

**GOVT.OF ASSAM.**  
**OFFICE OF THE SUB-DIVISIONAL OFFICER (CIVIL), BILASIPARA**  
**(FOOD, CIVIL SUPPLIES AND CONSUMER AFFAIRS, BRANCH)**

**ORDER**

In pursuance of Director, FCS & CA, Assam's letter No.DS ( MC) 61/2011/68 dt.21/03/2012, Superintendent, FCS & CA, Bilasipara and all Area Inspector, FCS & CA, Bilasipara are hereby directed to implement the decision arrived in the meeting of State Consumer Protection Council on 19/10/2011 to perform and achieve the following objectives, with a view to promoting and protecting the rights of the consumers as follows :

- 1) The right to be protected against the marketing of goods which are hazardous to life and property.
- 2) The right to be informed about the quality, quantity, potency, purity, standard and price of goods so as to protect the consumer against unfair trade practices.
- 3) The right to be assured, wherever possible, access to a variety of goods at competitive prices.
- 4) The right to be heard and to be assured that consumers interests will receive due consideration at appropriate forums.
- 5) The right to seek redressal against unfair trade practices or unscrupulous exploitation of consumers
- 6) The right to consumer education.

The following decision taken in the said meeting are required to be strictly adhered to -

- 1) Even though vegetables and edible oils do not come under the purview of the PDS, the Govt will take enforcement action and sustain schemes like "Aamar Dukan" to contain prices of essential commodities.
- 2) The present level of consumer awareness levels much to be desired, which is both the cause and effect of malpractices by unscrupulous elements by way of unfair trade practices, adulteration, deficiencies in providing services and harassment by the trading community, diversion and leakages. Occurrence on natural disaster like floods and rain storms on a regular basis disrupt the transport and communication facilities which adversely affect the supply line of essential commodities. Opportunist, unscrupulous traders usually take advantage of the vulnerable section of the society particularly in the remote and far-flung areas.

Therefore, Inter-Department enforcement squads/teams comprising of field officers of Magistrates, Health Deptt., Education Deptt., Veterinary, Transport, Municipal Corporation/Boards/Town Committees Legal Metrology, FCS & CA, Indian Oil Corporation and police would be formed to enforce the laws stringently to prevent adulteration, sale of spurious & hazardous products and frauds in case of services to the citizens/consumers.

- 3) All Department connected with sale of agriculture and other product which have seasonal character in terms of availability are requested to take necessary steps to ensure that sudden fluctuations in prices and availability of stock do not occur to the detriment of consumers. Items like potatoes and onions have created adverse impact on consumers earlier.
- 4) All concerned Departments are requested to take necessary steps to ensure that profiteering at the retail level (Compared to much lower costs at the wholesale level) do not exorbitantly raise prices to the detriment of the consumers. Strict vigilance should be maintained on activities of middlemen who raise prices of essential items manifold.
- 5) Use of double stickers displaying prices on MRP based non PDS products need to be checked by enforcement Officers.

- 6) FCI is requested to ensure that under the PDS, correct quality and quantity are delivered to the FIC holders/consumers. All PDS items, before delivery to the nominees should be properly weighed in digital scales and weightment slips duly authenticated should be issued to nominees/allottes.
- 7) FCI is requested to ensure that no extra money is paid in the process of delivery of PDS food grains from FSDs/godowns.
- 8) The Health Deptt. is requested to widely publicize the adulteration and harmful/unhealthy practices exploitation of consumers are injurious to health, and cause diseases like diabetes and debilitate the vital organs of humans and animals. Traders normally adopt a practice of categorizing eatable commodities as "local" and "chalani" which need to be looked into. Use of injections on fruits and vegetables for expeditions ripening and extra freshness may be examined and consumers adequately warned regarding harmful effects.
- 9) Availability of all PDS items as provided by the Govt. of India should be made available in all FP shops as per scale/entitlement of FIC holders.
- 10) All Departments are requested to put in place a consumer grievances redressal machinery alongwith the notification of a nodal officer with contact details. Contact details of all field enforcement officers at District and Sub-Divisional level may also be publicized for easy accessibility by consumers (Including mobile/phone/e-mail id details)
- 11) Cooperation Deptt. Is requested to ensure expeditions lifting and delivery of PDS items by the GPSS/WCCS/LAMPs and also direct their subordinate officers at District and Sub-Divisional level for regular meeting, transparency, accountability, solvency and efficient management.

**Sd/- M.L. Sureka, ACS**  
**Sub-Divisional Officer (Civil),**  
**Bilasipara.**

Memo No.BSM 11/2012/9 (A)

Dated, Bilasipara the 21<sup>st</sup> April/2012.

Copy to :-

- 1) The Principal Secretary Food, Civil Supplies & Consumer Affairs, Assam, Dispur, Guwahati for favour of kind information.
- 2) The Director, Food, Civil Supplies and Consumer Affairs Department, Assam, Guwahati for favour of kind information.
- 3) The Deputy Commissioner, Dhubri for favour of kind information.
- 4) All Circle Officer under Bilasipara Sub-Division for information and necessary action.
- 5) The Sub-Divisional Police Officer, Bilasipara for information and necessary action.
- 6) The Joint Director, Health Services, Dhubri for favour of information and necessary action.
- 7) The Asstt. Controller Legal Metrology, Dhubri for favour of information and necessary action.
- 8) The District A.H & Veterinary Officer, Dhubri for information and necessary action.
- 9) The SDM&HO, Bilasipara/Chapar for information and necessary action.
- 10) Manager Sales I.O.C. Ltd. (AOD/MD),Dhaligaon for information and necessary action
- 11) The A.R.C.S. Dhubri for information.and necessary action.
- 12) The Chairman/Chairperson, Bilasipara/Sapatgram/Chapar Town for information and necessary action.
- 13) The District Information Officer, NIC, Dhubri for information and uploading the same in the District website.
- 14) Sri Ganesh Boro, Superintendent, Food, Civil Supplies and Consumer Affairs, Bilasipara for information and necessary action.
- 15) All Area Officer, FCS & CA, Bilasipara for information and necessary action.

They are requested to depute Officer for this Purpose & forward their names with detailment to this end

  
**Sub-Divisional Officer (Civil),**  
**Bilasipara.**