

DEPARTMENT OF CIVIL SUPPLIES AND CONSUMER AFFAIRS
GOVERNMENT OF GOA, PANAJI-GOA

1	Vision	<p>The vision of the Department is to formulate and implement foolproof arrangements for identification of the poor and to promote transparency, accountability and to render excellent services to the people and also to all the eligible beneficiaries .in distribution of essential commodities namely rice, wheat, sugar and kerosene oil under Targeted Public Distribution System and also to create consumer awareness and to redress their grievances through the Conciliation Committee, District Forum and State Commission.</p>
2	Objective	<p>Objective is to ensure proper allocation of monthly foodgrains to all the targeted beneficiaries as per entitlement and is committed to implement TPDS to the best advantage of the beneficiaries with full transparency and efficiency of operations and accountability of the authorities implementing it.</p> <p>The Department is also committed to protect and guard the interest of the consumers in Goa and to make available to them the means to assert their consumers rights and to redress their grievances through the Conciliation Committee, District Forums and State Commission.</p>
3	<p>Short term goals (to be achieved by 2021)</p> <p>Short term goals (to be achieved by 2021)</p>	<p>Installation of GPS Tracking Device to the vehicle of Contractors of Transporting PDS Foodgrains.</p> <p>Door step delivery of foodgrains upto FPS level.</p> <p>Implementation of the Consumer Protection Act, 2019, and its Rules and regulations.</p> <p>To set up a State Food Commission to redress the Grievances under NFSA 2013.</p> <p>Organizing Consumer awareness programme to educate people regarding their rights and the Redressal mechanism to approach in case of any grievances.</p>

4	Medium term goals (to be achieved by 2023)	<p>To move towards 100% cashless transactions and crediting the subsidy directly in the bank Accounts of the beneficiaries as done incase of LPG Gas Distribution.</p> <p>Introduction of Legislation/Statutes giving teething powers to the Department while dealing with the protection of Consumer Rights.</p>
5	Long term goals (to be achieved by 2025)	Integration of PDS beneficiaries' data to the unified database of the beneficiaries of all Government Schemes.
6	Strategic Planning	<p>In order to keep vigil and control over the vehicles of the contractors transporting PDS foodgrains, the Department has put a clause in the agreement mentioning that that the transport contractors shall install GPS tracking devices to all the vehicles used for transporting foodgrains as suggested by the Department. This will enable the Department to monitor the movement of the vehicles and reducing the chances of diversion, leakages if any during transportation of PDS foodgrains.</p> <p>As per section 24 of National Food Security Act, 2013 and as per the direction of Supreme Court, it is the duty of the State Government to take delivery of foodgrains from the designated depots of the Central Government, organize intra-state allocations for delivery of the allocated foodgrains through their authorized agencies at the door step of each fair price shop and ensure actual delivery of foodgrains to the entitled persons.</p>
7	Action Plan	<p>Periodic weeding out and updation of Public Distribution Scheme to beneficiaries alongwith their documents.</p> <p>Introduction of block-chain system from the point of procurement upto last mile distribution point.</p> <p>Linking of PDS beneficiaries' data to Banking System.</p>

Sd/-
(Siddhivinayak S. Naik)
Director
Civil Supplies & Consumer Affairs
& Ex-officio Joint Secretary