



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

FOOD AND CONSUMER PROTECTION

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

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GOVERNMENT OF TAMILNADU
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CONTENTS

Chapter No.	Title	Page No.
1.	Civil Supplies and Consumer Protection Department	1-32
2.	Consumer Protection	33-50
3.	Price Control Measures	51-52
4.	Enforcement – Civil Supplies CID	53-69
5.	Tamil Nadu Civil Supplies Corporation	60-110
6.	Tamil Nadu Warehousing Corporation	111-117
	Conclusion	118-120

Chapter – 1
CIVIL SUPPLIES AND CONSUMER
PROTECTION DEPARTMENT

Introduction

அற்றார் அழிபசி தீர்த்தல் அஃதொருவன்
பெற்றான் பொருள் வைப்புழி
– திருவள்ளுவர்

1.1 Government of Tamil Nadu is implementing Universal Public Distribution System for the past 50 years, extending food and nutritional security to all categories of people without discrimination on the basis of economic or social status. The policy of the Government is to ensure that no person remains hungry in the State. The State Government is continuously taking various steps towards achieving this aim and moving towards the goal of providing nutritional food to all. "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.

1.2 The Government has devised a food policy which ensures procurement of quality food grains, safe storage and distribution to the eligible beneficiaries after proper verification. It also has a well-developed Grievances Redressal System using Information Technology. Whenever price hikes are noticed in respect of essential commodities, Government is taking necessary action for controlling prices through timely intervention.

1.3 To protect Consumers from being exploited by various unfair trade practices, the department is continuously creating awareness through various activities through

Voluntary Consumer Organizations, Citizen Consumer Clubs and Multimedia campaigns. Effective legal remedies are also provided by statutory forums like District Consumer Disputes Redressal Commissions and State Consumer Disputes Redressal Commission. Alternate Disputes Redressal mechanism is available to provide instant remedies.

1.4 Public Distribution System :

The National Food Security Act, 2013 was introduced in Tamil Nadu during the year 2016. However, for more than 5 decades the Government is implementing the Universal Public Distribution System. It ensures food security to all classes of people irrespective of their socio-economic status even prior to the introduction of National Food Security Act. The Universal Public Distribution System in Tamil Nadu provides TurDhall and Palmolein oil under Special Public Distribution

System along with Sugar in addition to above food grains. In order to promote consumption of millets, 2 kg of Ragi per family card is being distributed to the Nilgiris and Dharmapuri Districts in lieu of rice.

1.5 Fair price shops :

As all essential commodities are supplied through Fair price shops, their maintenance and accessibility are given appropriate care. They are run by Public Institutions / Self Help Groups and no private dealers are involved. Most of the shops are run by the Co-operative Societies under and Tamil Nadu Civil Supplies Corporation. Few are run by Women Self Help Groups. These shops are located in such a way that card holders need not travel more than 1.5 Km in plain areas and 1 Km. in hill areas. Wherever required, part time shops and mobile fair price shops are functioning so as to enable the card

holders to draw their entitled commodities with ease.

1.6 Number of Fair price shops in the State as on 31.05.2024 is as follows:

Sl. No.	Agency	Full Time	Part Time	Total
1.	Co-operative Societies (Under the Registrar of Co-operatives Societies)	24,646	10,202	34,848
2.	Tamil Nadu Civil Supplies Corporation	1,309	196	1,505
3.	Other Co-operative Societies	132	29	161
4.	Women SHGs	415	25	440
TOTAL		26,502	10,452	36,954

1.7 The Government is continuously taking up all possible steps to construct own buildings for the Fair price shops instead of hiring private buildings. The construction of these buildings is being taken up by District Administration under various Government

schemes. As on date 19,872 fair price shops are functioning in own buildings, 9,285 in rent free buildings and 7,797 in private rented buildings.

1.8 Creation of New Full Time / Part Time Fair price shops :

In last three years (from May-2021 to 31.05.2024) 2,009 new fair price shops (699 full-time and 1,310 part-time) have been opened and are under operation for the convenience of family cardholders.

1.9 Model Fair price shops :

To ensure proper quality and maintenance of the fair price shops, ISO certification system was introduced during 2023. Under this drive 9,873 shops have obtained ISO:9001 certification for quality and maintenance, 2,059 shops have obtained ISO:28000 certification for safe food chain and storage system. In order to improve the

internal and external ambience, 3,139 shops were modernized and upgraded in Phase-I during 2022-2023. In Phase-II, as on 31.05.2024, a total number of 3,700 shops out of the targeted 5,000 shops have been modernized and upgraded. Steps are being taken to upgrade the remaining 1300 shops.

1.10 Smart Family Cards:

The smart family cards containing Quick Response (QR) code which can be read in Point of Sale device have been issued to the family cardholders. This enables them to draw rations at fair price shops after proper authentication. The essential commodities can be drawn in any fair price shop of Tamil Nadu under "One Nation One Ration Card" scheme. From May 2021 to May 2024, 15,79,393 new family cards have been issued to the eligible applicants.

1.11 As the family card is issued based on Aadhaar, the bogus family card circulation is completely eradicated. However, children below 5 years and differently abled persons who are unable to take Aadhaar are included as beneficiaries under Public Distribution System without Aadhaar number.

1.12 Types of Smart family cards:

The family cards are issued under five categories as detailed below with a view to implement Universal Public Distribution System along with the National Food Security Act, 2013. Category wise family cards issued as on 31.05.2024 is as below:

Sl. No.	Type of Smart Family Cards	Commodities Entitled	No. of Family Cards
1.	Priority Households (PHH)	All Commodities including Rice	95,81,846
2.	Priority Households - Antyodaya Anna Yojana(PHH-AAY)	All Commodities including 35 kg of Rice	18,64,099

3.	Non-Priority Households (NPHH)	All Commodities including Rice	1,05,22,987
4.	Non-Priority Households-Sugar (NPHH-S)	Sugar option cards (All commodities except Rice)	3,80,280
5.	Non-Priority Household- No Commodity (NPHH-NC)	No Commodities	64,708
Total Smart Family Cards			2,24,13,920

1.13 Delivery of Duplicate Family Card through India Post:

From April 2023 onwards the family cardholders who require duplicate cards for various reasons like mutations, damage, lost, etc. cards are delivered to their residences by India Post. Necessary provision for submitting online application in and for payment of the amount of Rs.50/- have been provided so that cardholders need not visit any office for getting duplicate family cards.

4,54,635 duplicate cards have been

delivered to the card holders through India post from 05.04.2023 to 31.05.2024.

1.14 Purification of Family Card Data:

The Government is taking all the steps to keep the family card database updated. From May 2021 to May 2024, a total number of 4,49,545 Single Member Cards have been surrendered and 19,38,788 family members have been deleted from the family card data base due to various reasons viz., death, migration etc. The Civil Registration (CRS) data of deceased people are obtained from Registrar of Birth / Death through TNeGA periodically and being updated in the family card database.

1.15 AAY Family cards (Antyodaya Anna Yojana) :

Under the targeted Public Distribution System certain families belonging to priority

household category which do not have any other means for the food security except the Public Distribution System have been classified as Antyodaya Anna Yojana families. For the State of Tamil Nadu the target number of families for AAY is 18,64,600. These families are supplied with 35 kg of food grains at free of cost per month per family irrespective of the number of family members in the family. These families are classified as poorest of the poor families.

1.16 Family Cards for Police, Prison, Forest Department Personnel:

As a welfare measure to the Uniformed Services Personnel in Police, Prison, and Forest Department essential commodities are supplied at normal issue price and Tur Dal, Sugar and Palmolein oil are supplied at half the rate of PDS issue price as detailed below:

Sugar	Rs.12.50
Tur Dal	Rs.15.00
Palmolein Oil	Rs.12.50

Police Department Personnel ranking from Second Grade Constables to Inspectors, Forest Department personnel ranking from Cavady to Forest Ranger and Prisons Department personnel from Second Grade Warden to Deputy Jailor are entitled for the above said benefit. Their Non Priority House Hold (NPHH) cards are indicated as 'Police cards' in the Database. As on 31.05.2024, 62,158 such 'Police cards' are in circulation.

1.17 Annapoorna (ANP) and Old Age Pension (OAP) beneficiaries:

Under Public Distribution System, 4,988 Annapoorna (ANP) and 3,05,134 Old Age Pension (OAP) beneficiaries who are residing in the State are provided with 10 kg and 5 kg of rice per month respectively at free of cost.

1.18. Scale of Supply of Essential Commodities Under Public Distribution System:

Rice and Wheat along with Sugar and Kerosene are being supplied to the family cardholders under Public Distribution System. Tur Dal and Palmolein are also distributed under Special Public Distribution System in subsidized prices. Ragi is also distributed at the scale of 2 kg per family per month in the Nilgiris and Dharmapuri districts. Rice, Wheat and Ragi are supplied at free of cost. The scales of supply and issue price of these commodities under Public Distribution System are as follows:

Sl.No.	Name of the Commodity	Issue Price (Kilo / Litre)	Scale of Supply
1.	Rice	Free of Cost	As per the National Food Security Act, 2013 all rice cardholders are eligible for 5 kg of rice per person (including children) per month. As per Universal Public Distribution System, Tamil Nadu

			<p>continues the earlier scale of supply and same quantity is being supplied.</p> <p>If there is only one person in a family card, 12 kg of rice is provided while a member is entitled for 5 kg only under NFSA. The entitlements are as below: (1 adult member = 1 unit, 1 child = 0.5 unit)</p> <p>1 Unit - 12 kg. 1.5 Units - 14 kg. 2 Units - 16 kg. 2.5 Units - 18 kg. 3 Units (or) 4 Units - 20 kg. 5 Units and above get 5 kg. of rice per member. AAY card holders can draw 35 kg. of rice per card.</p>
2.	Wheat	Free of Cost	Maximum of 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 kg. for rice option cards. In the case of sugar option cardholders, 500 grams per head per month plus an additional quantity of 3 kg subject to a maximum of 5 kg per month is supplied instead of rice.

4.	Kerosene	Ranging from Rs.15.00 to Rs.16.50 Per litre.	Distribution is done based on the place of residence and the possession of the LPG connection to the family cardholders.
5.	Tur Dhall	Rs.30.00 Per kg.	1 kg. per card per month
6.	Palmolein Oil	Rs.25.00 Per litre	1 litre per card per month

1.18.1 Rice:

Rice is allocated by Government of India from the Central Pool on the basis of number of Priority Household (PHH) beneficiaries. The allocated rice is drawn through the Food Corporation of India. From 01.01.2023 Government of India provides food grains at free of cost for PHH and AAY card holders. The tide over quantity of rice is also provided by the Government of India at the rate of Rs.8.30 per kg.

The monthly allocation of rice is as follows:-

Sl. No.	Category	Monthly Allotment (in MT)
1.	AAY	62,477.66
2.	PHH	1,42,476.91
3.	Tide Over	92,078.73
Total		2,97,033.30

In addition to the Government of India allocation, with a view to implement Universal Public Distribution System, a quantity of One lakh MT rice is allotted for supply to the Non Priority Households (NPHH) per month. The average monthly offtake of rice is around 3.63 LMTs. The additional quantity required over and above the Government of India allocation is being fully borne by the Government of TamilNadu.

1.18.2 Fortification of PDS Rice :

To overcome Anaemia and micro nutrient deficiencies among the family card holders, Iron, Folic acid and vitamin B12 rice

kernels are blended with regular Rice in the ratio of 1:100 and supplied to the Rice family card holders throughout the State from 01.04.2023. Since, consumption of iron rich food is not advisable for people with the Thalassemia and Sickle Cell Anaemia, every package of fortified rice carries a statement that "People with Thalassemia may take under medical supervision and persons with Sickle Cell Anaemia are advised not to consume iron fortified food products". This information is Printed in each fortified Rice Bags.

1.18.3 Ragi:

As announced in the floor of Assembly during 2023-2024 budget session, Ragi is distributed to the family card holders to ensure nutritious millets consumption and incentivize millets production in the state. From May 2023 onwards, Ragi is distributed at the scale of 2 kg per family per month in

lieu of rice entitlement in the Nilgiris and Dharmapuri Districts. The monthly average offtake of Ragi is 750 MTs and the monthly allocation by Government of India is 870MTs.

1.18.4 Sugar:

All family cards except 'No Commodity Cards' are entitled for drawing sugar. The quantity required for distribution is around 34,104 MTs per month. Government of India's allocation is 1,864 MTs at the subsidized rate of Rs.18.50 per Kg. for distribution to AAY families only. The Tamil Nadu Civil Supplies Corporation procures the additional sugar required for distribution under PDS from Co-operative sugar mills as well as in the open market. The differential cost is being borne by the Government of Tamil Nadu. Sugar is supplied to the AAY Cards holders at the rate of Rs.13.50 per kg. and Rs.25/- per kg. for the family cards other than AAY Cards.

1.18.5 Wheat :

Wheat is supplied at free of cost to the cardholders in lieu of rice within their entitled quantity. The Government of India provides a monthly allocation of 8,576.02 MTs of wheat which is meant for PHH and PHH-AAY beneficiaries only. In order to meet out the requirement of wheat in addition to the above quantity, orders have been issued for the procurement of 15,000 MTs of wheat under Open Market Sale Scheme.

1.18.6 Kerosene:

Government of India allots kerosene for distribution to the family card holders who are not having LPG connections or having single LPG cylinder connection. Now, from 01.04.2024 Government of India has reduced the quantity to 1084 KL. kerosene per month which was 7,536 KL. by 01.04.2021. There are around 28.52 Lakh family cards without

LPG Cylinders and 85.58 Lakh family cards with single Cylinder connection that have the entitlement of maximum of 10 litres and 5 litres of kerosene per month respectively. The quantity allocated by Government of India will not be sufficient to meet the requirements of card holders. Government of India has been requested for additional allotment and steps are being taken to update LPG connection details in the family card database so as to supply kerosene only to the genuine needy card holders.

1.18.7 Special Public Distribution System (SPDS):

In 2007, the then Chief Minister Hon'ble Muthamizh Arignar DR.Kalaaignar introduced the Special Public Distribution System to provide nutritional support and also to control the prices of pulses and edible oil in the open market. Under this scheme 1 kg of Tur Dal

and 1 litre pouch of Palmolein are given to the card holders at the subsidized rate of Rs.30/- per kg. and Rs.25/- per litre respectively. Every month around 20,000 MTs of Tur Dal and 2 Crore litres (pouches) of Palmolein are procured by Tamil Nadu Civil Supplies Corporation and the differential cost is met out from State food subsidy.

1.18.8 Supply of Rice to Ramzan

"Nonbu Kanji" :

The State Government makes special allotment of rice to all Mosques for preparing "Nonbu Kanji" every year during the month of Ramzan. This is distributed at the subsidized rate of Rs.1/- per kg across the State for the benefit of fasting Muslims during Ramzan festival. A quantity of 6,980.13 MTs of rice was distributed in 2023. During the current year an allotment of 7,040 MTs has been made for this purpose.

1.19. Implementation of National Food Security Act, 2013:

Tamil Nadu has implemented National Food Security Act, 2013 from 01.11.2016 onwards. As per the said Act, every person belonging to priority households is entitled for 5 kg. of Rice per month. Tamil Nadu Government is already implementing the Universal Public Distribution System prior to the introduction of National Food Security Act. The Government ensured all rice option cardholders to their earlier entitlement or entitlement at the rate of 5 kg. per member whichever is higher, at free of cost. As per the National Food Security Act, priority households are identified on the basis of the guidelines and the beneficiary details hosted in the website www.tnpds.gov.in. Accordingly, beneficiaries from marginalised / economically weaker sections / differently

abled persons / transgenders are classified as priority households under this Act.

1.19.1 Grievance Redressal Mechanism:

The family cardholders have various avenues to get their grievances redressed through Information Technology.

- There are toll-free numbers 1967 and 1800 425 5901 to tell their grievances through telephone calls.
- The complaints can also be registered through online in the public portal www.tnpds.gov.in
- All officials up to Taluk level are provided with email address and CUG mobile number for which the card holders can send their complaints.
- The details of mobile numbers / email addresses have been displayed prominently in all fair price shops and are also available on the Public Portal.

- As per the National Food Security Act, District Revenue Officers/Deputy Commissioners have been nominated as District Grievance Redressal Officers (DGROs) to redress the grievances of the public regarding functioning of the Public Distribution System.
- The contact details of DGROs have also been published on the web portal and Fair price shops.

1.19.2 Vigilance Committees:

As per the National Food Security Act, 2013 and the Tamil Nadu Food Security Rules 2017, State/Districts/Taluks/fair price shops level vigilance committees have been constituted. The Committees meet periodically in order to ensure transparency and accountability for effective functioning of the system.

1.19.3 State Food Commission:

As mandated under National Food Security Act, 2013 Tamil Nadu Food Commission have been constituted with a Chairperson and five other members to monitor proper implementation of NFSA in Tamil Nadu.

1.20. End to End Computerization in Public Distribution System:

During the year 2016 the Public Distribution System of Tamil Nadu has been fully computerized and all related transactions are registered, processed, monitored and reviewed through online software application. The requests for new ration cards, mutations in existing ration cards and other services related to issue of family cards have also been made fully online. The supply chain management starting from the movement of commodities from the PDS godowns up to

withdrawal of commodities at fair price shops have also been fully computerized and made online. This not only ensures the accurate allocation of commodities for every fair price shop, but also its proper movement and distribution to the card holders. Distribution happens only after authenticating the card holder through biometric using the specifically installed Point of Sale (PoS) devices in every fair price shop. This ensures provision of benefits to the real beneficiaries without any malpractices. A success rate around 98.5% biometric authentication is being continuously maintained every month.

The End to End computerization Project facilitates the following:

- The public can apply online for new family cards, mutations in family cards and also tracking the status of applications etc.,

- Digitization of family cards / beneficiary database.
- Computerization of supply chain management (Godown to Fair Price Shop).
- Online allocation of commodities.
- The Cardholders can view the availability of commodities in the attached fair price shop through TNPDS portal, mobile application and SMS services.
- Bogus billing in fair price shop is thwarted as transaction details are communicated through SMS to the registered mobile number of every cardholder.
- Effective grievance redressal mechanism.
- Under phase II of End to End computerization, printed receipt is being generated and provided to the family cardholders through the integrated printer in PoS device.

- Under phase II project each PoS device is being attached with an IRIS scanner in order to authenticate those family cardholders whose finger prints do not get authenticated due to various reasons.

1.20.1. Public Distribution System with Biometric Authentication

Any person should have a valid Aadhaar number to include as a beneficiary under Public Distribution System. Accordingly, the family card database is now containing 99.42% of Aadhaar seeded. The balance relate to children below 5 years who are not required to provide Aadhaar number for inclusion in the family card database. Moreover, the seeding of Aadhaar of all adult persons enables authentication system using finger prints as well as **IRIS** scanning. This facilitates the ration commodities being issued

to the family card holders only after proper biometric authentication.

In order to provide food security to those family card holders who are differently abled or unable to visit the fair price shops due to their physical conditions, arrangement have been made to supply commodities through the authorized representatives of the cardholders.

1.21 "One Nation One Ration Card" Scheme :

Under "One Nation One Ration Card" scheme, the Priority Cardholders of National Food Security Act, 2013 from any other State or place can draw their entitled food grains in Tamil Nadu through Inter-State Portability facility from any fair price shop of their choice after successful biometric authentication.

Further, under Intra-State Portability option, any card holder of this State can draw all their entitled commodities under Public Distribution system from any Fair Price Shop in any district after successful biometric authentication.

1.22. Pongal Gift Hamper:

To celebrate the Pongal Festival 2024, the State Government has distributed Pongal gift hamper comprising of one kg. Raw Rice, one kg. Sugar and a full length Sugarcane along with Rs.1000/- cash to all the Rice card holders. Similarly these hampers were also distributed to all Srilankan Tamil families residing in the Rehabilitation Camps. The Government had sanctioned a fund of Rs.2436.18 Crore. 2.19 Crore cardholders were benefitted through this scheme.

1.23 Sustainable Developmental Goals:

Civil Supplies and Consumer Protection Department has mandate for fulfilling two Sustainable Development Goals (SDG). These are Goal No.2 (zero hunger) and Goal No.7 (affordable and clean energy - clean fuel for cooking).

(A). Goal No.2: Zero hunger.

To eradicate hunger, achieve food security and improved nutrition, the State Government has ensured food and nutritional security for all families by providing Rice, Wheat at free of cost and Sugar, Palmolein, Tur Dal at a subsidized rate under Universal Public Distribution System without any discrimination on the basis of economic and social status with the view to ensure that no person remains hungry in this state. Hence, this State has achieved SDG Goal No.2 i.e. Zero Hunger and all necessary actions are being taken to sustain this achievement.

(B). Goal No. 7: Affordable and clean energy - clean fuel for cooking.

To ensure access to sustainable and modern energy, LPG Connection has been provided to most of the families. As per the figure received from oil companies 104.8% domestic LPG coverage has been achieved during the year 2023-2024. All necessary actions are being taken to sustain the achievement of this Goal. During 2006 the root cause for this achievement was the then Chief Minister Hon'ble Muthamizh Arignar DR.Kalaignar who provided free LPG connections to 28,94,295 families by paying caution deposit to Gas cylinders and providing Gas stoves free of cost.

Chapter – 2

CONSUMER PROTECTION

2.1 The prime objective of the Consumer Protection policy of the State Government is to ensure that

- Goods and Services are available at fair prices, with good quality and quantity.
- Protection of consumers from changing technology and the impact of Globalization and Digitization in trade
- Identifying necessary fair trade practices and regulations in order to prevent consumers from any kind of exploitation.

To achieve this, the Government is carrying out the following activities:

1. Continuously creating awareness to the consumers regarding their rights as empowered consumers under the purview of Consumer Protection Act, 2019 and

their responsibilities as consumers and Citizens of Tamil Nadu.

2. Protecting Consumers from exploitation through Alternative Consumer Dispute Redressal mechanism which will help them to get resolved their disputes even without approaching Consumer Disputes Redressal Mechanism.
3. Suggesting Policy changes in Government Departments providing services to the public to improve effective delivery system in consumer services.

2.2 Citizen Consumer Club:

At present, there are 1817 Citizen Consumer Clubs functioning in educational institutions with not less than 50 members in each club. The activities of the Citizen Consumer Clubs are coordinated through an identified coordinator from Voluntary Consumer Organizations along with a teacher

level coordinator. Regular programmes are being conducted which are focusing on consumer safety, their rights, responsibilities etc. Thus, the awareness information is being carried to the families of the Citizen Consumer Club members (students) which creates a lot of awareness in the society.

2.3 Functioning of State Level and District Level Consumer Protection Councils:

The Consumer Protection Act, 1986 has been republished during 2019 as Consumer Protection Act, 2019. In pursuance of the said new Act, the Consumer Protection Council Rules have been issued on 29.11.2023. Following this, steps are being taken to set up District and State level Consumer Protection Councils.

The Hon'ble Minister for Food and Civil Supplies is the Chairperson of State Consumer Protection Council and the District Collector of the respective district is the Chairperson of District Consumer Protection Council.

Also, Quarterly Meetings with Voluntary Consumer Organizations are being conducted once in a quarter to discuss the Consumer issues related to private and Government sectors.

2.4 State Consumer Help Line:

State Consumer Helpline has been functioning since 02.11.2009 under the Department of Civil Supplies and Consumer Protection.

This Helpline has been set up by the Government as an alternative grievance redressal system where consumers can report any defects or fraudulent incidents in the products and services they have procured and

seek redressal. The State Consumer Help Line works with following contact details:

Telephone No.	E-mail Address	Website Address
044 – 2859 2828	consumer@tn.gov.in	www.consumer.tn.gov.in

2.5 Consumer Protection Website:

The website www.consumer.tn.gov.in created exclusively for consumers, provides information on consumer duties, responsibilities, definitions, etc. which is maintained with the help of the Tamil Nadu e-Governance Agency. On this website, details of all programs on consumer protection and awareness, details of registration of complaints related to violation of consumer rights and information related to consumer protection are being regularly updated. Also, consumer can find information related to other services offered by this department.

2.6 Tamil Nadu Nugarvor Kavasam – Monthly Magazine:

The department is publishing a monthly magazine called “Tamil Nadu Nugarvor kavasam” which contains awareness information on consumer protection and the events and programmes carried out by the Department in relation to the consumer protection. This magazine is being distributed to all Government Departments, Citizen Consumer Forums, Voluntary Consumer Organizations and all District Libraries which are in direct contact with the public / consumers.

2.7 Observing National Consumer Day World, Consumer Rights Day and Performance of State Level Consumer Awareness activities :

The Government sanctions grants-in-aid for organizing awareness events on

Consumer Protection and celebration of the World Consumer Rights Day on every 15th March and National Consumer Day on every 24th December at State level and district level every year.

Consumer corner has been set up in all the District Collector's offices to create awareness among the public / consumers and the activities related to the consumer protection are being displayed there.

According to the Consumer Protection Act 2019 and Direct Selling Rules 2021, a State-Level Monitoring Committee has been formed to coordinate with all departments related to consumer protection and monitor the activities of all businesses engaged in e-commerce.

2.8 Tamil Nadu State Consumer Welfare Fund (TNSCWF):

The Government have constituted Tamil Nadu State Consumer Welfare Fund with a contribution of Rs.1.00 Crore equally shared between State Government and Central Government at the rate of Rs.50.00 Lakh (50:50) each towards the seed money. The punitive fines and the fee collected by District and State level Disputes Redressal Commissions are being credited to the said Tamil Nadu State Consumer Welfare Fund.

In addition to the creation of Tamil Nadu State Consumer Welfare Fund, a Corpus Fund has also been constituted with a total contribution of Rs.10.00 Crore to be shared between Central Government and State Government at the ratio of 75:25.

Rs.10.00 Crore (Central Government 7.5 Crore & State Government 2.5 Crore) has been enhanced to Rs.20.00 Crore and deposited as

fixed deposit in TANSSCOPE account.

The interest generated from the corpus fund is being transferred to the Tamil Nadu State Consumer Welfare Fund. All Consumer Awareness and Consumer Protection activities are being carried out from the interest of the Corpus Fund as well as the Tamil Nadu State Consumer Welfare Fund.

2.8.1. TamilNadu State Society for Consumer Protection and Empowerment (TANSSCOPE):

In order to effectively implement the Consumer Protection policies and create Awareness across the State, the Government have established the Society called TamilNadu State Society for Consumer Protection and Empowerment (TANSSCOPE) a State Level Organization.

The Commissioner of Civil Supplies and Consumer Protection is its President and the society has its members from Government and Non-Governmental sectors.

2.9 Consumer Protection in Direct selling:

As per the Consumer Protection Act, 2019, Direct selling Rules, 2021, a monitoring committee comprising all the departments related to consumer protection has been set up at the State level to provide fair digital trade by all the companies engaged in direct selling to the consumers and thereby ensure the protection of the consumers.

2.9.1 Consumer Corner:

It has been decided to install a digital board containing Consumer Protection and Awareness information at an estimated cost of Rs.1.0 Crore to create Consumer Awareness.

This digital board is to be installed in all the District Collectorates, at the main place where the consumers gather in large numbers.

It will be maintained by the Office of the District Supply and Consumer Protection Officer.

Deputy Commissioners North / South in Chennai City, digital boards are being set up and displayed in the Offices of Assistant Commissioners (6 zonal offices) running in own building.

2.10 Stock Disclosure - Monitoring:

When there is price abnormal of the essential commodities raise necessary interventions are being made as per the directions of the Government of India and Tamil Nadu. Accordingly, towards stabilizing the price of pulses especially Tur Dhal.

- Instructions have been issued to the District Officials to insist all stakeholders such as dealers, millers, traders, importers etc. to declare their stocks and update the stock position on Government of India web portal <https://fcainfoweb.nic.in/psp/>.
- As per the guidelines of the Government of India, the importers are directed to abide strictly by the issued advices.

- The undisclosed stocks as well as the available stocks held by the importers beyond 30 days from the date of customs clearance is also being monitored.

2.11. Legal Redressal of Consumer Grievances

The Consumer Protection Act, 2019, is a benevolent social legislation that lays down the rights of the consumers and provides for their promotion and protection. It has enabled ordinary consumers to secure less expensive and speedy redressal of their grievances. By spelling out the rights and remedies of the consumers in a market so far dominated by organized manufacturers of goods and various types of service providers, the Act, makes the dictum, *caveat emptor* (“Buyer Beware”) a thing of the past.

Under the Consumer Protection Act 2019, a three tier quasi-judicial machinery at the National, State and District levels have been established as follows:-

1. National Consumer Disputes Redressal Commission
2. State Consumer Disputes Redressal Commission
3. District Consumer Disputes Redressal Commission

2.11.1. National Consumer Disputes Redressal Commission

The National Commission is the Apex quasi-judicial body functioning at New Delhi. It has original jurisdiction of cases dealing with complaints where the value of goods or services paid as consideration exceeds rupees two Crore. The National Commission is also act as Appellate and Revisional authority over the State Consumer Disputes Redressal Commission.

2.11.2. State Consumer Disputes Redressal Commission

The State Commission is the Apex quasi-judicial body functioning at Chennai. Any consumer can file a complaint before the State Commission, provided that the complaints where

the value of the goods or services paid as consideration, exceeds Fifty Lakh rupees but does not exceed two Crore rupees. The State Commission is headed by a retired Judge of High Court as the President with two Judicial Members and two Non-Judicial Members. Among them at least one must be a woman. Considering the welfare of the consumers in the 13 southern Districts, a Circuit Bench of State Commission at Madurai was constituted and functioning w.e.f. 11.08.2012, like that of Hon'ble Madurai Bench of Madras High Court.

The State Commission, Chennai & Circuit Bench of State Commission, Madurai also plays the role of Appellate and Revisional authority for the respective District Commissions. So far (May 2024) 31,129 cases were disposed out of 34,570 cases (90%) filed since inception.

2.11.3. District Consumer Disputes Redressal Commission

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 Fifty Lakh rupees. The Consumer Protection Act, 2019 mandates that every revenue district should have a District Consumer Disputes Redressal Commission. The District Commission is headed by a retired District Judge / an Advocate qualified to be a District Judge as President with two Members. Among them one must be a woman. So far (May 2024) 1,34,087 cases were disposed out of 1,38,456 cases (97%) filed since inception.

2.11.4. Effective Disposal of cases:

After filling up of the vacant posts of President and Members in State Consumer Disputes Redressal Commission, Chennai and all the District Consumer Disputes Redressal Commissions by the Government, 4,622 consumer cases have been disposed of from 30.06.2021 to 31.05.2024 by the State Consumer Disputes Redressal Commission, Chennai / Circuit Bench of State Commission, Madurai and 15,052

old pendency of cases were disposed of by the District Commissions. At present the pendency of cases is below 100 in 17 District Commissions and as per Consumer Protection Act, 2019 the Consumer Complaints are being disposed of within the stipulated period of 90 days in the said District Commissions.

2.12. Future Plan

Considering the convenience and welfare of consumers, steps are being taken by the Government to provide Hybrid TV (Smart TV) to all the Consumer Commissions enabling them to dispose large number of cases through Video Conference (Hybrid Mode).

STATEMENT SHOWING THE NUMBER OF CASES FILED AND DISPOSED OF BY THE STATE CONSUMER DISPUTES REDRESSAL COMMISSION, CHENNAI AND THE CIRCUIT BENCH OF STATE COMMISSION AT MADURAI (JANUARY 2023 – MAY 2024)

JANUARY 2023 to MAY 2024	APPEAL PETITIONS					CONSUMER COMPLAINTS				
	Pending at the beginning	No. of Cases Filed in the current Month	Total	No. of Cases disposed	Balance at the end of the month	Pending	No. of Cases Filed in the current Month	Total	No. of Cases disposed	Balance at the end of the month
January	1745	122	1867	56	1811	952	1	953	28	925
February	1811	121	1932	73	1859	925	3	928	23	905
March	1859	144	2003	83	1920	905	3	908	26	882
April	1920	154	2074	73	2001	882	5	887	16	871
May	2001	111	2112	40	2072	871	9	880	15	865
June	2072	193	2265	81	2184	865	5	870	39	831
July	2184	171	2355	74	2281	831	3	834	27	807
August	2281	190	2471	60	2411	807	3	810	37	773
September	2411	180	2591	95	2496	773	3	776	22	754
October	2496	148	2644	116	2528	754	2	756	31	725
November	2528	141	2669	92	2577	725	9	734	40	694
December	2577	167	2744	240	2504	694	1	695	26	669
January	2504	121	2625	90	2535	669	1	670	44	626
February	2535	162	2697	99	2598	626	9	635	39	596
March	2598	152	2750	116	2634	596	5	601	17	584
April	2634	183	2817	93	2724	584	2	586	21	565
May	2724	187	2911	65	2846	565	3	568	21	547

**STATEMENT SHOWING THE NUMBER OF CASES FILED AND
DISPOSED OF BY THE DISTRICT CONSUMER DISPUTES
REDRESSAL COMMISSION (JANUARY 2023 - DECEMBER 2023)**

Year 2023 Month	Pending at the beginning of the month	No. of cases filed in the current month	Total	Cases disposed of	No. of cases pending
January	8440	393	8833	673	8160
February	8160	374	8534	677	7857
March	7857	366	8223	817	7406
April	7406	323	7729	540	7189
May	7189	447	7636	562	7074
June	7074	323	7397	678	6719
July	6719	371	7090	724	6366
August	6366	392	6758	642	6116
September	6116	315	6431	553	5878
October	5878	332	6210	484	5726
November	5726	380	6106	601	5505
December	5505	378	5883	616	5267
January	5267	333	5600	506	5094
February	5094	446	5540	598	4942
March	4942	425	5367	692	4675
April	4675	456	5131	661	4470
May	4470	450	4920	547	4373

Chapter-3

PRICE CONTROL MEASURES

3.1 A Price Monitoring Cell is functioning in the Commissionerate of Civil Supplies and Consumer Protection under the direct control of the Commissioner. The Cell monitors the prevailing retail and wholesale prices of selected food commodities like rice, wheat, pulses, sugar, edible oils and vegetables on daily basis in the open market. The Cell submits report to the higher authorities if any abnormal price hike is noticed in food commodities and vegetables so as to enable the Government to make appropriate intervention to control the price.

3.2 Measures taken by the Government of Tamil Nadu

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

Department, for taking appropriate measures for the control of rising prices of essential commodities. Periodical meetings with the representatives of wholesale traders and millers are being conducted at State/District levels for controlling the price of essential commodities. During the tomato price hike in July and August 2023 and the onion price hike in November and December 2023, the government took immediate action to bring down the price by distributing tomato and onion at affordable price through Co-Operative farm fresh outlets, Co-Operative wholesale stores and select fair price shops.

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 for safeguarding the interest of the consumers.

Chapter-4

ENFORCEMENT - CIVIL SUPPLIES CID

4.1. FORMATION OF THE UNIT AND STRENGTH

The Civil Supplies CID was formed in this State as "Civil Supplies Vigilance Cell" in G.O.Ms. No.2754, Food and Agriculture Department, Dated: 01.10.1964. The nomenclature of "Vigilance Cell (Food)" was changed as "Food Cell (CID)" as per Government Memo No.9878/AV/70-2, Dated: 09.04.1970. Further, the nomenclature "Food Cell CID" was changed as "Civil Supplies CID" as per G.O.Ms.No.101, Food Department, Dated: 16.05.1977.

The Civil Supplies CID enforces the two Acts, viz. (i) The Essential Commodities Act, 1955 (EC Act) and (ii) The Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBMMSEC Act) and various control orders issued by the Union and

State Governments under the above Act. The EC Act deals with registration of cases and arrest, seizure and confiscation of goods, whereas the PBMSEC Act deals with the preventive detention of a notorious smuggler, booked under the EC act.

The Civil Supplies CID is headed by Inspector General of Police, assisted by 4 Superintendents of Police at Chennai, Coimbatore, Tiruchirappalli and Madurai Zones and 12 Deputy Superintendents of Police in Ranges for supervision of over 40 Civil Supplies CID Units; 22 Units are headed by Inspectors of Police and 18 units by Sub-Inspectors of Police.

Besides, there are 8 Special Patrol Teams functioning in the border districts i.e. Kanniyakumari, Coimbatore, Tirunelveli, Krishnagiri, Vellore, Pollachi, Tiruvallur and Uthamapalayam to prevent smuggling across the State borders of Kerala, Karnataka and Andhra Pradesh.

After the formation of this Government under the leadership of Hon'ble Chief Minister, 2 posts of Superintendent of Police, 8 posts of Deputy Superintendent of Police, 6 posts of Sub-Inspector of Police, 6 posts of Head Constables, 12 posts of Grade I Police Constables, 6 posts of Grade II Police Constables, 1 post of Section Superintendent, 1 post of Assistant, 2 posts of Junior Assistant and 1 post of Typist, in total, 45 posts were newly created in Civil Supplies CID.

4.2 a) Achievements for the year 2023 January 2023 to December 2023

The Civil Supplies CID of the State is taking various strenuous efforts to curb the menace of smuggling / hoarding of PDS commodities.

7,576 cases were registered by the Civil Supplies CID in 2023, in which 29,068 quintals of PDS Rice (worth Rs. 1,64,23,420/-), 8,353 litres of PDS Kerosene (worth Rs. 1,25,295/-) and 2,446 LPG domestic cylinders used for commercial

purposes (worth Rs. 22,01,400/-) were seized. The total value of the commodities seized is Rs.4,09,53,212/-. 7,917 accused were arrested. 1,685 vehicles which were used for the smuggling of PDS commodities were seized. 2,361 vehicles were disposed by CS CID during the year 2023. 53 accused, who were continuously indulging in smuggling / hoarding of PDS commodities were detained under PBMMSEC Act 1980.

Necessary action has been taken to eradicate the selling of adulterated diesel and fuel. 26 cases were registered in which 3,24,760 litres of adulterated diesel / fuel and 28 vehicles were seized in 2023.

b) The performance of CS CID during the year 2023 is tabulated as follows:

(January 2023 to December 2023)

Sl. No	Particulars	01.01.2023 to 31.12.2023				
1.	Cases Detected under the Essential Commodities Act, 1955	7,576				
2.	Total Seizure	Cases	Quantity	Total Value Rs.		
	a). PDS Rice (Qtls.)	6,067	29,068	1,64,23,420		
	b). PDS Kerosene(Ltrs.)	39	8,353	1,25,295		
	c). LPG Cylinder (Nos.)	1,394	2,446	22,01,400		
	d). Others (Value)	76	-	2,22,03,097		
	e). Paddy (KGS & Value)	0	0	0		
3.	Total Value of the Property in Rupees	4,09,53,212/-				
4.	Total Arrests Effected	7,917				
5.	Total No. of Vehicles Seized	2W	3W	4W	Ors	Total
		771	109	805	0	1,685
6.	Detention under the PBMMSEC Act, 1980	53				
7.	Total No. of Vehicles disposed	2W	3W	4W	Ors	Total
		1,255	129	975	2	2,361
Adulterated Diesel / Oil						
8.	No. of cases	26				
9.	Seized quantity (in litres)	3,24,760				
10.	No. of Vehicles Seized	28				

**4.3 a) Achievements for the period from
01.01.2024 to 31.05.2024:**

4,567 cases were registered by the Civil Supplies CID, in which 12,930 quintals of PDS Rice (worth Rs. 73,05,450/-), 790 litres of PDS Kerosene (worth Rs. 11,850/-) and 599 LPG domestic cylinders used for commercial purposes worth (Rs. 5,39,100/-) were seized during the period from 01.01.2024 to 31.05.2024. The total value of the commodities seized is Rs.5,78,80,911/-. 4,794 accused were arrested. 701 vehicles which were used for the smuggling of PDS commodities were seized. 807 vehicles were disposed. 40 accused, who were continuously indulged in smuggling / hoarding of PDS commodities were detained under PBMMSEC Act 1980.

During the above said period, 13 cases relating to the adulterated diesel / fuel were registered in which 5,07,822 litres of adulterated diesel / fuel and 10 vehicles, used for transportation of adulterated diesel / oil were seized.

4.3. b) The performance of CS CID for the period from 01.01.2024 to 31.05.2024 is tabulated below:

Sl. No	Particulars	01.01.2024 to 31.05.2024				
1.	Cases Detected under the EC Act, 1955	4,567				
2.	Total Seizure	Cases	Quantity	Total Value Rs.		
	a). PDS Rice (Qtls.)	4001	12,930	73,05,450		
	b). PDS Kerosene(Ltrs.)	7	790	11,850		
	c). LPG Cylinder (Nos.)	526	599	5,39,100		
	d). Others (Value)	33		5,00,24,511		
3.	Total Value of the Property in Rupees	5,78,80,911/-				
4.	Total Arrests Effected	4,794				
5.	Total No. of Vehicles Seized	2W	3W	4W	Ors	Total
		344	30	327	0	701
6.	Detention under the PBMMSEC Act, 1980	40				
7.	Total No. of Vehicles disposed	2W	3W	4W	Ors	Total
		403	23	381	0	807
Adulterated Diesel / Oil						
8.	No. of adulterated diesel cases	13				
9.	Seized quantity (in litres)	5,07,822				
10.	No. of Vehicles Seized in adulterated oil cases	10				

Chapter-5
TAMIL NADU CIVIL SUPPLIES
CORPORATION

5.1 INTRODUCTION:

ஆற்றுநார்க்கு அளிப்போர்
அறவிலைபகர்வோர்;
ஆற்றாமாக்கள்
அரும்பசிகளைவோர்
மேற்றேஉலகின்
மெய்நெறிவாழ்க்கை!
மண்டிணிஞாலத்து
வாழ்வோர்க்கெல்லாம்
உண்டிகொடுத்தார்
உயிர்கொடுத்தோரே!
-மணிமேகலை

Tamil Nadu Civil Supplies Corporation was established in 1970, by the then Hon'ble Chief Minister Muthamizh Arignar DR.Kalaingar, who is the pillar of Public Sector Undertakings in the State of Tamil Nadu to ensure fair price for paddy farmers and food security for the people of the state. Tamil Nadu Civil Supplies

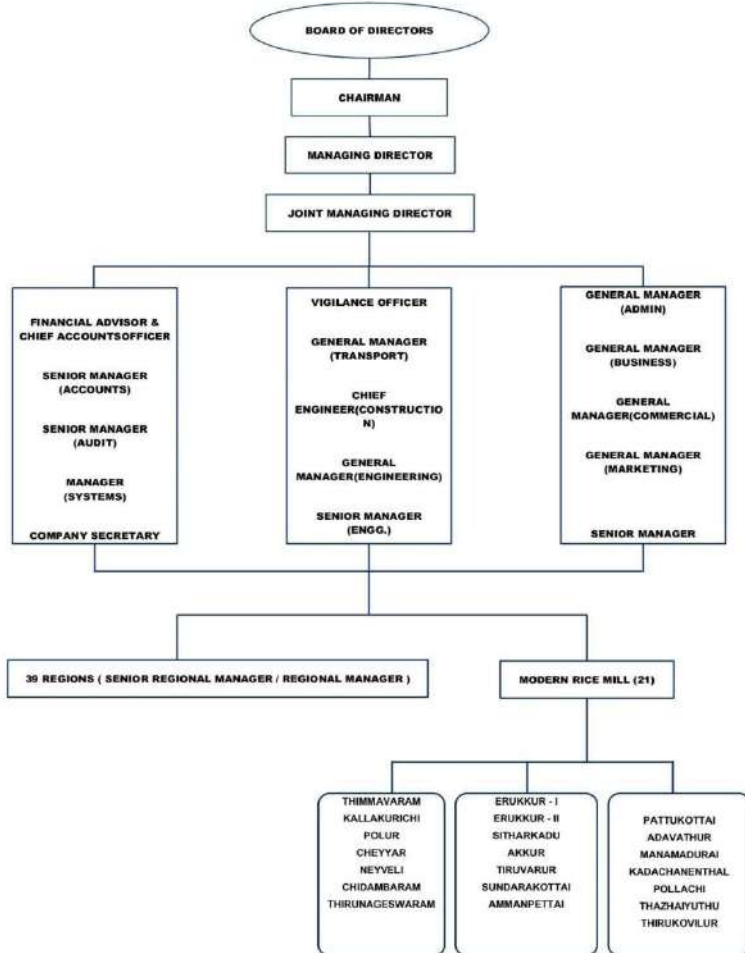
Corporation is mainly involved in the procurement, storage and distribution of essential commodities under the Public Distribution System for more than 50 years. Tamil Nadu Civil Supplies Corporation was registered under section 25 of the Companies Act, 1956 (Section 8 of Companies Act, 2013) on 1st April 2010 and functioning as a “No Loss No Profit” Organization.

5.2 ORGANISATIONAL SETUP:

Tamil Nadu Civil Supplies Corporation is functioning with a Head Office and 39 Regional Offices and it is headed by a Board of Directors comprising eleven members. The Additional Chief Secretary to the Government (Co-operation, Food & Consumer Protection Department) is the Chairman of the Board of Directors.

The Corporation consists of 7,324 permanent employees deployed in the Head Office, Regional Offices, Godowns, Modern Rice Mills, Fair Price Shops and Amudham Departmental Stores, Kerosene Bunks, Petrol /Diesel Bunks and LPG distribution points across the state and 8,329 Seasonal Employees deployed in the Direct Procurement Centres. In addition to the above employees, 4,384 loadmen and 30,538 Seasonal loadmen are engaged in the Godowns, Direct Purchase Centres and the Modern Rice Mills of the corporation.

ORGANOGRAM OF TNCSC



5.3 ACTIVITIES OF THE CORPORATION:

The main activities of Tamil Nadu Civil Supplies Corporation:-

(a) Procurement of Paddy and Ragi from the farmers of Tamil Nadu as an agent of Food Corporation of India under Decentralised Procurement System

(b) Procurement, Storage and Distribution of good quality Rice, Sugar, Wheat, Tur Dal, RBD Palmolein Oil and Kerosene to the family card holders of Tamil Nadu

(c) Procurement, Storage and Distribution of Food and other Commodities on behalf of Government of Tamil Nadu for other State Welfare Schemes and

(d) Procurement, storage and distribution of goods announced as relief package of the Government in times disasters.

Tamil Nadu Civil Supplies Corporation is operating the following.

- i. 367 Godowns with a total storage capacity of 18.08 LMT.
- ii. 213 Semi covered godown in 18 location with a total storage capacity of 2.83 LMT.
- iii. 1,505 fair price shops (Fulltime shops – 1,309 and part time shops – 196).
- iv. 21 Modern Rice Mills
- v. 61 Amudham Departmental Stores in 32 Districts
- vi. 19 Amudham Departmental Stores in (Chennai and Cuddalore Districts)
- vii. 3 Petrol / Diesel Bunks
- viii. 36 Kerosene Bunks
- ix. 4 LPG distribution points
- x. 3,148 Direct Purchase Centers

5.4 PROCUREMENT OF PADDY FROM FARMERS:

The world tails the plough despite other pursuit

Even if one toils, farming remains foremost.

-Thiruvalluvar

Tamil Nadu Civil Supplies Corporation acting as an agent of Food Corporation of India under the decentralized procurement system is procuring Paddy from Tamil Nadu farmers from 01.10.2002.

The Direct Purchase Centres are opened based on the request received from the farmers after obtaining orders from the concerned District Collector. Guidelines were issued by the State Government in 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 was constituted as follows to monitor the overall functioning of the DPCs:

1. District Collector– Chairman
2. PA (Agri)to Collector - Convener
3. Joint Director, Agriculture

4. Senior Regional Manager/Regional Manager, Tamil Nadu Civil Supplies Corporation
5. Joint Registrar of Co-operative Societies
6. Two representatives of farmers.

The above committee decides about the date and location for opening of Direct Purchase Centres as per requirement. The Co-operative Societies also procure paddy from farmers in non-delta districts as per the Guidelines prescribed by the Government of India.

In order to streamline the functioning of Direct Procurement Centres more effectively, awareness Display Boards are displayed in the DPC's with the following informations:-

- i. Strictly no Bribe at the Direct Procurement Centres.

- ii. If anybody Staff demands bribe, that should be immediately informed through the given contact numbers.
- iii. Farmers can use www.tncsc-edpc.in website for making prior registration for depositing their Paddy.
- iv. Farmers are advised to clean the paddy and bring the paddy below 17% moisture content.
- v. A farmer has to bring his paddy only on the day mentioned in his token.
- vi. For any Farmers Grievances they can call Toll Free number 1800 599 3540.

In addition to the above the Complaint Boxes are placed in all the Direct Procurement centres in which the Farmers can post their complaints.

5.5 Farmers Grievance Mechanism:

A "Farmer Call Centre" 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) in delta and non-delta Districts in Tamil Nadu. A farmer from any part of the State can contact the Toll free number 1800 599 3540 and register their complaints / problems for getting information. During the KMS 2023-2024, 477 grievances were received and resolved by the Tamil Nadu Civil Supplies Corporation.

5.6 Minimum Support Price

**தாளாற்றித் தந்த பொருளெல்லாந் தக்கார்க்கு
வேளாண்மை செய்தற் பொருட்டு.**

– திருவள்ளூர்

Minimum Support Price provided by the Government of India and the Incentive provided by the Government of Tamil Nadu which are paid to the farmers for the KMS 2011- 2012 are as follows:

(Per Quintal)

Sl. No.	KMS	Minimum Support Price Rs.		Incentive by Govt. of Tamil Nadu Rs.		Price paid to Farmers Rs.	
		Grade A	Common	Grade A	Common	Grade A	Common
1	2011-2012	1110	1080	70	50	1180	1130
2	2012-2013	1280	1250	70	50	1350	1300
3	2013-2014	1345	1310	70	50	1415	1360
4	2014-2015	1400	1360	70	50	1470	1410
5	2015-2016	1450	1410	70	50	1520	1460
6	2016-2017	1510	1470	70	50	1580	1520
7	2017-2018	1590	1550	70	50	1660	1600
8	2018-2019	1770	1750	70	50	1840	1800
9	2019-2020	1835	1815	70	50	1905	1865
10	2020-2021	1888	1868	70	50	1958	1918
11	2021-2022	1960	1940	100	75	2060	2015
12	2022-2023	2060	2040	100	75	2160	2115

The paddy is being procured from 01.09.2023 at the Minimum Support Price fixed by Government of India and the incentive announced by the Government of Tamil Nadu for KMS 2023-2024 as follows:

Paddy Variety	GOI's MSP (per quintal) Rs.	Incentive by Govt. of Tamil Nadu (per quintal)Rs.	Price paid to Farmers (per quintal) Rs.
Grade 'A'	2,203/-	107/-	2,310/-
Common	2,183/-	82/-	2,265/-

5.7 Paddy Procurement details for KMS 2023-24

Normally Kharif Marketing Season (KMS) starts from October 1st of every year and ends with 30th of September next year the request of based on the demand of the farmers and Hon'ble Chief Minister Tamil Nadu. The Government of India had permitted to procure paddy from the farmers under Decentralised Procurement System from 01.09.2022 onwards for the KMS 2022- 2023.

Region wise number of DPC opened and paddy procured in the KMS 2023-24 are as follows:-

(In MTs)

S. No.	Name of the Region	No. of DPC Opened	Paddy Grade A	Paddy Common	Total Paddy
1	ARIYALUR	51	26734	29495	56229
2	CHENGALPATTU	180	181584	24620	206204
3	COIMBATORE	2	511	58	569
4	CUDDALORE	250	99027	79529	178556
5	DINDIGUL	13	8317	465	8782

6	ERODE	62	41809	28225	70034
7	KALLAKURICHI	22	9973	7011	16984
8	KANCHEEPURAM	156	111689	24279	135968
9	KANYAKUMARI	10	26	4023	4049
10	KARUR	8	2536	1316	3852
11	MADURAI	80	41320	2659	43979
12	MAYILADUTHURAI	174	201761	5925	207686
13	NAGAPATTINAM	176	175189	69088	244277
14	NAMAKKAL	-	-	-	-
15	PERAMBALUR	18	14970	1161	16131
16	PUDUKKOTTAI	128	27230	37704	64934
17	RAMANATHAPURAM	60	10724	44	10768
18	RANIPET	80	38818	6934	45752
19	SALEM	8	5469	350	5819
20	SIVAGANGAI	60	27976	11	27987
21	TENKASI	36	17138	3080	20218
22	THANJAVUR	561	329183	186524	515707
23	THENI	15	5567	0	5567
24	THIRUCHIRAPPALLI	68	32224	19992	52216
25	THIRUNELVELI	72	27119	7498	34617
26	THIRUVALLORE	81	57229	10552	67781
27	THIRUVANNAMALAI	91	34128	20242	54370
28	THIRUVARUR	532	418365	197546	615911
29	THOOTHUKUDI	5	1537	549	2086
30	TIRUPATHUR	-	-	-	-
31	TIRUPPUR	12	3446	630	4076
32	VELLORE	6	522	807	1329
33	VILLUPURAM	98	56745	32456	89201
34	VIRUDHUNAGAR	33	12293	2929	15222
TOTAL		3,148	20,21,159	8,05,702	28,26,861

Total procurement for 2023-2024 till 31.05.2024
(In MTs)

KMS	No. of DPCs Opened	Grade A (Qty. in MTs)	Common (Qty. in MTs)	Total Paddy Procured (Qty. in MTs)	Total Rate per quintal		No. of Beneficiaries (Farmers)
					Grade A (Rs.)	Common (Rs.)	
2023-2024 (as on 31.05.2024)	3148	20,21159	805702	2826861	2,310	2,265	3,65,181

Rs.6,211.46 Crore MSP has been released through ECS as payment and 282.33 crore as incentives respectively to the farmers during KMS 2023-2024 as on 31.05.2024

**5.7.1. Procurement Details (KMS 2023-24)
(From 01.09.2023 to 31.05.2024)**

	(QTY. IN MTs)
Tamil Nadu Civil Supplies Corporation	26,04,017
National Cooperative Consumers' Federation	2,22,379
Co-operative societies	465
Total Paddy Procurement	28,26,861

5.7.2. The details of Paddy Procured by TNCSC, Co-operative and NCCF for the past kharif Marketing Seasons are as follows:

(In MTs)

S.No	KMS	TNCSC	CO - OPERATIVE	NCCF	TOTAL
1	2011-2012	2340227	46864	-	2387091
2	2012-2013	718717	-	-	718717
3	2013-2014	1020425	298	-	1020723
4	2014-2015	1575567	4447	-	1580014
5	2015-2016	1783798	649	-	1784447
6	2016-2017	211360	-	315	211675
7	2017-2018	1485527	4926	2917	1493370
8	2018-2019	1880483	11727	18455	1910665
9	2019-2020	3133757	17576	89850	3241183
10	2020-2021	4318921	26491	149200	4494612
11	2021-2022	4275036	52509	71	4327616
12	2022-2023	3968071	300	453957	4422328

5.8. Modern Rice Mills (MRM)

Tamil Nadu Civil Supplies Corporation owns 21 Modern Rice Mills (MRMs) with a monthly hulling capacity of 52,500 MT. Boiled Rice is hulled in 15 MRMs. and Raw Rice is hulled in 6 MRMs. Colour Sorter Machines were installed in all the 21 MRMs, to improve the quality of rice.

The monthly hulling capacity of each MRMs are 2,500 MTs. Boiled Rice hulling Modern Rice Mills are as follows:-

Sl.No.	Region	Modern Rice Mills
1	Mayiladuthurai	Erukkur Phase I
2		Erukkur Phase II
3		Sitharkadu
4	Thanjavur	Ammanpettai
5		Thirunageswaram
6		Pattukkottai
7	Thiruvarur	Thiruvarur
8		Sundarakkottai
9	Cuddalore	Neyveli
10	Thiruvannamalai	Polur
11	Tiruchirappalli	Adavathur
12	Madurai	Kadachanendal
13	Sivagangai	Manamadurai
14	Tirunelveli	Thalaiyuthu
15	Chengalpattu	Thimmavaram

Raw Rice hulling - Modern Rice Mills are as follows:-

Sl. No.	Region	Modern Rice Mills
1	Mayiladuthurai	Akkur
2	Cuddalore	Chidambaram
3	Thiruvannamalai	Cheyyar
4	Coimbatore	Pollachi
5	Kallakuruchi	Kallakuruchi
6	Villupuram	Thirukoilur

Tamil Nadu Civil Supplies Corporation has appointed 653 regular hulling agents with the monthly capacity of 10,97,606 MTs. Colour Sorter Machines are installed in all the Private Hulling Rice Mills to improve the quality of rice.

The details of Private Hulling Rice Mills engaged by Tamil Nadu Civil Supplies Corporation along with their Hulling capacity are as follows:

Particulars	No. of Hulling Agents			Hulling Capacity (in M.Ts)		
	Boiled Rice	Raw Rice	Total	Boiled Rice	Raw Rice	Total
Regular Hulling Agents	403	250	653	6,66,341	4,31,265	10,97,606

While engaging the Private Hulling Rice Mills the following guidelines are followed:

Persons or Firms who own Rice mills or who has the lease or mortgage rights on Rice mills and having the daily hulling capacity of 10 MTs of paddy and above alone are eligible for the appointment as hulling agents of the Corporation.

For assessing the value of security deposit with reference to the holding capacity, the value of paddy will be assessed at the minimum support price rate incentive if any, fixed by Government of India from time to time. No interest will be paid for the security deposit remitted and for the bank guarantee submitted by the hulling agent.

Allotment of paddy to hulling agents shall be done subject to the satisfactory previous performance of the Miller after the deposit of entire rice due from the previous allotments. Release of paddy shall not exceed 90% of the value of the security deposit and bank guarantee deposited by the Miller at any point of time and it is monitored by check card system.

The Hulling Agent shall deliver the resultant rice at the rate of outturn fixed by the Government of India from time to time. At

present the Government of India have fixed outturn for Boiled rice at 68% and Raw rice at 67%.

The Hulling Agent shall deliver the resultant rice without delay. Penalty will be imposed for delay in deposit of rice as below.

For 15 godown working days.	No penalty
Exceeding 15 godown working days upto 21 godown working days.	Rs.1 / Per MT / Godown working days
Exceeding 21 godown working days upto 45 godown working days	Rs.2 / Per MT / Godown working days
Exceeding 45 godown working days upto 60 godown working days	Rs.3 / Per MT / Godown working days
Exceeding 60 Godown working days upto 75 godown working days.	Rs.6/- per MT per godown working day
After that the matter will reported to Head Office for further action.	

All the appointments of the hulling agents shall be made by the Senior Regional Managers/ Regional Managers of the concerned Region of the Corporation after getting prior permission from the Head Office.

5.9. Procurement of Essential Commodities

5.9.1. Rice:

TNCSC gets 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. Presently, Fortified Rice is being distributed in the State of Tamil Nadu from 01.04.2023 onwards for Public Distribution System (AAY, PHH) Integrated Child Development Scheme (ICDS) Mid Day Meal Programme (MDM) and other welfare Schemes.

The average monthly off-take of rice for

Universal Public Distribution System and other welfare schemes is around 3.73 LMT. The Government of India allots 2.97 LMTs of FRK Rice per month under NFSA (Targeted PDS) to the State of Tamil Nadu for distribution of rice under AAY, PHH and Tide over category respectively. The gap between the Government of India's NFSA / Targeted Public Distribution System allotment and the monthly off-take under Universal Public Distribution System is met by purchasing additional 61,500 Mts of Rice from National Co-operative Consumer's Federation of India Ltd., under the Open Market Sales Scheme.

As per Government of India allocation, the Food Corporation of India supplies Boiled Rice and Raw Rice in the ratio 70:30 respectively to all districts in Tamil Nadu State except Dharmapuri and Krishnagiri districts where it is 25:75.

5.9.2. Wheat:

**கங்கை நதிப்புறத்துக் கோதுமைப் பண்டம்
காவிரி வெற்றிலைக்கு மாறு கொள்ளுவோம்
- பாரதியார்**

The Family card holders of Tamil Nadu are entitled to get 10 kg of wheat in Chennai City and District head quarters and 5 kg. in other areas in lieu of rice at free of cost to the family card holders, subject to availability of wheat at the Fair Price Shops. At present Government of India is allocating 8,576.030 MTs. of wheat every month to Tamil Nadu as per National Food Security Act, 2013.

The gap between the Government of India's NFSA / Targeted Public Distribution System allotment and the monthly off-take under Universal Public Distribution System is met by purchasing additional 8,500 MTs of Wheat from National Co-operative

Consumer's Federation of India Ltd., under the Open Market Sales Scheme as per the Government order.

5.9.3. Ragi:

கருங்கால் வரகே இருங்கதிர்த் திணையே
சிறுகொடிக் கொள்ளே பொறிகிளர்
அவரையொடு இந்நான் கல்லது உணாவும்
இல்லை

-புறநானூறு- (பாடல் 355: 1-3)

The Government has permitted to procure 17,000 MTs of Ragi from farmers under Decentralized Procurement System at Minimum Support Price fixed by Government of India (Rs.38,460/- per MTs) for KMS 2023-2024 by opening Direct Purchase Centres in Dharmapuri, Krishnagiri, Erode and Salem districts upto 31.08.2024

Accordingly, 405.000 MTs of Ragi has been procured from farmers as on 31.05.2024.

5.9.4. Sugar:

Sugar is being distributed to family card holders under Public Distribution System. Tamil Nadu Civil Supplies Corporation procures Sugar from Tamil Nadu Co-operative Sugar Federation and if necessary from open market.

Sugar is being distributed to the eligible family card holders as per monthly allotment under Public Distribution System and average monthly off take is 34,066 MTs. The subsidized selling price of sugar for Antyodaya Anna Yojana (AAY) family cards is Rs.13.50 per Kg. and for other cards is Rs.25/- per Kg. The cost over and above the selling price is borne by the State Government.

5.9.5. Special Public Distribution System:

The State Government under the able leadership of Muthamizaringar DR. Kalaignar introduced the Special Public Distribution System Scheme with effect from 14.04.2007 for supplying Tur Dal and Fortified Palmolein Oil.

The Average requirement of Tur Dal and Palmolein Oil per month is 20,000 Mts. and 2 crore liters respectively. The Procurement is being done through e-tendering process as per Tamil Nadu Transparency in Tender Act, 1998 and Rules, 2000. One Kg. of Tur Dal and one litre of Palmolein is distributed at the rate of Rs.30/- and Rs.25/- respectively. The cost over and above the selling price is borne by the State Government.

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

5.10. Godowns

Tamil Nadu Civil Supplies Corporation manages a total number of 385 Godowns. Out of these 298 Godowns are owned by Tamil Nadu Civil Supplies Corporation with a storage and handling capacity of 16.39 lakh MTs. and the balance 87 Godowns having 4.53 lakh MTs. capacity are hired from Central Warehousing Corporation, Tamil Nadu Warehousing Corporation, Co-operatives and other private parties for storage.

The Details of Godowns Managed by Tamil Nadu Civil Supplies Corporation are as follows:

SL NO.	Particulars	OPERATIONAL GODOWNS		BUFFER GODOWNS		SEMI COVERED GODOWNS		TOTAL GODOWNS	
		No.	CAPACITY (MTS.)	No.	CAPACITY (MTS.)	No.	CAPACITY (MTS.)	No.	CAPACITY (MTS.)
1	OWNED	223	782793	57	573585	18	282750	298	1639128
2	HIRED - PRIVATE	11	25300	2	19000	-	-	13	44300
3	HIRED - (CO-OP)	2	13500	23	90094	-	-	25	103594
4	T.N.W.C.	15	66916	26	153400	-	-	41	220316
5	HIRED - GOVT SECT	-	-	1	7200	-	-	1	7200
6	C.W.C	1	4500	6	72850	-	-	7	77350
Total		252	893009	115	916129	18	282750	385	2091888

Tamil Nadu Civil Supplies Corporation maintains 385 Godowns throughout the State of Tamil Nadu of which 298 godowns are own by Tamil Nadu Civil Supplies Corporation, a total storage capacity of 16.39 lakh MT and the remaining 87 Godowns having 4.53 lakh MT capacity are hired from Tamil Nadu Warehouse Corporation, Cooperatives & other

private parties for storage on need and necessity basis.

5.11. Fair Price Shops:

Tamil Nadu Civil Supplies Corporation also runs 1,505 Fair Price Shops. Out of this, 54 Fair Price Shops are functioning in Tamil Nadu Civil Supplies Corporation owned buildings and 832 shops are in private buildings. In addition to this, 619 Fair Price Shops are functioning in other Government buildings. Region wise details of fair price shops run by Tamil Nadu Civil Supplies Corporation are as follows.

Sl. No.	District Name	Number of Fair Price Shops		Total
		Full Time Shop	Part Time Shop	
1	Ariyalur	2	0	2
2	Chennai (North)	300	0	300
3	Chennai (South)	168	0	168
4	Coimbatore	55	0	55
5	Dharmapuri	32	12	44
6	Dindigul	19	0	19
7	Erode	14	1	15
8	Kanchipuram	32	0	32
9	Chengalpet	2	0	2

10	Kanyakumari	103	45	148
11	Karur	2	0	2
12	Krishnagiri	34	3	37
13	Madurai	29	0	29
14	Namakkal	44	1	45
15	Nilgiris	23	5	28
16	Perambalur	1	0	1
17	Pudukkottai	17	4	21
18	Ramanathapuram	19	0	19
19	Sivagangai	24	2	26
20	Tirunelveli	64	33	97
21	Tenkasi	116	53	169
22	Tiruppur	22	1	23
23	Thiruvallur	6	0	6
24	Thiruvannamalai	3	0	3
25	Thiruchirapalli	20	0	20
26	Tuticorin	84	31	115
27	Vellore	37	0	37
28	Tirupathur	6	0	6
29	Virudhunagar	31	5	36
Total		1,309	196	1,505

5.12. FINANCIAL STATUS

The Corporation has an authorised share capital of Rs.100.00 crore and paid up share capital of Rs.71.73 crore.

During the Financial Year 2024-2025, the Government have provided a sum of Rs.10,500 crore towards Food Subsidy.

**Financial Performance of Tamil Nadu
Civil Supplies Corporation 2020-2021 to
2022-2023.**

(Rs. In Lakh)				
	Particulars	31.03.2023	31.03.2022	31.03.2021
I	Revenue from operations	22,46,123.27	23,78,313.02	207600.54
II	Other Income	9,050.93	7,169.20	1798896.41
III	Total Income (I+II)	22,55,174.20	23,85,482.22	2006496.95
IV	Expenses:			
	Cost of materials consumed	10,27,937.40	7,96,658.78	638267.53
	Purchase of Stock-in-Trade	8,24,623.57	9,77,313.56	971306.99
	Changes in inventories of finished goods Work-in-progress and Stock in Trade	-65,178.64	55,751.22	-54242.96
	Employee benefits expenses	51,538.78	48,314.55	46365.64
	Finance Costs	1,10,754.71	74,429.97	53499.52
	Depreciation and amortization expenses	1,679.79	1,483.00	1582.02
	Other Expenses	3,02,670.12	4,31,610.78	349960.77
		Total Expenses	22,54,025.73	23,85,561.86
V	Profit before exceptional and extraordinary items and tax (III-IV)	1,148.47	-79.64	-242.56
VI	Exceptional items	-1,148.47	79.64	-242.56
VII	Profit before extraordinary items and tax (V-VI)	0.00	0.00	0.00
VIII	Extraordinary Items	0.00	0.00	0.00
IX	Profit before tax (VII-VIII)	0.00	0.00	0.00

X	Tax Expense :			
	1. Current tax	3,012.48	1,432.61	926.08
	2. Deferred tax	0.00	0.00	0.00
	3. Prior period tax	0.00	46.04	307.71
XI	Profit (Loss) for the period from continuing operations (IX-X)	-3,012.48	-1,478.65	-1233.79
XII	Profit/(Loss) from discontinuing operations	0.00	0.00	0.00
XIII	Tax Expense of discontinuing operations	0.00	0.00	0.00
XIV	Profit/(Loss) from Discontinuing operations (after tax) (XII-XIII)	0.00	0.00	0.00
XV	Profit (Loss) for the period (XI+XIV)	-3,012.48	-1,478.65	-1233.79
XVI	Earnings per equity share:			
	1. Basic	0.00	0.00	0.00
	2. Diluted	0.00	0.00	0.00

In order to overcome the deficit between Income and Expenditure of the Tamil Nadu Civil Supplies Corporation , the State Government have permitted the Tamil Nadu Civil Supplies Corporation to borrow a Short Term Line of Credit with Government Guarantee up to the tune of Rs.24,000 Crore from Nationalized Banks / NABARD, including the Short Term Credit facility of Rs.4,000 Crore from NABARD exclusively sanctioned by

the Government for Paddy Procurement and its related expenses.

Tamil Nadu Civil Supplies Corporation have borrowed an amount of Rs.23,500 crore in the Financial year 2023-24 from Nationalized Banks / NABARD and repaid an amount of Rs.3,900 crore during the year and loan outstanding as on 31.03.2024 was Rs.19,600 crore.

5.13. Other Support Services

5.13.1. Amudham Departmental Stores:

Tamil Nadu Civil Supplies Corporation runs 80 Amudham Departmental Stores with an objective of selling consumer goods at reasonable rate to general public, the.

Based on the announcement of Hon'ble Chief Minister of Tamil Nadu, Tamil Nadu Civil Supplies Corporation sold 33,148 Kgs. of Tomato and 9,396 Kgs. of Onion to the public at the Amudham Departmental Stores and

Amudham fair price shops during the time of price hike of Tomato and Onion in the open market.

5.13.2. Petrol / Diesel Bunks:

Petrol / Diesel bunks are also operated by the Tamil Nadu Civil Supplies Corporation at Neyveli (Cuddalore Region), Thirupathur (Thirupathur Region) and Pattukottai (Thanjavur Region). All the above Bunks are earning profit.

5.13.3. LPG Distribution Points:

Tamil Nadu Civil Supplies Corporation is running LPG agencies at Thennur (Tiruchirappalli Region), Arani (Tiruvannamalai Region) Rameswaram and Mandapam (Ramanathapuram Region). All the above LPG Agencies are earning profit.

5.13.4. Kerosene Bunks:

The Tamil Nadu Civil Supplies Corporation operates 36 Kerosene bunks for

issuance of PDS Kerosene to eligible card holders as follows.

Sl. No	details of Kerosene bunk	Number of Kerosene bunks
1	Wholesale	02
2	Wholesale cum Retail	05
3	Retails	29
Total		36

5.13.5. Issue of Commodities to Amma Unavagam:

Tamil Nadu Civil Supplies Corporation is supplying Rice for all Amma Unavagam functioning in all Districts and also supplying wheat in Chennai District.

The details of commodities issued to Amma Unavagam are as follows:

Year	Rice (quantity in MTs.)	Wheat (quantity in MTs.)
April 2023 to May 2024	6562.699	659.700

5.13.6. Noon Meal Programme

Tamil Nadu Civil Supplies Corporation is supplying Rice, Dhal, Bengal Gram, Green Gram, Palmolien Oil and Salt for Noon Meal Programme throughout the State.

The details of commodities issued to Noon Meal Programme from April 2023 to March 2024 are as follows:

Sl.No.	Food Commodity	Quantity (in MTs./ Pouches/ Packets)
1	Rice	68,978.718
2	Dhal	3,473.478
3	Bengal Gram	1,147.337
4	Green Gram	1,044.938
5	Palmolien Oil	19,59,548
6	Salt	1,267259

5.13.7. Integrated Child Development Services.

Tamil Nadu Civil Supplies Corporation is supplying Rice, Dhal, Bengal Gram, Green

Gram, Palmolien Oil and Salt for Integrated Child Development Scheme throughout the State.

The details of commodities issued to Integrated Child Development Scheme from April 2023 to March 2024 are as follows:

Sl.No.	Food Commodity	Quantity (in MTs./ Pouches/ Packets)
1	Rice	20,171.320
2	Dhal	1,190.229
3	Bengal Gram	316.187
4	Green Gram	322.551
5	Palmolien Oil	3,98,759
6	Salt	352.933

5.13.8. Chief Minister Breakfast Scheme.

Tamil Nadu Civil Supplies Corporation is supplying Rice, Sugar Tur Dhal, Palmolien Oil and Salt for all Chief Minister Breakfast centres throughout the State.

The details of commodities issued to CM Breakfast centres from April 2023 to March 2024 are as follows:

Sl. No.	Food Commodity	Quantity (in MTs./ Pouches/ Packets)
1	Rice	3,615.307
2	Sugar	6.263
3	Tur Dhal	2,955.327
4	Palmolien Oil	6,42,368
5	Salt	3,14,485

5.13.9. Sale of Arasu Salt:

Two Varieties of "Salt" namely Refined Free Flow Iodised Salt and Crystal Iodised Salt are being sold in Tamil Nadu Civil Supplies Corporation owned Fair price shops at Rs. 12/- per packet (1 kg) for iodised salt and at Rs.10/- per packet (1 kg) for crystal . iodised salt.

5.13.10.Sale of Ooty Tea and TANTEA:

Ooty tea and TANTEA are sold in Tamil Nadu Civil Supplies Corporation Fair

Price Shops and Amudham Departmental stores at Rs. 25/- per packet (100grams) of Ooty tea and at Rs.21 per packet (100grams) of TANTEA.

5.14. Role of TNCSC in Disaster Relief Activities:

During the month of December-2023 Michaung Cyclone caused damages in Chennai, Thiruvallur, Chengalpattu and Kanchipuram Districts and as per the Government order Cash Assistance of Rs.6000/- per family card based on the funds sanctioned by the Government were provided to 23,18,222 family card holders by Tamil Nadu Civil Supplies Corporation .

Due to heavy rainfall in Tirunelveli, Tuticorin, Tenkasi and Kanniyakumari Districts during the month of December-2023, As per the Government order Tamil Nadu Civil Supplies Corporation

distributed sanctioned cash assistance of Rs.6,000/- per family card for 6,36,970 family card holders and Rs.1000/- per family card for 13,38,269 family card holders who were affected in the Tirunelveli, Tuticorin, Tenkasi and Kanniyakumari Districts. In addition to the cash assistance, based on the funds sanctioned by the Government the Tamil Nadu Civil Supplies Corporation distributed 6,32,517 bags of 5 Kg. rice to the severely affected families in Tirunelveli and Tuticorin Districts as flood relief measure through Fair Price Shops as per Government order.

Based on the request of the concerned District Collectors during the above disaster period, a quantity of 299.310 MTs of Rice, 29.545 MTs of dhal 200 Kg. of wheat, 400 Kg. of Sugar and 4,120 packets of Palmolein Oil were supplied by TNCSC to the community kitchens.

5.15. Quality Control System:

Tamil Nadu Civil Supplies Corporation is having a well- established quality monitoring and quality control mechanisms through which the quality of procured and stored commodities is assessed consistently by testing the samples regularly. Food Commodities are distributed to the Public Distribution System after ensure the quality, Space management is done scientifically in all godowns. Disinfestation and other preventive measures are taken to ensure pest free and quality of the commodities.

The Godowns are provided with Moisture Meters, lab kits for analysis, Mixed Indicator Method kit, Black Polythene covers for fumigation purpose, dunnage materials for stacking, insecticides, ultra violet light traps, foot sprayers/power sprayers for the management of pest and technical equipment

to ensure 100% quality of commodities. In line with the Food Corporation of India, Tamil Nadu Civil Supplies Corporation has provided 50 Numbers of Digital Moisture Meters with Printer for the laboratories.

5.16. Replacement of food commodities affected by flash floods during Michaung Cyclone and Northeast Monsoon:

Immediate efforts have been taken by Tamil Nadu Civil Supplies Corporation to replace the food commodities such as Rice, Wheat, Dall, and Palmolein which were affected by Michaung Cyclone (from 70 Tamil Nadu Civil Supplies Corporation Fair Price shops) in Chennai. Likewise, food commodities damaged due to North east monsoon in 48 Fair Price Shops located in Southern Districts of Tuticorin, Tirunelveli, and Kanniyakumari were replaced

immediately which ensured resulted in uninterrupted supply of food commodities to Public through Fair Price shops.

5.17. Distribution of Pongal Gift - 2024 to the PDS Beneficiaries:

The proactive steps initiated by the Tamil Nadu Civil Supplies Corporation had resulted in distribution of best quality raw rice and sugar as part of the Pongal gift to family card holders during 2024.

5.18. Showcasing Quality Control Operations:

The various quality control equipments through which the food commodities are examined being by Tamil Nadu Civil Supplies Corporation were displayed in the stalls set up at Kalaivanar Arangam during Kalaignar centenary year celebrations on 25.11.2023. This was to show that PDS commodities are undergoing various quality control checks and

measures. Corporation has also set up a separate stall on 13.01.2024 at Island grounds, Chennai to display the various Quality Control equipments and Grocery and also items sold through Amudham Departmental Stores. It also demonstrated the steps and procedures involved in procuring quality food commodities for government schemes. The public have appreciated the efforts taken by the Tamil Nadu Civil Supplies Corporation along with the Government to ensure the quality of PDS commodities.



5.18.1 Testing of Special PDS Commodities:

Tamil Nadu Civil Supplies Corporation refers the samples of Tur Dal and Palmolein oil to **AGMARK** and **NABL** accredited laboratories regularly, to ensure whether the Dal and Palmolein oil purchased through tender process is in accordance with the prescribed standards.

Nutritive value of Imported Tur Dal, Canadian Yellow Lentil (Whole) and Indigenous Tur Dal (Fatka):

S. No.	Parameters	Unit	Canadian Yellow Lentil	Imported Tur Dal	Indigenous Tur Dal
1.	Protein	(%)	27.37	21.79	21.22
2.	Carbohydrates	(%)	58.59	62.89	64.96
3.	Energy	Kcal/100g	349.15	352.13	356.33
4.	Fat	(%)	0.59	1.49	1.29
5.	Ash	(%)	2.52	9.87	8.60

Tamil Nadu Civil Supplies Corporation has well established lab in all regions and each lab is provided with quality staffs for carrying out physical analysis of food grains for ensuring the quality of food commodities indented for distribution under Public Distribution System.

5.18.2 Training to Quality Control Staff:

The Quality Control personnel of Tamil Nadu Civil Supplies Corporation are regularly nominated to undergo training at IGMRI (Indian Grain Storage Management & Research Institute), Hyderabad and also refresher training sessions are conducted regularly to keep the staff updated.

The 200 newly promoted Junior Quality Inspectors (JQI) were imparted training at Natesan Institute of Co-operative Management, Chennai from 05.06.2023 to 07.07.2023 in batches. Further, virtual meetings were also conducted to update the

latest techniques and guidelines for ensuring the quality of food commodities.

5.19. e-DPC application:

To eliminate the difficulties faced by the farmers for selling their paddy, a public portal (<https://tncsc-edpc.in>) was launched and PoS machines were provided at Direct Purchase Centres functioning in all Delta and Non - Delta Districts in Tamil Nadu. Farmers can log-in this public portal and register their names through Aadhaar authentication, details of area under cultivation, tentative time of harvesting, mobile number and bank account details to sell their paddy in DPC. After successful registration of the land details verified by VAO through online, token will be generated and the same will be sent through Short Message Service (SMS) to the farmer's registered mobile with the date and time of procurement of their paddy at the DPC.

Receipts for quantities procured is generated automatically and issued immediately after verifying the quality and weightment of paddy purchased at DPC centres and amount is directly credited to his / her Bank Account instantly through ECS. SMS was also sent to the farmer's registered mobile number, simultaneously procured paddy is moved to nearest hulling point by using the Computer Application and the rice are received at the godowns. This entire process from the purchase of paddy to deposit of rice at godowns are monitored from a centralized web portal.

5.20. Route Optimization:

In order to increase the efficiency of the Public Distribution System in the State, Tamil Nadu Civil Supplies Corporation is the process of implementing route optimization for movement of food grains.

The core objective is to reduce the distance and cost in transportation by making the system more robust.

5.21. Infrastructure Developments

The Hon'ble Chief Minister of Tamil Nadu has ordered to construct modern semi covered godowns in order to safeguard the procured paddy from natural disasters, like rain and flood. Accordingly, in semi covered godowns 10 Districts of Tamil Nadu at 18 locations with a total capacity of 2.83 LMT at an estimated cost of Rs.238.07 Crore.

Construction of 12 operational Godowns at Taluk level 8 Districts with a total capacity of 28,000 MTs at an estimated cost of Rs.54.00 Crore under financial assistance from NABARD is under progress.

Construction of 7 Godowns with a total capacity of 17,500 MTs. at an estimated cost

of Rs.32 Crore under financial assistance from NABARD are in progress.

In 2023-2024 the Government had announced to construct 8 Semi Covered godowns in 6 Districts with a total capacity of 1,17,000 MTs. at an total estimated cost of Rs.95.00 Crore with the financial assistance from NABARD and the construction works are under progress.

5.22. Construction of Direct Purchase

Centres:

The Government is committed to setting up of permanent Direct purchase Centres in paddy high yield areas for the welfare of the paddy growers. Measures for creating permanent structure for Direct purchase Centres are being taken up in a phased manner. 625 permanent Direct purchase Centres are already functioning in own buildings.

The Government had announced to construct 80 Numbers of DPC with storage capacity of 250 MTs per DPC at a total cost of Rs.50 Crore by availing financial assistance from NABARD and the works are under progress. The Government also announced to construct 50 more Numbers of DPC at a total cost of Rs.17.00 Crore under MGNREG Scheme and the works are under progress.

Further, in addition to that, during 2023-2024 Government has announced to construct 100 Direct Purchase Centres at an estimated cost of Rs.33.00 Crore under Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS) and the works are under progress.

5.23. Administrative Measures

All the promotion Panels for the year 2023-2024 were published and totally 161 staff were promoted to higher posts.

Moreover, 124 personnel were appointed in Tamil Nadu Civil Supplies Corporation on compassionate grounds from 07.05.2021 591 seasonal employee were made permanent.

To sort out the grievances of the retired staff and loadmen of Tamil Nadu Civil Supplies Corporation, a monthly Grievance meeting is conducted at Regional level. Moreover, quarterly Nodal meetings are conducted to address the grievances of the SC/ST employees as per the Government Orders.

Chapter – 6

TAMIL NADU WAREHOUSING **CORPORATION**

6.1 Introduction

The Tamil Nadu Warehousing Corporation was established on 02.05.1958 under the Agricultural Produces Development and Warehousing Corporation Act, 1956 and functioning under the Warehousing Corporation Act, 1962. The objective of the Corporation is to ensure the protection of quality as well as quantity of the stored agricultural produces benefiting the farmers and the allied agricultural trading institutions. Both the Government of Tamil Nadu and the Central Warehousing Corporation (CWC) are the two shareholders (50:50) of the Corporation.

6.2 Organisational Setup

All important decisions are being taken in the Board Meeting of the Corporation. The Board of Management is having 6 representatives from the State Government including the Chairman of the Corporation and 5 representatives from the Union Government. Tamil Nadu Warehousing Corporation 7 Regional Managers coordinating the warehouse operations under the overall executive directions of the Managing Director. Each Warehouse is run by a Warehouse Manager under the supervision of Regional Managers. Stocks handling at 60 Warehouses are being monitored through 7 Regional offices located at Kancheepuram, Cuddalore, Tiruchirappalli, Salem, Mettupalayam, Dindigul and Tirunelveli.

6.3 Storage Capacity of Godowns and activities.

Tamil Nadu Warehousing Corporation operates 60 own Warehouses with 272 Godowns with a total storage capacity of 7.71 LMTs. Food Corporation of India, Tamil Nadu Civil Supplies Corporation, Tamil Nadu Text Book Corporation, National Agricultural Cooperative Marketing Federation of India Limited, Tamil Nadu State Marketing Corporation, Government Undertakings and other private depositors are utilizing our godowns for storage of Commodities of Rice, Wheat, Text Books, Pulses, Oil Seeds and agricultural products such as, Paddy, Seeds, Cashew nuts, Urad dal, Copra, Tur dal, inputs like fertilizers, etc.,

Tamil Nadu Warehousing Corporation has maintained an average occupancy of 92%

during the financial year 2023-2024. To improve occupancy, Rebates have been offering to Farmers, Government Undertakings, Government Corporations and other important private depositors.

6.4 Quality Control Measures

The Tamil Nadu Warehousing Corporation is committed to ensure safe storage and quality of stocks. This Corporation has long years of experience in handling scientific storage methods using the latest technology of prophylactic and curative measures. The staffs have been given adequate training on the usage of chemicals and application of different methods of quality control to avoid storage Loss of agricultural products through the National Institute of Plant Health Management (NIPHM), Hyderabad. Due to continuous periodic monitoring, the storage loss and

transit loss is very minimal and it is only 0.02% during the last financial year 2023-2024, as against the admissible storage loss of 0.50%.

6.5 Pest Control Services

The Tamil Nadu Warehousing Corporation also takes up Pest control Service as an allied activity under the Disinfestations Extension Service Scheme (DESS). This Corporation provides Pest Control Services like rat control, anti-termite treatment in pre and post construction of buildings, mosquito control and general disinfestations.

6.6 Financial Performance

The Corporation has earned a Revenue of Rs.109.34 Crore during the financial year 2022-2023 and Net profit of Rs.24.77 Crore. Dividend has been paid @ 30% on Net profit which amounts to Rs.3.71 Crore each to both the shareholders, the Government of

Tamil Nadu & the Central Warehousing Corporation for the year 2022-2023.

6.7 Credit Facilities for Negotiable Warehouse Receipts (NWRs)

Tamil Nadu Warehousing Corporation has got registered all its Warehouses in Warehousing Development and Regulatory Authority (WDRA). The Corporation has created awareness among the farmers about the benefits of NWRs and has issued 203 Negotiable Warehouse Receipts (NWRs) during the financial year 2023-2024. The farmers/ traders obtained bank loan of Rs.45.36 Crore by pledging these NWRs and benefitted.

6.8 Construction

Tamil Nadu Warehousing Corporation has constructed new additional Godowns with 3400 MT capacity each at Pudukottai,

Thirumangalam and Ranipet at an estimated cost of Rs.7.20 Crore during the year 2022-2023 to increase the warehousing performance and were inaugurated by Hon'ble Chief Minister of Tamil Nadu on 08.09.2023.

Tamil Nadu Warehousing Corporation is constructing a new additional Godown with 3,400 MT capacity at an estimated cost of Rs.2.80 Crore at Palladam warehouse and two new Godowns at Tirupathur and Ariyalur with 3,400 MT capacity each at an estimated cost of Rs.7.20 Crore as per Assembly Announcement in 2023-2024.

CONCLUSION

Muthamizh Arignar Kalaingnar, Father of Socio Economic Development of Tamil Nadu founded Tamil Nadu Civil Supplies Corporation. His introduction of Special Public Distribution System and his action to provide Domestic cooking gas connections to all families helped in the development of Tamil Nadu. On the occasion of his centenary celebrations, Department of Food and Civil Supplies remembers him with gratitude.

Tamil Nadu has already ensured Food for all and now we are marching towards nutritious food for all.

We have achieved significant progress in consumer protection by filling all the posts of State and Districts 'Consumer Redressal Commissions' for the first time and by creating awareness among consumers on food safety.

Effective steps have been taken to prevent smuggling and hoarding of food products and to reduce price hike. We are continuously supplying quality rice that is being appreciated by the public.

By increasing incentive to paddy purchase, taking earnest efforts for building more number of scientific storage godowns, opening more direct Paddy Purchase centres. We have

taken continuous efforts to ensure the welfare of the paddy farmers who produce food for everyone.

**"செந்தமிழ் நாடெனும் போதினிலே
இன்பத் தேன் வந்து பாயுது காதினிலே"**

As per Bharatiyar's verse, we will work towards Prosperous Tamil Nadu and achieve the dreams of our Honourable Chief Minister make Tamil Nadu the first among the States in the country.

R.SAKKARAPANI,
Minister for
Food and Civil Supplies



"உழுவார் உலகத்தார்க்கு ஆணி அஃதாற்றாது
எழுவாரை எல்லாம் பொறுத்து"

The Hon'ble Chief Minister of Tamil Nadu has Inaugurated the scheme of Pongal Gift Hampers
with Rs.1000/- cash to all the Rice Card Holders on 10.01.2024



'ஒரு நெல்மணி கூட வீணாகக் கூடாது'

-மாண்புமிகு முதலமைச்சர்

At an estimated cost of Rs. 21.81 crore, the Hon'ble Chief Minister of Tamil Nadu has opened 16 Modern Paddy Storage Godowns on 22.01.2024



"ஈதல் இசைபட வாழ்தல் அதுவல்லது
ஊதியம் இல்லை உயிர்க்கு"

The Hon'ble Chief Minister of Tamil Nadu has received an amount of Rupees One crore and one lakh as Chief Minister Relief fund from the employees of TNCSC / TNWC.



'பொதுமக்கள் சேவையில் அமுதம் மக்கள் அங்காடி'

The Hon'ble Minister for Youth Welfare and Sports Development has inaugurated the Modernized Amudham Shop at Gopalapuram and initiated the sale on 08.07.2023



"Neengal Nalama" scheme launched by
Hon'ble Chief Minister of Tamil Nadu.
Hon'ble Minister for Food and Civil Supplies
interacting with people about the reach of
schemes of Food and Civil Supplies Department.



"Hon'ble Chief Minister's Relief to people affected by rain and flood".
Hon'ble Minister for Rural Development and
Hon'ble Minister for Food and Civil Supplies
distributing 5 kg of rice in addition to Rs. 6000/-
in Thoothukudi District.



2009 new full-time and part-time Fair Price Shops were opened since the assumption of power by the Hon'ble Chief Minister



Hon'ble Minister for Youth Welfare and Sports Development launched the scheme of issue of duplicate family cards through post.



Hon'ble Minister for Youth Welfare and Sports Development awarded cash prizes and certificates to the salesmen and packers of Fair Price Shops to encourage them.

பிணியின்மை செல்வம் விளைவின்பம் ஏமம்
அணியென்ப நாட்டிற்கிவ் வைந்து.

-திருவள்ளுவர்

மக்களுக்கு நோயற்ற வாழ்வு, விளைச்சல் மிகுதி,
பொருளாதார வளம்,இன்ப நிலை, உரிய
பாதுகாப்பு ஆகிய ஐந்தும் ஒரு நாட்டுக்கு அழகு
எனக் கூறப்படுபவைகளாகும். தமிழ்நாட்டை
இந்தியாவின் முதன்மை மாநிலமாக்கும் மாண்புமிகு
முதலமைச்சர் அவர்களின் எண்ணத்திற்குச்
செயல்வடிவம் கொடுப்போம்!