



CO-OPERATION, FOOD AND CONSUMER PROTECTION DEPARTMENT

FOOD AND CONSUMER PROTECTION

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**Government of Tamil Nadu
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Chapter - 1

CIVIL SUPPLIES AND CONSUMER PROTECTION DEPARTMENT

Introduction

**That is a land whose peaceful annals know,
Nor famine fierce, nor wasting plague, nor
ravage of the foe**

- Thiruvalluvar

The Government of Tamil Nadu has been implementing Universal Public Distribution System to ensure food security for all its citizens. Adequate availability of foodgrains at affordable rates and ensuring easy access to Public Distribution System outlets by establishing them in close proximity to habitations are the key parameters on which the system of public distribution has been built.

Civil Supplies and Consumer Protection Department headed by the Commissioner at the State level has been playing an important role in

the formulation and implementation of Public Distribution System related policies in the State. The Department is also enforcing the provisions of Essential Commodities Act, 1955 and Control Orders issued thereunder. Besides, it also plays a vital role in creation of awareness among public as well as the student community about Consumer Rights and Legal Provisions available under Consumer Protection Act, 2019.

Though Targeted Public Distribution System (TPDS) is advocated by Union Government of India, Government of Tamil Nadu is not in favour of rigid targeting, as it may lead to exclusion of large number of genuine BPL families as well as vulnerable APL families thereby depriving them of the benefit of Public Distribution System. Hence, the State has opted for Universal Public Distribution System which assures food security to all the citizens of the State.

Protecting consumers from unfair trade practices is another vital function of this Department. Creating awareness among consumers, providing legal and institutional framework for getting effective and quick remedies through State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Commission are the focus of the consumer welfare policy of this Government.

1. PUBLIC DISTRIBUTION SYSTEM

The Government of Tamil Nadu has adopted Universal Public Distribution System (UPDS) for the past 40 years, extending the umbrella of food security to all categories of people without discrimination of income or social status. Though the National Food Security Act, 2013 was implemented in the State with effect from 01.11.2016 by following the scale of supply as mandated in the Act, the State has retained the

universal character of its Public Distribution System.

The State Public Distribution System has been fully computerized through 'End-to-End Computerization' scheme by which sale transactions at Fair Price Shops is automated. The movement and availability of foodgrains at various points of supply is monitored on real time basis. It has brought transparency and easy access of the services rendered by the Department to the public. Essential Commodities are supplied to cardholders only through Point of Sale Devices by using smart family cards.

One Nation One Ration Card Scheme (ONORC) has been implemented in Tamil Nadu since October 2020. This enables Priority Households to procure entitled commodities from any other State by using Biometric Aadhaar authentication.

Using intra state portability, cardholders are allowed to lift their commodities from any Fair Price Shop either free of cost or at subsidized price by not changing address within Tamil Nadu. Other State priority cardholders can avail rice @ Rs.3/- and Wheat @ Rs.2/-.

1.1 Fair Price Shops

Fair Price Shop is the cutting edge of the entire PDS structure in which essential commodities are stored and supplied to the family cardholders every month. While most of the Fair Price Shops are run by the Co-operative Department through Co-operative Societies, Tamil Nadu Civil Supplies Corporation, Women Self Help Groups also run some shops. No private agency or individual is allowed to operate Fair Price Shop in the State.

In the Fair Price Shops, all the essential commodities are sold to the family cardholders only through the Point of Sale (PoS) device, which enables real time monitoring of all transactions in the Fair Price Shops.

Number of Fair Price Shops in the State as on 31.07.2021 are as follows:

Sl. No.	Agency	Full Time	Part Time	Total
1	Co-operative Societies (under the Registrar of Co-operative Societies)	23,216	9,889	33,105
2	Other Co-operative Societies	114	133	247
3	Tamil Nadu Civil Supplies Corporation	1,224	233	1,457
4	Women SHGs	466	21	487
	Total	25,020	10,276	35,296

The State Government have taken efforts to establish Fair Price Shops within a convenient reach of the cardholders, so that they do not have to travel more than 1.5 km from their residence to buy essential commodities. Special attention is given to the remote and inaccessible far-flung areas and hilly areas for establishing Fair Price Shops. The Government have taken steps to open new Fair Price Shops wherever necessity arises by relaxing the guidelines prescribed. A good number of mobile ration shops introduced in 1997 are being run in hilly areas serving far-flung tribal population.

1.2 Smart Family Cards

All the essential commodities are supplied to the family cardholders using smart family cards in the Fair Price Shops. 3,38,512 new smart family cards have been issued from 07.05.2021 to

31.07.2021. Since 01.04.2017 all smart cards are issued on the basis of Aadhar number enrolment.

1.2.1 Types of Smart Family Card

On the basis of applicant's choice and as per National Food Security Act norms, five types of smart family cards are issued under State's Public Distribution System. The details of type of smart family card, commodities entitled and their numbers in circulation as on 31.07.2021 are as follows:

Sl. No.	Type of Smart Family Card	Commodities Entitled	No. of Family Cards
1.	Priority Household (PHH)*	All Commodities including Rice	93,23,734
2.	Priority Household - Antyodaya Anna Yojana(PHH-AAY)	All Commodities including 35 kg of Rice	18,63,077
3.	Non-Priority Household (NPHH)**	All Commodities including Rice	97,53,532

4.	Non-Priority Household-Sugar (NPHH-S)	Sugar option cards (All commodities except Rice)	3,84,476
5.	Non-Priority Household- No Commodity (NPHH-NC)	No Commodities	55,293
Total Smart Family Cards			2,13,80,112

***Government of India allotment**

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

1.2.2 AAY Family Cards

Under the Antyodaya Anna Yojana (AAY), poorest of the poor families residing in the State are identified as beneficiaries by the Government of India. AAY card is entitled for 35 kgs. of rice per month free of cost. Besides this, AAY beneficiaries are also getting other essential commodities under Public Distribution System. Number of AAY beneficiaries in this State is 18,64,600.

1.2.3 Family Cards for Transgender

The Government is providing smart family cards to the “Transgenders” either single or as family residing in the State. 2,950 family cards have been issued to them as on 31.07.2021.

1.2.4 Family Cards for Police, Prison and Forest Department Personnel

The Government is supplying all essential commodities to the uniformed service personnel of Police, Prison and Forest Departments 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 i.e., Rs.15.00 per kg for Tur Dal, Rs.12.50 per kg for Sugar and Rs.12.50 per litre for Palmolein Oil.

Department wise / Rank-wise, the officials eligible for this subsidy are as follows:

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's family cards come under the category of Non Priority Household (NPHH) but tagged as 'Police Cards' in the Point of Sale device provided in the Fair Price Shops for unique identification. As on 31.07.2021, there are 59,271 beneficiaries under this category.

1.2.5 Supply of Rice under Public Distribution System to Annapoorna (ANP) and Old Age Pension (OAP) beneficiaries

The Government is providing 10 kg and 5 kg of rice per month without cost under Public Distribution System to 8,491 Annapoorna (ANP) and 4,01,445 Old Age Pension (OAP) beneficiaries are residing in the State. Action is being taken to provide them with smart family cards.

1.2.6 Identification of Eligible Family Cardholders

End to End Computerization and seeding of Aadhaar number in beneficiaries' database has eliminated most of the ineligible cards and ensured distribution of highly subsidized essential commodities to genuine family cardholders only.

1.3 Scale of Supply of Essential Commodities Under Public Distribution System

Rice, Wheat, Sugar, Kerosene are the essential commodities being distributed to the family cardholders under Public Distribution System. Pulses and Palmolein oil are distributed under Special Public Distribution System. The scale of supply and issue price of these commodities under Public Distribution System are as follows:

Sl. No	Name of the Commodity	Issue Price (Kilo / Litre)	Scale of Supply
1.	Rice	Free of Cost	Since 01.11.2016, the National Food Security Act, 2013 is being implemented. Side by side the State is also implementing the Universal Public Distribution System. All rice cardholders are

			<p>eligible for 5 kg of rice per person (including a child) per month while ensuring that the quantity supplied under the new system is not less than the present entitlement under Universal Public Distribution System.</p> <p>If there is only one adult member in a family, the entitlement will continue to be 12 kg per month per card</p> <p>1 Unit - 12 Kg 1.5 Unit - 14 Kg 2 Unit - 16 Kg 2.5 Unit - 18 Kg 3 Unit (or) 4 Unit - 20 Kg 5 Unit and above will get 5 Kg of rice per unit and AAY cardholders can draw 35 kg of rice per card</p>
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2.	Wheat	Free of Cost	10 kg per card per month in Chennai City and District headquarters and 5 kg per card per month in other areas in lieu of rice.
3.	Sugar	Rs.13.50 per Kg for AAY cards and Rs.25.00 per Kg for all other cards.	500 grams per head per month subject to a maximum of 2 kgs per month per card. 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.
4.	Kerosene	Ranging from Rs.15.00 to Rs.16.50 per litre.	Ranges from 3 -15 litres per family card depending upon the possession of LPG connection and place of residence of the family cardholders.

5.	Tur dal	Rs.30.00 per kg	1 kg per card
6.	Palmolein oil	Rs.25.00 per litre	1 litre per card

1.3.1 Rice

Rice is drawn from central pool allotment under the Public Distribution System through Food Corporation of India. Government of India's current monthly allotment of rice and their issue price is as follows:-

Sl. No.	Category	Monthly Allotment (in MT)	Issue Price per kg
1.	AAY	58,734.900	Rs.3.00
2.	PHH	1,33,243.083	Rs.3.00
3.	Tide Over	83,853.417	Rs.8.30
	Total	2,75,831.4	

In addition to the above, 1,62,142.13 MT of rice is allotted under Non Priority Household (NPHH) which is borne by the State Government. The average monthly off-take of rice for the past three months is 3.23 LMT.

1.3.2 Sugar

In Tamil Nadu the monthly requirement of sugar under Public Distribution System is 33,086 MTs. Earlier, Government of India has withdrawn the subsidy on sugar with effect from 01.06.2017 and restricted the subsidized sugar only to 1,864 MT to be supplied to 18.64 Lakh AAY cards. Due to withdrawal of levy sugar allotment and further reduction in the subsidized sugar allotment from 10,820 MT to 1,864 MT per month with effect from 01.06.2017 by Government of India, the entire quantity of sugar

is being procured by the State from Co-operatives and in the open market and distributed as follows:-

- I. AAY cardholders at the rate of Rs.13.50 per Kg
- II. The family cards other than AAY cards at the rate of Rs.25/- per Kg

The differential cost due to this arrangement is being borne by the State Government.

1.3.3 Wheat

The Government of India's monthly allocation of wheat to this State is 30,647.90 MT. Wheat is supplied free of cost to the cardholders in lieu of rice. Out of the rice entitlement of family card, cardholders may, at their own will, get 10 kg of wheat in Chennai city and District headquarters and 5 kg in other areas in lieu of rice free of cost, subject to the availability of wheat at the Fair Price Shop.

1.3.4 Kerosene Allotment

As a policy of Government of India, under the Public Distribution System, kerosene is being supplied to the family cardholders for cooking and lighting purposes. Monthly requirement of Kerosene under Public Distribution System as on 31.07.2021 is 38,468 KL. The Government of India have drastically reduced the kerosene allotment to this State from 59,852 KL in April 2006 to 7,536 KL from April 2021 onwards. This allotted quantity amounts to only 20% of the State's requirement. The State Government has been continuously requesting the Government of India to enhance the Public Distribution System Kerosene allotment to satisfy the requirement of cardholders at uniform scale of supply.

1.4 Special Public Distribution System (SPDS)

To control the price of pulses and edible oils in the open market, as well as to improve the nutritional value of the food basket of common people, the Government in 2007 led by the then Hon'ble Chief Minister Muthamizharignar Kalaignar introduced the Special Public Distribution System. Under this scheme 1 Kg of Tur dal and 1 Litre pouch of Palmolein oil are given to all the cardholders at highly subsidized rate. Every month around 20,000 MTs of Tur dal and 2,00,00,000 litres (pouches) of Palmolein oil are being distributed to all the cardholders. This scheme has been extended upto December 2021 by the Government.

1.5 Supply of Rice to Muslims during Ramzan

During “Ramzan” month, the Government gives special allotment of raw rice to mosques for preparing ‘Nonbu Kanji’ at the rate of Re.1/-per kg across the State for the benefit of fasting muslims.

1.6 Implementation of National Food Security Act, 2013

National Food Security Act, 2013 has been implemented in the State with effect from 01.11.2016. As per the Act, entitlement of rice is 5 kg per member to the PHH cards. However, while taking a decision to implement the Act, it was ensured that all rice option cardholders get erstwhile entitlement or entitlement of 5 kg per member, whichever is higher free of cost. Thus, the universal character of Public Distribution System is retained.

Though, the scale of supply is same for all, irrespective of Priority or Non Priority Households, Priority Households (PHH) had been identified in order to fulfil the requirement of the National Food Security Act. Accordingly, guidelines were issued by the Government of India to identify PHHs and NPHHs in urban and rural areas. The final beneficiaries list of PHHs and NPHHs were hosted on the website www.tnpds.gov.in. In all, 58 marginalized / economically weaker sections which includes Irulas, Narikuravas, Transgenders etc., have been identified across the State.

Special arrangements have been made for aged and differently abled persons to draw their entitlement through authorized nominees. Thus, easy accessibility to the shops for the aged and the differently abled persons is also being ensured.

1.7 Vigilance Committees

Vigilance Committees have been formed at Fair Price Shop level, Taluk level / Zonal level, District level / State level to ensure that the benefits of Public Distribution System reach the right persons under Tamil Nadu Food Security Rules, 2017. The Vigilance Committees at the State / District level shall meet at least once in a quarter, Taluk / Zonal level and Shop level at least once in a month.

1.7.1 Grievance Redressal Mechanism

District Revenue Officers have been appointed as District Grievance Redressal Officers (DGROs) to redress the grievances of the public. In Chennai city, the Deputy Commissioner (city) North / South act as District Grievance Redressal Officers. The contact details of DGROs have been published in web portal and public areas. A robust

grievance redressal system, which includes dedicated toll free numbers 1967 and 1800 425 5901 for the use of cardholders as well as online facility has been put in place.

1.7.2 State Food Commission

As required under National Food Security Act, 2013 Tamil Nadu Food Commission has been constituted with a Chairperson and 4 others as members, to monitor the proper implementation of NFSA in Tamil Nadu. The Commission keeps meeting at regular intervals.

1.7.3 Special training to Salesmen

In order to improve the service at the Public Distribution System shop level it has been decided to provide a special training to all the salesmen working in 35,296 shops.

1.8 End to End Computerization in Public Distribution System

The Government of Tamil Nadu has fully computerized the State Public Distribution System through “End to End Computerization” project. As a part of End to End Computerization of Public Distribution System, smart family cards are being issued to those families that have linked Aadhaar numbers to their cards.

This system has facilitated / enabled:

- digitization of family cards/beneficiary databases;
- computerization of supply-chain management;
- setting up of transparency portal;
- setting up of effective grievance redressal mechanisms;
- online allocation of commodities for Public Distribution System;

- real time monitoring of movement of commodities at Godowns and Fair Price Shops;
- the public can apply online for new family cards, mutations in family cards and also track the status of applications etc.;
- the cardholders can view the availability of commodities in the Fair Price Shop to which their card is attached;
- Bogus billing in Fair Price Shop is thwarted as transaction details are communicated through SMS to registered mobile numbers to every cardholder.

1.9 Integrated Management of Public Distribution System (IM-PDS)

The Government have issued orders to implement Integrated Management of Public

Distribution System (IM-PDS) in the State. One Nation One Ration Card Scheme (ONORC) has been implemented in Tamil Nadu since October 2020. This enables Priority Households to procure entitled commodities from any other State by using Biometric Aadhaar authentication. Through this scheme the other State people can lift the commodities paying appropriate price.

1.10 Corona Relief Measures

1.10.1 Distribution of Corona Relief Fund

To mitigate the livelihood loss of the common people due to corona pandemic, an amount of Rs.8,392.76 Crore has been distributed as corona cash relief support @ Rs.4000/- in two instalments of Rs.2000/- each (May and June 2021) to 2,09,81,900 rice cardholders. 99.2% of the rice cardholders availed the cash relief.

1.10.2 Distribution of Grocery Kit

As part of corona relief, kit containing 14 grocery items were distributed to all the rice cardholders through Fair Price Shops at a total cost of Rs.977.10 Crore.

S.No	Commodities	Quantity
1	Wheat Flour	1 Kg
2	Salt	1 Kg
3	Rava	1 Kg
4	Sugar	500 gm
5	Urid Dal	500 gm
6	Bengal Gram Dal	250 gm
7	Tamarind	250 gm
8	Tea Powder	200 gm
9	Mustard	100 gm
10	Cumin	100 gm

11	Turmeric powder	100 gm
12	Chilly Powder	100 gm
13	Bathing Soap	125 gm
14	Washing Soap	250 gm

This was received very well by the public and more than 99% cardholders availed the benefits.

1.10.3 Distribution of Cash Support / 14 Grocery Items to Transgender and Srilankan Tamil refugees

The first and second phase of cash support of Rs.2000/- each (May and June 2021) and the kit containing 14 grocery items have also been distributed to the transgender as well as Srilankan Tamil refugees.

1.10.4 Supply of Rice under Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY) Scheme at Free of Cost

In view of Covid-19 Pandemic Government of India has allocated additional rice at the rate of 5 kg per person for the month of May and June 2021 for the Priority Household (PHH) and Priority Household–Antyodaya Anna Yojana (PHH–AAY) under Pradhan Mantri Garib Kalyan Anna Yojana (PMGKAY) scheme. To mitigate the difficult situation being faced by the people in the wake of the pandemic and the lockdown, Government have issued orders sanctioning a sum of Rs.687.84 Crore from the State Fund to allocate 5 kg of rice per beneficiary to the 99,86,457 Non Priority Household rice cardholders for the months of May and June 2021.

1.11 Food Subsidy

The Government of Tamil Nadu is following Universal Public Distribution System ensuring and realizing the goal of food security to all citizens of the State. The State bears huge expenditure towards subsidy for procurement and supply of essential commodities under Public Distribution System (especially foodgrains such as rice and wheat are supplied free of cost) as well as Special Public Distribution System Tur Dal and Palmolein Oil to the family cardholders. In the Budget Estimate 2021-22, the Government have allotted a sum of Rs.8,437.57 Crore to meet the Food Subsidy for effective implementation of the Public Distribution System in the State.

Chapter - 2

CONSUMER PROTECTION

The prime objective of the Consumer Protection policy of Government is to ensure that Goods and Services are available at fair prices and with good quality. It aims towards protecting the consumers from the changing technology and the impact of Globalization and Digitization in trade. For this, necessary fair trade practices are identified and regulated in order to prevent consumers from exploitation of any kind.

The Government is carrying out following activities to ensure wellbeing of the consumers in Tamil Nadu.

1. Continuously providing awareness to the Consumers regarding their rights under the purview of Consumer Protection Act, 2019 and their responsibilities as empowered Consumers.

2. Protecting Consumers from exploitation through alternative Consumers Dispute Redressal Mechanism which help consumers to get resolved their disputes even without approaching Consumer Disputes Redressal Forum or Commission.
3. Suggesting Policy Changes in Government Departments providing services to the public to improve their delivery systems.

Towards achieving the best results through the above activities the Government is carrying out following programmes in a continuous manner.

2.1 Citizen Consumer Clubs

As at present, there are 2000 Citizen Consumer Clubs functioning in educational institutions with not less than 50 members in each club. The activities of the Citizen Consumer Clubs are co-ordinated through an identified

co-ordinator from Voluntary Consumer Organizations along with a teacher level co-ordinator. Regular programmes are being conducted focusing on consumer safety, their rights and responsibilities etc. The awareness programmes is being carried out with the students help to create awareness in the families and the society at large.

2.2 Workshops/Seminar

Regular Workshops / Seminars are also being conducted on various aspects relating to consumer rights etc.

2.3 Awareness through Media

The Government is continuously producing video clippings, audio jingles etc., which highlight the rights and responsibilities of consumers. Moreover a dedicated Tamil Monthly magazine namely "Tamil Nadu Nugarvor Kavasam" is being

published by Government to create consumer awareness among the public. The said magazine is being circulated among public, Government Offices having public interface, Citizen Consumer Clubs, Voluntary Consumer Organizations and all Public Libraries in the State. The magazine is registered with the Registrar of Newspaper of India and is being issued at a support price Rs.10 per copy.

2.4 State Consumer Helpline

Towards providing alternate Grievances Redressal Mechanism support Government of Tamil Nadu is running a State Consumer Helpline through which a consumer can share his/her experiences of the exploitation, if any and get advice, for proper redressal. The facility can be contacted through the dedicated telephone number 044-28592828 or through email to consumer@tn.gov.in. Moreover, the

dedicated website for consumer namely www.consumer.tn.gov.in is having online complaint facility for any consumers.

2.5 Functioning of State Level and District Level Consumer Protection Councils

As stipulated in the Consumer Protection Act, State Level and District Level Consumer Protection Councils are functioning which meet twice in a year in order to discuss and decide on the various consumer protection and consumer welfare related activities. The Collector of the respective Districts are the Chairperson of District Consumer Protection Council. Besides, the District Supply Officers have been designated as the District Consumer Protection Officers. Quarterly meetings with Voluntary Consumer Organizations are being conducted to discuss the Consumer issues related to Private and Government sectors.

2.6 Observing National Consumer Day and World Consumer Rights Day

Towards observing National Consumer Day on 24th December and World Consumer Rights Day on 15th March every year, Government is conducting State level as well as District level exhibition, rallies, awareness campaigns through "Citizen Consumer Clubs" functioning in Educational Institutions which contributes towards creation of awareness among the public.

2.7 Tamil Nadu State Consumer Welfare Fund (TNSCWF)

Government have Constituted Tamil Nadu State Consumer Welfare Fund with contribution of Rs.1.00 Crore equally shared between State Government and Union Government at the rate of Rs.50.00 Lakh each towards the seed money. The punitive fines and the fee collected by District and State Level Disputes Redressal Commissions are

also being credited to said Tamil Nadu State Consumer Welfare Fund.

In addition a Corpus Fund has also been constituted with a total contribution of Rs.10.00 Crore to be shared between Union Government and State Government in the ratio of 75:25. Government of Tamil Nadu has remitted the share of State Government amounting Rs.2.5 Crore and the Government of India share contribution of Rs.7.5 Crore is awaited. Now, the corpus fund has been enhanced to Rs.20 Crore.

All Consumer Awareness and Consumer Protection activities are being carried out through the interest generated out of the said Corpus Fund as well as the Tamil Nadu State Consumer Welfare Fund.

2.8 Tamil Nadu State Society for Consumer Protection and Empowerment (TANSSCOPE)

In order to effectively implement the Consumer Protection and awareness activities across the State, the Government have established the Tamil Nadu State Society for Consumer Protection and Empowerment (TANSSCOPE), a State level organisation with the Commissioner of Civil Supplies and Consumer Protection as its President and Members from Government and Non-Governmental sectors.

2.9 State and District Level Consumer Grievance Redressal Mechanism

The Consumer Protection Act, 2019 is a benevolent social legislation that lays down the rights of the consumers and provides for their promotion and protection. It has enabled ordinary

consumers to secure less expensive and often speedy redressal of their grievances. By spelling out the rights and remedies of the consumers in a market so far dominated by organized manufacturers and traders of goods and providers of various types of services, the Act, makes the dictum, *caveat emptor* ('Buyer Beware') a thing of the past.

This Act provides a three tier quasi-judicial Consumer Grievance Redressal Mechanism at the National, State and District levels as follows:-

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

2.10 National Consumer Disputes Redressal Commission

The National Commission is the Apex quasi-judicial body functioning in New Delhi. Cases falling under the Jurisdiction of complaints where the value of goods or services in connection with the case exceeds Rs.10 Crore are tried before this Commission. It also acts as Appellate and Revisional authority over the State Consumer Disputes Redressal Commission.

2.11 State Consumer Disputes Redressal Commission

Complaints where the value of the goods or services paid as consideration exceeds Rs.1.00 Crore but does not exceed Rs.10.00 Crore come to the State Consumer Disputes Redressal Commission. The President of the State Commission is the retired High Court Judge who is

assisted by two judicial members and two non-judicial members one of whom is a female member. The administrative head of the department is the Registrar. A circuit bench of State Commission is also functioning at Madurai with effect from 11.08.2012 for the welfare of the consumers in the Southern Districts.

The State Commission, Chennai and Circuit Bench of State Commission, Madurai play the role of appellate and Revisional Authority for the respective District Commissions.

2.12 District Consumer Disputes Redressal Commission

Any consumer can file a complaint before the District Forum where the value of goods/ services paid as consideration does not exceeds Rs.1.00 Crore. The New Consumer Protection Act, 2019 mandates that every revenue District should have a District Consumer Disputes

Redressal Forum. The District Commission is headed by a Retired District Judge as President with two Members, one of whom is a female Member. So far, 1,15,116 cases have been disposed of out of 1,26,697 cases since inception.

2.13 Mediation Advisory Centre:

Mediation Advisory Centre was established on 15.12.2011 as an alternate Dispute Resolution which involves facilitated negotiation through a trained, neutral third party called the mediator. This Mediator assists the complainant / opposite party to reach a mutually satisfactory settlement following flexible procedures at no cost.

2.14 Future Plan

To ensure smooth, uninterrupted functioning of the State Commission during the prevailing Covid-19 pandemic situation, steps are being taken to upgrade the technology in the Commission to hear cases through

video-conferencing mode by installing hybrid televisions and for filing of complaints through online mode. Apart from that, to resume physical mode of hearing in State Commission, steps are being taken to install Online-Digital-Display-Boards to decongest Court Halls for preventing the risk of spread of COVID-19.

Besides the Mediation Advisory Centre, steps are being taken for setting up of Mediation Cell in each of the State Commission, Circuit Bench of State Commission and District Commissions and engage mediators to enable early resolving of cases by way of mediation.

Presently, 12 District Commissions are functioning in own buildings and 21 in rental buildings. Steps are being taken to get land free of cost from the concerned District Collectors and Principal District Judges for the construction of own buildings.

Chapter - 3

PRICE CONTROL MEASURES

In order to monitor availability of food commodities at fair price in the open market, a Price Monitoring Cell is functioning in the Commissionerate of Civil Supplies under the direct control of the Commissioner. This cell monitors the prevailing retail and wholesale prices of selected food commodities like rice, wheat, pulses, sugar, edible oils and vegetables on a daily basis, in the open market.

3.1 Measures taken by the Government of Tamil Nadu

- A Price Monitoring Committee headed by Hon'ble Minister for Food and Civil Supplies as Chairman is constituted.

- With a view to keep price rise of essential commodities under Check, the Government have constituted a Price Stabilization Fund and provided Rs.100 Crore as corpus fund to meet any emergency situation arising out of price hike of essential commodities.
- The Price Monitoring Cell continuously monitors the prices of essential commodities and whenever the price of essential commodities goes high, it intimates the Government.
- To protect the vulnerable sections from increasing prices 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

ENFORCEMENT

Introduction

The two important Acts which are very well aligned with the implementation of the Universal Public Distribution System, 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 are being enforced by the Civil Supplies CID Department. The Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act, 1980 deals with the preventive detention of notorious smugglers, etc.

Additional Director General of Police is the Head of this Department under whom two Superintendents of Police, one each at Chennai and Madurai Region and four Deputy

Superintendents of Police at Chennai, Coimbatore, Trichy and Madurai Sub-Divisions. There are 34 Civil Supplies CID units out of which 22 units are headed by Inspectors of Police and 12 units by Sub-Inspectors of Police. In addition, 2 Inspectors of Police are functioning at the headquarters to handle the Administration and Intelligence sections. Besides, there are five Special Patrol Teams for the border Districts i.e. Kanniyakumari, Coimbatore, Tirunelveli, Krishnagiri and Vellore to ensure better enforcement in the bordering Districts.

4.1 Activities of the Civil Supplies CID

The Civil Supplies CID has been taking effective steps to curb the menace of smuggling / hoarding of PDS Commodities with an iron hand. Due to strict vigil and enforcing of laws, 2,144 cases were registered at various Units of Civil Supplies CID from 07.05.2021 to 17.08.2021.

In this, 1918 cases pertain to smuggling of PDS rice, 66 cases of PDS Kerosene, 109 cases of usage of domestic LPG for commercial purposes and 51 other cases were registered. In the above cases, 1,255 MT of Public Distribution System rice and 7,673 litres of kerosene were seized. The total value of the property is Rs. 2,02,19,170/- (Rupees Two crore two lakhs nineteen thousand and one hundred and seventy only). Further, 231 four wheelers, 20 three wheelers, 109 two wheelers totaling 360 vehicles, which were used for smuggling were seized. 27 persons were detained under the Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act.

To ensure supply of good quality commodities to the General Public without any diversion and pilferages through PDS, the Civil Supplies CID is making all efforts to prevent smuggling / hoarding of PDS items.

Chapter - 5

Tamil Nadu Civil Supplies Corporation

Introduction

Tamil Nadu Civil Supplies Corporation was established in the year 1972 by the then Hon'ble Chief Minister Muthamizharignar Kalaignar with the noble task of procurement, storage and distribution of essential commodities under the Public Distribution System. Tamil Nadu was the first State in the country to constitute such a body which has contributed significantly in ensuring food security to the people of the State.

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".

5.1 Organisational Setup

Tamil Nadu Civil Supplies Corporation is headed by the Hon'ble Minister for Food and Civil Supplies as the Chairman of the Board of Directors.

The Corporation is subdivided into 33 Regions, headed by Senior Regional Managers/Regional Managers. The Corporation has 7,293 permanent employees and 5,111 seasonal employees working in the Head Office, Regional Offices, Godowns, Modern Rice Mills, Fair Price Shops and Amudham Departmental Stores all over the State. Besides the above employees, 5,199 loadmen and 27,845 Seasonal loadmen are employed in the godowns, Direct Procurement Centres for paddy and in the modern rice mills of the Corporation.

5.2 Activities of the Corporation

The key objective of the Corporation is to procure, store and distribute rice, sugar, wheat, pulses, palmolein oil, kerosene etc., at the rates fixed by the State Government for the smooth functioning of Public Distribution System and Special Public Distribution System. The storage and distribution activities of the Corporation are carried out through the following:

- a) 296 godowns with a total storage capacity of 13.39 LMT.
- b) 1,455 Fair Price Shops (Fulltime shops – 1,246 and part time shops – 209)
- c) 21 Modern Rice Mills
- d) 94 Amudham Departmental Stores
- e) 3 Petrol / Diesel Bunks
- f) 36 Kerosene Bunks
- g) 4 LPG distribution points
- h) 2,654 Direct Purchase Centers

5.3 Procurement of Essential Commodities

5.3.1 Rice

Rice is procured 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.

The average monthly off-take of rice under the Public Distribution System and other welfare schemes is nearly 3.25 LMT. The State Government fully avails the monthly allotment of 2.76 LMT allotted by the Government of India under AAY, Priority and Tide-over Quota. The difference between the Government of India's total allotment and the monthly off-take of the State Government under Public Distribution System is equalised by purchasing the deficit rice from Government of India under the Open Market Sales Scheme and from other State Governments.

The hulled rice of the Corporation along with the rice lifted from Food Corporation of India (FCI) is supplied for Public Distribution System as per the monthly requirement of the State. As on 31.07.2021, a buffer stock of 11.15 LMT of rice and 15.47 LMT of paddy is warehoused in 57 godowns of Food Corporation of India and Godowns of Tamil Nadu Civil Supplies Corporation.

5.3.2 Sugar

Sugar is also one of the major commodities distributed under Public Distribution System to the family card holders. Approximately, 32,000 MT Sugar is consumed by the family cardholders per month under Public Distribution System. Sugar is sold at a subsidized rate of Rs.25/- per Kg to non-AAY cardholders. AAY cardholders are supplied sugar @ Rs.13.50 per Kg. The differential cost

(Rs.469.45 Crore) between the actual procurement price and subsidised price of sugar is met by the State Government under state food subsidy.

5.3.3 Wheat

Under National Food Security Act, 2013 the Government of India is allocating a quantity of 30,647.93 MTs of wheat per month to Tamil Nadu from August 2020. As per the allocation and subject to availability, wheat is being supplied free of cost to all the willing rice card holders who have opted for wheat in lieu of rice.

5.4 Special Public Distribution System

To control the rise in price of pulses and edible oil in the open market as well as to provide a more nutritional food basket to the common people, the State Government headed by the then Hon'ble Chief Minister Muthamizharignar Kalaigarnar

introduced the Special Public Distribution System for the distribution of pulses and fortified palmolein oil to the cardholders in 2007.

Every month 20,000 MT of Canadian Yellow Lentil /Tur dal and 2,00,00,000 litre (pouches) of fortified Palmolein Oil is being purchased and supplied to the family cardholders at a highly subsidized price. The entire subsidy for these commodities under Special Public Distribution System is borne by the Government of Tamil Nadu.

The selling price for Canadian Yellow Lentil / Tur dal and Palmolein oil under the Public Distribution System are given below:-

Commodity	Monthly allotted quantity (Dal in MTs & P.oil in pouches)	Quantity issued per card holder	Selling price (Dal per Kg. & P.oil per Litre)	Market Price
Canadian Yellow Lentil /Tur dal	20,000	1 Kg	Rs.30/-	Rs.95/- to Rs.105/-
Fortified Palmolein Oil	2,00,00,000	1 litre (910 gms)	Rs.25/-	Rs.120/- to Rs.130/-

5.5 Movement of Commodities to the Fair Price Shops

To ensure availability of stocks unceasingly in Fair Price Shops, 60% of the monthly allotment of all commodities is moved in advance before 30th of the preceding month. The balance 40% is moved by 20th of the current month. Consent has also been given to begin the advance movement for the succeeding month immediately after the

completion of the regular movement, so as to ensure prompt completion of movement of the essential commodities from the Godowns to the Fair Price Shops.

5.6 Procurement of Paddy from Farmers

Tamil Nadu Civil Supplies Corporation has been accredited by the Government of India to procure paddy on behalf of Food Corporation of India, under the decentralised procurement scheme since Kharif Marketing Season (KMS) 2002-2003. The Co-operative societies and National Co-operative Consumer Federation (NCCF) are also authorized by the Government to procure paddy in non-delta Districts. The 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 2021-22 are as follows:-

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'	1,960/-	100/-	2,060/-
Common	1,940/-	75/-	2,015/-

Paddy Procurement details for KMS 2020-21

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.)	
2020-21 (as on 31.07.2021)	2654	27,12,212	12,27,423	39,39,635	1,958	1,918	7,41,039

Payment released to the farmers through ECS during KMS 2020-21 upto 31.07.2021 is Rs.7664.71 Crore.

Procurement Details (KMS 2020-21)

(As on 31.07.2021)

(in MTs)

TNCSC	:	37,69,101
NCCF	:	1,49,198
Co-operative societies	:	21,336

Total Paddy Procurement : 39,39,635

Rs.251.22 Crore has been sanctioned as incentive to the farmers.

The Government have recently issued the guidelines for Setting up of Direct Purchase Centres, Purchase procedures for procuring paddy, Storage and Movement of procured paddy. A District Level Monitoring Committee has also been constituted comprising the following officers:

1. District Collector – Chairman
2. PA (Agriculture) - Convener
3. Joint Director, Agriculture

4. Senior Regional Manager /
Regional Manager, TNCSC
5. Joint Registrar of Cooperative Societies
6. Two representatives of farmers.

The above committee helps to set up Direct Purchase Centres as per requirement and settle the farmers grievances immediately thereby improving the operational efficiency of the Direct Purchase Centres.

5.6.1 Custom Milled Rice

The Corporation owns 21 Modern Rice Mills with a capacity of 52,500 MT. There are 376 empanelled private hulling agents with a capacity of 6,11,291 MT for the conversion of the procured Paddy into rice to be distributed under Public Distribution System. The Government of India releases subsidy for the Custom Milled Rice based on the economic cost fixed by them.

Tamil Nadu Civil Supplies Corporation has taken necessary steps and directed all the private hulling agents to install the Colour Sorter machines and ensure good quality of rice. The Corporation has also taken steps to install these machines in the Modern Rice Mills run by it.

5.7 Infrastructure and Assets

5.7.1 Godowns

Tamil Nadu Civil Supplies Corporation manages a total number of 296 Godowns. Of these 255 Godowns are owned by it with a storage and handling capacity of 11.83 LMT and the balance 41 Godowns having 1.56 LMT capacity are hired from Tamil Nadu Warehousing Corporation, Co-operatives and other private parties for storage. Utmost importance is paid by the Government to strengthen the storage facilities for ensuring safe storage of the

commodities meant for the Public Distribution System.

5.7.2 SILO for Paddy storage

The SILO is constructed for paddy storage at Erukkur Village in Mayiladudhurai District at a total estimated cost of Rs.64.27 Crore with a total capacity of 50,000 MT. Steps are being taken to bring this into full use at the earliest.

5.8 Fair Price Shops

Tamil Nadu Civil Supplies Corporation runs 1,455 Fair Price Shops in 26 regions. 51 and 711 Fair Price Shops are functioning in own buildings and in private buildings respectively. In addition to this, 693 Fair Price Shops are functioning in other Government buildings. Construction of own buildings for the Fair Price Shops will be taken up in phased manner in the next three years.

5.9 Direct Purchase Centres for Paddy

Direct Purchase Centres are opened by the Tamil Nadu Civil Supplies Corporation every year at various places throughout the State based on the requests from the farmers to procure paddy directly from them. Generally, the Direct Purchase Centre has an area of about 30 to 40 cents with storage capacity of minimum 100 MT having facilities like Drying Yard, Winnowing Machine, Electronic Weighing Scale, Moisture Meter etc.,.

Considering the significance of the Direct Purchase Centres, the Government is committed to create permanent Direct Purchase Centres. Measures for creating permanent structure for Direct Purchase Centres have been taken up in a phased manner. 550 Direct Purchase Centres are already functioning in own buildings.

5.10 Facilitation of Paddy Drying Platforms

Paddy Drying Yards are constructed to dry the paddy as per the moisture level specified by the Government and for cleaning and grading of paddy. 399 Paddy Drying Platforms are constructed at an estimate cost of Rs.32.20 Crore.

5.11 Modern Rice Mills (MRM)

Tamil Nadu Civil Supplies Corporation owns 21 Modern Rice Mills (MRMs) with a monthly hulling capacity of 52,500 MT. Boiled Rice is produced in 15 MRMs and Raw Rice in 6 MRMs. To improve hulling capacity and to ensure quality of rice, these MRMs are being modernized in a phased manner. In first Phase 7 MRMs were modernised at a cost of Rs.26.27 Crore, in the second Phase 7 other MRMs have been modernised at a cost of Rs.32.60 Crore and in third Phase, Modernization of the remaining 7 MRMs have been commenced at a cost of Rs.36 Crore.

5.12 Automation facility to TNCSC Godowns

Tamil Nadu Civil Supplies Corporation owns 255 Godowns of 11.83 LMT storage capacity. The loading/ unloading activities and conveying & stacking of Public Distribution System commodities are being done manually by the loadmen to the required height. In addition to the Public Distribution System commodities, the loadmen also handle other commodities like cement. They also look after both receipt as well as issue of commodities, weighing and stitching of commodity bags. To improve the efficiency of handling system with the available manpower, it is necessary to mechanise the godown operations. Therefore, the TNCSC godowns are being provided with conveyor system for loading, unloading and stacker arrangements along with generator, generator shed, wiring panel arrangements etc.

5.13 Other Services Provided by Tamil Nadu Civil Supplies Corporation

5.13.1 Amudham Departmental Stores

Tamil Nadu Civil Supplies Corporation operates 94 Amudham Department Stores for the benefit of the Public in the State. The prime objective is to market commodities such as rice, sugar, pulses, cereals and Fast Moving Consumer Goods (FMCG) at reasonable rates and thereby control the price rise in the open market effectively.

5.13.2 Petrol / Diesel Bunks

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

5.13.3 LPG Distribution Points

The Tamil Nadu Civil Supplies Corporation has been doing agency work of LPG distribution in Tiruchirapalli, Tiruvannamalai, Ramanathapuram and Mandapam.

5.13.4 Kerosene Bunks

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

5.13.5 Farm Fresh Vegetable Shops

Tamil Nadu Civil Supplies Corporation operates 7 farm fresh vegetable shops in Chennai.

5.13.6 Issue of Commodities to Amma Unavagam

Tamil Nadu Civil Supplies Corporation is supplying Rice and Wheat for all Amma Unavagams functioning in all the Districts.

5.14 Other Support Services

5.14.1 Fair Price Cement Supply Scheme

Cement bags of 50 kg weight are being sold at a concessional rate of Rs.216 per bag to the lower and middle income group under this scheme.

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 the public.

5.14.2 Sale of Salt

With a view to eradicate Iodine deficiency disorder, three Varieties of salt namely, Refined Free Flow Iodised Salt, Double 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 and Amudham Departmental Stores for the benefit of the common people.

5.14.3 Sale of Ooty Tea and TANTEA

Tamil Nadu Civil Supplies Corporation sells Ooty tea through PDS shops run by the Corporation and Amudham Departmental Stores at Rs.22/- per packet (100 grams). In addition to this, TANTEA is also made available at Rs.21/- per packet (100 grams).

5.15 IT Initiatives

5.15.1 e-Governance

In order to monitor all activities right from procurement of commodities till distribution at Fair Price Shops to the cardholders on real time basis, End to End Computerisation of Public Distribution System was implemented. 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>". All the operations of Public Distribution System is available in the public portal www.tnpds.gov.in.

5.15.2 e – Procurement

e-DPC is implemented to purchase paddy at Direct Purchase Centres in Delta and Non Delta regions through TAB and payment to farmers are made through Electronic Clearing Services (ECS). Daily procurement data are shared to Government of India portal <http://nfpp.nic.in>.

5.15.3 e-Monitoring System

Efforts are being taken to implement the e-Monitoring System in a holistic manner to monitor the movement of vehicles transporting public distribution commodities, activities of the godowns etc. to avoid pilferages.

5.16 Quality Control System

For assessing the quality of commodities such as rice, wheat, sugar, pulses, oil etc.,

Tamil Nadu Civil Supplies Corporation has a well-established quality monitoring and quality control mechanisms through which the quality of procured and stored commodities is assessed constantly by testing the samples regularly. Space management is also done scientifically. Disinfestation and other preventive measures are taken to ensure good quality of the commodities and to prevent storage losses.

The godowns are provided with moisture meters, lab kits for analysis, black polythene covers for fumigation purposes, dunnage materials for stacking, ultra violet light traps and foot sprayers for infestation control to ensure 100% quality of commodities.

5.17 Financial Status

The Corporation has an authorised share capital of Rs.100 Crore and paid up share capital of Rs.71.73 Crore.

For the Financial Year 2021-22, the Government have provided a sum of Rs.8437.57 Crore towards food subsidy and released a sum of Rs.3,900 Crore as on 31.07.2021.

Chapter - 6

Tamil Nadu Warehousing Corporation

Introduction

The Tamil Nadu Warehousing Corporation was established under the Agricultural Produce (Development and Warehousing) Corporation Act, 1956, on 2nd May 1958. This Corporation is functioning with 63 Warehouses with a total capacity of 7.77 LMT of which 7.60 LMT is in its own 60 warehouses and 0.17 LMT in 3 hired premises. The storage space is given to depositors to store Agricultural Produces, Seeds, Manures, Fertilizers, Agricultural Implements and Notified commodities to Government Departments, Farmers / Traders, Co-operative Societies and other Institutions.

Tamil Nadu Warehousing Corporation has 60 Warehouses comprising 269 Godowns. This Corporation has maintained an average utilization of 82% occupancy during the financial year 2020-21.

6.1 Organisational set-up

The overall management of the Tamil Nadu Warehousing Corporation is done by a Board of Directors with 11 members. The Chairman and 5 Directors are nominated by the State Government and 5 Directors are nominated by Central Warehousing Corporation. This Corporation has 7 Regional Offices at Cuddalore, Dindigul, Kancheepuram, Mettupalayam, Salem, Tiruchirappalli and Tirunelveli headed by Senior Regional Manager / Regional Manager. The Warehouses are managed by Warehouse Manager.

6.2 Financial Performance

The total revenue for the financial year 2020-21 is Rs.81.44 Crore (unaudited). The Corporation is expected to earn a net profit of Rs.26.00 Crore (unaudited) in the financial year 2020-21.

6.3 Dividend

Tamil Nadu Warehousing Corporation has declared dividend @ 30% on net profit for the year 2019-20 to its shareholders which amounts to Rs.7.23 Crore to its shareholders viz. Government of Tamil Nadu and Central Warehousing Corporation on 50:50 basis for the year 2019-20. As such Rs.1.67 Crore (after tax) has been paid to Central Warehousing Corporation and Rs.1.81 Crore (without tax) to State Government.

6.4 Pest Control Services

Pest control service is one of the main activities of the Corporation. This Corporation is providing Pest Control Services to a wide range of customers in the public and private sectors. The Pest Control Division of the Corporation undertakes rodent control, termite control, anti-termite treatment in pre and post construction of buildings, mosquito control and general disinfestations works. During the year 2020-21, the revenue earned through pest control of activities is Rs.57.36 Lakh.

6.5 Quality Control and Preservation

Tamil Nadu Warehousing Corporation undertakes due care and responsibility in maintaining the quality of stocks. The Corporation has lots of experience in the field of scientific storage and in using the latest technology of

prophylactic and curative measures. The field staff are given suitable training at Indian Grain Storage Management and Research Institute (IGMRI), on the usage of chemicals and application of different methods of quality control to avoid storage loss in agricultural products. Tamil Nadu Warehousing Corporation is continuously monitoring the storage loss, transit loss etc., and putting forth its best efforts to minimize the losses. As a result, during the financial year 2020-21, the average storage loss has been kept at 0.07% as against the admissible storage loss of 0.5%.

6.6 Credit Facilities for Negotiable Warehouse Receipts (NWRs)

Tamil Nadu Warehousing Corporation has registered its Warehouses under Warehousing Development and Regulatory Authority (WDRA).

This Corporation has issued 20 Negotiable Warehouse Receipts (NWRs) during the financial year 2020-21 and a sum of Rs. 22.75 lakhs has been availed as bank loan by the farmers / traders by pledging the NWRs.

6.7 Initiatives taken in 2021-22

1. During this year 2021-22 effective action has been taken to improve the occupancy position in the warehouses by canvassing business with TNCSC, AAVIN etc., which has resulted in substantial increase in business from the above depositors and resultant improvement in overall occupancy.

2. In order to save electricity, solar panels were fixed at 6 warehouses viz., Tiruvarur, Nagapattinam, Nangikottai, Muthur, Salem and Theni and savings of electricity through solar panel has now commenced.

Conclusion

This Government is committed to ensuring that no citizen sleeps with a hungry stomach in the State. And in the days to come, it would be our endeavour to improve the nutritional value of the basket of commodities being supplied under the Special Public Distribution System initiated by the visionary leader, the then Hon'ble Chief Minister Muthamizharignar Kalaingar in the year 2007.

'He who gives a loaf of bread
bestows life unto the taker'

-Puranaanuru

R. SAKKARAPANI
Minister for Food and Civil
Supplies.



**“He who gives a loaf of bread bestows life unto the taker”
Hon'ble Chief Minister signed on 7th May 2021 the very first
Government Order of the Food Department which dwells in the
souls and spirit of the people; He conducted the Food Department
review meeting on 3rd July 2021.**



Groceries of Fourteen Kinds!
Hon'ble Chief Minister avoided self – portrait on the carrier bags
as Hon'ble Chief Minister is certain that his abode is in the hearts of
people and inaugurated the good deed.



The Hon'ble Chief Minister lending a passionate ear to the farmers who rendition on generic, indigenous paddy varieties



**The Judicious Leader visiting a Fair Price Shop!
Deliberations manifested as Duty to the people!**



**Rs. 4000/- and 14 Grocery items as Corona Relief!
Happy beneficiaries in the presence of Hon'ble Chief Minister,
Ministers and Officials**



**Agriculture and Food Departments Complementing each other!
Hon'ble Ministers of the Departments of Agriculture and Food along with
the Chief Secretary are deliberating and discussing with the
Collectors on the programme of paddy procurement – 10.07.2021**



**Move around everywhere to discern the mood and needs of the people
Thus spake the Hon'ble Chief Minister. Complying with the Command of
the Chief, the Hon'ble Minister visits Tiruchirappalli and
conducts Food Department review meeting – 16.06.2021**



ஏழையின் சிரிப்பில் இறைவனைக்
காண்போம் என்றார் அண்ணா !
ஏழையின் சிரிப்பில் அண்ணாவைக்
காண்போம் என்றார் கலைஞர் !
ஏழையின் சிரிப்பில் இன்று அண்ணாவையும்
கலைஞரையும் காண்கிறார் நம் முதல்வர் !