

Frequently Asked Questions (F.A.Qs)

How are the beneficiaries under N.F.S.A. identified?

The list of beneficiaries identified for N.F.S.A. 2013 is taken from the Socio Economic and Caste Census (S.E.C.C.) 2011 database by applying Exclusion Parameters. The Exclusion Parameters are different for rural and urban areas. For urban areas, Exclusion Parameters are taken from the Report of the Hashim Committee submitted to the Planning Commission in December 2012. For the rural areas, the Exclusion Parameters are taken from the Socio Economic and Caste Census Booklet for identifying the Below Poverty Line in Rural Areas issued by the Ministry of Rural Development in July 2011.

What are the measures taken to include a deserving person even if he/she is out of N.F.S.A?

Or

How would a rich person not deserving to be under N.F.S.A. be removed?

To know if a person deserves to be included or excluded under N.F.S.A., the District/Sub-Division Supply Office has to verify the genuineness based on the Exclusion Parameters. Such cases are addressed through the Claims and Objections which is an ongoing process.

How is the Department going to ensure complaints from citizens are addressed?

To better reach and address the issues of the citizens, the Department has an effective Grievance Redressal Mechanism which consists of Tollfree Number 1967 and the online Meghalaya Public Grievance Redressal and Monitoring System (megPGRAMS). Besides this, the Department has also identified Grievance Redressal Officers and Assistant Grievance Redressal Officers at each District and Subdivision to effectively address the complaints received from the public. The Department is also using all media platforms to educate the citizens about the N.F.S.A. 2013 and their right to food security.

Is the Department providing foodgrain only to 50.87% for urban population and 77.79% for rural population?

No. The Department is taking an initiative of making the P.D.S. universal. Apart from N.F.S.A., the Department is also distributing foodgrain for Non-N.F.S.A. beneficiaries thereby covering every family in the State.

Where can citizens find the list of N.F.S.A.?

Data of eligible beneficiaries as per N.F.S.A. 2013 has already been digitised and is displayed on the Department's website www.megfcsca.gov.in. The list is also available Fair Price Shops and .D.C./S.D.O. offices. People can also call tollfree number 1967 for more information and assistance.

How can citizens lodge their complaints?

- By calling Tollfree Number 1967, citizens can lodge complaints or find out more information about the schemes and the Department
- To address the complaints effectively, the Department has identified Grievance Redressal Officers and Assistant Grievance Redressal Officers at each District and Subdivision whereby citizens can go in person and meet them
- Citizens can also lodge their complaints online via the Meghalaya Public Grievance Redressal and Monitoring System (megPGRAMS). The website is www.megpgrams.gov.in

Does sugar/kerosene fall under N.F.S.A?

No. Only rice and wheat falls under N.F.S.A. But since sugar and kerosene is for all, even the NFSA beneficiaries can avail sugar and kerosene accordingly.

What are the schemes being implemented by the Department?

- Implementation of N.F.S.A. 2013
- Implementation of End-to-End Computerisation of P.D.S.
- Implementation of schemes like Annapurna and Antyodaya Anna Yojana.
- Monitoring of Price situation and availability of Essential Commodities in the State.
- Implementation of the Consumer Protection Act, 1986.
- Other programmes/schemes implemented are:

- Supply of rice to S.T./S.C. hostels at B.P.L. prices
- Village Grain Bank Scheme

Whether Government is providing additional items under P.D.S.?

Apart from foodgrains, the Department is also providing sugar and monitors the stock of S.K. Oil so that ample supply is available to the beneficiaries. Beneficiaries of S.K. Oil get 9 litres per household in urban areas and 4.5 litres per household in rural areas. For sugar, each household gets 3Kg per month or as fixed by the respective D.C./S.D.O.

How many wholesalers and Fair Price Shops are there in the State?

Wholesalers: 280
Fair Price Shops: 4474

How is the Department ensuring that the quality of foodgrains is distributed to the beneficiaries?

Lifting Officers send the foodgrain sample to the Directorate to ensure that quality is not compromised. Also, periodical inspections are conducted at Fair Price Shops.

How consumers get Redressal of their grievances under the Consumer Protection Act 1986?

You can file your complaints to State Consumer Disputes Redressal Commission (S.C.D.R.C.) or District Forum. Please contact the respective Fora in your district.

1. You can file your complaints within two years of the incident
2. If the cost of the articles / service and the compensation required are within

Serial Number	Amount (Rupees)	Contact
1	1 to 20 lakhs	Please file your Complaints on District Forum in your District
2	Above 20 lakhs upto 1 crore.	Please file your Complaints on State Commission
3	Above 1 crore	Please file your complaints on National Consumer Disputes Redressal Commission

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