

GOVERNMENT OF NATIONAL CAPITAL TERRITORY OF DELHI  
DEPARTMENT OF FOOD, SUPPLIES & CONSUMER AFFAIRS  
K-BLOCK, VIKAS BHAWAN, I.P. ESTATE, NEW DELHI-110002

F3 (40)/ 2013/F&S/P&C/Vol-III/96-105

Dated: 30-1-14.

ORDER

Under section 15 of National Food Security Act, 2013 Additional District Magistrate of the district has been designated District Grievance Redressal Officer (DGRO) for expeditious and effective redressal of grievances of the aggrieved persons in matter relating to distribution of entitled foodgrains or meals under chapter II of NFSA 2013 and to enforce the entitlements under the Act. The following procedure is laid down for Grievance Redressal by District Grievance Redressal Officer (DGRO) :-

1. Any member of public, aggrieved by the action of Fair Price Shop dealer for not providing the entitled foodgrains may file a written complaint /grievance with the District Grievance Redressal Officer (DGRO) of the district, on a simple sheet of paper with the name, address, telephone number of self and the name, license number and address of Fair Price Shop owner. The circle number in which the FPS is located may also be mentioned.
2. All complaints and appeals received by District Grievance Redressal Officer (DGRO) are to be diarized and registered with a unique ID No. which should contain the district code such as SW for South West, N for North etc. and shall be forwarded to concerned Zonal Assistant Commissioner, F&S for comments as well as action taken which shall be reported back to DGRO compulsorily within a period of seven working days from the date of receiving of reference from DGRO.
3. On receipt of complaint, and if satisfied that the matter needs to be enquired into, District Grievance Redressal Officer (DGRO) may summon the complainant, owner of FPS and concerned FSI/FSO/ Zonal Assistant Commissioner, F&S and may hear the parties for arriving at a decision as to whether there is any dereliction on the part of owner of FPS/Licensee concerned.
4. During course of hearing a grievance petition, the complainant or his authorized representative as well as owner of FPS or his authorized representative are to be present. An officer not below the rank of FSI needs to be present at the hearing from the side of F&S Department. Also during the hearing, the status of the action taken on the matter is to be reviewed, further submissions of the complainant are to

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be heard, and an interim order is to be given by the District Grievance Redressal Officer. The specific directions given by DGRO shall determine the action to be taken by all concerned prior to the next date of hearing. The hearings need to be concluded and final order needs to be given within 30 days of filing of complaint with DGRO. In exceptional cases where DGRO is unable to decide on a complaint within the stipulated time, his final order on the matter shall speak about the reasons for delay in disposing off the matter. In no case, the order may be delayed beyond 45 days of receiving the complaint by DGRO.

5. On conclusion of the hearing of the complaint, District Grievance Redressal Officer shall pass an appropriate "speaking order", and where it is held that the allegations made against owner of the FPS, are prima facie established, District Grievance Redressal Officer may recommend action to be taken against the defaulter/s. The recommendation made by District Grievance Redressal Officer shall be given due consideration by appropriate administrative authority for its speedy implementation.
6. Any complainant or the officer or authority against whom any order has been passed by District Grievance Redressal Officer, who is not satisfied with the redressal of grievance may file an appeal against such order before State Food Commission within 30 days of receipt of such order.

This is issued with the prior approval of Commissioner, F&S.

  
(B.R.SINGH)  
SPL. COMMISSIONER (F&S)

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Copy for information and necessary action to:-

- (1) All Additional District Magistrate of Districts/DGROs.
- (2) All zonal Asst. Commissioners.
- (3) All FSOs through Asstt. Commissioner, F & S.
- (4) P.S. to Commissioner-cum-Secretary, F & S.
- (5) P.S. to Spl. Commissioner.
- (6) P.A. to Addl. Commissioners.
- (7) P.A. to Jt. Commissioner.
- (8) All Branch Incharges of Headquarter, F & S.
- (9) S.A. (Computer), F & S Department for uploading on website.

Copy for information to:-

Chairperson, PGC, M-Block, Vikas Bhawan, Delhi.

  
(GOVIND RAM)  
ASSISTANT COMMISSIONER (NFSA)