually reduced the state's kerosene allocation and allotted it to 16,148 KL of kerosene per month to this State from October 2017, catering only 37% of State's full requirement. Government of Tamil Nadu is repeatedly insisting Government of India to allot 100% kerosene requirement of this State. The State Government has protested against unprecedented increase in ex-storage price of kerosene by Rs.8.62/- per litre by the Government of India from 01.07.2016 (increased by Rs.14.62/- per litre, w.e.f. 31.05.2019) and repeatedly requesting for complete withdrawal of price hike. The retail selling price of Public Distribution System kerosene ranges from Rs.13.60/- to Rs.14.20/- per litre across the State, according to the place of residence of the cardholders, with effect from 01.08.2011.

1.7.2 Running of Kerosene Bunks

In order to ensure availability of kerosene throughout the month to the family cardholders, Kerosene retail bunks are established in this State. A kerosene bunk serves about 5,000 to 15,000 family cards. Out of 290 kerosene bunks functioning throughout the State, 255 are under Co-operatives and 35 are under Tamil Nadu Civil Supplies Corporation. All the kerosene bunks are provided with Point of Sale machines.

1.8 Special Public Distribution System (SPDS)

In order to keep the price hike of Tur Dal and Palmolein oil under control in the open market, the Government is distributing Tur Dal and Palmolein oil to all the card holders under Special Public Distribution System. Every month, around 20,000 MTs of Tur dal and 1,50,00,000 litres (pouches) of Palmolein oil are being distributed to all the cardholders at subsidized

price. The Government have extended the supply of Tur Dal/Canadian Yellow Lentil and Palmolein oil upto February 2020 under Special Public Distribution System.

1.9 Supply of Rice to Muslims during Ramzan

During “Ramzan” month, the Government gives special allotment of raw rice to mosques for preparing ‘Nonbu Kanji’. For the year 2019, 5,450.384MT of raw rice was distributed to nearly about 2,927 mosques for Ramzan at the rate of Rs.1/- per kg across the State, that cost Rs.54,50,384/- to Government exchequer.

1.10 Distribution of Pongal Gift Hamper for Celebrating Pongal Festival

Government have issued Pongal Gift Hamper comprising 1 Kg of Raw Rice, 1 Kg of Sugar and 2 feet long Sugarcane, a pack containing each 20 grams of Cashew nut and Kismis, 5 grams Cardamom along with cash

support of **Rs.1,000/-** per family card to all family cardholders (except No Commodity Cards) and Srilankan Tamilians residing in camps through fair price shops to celebrate the Pongal festival in 2019 that cost Rs.2,246.60 crores to Government exchequer.

1.11 Implementation of National Food Security Act, 2013

Government of Tamil Nadu has implemented the National Food Security Act, 2013 with effect from 01.11.2016 while retaining the universal character of Public Distribution System in the State. As per the Act, entitlement of rice is 5 kg per member to the PHH cards. However, it is ensured that all rice cardholders get erstwhile entitlement or entitlement of 5 kg per member, whichever is higher, free of cost. In accordance with National Food Security Act, 2013. Priority Households (PHH) were identified taking into account the percentage determined

for urban (37.79%) and rural areas (62.55%) by Government of India. Details are hosted on the website www.tnpds.gov.in.

In cases where there is a need for special assistance, arrangements have been made for aged and physically challenged persons to draw their entitlement in their respective fair price shops through authorized nominees and thus, food security is ensured to every person.

1.11.1 Vigilance Committees

As envisaged in the NFSA, Vigilance Committees were formed at fair price shop level, Taluk level / Zone level, District level and State level to ensure benefits under Public Distribution System reaching the right persons. The Vigilance Committees at the State / District level shall meet at least once in a quarter and Taluk / Zone level and Shop level at least once in a month.

1.11.2 Grievance Redressal Mechanism

District Revenue Officers have been appointed as District Grievance Redressal Officers (DGROs) under NFSA to redress any grievances of public regarding the distribution of the essential commodities. In Chennai city, the Deputy Commissioner (City) North / South act as District Grievance Redressal Officers. The contact details of DGROs are made available in web portal and in concerned offices. A sound and robust grievance redressal system that includes dedicated toll free numbers **1967** and **1800 425 5901** for the use of cardholders and online facility has been put in place.

1.11.3 State Food Commission

The State Food Commission, a statutory body was constituted on 16.02.2018 as envisaged in National Food Security Act, 2013 and is functioning from 28.02.2018 with a

Chairperson and 5 members. It acts as an Appellate Authority, for the ordered cases by the District Grievance Redressal Officers. The Food Commission meets at regular intervals to discuss about the functioning of National Food Security Act in the State.

With a view to monitor the implementation of NFSA at field level the Chairperson has inspected Ramnad, Madurai, Coimbatore and Thiruvallur District. She has also conducted surprise checking of Fair Price Shops in the above districts. The Chairperson has inspected the conduct of Social audit on 26.01.2019 at Oothakkadu, Vilapakkam and Ekkadu village panchayats in Thiruvallur District. She has conducted review meeting with Joint Commissioner of Civil Supplies, Deputy Commissioner (City) North and South regarding implementation of NFSA. Another review meeting was conducted with Commissioner of

Civil Supplies, Managing Director of Tamil Nadu Civil Supplies Corporation and Registrar of Co-operative Societies to discuss issues relating to ensuring availability of sufficient food grains including people in hilly areas and distribution of entitled quantity of food grains. Two review meetings were held with District Grievance Redressal Officers through videoconference to monitor the internal Grievance Redressal Mechanism. The State Food Commission has so far redressed 124 telephone complaints. The State Food Commission has been sending its suggestions to State Government on better implementation of NFSA periodically.

1.12 End to End computerization in Public Distribution System and Issue of smart card

With a view to modernize the Public Distribution System and to check leakages/diversion of essential commodities, the Government of Tamil Nadu is implementing "End

to End Computerization” of Public Distribution System throughout the State. This system has facilitated digitization of family cards/beneficiary databases, computerization of supply-chain management, setting up of transparency portal and effective grievance redressal mechanisms. All fair price shops have been provided with Point of Sale (PoS) devices to distribute essential commodities to the cardholders.

This system enables online allocation of commodities for Public Distribution System, real time monitoring of movement of commodities at godowns and fair price shops and ensures distribution of commodities to cardholders as per entitlement.

It also helps the public to apply online for new family cards, mutations in family cards and know about the status of applications, etc. The cardholders can also view the availability of commodities in the fair price shop to which their

card is attached. Smart family cards are being issued from 01.04.2017 onwards to those families that have linked Aadhaar numbers to their cards.

The new web based monitoring system has also helped in preventing bogus billing as transaction details are communicated through SMS to registered mobile numbers to every cardholder.

1.13 Food Subsidy

All essential commodities are procured and issued to cardholders under Public Distribution System as well as Special Public Distribution System at highly subsidized rates. Rice and wheat are distributed at free of cost under Public Distribution System. The state have allocated Rs.6,000 crores as Food Subsidy for the Financial Year 2019-2020.

Chapter-2

CONSUMER PROTECTION

2.1 Introduction

Tamil Nadu has given utmost priority in creating consumer awareness among the people about consumer rights and consumer protection.

The main aim of the consumer protection is to ensure that goods and services are available to consumers at affordable prices without compromising on the quality or service.

The Government continuously strives to create awareness on consumer protection and welfare, by educating people about consumer rights, responsibilities and available grievance redressal methods. To ensure speedy redressal of grievances, Government have established quasi-judicial machineries for consumers at various levels.

2.2. Legal Redressal of Consumer grievances

Under the Consumer Protection Act, 1986 a three tier quasi-judicial machinery at the National, State and District levels have been established as follows: -

1. National Consumer Disputes Redressal Commission
2. State Consumer Disputes Redressal Commission and
3. District Consumer Disputes Redressal Fora

2.2.1 National Consumer Disputes Redressal Commission

The National Commission is the Apex quasi-judicial body functioning in New Delhi. It has original jurisdiction of cases dealing with monetary value of over Rs.1 Crore. The National Commission is also having Appellate jurisdiction

and Revisional jurisdiction over the State Consumer Disputes Redressal Commission.

2.2.2. State Consumer Disputes Redressal Commission

Any consumer can file a complaint before the State Commission, provided the cost of goods/services or the sum of compensation sought for is more than Rs.20 lakhs but less than Rs.1 crore. The State Commission is headed by a retired High Court Judge as the President with two Judicial Members and two non-judicial Members, one of whom is a female Member. On the administrative side, there is a Registrar, the Head of Department for dealing with the administrative matters of the State Commission and 32-District Fora. Considering the welfare of the consumers in the southern Districts, a Circuit Bench of State Commission at Madurai is constituted and functioning w.e.f. 11.08.2012.

The State Commission, Chennai & Circuit Bench of State Commission, Madurai is having the Appellate and Revisional jurisdiction for the respective District Fora in their jurisdiction. Since inception 29,787 cases have been filed and out of which 25,538 cases have been disposed off up to May 2019 which works out to be 85.73%. The details of cases filed and disposed of by the State Commission and circuit bench of State Commission, Madurai from January 2018 to May 2019 are given below :-

Months	APPEAL PETITIONS					CONSUMER COMPLAINTS				
	Pending at the beginning	No. of Cases Filed	Total	No. of Cases disposed	Balance at the end of the month	Pending	No. of Cases Filed	Total	No. of Cases disposed	Balance at the end of the month
Jan-18	2139	21	2160	13	2147	1643	17	1660	12	1648
Feb-18	2147	27	2174	30	2144	1648	28	1676	6	1670
Mar-18	2144	51	2195	26	2169	1670	23	1693	10	1683

Months	APPEAL PETITIONS					CONSUMER COMPLAINTS				
	Pending at the beginning	No. of Cases Filed	Total	No. of Cases disposed	Balance at the end of the month	Pending	No. of Cases Filed	Total	No. of Cases disposed	Balance at the end of the month
Apr-18	2169	57	2226	21	2205	1683	18	1701	13	1688
May-18	2205	15	2220	4	2216	1688	11	1699	1	1698
June-18	2216	47	2263	14	2249	1698	16	1714	4	1710
July-18	2249	37	2286	37	2249	1710	32	1742	8	1734
Aug-18	2249	68	2317	23	2294	1734	37	1771	8	1763
Sep - 18	2294	45	2339	70	2269	1763	25	1788	13	1775
Oct - 18	2269	42	2311	37	2274	1775	12	1787	11	1776
Nov - 18	2274	40	2314	41	2273	1776	18	1794	14	1780
Dec - 18	2273	39	2312	20	2292	1780	16	1796	3	1793
Jan - 19	2292	15	2307	45	2262	1793	16	1809	10	1799
Feb - 19	2262	43	2305	38	2267	1799	27	1826	10	1816
Mar - 19	2267	58	2325	29	2296	1816	13	1829	12	1817
April 19	2296	63	2359	41	2318	1817	18	1835	9	1826
May -19	2318	15	2333	1	2332	1826	9	1835	1	1834

2.2.3. District Consumer Disputes Redressal Fora

As per Consumer Protection Act, 1986, every Revenue District should have a District Consumer Disputes Redressal Forum. The District Consumer Disputes Redressal Fora are quasi-judicial bodies functioning in 32- Districts in the State where a consumer can file a complaint before the District Forum in his/her district, provided the cost of goods or compensation sought for does not exceed Rs.20 lakhs. Each District Forum consists of a President – who is a retired District Judge – with two members, one of whom is a female member. Since inception 1,21,926 cases have been filed and out of which 1,12,868 cases have been disposed off up to May – 2019 which works out to be 92.57%. The details of cases filed and disposed off by the District Consumer dispute redressal fora in the State from January 2018 to May 2019 are given as follows :-

Months	Pending at the beginning of the month	No. of cases filed	Total	Cases disposed of	No. of cases pending
Jan-18	9258	234	9492	242	9250
Feb-18	9250	236	9486	269	9217
Mar-18	9217	198	9415	270	9145
Apr-18	9145	333	9478	345	9133
May-18	9133	284	9417	274	9143
June-18	9143	175	9318	289	9029
July-18	9029	260	9289	302	8987
Aug - 18	8987	252	9239	257	8982
Sep - 18	8982	248	9230	282	8948
Oct -18	8948	706	9654	551	9103
Nov - 18	9103	194	9297	212	9085
Dec - 18	9085	241	9326	206	9120
Jan - 19	9120	227	9347	269	9078
Feb - 19	9078	246	9324	284	9040
Mar - 19	9040	249	9289	242	9047
April - 19	9047	271	9318	260	9058
May - 19	9058	221	9279	237	9042

2.3 Mediation Advisory Centre

Mediation Advisory Centre, one of the modes of Alternate Disputes Resolution in the form of facilitated negotiation in which a trained, neutral third party, called the mediator, assists the opposing parties to reach a mutually satisfactory settlement to their disputes without following any rigid procedure and at no cost was established as a pilot project and started functioning from 15.12.2011.

Now, the Government of Tamil Nadu has taken over the operation of Mediation Advisory Centre for further continuation at State Level.

2.4 Future Plan

At present, 12 District Fora are functioning in own building. Steps are being taken to get land at free of cost from the concerned District Collectors and Principal District Judges for the construction of own building for the remaining

20 District Fora. In future, all the District Forum will be functioning in their own building.

2.5 Tamil Nadu State Society for Consumer Protection and Empowerment (TANSCOPE)

To take up various consumer welfare activities across the State, the Government have established "Tamil Nadu State Society for Consumer Protection and Empowerment", a State Level Organization with the Commissioner of Civil Supplies and Consumer Protection as its President and Members from both Government and non-Government sector. It is committed to run State Consumer Helpline, publishing "Nugarvor Kavasam" a monthly journal and conducting training programs and workshops on consumer welfare activities.

2.6 State Consumer Help Line

As an alternate grievances redressal mechanism for consumers, a State Consumer

Help Line is operating in the office of the Commissioner of Civil Supplies and Consumer Protection. Any aggrieved consumer can contact the State Consumer Helpline where the complaint is registered and steps are taken to redress the grievance, provide clarification & guidance to the consumers on issues relating to Consumer Protection Act.

Contact details of the Help Line is as below:

Telephone Number	044-28592828
E.Mail address	<u>consumer@tn.gov.in</u> <u>schtamilnadu@gmail.com</u>
Online Registration	<u>www.consumer.tn.gov.in</u>
Mobile Number to send SMS	8680018002 8680028003

2.7 Tamil Nadu Nugarvor Kavasam – a monthly magazine on consumer awareness

The Civil Supplies and Consumer Protection Department is publishing a monthly magazine “Tamil Nadu Nugarvor Kavasam” to create consumer awareness among the public. It is registered with the Registrar of Newspapers of India. This magazine is priced at Rs.10/- per copy and is being distributed to public, Government Offices, Voluntary Consumers Organizations and Public Libraries in the State. Currently, it is holding 8,500 subscribers.

Chapter 3

PRICE CONTROL MEASURES

3.1 Introduction

In order to monitor availability of food commodities and its prices in the open market, a Price Monitoring Cell is functioning. This cell monitors the prevailing retail and wholesale prices of 23 selected food commodities like rice, wheat, pulses, sugar, edible oils and vegetables etc., on a daily basis, in the open market. It analyses the price situation and helps in giving advance feedback to Government for taking preventive measures at appropriate time, in case of any discrepancies in prices of food commodities. Monitoring the prices of food commodities has facilitated in taking appropriate remedial measures in the past by the Government to protect the poor and vulnerable sections of society from the brunt of increasing

prices of food commodities such as onion, pulses, etc.

3.2 Measures taken by the Government of Tamil Nadu

- Price Monitoring Committee constituted by the Government under the Chairmanship of the Hon'ble Minister for Food and Civil Supplies monitors price trends in the open market. Monitoring Committee will meet periodically or, if any adverse situation arises in price trend.
- The Government formed Price Stabilization Fund and allocated Rs.100 crores as corpus fund to manage any situation arising in price hike of essential commodities. There are 100 Amma Amudham Departmental Stores established with a corpus fund of Rs.20 crores from Price Stabilization Fund as one time grant with a view to curb the price

rise of any essential commodities in the open market.

- The Consumer Co-operative Stores and Tamil Nadu Civil Supplies Corporation procures fresh vegetables directly from farms and sell them through their 76 Farm fresh consumer outlets including 3 Mobile shops to control increase in prices of vegetables in the open market.
- To protect the vulnerable sections from increasing price trend in the open market, the Government is supplying Tur Dal and Palmolein oil at subsidized rate of Rs.30/- per kg and Rs.25/- per litre respectively under the Special Public Distribution System to all cardholders.

Chapter - 4

TAMIL NADU CIVIL SUPPLIES CORPORATION

4.1 Introduction

Tamil Nadu Civil Supplies Corporation was incorporated in the year 1972. Later, the Corporation was registered on 1st April 2010 under Section 25 of the Companies Act, 1956 (Section 8 of Companies Act, 2013) in the name "TAMIL NADU CIVIL SUPPLIES CORPORATION". The Corporation is entrusted with the responsibilities of procurement, storage and distribution of essential commodities under the Public Distribution System (PDS), Special Public Distribution System and Puratchi Thalaivar MGR Noon Meal Programme.

4.2 Organisational Setup

Tamil Nadu Civil Supplies Corporation is headed by the Hon'ble Minister for Food & Civil

Supplies as the Chairman of the Board of Directors. The Board of Tamil Nadu Civil Supplies Corporation consists of 11 Directors.

The Corporation has 33 Regions, one in each revenue district and two in Chennai headed by Senior Regional Managers/Regional Managers. A total of 7,264 permanent employees, 2,540 seasonal employees are working in the Head office, Regional offices, Godowns, Modern rice Mills, Fair price shops and Amudham Departmental stores spread throughout the state. In addition, 5,608 Loadmen & 14,420 Seasonal loadmen are working in the godowns and modern rice mills of the corporation.

4.3 Activities and Services

The prime objective of Tamil Nadu Civil Supplies Corporation is to procure, store and distribute rice, sugar, wheat, tur dal / Canadian

yellow lentil, palmolein oil, kerosene, etc., at the rates fixed by the State Government to facilitate Public Distribution Systems and Special Public Distribution Systems. To manage the storage and distribution activities, the Corporation operates,

- a) 287 godowns with storage capacity of 12.92 lakh MT.
- b) 1,455 fair price shops (fulltime shops – 1178 and part time shops – 277)
- c) 21 Modern Rice Mills
- d) 72 Amma Amudham Departmental Stores in 30 Districts
- e) 22 Amudham Departmental Stores in Chennai and Cuddalore
- f) 3 Petrol / Diesel Bunks
- g) 36 Kerosene Bunks
- h) 5 LPG distribution points
- i) Direct Purchase Centres (current year 1763)

4.4 Supply of essential commodities to Public Distribution System

4.4.1 Rice

Tamil Nadu Civil Supplies Corporation procures rice partially from central pool allotment under NFSA (National Food Security Act, 2013) through Food Corporation of India and partially through custom milled rice hulled from Modern Rice Mills for supply under Public Distribution System. The prevailing issue price by the Food Corporation of India for various category of rice is given below: -

Sl. No.	Category	Monthly allotment (in MTs)	Price (Rupees per Kg.)
1.	Antyodaya Anna Yojana (AAY)	57,437.202	3.00
2.	Priority cards	1,35,783.900	3.00
3.	Tide over	99,773.138	8.30
Total		2,92,994.240	

The monthly off take of rice for Public Distribution System and other welfare schemes is around 3.15 LMT. The Government of Tamil Nadu is fully utilizing the monthly allotment of 2.93 LMT by Government of India made under AAY, Priority and Tide-over Quota. As the current monthly off-take of rice under the Public Distribution System is about 3.15 LMT, the gap between the Government of India's quantum of allotment and the monthly off-take under Public Distribution System is met by purchasing the shortfall quantity of rice from Govt. of India under the Open Market Sales Scheme and from other State Government Civil Supplies Corporations.

Liftment of Rice for Public Distribution system

The Corporation utilizes the hulled rice along with the rice lifted from Food Corporation of India (FCI) for Public Distribution System

against the monthly entitlement of the state. FCI maintains buffer stock of 11.10 LMT of rice in 57 godowns as on 31.05.2019.

4.4.2 Sugar

Sugar is also being distributed to the family card holders of Tamil Nadu under Public Distribution System. Approximately, a quantity of 32,000 MT of Sugar is consumed by the family card holders per month under Public Distribution System. The subsidized selling price of sugar other than AAY cards is Rs.25/- per Kg and the selling price for AAY cards is Rs.13.50/- per Kg. The difference between the average market price at which the Government procure sugar and subsidized price is met by the State Government. The additional expenditure of Rs.515.19 crores per annum for the supply of sugar to family card holders in Public Distribution System is met under State food subsidy.

4.4.3 Wheat

The Government of India is allocating Wheat for a quantity of 13,485 MT per month to Tamil Nadu under National Food Security Act, 2013 from November 2016. Accordingly, Wheat is being supplied free of cost to all the willing rice card holders who have opted for wheat in lieu of rice subject to availability at the fair price shops.

4.5 Special Public Distribution System

Government has introduced the Special Public Distribution System for the distribution of pulses and fortified palmolein oil pouches to the family cardholders to control the rise in price of pulses and edible oil in the open market.

Every month 20,000 MT of Canadian Yellow Lentil / Tur dal and 1,53,00,000 (pouches) per litre of fortified Palmolein Oil are being purchased and supplied to the family

cardholders at highly subsidized price. The Government of Tamil Nadu bears the entire subsidy for these commodities under Special Public Distribution System.

The selling price for Canadian Yellow Lentil /Tur daland Palmolein oil are as follows: -

Commodity	Monthly allotted quantity (in Mt)	Quantity issued per card holder	Selling price (dal per Kg. oil per Litre)
Canadian Yellow Lentil /Tur dal	20,000	1 Kg	Rs.30/-
Palmolein Oil	1,53,00,000 (Pouches)	1 litre (910 gms)	Rs.25/-

4. 6 Movement of Commodities to the Fair Price Shops

In order to keep continuous availability of stocks in Fair Price Shops 60% of the monthly allotment of all commodities is moved from 25th of the preceeding month to 5th of current

month. The balance 40% is moved by 20th of current month. Permission has also been given to commence the advance movement for the succeeding month as soon as the regular movement for the current month is completed, which will ensure timely completion of Public Distribution System movement from the Godowns to Fair Price shops.

4.7 Procurement of Paddy from Farmers

Under the decentralised procurement scheme Tamil Nadu Civil Supplies Corporation has been authorised by the Government of India to procure paddy on behalf of Food Corporation of India, since Kharif Marketing Season (KMS) 2002-2003. The Government has also authorized the Co-operatives and National Co-operative Consumer Federation (NCCF) to procure paddy in non-delta districts. Minimum Support Price (MSP) per quintal of paddy fixed by the Government of India and the incentive

announced by the Government of Tamil Nadu for KMS 2018-2019 are detailed below: -

Paddy Variety	GOI's MSP (per quintal) Rs.	Incentive by Govt. of Tamil Nadu (per quintal) Rs.	Price paid to Farmers (per quintal) Rs.
Grade 'A'	1,770/-	70/-	1840/-
Common	1,750/-	50/-	1800/-

Paddy Procurement details for KMS 2018-2019

KMS	No of DPC Opened	Grade A (Qty. in MTs)	Common (Qty. in MTs)	Total Paddy Procured (Qty. in MTs)	Total Rate per quintal		No. of Beneficiaries (Farmers)
					Grade A (Rs.)	Common (Rs.)	
2018-19 (as on 31.05.2019)	1,763	10,48,139	6,95,616	17,43,755	1,840	1,800	4,59,167

Payment released by ECS during KMS 2018-2019 is Rs. 3180.68 Crores.

Procurement Details (KMS 2018-19) (In MT)

TNCSC	:	17,24,680
NCCF	:	7,348
Co-operative	:	11,727
Total Paddy Procurement	:	<u>17,43,755</u>

Rs. 108,15,05,300/- has been provided as incentive to the farmers.

4.7.1 Custom Milled Rice

The paddy procured from the farmers is processed for conversion into rice through the Modern Rice Mills owned by the Corporation and 346 private hulling agents enrolled with Tamil Nadu Civil Supplies Corporation. The Corporation utilizes the hulled rice along with the rice lifted from Food Corporation of India (FCI) for Public Distribution System against the monthly requirement of the State. The Government of

India releases subsidy for the Custom Milled Rice based on the economic cost fixed by them.

4.8. Infrastructure and Assets owned by Tamil Nadu Civil Supplies Corporation

4.8.1 Storage Capacity

Tamil Nadu Civil Supplies Corporation operates 287 Godowns with a storage and handling capacity of 12.92 lakh MT out of which 237 Godowns are owned by it with a storage and handling capacity of 11.10 lakh MT and the remaining 50 Godowns having 1.82 lakh MT capacity are hired from Tamil Nadu Warehousing Corporation, Co-operatives & other private operators for storage. The Government gives top priority to strengthen the storage facilities to ensure safe storage of the commodities meant for Public Distribution System.

The Government has sanctioned for construction of Godowns at 308 locations for a

total capacity of 7.69 lakh MT at an estimated cost of Rs.939.57 crores with NABARD line of credit in the last eight years, out of which 232 Godowns with storage capacity of 5.84 lakh MT have been constructed at a total cost of Rs.587.85 crores.

4.8.2 SILO for Paddy storage

The SILO constructed for paddy storage at Erukkur Village in Nagapattinam District at a total estimated cost of Rs.64.27 crores with a total capacity of 50,000 MT was inaugurated by the Hon'ble Chief Minister on 02.07.2018 and running into operation.

4.8.3 Construction of Fair Price Shops

Tamil Nadu Civil Supplies Corporation operates 1,455 Fair Price Shops in 26 regions out of the total 35,279 Fair Price Shops in Tamil

Nadu. TNCSC operates 124 Fair Price Shops in own buildings, 1,115 Fair Price Shops in rental buildings and 216 Fair Price Shops in rent-free buildings. Construction of own buildings for 125 Fair Price Shops have been taken up, out of which 90 Fair Price Shops have been completed.

4.8.4 Construction of Direct Purchase Centres:

TNCSC opens Direct Purchase Centres to procure paddy directly from the farmers. Normally Direct Purchase Centre has an area of about 33 cents with storage facility of minimum 100 MT and is equipped with facilities such as Drying platform, Winnowing machine, electronic weighing scale and moisture meter etc., Direct Purchase Centres are opened every year throughout the State on the basis of requests from farmers.

The Government is committed to provide permanent infrastructure to the Direct Purchase

Centres as they play a crucial role in farmers' welfare. Accordingly, measures for creating permanent infrastructure for Direct purchase Centres have been taken up in a phased manner. 273 Direct Purchase Centres are already functioning in own buildings. Further, the Government have announced to construct 360 DPCs during the period 2011-2012 to 2018-2019. Out of which 232 DPCs have been completed at a cost of Rs.70.75crores.

4.8.5 Facilitation of Paddy Drying Platforms

The Government has constructed Paddy Drying Platforms in the Delta Districts of Thanjavur, Thiruvarur and Nagapattinam in order to avoid the losses occurring in drying the paddy to the moisture level specified by the Government and for cleaning and grading of paddy. The Government has announced to Construct 435 Paddy Drying Platforms during the period from 2011-2012 to 2018-2019 out of

which 332 Paddy Drying Platforms constructed at a cost of Rs. 21.42 crores.

4.8.6 Modern Rice Mills (MRM)

Tamil Nadu Civil Supplies Corporation has 21 Modern Rice Mills (MRMs) with a monthly hulling capacity of 52,500 MT. Boiled Rice is produced in 15 MRMs and Raw Rice is produced in 6 MRMs. In order to improve hulling capacity and quality of rice, these MRMs are being modernized in a phased manner. In Ist phase 7 MRMs were modernised at a cost of Rs.26.27 crores, in the IInd phase 7 other MRMs have been modernised at a cost of Rs.32.60 crores and in IIIrd phase Modernization of the remaining 7 MRMs has also been commenced at an estimated cost of Rs.36 crores in the year 2015-2016.

4.8.7 Automation facility to TNCSC Godowns

Tamil Nadu Civil Supplies Corporation operates in 237 own Godowns having 11.10 lakh MT of storage capacity. In the Godowns loading/unloading, conveying and stacking of Public Distribution System commodities are being carried out manually by the loadmen to the required height. Besides Public Distribution system, the loadmen have to handle other commodities like cement. They have to attend both receipt as well as issue of commodities, weighment and stitching of commodity bags. Therefore, to avoid delay in handling of public Distribution system commodities and to minimize the difficulties due to shortage of loadmen and for improving the efficiency of handling system, it becomes quite necessary to mechanise the Godowns. Therefore, TNCSC godowns are being provided with conveyor system for loading, unloading and stacker arrangements along with Generator,

Generator shed, wiring panel arrangements etc., to the TNCSC.

Accordingly, during the year 2018-19 Government has announced to provide Automation facilities to TNCSC Godowns at a total cost of Rs.40.00 crores under financial assistance of NABARD was accorded by Government and measures have been taken to initiate the work.

4.8.8 Special repairs maintenance improvements and infrastructure works to the existing godown and MRM of TNCSC.

The Government has made an announcement for providing basic amenities to the existing Godowns and Amutham Departmental Stores (in Chennai). Basic amenities such as maintenance work for old Godowns & MRMs, improvement and Infrastructure facilities by constructing

Compound walls, roads, gangmenscheds, water supply and drainage etc.

During the period from 2011-12 to 2018-19 an amount of Rs.110.50 crores has been allocated by the Government and works are taken up.

4.8.9 Construction of new Regional Office buildings of TNCSC at Ariyalur and Thiruvallur Districts

The Hon'ble Food Minister has made an announcement during the year 2016-17, to Construct New Regional Office Buildings of TNCSC at Ariyalur and Thiruvallur Districts at a total cost of Rs.2.00 Crores. The Ariyalur Regional Office building work completed and inaugurated by the Hon'ble Chief Minister on 27.02.2019. The Thiruvallur Regional office building work is under progress.

4.8.10 Construction of additional building at TNCSC Head Office:

The Hon'ble Food Minister has made an announcement on the Legislative Assembly during the year 2014-15 for construction of additional building at TNCSC, Head Office. Based on the announcement Government has ordered to Construct additional building at an estimated cost of Rs.4.07 crores. Accordingly, additional building was work completed and inaugurated by the Hon'ble Chief Minister on 27.02.2019.

4.8.11 Construction of Combined Office Building at ADGP (Civil Supplies, CID) office, Nandanam

The Hon'ble Chief Minister of Tamil Nadu during the Collectors Conference held on 11.12.2013 & 12.12.2013 has made an announcement that 'Office Building will be sanctioned for the Civil Supplies CID'. Based on

the announcement building work was completed and inaugurated by the Hon'ble Chief Minister on 27.02.2019.

4.8.12 To modify the TNCSC Godown roof AC sheet into Scientific method of Galvalume sheet.

The Hon'ble Chief Minister has made an announcement under rule 110 during the year 2018-19 to replace the roof pattern of 100 Godowns which are in continuous operations by installing Scientific method of Galvalume sheet instead of AC sheet at a total cost of Rs.45.00 Crores by availing financial assistance from NABARD.

4.9 Other services provided by TNCSC

4.9.1 Amudham Departmental Stores

Tamil Nadu Civil Supplies Corporation operates 22 Amudham Department Stores, out of which 19 stores are in Chennai and 3 stores

are running in Cuddalore district with the prime objective to market commodities such as pulses, cereals and fast moving consumer goods (FMCG) at reasonable rates and thereby control the price rise in the open market effectively. The total business done during the period from April 2018 to May 2019 is Rs.33.56crores.

4.9.2 Amma Amudham Departmental Stores

Apart from the Amudham Departmental Stores TNCSC is running 72 Amma Amudham Departmental Stores in 30 Districts for the benefit of Public in all the Districts. The total business done during the period from April 2018 to May 2019 is Rs.7.08 crores.

4.9.3 Petrol / Diesel Bunks

Petrol / Diesel bunks are also operated by the Tamil Nadu Civil Supplies Corporation in Neyveli, Thirupathur and Pattukottai. The Net

Profit for the year April 2018 to May 2019 is Rs.77.44 Lakhs.

4.9.4LPG Distribution Points

The Tamil Nadu Civil Supplies Corporation has been doing agency work of LPG distribution in Tiruchirapalli, Tiruvannamalai, Ooty, Ramanathapuram and Mandapam. The Net Profit for the year April 2018 to May 2019 is Rs.1.36 crores.

4.9.5 Kerosene Bunks

The Tamil Nadu Civil Supplies Corporation has 36 Kerosene bunks in 14 regions out of which 27 are retail bunks, 8 are both retail & wholesale bunks and one exclusive wholesale bunk.

4.9.6 Farm Fresh Vegetable Shops

Government launched scheme of farm fresh consumer outlets on 20th June 2013 as a market

intervention to sell fresh vegetables at a reasonable price. Tamil Nadu Civil Supplies Corporation operates 14 farm fresh vegetable shops out of which 7 shops are permanently and 7 shops are temporarily operated in Chennai. The total business done during the period from April 2018 to May 2019 is Rs.12.59 lakhs.

4.9.7 Issue of Commodities to Amma Unavagam

Government implemented "AMMA UNAVAGAM" Scheme from 19.02.2013 to cater the need of hygienic food at a nominal rate for the daily wage workers / downtrodden persons. Tamil Nadu Civil Supplies Corporation is supplying rice for all Amma Unavagams functioning in all Districts and rice & wheat in Chennai. A quantity of 9465.555 MTs of rice and 1616.170 MTs of wheat have been issued to Amma Unavagam for the period from April 2018 to May 2019.

4.10 Other Support Services

4.10.1 Amma Cement Supply Scheme

Under this scheme 50 Kg cement bags are being sold at Rs.190/- per bag (including Taxes) to the low and middle income people. The beneficiaries will be eligible to get cement bags for construction and repair works based on the following criteria.

Proof of document	Approved plan or an authorization from Village Administrative Officer/Revenue Inspector/Overseer/Road Inspector of Rural Development and Panchayat Raj Department.
Repair of building	Minimum 10 bags – Maximum 100 bags
House Construction- Allowed upto a maximum Size of 1500 Sq.Ft., @ 50 bags per 100 Sq.Ft.	Upto 500 Sq.Ft – 250 bags
	501 – 1,000 Sq.Ft – 500 bags
	1,001 - 1500 Sq.Ft – 750 bags

Tamil Nadu Cements Corporation (TANCEM) is the nodal agency to make cement available to the Tamil Nadu Civil Supplies Corporation, which in turn distributes to public.

**Details of Receipt, Issues and Closing
Balance of Amma Cement.**

Period From April 2018 to May 2019

Opening Balance (Bags)	Receipt (bags)	Total (bags)	Total Issues (bags)	Closing Balance	Total cost(Rs.3.50) Total Bags issued (in Rs.)
28,718	82,93,989	83,22,707	82,71,991	50,716	2,89,51,968.50

4.10.2 Sale of Amma Salt

Three Varieties of salt namely Refined Free Flow Iodised Salt, Doubled Fortified Salt and Low Sodium Salt supplied by Tamil Nadu Salt Corporation are being sold in Tamil Nadu Civil Supplies Corporation owned Amudham Retail Shops, Amudham Departmental Stores and Amma Amudham Departmental Stores for the

benefit of common people with a view to eradicate Iodine Deficiency Disorder. On an average 235 MTs. of salt is being sold per month through these outlets.

4.10.3 Sale of Ooty Tea and TANTEA

As ordered by Government, Tamil Nadu Civil Supplies Corporation sells Ooty tea through PDS shops run by the Corporation and Amudham Departmental Stores, at Rs.19/- per packet (100 grams). In addition to this TANTEA is also made available at Rs.21/- per packet (100 grams).

4.11 IT Initiatives

4.11.1 e-Governance initiative

End to End Computerisation of Public Distribution System was implemented to monitor all activities right from the procurement of commodities to distribution at Fair Price Shops

to the cardholders on real time basis. The entire supply chain and management of cards was simplified under this project. The quantities of commodities dispatched from TNCSC godowns are captured in the G2G portal "<http://g2g.tnpds.gov.in>" and the quantities received at the shops are acknowledged in the (Point of Sales) PoS machine provided at all Fair Price Shops. Stock position of Godown and Fair price shops are monitored in the MIS portal "<http://mis.tnpds.gov.in>". The entire operation of Public Distribution System is available in the public portal www.tnpds.gov.in.

4.11.2 e – Procurement

eDPC is implemented to purchase paddy at Direct Purchase Centers in Delta and Non Delta regions through TAB and payment to farmers are paid through Electronic Clearing System (ECS).

4.11.3 e-Monitoring System

Steps were initiated to monitor the movement of vehicles transporting Public Distribution commodities and godowns by installation of 3000 Nos. of GPS devices in the trucks and providing 2869 Nos. of CCTV cameras in 260 godowns with two centralized Control Rooms. The existing godown Application software is enhanced to a web based Application software.

4.12 Quality Control System

Tamil Nadu Civil Supplies Corporation has a well established Quality monitoring and Quality control mechanisms through which the quality of commodities such as rice, wheat, sugar, pulses, oil, etc. procured and stored in godowns is assessed constantly. Samples are drawn and tested regularly, Space management is done on scientific basis, disinfestations and other preventive measures are taken to ensure the integrity of the commodities on regular basis and to prevent storage losses.

The moisture meters, lab kits for analysis, black polythene covers for fumigation purpose, dunnage materials for stacking, ultra violet light traps and foot sprayers for infestation control have been supplied to each godown to ensure 100% quality of commodities. Similar quality measures have also been put in place at modern rice mills and departmental stores.

4.13 Financial Status

The Corporation has an authorised share capital of Rs.100.00 crores and paid up share capital of Rs.71.73 crores. The turnover of the Corporation from 2013 – 2014 to 2017-2018 are as follows: -

Year	Rs. in Crores
2013 - 2014	Rs.8,936.58
2014 - 2015	Rs.8,422.55
2015 - 2016	Rs.10,153.42
2016 - 2017	Rs. 9,739.99
2017 - 2018	Rs. 7,853.84 (Tentative)

For the financial year 2018-2019, Government has provided and released a sum of Rs.6,000.00 Crores towards food subsidy.

Chapter - 5

TAMIL NADU WAREHOUSING CORPORATION

5.1 Introduction

Tamil Nadu Warehousing Corporation was established to provide scientific storage facilities to farmers and other trading institutions to ensure proper storage of agricultural and other products under Agricultural Produce (Development and Warehousing) Corporation Act, 1956 and commenced its activities from 2nd May 1958.

5.2 Activities

Corporation builds and operates warehouses to enhance the storage capacity with a view to reduce storage losses of commodities. Based on market survey, these storage facilities are created throughout the state to ensure that

farmers and traders in every part of the state can utilise these godowns for storing their produce. Presently, TNWC has 270 godowns at 60 locations.

5.3 Organisational set-up

Tamil Nadu Warehousing Corporation functions through 7 regional offices located at Cuddalore, Dindigul, Kancheepuram, Mettupalayam, Salem, Tiruchirappalli and Tirunelveli. These regional offices are managed by Senior Regional Manager/Regional Manager and the Godowns are managed by Warehouse Manager. The overall management and monitoring is done by a Board of Directors with 11 members. The Chairman and 5 Directors are nominated by Government of Tamil Nadu and 5 Directors are nominated by Central Warehousing Corporation.

5.4 Storage Capacity

The total Storage Capacity available with TNWC is 7.62 lakh MT, of which 7.60 lakh MT is in its own warehouses and 0.02 lakh MT is in hired premises.

5.5 Utilisation

The storage space available in the warehouses of the Corporation is primarily utilised by Food Corporation of India, Tamil Nadu Civil Supplies Corporation, Tamil Nadu Text Book and Education Services Corporation, Aavin, Tamil Nadu State Marketing Corporation, Sugar Mills, Fertilizer Companies, TANFED, ITC, TNPL, NAFED, private traders and farmers.

The Tamil Nadu Warehousing Corporation maintained an approximate average of 72% occupancy during the Financial Year 2018-2019. The occupancy position as on 31-05-2019 is 77%.

5.6 Warehouse Users and Rebates in Storage Charges

Tamil Nadu Warehousing Corporation extends the following rebates to Government departments, Public Sector Undertakings and farmers on the standard tariff:

Sl. No.	Warehouse User	Commodity	Rebate in percentage
1	Farmers	Food grains	30
2	Tamil Nadu Civil Supplies Corporation	Food grains	30
3	Tamil Nadu Text Book and Education Services Corporation	Note books &Textbooks	25
4	Revenue Department	Electronic Voting Machines	20
5	Co-operative Sugar Mills	Sugar	20
6	Aavin	Dairy products	20

Sl. No.	Warehouse User	Commodity	Rebate in percentage
7	Public Sector Fertilizer manufacturing companies like MFL, IFFCO, FACT and KRIBHCO	Fertilizer	10
8	Co-optex/ Co-operative Societies/ TANFED/ NAFED, etc.	Dhoties / Sarees & Agricultural commodities like copra, maize etc.	10
9	TASMAC	IMFL	10
10	TNPL	Paper products	30
11	Food Corporation of India	Storage charges fixed by the Central Government are adopted	

5.7 Action taken to improve the Storage Capacity.

The following new godown was constructed during the year 2018 – 2019 which was inaugurated by the Hon'ble Chief Minister of Tamil Nadu through Video Conference on 06.08.2018.

Sl. No.	Name of the Location	No. of Godowns	Capacity (in MT)	Estimated cost (in Crores)
1	Gobichettipalayam Village, Pappireddipatti Taluk Dharmapuri District.	1 (New)	5,000	6.00

At Nallampalli warehouse Food Corporation of India has commenced its storage of FCI Rice stocks w.e.f. 16.02.2019 onwards.

5.8 Initiatives to improve storage conditions:

5.8.1 Pest control activities

(a) In order to maintain the stocks in scientific manner and also in pest free condition, prophylactic treatment were given by spraying and also by fumigation of stocks

(b) The Corporation is providing pest control services (including anti termite control for pre construction and post construction of buildings) to the Government Departments, Government Undertaking Corporations and Co-operative Banks, etc .During the year 2018-2019, the Corporation is expected to earn revenue of Rs.58.00 lakhs from such activities.

5.8.2 Training to staff

Every year the field staffs have been given suitable training at IGMRI Hyderabad on the usage of Chemicals and application of different methods of quality control in order to avoid storage loss on agricultural products.

5.8.3 Training to Farmers

As per the announcement made by the Hon'ble Minister for Food and Civil Supplies on the floor of the Assembly 02.07.2018, the Corporation has organised Awareness Programme to 2,808 Farmers and Warehouse Staff in the month of March 2019 at 7 Regional Head Quarters at an estimated cost of Rs.50 lakhs in order to create awareness on the **"Methods of Scientific Storage and Quality Control for Agricultural Produces"**. A set of hand sprayer at a cost of Rs. 1,180/- each is proposed to be supplied to each participant.

5.9 Financial Performance

The Financial performance of the Corporation for the last 3 years is given below

Description	2016-2017	2017-2018	2018-2019 (Tentative)
	(Rs. in Crores)		
Paid up Share capital (50% each of State Govt. and CWC)	7.61	7.61	7.61
Gross income	65.92	69.55	64.41
Expenditure	34.74	46.58	47.90
Profit before Tax	31.18	22.97	16.51

5.10 Dividend

Tamil Nadu Warehousing Corporation has proposed to pay 30% Dividend on Net Profit of Rs.17.93 Crores amounting to Rs. 5.38 Crores to the shareholders for the year 2017-2018.

5.11 Credit Facilities through Negotiable Warehouse Receipts

Tamil Nadu Warehousing Corporation has taken action to register all the Warehouses under **“Warehousing Development and Regulation Act, 2007”**. Now action is being taken to issue Negotiable Warehouse receipt in electronic form through on-line. The Warehouse user can easily pledge or transfer the goods as per their needs. They can easily avail Bank loan by pledging this e-negotiable warehouse receipts. They can sell their stocks on-line by this facility. The farmers/depositors are availing Bank loan of 60% to 80% on the value of stock deposited at the Warehouses of Tamil Nadu Warehousing Corporation, from the Nationalised and Scheduled Banks by pledging Negotiable Warehouse Receipts (NWR). In the year 2018-2019, **365** Negotiable Warehouse Receipts were issued and a loan to the tune of Rs. 15.77 crores was availed. During the month

of May 2019, 94 Negotiable warehouse Receipts (NWR) were issued and loan to the tune of Rs. 14.68 lakhs was availed. During last ten year the Tamil Nadu Warehousing Corporation has issued 30,822 Negotiable warehouse Receipts and a sum of Rs.4,632 crores have been issued as loan to the depositors.

Chapter – 6

ENFORCEMENT

6.1 Introduction

The Civil Supplies CID enforces the two Acts, viz. (i) The Essential Commodities Act, 1955 (EC Act) and (ii) The Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBM Act) and various control orders issued by the Government of India and Government of Tamil Nadu under the above Act. The EC Act deals with arrest, seizure, confiscation, trial, etc. and in short, it deals with the investigation and trial process. The PBM Act deals with the preventive detention of notorious smugglers booked under the EC act, for a period of 6 months.

6.2 Civil Supplies, CID Organisational Setup and Functions

The Civil Supplies CID is functioning under the head of Director General of Police, two

Superintendents of Police, one each at Chennai and Madurai Region and four Deputy Superintendents of Police at Chennai, Coimbatore, Trichy and Madurai Sub-division for supervision over 33 Civil Supplies CID Units. 22 Units are headed by Inspectors of Police and 11 units by Sub-Inspectors of Police. In addition, 2 Inspectors of Police are functioning at the headquarters to handle the Administration and Intelligence sections. In addition to these five Special Patrol Teams for the border districts i.e. Kanniyakumari, Coimbatore, Tirunelveli, Krishnagiri and Vellore districts are functioning.

6.3 Achievements of The Civil Supplies CID

From 01.04.2018 to 31.05.2019, 7,403 cases were registered by the Civil Supplies CID. The following essential commodities have been seized by Civil Supplies CID.

- 1) 15,475.12 Quintals of PDS Rice worth Rs. 1,33,87,578.70/-

- 2) 25,699 Litres of PDS Kerosene worth Rs.3,85,485/-
- 3) 792LPG Cylinders worth Rs. 7,12,800/-

Other commodities like Pulses, Petrol, Diesel, Solvent etc., worth Rs.15,09,141/- have also been seized. The total seizure value of the commodities is Rs.1,59,95,004.70/-, 6,009 accused were arrested and 1,550 vehicles were seized.

All top-notch smugglers of Tamil Nadu, Andhra Pradesh, Karnataka, Kerala and Puducherry have been totally put out of action. Sincere efforts continue on our part.

6.4 Detention Under PBM Act

During the year 47 notorious smugglers were detained under the Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBM Act) and lodged in the prison.

6.5 New Office Building to the Civil Supplies CID

A New office Building to the Civil Supplies CID was constructed at a cost of Rs. 4,48,46,435/-. It was inaugurated by the Hon'ble Chief Minister of Tamil Nadu on 27.02.2019 and the office has started functioning from the New Building from 21.03.2019.

6.6 Social Network Analysis:

Social Network Analysis (SNA) is the process of investigating social structures through the use of networks and graph theory. In law enforcement, it characterizes the analysis of phone numbers used by the criminals and their family, place of residence/hideouts, accomplices, gang members and their contacts, vehicles used by criminals/ accomplices, maintaining a record and updating it from time to time.

CONCLUSION

The Food and Consumer Protection Department continuously strives to ensure food security to all persons in Tamil Nadu. The Government has taken steps to streamline the delivery system to ensure timely delivery of essential food items. The extensive network of PDS shops are functioning to ensure that interests of poor and downtrodden are safeguarded. Government will continue to take necessary steps to ensure food security to all and to keep prices of essential commodities under check.

The Government recognizes the importance of protection of consumer rights. Besides creation of a robust infrastructure for consumer grievance redressal, steps have been taken to make people aware of their rights and duties as consumers.

R.KAMARAJ

**Minister for Food and
Civil Supplies**