



**CO-OPERATION, FOOD AND  
CONSUMER PROTECTION DEPARTMENT**

**FOOD AND CONSUMER PROTECTION**

**POLICY NOTE  
2022 - 2023**

**DEMAND No. 13**

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Civil Supplies

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Government of Tamil Nadu  
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# Chapter - 1

## CIVIL SUPPLIES AND CONSUMER PROTECTION DEPARTMENT

### Introduction

பகுத்துண்டு பல்லுயிர் ஓம்புதல் நூலோர்  
தொகுத்தவற்றுள் எல்லாந் தலை  
அய்யன் திருவள்ளுவர்

Food security for all is at the heart of the food policy of the State. Government has been taking various steps towards achieving this goal including universal coverage under the Public Distribution System.

Promotion of consumer welfare is another thrust area of the Government. Though, there has been increasing awareness of consumer rights in recent years, the level of awareness needs to keep pace with the emerging new and deceptive marketing techniques and unfair trade practices. Government has been taking all steps to create

awareness through media campaigns, publication, training programmes and workshops with the help of voluntary consumer organisations on the exploitative trade practices of some traders and manufacturers. Besides legal remedies are also provided through consumer commissions at the district and state level.

## **1. PUBLIC DISTRIBUTION SYSTEM**

“Right to food is implicit in the fundamental right to life” as recognized by the Hon’ble Supreme Court of India. Providing food security to all, particularly to poor and vulnerable groups is the prime objective of the Public Distribution System in Tamil Nadu.

The Government of Tamil Nadu has followed Universal Public Distribution System (UPDS) for the past 40 years, extending food and nutritional securities to all categories of people without discrimination of economic or social status to

ensure that no person goes hungry in the state. During the COVID-19 pandemic, to alleviate the suffering of the people, Government of Tamil Nadu have given Rs. 4000/- cash support (in two instalments in the month of May and June 2021) to all rice card holders as well as grocery kits containing 14 nutritious food items.

### **1.1 Fair Price Shops**

Fair Price Shop is the basic unit of storage and supply of essential commodities to the family card holders under the Public Distribution System. Most of the Fair Price Shops are run by the Co-operative Department through Co-operative Societies, followed by Tamil Nadu Civil Supplies Corporation. Women Self Help Groups also run a small number of shops. A total of 35,323 shops are running. A salient feature of Public Distribution System in Tamil Nadu is that private

parties are not associated in any manner with the running of the fair price shops.

## 1.2 End to End Computerisation

The State Public Distribution System has been fully computerized through “End-to-End Computerization Scheme”. All the sale transactions at Shop is automated under this scheme. The stock of food grains and its movement at various points of supply is monitored on real time basis, thus achieving transparency and easy access to the services delivered by the Department to the public. Essential Commodities are supplied to card holders after Aadhaar enabled biometric authentication through point of sale device in order to ensure that only genuine card holders avail the benefit. Through close monitoring the State has achieved around 97% of transactions under biometrics.

Number of Fair Price Shops in the State as on 21.03.2022 is as follows:

Sl. No.	Agency	Full Time	Part Time	Total
1	Co-operative Societies (under the Registrar of Co-operative Societies)	23,243	9,995	33,238
2	Other Co-operative Societies	114	27	141
3	Tamil Nadu Civil Supplies Corporation	1,224	236	1,460
4	Women SHGs	463	21	484
	<b>Total</b>	<b>25,044</b>	<b>10,279</b>	<b>35,323</b>

State Government is taking efforts to establish Fair Price Shops within a convenient reach of the card holders, so that they do not have to travel long distance to get essential commodities. Special attention is being given to the remote and inaccessible, far-flung areas and hilly areas. A good number of mobile ration shops introduced in 1997 are being run in hilly areas serving tribal population.

A total of 6978 Fair Price Shops are functioning in rental buildings. New buildings will be constructed for all these shops in a phased manner. In the first phase 756 shops have been selected out of which for 109 shops Administrative sanction has been given by the District Collectors.

### 1.3 Smart Family Cards

As a part of End-to-End computerization all essential commodities are supplied to the family card holders using smart family cards in the Fair Price Shops. 10,92,064 new smart family cards have been issued from 07.05.2021 to 21.03.2022. Since, 01.04.2017 all smart cards are issued on the basis of Aadhaar number enrollment. Differently abled persons and those who could not possess Aadhaar card can enroll their name without Aadhaar.

### 1.3.1 Types of Smart Family Card

Based on the applicants' needs and preferences and as per National Food Security Act norms, five types of smart family cards are being issued under State's Public Distribution System. The details of type of smart family card, commodities entitled and their numbers as on 21.03.2022 are as follows:

Sl. No.	Type of Smart Family Card	No. of Family Cards
1.	Priority Household (PHH)*	91,88,396
2.	Priority Household - Antyodaya Anna Yojana(PHH-AAY)*	18,64,201
3.	Priority Household-OAP/ANP (PHH)*	3,73,197
4.	Non-Priority Household (NPHH)**	1,02,63,336

5.	Non-Priority Household-Sugar (NPHH-S)**	3,83,756
6.	Non-Priority Household- No Commodity (NPHH-NC)	58,146
<b>Total Smart Family Cards</b>		<b>2,21,31,032</b>

\*Government of India's scheme

\*\*State Government's scheme

### 1.3.2 Antyodaya Anna Yojana Family Cards

The coverage under Antyodaya Anna Yojana scheme has been expanded periodically as per directions of the Government of India by selecting the poorest of the poor families. This scheme has ensured total food security in our State. Number of AAY beneficiaries in our State is 18,64,201. They are eligible for 35 kgs of rice per month, and other commodities.

### 1.3.3 Family Cards for Transgender

Transgender are recognized as an integral part of the society. The Government is providing smart family cards to the "Transgender" either single or as family residing in the State. Till 21.03.2022, 2,429 family cards have been issued to them.

### 1.3.4 Family Cards for Police, Prison and Forest Department Personnel

Certain categories of the uniformed services such as Police Personnel ranking from second grade constables to Inspectors, the Forest department personnel ranging from Cavady to Forest Ranger and Prison personnel from second grade warden to Deputy Jailor are issued Non Priority House Hold (NPHH) cards tagged as 'Police cards' in the PoS devices provided in the fair price shop. As a welfare measure to the uniformed Services Personnel, the following

essential commodities such as Dal, Sugar and Palmolein are provided to the Police personnel through the fair price shops at half the rate of PDS issue price.

Sugar	:	Rs.12.50 /kg
Tur dhal /	:	Rs.15.00 /kg
Canadian		
Yellow Lentil		
Palmolein oil	:	Rs.12.50/litre

As on 21.03.2022, 63,506 such family cards are in circulation.

### **1.3.5 Issue of Family Cards to Sex Workers**

The Government have decided to issue smart family cards to the "Sex Workers" either single or as family residing in the State. 86,986 such family cards have been issued to them as on 21.03.2022.

### **1.3.6 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 respectively without cost under Public Distribution System to 7,240 Annapoorna (ANP) and 3,65,957 Old Age Pension (OAP) beneficiaries residing in the State.

### **1.4 Scale of Supply of Essential Commodities Under Public Distribution System**

Rice, Wheat, Sugar and Kerosene are the essential commodities being distributed to the family card holders 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 is as follows:



Sl. No	Name of the Commodity	Issue Price (Kilo / Litre)	Scale of Supply
1.	Rice	Free of Cost	<p>Since 01.11.2016, the National Food Security Act, 2013 is being implemented by the State without altering the Universal character of the Public Distribution System. All rice card holders are eligible for 5 kg of rice per person (including a child) per month while ensuring that the quantity supplied is not less than the present entitlement under Universal Public Distribution System. If there is only one person in a family card, the earlier eligible 12 kg of rice is being provided.</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 get 5 Kg of rice per unit and AAY card holders can draw 35 kg of rice per card</p>

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

## 1.5 Issue of essential commodities under Public Distribution System

### 1.5.1 Rice

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

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

As Tamil Nadu has adopted a universal PDS, 1,29,432.268 MT of rice is allotted under Non-Priority Household (NPHH) in addition to the above allotment, cost for which is borne fully by

the State Government. The average monthly off-take of rice is about 3.20 LMT.

### 1.5.2 Sugar

The entire quantity of sugar required under the Public Distribution System is being procured by the State from the Cooperatives and from the open market and distributed as follows:-

- I. AAY card holders are given sugar at the rate of Rs.13.50 per Kg (Issue price by the Government of India is Rs.18.50 for the allocation of 1864 MT)
- II. The family cards other than AAY cards get sugar at the rate of Rs.25/- per Kg

The differential cost is being borne by the State Government.

### 1.5.3 Wheat

The Government of India's monthly allocation of wheat to our State is 30,647.90 MT. Wheat is

also supplied free of cost to the card holders in lieu of rice. Card holders can choose Wheat over Rice at their own will and get 10 kg of wheat in Chennai city and district headquarters and 5 kg in other areas free of cost. This has benefitted people of Tamil Nadu by giving them option of choosing their staple food.

#### **1.5.4 Kerosene Allotment**

The Government of India have gradually cutdown the monthly allocation of kerosene. Under the Public Distribution System, kerosene is being supplied for cooking and lighting purpose to the family card holders not having LPG connection and having single LPG connection. For this the monthly requirement of Kerosene as on 21.03.2022 is 36,953 KL. However, Government of India have drastically reduced the kerosene allotment to the State from 59,852 KL in April 2006 to 7,536 in April 2021. 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 allotment to meet the requirement of card holders.

#### **1.6 Special Public Distribution System (SPDS)**

In order to improve the nutritional value of the food basket of the 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 of Palmolein oil is distributed to all the card holders at a 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 card holders. This scheme has been extended upto September 2022 by the Government. Special PDS is fully funded by the State Government.

## **1.7 Supply of Rice to Muslims during Ramzan**

For the benefit of the fasting muslims during “Ramzan” month, the Government make special allotment of raw rice to the mosques for preparing “Nonbu Kanji”. This is supplied at a subsidised rate of Rs.1/- per kg across the State. During current year also 6000 MT of rice has been provided for this purpose. The State Government has sanctioned subsidy of Rs.13.53 Crores for this purpose.

## **1.8 Implementation of National Food Security Act, 2013**

National Food Security Act, 2013 has been implemented in the State with effect from 01.11.2016 under which every person belonging to priority households is entitled for 5 kg of rice per month. However, Tamil Nadu Government adopted Universal Public Distribution System and guaranteed all rice option card holders to their

erstwhile entitlement or entitlement at the rate of 5 kg per member whichever is higher, free of cost.

In order to fulfill the requirement of the National Food Security Act, priority households are identified as per the guidelines and hosted on the website [www.tnpds.gov.in](http://www.tnpds.gov.in). Accordingly, beneficiaries from 58 marginalised/economically weaker sections including Transgenders have been identified.

## **1.9 Vigilance Committees**

State, District, Taluk and Fair Price Shop level vigilance committees have been constituted for ensuring transparency and proper functioning of the Public Distribution System and accountability of functionaries as required under the Tamil Nadu Food Security Rules, 2017. The committees meet periodically and ensure effective functioning of the system.

### **1.10 Grievance Redressal Mechanism**

District Revenue Officer / Deputy Commissioner have been appointed as District Grievance Redressal Officers (DGROs) to redress the grievances of the public and the functioning of Public Distribution System. The contact details of DGROs have been published in web portal, Fair Price Shops and public areas. The card holder can register their grievances / suggestions through dedicated toll free numbers 1967 and 1800 425 5901, as well as through online complaint registration facility available in “tnpds” portal. In addition to this, the public can also register their grievances in the “Complaint Register” available in each Fair Price Shops.

### **1.11 State Food Commission**

As mandated 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 meets periodically and makes recommendations for better implementation of the Act.

### **1.12 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 the End to End Computerization 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 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.
- Public can apply online for new family cards, mutations in family cards and also track the status of applications etc.
- Card holders can view the availability of commodities in the attached Fair Price Shop.
- Bogus billing in Fair Price Shop is thwarted as transaction details are communicated through SMS to registered mobile numbers to every card holder.

### **1.13 PDS Distribution with Biometric Authentication**

From 01.10.2020, the distribution of commodities through PDS is being issued after authentication through finger print scanning with a view to ensure that only the real beneficiary gets his / her entitled commodities under PDS. This ensures eliminating malpractices at fair price shop level.

In order to ensure service delivery system to the aged and the differently abled beneficiaries who can not go to the Fair Price shops, distribution is permitted through authorized persons. Authorisation letter may be given to the concerned salesmen. Moreover, for those who visit the fair price shop personally but the finger prints do not work, supply is given on proxy mode. Thus food security of all, especially those aged and differently abled persons is ensured.

<b>TNPDS - Biometric Based Sale Transaction Summary as on 21.03.2022</b>							
<b>SI.No</b>	<b>District Name</b>	<b>Total transaction</b>	<b>Transactions count of Biometric Enabled Shops</b>	<b>Bio-metric Success Mode</b>	<b>% of Bio metric Mode</b>	<b>Bio-metric Failure Mode</b>	<b>Transactions count of Bio-metric Disabled Shops</b>
1	Pudukkottai	4,20,766	4,20,766	4,17,171	99.15	3595	-
2	Ariyalur	2,13,605	2,12,631	2,10,714	99.10	1917	974
3	South Chennai	7,03,267	7,03,267	6,96,897	99.09	6370	-
4	Virudhunagar	5,14,744	5,14,744	5,09,106	98.90	5638	-
5	North Chennai	7,36,994	7,36,994	7,28,596	98.86	8398	-
6	Cuddalore	5,40,376	5,40,375	5,33,019	98.64	7356	1
7	Thiruchirapalli	7,23,974	7,19,719	7,09,869	98.63	9850	4,255
8	Thiruvarur	3,33,401	3,33,401	3,28,178	98.43	5223	-
9	Dharmapuri	4,19,424	4,01,190	3,94,881	98.43	6309	18,234
10	Thiruvannamalai	6,31,767	6,19,346	6,09,022	98.33	10324	12,421
11	Sivagangai	2,83,338	2,82,717	2,77,510	98.16	5207	621
12	Karur	2,98,412	2,97,948	2,92,361	98.12	5587	464
13	Thanjavur	6,85,672	6,85,672	6,72,708	98.11	12964	-
14	Nilgiris	1,53,113	1,34,279	1,31,489	97.92	2790	18,834
15	Namakkal	4,33,213	4,19,158	4,09,736	97.75	9422	14,055
16	Nagapattinam	1,84,647	1,80,829	1,76,496	97.60	4333	3,818
17	Kanyakumari	3,99,136	3,95,532	3,85,974	97.58	9558	3,604
18	Tirunelveli	4,44,410	4,43,207	4,32,193	97.51	11014	1,203
19	Salem	9,36,329	9,09,080	8,85,330	97.39	23750	27,249
20	Madurai	6,93,769	6,93,759	6,75,432	97.36	18327	10
21	Theni	3,14,261	2,95,168	2,87,321	97.34	7847	19,093
22	Krishnagiri	4,58,408	4,35,620	4,23,946	97.32	11674	22,788
23	Kanchipuram	3,26,156	3,26,155	3,17,309	97.29	8846	1
24	Erode	6,10,394	5,91,533	5,74,034	97.04	17499	18,861

25	Mayiladuthurai	2,60,789	2,60,789	2,53,069	97.04	7720	-
26	Chengalpet	2,99,862	2,99,862	2,90,876	97.00	8986	-
27	Tirupathur	2,61,257	2,52,773	2,44,637	96.78	8136	8,484
28	Perambalur	1,85,834	1,81,032	1,74,992	96.66	6040	4,802
29	Tiruppur	5,62,227	5,60,890	5,41,819	96.60	19071	1,337
30	Thiruvallur	4,83,832	4,83,832	4,67,099	96.54	16733	-
31	Ramanathapuram	2,53,178	2,53,178	2,44,237	96.47	8941	-
32	Tuticorin	4,52,124	4,52,124	4,35,831	96.40	16293	-
33	Kallakurichi	3,21,484	3,09,828	2,98,217	96.25	11611	11,656
34	Coimbatore	7,48,744	7,48,744	7,19,739	96.13	29005	-
35	Dindigul	5,24,609	4,95,339	4,75,634	96.02	19705	29,270
36	Vellore	3,70,779	3,65,536	3,50,265	95.82	15271	5,243
37	Viluppuram	4,77,801	4,73,707	4,52,300	95.48	21407	4,094
38	Tenkasi	3,79,324	3,77,863	3,58,915	94.99	18948	1,461
39	Ranipet	2,85,126	2,85,126	2,70,613	94.91	14513	-
<b>Grand Total</b>		<b>1,73,26,546</b>	<b>1,70,93,713</b>	<b>1,66,57,535</b>	<b>97.45</b>	<b>4,36,178</b>	<b>2,32,833</b>

## 1.14 Integrated Management of Public Distribution System (IM-PDS)

Integrated Management of Public Distribution System (IM-PDS) is being implemented in the State. Since October 2020, One Nation One Ration Card Scheme (ONORC) has been implemented in Tamil Nadu under which the Priority Households can procure entitled commodities from any other State, using Biometric Aadhaar authentication. The intra state

portability enables the card holders to lift their commodities from any Fair Price Shop either free of cost or at subsidized price without changing their address within Tamil Nadu. Other State priority card holders can avail rice @ Rs.3/- and Wheat @ Rs.2/- in Tamil Nadu.

### **1.15 Corona Relief Measures**

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 card holders. 99.2% of the rice card holders availed the cash relief.

In addition to the cash support, kit containing 14 grocery items were also distributed to all the rice card holders through Fair Price Shops at a total cost of Rs.977.10 Crore. 99% card holders availed the benefits.

The above cash support of Rs.2000/- each (May and June 2021) and the kit containing 14 grocery items was also distributed to the transgenders as well as Srilankan Tamil refugees.

### **1.16 Issue of Pongal Gift Hamper**

Government have issued Special Pongal Gift Hamper 2022 comprising 21 items including cloth bag to all the rice card holders including Srilankan Tamilians residing in camps to celebrate the Pongal Festival 2022. For this, Government have sanctioned a total cost of Rs.1,297 Crore. 2,12,17,756 card holders have benefited under this scheme.

### **1.17 Food Subsidy**

The State Government bears huge expenditure towards food subsidy for procurement and supply of essential commodities under the Universal Public Distribution System



(especially food grains such as rice and wheat are supplied free of cost) as well as Special Public Distribution System, towards the supply of Tur Dal and Palmolein Oil to the family card holders. In the Budget Estimate 2021-22, the Government had allotted a sum of Rs.6,500 Crore towards Food Subsidy. However, Rs.9,324.24 Crore was incurred during 2021-22. During 2022-2023, Rs.7,500 crore has been allotted towards food subsidy.

### **1.18 Purification of Family Card Data**

Government is committed to remove all bogus ration cards. So far from May 2021 to February 2022, 1,98,264 cards have been deleted. It has been decided to compare existing family card data with the data of various welfare schemes by other Government Departments and the data of CRS being maintained by local bodies in order to have real time inclusion / deletion of genuine beneficiaries under Public Distribution

System with the Co-ordination of TNeGA. This activity has also enabled immediate removal of deceased beneficiaries from the data base. Accordingly, 12,54,716 deceased members have been removed from the data base.

### **1.19 Issue of New Ration Cards**

So far, 10,92,064 lakh cards have been issued, after this Government assumed office. Cards are being issued most expeditiously, in most cases within 15 days of application.

### **1.20 Sustainable Development Goals**

#### **1.20.1 Indicator 2.1.4 "No Hunger"**

To end hunger, achieve food security and improved nutrition, the State Government has ensured food security for all families under Universal Public Distribution System by providing rice and wheat to every citizen free of cost, and

Sugar, Tur Dhal, Palmolein Oil & Kerosene at a highly subsidized rate.

### **1.20.2 Indicator 7.1.2 “Affordable and Clean Energy”**

To ensure access to affordable, reliable sustainable and modern energy, LPG gas connection has been provided to about 90% families in the State of Tamil Nadu.

## **Chapter – 2**

### **CONSUMER PROTECTION**

Section 2(7) of the Consumer Protection Act, 2019 explains who is a consumer in the eyes of law.

“A person who buys any goods or services for a consideration, which has been paid or promised or partly paid and partly promised, or under any system of deferred payment also includes the user with approval of such goods or beneficiary of services. Under the Act, the expression “buys any goods” and “hires or avails any services” includes offline or online transactions through electronic means or by teleshopping or direct selling or multi-level marketing”.

Prime objective of consumer protection activities in the State is to protect the consumer from exploitation. In this direction the

Government is carrying out the following activities:

1. Creating awareness among the Consumers regarding their rights under the purview of Consumer Protection Act, 2019 and their responsibilities as empowered Consumers, which will enable them to make right choices.
2. Facilitate timely and effective consumer grievance redressal in an unbiased manner.
3. Protecting Consumers from exploitation through alternative Consumers Dispute Redressal Mechanism which help consumers get resolved their disputes even without approaching Consumer Disputes Redressal Forum or Commission.
4. Suggesting Policy Changes in Government Departments providing services to the public to improve their delivery systems.

Following programmes are carried out in a continuous manner in order to achieve the best results in making the Public as empowered consumers:

## **2.1 Citizen Consumer Clubs**

There are 2000 Citizen Consumer Clubs functioning now 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. This Department conducts regular programmes at periodical intervals focusing on consumer safety, their rights, responsibilities etc. Many awareness programmes are being carried out with the help of students to enlighten the Public to discharge their duties as a responsible consumer.

## **2.2 Awareness through Media**

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. Video clippings, audio jingles etc., are being produced by the Department to propagate the importance of being an aware and good consumer.

## **2.3 State Consumer Helpline**

With a view to providing an alternate Grievances Redressal Mechanism support, Government of Tamil Nadu is also running a State Consumer Helpline through which a consumer can share the experiences of deficient service or

exploitation. The facility can be availed through the dedicated telephone number 044-2859 2828 or through email to [consumer@tn.gov.in](mailto:consumer@tn.gov.in) Moreover the dedicated website for consumer namely [www.consumer.tn.gov.in](http://www.consumer.tn.gov.in) is having online complaint facility for the consumers.

## **2.4 Observing National Consumer Day and World Consumer Rights Day**

A sum of Rs.50 Lakhs was sanctioned by the Government for observing National Consumer Day on 24<sup>th</sup> December and World Consumer Rights Day on 15<sup>th</sup> March. Exhibition, rallies and awareness campaigns through Citizen Consumer Clubs have been organized at District / Zonal level for creating awareness among the public about the rights and responsibilities of the consumers under the Consumer Protection Act, 2019.

Further Rs.20,00,000/- has been sanctioned to conduct training programmes on Consumer Protection Act, 2019 to all officials and staff

members of Civil Supplies and Consumer Protection Department in Anna Administrative Staff College. Training has been going on in batches starting from 07.03.2022, with 25 participants in each batch.

### **2.5 Tamil Nadu State Consumer Welfare Fund (TNSCWF)**

The Government have constituted Tamil Nadu State Consumer Welfare Fund of Rs. 1 crore with a contribution of Rs.50.00 Lakh each by the State Government and the Union Government towards the seed money. The punitive fines and the fee collected by District and State Level Disputes Redressal Commissions are also being credited to the said fund.

In addition to the creation of Tamil Nadu Consumer Welfare Fund, a Corpus Fund has also been created with a total contribution of Rs.20.00 Crore shared between Union Government and State Government in the

ratio of 75:25. The Corpus Fund amount of Rs.20.00 Crore has been deposited as fixed deposit and the interest generated from the corpus fund is transferred to the Tamil Nadu State Consumer Welfare Fund-Corpus reserve fund account.

Many consumer awareness and consumer protection activities are being carried out through this Consumer Welfare Fund and the interest generated out of the above said Corpus Fund.

### **2.6 Tamil Nadu State Society for Consumer Protection and Empowerment (TANSSCOPE)**

The Government have established the Tamil Nadu State Society for Consumer Protection and Empowerment (TANSSCOPE), a State level organization with the Commissioner of Civil Supplies and Consumer Protection as its President and Members from Government and Non-Governmental sectors in order to effectively

implement the Consumer Protection and awareness activities throughout the state.

## **2.7 Legal Redressal of Consumer Grievances**

This Consumer Protection Act, 2019 provides a three tier quasi-judicial consumer grievance redressal mechanism at the National, State and District levels as follows:-

- I. National Consumer Disputes Redressal Commission
- II. State Consumer Disputes Redressal Commission and
- III. District Consumer Disputes Redressal Commission

### **2.7.1 State Consumer Disputes Redressal Commission**

The State Commission is the quasi-judicial body functioning at Chennai. It has original jurisdiction to entertain complaints where the

value of the goods or services paid as consideration exceeds Rs.50.00 Lakhs but does not exceed Rs.2 crore. The President of the State Commission is a retired High Court Judge. He is assisted by two judicial members and two non-judicial members one of whom is a female member. The Registrar is the administrative head. A Circuit Bench of the State Commission is also functioning at Madurai from 11.08.2012. As on 21.03.2022, 27,539 cases have been disposed off out of 30,699 cases filed since inception.

The State Commission, Chennai and Circuit Bench of State Commission, Madurai also act as appellate and Revisional authority over the District Consumer Disputes Redressal Commissions, in their respective jurisdictions.

### **2.7.2 District Consumer Disputes Redressal Commissions**

Any consumer can file a complaint before the District Commission to entertain complaints where the value of goods or services paid as consideration does not exceed Rs.50.00 Lakhs. As per the Consumer Protection Act, 2019, it is statutory that every revenue district has a District Consumer Dispute Redressal Commission. The administrative head of District Commission is a retired District Judge / Advocate. He acts as the President with two Members, one of whom is a female Member. As on 21.03.2022, 1,16,034 cases have been disposed off out of 1,28,523 cases filed since inception.

### **2.8 e-Filing**

e-filing portal has been launched for State Consumer Disputes Redressal Commission, Circuit Bench of the State Commission and all the District

Commissions in the State of Tamil Nadu on 03.02.2022.

Any Consumer / Advocate can register himself/herself on the e-filing portal, by creating his/her user name and password with proper authentication by referring the OTP sent to their registered mobile/registered email-id. Thereafter, he/she can proceed with filing of complaint.

### **2.9 Mediation Advisory Centre**

An alternate Dispute resolution in the name 'Mediation Advisory Centre' is functioning, to facilitate negotiation through trained, neutral party called 'mediator'. The Mediator will assist the complainant and the opposite party to reach a mutually satisfactory settlement in a flexible manner, at no cost.

In the State Commission, Madurai Circuit Bench of the State Commission and all the District

Commissions, a Consumer 'Mediation Cell' has been established for expeditious resolving through mediation.

## **Chapter - 3**

### **PRICE CONTROL MEASURES**

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. This cell submits report to the higher authorities if any abnormal price hike is noticed in respect of any commodity so as to enable the Government to make appropriate intervention to control the price.

#### **3.1 Measures taken by the Government of Tamil Nadu**

A Price Monitoring Committee has been set up under the chairmanship of the Hon'ble Minister of Food and Civil Supplies Department through



which, action is taken to control the rise in prices of essential commodities.

A Price Stabilization Fund of Rs.100 Crore has also been set up to control the rise in prices of essential commodities in the open market thereby safeguarding the interests of the consumers. Department makes intervention when required to control price rise. During the heavy rains in the months of November and December 2021, tomato prices sky-rocketed. In no time the Government took immediate action to bring down the price by distributing tomatoes through co-operative farm fresh outlets and co-operative wholesale shops.

Besides whenever required the State Government monitors and regulates the stock of essential commodities. In the months of August, September and October 2021 stock of pulses was regulated.

## **Chapter - 4**

### **ENFORCEMENT**

The Civil Supplies CID Department enforces two important Acts which are well aligned with the implementation of the Universal Public Distribution System, viz. The Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBMMSEC Act) and The Essential Commodities Act, 1955 (EC Act). The Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBMMSEC Act) deals with the preventive detention of notorious and habitual smugglers etc.

Director General of Police (CS-CID) 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,

Trichirapalli and Madurai sub-division function. 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. To ensure tight security in the bordering districts there are five Special Patrol Teams i.e. Kanniyakumari, Coimbatore, Tirunelveli, Krishnagiri and Vellore whose prime objective is to seal off smuggling of essential commodities to and from other states.

The Government have issued orders to create two new Zones at Coimbatore and Trichy and six new units viz. Kallakurichi, Tenkasi, Chengalpattu, Thirupathur, Ranipettai and Myladuthurai. The same is under formation.

#### **4.1 Achievements of the Civil Supplies CID**

By strict vigil and enforcement of laws, the menace of smuggling / hoarding of PDS Commodities has been curbed to a great extent. The details of the cases registered at various Units of Civil Supplies CID from 07.05.2021 to 31.03.2022 is given below:

#### **DETAILS OF SEIZURE** **07.05.2021 TO 31.03.2022**

<b>Sl. No.</b>	<b>Particulars</b>	<b>07.05.2021 to 31.03.2022</b>		
1.	Cases Detected under the EC Act, 1955	<b>7268</b>		
2.	Total Seizure	Cases	Qty.	Value-Rs.
	a). PDS Rice (Qtls.)	<b>6191</b>	<b>51681</b>	<b>2,91,99,765</b>
	b). PDS Kerosene (Ltrs.)	<b>327</b>	<b>21,221</b>	<b>3,18,315</b>

	c). LPG Cylinder(Nos.)	<b>621</b>	<b>728</b>	<b>6,55,200</b>
	d). Others (Value)	<b>129</b>		<b>5,22,99,397</b>
3.	Total Value of the Property in Rupees	<b>(Approximately) 8,24,72,677</b>		
4.	Total Arrests Effected	<b>7433</b>		
5.	Total No. of Vehicles Seized	<b>1445</b>		
6.	Detention under the PBMMS EC Act, 1980	<b>80</b>		
7.	No.of cases (Bio Diesel)	<b>44</b>		
8.	Bio Diesel (Ltrs)	<b>4,15,681</b>		
9.	No.of Vehicles Seized	<b>49</b>		

## Chapter – 5

### TAMIL NADU CIVIL SUPPLIES CORPORATION

Tamil Nadu Civil Supplies Corporation (TNCSC), plays a vital role in procurement, storage and distribution of essential commodities under the Public Distribution System. This organization was established in the year 1972 by the then Hon'ble Chief Minister Muthamizharnagar Kalaingar to ensure food security for the people of this State. Later, the Corporation was registered on 1<sup>st</sup> April 2010 under Section 25 of the Companies Act, 1956(Section 8 of Companies Act, 2013) and has been functioning as a "**No Loss No Profit**" organization.

Tamil Nadu has got the unique distinction of being the first State in the country to constitute such an Organisation which procures and stores

foodgrains, thereby ensuring food security for the people of the State.

## **5.1 Organisational Setup**

Tamil Nadu Civil Supplies Corporation is headed by a Board of Directors comprising twelve members. The Hon'ble Minister for Food & Civil Supplies is the Chairman of the Board of Directors.

The Corporation consists of 7,249 permanent employees and 5,111 Seasonal Employees deployed in the Head Office, Regional Offices, Godowns, Modern Rice Mills, Fair Price Shops and Amudham Departmental Stores across the State. In addition to the above employees, 4,928 loadmen and 27,845 Seasonal loadmen are engaged in the godowns, Direct Procurement Centres and in the Modern Rice Mills of the corporation.

## **5.2 Activities of the Corporation**

The main activities of TNCSC are Procurement of paddy from farmers as an agent of Food Corporation of India under Decentralised Procurement System and procurement, storage and distribution of good quality rice, sugar, wheat, Tur Dal, RBD Palmolein Oil, kerosene, etc., to the card holders.

Various operational units functioning under the TNCSC are as follows.

- a) 302 godowns with a total storage capacity of 14.97 LMT.
- b) 1,456 fair price shops (Fulltime shops – 1,245 and part time shops – 211).
- c) 21 Modern Rice Mills
- d) 92 Amudham Departmental Stores
- e) 3 Petrol / Diesel Bunks
- f) 36 Kerosene Bunks
- g) 4 LPG distribution points
- h) 2,932 Direct Purchase Centers

## **5.3 Procurement of Essential Commodities**

### **5.3.1 Rice**

TNCSC procures rice for supply under Public Distribution System from central pool allotment under NFSA (National Food Security Act, 2013) through Food Corporation of India and resultant custom milled rice obtained from paddy procured.

The average monthly off-take of rice for Universal Public Distribution System and other welfare schemes is around 3.20 LMT. The gap between the Government of India's NFSA / TPDS allotment and the monthly off-take under Universal Public Distribution System is met by purchasing the shortfall quantity of rice from Food Corporation of India under the Open Market Sales Scheme (Domestic) at the rate Rs.20,000/- Per MT.

### **5.3.2 Sugar**

Approximately a quantity of 32,000 MT of Sugar is being distributed to family card holders as per monthly allotment under Public Distribution System. The subsidized selling price of sugar for AAY cards is Rs.13.50 per Kg and for other categories it is Rs.25/- per Kg.

### **5.3.3 Wheat**

Government of India is allocating 30,647.933 MTs of wheat every month to Tamil Nadu under National Food Security Act, 2013. The family card holders at their own will, are allowed to get 10 kg of wheat in Chennai City and District Head Quarters and 5kg in other areas in lieu of rice free of cost, subject to availability at the fair price shops.

## 5.4 Special Public Distribution System

With a view to control the prices of essential commodities in open market and to improve the nutritional value of the food basket of the card holders, the State Government introduced the Special Public Distribution System Scheme with effect from 14.04.2007 for supplying Tur dal and RBD Palmolein oil.

The average requirement of Tur Dal / Canadian Yellow Lentil and Palmolein Oil per month is 20,000 MTs and 2,00,00,000 pouches respectively. The procurement is being done through e-tendering process as per Tamil Nadu Transparency in Tender Act, 1998 and Rules, 2000. The 1 kg Dal and 1 lr of Palmolein pouch is being distributed every month at a highly subsidized cost of Rs.30/- and Rs.25/- respectively to the family Card holders through Fair Price Shops. The subsidy for these above two

commodities is entirely borne by the State Government.

Commodity	Monthly allotted quantity (Dal in MTs & Palmolein in pouches)	Quantity issued per card holder	Selling price (Dal per Kg. & Palmolein per Litre)	Market Price
Canadian Yellow Lentil / Tur dal	20,000	1 Kg	Rs.30/-	Rs.95/- - Rs.105/-
Fortified Palmolein Oil	2,00,00,000	1 litre (910 gms)	Rs.25/-	Rs.125/- - Rs.135/-

## 5.5 Procurement of Paddy from Farmers

The Tamil Nadu Government is a De-centralized Procurement State w.e.f. 01.10.2002. TNCSC has been nominated as an authorized agency of Government of Tamil Nadu to procure paddy under De-centralized Procurement system. The Co-operative Societies have also been permitted to procure paddy in non-delta districts.

The Direct Purchase Centres are opened based on the request received from the farmers after obtaining orders from the concerned District Collector. Detailed guidelines have been issued by the State Government in July 2021 for setting up of the Direct Purchase Centres, Purchase procedure, storage and movement of paddy to enable smooth functioning of the DPCs in the State.

A District Level Monitoring Committee has also been constituted to monitor the overall functioning of the DPCs comprising the following:

1. District Collector – Chairman
2. PA (Agri) to Collector - Convener
3. Joint Director, Agriculture
4. Senior Regional Manager / Regional Manager, TNCSC
5. Joint Registrar of Co-operative Societies
6. Two representatives of farmers.

The above committee decides about the date and location for setting up Direct Purchase Centres as per requirement. The committee also looks into the farmers' grievances immediately thereby improving the operational efficiency of the Direct Purchase Centres.

Considering the significance of the Direct Purchase Centres, the Government is committed to setting up permanent Direct Purchase Centres. Measures for creating permanent structure for Direct Purchase Centres are being taken up in a phased manner. 574 Direct Purchase Centres are already functioning in own buildings. Steps have been initiated to construct permanent DPCs, dovetailing various schemes of other Government Departments. Drying yards are one of the essential infrastructure requirements for DPCs to enable farmers to sun-dry the paddy in order to obtain the required moisture level. So far 433 Drying yards have been constructed.

Government has been taking several steps towards improving the overall functioning of the DPCs. Besides providing better infrastructure the Government have also given a substantial hike in wages to the Seasonal Bill Clerks, Seasonal Helpers, Seasonal Watchman and Seasonal Loadmen working at the DPCs. The wages for the Seasonal Bill Clerks have been enhanced from Rs.4,860/- to Rs.8,784/-, for the Seasonal Helpers and Seasonal Watchmen from Rs.4,809/- to Rs.8,717/- with effect from 01.04.2019 vide G.O.(2D) No.56, Co-operation, Food and Consumer Protection (A1) Department, dated 30.12.2021. Besides, travelling allowance is also being given @ Rs.120/- per working day to the Seasonal Bill Clerks and Rs.100/- per working day to the Seasonal Helpers and Seasonal Watchmen. The wages for the Seasonal Loadmen has also been enhanced from Rs.3.25/- to Rs.10/- per bag with effect from 31.12.2021.

Government has also taken several steps to eliminate the menace of traders paddy being sold at the DPCs. Strict action has been taken against all those involved in any such activity. In one bad instance Government have even ordered CB-CID enquiry.

### **5.5.1 e-DPC Application**

An online system for registration of farmers is provided, through Public Portal. The land details thus uploaded are verified by VAO through online, after which token is generated and prior booking by farmers is sent through Short Message Service (SMS) to their registered mobile with the date and time of procurement of their paddy at the selected Direct Purchase Centre. Receipts for quantities procured is generated automatically and issued after verifying the quality and weightment of paddy purchased at the Direct Purchase Centres and the amount is directly



credited to his/her account instantly through ECS. simultaneously SMS regarding payment is also sent to the Farmer's registered mobile number.

Paddy is being purchased at the Minimum Support Price fixed by Government of India alongwith the incentive announced by the Government of Tamil Nadu for KMS 2021-22. Details are as follows:-

<b>Paddy Variety</b>	<b>Union Government's MSP (per quintal) Rs.</b>	<b>Incentive by Govt. of Tamil Nadu (per quintal) Rs.</b>	<b>Price paid to Farmers (per quintal) Rs.</b>
Grade 'A'	1,960/-	100/-	2,060/-
Common	1,940/-	75/-	2,015/-

## **Paddy Procurement details for KMS 2021-2022**

<b>KMS 2021-2022</b>	<b>No of DPCs Opened</b>	<b>Grade A (Qty. in MTs)</b>	<b>Common (Qty. in MTs)</b>	<b>Total Paddy Procured (Qty. in MTs)</b>	<b>No. of Beneficiaries - (Farmers)</b>
As on 31.03.2022	2932	1877887	1070367	2948254	427278

Till 31.03.2022, Rs.6025.23 Crore and Rs.268.06 Crore has been released through ECS as payment and incentive respectively to the farmers during KMS 2021-2022.

## **Procurement Details (KMS 2021-2022) (As on 31.3.2022) is as follows:-**

**(QTY IN MTs)**

TNCSC	28,88,589
Mobile DPCs	10,045
Co-operative societies	49,620
<b>Total Paddy Procurement</b>	<b>29,48,254</b>

## **5.5.2 Hulling**

TNCSC owns 21 MRMs with a monthly capacity of 52,500 MTs. Besides there are 474 regular hulling agents with a monthly capacity of 773031 MTs and 109 part time hulling agents with a capacity of 108525 MTs, in total 583 hulling agents have been added. In order to improve the quality of rice, installation of Colour Sorter Machine is being insisted upon in all the MRMs. Most of the regular hulling mills registered with TNCSC have installed colour sorter machine in the last 3 months. This has significantly improved the quality of locally hulled CMR rice.

## **5.6 Infrastructure Developments**

### **5.6.1 Godowns**

Tamil Nadu Civil Supplies Corporation manages a total number of 302 Godowns. Of these 260 Godowns are owned by it with a

storage and handling capacity of 13.31 lakh MT and the balance 42 Godowns having 1.66 lakh MT capacity are hired from Tamil Nadu Warehousing Corporation, Co-operatives and other private parties for storage. From May 2021 till date 46 No. of godowns have been hired from Co-operatives, and other agencies with 1.13 LMT storage capacity. To improve the storage facilities for ensuring safe storage of the commodities meant for the Public Distribution System, steps are being continuously taken by the TNCSC.

### **5.6.2 Fair Price Shops**

Tamil Nadu Civil Supplies Corporation also runs 1,456 Fair Price Shops. Out of this, 51 Fair Price Shops are functioning in Tamil Nadu Civil Supplies Corporation owned buildings while 712 shops are in private buildings. In addition to this, 693 Fair Price Shops are functioning in other Government buildings.

## **5.7 Other Services Provided by TNCSC**

### **5.7.1 Amudham Departmental Stores**

Tamil Nadu Civil Supplies Corporation with an objective of selling essential commodities and Fast Moving Consumer Goods at reasonable prices to the general public operates 20 Amudham Departmental stores in Chennai (South) and Cuddalore Region. It also operates 72 Amma Amudham Departmental Stores which sell essential and fast moving consumer goods at reasonable rate to the general Public.

### **5.7.2 Petrol / Diesel Bunks**

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

### **5.7.3 LPG Distribution Points**

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

### **5.7.4 Kerosene Bunks**

The Tamil Nadu Civil Supplies Corporation operates 36 Kerosene bunks for issuance of PDS Kerosene to eligible card holders as follows:

<b>Sl. No.</b>	<b>Details of Kerosene bunk</b>	<b>No. of Kerosene bunks</b>
1.	Wholesale	01
2.	Wholesale cum Retail	08
3.	Retails	27
Total		36

## **5.8 Issue of Commodities to Amma Unavagam**

A quantity of 5445.750 MTs of Rice and 651 MTs of wheat has been issued to Amma Unavagam for the period from May 2021 to February 2022.

## **5.9 Other Support Services**

### **5.9.1 Sale of Arasu Salt**

Two Varieties of "Arasu salt" namely Refined Free Flow Iodised Salt and Crystal Iodised Salt being supplied by Tamil Nadu Salt Corporation are sold in Tamil Nadu Civil Supplies Corporation owned Fair price shops.

### **5.9.2 Sale of Ooty Tea and TANTEA**

The Government have issued orders to sell Ooty tea through Fair Price Shops, Amudham Departmental Stores and Amma Amudham

Departmental Stores run by TNCSC. Accordingly, Ooty tea is being sold in TNCSC, Fair Price Shops, Amudham Departmental stores and Amma Amudham Departmental stores at Rs.22/- per packet (100 grams). TANTEA is also sold at Rs.21/- per packet (100 grams).

## **5.10 Farmer Call Centre**

A "Farmer Call Centre" (1800 599 3540) has been set up at the head office of Tamil Nadu Civil Supplies Corporation in Chennai to enable farmers to register their grievances or issues relating to selling their paddy at direct purchase centres (DPCs). Farmers from any part of the State can contact this Call Centre and register their complaints and also get information related to procurement.

## **5.11 Quality Control System**

Tamil Nadu Civil Supplies Corporation deals mainly with the procurement, Processing, storage and distribution of food grains and other essential commodities to the Public. Utmost care is taken at all stages to ensure quality of Food Commodities. Quality standards are enforced at all levels by implementing grade specification with reference to analysis. Various commodities like Paddy, Rice, Wheat, Dhall, Sugar, Oil etc., are being stored in TNCSC godowns on scientific lines. Appropriate disinfestation measures are also being taken to avoid infestation causing quality and quantity deterioration.

## **Chapter - 6**

### **TAMIL NADU WAREHOUSING CORPORATION**

The Tamil Nadu Warehousing Corporation has been established to provide scientific storage facilities to store agricultural produce for the benefit of farmers. It was established in 1958. The Tamil Nadu State Government and the Central Warehousing Corporation (CWC) are the two shareholders of this Corporation holding 50% shares each.

#### **6.1 Storage Capacity of Godowns**

Tamil Nadu Warehousing Corporation operates 60 own Warehouses with a total capacity of 7.60 Lakh MTs and two hired warehouse with a capacity of 15,250 Mts. Warehouses are operated by the Warehouse Managers under the supervision of 7 Regional Managers, covering

7 Regions i.e, Cuddalore, Dindigul, Kancheepuram, Mettupalayam, Salem, Tiruchirappalli and Tirunelveli. The storage space is primarily used to store agricultural produces, seeds, manures, fertilizers, agricultural implements and notified commodities offered by the Government Departments, Farmers / Traders, Co-operative Societies and other institutions. The Tamil Nadu Warehousing Corporation has maintained an average of 79% occupancy during the financial year 2020-2021 and the occupancy position has been improved to 85% as on 21.03.2022.

## **6.2 Quality Control Measures**

Tamil Nadu Warehousing Corporation is continuously monitoring the storage loss, transit loss etc., and putting forth best efforts to minimize the losses. As a result, during the financial year 2020-2021, the average storage

loss is curtailed to 0.07% as against the admissible storage loss of 0.5%.

## **6.3 Pest Control Services**

Tamil Nadu Warehousing Corporation also takes up Pest Control Service as an allied activity. 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 rat control, termite control, anti-termite treatment in pre and post construction of buildings, mosquito control and general disinfestations works. During the year 2021-2022, the revenue earned through the Pest Control activities was Rs.53.41 Lakh till 21.03.2022.

## **6.4 Financial Performance**

The Corporation has realised a net profit of Rs.24.35 Crore (un audited) during the financial year 2020-2021 as against the net profit of

Rs.24.11 Crore earned during the last financial year 2019-2020. Tamil Nadu Warehousing Corporation has been paying dividend at the rate of 30% on net profit to its two shareholders. (i.e) Government of Tamil Nadu & Central Warehousing Corporation and this amounts to Rs.3.65 Crore (un audited) each for the financial year 2020-2021.

### **6.5 Credit Facilities for Negotiable Warehouse Receipts (NWRs)**

Tamil Nadu Warehousing Corporation has registered 59 Warehouses for accreditation under Warehousing Development and Regulatory Authority (WDRA). In respect of the balance one newly constructed Chinnathambipalayam Warehouse WDRA registration is under process. This Corporation has created awareness among the farmers about the benefits of NWRs. This Corporation has issued 62 Negotiable

Warehouse Receipts (NWRs) during the financial year 2021-2022 and a sum of Rs.1687.85 lakh has been availed as bank loan by the farmers / traders by pledging the NWRs. The issue of e-NWR (Electronic Negotiable warehouse Receipt) was also successfully implemented to the private depositors.

**R. SAKKARAPANI  
Minister for Food and  
Civil Supplies.**



**Honourable Chief Minister held discussions with The Union Minister for Commerce and Industries, Consumer affairs, Food and Public Distribution and Textiles at New Delhi on 01.04.2022**





**Pongal Gift Hamper Scheme to all Rice cardholders was inaugurated by Honourable Chief Minister on 04-01-2022**



**Honourable Chief Minister interacting with the farmers in the field at Thiruvarur**



**Honourable Chief Minister receives dividend from Tamil Nadu Warehousing Corporation**



**" A favour conferred in the time of need though it be small (in itself) is (in value) much larger than the world "**

**Honourable Chief Minister issued appointment orders to the legal heirs of the deceased employees of Tamil Nadu Civil Supplies Corporation**



**" Family Card within 15 days of application"  
10,92,064 new smart family cards were issued from 07.05.2021 to 21.03.2022**



**உறுபசியும் ஓவாப் பிணியும் செறுபகையும்  
 சேராதியலும் நாட்டை உருவாக்கும் பணியில்  
 முதல்வராய் இருக்கும் நம் மாண்புமிகு முதலமைச்சர்  
 அவர்கள் தலைமையில் முதன்மையான தமிழகத்தை  
 உருவாக்குவோம் !**