

# Citizen's Charter

## Commissionerate of Civil Supplies

Civil Supplies Bhavan  
Somajiguda, Hyderabad - 500 082

[www.civilsupplies.telangana.gov.in](http://www.civilsupplies.telangana.gov.in)

## **Citizen's Charter**

### **About the department**

The Commissionerate of Civil Supplies is responsible for distribution of essential commodities like PDS rice, wheat, sugar and kerosene through Fair Price Shops (FPSs) under the Public Distribution System (PDS) to the people of Telangana at a subsidized rate. Its other responsibilities include issuing of computerized cards, dealing with consumer affairs, monitoring of prices of essential commodities, distribution of LPG connections to BPL women (Deepam Scheme). Besides distribution of essential commodities, the Commissionerate is also responsible for procurement of food grains under Minimum Support Price (MSP).

The Consumer protection and welfare are also key responsibilities of the Commissionerate of Civil Supplies.

The functions of the Commissionerate include:

- Enforcement of provisions of the Essential Commodities Act and the control orders under the same. The provisions relate to all aspects like movement, milling, stocks, storage, price, procurement, distribution etc.
- Maintenance of public distribution system and food security.
- Price support to farmers through implementation of MSP.
- Implementation of Policies for procurement of paddy at MSP by agencies like FCI, Telangana State Civil Supplies Corporation IKP groups etc. Decentralised procurement and distribution of essential commodities through Public Distribution System.
- Evolves policy for issue of Food Security Cards, allotment of Deepam connections to the women members of the families belong to BPL, AAY and ANP etc.
- Oversees all matters connected with the allotment, lifting, movement and supply of essential commodities by the Telangana State Civil Supplies Corporation Ltd.

- Monitoring of prices of essential commodities and Market Intervention Operations for controlling the open market prices, if need arises.
- Implements Consumer Protection Act through State Commission and District Consumer Fora and other Consumer welfare Schemes.
- Arranges Consumer awareness through Consumer Clubs, Consumer Voluntary Organisations, Seminars, workshops and World and National Consumer Rights Days every year.
- **Monitoring of execution of** various Control Orders issued under **the** Essential Commodities Act, 1955 for checking against hoarding, black marketing, diversions etc.of essential commodities like pulses, edible oils, Petroleum Products viz. Kerosene, LPG, Petrol **and diesel**, etc.
- As a convener arranges the meetings of the Price Monitoring Committee under the Chairmanship of the Chief Secretary and the Group of Ministers periodically.
- Takes measures to ensure that the Departments concerned with various essential commodities take action to undertake Market Intervention in purchases wherever necessary to make them available to the consumers at affordable prices in the open market.
- Arranges payment of Subsidies to the Telangana State Civil Supplies Corporation for supply of Rice and other Essential Commodities and the security deposit for LPG cylinder & Regulator to the **PSU** Oil Companies for release of Deepam connections.

### **Organizational Hierarchy**

The administrative wing at the Commissionerate level has the following hierarchy.

1. Commissioner of Civil Supplies
2. Joint Commissioner of Civil Supplies

The District and field level hierarchy is as follows:

1. District Collector
2. Addl Collector
3. District Civil Supply Officer
4. Revenue Divisional Officer
5. Assistant Civil Supply Officer
6. Tahsildar

- i. **Vision:** To see a food secured Telangana where all citizens have access to food grains and other essential commodities, and to ensure minimum support price to the farmers for their farm produces.
- ii. **Mission:** To ensure availability of and access to all essential commodities to the people of the state through public distribution system ensuring minimum support price to the farmers, controlling price through market intervention and reducing the related public grievances.

iii. **Main Services offered by the Commissionerate of Civil Supplies**

The major services delivered by the Commissionerate of Civil Supplies include:

- Issuance of Food Security cards and other related services
- Delivery of essential commodities under public distribution system through fair price shops
- Procurement of food grains at MSP
- Licensing of petroleum products (diesel, petrol, LPG and Kerosene, bio diesel) dealers.



Sl. No.	Service	Service Standard			Contact details of Service Delivery Officer	Contact details of Grievance Redress Officer	
		Procedure	Time Frame	Documents required to be submitted at time of application			
<b>A. Food Security Card Related Services: Through Mee Seva /e Seva Centres</b> – The following services viz., 1) change of residential address within the district/to other district 2) Inclusion of members, 3) Deletion of members 4) issue of surrender certificate in respect of migrations / transfers to other States and 5) New Food Security Card are now offered through Mee Seva centres.							
1	Change of residential address within the district	1) Submission of application at Mee Seva counter 2) To be applied in formal application 3) Duration of enquiry 4) Approval of Tahsildar / Assistant Civil Supply Officer	30 days	Any proof like i) Electricity Bill, ii) Municipality Bill iii) Bank Pass book iv) Telephone bill in support of new place or residence to which place transfer sought. v) Aadhaar card	Rs. 35/-	Tahsildar (Rural areas)  Assistant Supply Officer (Hyderabad, Rangareddy and Medchal Malkajigiri Urban areas)	Revenue Divisional Officer / District Supply Officer
2	Inclusion of members	1) Submission of application at Mee Seva counter 2) No specific form 3) To be applied in formal application only 4) Duration of enquiry 5) Approval of Tahsildar / Assistant Civil Supply Officer and delivery to citizen	30 days	i) Electricity Bill ii) Telephone Bill iii) Aadhaar card iv) Birth Certificate v) School Register extract, if any and none of them is available, self Declaration is to be furnished.	Rs. 35/-	Tahsildar (Rural areas)  Assistant Supply Officer (Hyderabad, Rangareddy and Medchal Malkajigiri Urban areas)	Revenue Divisional Officer / District Supply Officer

3	Declaration of members and issue of certificate in respect of live members	1)Submission of application at Mee Seva counter 2) No specific form 3) To be applied in formal application only 4) Duration of enquiry 5) Approval of Tahsildar / Assistant Civil Supply Officer and delivery to citizen	30 days	i)Gram panchayat or Local Body's Certificate ii) Death Certificate(issued by competent authority) iii) Marriage invitation card	Rs.35/-	Tahsildar (Rural areas)  Assistant Supply Officer (Hyderabad, Rangareddy and Medchal Malkajigiri Urban areas)	Revenue Divisional Officer / District Supply Officer.
4	Issue of surrender certificate	1)To be applied in formal application only 2) No specific form 3) Duration of enquiry 4)Approval of Tahsildar / Assistant Civil Supply Officer and delivery to citizen	30 days	Food Security Card number, name & address of the applicant and F.P.Shop No. proof of transfer if on official purpose	—	Tahsildar (Rural areas)  Assistant Supply Officer (Hyderabad, Rangareddy and Medchal Malkajigiri Urban areas)	Revenue Divisional Officer / District Supply Officer
5	Receipt of application for New Food Security Card	1)Submission of application at Mee Seva counter 2)No specific form 3)To be applied in formal application only 4)Duration of inquiry  5)Approval of Tahsildar / Assistant Civil Supply Officer	30 days	Old Ration Card Number OR Food Security card number, name & address proof of the applicant Aadhar and F.P. Shop No. proof of transfer if on official purpose	Rs. 35/-	Tahsildar (Rural areas)  Assistant Supply Officer (Hyderabad, Rangareddy and Medchal Malkajigiri Urban areas)	Revenue Divisional Officer / District Supply Officer.

Sl. No.	Service	Service stand		Contact details of service delivery officer	Contact details of Grievance Redressal officer
		Essential commodities supplied and rate per kg	Quantity supplied per month		
B. Distribution of essential commodities under Public Distribution System: The essential commodities are distributed through fair price sops during the period from 1 <sup>st</sup> to 15 <sup>th</sup> of the month					
1	AFSC	Rice @ Re. 1/- per kg	35 kg per card	Tahsildar / Revenue Divisional Officer (RDO/ Sub- Collectors (Rural areas)  District Civil Supply Officer / (Hyderabad district)	District Grievance Redressal Officer (DRO in Hyd and DRDO in all districts except Hyd)
		Wheat@ Rs. 7/-per kg	5 kgs to GHMC 2 kgs in Municipal Corporations 1 Kg in Municipality areas		
		Sugar 13.50 per Kg	1 kg per card AAY		
		Kerosene @ Rs. 35/- liter	1 ltr per card to non –LPG and Deepam holders		
2	Annapurna	Rice free of cost	10 kg per card		
		Wheat@ Rs. 7/-per kg	5 kgs to GHMC 2 kgs in Municipal Corporations 1 Kg in Municipality areas		
		Kerosene @ Rs. 35/- liter	1 ltr per card to non –LPG and Deepam holders		
3	FSC	Rice @ Re. 1/- per kg	6 kg per unit without ceiling on number of members in the family		
		Wheat@ Rs. 7/-per kg	5 kgs to GHMC 2 kgs in Municipal Corporations 1 Kg in Municipality areas		
		Kerosene @ Rs. 35/- liter	1 ltr per card to non –LPG and Deepam holders		



#### IV. Time lines for delivery of services by authorities on Civil Supplies Matters

Services	Name and contact details of Grievance Officer	Helpline number/ Website url to lodge grievance	Timeframe for response	Timeframe for redress
For Food Security card related issues	Addl Collector in districts and Chief Rationing Officer in Hyderabad.	--	3 days	14 days
For distribution of essential commodities under PDS	Collector in the districts	--	3 days	7 days
For Issue of new license / issue of duplicate license to wholesalers and retailers to sale/purchase / store petroleum products	Addl Collectors	--	3 days	7 days
Issue of authorization to FP Shop Dealers	RDOs in rural areas and DCSOs (Hyderabad, Medchal and Ranga Reddy in GHMC area)		5days	30 days
Renewal of FP Shop authorization for Fair Price shops under TS, PDS (control) order,2016	-do-		<b>5 days</b>	<b>15 days</b>
Issue of duplicate authorization of FP shop under TPDS (Control Orders,2016)	-do-		<b>5 days</b>	<b>15 days</b>
Implementation of the MSP	Collectors concerned	--	3 days	7 days

#### Grievance Redressal Mechanism

Sl.No	category	Complaint through	Nature of Complaint	Contact details of Grievance Redressal officer
1	Tollfree	1967	Relating to distribution of entitles food grains or meals and to enforce the entitlements	Distrcit Grievance Redressal Officer (DRO in Hyd and DRDO in all districts except Hyd)
2	website	www.nfsagrans.telangana.nic.in		

**v. Facilities available to citizens for obtaining information**

The Department has a website at which details of major activities of this department, list of wings under the department and contact details of all key officers are available.

S.No	Items	Name	Email	Phone
1.	Assistant Public Information Officer under the RTI Act, 2005	Sri M,Srikanth Reddy Dy.Commissioner(CS)	<a href="mailto:dydir_ca_mc_cs@telangana.gov.in">dydir_ca_mc_cs@telangana.gov.in</a>	9848984868 (Mobile)
2.	Public Information Officer under the RTI Act , 2005	Smt. A Usha Rani Joint Commissioner(CS).	<a href="mailto:dydir_ca_mc_cs@telangana.gov.in">dydir_ca_mc_cs@telangana.gov.in</a>	8008301380
3.	Appellate Authority (AA)	V.Anil Kumar I.A.S (R). Commissioner of Civil Supplies	<a href="mailto:Commr_cs@Telangana.gov.in">Commr_cs@Telangana.gov.in</a>	040- 23310617, 23310462
4.	Departmental website	<a href="http://www.telanganacivilsupplies.gov.in">www.telanganacivilsupplies.gov.in</a>		

**vi. Stakeholders**

S.No	Stakeholder	Relation with the stakeholder
1.	Citizen	End user
2.	Tahsildar (Revenue)	Service Provider
3.	Oil Marketing Companies	Licensing / Regulating authority
4.	Fair Price Shop Owners / dealers	Licensing / Regulating authority
6.	Millers	Allotment paddy for obtaining CMR
7.	Consumer Courts	Quasi Judicial Authority
8.	Civil Supplies Corporation	Service Provider
9.	FCI	Service Provider
10.	Marketing Federation	On request Service Provider
11.	Self Help Groups	Service Provider

### Vii. Responsibility Centres and Subordinate Organizations

S.No	Responsibility Centre/Subordinate Organisations	Name of Officer	Landline number	Mobile Number	Email	Address
1	TS Civil Supplies Corporation	VC & MD	040 23310973	8008381111	md_ts@apsc.sc.gov.in	Civil Supplies Bhavan, Somajiguda, Hyderabad.
2	Fair Price Shops	Available with the RDOs / DCSOs / ACSOs / Tahsildars concerned.				
3	FCI	General Manager – Region	040 23234842		<a href="mailto:srmfcia@nic.in">srmfcia@nic.in</a>	3 <sup>rd</sup> floor, HACA Building, Opp. Assembly, Hyd.
4	Marketing Federation	Managing Director	040 23235207		Mdmarkfed@gmail.com	Mahathma Gandhi Markfed, Jambagh

### Viii. Indicative expectations from service recipients

S.No	Indicative expectations from service recipients
1.	Submitting duly completed application forms in all respects
2.	Submitting relevant documents/ enclosures if any along with the application
3.	Adhering to the time lines stipulated (if any) for completion of formalities for the service delivery
4.	Keeping proper records of letters and communications with the department
5.	Fair Price Shops should maintain proper records

### ix. Month and Year for the next review of the Charter

This Citizen's Charter will be revised after one year or whenever there is change in policy, whichever is earlier.

### Names and Mobile Numbers of the Addl Collectors:

Sl.No	Name of the District	Name of the Addl Collector	Mobile No.
1	Adilabad	N.Nataraj	9492422444
2	Bhadradi Kothagudem	K.Venkateswarlu	9392919700
3	Hyderabad	M.Venkateswarlu	9440815889
4	Jagityal	B.S Latha	7995084601
5	Jangaon	A.Bhaskar Rao	9100931805
6	Jayashankar Bhupalapally	K.Swarnalatha	7995088367
7	Jogulamba Gadwal	Smt Sk. Yasmmen Basha	9100901601
8	Kamareddy	K. Chandra Mohan	9492022330

9	Karimnagar	G. V. Shyam Prasad Lal	7702859990
10	Khammam	N.Madhusudhan	9440333222
11	Komarambheem Asifabad	B.Rajesham	9491030444
12	Mahabubabad	D.Komaraiah	7995085424
13	Mahabubnagar	K.Seetarama Rao	9704797100
14	Mancherial	D.Madhusudhan Naik	9492120095
15	Medak	G.Ramesh	9392901399
16	Medchal-Malkajgiri	Anugu Nasasimha Reddy	7330751111
17	Mulugu	Smt K.Rama Devi, RDO, Addl. Collr I/c	7680906652
18	Nagarkurnool	P.Srinivas Reddy	9100901428
19	Nalgonda	V.Chandrashekar	9440912000
20	Narayanpet	G. Padmaja Rani	9100421386
21	Nirmal	Parsa Rambabu	8331997088
22	Nizamabad	B.Chandrashekar	9491036922
23	Peddapalli	V.Lakshminarayana	7995070701
24	Rajanna Sircilla	I/c T.Srinivasa Rao, RDO,	7330888446
25	Rangareddy	Tirupathi Rao	9849904222
26	Sangareddy	G.Veera Reddy	9849904283
27	Siddipet	Sri P.Srinivas Reddy	7331187586
28	Suryapet	S.Mohan Rao	9493731234 9550361267
29	Vikarabad	Sabavat Motilal	7995061161
30	Wanaparthy	P.Venu Gopal	9100904724
31	Warangal	R. Mahendar Reddy	0870-2510888
32	Hanumakonda	G.Sandhya Rani	7337324236
33	Yadadri Bhuvanagiri	D.Srinivas Reddy	8331997002

### **Contact details of DCSOs:**

<b>District</b>	<b>Name of the Officer</b>	<b>Designation</b>	<b>Place</b>	<b>Tele Phone</b>	<b>Cell Phone No.</b>
Adilabad	R.Sudershanam	DCSO	Adilabad	08732-226656	8008301411
Bhadradri Kothagudem	B.Chandra Prakash	DCSO	Bhadradri Kothagudem		8008301459
Hyderabad	A.Ramesh	DCSO	Hyderabad	040-23447777	8008301400
Jagityal	K.Chandan Kumar	DCSO	Jagityal		9000972767
Jangaon	M.Roja Rani	DCSO	Jangaon		9959183538
Jayashankar Bhupalapally	M.Gowri Shankar	DCSO	Jayashankar Bhupalapally		9704304537
Jogulamba Gadwal	G.Revathi	DCSO	Jogulamba Gadwal		9381042557
Kamareddy	S.Rajasekhar	DCSO	Kamareddy		9666248797
Karimnagar	K.Suresh Reddy	DCSO	Karimnagar	0878-2242523	8008301450
Khammam	B.Rajendar	DCSO	Khammam	0874-223082	8008301458
Komarambheem Asifabad	A.Swamy Kumar	DCSO	Komarambheem Asifabad		7382310713
Mahabubabad	G.Narsing Rao	DCSO	Mahabubabad		8008537939
Mahabubnagar	K.Vanajatha	DCSO	Mahabubnagar	08542-242821	8008301480
Mancherial	A.Prem Kumar	DCSO	Mancherial		8008314213
Medak	K.Srinivas	DCSO	Medak		9885826475
Medchal-Malkajgiri	C.Padma	DCSO	Medchal-Malkajgiri		8008301518
Mulugu	T.Aravind Reddy	DCSO	Mulugu		7989317203
Nagarkurnool	V.Mohan Babu	DCSO	Nagarkurnool		8008301484
Nalgonda	V.Venkateshwarlu	DCSO	Nalgonda	08682-244396	8008301492
Narayanpet	C.Shivaprasad Reddy	DCSO	Narayanpet		8008342557
Nirmal	I/c G.Sudha Rani, AM (Accounts)	DCSO	Nirmal		8008317664
Nizamabad	C.Venkateshwar Rao	DCSO	Nizamabad	08462-221253	8008301506
Peddapalli	T.Venkatesh	DCSO	Peddapalli		8008301457
Rajanna Sircilla	S.Jithender Reddy	DCSO	Rajanna Sircilla		8008325850
Rangareddy	M.K.Rathod	DCSO	Rangareddy	040-23297256	8008301517
Sangareddy	I/c N.Radhika Ramani, DRO	DCSO	Sangareddy	09455-276351	8008301487
Siddipet	J.Harish I/c	DCSO	Siddipet		7995050736
Suryapet	N.Vijaya Lakshmi	DCSO	Suryapet		8008301493
Vikarabad	D.Rajeshwar	DCSO	Vikarabad		9701174736
Wanaparthy	Incharge P.Anil Kumar,	DCSO	Wanaparthy		8008301482

	Dist. Employment Officer, Wanaparthy				
Warangal	P.Lakshmi Bhavani	DCSO	Warangal		8008301545
Hanumakonda	P.Vasantha Lakshmi	<b>DcSO</b>	Hanumakonda	0870- 2511210	8008301544
Yadadri Bhuvanagiri	Ch.Brahma Rao	<b>DCSO</b>	Yadadri Bhuvanagiri		8008534196

Sl. No.	Name of office/administrative unit	Name & designation	Office Tel: Residence Tel : Fax
1	Office of the Asst. Civil Supply Officer, Malakpet Circle, Near Bibi Cancer Hospital, Opp. Officers Mess, Malakpet, Hyderabad	M.Mallikarjun Babu	8008401401
2	Office of the Asst. Civil Supply Officer, Yakutpura Circle, Purani Haveli, Near AP Malakpet Circle, Near Bibi Cancer Hospital, Opp. Officers Mess, Malakpet, Hyderabad	G.Thanuja	8008301402
3	Office of the Asst. Civil Supply Officer, Charminar Circle, Near Rama Theatre, Bahadur X Roads, Hyderabad.	Shaik Mohammed Ali	8008301403
4	Office of the Asst. Civil Supply Officer, Nampally Circle, Manoranjan Complex, Near Exhibition Grounds, Nampally, Hyderabad. Hyderabad	G.Srinivas	9948766897
5	Office of the Asst. Civil Supply Officer, Mehidipatnam Circle, Manoranjan Complex, Near Exhibition Grounds, Nampally, Hyderabad. Hyderabad	K.Srinath	9347887505
6	Office of the Asst. Civil Supply Officer, Amberpet Circle, Achaiahnagar, Beside Prajasakhthi Office, Baghlingampally, Hyderabad.	Tukya Naik	9949166066
7	Office of the Asst. Civil Supply Officer, Khairatabad Circle, Anandnagar Colony, Old MRO's Office, Khairatabad, Hyderabad.	Syed Shah Faisal Hussaini	`9052017163
8	Office of the Asst. Civil Supply Officer, Begumpet Circle, APHB Complex, Patny Center, Secunderabad.	G.V.Chamundeshwari	9908006171
9	Office of the Asst. Civil Supply Officer, Secunderabad Circle, Opp. St Francis Girls High School, Behind Manohar Theatre, Secunderabad.	V.Balraju	8008301368
<b>Medchal Malkajigiri District</b>			
10	Office of the Asst. Civil Supply Officer, Balanagar Circle, GHMC Community Hall, Ferozguda, Balanagar, Secunderabad.	B.Nandini	`9347223885

11	Office of the Asst. Civil Supply Officer, Uppal Circle, Beside Tahsildar Office, Uppal X Road, Medchal Malkajgiri District. Secunderabad.	B.N.Saraswathi	8374856738
Ranga Reddy District			
12	Office of the Asst. Civil Supply Officer, Saroornagar Circle, ETC Training Center Premises, MEO Office, Opp: Rice Training Center, Rajendarnagar, Rangareddy District - 500 030. Hyderabad.	G.Balasaroja	9493215910



