

| FOOD SUPPLIES AND CONSUMER AFFAIRS DEPARTMENT | | | | | | | | | | | |
|---|---|--|--|--|-----------------------------------|----------------|---|--------------------------|-----------------------------------|----------------|---|
| SECTION A - ONGOING SCHEMES/PROGRAMMES | | | | | | | | | | | |
| Sr. No | Name of the Scheme/ Programme Budget Allocation (Rs. Lakhs) | Objectives | OUTPUTS | | | | OUTCOMES | | | | Remarks / Risk Factors |
| | | | Indicator | Achievement (2018- 2019) | Achievement (2019-20) (baseline) | Target 2020-21 | Indicator | Achievement (2018- 2019) | Achievement (2019-20) (baseline) | Target 2020-21 | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 1 | COMPUTERIZATION OF TPDS (Rs 615 lakh) (Revenue) | Computerization of PDS activities | Number of Fair Price Shops where POS device installed | ## | 0 | 2030 | Number of Ration Card Holders distributed food grains through POS (In Lakh) | - | Nil | 17.70 | ## The e-pos based distribution of foodgrains has been suspended w.e.f 25.04.2018. However the I. T. Branch has given the target for 2020-21 is 17.54 Lakh. |
| | | | | | | | Quantity of food grains dispensed through POS (in Lakh QT) | 3.17 | Nil | 4.34 | |
| | | | | | | | Number of SMS alerts issued regarding PDS (in crore) | 1.28 | 0.80 | 2.10 | |
| 2 | PUBLIC DISTRIBUTION SYSTEM (Rs 30000 lakh) (Revenue) | Distribute food grains to identified beneficiaries under NFS Act | Number of beneficiaries covered under Food Security Act (in Lakh) | 69.01 | 71.31 | 72.78 | Wheat - Quantity of food grains distributed (in Lakh QT) | 31.28 | 34.12 | 35.68 | Threshold limit of beneficiaries is 72.78 lacs for delhi. |
| | | | Total number of food cards issued (in Lakh) | 17.17 | 17.54 | 17.70 | Rice - Quantity of food grains distributed (in Lakh QT) | 8.11 | 8.83 | 9.25 | |
| | | | Number of applications received for issue of new Ration Card | 31032 | 86177 | NA | Number of new ration card issued | 24733 | 38276 | NA | Target of No. of ration card can't be decided. However, threshold limit of beneficiaries is 72.78 lacs for delhi. |
| | | | | | | | Number of Applications rejected | 606 | 30759 | NA | |
| | | | Number of complaints received w.r.t food cards (Help desk plus PGMS) | 4031 | 4717 | NA | Percentage of complaints resolved within 30 days (to be specified) | 81.44 | 84.14 | 100 | |
| | | | | | | | Number of complaints resolved beyond 30 days (to be specified) | 748 | 730 | NA | |
| | | | | Average number of days taken to resolve complaints | 27 | 27 | 27 | | | | |

SOCIAL SECURITY AND WELFARE

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| | | | %age of existing beneficiaries where physical verification done to determine eligibility status | 87.63%(of 293043) | 1.13%(of 67200) | 15% (of total beneficiaries 17.54 lakh) | Number of existing beneficiaries found ineligible | 256798 | 760 cards and 1822 member | # 262935 cards and 558548 member | # As per data available on IM-PDS portal of GOI, 262935 Cards (558548 members of Delhi with same Aadhar number also exists in other state. Field verification has to be carried out on these cards. The information regarding survey of cards is not available with account section. |
| | | | Amount of Margin Money disbursed (In Cr) | 50.22 | 75.56 | 91.75 | | | | | |
| 3 | SUBSIDY TO CONSUMERS FOR SUGAR (Rs 180 lakh) (Revenue) | To distribute sugar to AAY and BPL families | Number of entitled families for sugar under AAY (in Lakh) | 0.68 | 0.68 | 0.69 | Number of families provided sugar (in lakh) | 0.68 | 0.68 | 0.69 | |
| | | | | | | | Quantity of sugar distributed (per year in MT) | 742.83 | 783.053 | 816 | |
| 4 | CONSUMER AWARENESS PROGRAMMES (CSS) (Rs 20 lakh) (Revenue) | To create consumer awareness among general public through various modes | Number of consumer awareness campaigns | 140 | 0 | 140 | Number of expected beneficiaries | 28000 | 0 | 28000 | 1) An amount of Rs. 5000/- each for organizing a debate competition during world consumer day on 15.03.2020 was released to 100 Govt. Schools. 2) Approval was also obtained from the competent authority for holding Nukkad Natak in all 70 circles of F & S department during the period 16-18 March 2020. However due to Corona Virus pandemic the same could not held. |
| | DISTT CONSUMER DISPUTE REDRESSAL FORUM Rs. 1029 Lakh (Rs 20 lakh-revenue) (Rs. 50 Lakh-Capital) | To redress consumer disputes at distt level | Number of cases carried forward from previous year | 21208 | 20,743 | 19,552 | Number of cases resolved | 8854 | 6,826 | 10,560 | Target for 2019-20 is figured out considering 10 functional District forums and one State Commission. |
| | | | | | | | % of cases resolved within 90 days (in respect of all District Forums) | 15.75 | 15.42 | 12.83 | |

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| 5 | | | Number of new cases filed | 7489 | 5,635 | 7,920 | Average number of days taken for a case to get resolved | 358 | 370 | 350 | |
| | | | | | | | Number of cases where compensation awarded | 1103 | 762 | NA | |
| 6 | STATE FOOD COMMISSION (Rs 100 lakh) (Revenue) | State Food Commission is to be set up to settle the grievance of the public related to Food Supplies department | % of posts filled (Sanctioned posts - 36) | 8 | # 5.55 | * 8 | Number of cases resolved in 30 days | Nil | NA | NA | # One FSO & One DEO has been posted in FSC. * Subject to availability of Staff. |
| | | | Number of grievances received | Nil | Nil | NA | | | | | |
| 7 | CONSUMER CLUBS (Rs 10 lakh) (Revenue) | To create consumer awareness among the students for dissemination of information | Number of schools where consumer clubs have been setup | 100 | 100 | 100 | Number of students who participated in the consumer clubs | 10000 | 10000 | 10000 | |

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| SECTION C- TIMELINE FOR PROJECTS AS BUDGET ANNOUNCEMENT | | | | | | | | | | | |
| 8 | DOOR STEP DELIVERY OF RATION (Rs lakh) (Revenue) | | Obtaining Consent of Beneficiaries | NA | NA | 15 days (timeline) | | | | | The scheme of Doorstep Delivery of Ration proposed to be implemented by November, 2020. |
| | | | Compilation of consents | NA | NA | 7 days | | | | | |
| | | | Finalisation of TOR for appointment of Consultant and its approval from FD (Parallel to the process of obtaining consents) | NA | NA | NA | | | | | |
| | | | NIT for appointment of Consultant | NA | NA | NA | | | | | |
| | | | Process of Finalisation of Bid from FD (Parallel to obtaining consent) | NA | NA | NA | No. of Service providers engaged | NA | NA | 3 | |
| | | | Preparation of RFP by the consultant | NA | NA | NA | Service charge paid to Service Provider | NA | NA | NOT ASSESSED | |
| | | | Vetting of RFP from FD, Law, Food Safety, IT & Plg. | NA | NA | 21 days | | | | | |
| | | | Tender for appointment of service provider(Pr-bid Conference after 10 days) | NA | NA | 21 days | | | | | |
| | | | Processing of bids,approval of Departments and award of work | NA | NA | 15 days | | | | | |

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| | | | Amendment to the Delhi Specified Control Order, 1981 | NA | NA | 21 days | | | | | |
| | | | Time required by the Service provider for delivery of service on the doorstep | NA | NA | 30 days | | | | | |
| | | | Number of Cardholders distributed ration (in Lakh) | NA | NA | 15 lakh | Quantity of Food Grain disbursed (in MT) | NA | NA | 162000 (Aprox) | |