

CITIZEN CHARTER **OF** **DELHI STATE CIVIL SUPPLIES** **CORPORATION LTD.**

(An undertaking of Govt. of NCT of Delhi)



35 Years
of
Dedicated Service to the People of Delhi
(2015 –2016)

AIMS AND OBJECTIVES :

Delhi State Civil Supplies Corporation Ltd. is a company registered under the Companies Act, 1956 and was incorporated by Govt. of NCT of Delhi on 14th November, 1980 with the objective of securing stability in prices and making available essential commodities at reasonable rates to the consumer and to promote, develop and improve, purchase, procure, process, transport, import and export, distribution and sale of food-stuff, cement, coal, spirit and beverages, essential & consumable commodities.

Having started with a turnover of Rs. 14.67 crores in the year 1982, the Corporation's turnover touched approx. Rs. 1034 crores in 2013-14.

The Paid Up Share Capital of the Corporation is Rs.6.99 crores against the authorized Share Capital of Rs.15 crores as on date.

BOARD OF DIRECTORS:

- | | |
|---|------------------------------|
| 1. Chairman-cum-Managing Director,
DSCSC Ltd. | - (Chairman of
the Board) |
| 2. Pr. Secretary (Finance), GNCTD | - (Director) |
| 3. Development Commissioner, GNCTD | - (Director) |
| 4. Commissioner, Food Supplies &
Consumer Affairs, GNCTD | - (Director) |

ACTIVITIES OF THE CORPORATION :

1. PUBLIC DISTRIBUTION SYSTEM (PDS):

The Public Distribution System was introduced in the year 1984 to ensure availability of essential commodities like wheat, rice, kerosene oil etc. to the citizens of Delhi through Fair Price Shops.

The Corporation has been successfully transporting SFA's from FCI godowns located at Mayapuri, Ghevra, CTO Pusa, Narela, Shakti Nagar & Okhla to Fair Price Shops scattered all over Delhi. The beneficiaries covered under this scheme include: (i) Population above poverty line (APL)(S) (ii) PR(APL) (JRC&RCRC) (iii) Population below poverty line (BPL), (iv) Population covered under Antyodaya Anna Yojna (AAY).

Procedure of supply:

The FPS holders deposit the cost of allocated quota of SFA's (Wheat & Rice) alongwith cartage charges to the AXIS Bank for issuance of a consolidated draft in favour of FCI to issue release orders for making supplies of SFA's through their six godowns. The Corporation then make arrangements for lifting of the issued SFAs for making delivery of the same to FPS's through transporters (engaged through e-tender process).

Tender Process:

The Corporation invites e-tender for transportation of SFAs (Wheat & Rice) from bonafide transporters for transportation of SFA's from FCI godowns to the attached Food Circles/ Fair Price Shop under e-procurement as per the instructions of Government of NCT of Delhi. Thereafter a Tender Committee is constituted headed by Sr. General Manager, DSCSC Ltd. consisting of other Sr. Officers from DSCSC Ltd. as well as from Food and Supplies Deptt., Finance and Transport Department of GNCT of Delhi to scrutinize the tender documents quotations and make recommendations for engagement of transporters for a period of one year which may extended

for a period of three months on same terms & conditions at the sole discretion of the corporation and subsequently upto one year with mutual consent of the parties in writing.

2. Procurement & Distribution of Sugar :

The Corporation is only agency entrusted with the work of procurement of Levy Sugar and further distribution to fair price shops in Delhi. Earlier, the levy sugar was being procured from the sugar mills mostly situated in western U.P. & Uttaranchal as per Govt. of India allocation. The Corporation was initially entrusted with the procurement & distribution of half of the allocated quota of levy sugar for Delhi. At present 100% of sugar under PDS is procured and supplied by DSCSC to the FPS holders through PDSCM Module. The sugar is being stored in Corporation's godowns situated in Gazipur and Siraspur. Presently, the Corporation is receiving monthly allocation of sugar approximately 16000 qtls. per month from F&S Deptt. GNCT of Delhi.

However, the turnover under this activity has gone down considerably due to change in Govt. policy to provide levy sugar only to families unde BPL scheme w.e.f. 2001.

The Ministry of Consumer Affairs, Food & Public Distribution, Department of Food & Public Distribution (Directorate of Sugar), Govt. of India have decided to decontrol the levy sugar w.e.f. 01.06.2013 onwards. In this scheme the Corporation has to procure sugar from the open market for which the process for procurement of sugar initiated and subsequently procurement of sugar from open market to DSCSC godowns has been started from July 2013 by inviting e-tender from bonafide sugar manufacturers, traders, wholesalers and importers. After finalizing the tender process, the first contract for supply

of sugar has been awarded to M/s Shri Bankey Bihari Sales Corporation who quoted the lowest rates for a period of 3 months i.e. from July' 2013 to September' 2013 @ Rs. 33,110/- per MT the second tender was awarded to M/s Doctor Frozenfood India Pvt. Ltd. @ 31,970/- per MT who quoted the lowest rates for a period of 3 months i.e. from October' 2013 to March' 2014. The supply of sugar under TPDS from both the DSCSC godowns is still being made as per the procedure laid down by the F&S Department, GNCT of Delhi

3. LIQUOR:

At present Corporation is running 109 licenced/ vends (90 L-6 vends & 19 L-8 vends) located in various parts of Delhi and New Delhi and most of them are functioning on Self Service Pattern. In order to make chilled beer available to customer, cold room at 12 selected shops and freezer at all remaining shop have been provided. Imported liquor is also sold through 10 vends of the corporation.

Procedure for Opening of L-6/L-8 vends:

A person who desires to give his premises on rent for opening of L-6/L-8 vend has to apply in the prescribed form available at the "Single Window Counter" at headquarter. The form duly filled can be submitted with Sr. Manager (Liquor) along with required documents. A Site Selection Committee consisting of two officer./ officials of the corporation look into the suitability of the premises for opening of the liquor vend and thereafter the proposal is forwarded to the excise department for the site inspection of their committee and to grant licence.

Eligibility Criteria for opening of liquor vend:-

Any premises to be suitable for opening of liquor vend should meet the following requirement :-

1. The vend premises should be in a **pucca building with minimum floor area of 200 sqft. on a floor and located in commercial area.**

2. No liquor shop for consumption off the premises shall be located within a **distance of 100 metres from the Major educational institutions, Religious Places, Hospitals with fifty beds and above.**

Explanation I :- For the purpose of Clause (2) above, major educational institutions would mean middle and higher secondary schools, colleges and other institutions of higher learning recognized by the Government of NCT of Delhi or Government of India.

Explanation II :- For the purpose of Clause (2) above, a religious place would imply a religious place having a pucca structure with a covered area of more than 400 sq feet.

Explanation III :- The measurement of distance shall be from the mid point. The actual main entrance/door of the premises proposed for license to mid point of the actual main door/entrance of the building of the places mentioned in clauses (2) above.

If the proposed premises meets the above requirement and found suitable, the vend is opened after receipt of L-6/L-8 license from Excise Department.

The owner of premises is given **rent at the rate of**

12.5% to 15% of the gross profit and some fixed per month earned from the sale of liquor through that vend.

3. Ordering Pattern:

In order to provide customers with brand of their choice, the corporation places the liquor orders on the basis of weekly sale statement submitted by the vend Incharge and applying vend wise/brand wise/size wise formula of (sale x2-Closing balance) uniformly on all IMFL/Beer brands. The formula is reviewed every month based on the inventory. The ordering of requirements for P-10 License is made separately.

4. SOCIAL COMMITMENT:

The corporation is also running a FPS No. 6527 at president estate supplying SFA's to residents of president estate.

The Corporation has engaged 1984 Riot Affected Victims widows in the HQ Building to earn their livelihood contributing to Akhya Patra Yojna.

5. CONTROL ROOM:

A Centralised control room is functioning at ground floor of the corporations building.

Redressal of Public Grievances and Transparency

- (i) For the first time a formal mechanism has been instituted for public participation with the aim of providing proper feed back and inputs from the public for appropriate policies and decisions and citizen friendly environment. **Drop-boxes for feedback**

from general public have been installed at Head Office, Godowns and 25 prominent L-6 vends for suggestions regarding quality of SFAs, Liquor and other items. These suggestions are taken care of to provide better service/satisfaction to the consumer.

- (ii) **A counter under “Single Window System” has been established in the HQ,** where complaints/ references relating to the activities of the Corporation can be submitted. The Complaints/ references will be **disposed off within a period of 30 days** from the date of receipt of the reference. Forms relating to different activities of the Corporation can also be obtained from this counter.

Such counters have also been made operational at Siraspur and Gazipur Godowns.

- (iii) **An Information Facilitation Counter** has been set up in the Headquarters for imparting proper guidance to the citizens’ about the work process and procedures.

Nodal Officer for Public Grievances:

Chief Manager (Vig./G.A.)

phone : 23514530

email : chiefmgr.dscsc@gmail.com

RIGHT TO INFORMATION ACT

In order to promote transparency and accountability in the working of Corporation, Right to Information Act has been implemented.

Any person seeking information under the Act can file an application in Form-A to the Public Information

Officer. Forms are available free of cost with the Public Information Officer. A nominal application fee of Rs. 10/- for RTI per application will be charged for supply of information. In addition, a sum of Rs. 2/- per page will be charged for supply of information, as cost of photocopies.

In case a person fails to get a response from the Public Information Officer **within 30 days** of the submission of Form-A or is aggrieved by the response received within the prescribed period, he may file an appeal to the First Appellate Authority.

Note: The forms relating to different activities of the Corporation are given as annexures.

NODAL OFFICERS

First Appellate Authority under the provision of Delhi Right to Information Act.

Sr. General Manager

phone : 011-23547739.

email : gmdscsc.delhi@nic.in

State Public Information Officer (PIO)
under the Provisions of Delhi Right to Information Act 2005:

Chief Manager (Vig./G.A.)

phone : 23514530

email : chiefmgr.dscsc@gmail.com

State Asstt. Public Information Officer (APIO)
under the provisions of Delhi Right to Information Act:

Sr. Manager (RTI)

Phone : 23514739

⇒ The complaints regarding Public Distribution System can also be submitted at the following Godowns:

Godown	Incharge Phone No.
Narela	27282676
Mayapuri	28115339
Okhla	23369622
Ghevara	25953059
Shakti Nagar	27248760
C.T.O. Pusa	25841539
Siraspur	27282676
Gazipur	22217371, 22412331

The following schedule is required to be followed for processing bills for payment of transpiration strictly.

S. No.	Name of Division	Time specified for processing dealing
1.	Godown Level	Three days from the date of receipt of bills from transporters complete in all respect.
2.	PDS Division/ Levy Sugar Division	a) Four days from the receipt of the bills for processing. b) One days for conveying sanction.
3.	A/cs Division	a) Three days from received of the billls for processing the bill. b) One day for preparation of cheque / RTGS

ACCOUNTS AND AUDIT :

The accounts of the Corporation are up-to-date. Internal Audit has been considerably strengthened as regards to coverage and adequacy. Norms of financial proprieties i.e. calling of quotations for purchase timely bank reconciliation and suggestions given by internal/Govt. Auditors are being followed.

VIGILANCE :

Vigilance machinery has been activated in DSCSC Ltd. Necessary action is taken against the guilty officers/officials for financial or other lapses.

In order to check the diversion of SFAs and to check any malpractices and adulteration at liquor vends Inspecting Teams headed by Senior Officers of the corporation have been constituted for enhancing the vigilance over the transportation of SFAs to Fair Price Shops from the FCI godowns.

The reports are reviewed at the level of C.M.D. and corrective steps are taken to remove the shortcoming.

WEBSITE:

The Corporation has interactive website. All the information/ forms relating to different activities of the Corporation can be downloaded from the website. The URL of the website is :

<http://www.dscsc.delhigovt.nic.in>

FEEDBACK FORM ABOUT WORKING OF DELHI GOVERNMENT DEPARTMENTS

(To be filled up by citizens and dropped
in the drop box kept in office)

HELP US TO HELP YOU BETTER

Your views and suggestions will be kept confidential

(A) Purpose of visit and your views about the standard of services.

(i) Name of the Department

.....

(ii) Purpose of visit

.....

(iii) (a) No. of Visits you had to pay to get the service, Please tick mark (✓)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ More than 4

(b) Average time spent on each visit in minutes, please tick mark (✓)

☐ Upto 30 mins ☐ 30-45 mins ☐ 45-60 mins
☐ 60-90 mins ☐ Over 90 mins

(iv) Was the required form available at the counter?

☐ Yes ☐ No

(v) Did the Counter Clerk explain the details of documents required to be filled with application.

☐ Yes ☐ No

(B) Availability of Officers & Staff in Office

(i) Concerned Officer

☐ Yes ☐ No

(ii) Counter Staff/Dealing hand

☐ Yes

☐ No

(C) How do you rate the behaviour

☐ Very Good

☐ Good

☐ Average

☐ Below Average

(D) Environment, Hygiene and Sanitation

(i) Front Office get up and general environment

☐ Satisfactory

☐ Unsatisfactory

(ii) Signage system/ Display of Notice Boards

☐ Satisfactory

☐ Unsatisfactory

(iii) Sitting arrangement

☐ Satisfactory

☐ Unsatisfactory

(iv) Availability of drinking water and glasses

☐ Satisfactory

☐ Unsatisfactory

(v) General cleanliness and hygiene

☐ Satisfactory

☐ Unsatisfactory

(vi) Proper ventilation

☐ Satisfactory

☐ Unsatisfactory

(vii) Availability of separate toilet facilities for ladies and gents.

☐ Satisfactory

☐ Unsatisfactory

(viii) Separate counters for Senior Citizens/ Handicap

☐ Satisfactory

☐ Unsatisfactory

(E) Tout Menance and Corrupt Practices:

(i) Were you intercepted by middleman/tout?

☐ Yes

☐ No

(ii) Did you avail of his services? If yes, reasons therefore

☐ Assured positive results ☐ Avoid queue

☐ Avoid frequent visits ☐ To save time & energy

☐ Lack of awareness of processes and procedures

(iii) Did you come across any corrupt practices, if yes, please give details:

(F) Satisfaction level

☐ Excellent

☐ Quite Satisfactory

☐ Satisfactory

☐ Average

☐ Below Average

(G) Suggestion/ Remarks (Please attach additional paper if required)

Name and Address (Optional) :

Tel. No. (Optional) :

DELHI STATE CIVIL SUPPLIES CORPORATION LTD.

7-9, AAPURTI BHAWAN, ARAM BAGH, NEW DELHI

APPLICATION FORM FOR L-6 VENDS/ L-8 VENDS

S.No.....

1. Name & designation of the
applicant
(DTTDC. DSCSC. DSIDC.
DCCWS)
2. Address of the Applicant
.....
3. Address of the Proposed
L-6 / L-8 vend
4. Name & Address of the
Land Owner :
5. Details of Lease/Rent Agreement
regarding the proposed premises
(with documentary proof)
6. Measurement of Floor Area of
the proposed premises in feet
Length
Breadth
Height
Total Area in sq. feet
7. Whether the proposed premises
is in approved commercial com-
plex notified green area (with
documentary proof)
8. Whether the land lord of the
premises is in legal and physical
possession of the premises
(Documentary proof)

9. Whether the premises conforms
to the conditions mentioned for
grant of L-6/L-8 licence
10. Whether the premises is in
conformity with the rules and
regulations of local bodies
(documentary proof in the form
of affidavit)
11. Whether the premises meet the
requirements under rule 33(1)(a)
of Delhi Liquor Licence
Rules, 1976.
12. Whether the proposed premises
is a pucca building
13. Whether the proposed premises
is in use at present and, if so, the
nature of the business carried on
14. Whether any suit is pending in
any court of law regarding
ownership and possession of the
premises (Declaration in
affidavit)
15. Whether premises are fitted with
electricity and water connection
(declaration in affidavit)
16. If the premises is jointly owned
whether no objection certificate
is obtained from all other
members/ partners (attested
photocopy of the NOC)
17. Whether proper site map of the
shop has been enclosed

18. Any other information regarding
suitability of the premises

Declaration : Certified that the particulars stated above are correct to the best of my knowledge and belief and no material facts have been concealed.

(SIGNATURE OF THE LANDLORD)

Form 'A'
Form of Application for seeking information under
Right to Information Act, 2005
(See rule 3)

I.D.No.....
(For official use)

To
The Competent Authority,
.....
.....

1. Name of the Applicant :
2. Address :
.....
3. Particulars of information-
 - (a) Concerned department :
 - (b) Particulars of information required :
 - i. Details of information required :
 - ii. Period for which information asked for :
 - iii. Other details :
4. I state that the information sought does not fall within the restrictions contained in Section 6 of the Act and to the best of my knowledge it pertains to your office.
5. A fee of Rs..... has been deposited in the officer of the Competent authority vide No. dated

Place :

Date :

Signature of Applicant

E-mail address, if any

Tel. No. (Office).....

(Residence)

-
- Note :-** (i) Reasonable assistance can be provided by the Competent authority in filling up the Form A.
- (ii) Please ensure that the Form A is complete in all respect and there is no ambiguity in providing the details of information required.

ACKNOWLEDGMENT OF APPLICATION IN FORM - A

I.D.NO.

Dated:

1. Received an application in Form A from Shri/Ms..... resident of under Section 5 (1) of the Delhi Right to Information Act, 2005.
2. The information is proposed to be given normally within 15 days and in any case within 30 days from the date of receipt of application and in case it is found that the information asked for can not be supplied, the rejection letter shall be issued stating reason thereof.
3. The applicant is advised to contact the undersigned on between 11 A.M. to 1 P.M.
4. In case the applicant fails to turn up on the scheduled date(S), the Competent authority shall not be responsible for delay, if any.
5. The applicant shall have to deposit the balance fee, if any, with the authorized person before collection of information.
6. The applicant may also consult Web-site of the department from time to time to ascertain the status of his application.

Signature and Stamp of the
Competent Authority

E-mail Address :

Web-site :

Tel. No.

Dated :

