



# Consumer Affairs Food & Civil Supplies Department

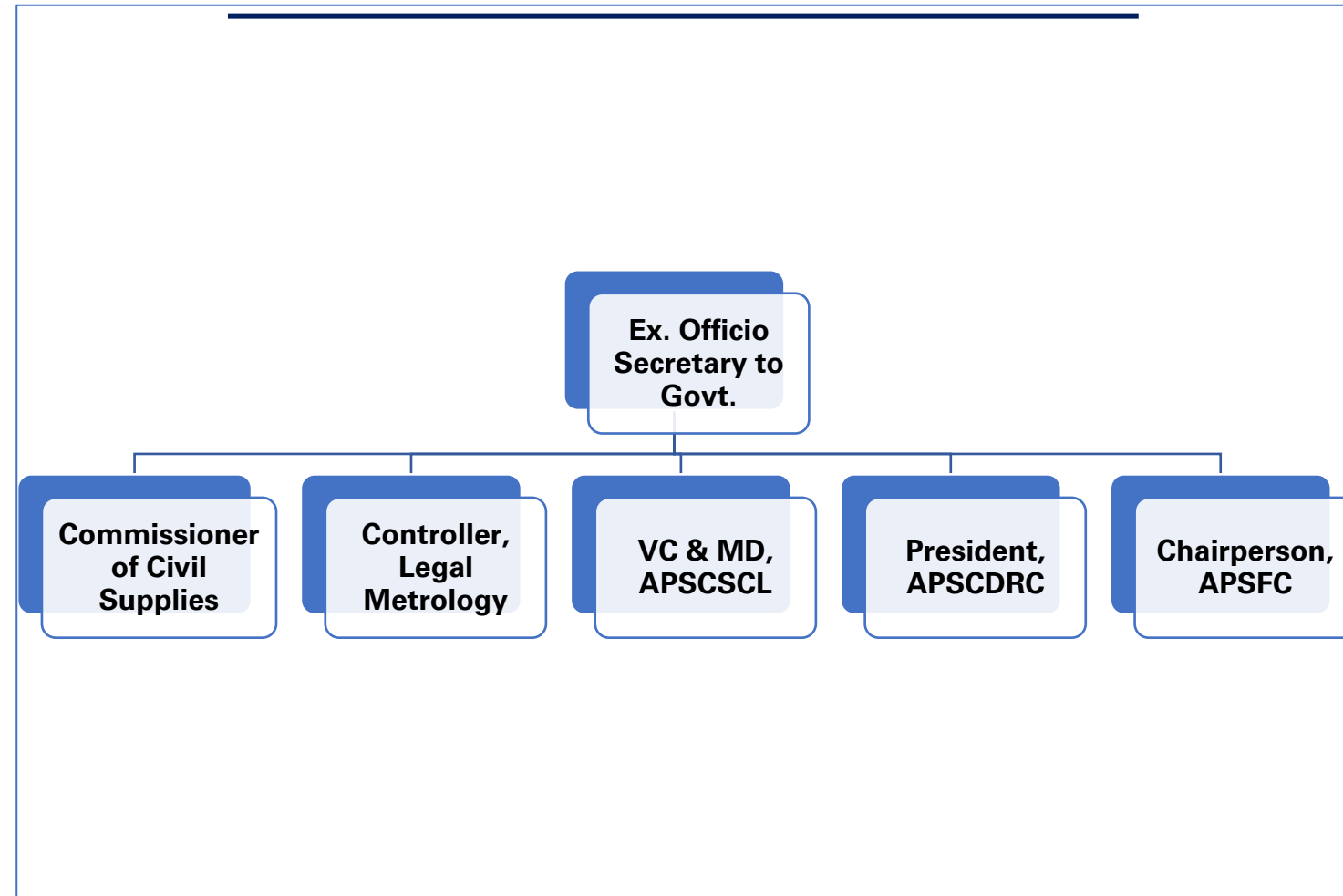
# **Administration Wing**

# Overview of Department

## About Department

- The Consumer Affairs, Food & Civil Supplies Department gained separate entity and the Commissioner of Civil Supplies became the Head of the Department and also given the Ex. Officio status as Secretary.
- Originally, the Department was only a regulatory Department. Subsequently, its activities have been diversified to procurement of Food grains under Minimum Support Price (MSP) operations, Essential Commodities distribution under subsidized prices, consumer affairs, price monitoring, distribution of LPG connections etc..

## Department Organogram



# Commissioner of Civil Supplies

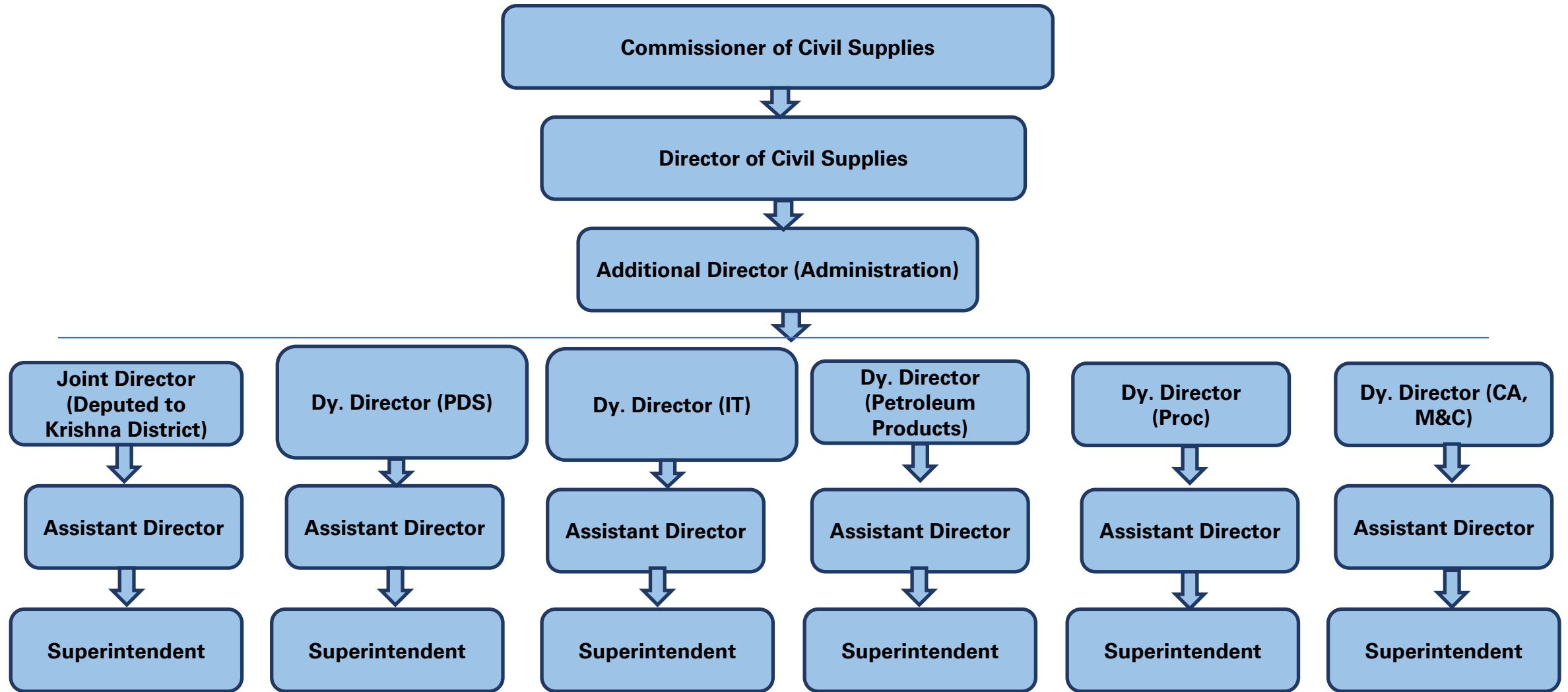
## About The HOD

- The Commissioner of Civil Supplies is also the Ex – Officio Secretary to Government in the Consumer Affairs, Food and Civil Supplies Department
- A.P State Civil Supplies Corporation Ltd. is the Government undertaking and functioning under the control of the Consumer Affairs, Food and Civil Supplies Department

## Cadre Strength in Commissionerate of Civil Supplies

Sl.No	Post	Sanctioned	Working
1.	Commissioner (cadre post)	1	1
2.	Director (cadre post)	1	1
3.	Additional Director	1	1
4.	Joint Director	1	1
5.	Deputy Director	1	1
6.	Accounts Officer	1	1
7.	Assistant Director	1	1
8.	Junior Accounts Officer	3	3
9.	Superintendent	7	2
10.	Senior Assistant	16	3
11.	Senior Stenographer	2	0
12.	Senior Accountant	8	5
13.	Junior Assistant	21	4
14.	Junior Accountant	3	0
15.	Typist	5	3
16.	Record Assistant	1	0
17.	Class-IV	19	1

# Organization structure at Head office of Civil Supplies Department



## **Note:**

- Out of (05) Deputy Directors as mentioned above the actual Cadre strength is only (01) Deputy Director
- Out of (06) Assistant Directors as mentioned above the actual Cadre strength is only (01) Assistant Director the remaining Assistant Directors are working on Deputation basis from districts.

# Organizational setup at Districts of Civil Supplies Department

At District level, the Joint Collectors are looking the Civil Supplies issues and District Supply Officers are responsible for ensuring distribution of Essential Commodities to all the beneficiaries under Public Distribution System and implementation of all other departmental schemes

Designation	No. of Sanctioned Posts
District Civil Supplies Officers	14
Assistant Supply Officer	66
Circle Assistant Supply Officers	07
Deputy Tahsildar (Civil Supplies)	503
Senior Assistants/Sr.Cl	230
Junior Assistants/Jr.El	88
Typists	18
Drivers	48
Class-IV Employees	430
Head constables	08
<b>Total</b>	<b>1412</b>

## Note:

- Consequent on restructuring of districts, (14) ASOs are working as DCSOs in the newly formed (14) districts.
- Revenue personnel are working in the cadres of Dy.Tahsildars, Sr.Assts., Jr.Assts. and office subordinates on deputation basis, where the Civil Supplies Department personnel are not available.

# **Public Distribution System (PDS) Wing**

# Abstract of PDS

Particular	Details
<b>Total Districts</b>	28
<b>Total FP Shops</b>	29,794
<b>Total MLS Points</b>	251
<b>Govt. of India allotment</b>	1,54,148.030 MTs of rice per month
<b>A.P. state requirement</b>	2.33 Lakh MTs per month
<b>Deficit rice from DCP</b>	79,580 MTs per month
<b>Sortex Fortified Rice economic cost</b>	Rs.48.36 per kg
<b>GOI issue price for rice</b>	Free of cost
<b>Gol subsidy on Rice</b>	Rs.41.72 per kg
<b>State issue price of rice</b>	Free of cost
<b>GOI subsidy on Sugar</b>	Rs.18.50 per kg for 908 MTs per month
<b>Requirement of Sugar</b>	7,734 MTs per month (Deficit quantity sugar procured through e-reverse auction)
<b>Sugar end consumer price</b>	AAY cards : Rs.13-50 per kg other than AAY: Rs.17-00 per ½ kg

# Rice cards Position

Sl. No.	Type of Cards	NFSA		Non NFSA (State Coverage)		Total	
		Cards	Units	Cards	Units	Cards	Units
1	AAY	8,49,569	22,49,920	12,994	27,859	<b>8,62,563</b>	<b>22,77,779</b>
2	Priority Household	80,08,046	2,45,73,292	58,87,314	1,64,17,520	<b>1,38,95,360</b>	<b>4,09,90,812</b>
Total		<b>88,57,615</b>	<b>2,68,23,212</b>	<b>59,00,308</b>	<b>1,64,45,379</b>	<b>1,47,57,923</b>	<b>4,32,68,591</b>

- GOI have fixed a target towards coverage of beneficiaries under NFSA,2013 to the A.P State i.e., 268.23 Lakh members including members in 9.08 lakh Antyodaya Anna Yojana (AAY) families as eligible under the NFS Act,2013
- Allotted a quantity of 1.54 LMTs of rice per month for distribution @ 5 kgs per person in Priority Household card (PHH) and 35 kgs per AAY card
- Whereas Govt. of AP is supplying rice covering 4.32 crore members under Priority and AAY households with a monthly allotment of 2.33 LMTs of Rice
- Providing 79,000 MTs of Rice additionally to 1.64 crore members more than the GOI indicated members under NFSA on par with scale and issue price for the beneficiaries under NFSA, duly incurring the expenditure on State exchequer

# PDS- Scale of Distribution

Sl. No	Name of the Scheduled Commodity	Scale of distribution	Cost of Commodity to be remitted by the FPS dealer per Kg (in Rs.)	FPS Dealer commission per kg (in Rs.)	End Consumer Price per Kg (in Rs.)
1	Sortex Fortified	5 kgs per unit in the PHH rice card	-	1.00	Free of cost
		35 kgs per AAY card	-	1.00	
2	Jowar (13 districts)	Upto 3 kg per card in lieu of Rice	-	1.00	Free of cost
3	Ragi (8 Rayalaseema districts)	Upto 3 kg per card in lieu of Rice	-	1.00	Free of cost
4	Sugar	1 kg per AAY card	12.50	1.00	13.50
		½ kg per PHH card	33.00	1.00	17.00 (1/2 kg)
5	Chakki Wheat Atta	1 Kg per card	19.00	1.00	20.00

# Commodities distributed under PDS

## Sortex Fortified Rice

- With a view to provide the quality rice to the BPL card holders & other beneficiaries, Govt. of AP has distributed Sortex Rice with improved parameters in respect of brokens, foreign matters and damaged discolored and chalky grains under PDS, ICDS and MDM duly incurring an addl. allotment of Rs.110 per quintal for conversion into Sortex quality.
- As per the instructions of the GOI, distributing Fortified Rice enriched with Iron, Vitamin B12 and Folic acid being blended with the fine quality rice from April,2019 in a phased manner under PDS, ICDS and MDM under TPDS to address the issue of Anaemia, micronutrient deficiencies and to reduce malnutrition.
- GOI is releasing Rs.73 per quintal (0.73 ps per kg) towards Fortified Rice Kernels.

## Ragi

- Commenced the distribution of Ragi millet in (8) Rayalaseema district viz., Ananthapur, Kurnool, Sri Satya Sai, Chittoor, Annamayya, Tirupathi, YSR Kadapa, Nandyala districts @ upto 3kgs per card in lieu of Rice as per their choice, at free of cost under PDS, on pilot basis.
- Govt. of India has allocated 16,850 from Odisha, which is lifted and being distributed through Fair Price Shops.

## Jowar

- Commenced the distribution of Jowar by procuring 23,000 MTs of Jowar by APSCSCL from the farmers & same was distributed to the cardholders of Kadapa, Ananthapur, Kurnool, Nandyala & Annamayya district for distribution @ upto 3kgs per card in lieu of Rice as per their choice, at free of cost.

# Commodities distributed under PDS

## Sugar

- Distributing sugar @ 1kg per AAY card At Rs.13.50/- per kg and distributing ½ kg sugar per PHH card at Rs.17.00 (1/2 kg)

## Wheat Atta

- The GOI allotted quantity of 1838.970 MTs of Wheat under Tide-Over category @ Rs.6100 per MT was converted in to Wheat Atta and commenced the distribution to the rice cardholders at Rs.16/- per kg per card from February,2023, spell wise.

# PDS-Door Delivery through Mobile Dispensing Units (MDU)

- Govt. have issued orders in **GO Ms.10 CA, F & CS Dept, dated:24.08.2020** accepting the recommendation of Group of Ministers for distribution of commodities at the door step of ration card holders.
- APSCSCL has purchased **9260 MDUs** through **GEM Portal** at a reduced rate of **Rs.5,72,539/- per Unit** on behalf of Welfare Corporations.
- **9260 unemployed youth of SC, ST, BC, EBC and Minority communities** were appointed as MDU operators under Self-employment model by the respective welfare corporation
- **10 % of the Cost of MDU has to be incurred by the beneficiary** and remaining **90%** of the **Cost by Govt. of Andhra Pradesh Welfare Corporations as subsidy.**
- The Mobile Dispensing Units were **launched** on **21.01.2021** and the door delivery of Rice other ECs has been commenced from February, 2021 onwards.
- The APSCSCL releasing monthly **lease rentals @ Rs.18,000 per MDU per month** towards income support.
- The APSCSCL and Welfare corporations are making **payment of Rs.8,879/- per each MDU per month** to the **lending bank i.e., Bank of Baroda** towards **EMI.**
- **Repayment of next 11 months is pending, The loan tenure ends by February,2027.**

# Reversion of Distribution through Fair Price Shops

- In G.O.Ms.No.5, dated:23.05.2025, CA, F & CS Dept. Govt., have issued the following orders:
  - **Revert to FP Shop Distribution:** Resume distribution of ECs under the **PDS entirely through Fair Price (FP) Shops with effect from 01.06.2025**, duly **withdrawing the services of the Mobile Dispensing Unit (MDU) operators from the PDS.**
  - **Distribution Period:** Cardholders are allowed to draw their entitlements at FP Shops on any day from the **1st to the 15th of each month**, as per their convenience.
  - **Targeted Doorstep Delivery:** Ensure door delivery of ECs by the FP Shop dealers to the cardholders, **consisting of all members aged above 65 years and differently abled (physically handicapped / visually challenged etc.).**
  - **Loan closure:** Permission is accorded for pre-closure of MDU loan and allow ownership of the MDU vehicles to the respective MDU operators who were selected as beneficiaries under the respective welfare corporations.

# Essential Commodities distribution to Schools other Welfare Institutions

## Schools

### Abstract:

No. of Schools	: 44,394
No. of Students	: 31,44,815
Allotment	: 6,118 MTs per Month

## Welfare Hostels/ Institutions

### Abstract:

No. of Hostels/Institutions	: 3,830
No. of Students	: 6,44,731
Allotment	: 9,671 MTs per Month

- **Doorstep delivery to Welfare Hostels/ Institutions:**
  - Distribution of rice to Welfare Institutions and Hostels at the doorstep through Stage-II vehicles of APSCSCL was commenced in January 2023.
  - Distribution of rice to Schools at the doorstep through Stage-II vehicles of APSCSCL was commenced in June 2025.
- **Fine Quality Rice Supply:** From June 2025, APSCSCL has been supplying Fortified Fine Quality Rice in 25 Kg bags (with QR code) to all schools and Welfare Hostels & Institutions from June 2025.
- **Ragi Flour and Jaggery Powder Supply:** Supplying a quantity of **212 MTs of Ragi Flour** and **212 MTs of Jaggery Powder** to the schools covered under MDM through **Sri Satya Sai Trust per month** and transportation is being done the AP State Civil Supplies Corporation Limited.

# Essential Commodities distribution to Anganwadi Centers

## Abstract:

No. of Schools	: 55,607
No. of Students	: 31,78,000

- **Resumed the supply of rice and other commodities to the Anganwadi Centers (AWCs)** under Integrated Child Development Services scheme (ICDS) **through FP Shops** from June,2025, duly withdrawing the services of the Mobile Dispensing Units.
- A quantity of **2,037 MTs of rice, 584 MTs of RG Dal and 270 MLtrs of P.Oil** under ICDS per month.



# **Information Technology (IT) Wing**

# Rice Cards- Eligibility and Services

## Eligibility Criteria for Rice Card

	Eligibility Criteria
<b>Total Family Income</b>	Rural: Rs.10,000/- per month Urban: Rs.12000/- per month
<b>Total Family Landholding</b>	Uniform to entire state Wet: less than 3.00 Ac Dry: less than 10.00 Ac Both together Max 10.00 Ac
<b>Electricity Consumption</b>	Less than 300 Units per month (Six months average)
<b>Government Employee / Pensioner</b>	No government employee / pensioner. (All sanitary workers are exempted)
<b>Four-Wheeler</b>	should not own a four-wheeler (Taxis, Tractors, Autos are exempted)
<b>Income Tax</b>	No income tax payee.
<b>Municipal Property</b>	Property less than 1000 Sq.ft

### Rice Cards services through SGSW:

- The Rice Card Services are resumed on 7<sup>th</sup> May 2025 through Grama/Ward secretariats with 7 services.
- Duplicate Rice Card services enabled in March 2026.

Sl. No.	Service	SLA Time Period
1	New Rice Card	Biannual - once in Six Months
2	Splitting of Rice card	
3	Member addition in Rice Card	
4	Member Deletion in Rice Card	within 21 days from the date of application
5	Surrender of Rice card	
6	Wrong Aadhaar Seeding Correction	
7	Change of Details in Rice Card	
8	Duplicate Rice Card	

# Rice Cards Services Dashboard

AP SEVA Services Dashboard from 07-05-2025 to 26-03-2026								
Sl. No.	Service Name	Total	Open Beyond SLA	Open Within SLA	Closed Beyond SLA		Closed Within SLA	
					Approved	Rejected	Approved	Rejected
1	Change of Address in Rice Card	41,472	96	0	0	0	40,623	753
2	Change of Details in Rice Card	1,63,304	1,296	4,256	17,377	6,466	1,19,158	14,751
3	Correction of Wrong Aadhar Seeding	27,534	69	221	4,882	1,799	17,309	3,254
4	Duplicate Rice Card	356	0	0	0	0	356	0
5	FP Shop Renewal	3,862	1,421	1,110	719	327	217	68
6	Member Addition in Rice Card	17,50,792	5,711	20,718	3,22,076	1,42,380	10,75,679	1,84,228
7	Member Deletion in Rice Card	37,879	7	0	7,844	3,029	23,822	3,177
8	New Rice Card	2,44,602	85	4,796	79	232	1,62,500	76,910
9	Splitting of Rice Card	4,77,007	96	7,552	43	114	4,04,682	64,520
10	Surrender of Rice Card	1,630	1	0	258	337	658	376
<b>TOTAL</b>		<b>27,48,438</b>	<b>8,782</b>	<b>38,653</b>	<b>3,53,278</b>	<b>1,54,684</b>	<b>18,45,004</b>	<b>3,48,037</b>

**Total Applications : 27,48,438**

**Disposed : 27,01,003**

**Pending : 47,435**

**% of Pending : 1.73 %**

# eKYC Implementation Overview

## Hon'ble Supreme Court Mandate

All States must complete PDS beneficiaries eKYC by 30<sup>th</sup> September 2025.

## Implementation Methods

Rice Card beneficiaries can complete eKYC through GSWS Mobile app or e-PoS Devices.

## Key Benefits

Ensures database synchronization, demographic updates, and verification of beneficiaries.

## Cleanup Process

Helps remove inactive cards due to death, migration, or duplication.

Total Units	eKYC Completed	eKYC Pending Total	eKYC Exempted Units (Below 5 Years Age)	eKYC Pending balance	% Pending
4,32,68,591	4,04,81,239	27,87,352	12,79,914	15,07,438	3.48%

# QR code based Smart Rice Cards Distribution

## Printing & Card Positioning Status:

- Printing of **1,44,66,005 Smart Cards** has been successfully completed and positioned in 670 Tahsildar offices for distribution in the month September 2025.
- Distributed a total of **1,35,38,910 Smart Rice Cards** to the cardholders through SGSW employees and FPS dealers.

## Features of Smart Rice Card:

- All Rice cards in the State are being replaced with QR code–based Smart Rice Cards, enabling an online information retrieval system.
- The QR Code-based Smart Rice Card resembles an ATM card and has a thickness of 1 mm.
- On scanning of the QR Code printed on Rice Card, it provides the weblink which provides the following information of the cardholder:
  - **All Family members details:** Name, Gender, Age, Relation and eKYC status.
  - **Ration Entitlements:** Commodities and quantity of entitlement
  - **Ration Drawl Status:** Ration drawn quantity and Shop details along with time- stamp of drawl.

# **Scheme for Modernization and Reforms through Technology in Public Distribution System “(SMART- PDS)”**

- Government of India, has given **administrative approval** for implementation of **Centrally Sponsored Scheme (CSS)** for ‘**Modernization and Reforms through Technology in Public Distribution System (SMART-PDS)**’ in all States /UTs for the period of **3 years i.e., from April’23 to March’26** at the cost sharing between **Central and State Government in the ratio of 60:40** bases in phased manner
- **The objective** of the scheme is to introduce the **major technological reforms**, to strengthen the **technology infrastructure in Public Distribution System (PDS)** which will lead the technology-driven transformative change in the entire PDS ecosystem **covering NFSA and State schemes**
- Finance Department has concurred to implement centrally sponsored scheme SMART at 60:40 cost sharing basis between central and State. Accordingly, **MoU signed on 24.01.2024.**
- SMART-PDS has onboarded under SNA-SPARSH in the month of September’2025.

# Rightful Targeting

- DFPD carried out an extensive analysis of the ration card databases of Andhra Pradesh as on 31-03-2025 a total of 38,26,414 unique suspected records were received under multiple KPIs. Against these, the Status of action has been initiated for 32,53,430 suspected beneficiaries.
- 4,47,010 members, covering 3,94,224 rice cards, have been identified for field verification.
  - Landholding above eligibility limit- 2,37,551
  - annual income above ₹6 lakhs-1,69,053
  - Duplicate Aadhaar existence in other States- 19,177
  - Individuals serving as Directors in companies as per MCA database- 14,799
- As per the instructions of the CCS, entire Rice card member data base has been validated through SGSW department on the eligibility criteria in March 2026 and found that a total of 9,79,691 cards identified as ineligible.

# **Petroleum Products Wing**

# Deepam Scheme

- The **objective** for launching the **Deepam Scheme** is to **reduce dependence on forest for fire wood, improve their health, remove drudgery** due to conventional cooking.
- State Government **launched Deepam Scheme** on **9th July 1999** in **rural areas** and from **Feb.2000** in **urban areas** for distribution of Liquefied Petroleum Gas connections to **BPL women**
- The State Government will bear the **security deposit** of **Rs.1,600/-** per connection on **behalf of beneficiaries**.
- **Cost of burner (stove), L.P. Gas, tube and passbook has to be borne by the beneficiary**. There is no compulsion that the beneficiary should purchase stove from the dealer from whom he gets the connection, but the **stove should be of ISI standard**.
- Under this scheme, **58.42 lakh LPG connections were released** from **July,1999 to April, 2024**.
- **25.82 lakh LPG** connections were released from **1999 to 31.03.2014**
- **31.60 lakh** connections were released **after bifurcation** of State.
- On **8th June, 2017** the State Government declared the Andhra Pradesh State as **“Smoke free State”** (100% LPG enabled State).

# Other LPG Schemes

## **Tribal LPG Package:**

- The scheme was **launched on 14.4.2017**, LPG kits consisting of **5 kg LPG cylinder** with gas worth **Rs.330/-**, **ISI standard stoves**, **DP Regulators**, **DGCC Book** and **hose pipe** etc. worth **Rs.2,150/-** per kit were released to the identified **tribal BPL families** residing at hilly and remote tribal areas under 'Tribal LPG Package' free of cost

## **Pradhan Mantri Ujjwal Yojana (PMUY) (Govt. of India Scheme):**

- Under Pradhan Mantri Ujjwal Yojana scheme, **9.67 lakh LPG connections were issued so far** to Below Poverty Line (BPL) Women who belong to Scheduled Castes and Scheduled Tribes, Most Backward Classes, Tea or Ex-Tea Garden Tribes, or those who are beneficiaries of Pradhan Mantri Awas Yojana (Gramin), Antyodaya Anna Yojana, and forest and river island dwellers.

# Deepam2 Scheme

- The Deepam-2 scheme helps families save money and gives access to clean cooking fuel by providing **three free LPG cylinders every year** to eligible beneficiaries in Andhra Pradesh.
- Deepam-2 is a government program **launched on 31 October 2024 under “Super Six”**. All eligible beneficiaries will receive the **LPG cylinder subsidy directly in their bank accounts** after booking and receiving the cylinder.
- The beneficiary will be supplied with (3) LPG cylinders once in 4 months:
  - Block – I : April – July
  - Block – II : August – November
  - Block – III: December - March



# Deepam-2 Beneficiary Selection Method

• Rice Card database shared with Oil Marketing Companies (OMCs) for mapping with LPG database

• After mapping LPG data with Rice card data based on Aadhaar number, OMCs will share Rice card matched database

• LPG connections which are not matched with Rice card database and aadhaar number may be proposed as ineligible.

• LPG connections (Rice card and aadhaar matched data) to be verified with other Department databases for validation (Revenue, Transportation, MA&UD, DISCOM, Govt. Employee and Income Tax)

• Validation successful connections proposed to be considered as eligible and failed cases proposed as ineligible

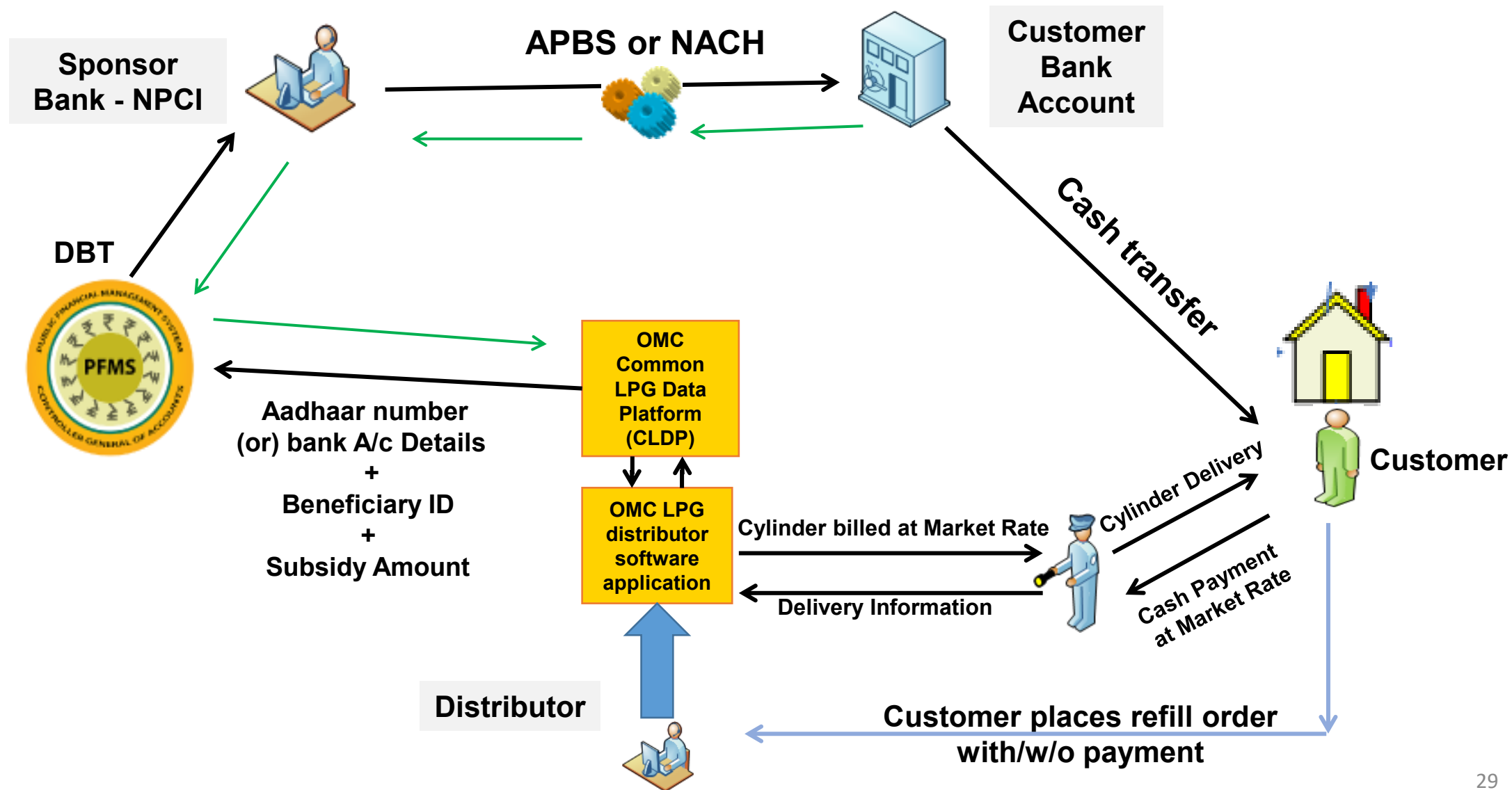
• Multiple connections linked to one rice card will be identified and proposed as ineligible

• Final figures (LPG connections) arrived after completion of all the above steps may be proposed as eligible beneficiaries for availing Free LPG Cylinder Scheme

## Proposed Eligibility Criteria:

- The beneficiary should have all the following:
  - ✓ Active LPG connection in the State
  - ✓ A valid Aadhaar number
  - ✓ A Rice card
  - ✓ Validation of LPG Rice card and Aadhaar matched data with other Department database

# Deepam-2 DBT Subsidy Process Flow



# Deepam – 2 Cylinder Delivery and Subsidy Credit Status

## Round-1 Achievement (November 2024 to March 25)

97.36 lakh

Subsidy Credited Beneficiaries

₹ 764 Cr

Amount Credited

## Round-2 Achievement (April to July 25)

93.83 lakh

Subsidy Credited Beneficiaries

₹ 776 Cr

Amount Credited

## Round-3 Achievement (August to November 25)

94.80 Lakh

Cylinders Delivered

₹ 829 Cr

Amount Released

## Round-4 (December 25 to March 26)

90.95 Lakh

Cylinders Delivered

₹ 771 Cr

Amount Released



## Conversion of 5 kg connections to 14.2 kg connections

- During the Cabinet meeting held on 04.09.2025, **Cabinet has approved the proposals for the conversion of 5 kg LPG Tribal Package cylinders to 14.2 kg Domestic LPG cylinders** under Deepam-2 Scheme with an estimated expenditure of Rs.5.54 Crore.
- The reason for this decision is to enable the 5 kg cylinder holders also to get the subsidy of 3 cylinders equivalent to the 14.2 kg. cylinder.
- With this decision **about 23,912 eligible families** in Agency areas will get benefitted.

**Consumer Affairs (CA),  
Monitoring &  
Co-ordination (M&C) Wing**

# Price Monitoring

- **Prices of 15 essential commodities including cereals, pulses, and edible oils are collected from 154 centres (comprising 77 divisional headquarter mandals and one mandal per division) by ASOs of the Economic & Statistics Department under the Planning Department.**
- **Prices of 15 selected vegetables are collected from 111 Rythu Bazars by Estate Officers of the Rythu Bazars under the Marketing Department.**
- **Consumer prices are collected daily through the Consumer Price (CP) App at present.**
- **Retail and wholesale prices of 40 essential commodities (24 food items and 16 non-food items) are collected by District Economics Officers (DEOs) of Civil Supplies department from three retail shops (averaged) and one major wholesale market.**
- **The 40 essential commodities data is submitted to the Government of India through the PMS Mobile App from designated price reporting centres located in district headquarters.**

# Price Analysis and Reporting

- **Comparative Price Reports:** Daily comparative price reports are generated by comparing current daily prices with prices from the previous month and the same period in the previous year.
- **Group of Ministers (GoM) Committee on Price Monitoring, Regulation, and Market Intervention** has been constituted vide G.O. Rt. No. 1820, General Administration (Cabinet.I) Department, dated 26-10-2024.
- **Gom Meetings:** GoM meetings are held regularly to analyses price trends and recommend effective strategies for price control.
- **District Level Price Monitoring Committee:** District-Level Committee on Price Monitoring, Regulation, and Market Intervention has also been constituted vide G.O. Rt. No. 40, dated 30-10-2024.
- **Agriwatch:** A renowned consulting agency has been engaged to provide regular price forecasts and benchmark prices.

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# Consumer Clubs

- The main motive of Consumer Clubs is to extend non- formal proactive system of consumer education to the school/ college level students and to impart knowledge about the role of students in the protection of consumer rights in their daily livelihood from their childhood itself.
- 6000 consumer clubs were set up in Government Schools. Like wise, 507 and 171 consumer clubs were set up in all Government Intermediate Colleges and Degree colleges respectively.
- Approximately 1,20,000 posters of different kinds have been printed and distributed to all Consumer Clubs and also to the field level functionaries like GSWS.
- Sensitization programs are being conducted in all Consumer clubs with the help of Consumer Voluntary Organizations

# Consumer Information Centers

## **I. State Consumer Information Centre**

- State Consumer Information Centre (SCIC) works as an information, resources, counseling and guidance centre. It also worked as an alternate Consumer Disputes Redressal mechanism with an aim to redress the consumer grievances under non-legal measures.
- The complainant has to submit his complaint in the prescribed complaint format supplied by the Centre at free of cost. After receiving the complaint from complainant a notice is served to the respondent. The counseling is conducted between the two parties to help them in resolving the problem.
- If the Complainant and Opposite parties are not compromised in the issues, the Complainant will be advised to approach the District Forum for redressal of the grievances.

## **II. District Consumer Information Centers (DCIC)**

- The DCIC shall act as counseling and guidance centre to consumers in protection of their rights. At present 15 DCIC are functioning in 13 Districts of which two Additional DCICs at Tirupathi and Parvathipuram of Vizianagram district. Financial Assistance is also provided to DCICs at regular intervals

## A P State Consumer Welfare Fund:

- AP state Consumer Welfare Fund was set up with ₹20.00 crore, comprising ₹15.00 crore from Central contribution and ₹5.00 crore from State contribution to take up various activities for the benefit of the consumers in the state.

## State Consumer Protection Council

- Vide G.O.Ms.No.11 of CA,F&CS Department, dated:4.5.2022, Government have issued orders for constitution of State Consumer Protection Council as an advisory body to work for promotion and protection of consumer rights under sections 6 and 7 of C.P. Act,2019 with the composition of Hon'ble Minister (CS) as the Chairman and Ex-Officio Secretary to Govt, CA,F & CS as the Vice Chairman and the first meeting of State Consumer Protection Council has been conducted with the official members on 24.11.2022.

## District Consumer Protection Council

- Vide G.O.Ms.No.10 of CA,F&CS Department, dated:2.5.2022 Government have issued orders for constitution of District consumer Protection Councils in all districts for the term of three (3) years under the Chairmanship of the Collector & District Magistrate and consisting of official and non official members as per the provisions of the Consumer Protection Act,2019.

## World Consumer Rights Day & National Consumer day

- Government of Andhra Pradesh is celebrating World Consumer Rights Day on 15th March and National Consumer Day on 24th December of every year at the Mandal/ District/ State level in association with the consumer voluntary organizations/Students and various departments like Health, Legal Metrology, PSU oils companies, Local Bodies etc., which are working for the welfare of the consumers. Workshops and exhibitions are conducted on the same day. In order to bring out the consumer awareness among the students of both at school and college level, competitions are conducted on the theme communicated by GOI and distribute cash prizes to the winners on the eve of National Consumer Day.

# New Price Recording and Consumer Awareness Application

- An agency has been on boarded for the design, development and maintenance of a Digital Platform for Consumer Affairs, encompassing consumer awareness activities, price monitoring, reporting and forecasting mechanisms, and market intervention measures through APTS RFP process.
- The application has named as “**AVAGAHANA**” and all the modules of the AVAGAHANA Web Portal for Consumer Affairs have been completed, and the process for hosting the portal at the State Data Center (SDC) has been initiated.
- The vendor, M/s Real Variable Digital Asset Services Pvt. Ltd., is **required to submit the Security Audit Certificate of the application** for registration of the domain name and hosting, which is currently under process.

## Call Center - 1967

- At present call centre is being run with manual CRM without any integrations and Ticket raising mechanisms.
- A customized CRM system is to be developed specifically to enable call centre agents to access relevant caller information in a streamlined and efficient manner, thereby enhancing overall service delivery and response time.
- The existing CRM vendor contacted for development of module to integration APIs and ticket raising mechanism, accordingly requirements have been given to the vendor and the development is currently in progress.

**THANK YOU**