

Annexure 16 : Such other information as may be prescribed under section 4(1)(b)(xvii)

Sr No .	Branch Name	Grievance redressal mechanisms	Details of applications received under RTI and information provided	List of completed schemes/ projects / programmes	List of schemes/projects/programmes underway	Details of all contracts entered into including name of the contractor, amount of contract and period of completion of contract. Any other information
1	Rice	In the Grievance Redressal Mechanism, a person can approach to the Branch Officer or the Department Head.	52 applications (from 1-1-2019 to 31-12-2019)	No	No	No
2	Storage	Nil	14 applications (from 1-1-2019 to 31-12-2019)	Nil	Nil	Nil
3	Distribution	As per Punjab food	75 applications	N.A.	TPDS/State sponsored smart	N.A.

		security rules 2016	(from 1-1-2019 to 31-12-2019)		ration card scheme	
4	Supply	<p>The citizen can complain regarding non-availability of services/products from gas agencies, petrol pumps and brick kiln to the respective 22 District Controllers, Food, Civil Supplies & Consumer Affairs, in the State of Punjab.</p> <p>If the grievance is not redressed, he can appeal at the head office</p>	<p>10 applications (from 1-1-2019 to 31-12-2019)</p>	Nil	Nil	Nil

		level.				
5	Food Purchase	N.A.	8 applications (from 1-1-2019 to 31-12-2019)	N.A.	N.A.	N.A.
6	Establishment-1	The branch follows the citizen charter of the department of Food Civil Supplies and Consumer Affairs Punjab	42 applications (from 1-1-2019 to 31-12-2019)	Nil	Nil	Nil
7	Establishment-2		30 applications (from 1-1-2019 to 31-12-2019)	Nil	Nil	Nil
8	Establishment-3	A person can approach to HOD for any grievances	40 applications (from 1-1-2019 to 31-12-2019)	-	-	-
9	Establishment-4	A person can approach to HOD for any	19 applications (from 1-1-	NIL	Nil	Nil

		grievances	2019 to 31-12-2019)						
10	Establishment Accounts-1	N.A.	06 applications (from 1-1-2019 to 31-12-2019)	N.A.	N.A.	Name of The Contractor	Annual Contract Amount(in Rs)	Contract Valid till	Purpose
						Rakshak Securitas Pvt Ltd	Rs 1,31,31,473/- (when contracts starts in 2018)	31-07-21	For hiring of outsource staff
						Telecom Solutions	3,19,809/-	30-09-20	AMC of EPBAX machine
						Thyssenkrupp	2,87,509/-	30-09-21	AMC of Lifts
						Eureka Forbes Ltd	10,400	31-12-21	AMC of water purifiers
						Royal Power Solutions	47200/-	02-05-22	AMC of DG Sets
						HVAC Engineerin	12,60,000/-	21-08-21	AMC of AC plant
						RHM Janitorial	1,27,440/-	05-01-22	Contract for Anti pest and rodent control
11	Establishment Accounts-2	N.A.	10 applications (from 1-1-2019 to 31-12-2019)	N.A.	N.A.	N.A.			
12	Inspection	N.A.	0 applications (from 1-1-2019 to 31-	N.A.	N.A.	N.A.			

			12-2019)			
13	Banking	Nil	0 applications (from 1-1-2019 to 31-12-2019)	Nil	Nil	Nil
14	Less-Excess	N.A.	03 applications (from 1-1-2019 to 31-12-2019)	N.A.	N.A.	N.A.
15	Quality Control	N.A.	01 applications (from 1-1-2019 to 31-12-2019)	N.A.	N.A.	N.A.
16	Wheat Accounts and Recovery (1 to 5)	Person with Grievance can approach to Head of the Department	0 applications (from 1-1-2019 to 31-12-2019)	Nil	Nil	Nil
17	Rice Accounts (1 to 3)	Person with Grievance can approach to Head of the Department	02 applications (from 1-1-2019 to 31-12-2019)	No	No	No
18	Budget Fund	Person with Grievance can approach to Head of	15 applications (from 1-1-2019 to 31-	Nil	Nil	Labour/Cartage, Transportation, PEG Godown&Dharam Kanda contracts are allotted as per policies/agreement for Rabbi and Kharif season every year.

		the Department	12-2019)			
19	Incidental	Person with Grievance can approach to Head of the Department	03 applications (from 1-1-2019 to 31-12-2019)	Nil	Nil	Nil
20	Compilation	Person with Grievance can approach to Head of the Department	01 applications (from 1-1-2019 to 31-12-2019)	Nil	Nil	Nil
21	General Provident Fund Branch	A person can approach to HOD for any grievance	0 applications (from 1-1-2019 to 31-12-2019)	Nil	Nil	Nil
22	Consumer Protection Act	For any grievance Consumer can approach directly to District Consumer Commission and can also lodge there complaint online through E-	10 applications (from 1-1-2019 to 31-12-2019)	Nil	<ol style="list-style-type: none"> 1. Consumer Welfare Fund 2. Consumer Helpline 3. Consumer Awareness Scheme 4. Strengthening the infrastructure of Consumer Fora 	Nil

		Daakhil portal.				
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