

Annexure 17: Annual Administrative Report of The Department



GOVERNMENT OF PUNJAB

**ANNUAL ADMINISTRATIVE REPORT
(2019-2020)**

**DEPARTMENT OF FOOD, CIVIL SUPPLIES
& CONSUMER AFFAIRS**

Anaaj Bhawan, Sector – 39C, Chandigarh

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GOVERNMENT OF PUNJAB
FOOD CIVIL SUPPLIES AND CONSUMER AFFAIRS DEPARTMENT

ANNUAL ADMINISTRATIVE REPORT

(YEAR 2019-20)

1. BACKGROUND

The Department came into existence in 1942 at Lahore in the wake of introduction of rationing during the 2nd World War, after the partition of the country in 1947, the office was shifted to Shimla. The Camp Office of this Department was shifted to Chandigarh in 1956-57, but the main office was shifted from Shimla in the year 1959 when the State trading in the food grain was introduced. Since then, the department is evolving and has increased its operations from time to time.

This Department has manifold functions which are as under:

- Procurement of food grains
- Storage of food grains
- Supply and Distribution of Essential Commodities
 - Licensing Authority of Brick Kilns
 - Regulation of supply of LPG, Petrol and Diesel
- Implementation of Consumer Protection Act, 1986.
- Controller Legal Metrology
- Registrar UIDAI

2. ORGANIZATIONAL SET UP OF THE DEPARTMENT

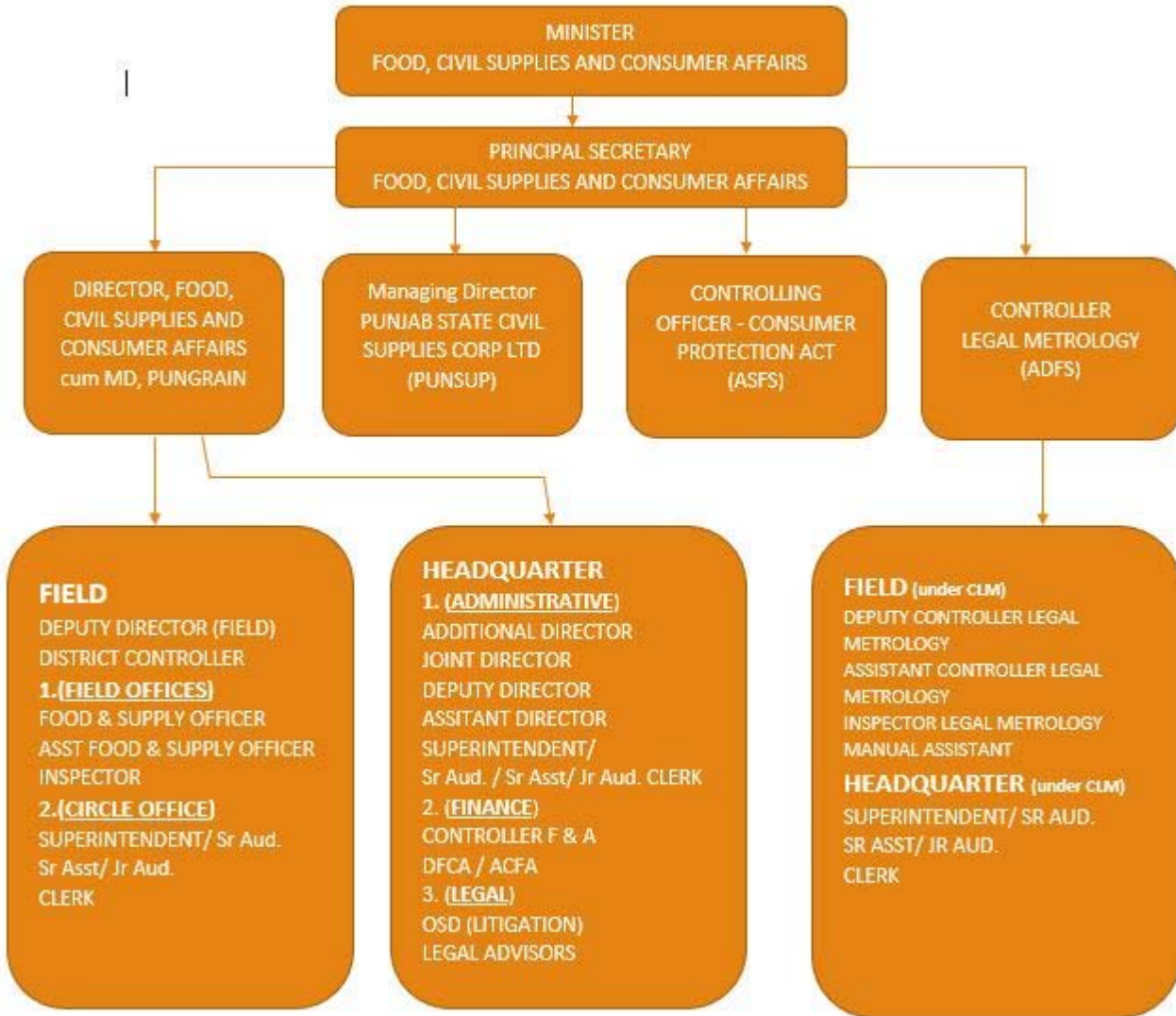
Administrative Setup

- MINISTER, FOOD, CIVIL SUPPLIES AND CONSUMER AFFAIRS
- ADMINISTRATIVE SECRETARY, FOOD, CIVIL SUPPLIES AND CONSUMER AFFAIRS

The Department has the following wings.

- DIRECTORATE OF FOOD CIVIL SUPPLIES AND CONSUMER AFFAIRS
- PUNGRAIN
- PUNSUP
- LEGAL METROLOGY
- CONSUMER PROTECTION ACT

Organisational Structure of the Department



SET UP AT HEAD OFFICE		
Sr. No.		Duties, Functions and Responsibilities
1	Deputy Secretary, Consumer Protection Branch	<ul style="list-style-type: none"> • To implement of Consumer Protection Act, 1986 which is a Central Legislation. • To deal with the State Commission and District Consumer Fora established under Consumer Protection Act.
2	Controller Legal Metrology	<ul style="list-style-type: none"> • To safeguard the interest of the consumers by ensuring that goods sold and bought are correct in quantity and volume as claimed. • To enforce Legal Metrology Act, 2009 and Standards of Weight and Measures (Enforcement) Act, 1985. • To maintain accuracy in weighing and measuring instruments in the state and to regulate intra/interstate trade.
3	Controller Finance and Accounts	<ul style="list-style-type: none"> • The CFA functions as a bridge between finance department of the State and Department of Food and Civil Supplies. • To aid and assist in monitoring of accounts/Audit of the department and Pungrain: <ul style="list-style-type: none"> ➤ Implementation of Instruction/Directions received from Finance. ➤ Supervision of different type of Wheat and Rice Accounts i.e cash, inventories and stock accounts in respect of financial implications. ➤ Recoveries from different sources against the discrepancies/losses. • Supervision of all payments with regard to milling bills, transportation, securities, GPF, Registrar UID. • To aid and assist the Department in financial matters with regard to: <ul style="list-style-type: none"> ➤ Proficiency steps up cases of Group B, C and D Officers/Employees. ➤ Finalization and Sanction of GPF/retirement benefits/pay fixation/ Pension cases/ gratuity/ leave encashment/ ex-gratia/medical bills/LTC, TA etc. • To aid and assist the department regarding Audit paras of CAG, PAC, AG, FD.
4	Additional/Joint/Deputy Director (Distribution)	<ul style="list-style-type: none"> • To aid and assist the Government in running the day-to-day activities of the Department wrt distribution of food grains under NFSA 2013 and to put up for decision to DFS and PSFS. • To implement End to End computerization of TPDS operations in the state (5-year plan 2012-17, now extended upto 2019-20) • To examine the various reports and returns received from districts as per the laid down policy w.r.t. <ul style="list-style-type: none"> ➤ Coverage of population under NFSA, continuous verification and re-verification of such coverage. ➤ Monitoring of FPS operations ➤ FPS policy- Transfer of FPS in death cases, allotment of new FPS wherever the vacancies are there.

		<ul style="list-style-type: none"> ➤ Co-ordination with GOI correspondence. ➤ Implementation of directions of the references received from GOI. ➤ Implementation of End-to-End computerization of TPDS operations i.e., data digitization, online allocation, supply chain management, FPS operation. ➤ Formation of Vigilance Committees at FPS/Village, Block, District and State level as mandated in NFSA 2013. ➤ To assistance advice Food Commission as per the provisions of NFSA. ➤ Notification of Punjab Food Security Rules 2016 as per the requirements of NFSA 2013. ➤ To impose stock limits of essential commodities under essential commodities act as and when direction is received from GOI. ➤ To aid and advise the Government in formulation and implementation of various policies of the State Government related to the Department. ➤ To aid and advise the Government to send recommendations and inputs to the Government of India for formulation of food grains related policies.
5	Additional/Joint/Deputy Director (Supply)	<ul style="list-style-type: none"> • To facilitate the Government in running the day-to-day activities of the Department w.r.t <ul style="list-style-type: none"> ➤ Pradhan MantriUjjwalaYojanaScheme(PMUUY) and Extended Pradhan MantriYojana(EPMUY) ➤ MDBTL (Modified Direct Benefit Transfer of LPG) Scheme. ➤ Laying of pipelines for CGDN (City Gas Distribution Network) ➤ Co-ordination regarding Provision of relief material in case of emergency situations like floods etc. as per the directions of the Department of Revenue, Rehabilitation & Disaster Management, Punjab. ➤ Monitoring of NOCs issued at the level of District Magistrates before installing new Retail Outlets of Petrol/Diesel. Appeals of the Brick kilns ➤ Co-ordination with GOI correspondence. ➤ Implementation of directions of the references received from GOI. • To examine the various reports received from districts as per the laid down policy w.r.t <ul style="list-style-type: none"> ➤ Working of LPG Agencies through monthly reports. ➤ Working of Retail Outlets of Petrol/Diesel through monthly inspections. ➤ Working of Brick Kilns.
6.	Additional/Joint/Deputy Director (Rice)	<ul style="list-style-type: none"> • To aid and assist the Government in running the day-to-day activities of the Department w.r.t: <ul style="list-style-type: none"> ➤ Registration of Rice Mills. ➤ Milling Operations. ➤ Delivery of custom Milled Rice to FCI. • To examine the various reports and returns received from districts w.r.t Physical Verification of Rice Mills, Complaints received against Rice Mills, etc. as per the laid down policy and to put up for decision.

		<ul style="list-style-type: none"> • To aid and advise the Government in formulation and implementation of Custom Milled Policy. • To aid and advise the Government to send recommendations and inputs to the Government of India regarding Custom Milling of Paddy and delivery of resultant rice to FCI.
7	Additional/Joint/Deputy Director (Food Purchase)	<ul style="list-style-type: none"> • To aid and assist the State Government in running the day-to-day activities of the Department regarding procurement of wheat and paddy. • To examine various reports received from districts as per prescribed formats, analyse them and to put up for decision. • To aid and advise the State Government in formulation and implementation of Procurement Policy of wheat & paddy. • To coordinate with Government of India for timely arrangement of bales. • To allot different mandis amongst SPAs as per procurement policy keeping in view minimum expenditure. • To compile arrival procurement and lifting of wheat and paddy in the mandis. • To aid and advise the Government regarding disposal of complaints, court cases & RTI cases related with the branch.
8	Additional/Joint/Deputy Director (Storage)	<ul style="list-style-type: none"> • To assist the State Government in running the day-to-day activities of the Department regarding Storage of wheat. • To examine various reports received from districts as per prescribed formats, analyze them and to put up for decision. • To aid and advise the State Government in formulation and implementation of policy for storage of wheat. • To assist District Offices in hiring of storage Godowns/plinths for the storage of wheat. • To assist in purchase of new stock articles and sale of old stock articles. • To assist hiring of Security Guards for the ward & watch of Wheat stock. • To deal with temporary/ Ad-hoc P.R. Chowkidars. • To carry out physical verification of wheat stocks. • To coordinate with FCI/Government of India for timely movement of wheat. • To aid and advise the Government regarding disposal of complaints, court cases & RTI cases related with the branch.

9	Assistant Controller Finance & Accounts	<ul style="list-style-type: none"> • To assist the State Government to check Finance &Accounts and to control and reduce Govt. losses. • To examine the monthly accounts received from districts as per prescribed formats and sent observation to comply upon and to workout/recover the amounts of losses. • To assist the State Govt. in the implementation of policies i.e., labour and transportation. • To examine and check to ensure the payments of all milling bills after due deductions as per cost sheets of GOI/FCI and rate fixed by State Government. • To prepare the annual/supplementary budget estimates and its allocation to all the DDO's and to reconcile the figures with AG Punjab. • To deal with Audit Reports/Audit Para's of CAG/PAC/AG/FD.
10	Superintendent/ Senior Auditor	<ul style="list-style-type: none"> • To aid and assist the Officer in charge of the branch in the day-to-day office work. • To examine the various reports received from districts as per the laid down policy and put up to the branch officer. • To examine the various accounts received from Districts as per the policies/rules/rates of GOI/FCI/State and to put up observations. • To check and finalize the bills for payments i.e., milling/transportation carry over charges etc. after due deduction and to put up to the branch officer.
11.	Senior Assistant/ Junior Auditor/ Senior Assistant Accounts/ Inspector	<ul style="list-style-type: none"> • To aid and assist Superintendent and officers in charge in the day-to-day office work. • To examine the various reports and returns received as per the laid down policy and put up to the Superintendent /branch officer.
12.	Clerks/Record Keepers	<ul style="list-style-type: none"> • To maintain office record. • To keep diary/dispatch of all the letters received/issued from the branch. • To email the urgent letters as per orders of the seniors.

ESTABLISHMENT BRANCHES:

(1) Establishment-1 Branch:

Establishment-1 Branch deals with: -

- Functions relating to establishment matters such as appointments, promotions, probation, confirmation, reversions, postings and transfers, retirement, premature retirement, disciplinary cases, suspensions, dismissals, removal or compulsory retirement, seniority, level matters, property returns, ACRs, complaints etc of Additional Director, Joint Directors, Deputy Directors, Assistant Directors, DFSCs, DFSOs, Superintendents, Accounts Officers, Senior Auditors.
- This branch also maintains service record and personal files.

(2) Establishment Account-1 Branch:

Establishment Account-1 Branch deals with:

- Contingency bills of Head Quarters.
- Rent cases of building hired by the Department and Court cases of Government building of Headquarters and field.
- Calculation of interest on HBA/Scooter advances/computer advance and issue of NDC regarding thereof.
- LTC/GIS/cases for allotment of Govt. Quarters/T.A. bills and General work of Establishment Accounts-1 branch.

(3) Establishment 2 Branch:

Establishment-2 Branch deals with:

- The Administrative Control on the Ministerial Field and Head Office Staff.

(4) Establishment Account-2 Branch:

Establishment Account-2 Branch deals with:

- Fixation of pay of gazetted and non gazette establishment.
- Payment of medical bill and L.T.C/T.A. of gazetted staff.
- Grant of annual increment of gazetted and non gazetted staff.

- Sanction of Leave and leave encashment gratuity and pension of gazetted and non gazetted staff.
- Maintaining GPF details of all officials of the department.

(5) Establishment 3 Branch:

Establishment 3 Branch deals with:

- service/Establishment matters of Assistant Food and Supplies Officers.

(6) Establishment 4 Branch:

Establishment 4 Branch deals with:

- service/Establishment matters of the Inspectors.

3. MISSION & GOALS

i) MISSION

PROCUREMENT

- To procure wheat and paddy as per prescribed specifications at the Minimum Support Price fixed by GOI and to facilitate farmers so that they do not face any problem in selling their yield.
- Department will ensure to streamline transportation of foodgrains and labour cartage work in the State of Punjab by inviting tenders from various competitive bidders.
- Department will ensure proper distribution and use of gunny bags obtained from the Central Government during every crop year.
- Department will also ensure Nation's Food Security by efficient milling of paddy procured by various State procuring agencies in the state.
- To bridge the Cash and Credit Limit Gap between the stocks of foodgrains and their corresponding realization in terms of funds.
- Department will ensure to match paddy stock account with purchased Paddy during every crop season. After milling of paddy, department will ensure proper payments to the millers as per the rates set/fixed by the Govt. of India, this has to be done in a time bound manner.

STORAGE

- Department will ensure to protect the foodgrains stocks procured by State procuring agencies by proper storage in scientific manner and the aeration and fumigation of the stocks.

DISTRIBUTION

- The Department of Food, Civil Supplies and Consumer Affairs, Punjab aims to ensure supply and distribution of essential commodities to all the sections of the society through an improved Public Distribution System with End-to-End Computerization of Targeted Public Distribution System (TPDS). Thus, bringing transparency in the entire chain of distribution and weeding out of bogus beneficiaries, the Department is also envisaging to generate consumer awareness regarding food and nutritional security.
- Department has implemented Essential Commodities Act,1955 and also monitors the prices of 22 essential commodities.

SUPPLY

- Department will cover all households in the State with respect to the usage of LPG/Piped Natural Gas(PNG) instead of hazardous fuels by involving Oil Marketing Companies.
- Department will monitor the regular supply of LPG/PNG to the consumers as per their demand and control monopolistic practices in the supply of LPG.
- Department will also ensure regular supply of petroleum products to the consumers as per their demand without adulteration.
- Department will monitor the distribution and availability of bricks at reasonable rates to the general consumer regularly.

LEGAL METROLOGY

- Department will monitor the reliability & accuracy of all Weights & Measures being used by different establishments to ensure delivery of right quantity & measure of goods and services to the Consumers.
- Department will ensure the implementation of the labeling and packaging guidelines under Legal Metrology (Packaged commodities) rules, 2011 to mandate declaration of some basic information such as name and address of the manufacturer, name of commodity, net quantity, MRP, date of packing, date of expiry and customer care contacts etc. to safeguard the consumer interests.
- The department also envisages implementation of Business Reform Action Plan (BRAP) 2017 enabling ease of doing business prepared by Department of Industrial Promotion & Policy (DIPP), Govt. of India in Partnership with World Bank Group.

CONSUMER PROTECTION ACT

- To maximize the disposal of the cases within specified time limit under the Consumer Protection Act 1986.(CPA)

ii) GOALS:

- To ensure smooth procurement of wheat and paddy in the State at Minimum Support Price (MSP).
- To ensure maximum contribution of food grains in the central pool by efficient milling of procured paddy.
- Department procures wheat as per prescribed specifications of GOI at MSP, stores in CAP/covered and PEG storage godowns. Department ensures the proper preservation of procured/stored wheat stocks by arranging spray, fumigation and quality control so as to keep the stored food grains in good condition.

- Arrangement of Covered/Open/Covered at Plinth (CAP)/PEG godowns/Silos having adequate capacity for storage of wheat in the state. Paddy procured by the State Procuring Agencies is stored in shellers /rice Mills.
- Labor and Cartage work and transportation of foodgrains from various procurement centers located in the State of Punjab to storage points at reasonable rates, so that CCL (Cash Credit Limit) gap may be bridged up.
- The goal of getting the paddy issued to the millers at the right time by getting custom milled rice in proportion to paddy procured and passing them to the central pool, which may be completed by issuing instructions from time to time. Levy security, custom milling security deposit by millers and Milling bills payments to Millers are paid in a timely manner, so that the Millers are interested in the Milling work and the government's beliefs remain intact.
- The targets of achieving full cost from the FCI and central government during wheat and paddy season which are completed during the year.
- To make the Accounting system of the Department transparent/uniform and digitalized to work out gap and losses as early as possible and to make it easily understandable. Timely allocation of the funds received from FD and to keep a regular check on the administrative expenses by reconciling the facts and figures with Accountant General, Punjab. In context of the Transportation and Labor & cartage policy to lift every single foodgrain from the Procurement point to the Storage points.
- To ensure maximum online distribution of food grains in a transparent manner, to reduce to grievances of the beneficiaries and to check price rise.
- To provide LPG connections below poverty line families which were identified under SECC, 2011 and also to the households like Most backward classes, Pradhan Mantri Awaas Yojna, Gramin, Antodya Anna Yojana (AAY), SC/ST etc.
- To curb the air pollution the departmental aim is to
 - Implement the zigzag technology in Brick Kilns in the State of Punjab
 - Reduce the fuel adulteration.
 - Department has Voluntary surrendered its PDS kerosene Oil Quota, since March 2017 and with the coordination of State Oil Coordinator, Oil Industry, Punjab this department has replaced it with clean and more efficient cooking fuel i.e LPG (Liquefied Petroleum Gas).
 - Act as a facilitator for laying the CNG/PNG being laid under City Distribution Network.
- To ensure effective implementation of
 - Legal Metrology Act 2009.
 - Legal Metrology (General) Rules, 2011, Legal Metrology (packaged commodities) rules 2011, Punjab Legal Metrology (Enforcement) rules 2013 etc. in the consumer interest.

- This implementation of Act/Rules will ensure.
- Maintenance of the accuracy in all weights measures used in Trade, Commerce & Industry.
 - Protection of consumer interest
 - Correct quantities for the prices paid.
 - The provision of effective, inexpensive and speedy Redressal system to the consumer which is the dire need of modern times and 100% disposal of the number of cases filed during a period (Month/ Quarter/ Year).

4. (D,E,F). POLICY, PROGRAMMES AND PROJECTS, ANNUAL TARGETS.

FOOD PURCHASE

D) POLICY:

- **Purpose**

To issue guidelines to all agencies, stakeholders and concerned staff to ensure smooth procurement of wheat and paddy in the State at or above Minimum Support Price fixed by GOI.

- **Content**

The procurement policy contains instructions for the concerned staff/stakeholders to conduct smooth procurement of the wheat and paddy on the following issues:

- Minimum Support Price (MSP)
- List of Purchase Centers
- Estimated Share of Procurement for Procurement Agencies
- Deployment of Staff in the Purchase Centers
- Timing of Auction of Foodgrains
- Instructions to maintain record.
- Arrangement of bags
- Sewing of bags and stenciling on bags after filling
- Lifting and Transportation of filled bags.
- Payment of procured foodgrains.
- Storage of procured foodgrains.
- Information regarding compilation of arrival & procurement data.
- Arrangement of Drinking water, electricity, power cleaners, tarpaulins, poly covers, crates etc.
- Grievance Redressal Committees to resolve complaints of farmers/arhtiyas.
- Other miscellaneous instructions.

- **Output**

Procurement of all such wheat and paddy, which is within the specifications prescribed by GOI, arriving in the mandis notified by State Government at MSP fixed by the GOI, for the central pool & other public welfare schemes of the Central/State Govt.

E) PROGRAMMERS & PROJECTS:

Outline/description

There are two marketing seasons i.e., Rabi Marketing Season and Kharif Marketing Season. During Rabi Marketing Season, wheat is procured and during Kharif Marketing Season, paddy is procured in the State.

F) ANNUAL TARGETS OF EACH PROGRAM/ PROJECT.

An estimated target of wheat during each Rabi Marketing Season and of paddy during Kharif Marketing Season is fixed by the Department of Food, Civil Supplies & Consumer Affairs, Punjab as per reports received from Department of Agriculture, Punjab, regarding Area under cultivation of wheat & paddy, estimated production and marketable surplus as well as considering actual procurement during previous marketing seasons. The targets of Rabi & Kharif Marketing Seasons in 2019-20 were as follows:

Financial Year	Marketing Season	Estimated target (in Lac MT)		
		State Procurement Agencies	FCI	Total
2018-19	RMS 2018-19	104.00	26.00	130.00
	KMS 2018-19	190.00	10.00	200.00
2019-20	RMS 2019-20	105.60	26.40	132.00
	KMS 2019-20	161.50	9.50	170.00

These targets are fixed to enable the Government Procurement Agencies to make suitable pre-arrangements for smooth procurement of foodgrains during the season.

STORAGE BRANCH

D) POLICY:

• **Purpose**

To issue guidelines for hiring of Govt./Private Plinths and Godowns/Warehouses by State Procuring Agencies (SPAs) for safe storage of foodgrains/wheat stocks.

To arrange required storage space i.e., CAP, Covered and Silos for storage of wheat.

To arrange stock articles like wooden crates, covers, tarpaulins, nets for safe storage of foodgrains/wheat stocks.

Hiring of security agencies for watch & ward of wheat stock.

To carry out physical verification of wheat stocks.

To coordinate with FCI for movement/liquidation of wheat stocks.

- **Content**

The guidelines contain instructions for hiring of Covered Godowns and Open Plinths by SPAs.

- **Output**

To hire Covered Godowns and Open Plinths by State Procuring Agencies (SPAs) to ensure safe storage of central pool and DCP foodgrains/wheat stocks.

E) PROGRAMS& PROJECTS:

- **Outline/description**

- Govt. of India has given approval for construction of new CAP capacity of 35 LMT to be Hired on Guarantee Basis under CAP Hiring Scheme-2019 in the State of Punjab in 2019-20.

F) ANNUAL TARGETS OF EACH PROGRAM/ PROJECT:

1. Storage:

To achieve 100% storage of foodgrains/wheat in the State.

STORAGE OF WHEAT				
Year	Fig. in LMT)			
	CAP	Covered	SILOS	TOTAL
2019-20	74.96	20.51	0.875	96.345

- 2. Movement:** The target of wheat movement is fixed by Food Corporation of India, HQs and conveyed/executed through FCI, Regional Office, Punjab is mentioned below:

MOVEMENT OF STOCK			
Year	Target/Planned (Fig. in LMT)		
	Wheat	Rice	Total
2019-20	94.93	78.77	173.70

RICE

D) POLICY:

i) Purpose: As far as the operation of converting government procured paddy into rice and its delivery to FCI for Central Pool is concerned, the department endeavors to maintain complete transparency and sound co-ordination between the procurement agencies and the rice millers by formulating a comprehensive custom milling policy and facilitating the creation of a proper administrative and financial mechanism to reach the explicit goals of the government in this regard.

ii) Content: The Rice Milling Policy contains explicit provisions regarding the following-

- Registration of a rice mill
- Allotment of rice mills & its schedule & eligibility.
- Allotment to lessee rice mills
- Weeding out the defaulter rice mills
- Signing of the agreement between the agency & the miller
- Linkage of mandis and rice mills
- Entitlement of paddy to rice mills
- Storage of paddy stocks
- Shifting of paddy under release order (RO) scheme
- Second shifting of stored paddy
- Physical verification (PV) of paddy
- Milling operations
- Out-turn ratio
- Services to be provided by the miller.
- Delivery of rice
- Securing the loss
- Stock articles
- Transportation of paddy

iii) Output:

- Safe storage of paddy in the rice mills.
- Regular Physical Verifications.
- Timely milling of paddy.
- Timely delivery of rice to the central pool.
- Zero defalcation of rice/paddy.

E) PROGRAMMES& PROJECTS

Outline/description:

- Regulation of rice mills engaged in custom milling of Government paddy.
- Prevention of bogus/fictitious purchase.

F) ANNUAL TARGETS OF EACH PROGRAM/PROJECT

- To ensure timely delivery of rice as per schedule laid down in Custom Milling Policy.
- To ensure that no paddy/rice is embezzled and that no stocks are damaged by carrying out Physical Verifications as per policy directions.

DISTRIBUTION

D) POLICY:

i) Purpose:Implementation of National Food Security Act,2013 (NFSA 2013.)

ii) Content:Population to be covered as mandated in NFSA 2013 i.e., 44.7% urban population 54.8% rural population as per 2011 census.Approximately 1.41 crore beneficiaries to be covered.Allocation of food grains as decided by GOI i.e., 8.70 lac metric ton.

iii) Output

To ensure the timely and transparent distribution to eligible beneficiaries
Roll out of FPS automation.

E) PROGRAMMES & PROJECTS

End to End computerization

F) ANNUAL TARGETS OF EACH PROGRAM/PROJECT

- 100% Data digitization with Aadhaar seeding.
- Online allocation
- Distribution in presence of vigilance committees.
- Grievance Redressal

SUPPLY

D) POLICY:

- The LPG agencies are governed under the Liquefied Petroleum Gas(Regulation of Supply & Distribution) Order 2000.
- The LPG used in Motor vehicles is regulated as per the LPG(Regulation of Use in Motor Vehicles) Order, 2001
- The supply & distribution of petroleum products is regulated as per the Motor Spirit and High-Speed diesel (Regulation of Supply and Distribution and Prevention of Malpractice) Order, 1998& the Petroleum Products (Maintenance of Production, Storage and Supply) Order, 1999.
- All brick kilns work under the influence of the Punjab Control of Bricks Supplies, Price & Distribution Control Order, 1998.
- The supply & distribution of kerosene Oil is regulated as per the Punjab Light Diesel Oil and Kerosene Licensing Order 1978 and Kerosene (Restriction on Use and Fixation of Ceiling Price) Order, 1993.

i) Purpose:

- Aim is to provide free LPG connections under Pradhan Mantri Ujjwala Yojana (PMUY) (100 % centre sponsored scheme) launched by GOI on 01.04.2016 to below poverty line families which were identified under SECC, 2011 and also provide free LPG connections to the households like Most backward classes, Pradhan Mantri Awaas Yojna, Gramin, Antodya Anna Yojana, SC/ST etc under Extended Pradhan Mantri Ujjwala Yojana (EPMUY) started by GOI in April, 2018, for the poor women empowerment and replacing the unclean cooking fuels mostly used in rural areas of Punjab with the clean fuel.
- is to provide the LPG subsidy under Modified Direct Benefit Transfer scheme (MDBTL) implemented in 15.11.14, in consumer account by linking Aadhaar number to their bank account number.
- As a regulatory authority, the working of Petrol/Diesel Pumps, LPG Agencies and Brick Kilns is being monitored so as to ensure hassle-free provision of goods and services to the consumers of the State.
- Proper distribution and availability of bricks at reasonable rates to the general consumer.

ii) Content:

- Aim is to provide free LPG connections under Pradhan Mantri Ujjwala Yojana (PMUY) (100 % center sponsored scheme) launched by GOI on 01.04.2016 to below poverty line families which were identified under Socio Economic Caste Census, 2011 (SECC, 2011) and also provide free LPG connections to the households like Most backward classes, Pradhan Mantri Awaas Yojna, Gramin, Antodya Anna Yojana, SC/ST etc under Extended Pradhan Mantri Ujjwala Yojana (EPMUY) started by GOI in April 2018. Till dated 31.03.2020 total free LPG connections distributed under PMUY and EPMUY are 12,23,541. Government of India has not distributed new gas coonnections to beneficiaries under PMUY and EPMUY after September 2019.

iii) Output

- Regular supply of LPG is being provided to the consumers as per their demand.
- Regular supply of petroleum products is being provided to the consumers as per their demand without adulteration.
- Providing Bricks to the consumers at the reasonable rates

E) PROGRAMMES/PROJECTS/SCHEME

- Pradhan Mantri UjjwalaYojana(PMUUY) and Extended Pradhan Mantri Ujjwala Yojana (EPMUY) (100 % Centrally sponsored Scheme)
- MKRGA (Mata Khivi Rasoi Gas Abhiyaan)(100% State Sponsored Scheme)
- MDBTL (Modified Direct Benefit Transfer of LPG) Scheme.

ANNUAL TARGETS OF EACH PROGRAM/PROJECT.

To provide 100% free LPG connections

CONTROLLER (F AND A):

d) Policy:

Is to implement the guidelines/policies/instructions/rates of GOI/FCI/State Govt.

i) Purpose:

With regard to procurements and expenses on procurement/incidental charges, to reduce the State losses.

ii) Content:

To check & to control the Govt. revenues & expenses & to recover Government losses.

iii) Output:

To make all deductions from the concerned amounts to be recovered at the time of finalization of milling bills/salaries /retrial benefits of the employees and to deposit in Govt. accounts.

Consumer Protection Act Branch

D) Policy:

Purpose: Speedy Redressal of Grievance of the litigant parties in Consumer Cases as per the provisions of the Consumer Protection Act 1986, as amended time to time.

Content:

- District Forums in each District Forum in the State-deals with the Consumer Complaints upto the limit of 20 Lacs.
- State Consumer Commission deals with the appeals in the decisions of the District Forums and Consumer Complaints above the limit of 20 Lacs to 1 Crore.
- Hon'ble National Consumer Commission deals with the appeals in the decisions of the State Commission and Consumer Complaints above the limit of above 1 Crore.
- The appeals of the decision of the National Commission lies in the Hon'ble Supreme Court

Output: To ensure timely disposal of the complaints/Appeals of the litigants, in accordance with the Act.

E) PROGRAMS & PROJECTS:

- Outline/description - World Consumer Rights Day is celebrated every year on March 15. It is a day marked to raise global awareness about consumer rights and needs. State Government also celebrates Consumer Day on 15 March every year.
- Ministry of Consumer Affairs, Food and Public Distribution organizes the National Consultation Meeting (national conference) of Ministers of States/UTs to deliberate on the issues concerning consumer empowerment, protection and welfare etc.

F) ANNUAL TARGETS OF EACH PROGRAM/PROJECT:

These programs (Consumer Day & National Conference) are being celebrated/organized every year for the empowerment of Consumers and for the awareness of the Consumer regarding their rights.

LEGAL METROLOGY

D) POLICY:

Purpose: The mandate of this wing is to implement Legal Metrology Act 2009 and Rules made there under in the interest of the consumers. Besides, it also implements various directives, guidelines/advisories issued through Director, Legal Metrology, Department of Consumer Affairs, Food and Public Distribution, Govt. of India. The main thrust of these policies is to ensure the welfare of the consumers through enforcement of Legal Metrology act and rules made there under.

E) PROGRAMMES& PROJECTS:The programmes and projects entail the implement the following:

- The Legal Metrology (General) Rules, 2011
- The Legal Metrology (Numeration) Rules, 2011
- The Legal Metrology (National Standards) Rules, 2011
- The Legal Metrology (Approval of Models) Rules, 2011
- The Legal Metrology (Packaged Commodities) Rules, 2011
- The Indian Institute of Legal Metrology Rules, 2011
- The Punjab Legal Metrology (Enforcement) Rules, 2013 - The State of Punjab notified under the provision of the section 53 of the Legal Metrology Act, 2009

F) ANNUAL TARGETS OF EACH PROGRAM/PROJECT:

Year	Revenue Collected	Annual Target of Inspection/verification of Establishments as per GOI Norms 1500 per Inspector (1500 *40 Inspector)	Inspection/Verification Done per Inspector	Actual Inspection/Verification Done by Legal Metrology Inspectors (As per volume of work Report
2019-20	14.17 crore	60,000	1,40,000/40 = 3500	1,40,000

5. COMPARATIVE CHARTS (PHYSICAL & FINANCIAL PROGRESS OF DEPARTMENT) FOR PREVIOUS TWO YEARS COMPARED WITH YEAR BEING REPORTED - in Tabulated Form

FOOD PURCHASE

Financial Year	Marketing Season	Actual Procurement (in Lac MT)		
		State Procurement Agencies	FCI	Total
2017-18	RMS 2017-18	102.16	14.5	116.66
2018-19	RMS 2018-19	111.6	15.3	126.9
2019-20	RMS 2019-20	113.48	15.72	129.2

Financial Year	Marketing Season	Actual Procurement (in Lac MT)		
		State Procurement Agencies	FCI	Total
2017-18	KMS 2017-18	172.8	3.81	176.61
2018-19	KMS 2018-19	166.59	2.51	169.1
2019-20	KMS 2019-20	160.09	2.23	162.32

STORAGE BRANCH

STORAGE OF WHEAT				
Year	Fig. in LMT)			
	CAP	Covered	SILOS	TOTAL
2017-18	53.45	39.47	1.80	94.72
2018-19	50.50	36.33	0.625	87.455
2019-20	74.96	20.51	0.875	96.345
MOVEMENT OF STOCK				
Year	Stock Moved (Fig. in LMT)			
	Wheat	Rice	Total	
2017-18	90.32	101.53	191.85	
2018-19	75.87	103.51	179.38	
2019-20	87.4	72.3	159.7	

RICE BRANCH

YEAR	Milling percengage
2017-18	99.07%
2018-19	99.74%
2019-20	99.61%

DISTRIBUTION BRANCH

Year	Number of Beneficiaries	Percentage as per 2011 survey (out of 2,77,00,000)	Distribution Percentage
2017-18	13679357	49.38	97.00
2018-19	13745195	49.62	88.76
2019-20	1,36,43,088	49.25	90.18

District wise foodgrains distributed during April to September 2019 and from October 2019 to March 2020 has been enclosed as Annexure A of foodgrains during

SUPPLY BRANCH

Year	Number of connections installed
2017-18	1,37,033
2018-19	8,26,171
2019-20	16,140

CONSUMER PROTECTION ACT BRANCH:

The State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Forums are performing quasi-judicial functions to dispose of the consumer complaints being filed within specified time limit under the Consumer Protection Act. Detail of cases filed & disposed of during 2017, 2018, 2019 and 2020 are as under:

Year	Number of cases filed during the year.	Number of cases Disposed of during the year.	Pending	Disposal Rate
2017	2307	2185	122	94.71 %
2018	2436	1811	625	74.34 %
2019	2461	2042	1984	80.74 %
2020	1004	1298	1719	125.65 %

The disposal rate of cases in the year 2017 was 94.71 % in 2018 it was 74.34 in 2019 it was 80.74 while for the year 2020, the same was 125.65%, which is quite satisfactory.

LEGAL METROLOGY

Year	Targets	Revenue Collected
2017-18	12.50 Crore	13.48 Crore
2018-19	13.48 Crore	14.48 Crore
2019-20	14.48 Crore	14.17 Crore

5. KEY PERFORMANCE INDICATORS/IMPLEMENTATION

FOOD PURCHASE

**a) Review of key activities in the department during financial year:
in lac bales**

Financial Year	Marketing Season		Required bales	No. of bales arranged	Percentage
2018-19	RMS 2018-19	CP (50 kg)	0.70	0.70	100%
		DCP (30 kg)	0.58	0.45	78%
	KMS 2018-19	CP (50 kg)	1.52	1.52	100%
2019-20	RMS 2019-20	CP (50 kg)	0.70	0.70	100%
		DCP (30 kg)	0.58	0.47	81%
	KMS 2019-20	CP (50 kg)	1.43*	1.43	100%

*as per usage charges policy, 50.25% new bales are to be arranged by agencies whereas balance 49.75% are arranged by rice millers for which usage charges are paid to them as decided by DFPD, GOI.

b) Review of goals achieved during the financial year (completed, in progress, ongoing, no action, deleted):

All fixed targets were successfully achieved.

Financial Year	Marketing Season	No. of Mandis allotted amongst all procurement agencies	% Allotment of mandis among govt. procurement agencies	Procurement by Government Agencies at MSP (in LMTs)	Percentage of procurement by govt. agencies
2018-19	RMS 2018-19	1840	100%	126.9	99.5%
	KMS 2018-19	1834	100%	169.1	99.36%
2019-20	RMS 2019-20	1832	100%	129.2	98.8%
	KMS 2019-20	1738	100%	162.32	99.2%

STORAGE BRANCH

- a) **Review of key activities in the department during past financial year:**
Safe storage of wheat stocks was ensured by arranging required storage capacities and stock articles i.e., wooden crates, polythene covers, mesh nets.
- b) **Review of goals achieved during the past financial year (completed, in progress, ongoing, no action, deleted):**
1. **Storage:** The target of 100% storage of foodgrains/wheat for RMS 2019-20 has been achieved.

STORAGE OF WHEAT				
Year	Fig. in LMT)			
	CAP	Covered	SILOS	TOTAL
2019-20	74.96	20.51	0.875	96.345

2. **Movement:** The target of wheat movement is fixed by Food Corporation of India, HQs and conveyed/executed through FCI, Regional Office, Punjab. The movement of foodgrains, however further depends upon the availability of rakes by railways. The quantity of foodgrain moved during 2019-20 was as follows:

MOVEMENT OF STOCK (RAIL + ROAD)							
Year	Planned (Fig. in LMT)			Stock Moved (Fig. in LMT)			%age
	Wheat	Rice	Total	Wheat	Rice	Total	
2019-20	94.93	78.77	173.70	87.4	72.3	159.7	91.94

RICE

- Custom milling percentage of Rice delivered of total paddy procured/stored.
 - Review ok key activities in the department during past financial year:
FINANCIAL YEAR 2019-20

KMS 2019-20 (AS ON 15-08-2020)					
NAME OF AGENCY	PADDY PROCURED	ESTIMATE DUE RICE	RICE DELIVERED	BALANCE	%AGE OF DELIVERED
PUNGRAIN	6738778	4514982	4496552	18430	99.59%
MARKFED	4170233	2794056	2782586	11470	99.59%
PUNSUP	3307773	2216209	2208168	8041	99.64%
PSWC	1786286	1196812	1193376	3436	99.71%
TOTAL	16003070	10722059	10680682	41377	99.61%

- b) Review of goals achieved during the past financial year (completed, in progress, ongoing, no action, deleted)
- Since as per the above Statement the milling has been completed and Rice has been delivered to FCI thus no further action needed.

DISTRIBUTION BRANCH

DISTRIBUTION OF FOODGRAINS UNDER NFSA 2013

Year	Number of Beneficiaries	Percentage as per 2011 survey (out of 27700000)	Distribution Percentage
2017-18	13679357	49.38	97.00
2018-19	13745195	49.62	88.76
2019-20	1,36,43,088	49.25	90.18

District wise foodgrains distributed during April to September 2019 and from October 2019 to March 2020 has been enclosed as Annexure A.

a) Review of key activities in the department during past financial year:

- Percentage of coverage
- Percentage of distribution

Year	Number of Beneficiaries	Percentage as per 2011 survey (out of 2,77,00,000)	Distribution Percentage
2017-18	13679357	49.38	97.00
2018-19	13745195	49.62	88.76
2019-20	13643088	49.25	90.18

b) Review of goals achieved during the past financial year (completed, in progress, ongoing, no action, deleted):

As per the above statement the department was able to achieve maximum percentage of distribution.

SUPPLY

a) Review of key activities in the department during past financial year:

a) Review of key activities in the department during past financial year:

- Number of connections installed.
- Percentage

Year	Number of connections installed
2018-19	8,26,171
2019-20	16,140
Total	8,42,311

b) Review of goals achieved during the past financial year (completed, in progress, ongoing, no action, deleted):

Voluntarily surrendered PDS kerosene oil Quota since April 2017 to replace it with clean cooking gas to ensure access to affordable, reliable, sustainable and modern energy for all.

CONTROLLER (F AND A):

- i) Efforts have been made to clear all the liabilities/Pending Payments to millers to receive the payments/deductions from FCI against sale bills of wheat & rice and to recover & deposit amounts recovered from the elegant employees.
- ii) During the year 2016-17 and 2017-18 all deduction on account of milling/less rice delivered/quality/ cuts bardana have been made from the millers and other losses and recoveries from employees have been made.

Sr. No.	Year	2018-19		
		No. of Mills	Sanctioned Payment	Percentage
1.	2016-17	1095	679	62%
2.	2017-18	1245	981	79%
3.	2018-19	1343	1275	95%
4.	2019-20	1613	981	79%

CONSUMER PROTECTION ACT BRANCH:

a) Review of key activities in the department during the past financial year.

Monthly Statement of Pending Cases (Consumer Cases, Appeals, Revision Petition, Transfer Application, Execution Application) during 2017, 2018, 2019 and 2020 are as under:

Year	Number of cases filed during the year.	Number of cases Disposed of during the year.	Pending	Disposal Rate
2017	2307	2185	122	94.71 %
2018	2436	1811	625	74.34 %
2019	2461	2042	1984	80.74 %
2020	1004	1298	1719	125.65 %

b) Review of goals achieved during the past financial year (completed, in progress, ongoing, no action, deleted).

The only activity being performed in the State Consumer Disputes Redressal Commission and 20 District Consumer Disputes Redressal Forums is disposal of consumer related matters filed under the provisions of Consumer Protection Act. Such as Complaints, Appeals, Revisions, Applications etc. The disposal list of which has been shown in the preceding para.

LEGAL METROLOGY:

a) Review of key activities in the department during the past financial year:

1. The Department has strength of 1 Controller, 3 Assistant Controllers, 39 Inspectors, 20 Manual Assistants & ten employees as ministerial staff. The department is facing acute shortage of Officers/Officials vis a vis the volume of work entrusted to them. Still, the Department during the last two years has conducted enforcement operations and collected the Verification / Compounding fee as under:

Year	No of challanB ooked	Verificat ion & Other Fee Collecte d (in crore)	Compoun ding Fee collected (in crore)	Total Fee collected (in crore)	Total Fee Collected in previous F. Y.	Remarks
2017-18	2204	12.20	1.28	13.48	12.5	98 lakhs more than last year(7.84 % increase)
2018-19	1291	1089	3.59	14.48	13.48	1 crore more than last year(7.41 % increase)
2019-20	1596	12.65	1.52	14.17	14.48	31 Lakh decrease last year

2. To implement the Piped Natural Gas Project of the Central Government a number of suggestions have been sent to Govt.of India Vide Letter no 84 dated. 14/01/19.

- 3.**The Department of Industrial Policy & Promotion, GOI under Ease of Doing Business (EODB) has introduced 11 reforms involving 16 Departments, Legal Metrology being one of them. All these reforms as mentioned below have been successfully implemented.
- a) Registration/ Licenses and renewal (wherever applicable) under the Legal Metrology Act, 2009 through 'Business First Portal' of Industries Department.
 - b) Department has published a well-defined inspection procedure, checklist on the Department's web site and mandate that inspections (except in case of complaint-based inspections) shall be limited to the checklist.
 - c) Identification of licensees that need to be inspected.
 - d) Computerized randomize allocation of inspections.
 - e) Allowing users to view and download submitted inspection reports of at least past three years.
 - f) Online submission of inspection report within 48 hours to the department has been mandated. The same inspector will not inspect the same establishment twice consecutively.
 - g) Online submission of application without the requirement to submit physical copy of application.
 - h) Eliminate physical touch point for document submission.
 - i) Allow option of online payment of application fee.
 - j) Allow applicant to track status of application online.
 - k) Applicant can download the final certificate online.
- 4.** A Web Portal (Software) with title name of E-Mapan Punjab stands developed by LMD, Punjab from Karnataka State Electronics Development Corporation (KEONICS) & majority of the official work of Department is now conducted through this E-Mapan Software which has facilitated Ease of doing Business by the industry & has fulfilled the objective of DIPP GOI.
- 5.** The Department has also constructed New Offices/Labs during the last two & half years at Patiala, Jalandhar & Ludhiana and construction of new Offices/Lab at Moga & Ferozepur is underway.
- 6.** The Department, in order to watch the interest of consumers also envisages to bring industries manufacturing / trading in water meters, thermometers, Sphygmomanometers (BP Apparatus), multispecialty hospitals, builders, iron & Steel merchants, cement manufacturers, diagnostic centers, taximeters, electricity meters & on Industries manufacturing items of almost daily use by consumer under its fold. It is also intimated that the department has Water Meter Testing Lab at Amritsar about which efforts are being made to upgrade it

through repairs/infrastructure enhancement etc & which will be very helpful in verifying/calibrating the water meters being sold to consumers.

LMD Punjab has also taken up issue of checking of accurate measure of Chimneys installed in kitchens of households as consumers are being cheated by giving wrong declarations about the volume of airflow exhausted through these chimneys. Matter has been specifically taken up with Joint Secretary, Consumer Affairs, GOI, Director LMD, Fluid Control Research Institute(FCRI) who have assured in the meeting that a suitable Measuring instrument will be provided to the State of Punjab.

- 7.** The Department does not have adequate manpower infrastructure for which a proposal to restructure the department by increasing the strength of Officers & Enforcement Staff has been submitted to the Govt. & which if approved, will go a long way in protecting the interest of the consumers and increase in revenue of the State Govt. to the tune of 55-60 crores from the present 14-15 crores besides giving employment to around 150 persons in the department.
- 8.** The department is also in the process of acquiring 40 Computers (with printers/scanners), 15 LPG/CNG measuring instruments & 25 mobile vans from GOI which will further enhance the twofold endeavor of protection of consumer interest & increase in revenue of State Exchequer. The supply of these additional gadgets has been approved by Secretary, Consumer Affairs, GOI.
- 9.** To ensure transparency of work, all Laws, Rules, Executive Instructions, no of licenses, addresses of Licensees, inspections done etc have been uploaded on web portal & all the Stakeholders have the access to this information.
- 10.** As per the aforesaid steps stated above, the compliance of various provisions of RTI Act, 2005 & Punjab Transparency & Accountability in Delivery of Public Services Act 2018 has been complied with.

6. ACHIEVEMENTS/OUTCOMES

FOOD PURCHASE

Notable achievements concerning the department:

Interest of farmers has been protected by ensuring procurement of all FAQ wheat & paddy arriving in the mandis at MSP. Approximately 11,25,238 farmers (all agencies) (4,55,111 of Pungrain only) of the State Govt. benefitted from MSP during every season.

Procurement by government agencies at MSP as follows:

Record procurement of paddy during RMS 2019-20 which was highest ever in the last 20 years.

Quantitative Physical, Financial, Economic, Social Outcomes:

Quantitative Physical Outcomes: Procurement of wheat & paddy at MSP has been completed within the procurement period stipulated by GOI.

Financial/Economic Outcomes:

1. Allotment of mandis to agencies was done in such a way so as to ensure linkage of mandis to nearest storage point/mills which has resulted in significant decrease in expenditure on transportation of procured foodgrains, thus, causing saving of approximately 100 crores.
2. All farmers in the state have got right price of their yields. Due to procurement of foodgrains by State Procurement Agencies, other stakeholders like arthiyas, laborers, transporters, Jute/PP Mills etc also get business which has helped in the economic growth of the State.
3. Record procurement of paddy during RMS 2019-20 which was highest ever in the last 20 years.

Social Outcomes:

1. The farmers engaged in sowing of wheat & paddy are benefitted by way of assured marketing of their yields/produce. Due to procurement at MSP, farmers do not face any difficulty to sell their yields & there has been no distress sale during these years.
2. Wheat & Rice delivered in the central pool is distributed amongst the poor strata of the society in other States of the country under the National Food Security Act- 2013 and other public welfare schemes of Central/State Govt. thereby socially benefitting and uplifting the poor and downtrodden in the whole Nation.
1. No incidents of distress sale of wheat/paddy were reported in the state during 2019-20.

a) Qualitative

1. The timely procurement of food grains (Wheat/Paddy) at MSP makes a positive qualitative change in the lives of the farmers, as they are able to spend the money so earned in improving standards of living, health & education of their family members.
2. Advertisements are given in print & electronic media to inform and educate farmers to bring wheat/paddy after proper drying.
3. Display boards/banners/flex are displayed in various mandis for providing information on MSP, specifications etc. to farmers.

Policy

Procurement of Fair Average Quality of wheat and paddy as per specifications prescribed by Govt. of India for the Central/DCP pool for public welfare schemes.

Notable achievements concerning HR communication, media, information, education (activities, accomplishments, publications, conference presentations and related information)

PAFC has been withdrawn from procurement of wheat and paddy w.e.f. KMS 2019-20 due to which cost per manpower in procurement has been reduced to some extent.

STORAGE BRANCH**a) Notable achievements concerning the department (accreditation, external reviews, new programs and related information):**

Timely arrangements of required storage space and arrangement of stock articles like wooden crates, covers, tarpaulins, nets etc. were made which ensured safe storage of foodgrains/wheat in the State.

b) Qualitative

Safe storage of wheat (both DCP as well as central pool) has improved the quality of foodgrains being distributed under NFSA and other welfare schemes in the State as well as other consuming States. This has increased satisfaction/confidence of consumers in the welfare schemes of Govt.

c) Policy

The guidelines for hiring of Govt./Private Plinths and Godowns/Warehouses by State Procuring Agencies (SPAs) have helped to hire the plinths/godowns for storage of foodgrains/wheat on uniform principals and has facilitated the safe storage of foodgrains.

d) Notable achievements concerning HR communication, media, information, education (activities, accomplishments, publications, conference presentations and related information)

The Department has started procurement of stock articles through online e-tenders to minimize human intervention and to make the tendering process transparent.

RICE.

Notable achievements concerning the department (accreditation, external reviews, new programs and related information)

Due to consistent efforts by the various functionaries of the Department, it has been able to achieve the target of more than 99% delivery of custom milled rice due against paddy procured in the State, The State has been amongst the top contributors of rice in the central pool.

Quantitative physical, Financial, Economic, Social Outcomes:

Quantitative Physical Outcomes: The timely milling of paddy and delivery of resultant custom milled rice physically and quantitative adds to the buffer stock of central Government.

Financial/Economic Outcomes: The state agencies procure paddy and get it milled on behalf of Govt. of India. The rice millers are paid milling charges which helps in strengthening the rice milling industry in the state.

Social Outcomes: The farmers engaged in sowing of paddy are benefitted by way of assured marketing of their paddy produce. The rice milling industry provides direct and indirect employment to thousands of people, thereby directly and indirectly affecting the social fabric of the State. The rice delivered in the central pool is distributed amongst the poor strata of the society in other States of the country under the National Food Security Act-2013, thereby socially benefitting and uplifting the poor and downtrodden in the whole Nation.

Qualitative

The timely provision of food grains (paddy) to the deserving strata of the society makes a positive qualitative in their lives.

Policy

The rice milling policy has helped to maintain transparency and sound co-ordination between the procurement agencies and the rice millers and has facilitated the creation of a proper administrative and financial mechanism to reach the explicit goals of the government i.e., converting government procured paddy into rice and its delivery to FCI for Central Pool.

DISTRIBUTION BRANCH

Notable achievements concerning the department (accreditation, external reviews, new programs and related information):

1. The State has implemented FPS automation in the entire State.
2. It has also implemented Supply Chain Management from storage point to Fair Price Shop.
3. Intra state portability for distribution of foodgrains in the State.
4. The State of Punjab in the wake of outbreak of Covid 19 pandemic took an initiative in the last week of March 2020 to distribute 15 lac dry ration packets consisting of 10KG Wheat flour, 2KG Sugar and 2KG Black chana/ Chana dal to the migrants, poor people at the cost of approx. 78 crore rupees.

Quantitative Physical, Financial, Economic, Social Outcomes:

In the year 2017-18, the distribution of 7,98,448.1 MT of wheat has been done to 1,33,77,467 beneficiaries. In the year 2018-19 from April to September 2018 a quantity of 3,80,542.501 MT was distributed to 31,32,743 families and during October 18 to March 2019 a quantity of 3,83,975.358 MT was distributed to 31,44,278 families. During the period of April 2019 to September 2019 a quantity of 3,87,094.825 MT was distributed to 31,63,821 families and during October 2019 to March 2020, a quantity of 3,86,227.25 MT wheat was distributed to 32,05,134 families in the State.

Qualitative

The timely provision of food grains to the deserving strata of the society makes a positive qualitative change in their lives.

Policy

The implementation of food security act has covered 50% of the population in the state. The Aadhaar seeding of the eligible beneficiaries is upto 99% which has reduced leakages/diversion and ghost beneficiaries.

Notable achievements concerning HR communication, media, information, education (activities, accomplishments, publications, conference presentations and related information)

5. The State has a transparency portal containing details of beneficiaries under NFSA, 2013 upto FPS Level that is on public domain (foodsuppb.gov.in) Any beneficiary can check his share of allotted foodgrain.

SUPPLY

- a) Notable achievements concerning the department (accreditation, external reviews, new programs and related information):
 - o Department has voluntarily surrendered PDS kerosene oil Quota since April 2017 to replace it with clean cooking gas to ensure access to affordable, reliable, sustainable and modern energy for all.
 - o This department in Co-ordination with State Level Co-ordinator, Oil Bhawan, Punjab issued free LPG connections under PMUY and EPMUY to 12,23,541 (upto 31.03.2020) women beneficiaries.
- b) Quantitative Physical, Financial, Economic, Social Outcomes:
Qualitative:
 - o State has voluntarily surrendered its kerosene Oil Quota since April 2017 to replace it with clean cooking gas to ensure access to affordable, reliable, sustainable and modern energy for all.
 - o As Department has been acting as facilitator for laying the CNG/PNG being laid under City Distribution Network, CNG/PNG is one of the cleanest burning fuels, helps improve the quality of air.

- o As District Food Supplies Controllers are acting as licensing authority and DFS/SFS/PSFS as appellate authorities in case of opening of new Brick Kilns in the State. Brick Kilns in Punjab with technical assistance of department of Science and technology are adopting zigzag technology, through which energy consumption and air pollution will be less.

CONTROLLER (F AND A)

Due to consistent efforts, the department able to get various deductions/recoveries to reduce the loss of the state exchequer.

Quantitative Physical, Financial, Economic, Social outcomes, Qualitative

Timely payments to the rice millers for their milling bills give impetus to the rice milling industry in the state and allied manpower involved in the industry. This further helps in economic/social upliftment of society.

CONSUMER PROTECTION ACT BRANCH

- a) Notable achievements concerning the department **(accreditation, external reviews, new programs and related information).**

Quantitative physical, Financial, Economic, Social outcomes.

List of cases filed & disposed (Consumer Cases, Appeals, Revision Petition, Transfer Application, Execution Application) during 2017, 2018, 2019 and 2020 are as under:

Year	Number of cases filed during the year.	Number of cases Disposed of during the year.	Pending	Disposal Rate
2017	2307	2185	122	94.71 %
2018	2436	1811	625	74.34 %
2019	2461	2042	1984	80.74 %
2020	1004	1298	1719	125.65 %

The disposal rate of cases in the year 2017 it was 94.71 % in 2018 it was 74.34, in 2019 it increases to 80.74 and then again increased upto the level of 125% in the year 2020. The State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Forums are performing quasi-judicial functions to dispose of the Consumer complaints being filed, within

specified time limit under the Consumer Protection Act. These agencies are proving to be beneficial in deciding the disputes of the Consumers.

- b) Qualitative:** Cases are being disposed of within prescribed time limit, the disposal rate of cases in the year 2016 was 98.39%, and in 2017 it was 94.71%.The disposal will be increased on filling up the vacant posts of Judicial Member & Members in the State Commission and Presidents/Members in the District Consumer Forums in the State of Punjab.
- c) Policy:** Rules- Consumer Protection Act 1986 /Consumer Protection Rules 1987/ Consumer Protection Regulations 2005 have been framed and issued by the Central Government. Instructions/ Guidelines are being issued by the Central/State Government from time to time, which are being followed by these agencies (State Commission/ District Forums).
- d) Notable achievements concerning HR Communication, media, information, education (activities, accomplishments, publications, conference presentations, and related information).**

Ministry of Consumer Affairs, Food and Public Distribution organizes the National Consultation Meeting (National Conference) of Ministers of States/UTs every year on the issues concerning Consumer Empowerment, Protection and Welfare etc.

LEGAL METROLOGY

- a) Notable achievements concerning the department (accreditation), external reviews, new programs and related information):**

For the Financial year 2019-20 the total fee of Rs. 14.17 crore has been collected.

- b) Qualitative:**

By booking challans/cases & with effective enforcement of Legal Metrology Act 2009 and Rules made there under, consumer interest has been effectively protected and correct quantities/services have been delivered to consumer for the prices paid by them for such products/services.

- c) Policy:**

Policy is to protect the consumer interest through enforcement of Legal Metrology act and rules made there under. The department's main job is to implement Legal Metrology Act 2009 and Rules made there under in the consumer interest. Besides, department also implements various directives, guidelines/advisories issued through Director Legal Metrology, Department of Consumer Affairs, Food and Public Distribution, Govt. of India. Main thrust of Policy is to protect the consumer interest through enforcement of Legal Metrology act and rules made thereunder.

d) Notable achievements concerning HR communication, media, information, education (activities, accomplishments, publications, conference presentations, and related information):

Punjab Legal Metrology Manual has been prepared for various procedures to be followed for the verifications, licensing under Legal Metrology Act, 2009 & registration, inspection & prosecution under Packaged Commodities Rules, 2011. This Legal Metrology Manual stands uploaded in Legal Metrology link (<http://foodsuppb.gov.in>) on the departmental website through a software named www.eMapan.punjab.gov.in under the Business Reform Action Plan (BRAP). All the departmental work like verification, inspection Issuance of Weights and Measures Licenses, Registrations under Packaged Commodities Rules, 2011 and the Compounding of the Challans will be done online through end to end computerization via the new software developed e mapan Punjab.

7. ORGANISATIONAL ISSUES

FOOD PURCHASE

1. Untimely heavy rains during maturation or harvesting lead to luster loss in wheat/damage in quality of paddy which pose challenge to the Department during procurement.
2. As procurement is labour intensive, therefore, availability of sufficient labour is a challenge for smooth procurement.
3. Mechanical harvesting has shortened the duration of season which sometimes result in glut in the mandies.
4. Maintaining balance and harmony amongst various stakeholders.

Changes

PAFC has been withdrawn from procurement of wheat and paddy w.e.f. KMS 2019-20 due to which cost per manpower in procurement has been reduced to some extent.

Reforms

Allotment of mandis is done as per linking plan with nearest storage points/Rice Mills so as to incur minimum expenditure on transportation.

Outcomes

1. Wheat & Paddy purchase has been done at Minimum Support Price (MSP).
2. During RMS 2019-20, 129.20 LMT wheat was procured by Government Agencies which is all time record with respect to procurement of wheat in the State.
3. There was no incident of distress sale of wheat and paddy during RMS 2019-20 and KMS 2019-20 in the State.

STORAGE BRANCH

➤ **Challenges**

Mechanical harvesting leading to shortening of duration of procurement season, huge glut of wheat in the mandies, targets of timely storage of wheat in the plinths/godowns and Poor weather conditions during procurement seasons presents challenges to the Department towards ensuring safe storage of wheat.

➤ **Changes**

Suitable changes in the guidelines/instructions for hiring of plinths/godowns are done from time to time to tackle the issues faced by the Department.

➤ **Reforms**

PSWC software solution with following modules was implemented in the Department/Pungrain for online monitoring of wheat stocks:

- Warehousing Management System
- Stock Health Management
- Physical Verification
- Mobile App Andriod & IOS (PV & FCR)

Training was also imparted to the field staff regarding usage of this software.

➤ **Outcomes**

The target of 100% safe storage of foodgrains/wheat in the State has been achieved. The guidelines for hiring storage capacities for storage of wheat implemented for all the SPAs uniformly.

RICE

➤ **Challenges**

The short duration of procurement season, huge glut of paddy in the mandis, the target of timely lifting of paddy from the mandis, its transportation to the rice shellers and time bound milling presents an ever-challenging situation to the Department.

➤ **Changes**

Suitable changes in the Rice Milling policy are done every year to tackle the organizational issues faced by the Department.

➤ **Reforms**

The Department issues the Rice Milling policy on annual basis which presents an avenue of reform each year.

➤ **Outcomes**

The outcome i.e., paddy milling, and delivery of rice has to be achieved in a time bound manner.

DISTRIBUTION BRANCH

CHALLENGES

- Growing instances of consumers receiving inferior quality and under weighted distribution of food grains by the Fair Price Shop owners.
- Large number of bogus ration cards.
- Rampant diversions & leakages in PDS system
- Lack of IT Training among field functionaries.
- Lack of appropriate monitoring mechanism in a decentralized approach.
- Beneficiaries want to avail their entitled ration quota from depot of their choice in the State.

CHANGES AND REFORMS

- Dedicated web-based application for distribution of food grains and is real-time monitoring i.e., epos.punjab.gov.in.
- Bi-Annual Ration Distribution to each beneficiary as per entitlement which helped in saving of resources, time and fixing anomalies of previous system.
- Dedicated web-based application for digitization & management of ration cards and fair price shops i.e ercms.punjab.gov.in.
- Dedicated web-based application for complete supply chain management i.e feast.punjab.gov.in.

- Verification and completion of existing manual data through door-to-door field verification under the supervision of Deputy Commissioner.
- Organic seeding and validation of Aadhar numbers of Beneficiaries w.r.t Demographic data, in the PDS database.
- Disbursement of food grains to the beneficiaries through Aadhar based Bio-Matric Authentication using ePoS devices & its real time reflection on State Dashboard i.e epos.punjab.gov.in.
- A new mechanism was devised for payment of margin money to Fair Price Shop owners by adjusting commission in the price of wheat paid by Fair Price Shop owners.
- Intra State Portability was introduced wherein beneficiaries can claim their entitled ration quota from any FPS within the State.

Outcomes

- **Last Mail delivery:** Approx. 1.28 cr. beneficiaries at every nook and corner across the 22 districts, receive their food ration in time without causing any delays.
- **Transparency:** Adopted 100% transparency in providing information for each distribution transaction publicly on eP OS application.
- **Reduction in Public Grievances:** Transparency in PDS helped in reducing Public grievances.
- **Targeted delivery of Food Grains:** Distribution through PDS devices by way of Aadhaar based biometric authentications ensures targeted delivery of food grains to the genuine beneficiaries.
- **Real-Time Monitoring:** Implementation of AePDS helped real-time monitoring of distribution at District/HQ level.
- **Timesaving:** Time taken to process each distribution transaction has been drastically reduced.

SUPPLY BRANCH

a) Significant challenges to the department:

- To adopt Zigzag Technology in Brick Kilns because it is a costly process and Brick Kilns Owners are stick to the old one.
- As State has voluntarily surrendered its kerosene Oil Quota since, 2017 to replace it with clean cooking gas i.e., LPG. The poor strata get free LPG connections from Government but most of them hardly get regular refills. So, it's a big challenge for this department that whether there is actual requirement of kerosene Oil in the State or not.
- With the surrender of kerosene Oil Dealers and approximately 200 wholesalers have lost their business. Efforts have been made at the government level to rehabilitate them by giving preference for domestic/commercial gas agencies.

b) Changes:

All brick kilns work under the influence of the Punjab Control of Bricks Supplies, Price & Distribution Control Order, 1998 and Punjab Control of

Bricks Supplies, Price & Distribution Control Order was initially framed as the East Punjab Control of Bricks Supplies Act, 1949. Later on, suitable several amendments were made to tackle the organizational issues faced by the Department and now the Punjab Control of Bricks Supplies, Price & Distribution Control Order, 1998 is in operation.

c) Reforms

- Department has Voluntarily surrendered its PDS kerosene Oil Quota, since April 2017 and with the coordination of State Oil Coordinator, Oil Industry, Punjab this department has replaced it with clean and more efficient cooking fuel i.e LPG (Liquefied Petroleum Gas)
- Implementation of zigzag technology in Brick Kilns.

d) Outcomes

- The outcome i.e., Regular supply of LPG, petroleum products to the consumers.
- Reduction in Public Grievances: Grievance received regarding NOCs of the Petrol Pumps, Subsidy of Gas Cylinder, Not getting regular supply of cylinder.
- Ensuring consisting supply of bricks to the consumers.

CONTROLLER(F AND A):

- Challenges: To reduce the expenses on Procurement activities and to watch and recover Government losses.
- Changes: According to the annual guideline's rates/instructions of GOI/FCI and State Govt. Issued from time to time, required changes are to be implemented.
- Reforms: With the passage of time the required changes in the procurement policies with the updation of the accounting process and online submission of bills has brought reforms in the departments.
- Outcomes: With the updated procurement procedures the departmental losses have been reduced considerably.

CONSUMER PROTECTION ACT BRANCH

- **Challenge:** To decide the cases within the time frame stipulated under the Consumer Protection Act 1986.
- **Changes:** Every effort is being made to for achieve the disposal within the prescribed time frame.
- **Reforms:** Rules/Regulations/ instructions/ Guidelines are being issued by the Central Government/ National Commission from time to time.
- **Outcomes:** Target of disposal of cases within prescribed time frame is being achieved.

8. **EVALUATION: SWOT ANALYSIS: (Strengths, Weaknesses, Opportunities & Threats)**

FOOD PURCHASE

a) **Significant challenges to the department:**

Since Punjab is primarily an agrarian State, the work of department is very important. The gamut of operations is time bound and includes various stakeholders. The challenge is to secure cooperation of Ministries of Government of India, RBI, Jute Commissioner, various Departments, Corporations and Boards of the State Government, Procurement Agencies, Departmental Functionaries and other stakeholders like, Arhtiyas, Transporters, Labour Unions, etc for completion of the operations mentioned above in a time bound manner as any delay or miscommunication can have wide adverse ramifications for the State.

b) **Significant internal and external strengths and opportunities to the department:**

The Department has been engaged in the above operations since last many decades. It has put in place various systems, channels, functionaries and devised Management Information Systems to manage the above operations efficiently. The financial support and target timelines given by Government of India as well as the State Government present both a challenge and an opportunity to the department to achieve its goals.

c) **Provide a summary of outcomes from surveys, benchmarks for action, and other assessment metrics from your programs and services, include data pertinent to the operations of the department eg. fundraising trend data, benchmark or other comparative data, etc.:**

Nil

d) **Delineate how specific results have been used to improve processes and programs in your department** (Data-driven decision making & policy formulation):

The Department has devised Management Information Systems to manage its operations efficiently. Also, the problems faced during Wheat & Paddy Season each year present a learning experience, the results of which are evaluated and incorporated in the next year's procurement policy, to improve the functioning of the department.

STORAGE BRANCH

a) Significant challenges to the department:

The challenges have been already stated above under the title of food purchase branch as the challenges amongst the branches are inter-related.

b) Significant internal and external strengths and opportunities to the department:

Internal and external strengths are already stated above under the title of food purchase branch as the functions of food purchase branch and storage branch are inter-related.

c) Provide a summary of outcomes from surveys, benchmarks for action, and other assessment metrics from your programs and services, include data pertinent to the operations of the department e.g., fundraising trend data, benchmark or other comparative data, etc.:

During the wheat procurement season, wheat being stored in plinths/godowns is monitored through online portal. Godown card is swiped each time when wheat from Mandis reached in the plinths/godowns premises.

d) Delineate how specific results have been used to improve processes and programs in your department (Data-driven decision making & policy formulation):

The problems faced during storage of wheat each year present a learning phase also, the results of which are evaluated and incorporated in the next year's storage policy, so as to improve the functioning of the department.

RICE:

a) Significant challenges to the department:

The paddy stored with the shellers is procured with government money. The major challenge during the storage is to minimize defalcation of Paddy and minimize losses due to such instances.

b) Significant internal and external strengths and opportunities to the department:

To avoid losses to the state exchequer due to instances of defalcation by sheller owner, the department has put in place a robust monitoring system.

c) Provide a summary of outcomes from surveys, benchmarks for action, and other assessment metrics from your programs and services, Include data pertinent to the operations of the department eg. Fundraising trend date, benchmark or other comparative date, etc.:

Nil

d) Delineate how specific results have been used to improve processes and programs in your department (Date-driven decision making & policy formulation):

The Department has devised Management Information systems to manage Its operations efficiently. The problems faced during milling of paddy each year present a learning phase also, the results of which are evaluated and incorporated in the next year's milling policy, so as to Improve the functioning of the department.

DISTRIBUTION:

Significant challenges to the department:

- Rampant diversions & leakage in PDS System along with Bogus Ration Cards
- Growing instances of consumers receiving inferior quality and under-weight distribution of food grains by the Fair Price Shop owners.
- Lack of appropriate monitoring mechanism in a decentralized approach.

Significant internal and external strengths and opportunities of the department:Internal & External Strengths:

- The department has computerized TPDS- Database and same is available online.

Opportunities:

- Smart Ration cards can be provided.
- CCTV at Fair Price Shop can be installed.

Provide a summary of outcomes from surveys benchmarks for action, and other assessment metrics from your programs and services, include data pertinent to the operation of the department eg. Fundraising trend data, benchmark or other comparative data etc.

Nil.

SUPPLY:

The strategic planning goals for the next three years, including linkages to the Department's strategic goals, indentified funding sources, etc:

Short term (one year):

- In Co-ordination with Oil Marketing Companies this department is putting its efforts to provide LPG clean fuel to the poor households, which are otherwise vulnerable to various health hazards associated with the indoor air pollution.
- provide petroleum products to the consumers without fuel adulteration.
- Implementation of zigzag Technology in the Brick Kilns to reduce air pollution.

Long term (two to five year):

- To provide CNG/PNG through city gas distribution network at reasonable rates to reduce environmental hazards, so that society can breathe better.
- 100 percent coverage of LPG connections

A summary of policy reforms & plans for the coming financial year to achieve goals:

- Periodical surveys of households w.r.t the fuel being used by them for cooking purposes.
- This department act as a facilitator for laying the PNG Network in the State of Punjab being laid under City Gas Distribution Network.

CONSUMER PROTECTION ACT BRANCH:

- a) **Strength:**The State Consumer Disputes Redressal Commission and District Consumer Disputes Redressal Forums are performing quasi-judicial functions to dispose of the consumer complaints being filed within specified time limit under the Consumer Protection Act. Cases are being disposed of within prescribed time limit, the disposal rate of cases in the year 2016 was 98.39% and in 2017 it was 94.71%, these agencies have performed very well inspite of the vacant posts of the Presidents/Members of the benches as well as the staff Members in the District Forums and in the State Consumer Commission. The disposal will be increased on filling up the afore said vacant posts.
- b) **Weakness:**For efficient & proper working of State Commission and 20 District Forums in the State of Punjab, more funds, staff and infrastructure are required. On appointment of Judicial Members/ Members and providing of sufficient staff, the functioning of the State Consumer Commission and District Consumer Foras in the State of Punjab may be better. The main threats / difficulties being faced by the State Commission and District Forums are narrated as under:
- Insufficient staff in the State Consumer Disputes Redressal Commission and 20 District Consumer Disputes Redressal Forums in the State of Punjab. The staff is required as per Bagla Committee Report - 1999.
 - There is requirement of sufficient budget for the State Consumer Disputes Redressal Commission and 20 District Consumer Disputes Redressal Forums in the State of Punjab to avoid disconnection of electricity and water connections and to meet other necessary expenses like purchase of service stamps for dispatch of Notices, Judgments and other official posts, Purchase of Photocopy papers and maintenance of Photostat Machines for proper functioning of these offices.
 - More Computers/Printers are required for proper functioning of the State Commission and District Forums in the State. Due to non availability of latest equipments these offices are facing problem in uploading even the routine cases.
- c) **Opportunities:**The Consumers can get relief in their disputed matters through these agencies. It is now universally accepted that the extent of consumer awareness as well as protection is a true indicator of the level of progress of a

Nation. The growing size and complexity of production and distribution systems, the high level of sophistication in marketing and selling practices and forms of promotion like advertising, etc. has contributed to the increased need for consumer protection and awareness.

d) Threats: Same as mentioned above (in the point of Weakness).

LEGAL METROLOGY:

a.) **Significant Challenges to the Department:**

- Standardization of Weighing and Measuring Instruments throughout the State.
- Effective enforcement without the adequate technical manpower and other infrastructure like offices, laboratories, vehicles, ministerial staff, adequate budget etc *is a major constraint/challenge.*
- Significant challenge is enforcement of laws/rules on all the establishments falling under Legal Metrology Act, 2009 like Petrol Pump, Gas Agencies, Builders, Multispecialty Hospitals, Iron and Steel Merchants etc. and all types of Packaged Commodities Dealers, and opposition of vested interests in the implementation of Legal Metrology Acts and Rules in their field of working.

b.) **Significant internal and external strengths and opportunities of the department:**

Department can effectively bring all concerned establishments under the purview of Legal Metrology Act and Rules, provided, suitable administrative political and financial support is provided to it.

9. RECOMMENDATIONS FOR NEW DEVELOPMENTS AND RESOURCES

FOOD PURCHASE

The strategic planning goals for the next three years, including linkages to the Department's strategic goals, indentified funding sources, etc:

Short term (one year):

Nil

Long term (two to five year):

1. Online procurement system to be developed with the help of NIC.
2. Integration with National Procurement Portal (NPP)

STORAGE BRANCH

The strategic planning goals for the next three years, including linkages to the Department's strategic goals, identified funding sources, etc.:

a) Short term (one year):

An in-house software solution was implemented for monitoring of availability of stock articles.

b) Long term (two to five year):

The State Govt. is coordinating with GOI/FCI for construction of covered storage space under guaranteed scheme in the State and development of real-time online system for monitoring of storage and movement activities. High Level Committee (HLC) of FCI has approved construction of additional 21 LMT steel silos in the State of Punjab, out of which 10.50LMT will be constructed by FCI and 10.50LMT will be constructed by State agencies. with Hub & Spoke model. Further, GOI has in principle approved Hub & Spoke model for construction of steel silos.

c) A summary of policy reforms & plans for the coming financial year to achieve goals:

- Construction of additional covered godowns.
- Construction of Steel Silos.

Optimum utilization of covered space by increasing stack size from 150 MT to 171 MT, therebyresulting in additional covered storage.

RICE:

The strategic planning goals for the next three years, Including linkages to the Department's strategic goals, Identified funding sources, etc.

Short term (one year):

The problems faced during milling of paddy each year present a learning phase also, the results of which are evaluated and incorporated in the next year's milling policy, so as to improve the functioning of the department.

Long term (two to five year):

Nil

A summary of Policy reforms & plans for the coming financial year to achieve goals:

The rice milling policy for the year 2018-19 is being finalized, the same is at conceptual phase and is subject to the final approval of the competent authority.

DISTRIBUTION

- **The Strategic planning goals for the next three years, including linkages to the Department's Strategic goals, identified funding sources.**
- To complete End to End Computerization. The project involves approx. 25.92 Crore on 50% sharing with GOI.
- **Short term (one year):** To complete supply chain management and Fair Price Shop automation.
- **Long term (two to five year):** Transparent distribution of food grains under Targeted Public Distribution System (TPDS).

SUPPLY

The strategic planning goals for the next three years, including linkages to the Department's strategic goals, identified funding sources, etc:

a) Short term (one year):

- In Co-ordination with Oil Marketing Companies this department is putting its efforts to provide LPG clean fuel to the poor households, which are otherwise vulnerable to various health hazards associated with the indoor air pollution.
- provide petroleum products to the consumers without fuel adulteration.
- Implementation of zigzag Technology in the Brick Kilns to reduce air pollution.

b) Long term (two to five year):

- To provide CNG/PNG through city gas distribution network at reasonable rates to reduce environmental hazards, so that society can breathe better.
- 100 percent coverage of LPG connections

c) A summary of policy reforms & plans for the coming financial year to achieve goals:

- Periodical surveys of households w.r.t the fuel being used by them for cooking purposes.
- This department act as a facilitator for laying the PNG Network in the State of Punjab being laid under City Gas Distribution Network.

CONTROLLER (F AND A):

- a) **Short-term (one year):**Department is going to impose a cap on basic rates of Transportation/Labour charges during e-tendering process.
- b) **Long-term (two to five years):**To achieve 100% reimbursement of Transportation/Labour charges from FCI to lower the fiscal deficit of the State Govt. for lifting of the foodgrains.
- c) **A summary of policy reforms & plans for the coming financial year to achieve goals:** A cap will be imposed on basic rates of Transportation/Labour charges during e-tendering process along with other measurable steps to bring it at par with the FCI.

CONSUMER PROTECTION ACT BRANCH:

It is proposed that sufficient budget/infrastructure should be provided every year for the State Commission and 20 District Consumer Disputes Redressal Forums so that work of these quasi-judicial authorities should not hamper, and poor litigants/consumers may not suffer.

LEGAL METROLOGY:

The strategic planning goals for the next three years, including linkages to the Department's strategic goals, identified funding sources etc:

Year	Strategic Goals Identified	Budget/Source of Funding	Targets & Timelines (Fin, phys, social, Earn
1	To bring all establishments related to the Legal Metrology under the purview of Legal Metrology acts 2009 and rules made there under in the consumer interest & to raise resources for the state exchequer.	From State/ Central Governments	Yearly progress
2.	Construction of Offices/ Legal Metrology Laboratories in all districts.	From State/ Central Governments	Yearly progress
3.	Recruitment of adequate Technical/ministerial manpower	From State Government	Yearly progress
4.	Transportation for field staff	From State/Central Government	Yearly progress
5.	Budget for office expenses	From State Government	Yearly progress

Description of future Goals/Objectives

Short-term (One-year): Under the Business Reform Action Plan 2017 all the departmental work will be done through online portal. Verification, Inspection Issuance of Weights and Measures License, Registration under Packaged Commodities Rules, 2011 and the Compounding of the Challans will be done through the online portal. All the revenue will be generated/received through Point of Sale (POS) Machine/Portals. Goals also include to complete the construction work of the three Working Standard Laboratories & One Secondary Standard Laboratory at Patiala and Ludhiana.

Long-term (two to five year): Legal Metrology Wing has requested to Govt of India to grant the funds for the development of the 18 Working Standard Laboratories and 4 Secondary Standard Laboratories. Punjab Govt has to provide land for the development of the above said Laboratories.

A summary of policy reforms & plans for the coming financial year to achieve goals: As stated in preceding paras.

10. Performance& initiatives by agencies of the Department (its corporation/ directorate/autonomous body etc.) - brief detail:

FOOD PURCHASE

- a. Wheat and Paddy is procured by all procuring agencies viz. Pungrain, Markfed, Punsup, PSWC& FCI at Minimum Support Price fixed by GOI as per their procurement shares/targets. Pungrain has procured following percentage of wheat and paddy against their allotted share during 2019-20.

Season	Share Fixed	Share Procured
RMS 2017-18	20%	23.32%
KMS 2017-18	30%	34.02%
RMS 2018-19	20%	25.8%
KMS 2018-19	34%	34.8%
RMS 2019-20	20%	25.8%
KMS 2019-20	34%	41.2%

STORAGE

Department had issued instructions dated 17.03.2018 for hiring of Govt./Private Plinths and Godowns/Warehouses by State Procuring Agencies (SPAs) for safe storage of food grains/wheat stocks w.e.f. RMS 2019-20. Further, revision of guidelines of hiring of Plinths and Godowns is under consideration of the Department.

DISTRIBUTION:

100% digitization of beneficiaries database under NFSA 2013 and 99% Aadhaar seeding

SUPPLY:

In Punjab State total LPG connections distributed under Pradhan Mantri UjjwalaYojana and Extended Pradhan Mantri UjjwalaYojana are 12,23,541 (upto 31.03.2020). As per Oil Companies report, no of households as per census, 2011 are 54.10 Lakhs and estimated households are 60.93 Lakhs (upto 31.03.2020). The coverage is 85.50 Lakhs (upto 31.03.2020), which makes it 140.32 percent (up to 31.03.2020).Explanation given by Oil Marketing Companies about more than 100% coverage is that most of the joint families have disintegrated into nuclear families, which are not reflected in the census, 2011. . Government of India has not distributed new gas connections to beneficiaries under PMUY and EPMUY after September 2019.

CONSUMER PROTECTION ACT:

Performance & Initiatives by agencies of the Department (its corporation/ directorate/ autonomous body etc.) brief detail: The State Consumer Commission and District Consumer Forums in the State of Punjab are quasi judicial department, which work under provisions of the Consumer Protection Act 1986 and rules frame under it. The only aim of these agencies is to give speedy Redressal of the grievance of the consumer complaints. Which these agencies are doing in very well manner.

11. VISION

1. The Department envisions ending hunger, achieving food security and improved nutrition by 2030 for all the people, in particular the poor and vulnerable population in the state throughout the year and to check inflation.
2. Ensuring Food Security of the Country while safeguarding the interest of the Farmers and Consumers.
3. The Department aims to start PDS Portability Intra State so that the beneficiaries living in any part of Punjab can get his entitled food grains from any FPS.
4. Safe storage of wheat purchased for central pool by all State Procuring Agencies and under DCP scheme by PUNGRAIN (Nodal Agency for DCP).
5. Arrangements of Covered/Open/CAP/Silos capacity for safe storage of wheat in the State.
6. Vision of the department is to make Legal Metrology Wing of the department most effective and result oriented through implementation of Legal Metrology laws/rules to protect the interests of the consumers.
7. The Department aims access to affordable, reliable, sustainable and modern energy for all in terms of 100% coverage of all households using clean cooking gas and implementation of zigzag technology in Brick Kilns in association with Pollution Control Board to reduce air pollution and for green initiative.
8. To ensure all the payments to be received from the FCI with regard to MSP and all other cost's incurred on procuring of Food grains along with incidental/carry over charges on the procurement process as per cost sheet of the year concerned. To keep a proper tab on fund flow budget estimates to be managed to meet all needful expenses and enhancement of revenues thereof.
9. The Department aims to adopt 2-Tier Internal Grievance Redressal in Labour and Transport Policy and 3-Tier Internal Grievance Redressalin distribution of food grains as mandated in NFSA, 2013.

UNIQUE IDENTIFICATION AUTHORITY OF INDIA

(Session 2019-20)

Set up at Head Office (UID BRANCH)		
Food and Civil Supplies Minister, Punjab		
↓		
Registrar UID Punjab-cum-Director, Food and Civil Supplies		
↓		
Nodal Officer, UID Punjab		
Sr. No.	Registrar UID Punjab	Duties, Functions and Responsibilities <ol style="list-style-type: none">1. To achieve Universal Aadhaar coverage in the state.2. To achieve 100% enrolment of new-borns, 0-5 yrs. old children and mandatory biometric updation of children at the age of 5 and 15 yrs.3. Implementation of Aadhaar (Targeted Delivery of Financial and Other Subsidies, Benefits & Services) Act and Regulations 2016.4. Compliance of Unique Identification Authority of India (UIDAI), GOI guidelines and share them with other concerned departments in the State.5. Identify areas of interest and Implementation of Aadhaar enabled applications of various Administrative Departments of the State for efficient public service delivery.6. To facilitate Aadhaar Authentication services to various Departments of the State by setting up State level infrastructure like Authentication User Agency (AUA) and EKYC User Agency.7. To ensure privacy and integrity of Aadhaar data of residents of the State in compliance of Aadhaar Act, 20168. Upgradation of Technology and IT infrastructure as per directives of UIDAI from time to time as well as for integration with UIDAI database.9. Dissemination of Information, Education & Communication (IEC)

Comparative Charts (Physical & Financial progress of Department) for Previous Two Years Compared with Year being Reported - In Tabulated form.

2017-18				2018-19		
Age Group	Population	Aadhaar Generated	% Aadhaar Generation	Population	Aadhaar Generated	% Aadhaar Generation
Upto 5 Year	2,236,373	1,333,485	59.63%	2,256,724	1692533	75.00%
5 to 18 Year	5,976,811	6,326,517	105.85%	60,31,200	6257406	103.80%
18 year & Above	21,13,1712	22,981,004	108.75%	2,13,24,011	2,23,75,298	104.90%
Total	29,344,896	30,641,006	104.42%	2,96,11,935	30325237	102.40%

#Data Source: UIDAI

2019-20			
Age Group	Population	Aadhaar Generated	% Aadhaar Generation
Upto 5 Year	22,97,072	8,90,365	38.8%
5 to 18 Year	61,39,033	61,30,714	99.9%
18 year & Above	2,17,05,268	2,44,76,913	112.8%
Total	3,01,41,373	3,14,97,992	104.5%

#Data Source: Live Aadhaar saturation - UIDAI

VISION, MISSION & GOALS

a) Vision:

To empower residents of State with a unique 12-digit identification number, i.e., Aadhaar, conceptualized by UIDAI, GOI.

b) Mission (Achievable task stations):

1. To develop policy, procedure and system for issuing Aadhaar number to residents of the State, who request for same by submitting their demographic information and biometric information by undergoing the process of enrolment.
2. To develop policy, procedure and systems for Aadhaar holders for updating and authenticating their digital identity.
3. To provide good governance, efficient, transparent and targeted delivery of subsidies, benefits and services to residents of the State through use of Aadhaar.
4. To ensure security and confidentiality of identity information and authentication records of individuals.
5. To ensure compliance of Aadhaar Act, Regulations, Circulars and Guidelines issued by UIDAI in the State.
6. Assisting Departments and various Organisations for using Aadhaar Authentication services for Good Governance

c) Goals (Measurable parameters or Key indicators of performance):

- To achieve universal Aadhaar coverage in the state with 100% enrolment of 0-5 yrs. old children and mandatory biometric updation of children at the age of 5 and 15 yrs.
- To ensure Mandatory biometrics update is carried out for every child attaining 5 and 15 years of age.
- To have sufficient number of Aadhaar enrolment centres in the Govt. sector.
- To ensure that fair services are provided by the enrolment centres in the State for the welfare of general public.

d) Policy:

Purpose

- To develop policy, procedure and system for issuing Aadhaar number to residents of the State, who request for same by submitting their demographic information and biometric information by undergoing the process of enrolment.
- To develop policy, procedure and systems for Aadhaar holders for updating and authenticating their digital identity.
- Compliance of UIDAI, GOI guidelines.

Content

- In compliance with Aadhaar Act of GOI and other guidelines issued by UIDAI, GOI from time to time.

Output

- Smooth enrolment and updation of Aadhaar of residents of the State.
- Effective and timely delivery of subsidies and other benefits to residents of the State

e) Programs & Projects:

Outline/description

1. To achieve universal Aadhaar coverage in the State.
2. To achieve 100% enrolment of 0-5 yrs old children and mandatory biometric updation at the age of 5 and 15 yrs. in the State.
3. To ensure timely delivery of benefits and other subsidies to the general public.

f) Annual Targets of each Program/ Project (Down to District, block, Town & Village):

Target population for Biometric Updation during 2018-19	Target population for Biometric Updation during 2019-20
20,00,000	20,00,000

4) KEY PERFORMANCE INDICATORS/IMPLEMENTATION

Review of key activities in the department during past financial year:

In 2019-20, process of procurement of Aadhaar Enrolment Kits (AEKs) for deployment at Govt/Nodal Schools has been initiated for demographic and biometric updations of Children in Schools attaining 5 and 15 years of age in schools.

Review of goals achieved during the past financial year (completed, in progress, ongoing, no action, deleted):

Aadhaar saturation improved during 2019-20 in different age groups which is depicted in the following table:

Age	Aadhaar generated in 2019-20	Saturation %
00-04.99 Years	8,68,661	38.2%
5.0-17.99 Years	59,87,334	98.4%
>=18 Years	3,04,45,158	101.9%

ACHIEVEMENTS/OUTCOMES

Notable achievements concerning the department (accreditation, external reviews, new programs and related information):

- 1 Punjab is ranked 5th among other States/UTs in Aadhaar saturation.
- 2 Most of the population of State in the state of Punjab is already covered for Aadhaar Enrolment. Pending population majorly lies in the age group of 0-5 years.
- 3 900 android based tablets deployed for Department of WCD and Health Department for smooth enrolment of new borns and children in the age group of 0-5 yrs achieved 52% Aadhaar saturation till August 2019 in the age group of 0-5 years.
- 4 Initiated the process of Procurement of 449 Aadhaar enrolment kits for schools and anganwadis for new Aadhaar enrolment and mandatory biometric updates of children attaining 5 and 15 years.

Qualitative

Aadhaar Authentication User Agency (AUA) and e-KYC User Agency (KUA) have been setup at Department of Food, Civil Supplies and Consumer Affairs, Punjab cum Registrar UID Punjab to facilitate Aadhaar authentication services to state departments.

Demographic Authentication got implemented in Department of welfare for providing Scholarships, and in Department of Labour for welfare Schemes for construction workers.

Demographic Authentication based Direct Benefit Transfer schemes like Crop Debt Relief Scheme, PM kisan, Crop Residue Compensation also got implemented.

Policy

All sub-AUA's and other Govt. departments to ensure confidentiality and security of Aadhaar data.

Migration of Authentication services of AUA to newly published Authentication API 2.0 then to Auth API 2.5. All the SUB AUA were also Re- Registered with UIDAI and assigned new code in order to migrate to Auth API 2.5

Notable achievements concerning HR communication, media, information, education (activities, accomplishments, publications, conference presentations and related information)

- 1 PDS (Public Distribution System) application
End to End Computerization of TPDS/NFSA beneficiaries as mandated by GOI has been achieved and complete distribution been done through ePOS devices using online Aadhaar authentications for the entire state from distribution cycle of April to September 2018.
- 2 DBT Punjab Portal operational on lines of DBT Bharat Mission. Various schemes of all departments in the state have been registered on State DBT portal.
- 3 Demographic Authentication based Direct Benefit Transfer schemes like Crop Debt Relief Scheme, PM kisan, Crop Residue Compensation got implemented.

ORGANISATIONAL ISSUES

Challenges

- a. Aadhaar saturation in age group 0-5 years is very low. Pendency keeps on increasing due to new birth registration of about 4 lakh each year in the state.
- b. Implementation of Aadhaar Data Vault as per Aadhaar Act regulations.
- c. To ensure security and confidentiality of data of residents of the State.
- d. Build systems in order to prevent misuse of Aadhaar data of residents.

Changes

The State Registrar has facilitated Aadhaar enrolment, updation and associated facilities through Permanent enrolment centres in Public Sector/Sewa Kendras and Aadhaar enrolment facility started in Govt. hospitals and Anganwadis for enrolment children of 0-5 years of age.

Reforms

Process started for procurement of Aadhaar enrolment kits to be deployed in Govt./Nodal Schools to further cover enrolment and mandatory biometric update of school children attaining 5 and 15 years of age.

Process initiated for Implementation of Aadhaar Data Vault with HSM as per Aadhaar Act regulations to ensure security and privacy of data base.

Outcomes

Smooth enrolment and updations of Aadhaar in Sewa Kendras under Govt. supervision throughout the State and significant improvement in Aadhaar generation of 0-5 yrs old children in anganwadis and Hospitals.

Various public welfare schemes like PDS, Agriculture Subsidies, Crop debt Relief etc. got integrated with Aadhaar platform for Direct Benefit Transfer

EVALUATION: SWOT ANALYSIS: (Strengths, Weaknesses, Opportunities & Threats)

Significant challenges to the department:

To ensure security and confidentiality of the Aadhaar data of public.

To achieve 100% Aadhaar Enrolment of Children in 0-5-year age group.

To prevent misuse of Aadhaar data.

To reach out to physically/mentally challenged, bed ridden and debilitated citizens.

Significant internal and external strengths and opportunities to the department:

Being a State Registrar, it has to have strong penetration and infrastructure to reach out to residents uptill the remote areas of the State. It has put in place various systems, channels and functionaries to manage the Aadhaar related operations efficiently.

ICT assistance received from UIDAI for procurement of Aadhaar Enrolment kits to be deployed in schools and aanganwaris across the state to carry on aadhaar enrolment and mandatory biometric update of children attaining 5 and 15 years of age, which will cover up the pendency in Aadhaar saturation and mandatory biometric updations.

Provide a summary of outcomes from surveys, benchmarks for action, and other assessment metrics from your programs and services, include data pertinent to the operations of the department eg. fundraising trend data, benchmark or other comparative data, etc.:

- i. There was considerable improvement in Aadhaar generation in all age groups during 2019-20.
- ii. The State ranked 5th in terms of total Aadhaar saturation among all states/UTs across the country during 2019-20.

Delineate how specific results have been used to improve processes and programs in your department (Data-driven decision making & policy formulation):

Aadhaar saturation has been targeted by facilitating Aadhaar enrolment facility in Govt. hospitals and Anganwadis because of which there has been considerable improvement in Aadhaar saturation in 2019-20.

End to End Computerization of TPDS/NFSA beneficiaries leading to fully functional online Public Distribution System in the State.

RECOMMENDATIONS FOR NEW DEVELOPMENTS AND RESOURCES

The strategic planning goals for the next three years, including linkages to the Department's strategic goals, identified funding sources, etc:

Short term (one year):

To ensure 100% Aadhaar enrolment of children in 0–5-year age group and Mandatory Biometric updation of children attaining of 5 and 15 years of age.

Long term (two to five year):

To ensure adequate infrastructure in the State for smooth Aadhaar enrolment and updation for all the age groups.

To provide training to operators on latest changes in process for enrolment and updation of Aadhaar. Implementation of Aadhaar Data Vault with HSM to be used in all encryptions and decryption services. And further to be shared with all sub-AUAs so as to ensure the UIDAI compliance.

A summary of policy reforms & plans for the coming financial year to achieve goals:

1. Initialization of Aadhaar enrolment and updation facility in Nodal Schools of the State and CDPO offices in order to achieve 100% Aadhaar enrolment of 0-5 yrs. old children and mandatory biometric updation at the age of 5 and 15 yrs.
2. Extensive IEC campaign to aware the public in the State.

GOVERNMENT OF PUNJAB
PUNJAB STATE GRAINS PROCUREMENT CORPORATION LIMITED
(Pungrain)
ANNUAL ADMINISTRATIVE REPORT
YEAR 2019-20

1. BACKGROUND

The Department of Food, Civil Supplies and Consumer Affairs, Punjab endeavours to ensure Food Security of the Country while safeguarding the interest of the Farmers, Consumers and State Govt.

In March 2003, Punjab Grains Procurement Corporation Ltd. (Pungrain) was incorporated by department as Government Company, with 100% shareholding of Punjab government, under the administrative control of Department of Food, Civil Supplies and Consumer Affairs, Punjab, with the main objective of effective and efficient procurement, storage, processing and delivery of foodgrains, which was earlier done by the food department.

2. ORGANIZATIONAL SET UP OF THE DEPARTMENT

Administrative Setup

Punjab Grains Procurement Corporation Ltd. (Pungrain) is under the administrative control of Department of Food, Civil Supplies and Consumer Affairs Punjab, headed by Principal Secretary to Government of Punjab, Department of Food, Civil Supplies and Consumer Affairs. The Pungrain has registered head office in the directorate of Department of Food, Civil Supplies and Consumer Affairs at Anaaj Bhawan, Sector 39-C, Chandigarh.

The Administrative Set-up concerning Pungrain is as follows-

1. Board of Directors:

- A) Chairman (Nominated by Government of Punjab)
- B) Principal Secretary, Finance as Director
- C) Principal Secretary, Food, Civil Supplies and Consumer Affairs as Vice Chairman
- D) Director, Food Civil Supplies and Consumer Affairs as Managing Director
- E) DMD Pungrain as Women Director

2 Add. Managing Director – All Add. Directors of department

3 General Managers – All Joint Directors of department

4 Managers – All Dy. Directors of department

5 Asst. Managers – All Asst. Directors/ACFAs of department

6 District Managers – All DFSCs of department

7 Dy. Managers - All DFSOs of department

8 All the staff of department is working in the Pungrain under dual designations.

The appointed staff in Pungrain is either on Contract basis or through out-source agencies.

Set up of PUNGRAIN		
Sr. No.	Designation	Duties, Functions And Responsibilities
1	Chairman	➤ Government representative to monitor working of Pungrain
2	Principal Secretary, Finance	➤ Government representative to monitor Financial activities of Pungrain
3	Principal Secretary, Food & Supply	➤ Department Representative to monitor working of Pungrain, implementation of policies
4	Managing Director	➤ Overall responsibility for day to day working of Pungrain
5	Add. Managing Director	➤ Monitor and assist Vice Chairman and Managing Director and heading various branches of Pungrain
6	General Manager (Finance)	➤ Handling availment/ settlement of credit loans, RBI, corresponding with the FCI regarding realisation of payments and misc issues etc.
7	General Manager (Accounts)	➤ Handling works regarding preparation of Balance Sheets, Income Tax, Sale Tax/ GST, PFMS etc.
8	Manager	➤ Assist the General Manger in day-to-day activities of branches.
9	Asst. Manager	➤ Supervise at branch level
10	District Mangers	➤ Monitoring the day-to-day activities in the respective district
11	Dy. Managers	➤ Assist the District Mangers to day to day working
12	Staff	➤ Carry out the day-to-day activities of the corporation

3. COMPARATIVE CHARTS (PHYSICAL & FINANCIAL PROGRESS OF DEPARTMENT) FOR PREVIOUS TWO YEARS COMPARED WITH YEAR BEING REPORTED - in Tabulated Form.

Qty in LMT

Year	Procurement of WHEAT	Procurement of PADDY	Delivery of RICE
2019-20	33.77	67.38	44.96

Detail of Income and Expenditure during the Last Five Years as per audited account

Figures in Crore

Income Head	FY 2017-18	FY 2016-17	FY 2015-16	FY 2014-15	FY 2013-14
Sale of Commodities (Wheat, Rice etc)	15587.31	15414.62	12950.81	11597.96	10824.84
Other Income (include interest income, subsidy from GoI and income from PEG activities)	626.06	629.85	1046.91	985.07	1163.15
Total Income	16213.37	16044.47	13997.72	12583.03	11987.99

Figures in Crore

Expenses	FY 2017-18	FY 2016-17	FY 2015-16	FY 2014-15	FY 2013-14
Cost of material consumed	15001.26	14487.01	12665.24	11062.43	10757.48
Manufacturing costs	89.06	90.49	99.66	62.85	70.23
Employee Benefits Expenses	146.24	98.84	93.84	120.08	117.88
Finance Costs	698.31	1343.98	1430.05	1320.03	1290.72
Depreciation and Amortisation Expenses	3.79	2.17	1.58	0.84	0.49
Other Expenses (include office expenses, misc. and expenses on PEG activities etc)	498.76	473.72	441.26	387.53	242.34
Total Expenses	16437.42	16496.22	14731.63	12953.79	12479.16
Net Profit/Loss	-224.05	- 451.75	- 733.91	- 370.76	- 491.17

Step taken by Pungrain for the Improvement in the Performance.

1. Online submission of Rice bill has substantially reduced time period in the submission of sale bills which lead to saving of huge amount of interest.
2. With the shifting of transportation of Gunny bales from rail to Container corpotion has lead to saving of freight charges on Gunny bales.
3. The new transpotation policy has also helped in saving the transportation cost of Foodgrains.
4. With the increase of covered godown facility the quantity of damage wheat has also reduced substantially.

4. VISION, MISSION & GOALS

a) Vision:

Ensuring efficient procurement, storage and processing of food grains in the interest of the Farmers and Consumers.

b) Mission:

Contributing to National Food Security by efficient procurement, storage, processing and delivery of food grains.

c) Goals:

Efficient procurement, storage, processing and delivery of food grains.

d) Policy:

I. Procurement Policy

Ensure the procurement as per procurement policy for Kharif and Rabiseason as notified by Department of Food, Civil Supplies and Consumer Affairs, Punjab.

II Storage Policy

To ensure safe and efficient custody and maintenance of stock procured by Pungrain with zero losses.

III CMR Policy

Ensure the timely milling and delivery of Rice as per CMR Policy of respective year.

e) Annual Targets of each Program/Project (Down to District, Block, Town, & Village)

The target is to procure wheat and rice as fixed by department to ensure timely procurement of wheat and paddy along with delivery of wheat and CMR to FCI.

5. KEY PERFORMANCE INDICATORS/IMPLEMENTATION

- **Review of key activities in the department during past financial year:**

I. Procurement and delivery of wheat.

Qty. in LMT

Financial Year	Procurement of Wheat	Qty. of Wheat delivered to FCI	Balance
2019-20	33.77	29.47	4.30

II. Procurement of Paddy and delivery of Rice.

Qty. in LMT

Financial Year	Paddy Procured	Estimated Rice Due	Rice Delivered	Balance	%age of Rice Delivered
2019-20	67.38	45.14	44.96	1.8	99.59%

III. Finalization of Accounts

Financial Years	Date of Finalization
2019-20	By 30th Sept. 2021

IV. Procurement Losses / Gap in CCL.

Financial Year	Procured Qty. (MTs)	CCL Aailed (in Crores)	Gap in CCL (in Crores)
2019-20 RMS	33,77,037.00	7,268.06	Huge stock yet to delivered, So the Gap can't be assessed.
2019-20 KMS	67,44,250.00	14,084.27	310.66

V. Damage of Wheat

(Qty. in LMT)

Financial Year	Procured Qty.	Damage Wheat (Qty.)	Disposed Qty.	Balance
2019-20	33.77	0	0	0

- **Review of goals achieved during the past financial year (completed, in progress, ongoing, no action, deleted):**

Since as per the above Statement procurement, storage and milling of paddy is completed and efforts has been made for the early delivery of wheat to FCI. Thus, no further action needed.

6. ACHIEVEMENTS/OUTCOMES

Notable achievements concerning the department (accreditation, external reviews, new programs and related information):

Due to consistent efforts by the various functionaries of the Pungrain, it has been able to achieve the target of more than 99% delivery of wheat/rice procured in the State. The Pungrain has been amongst the top contributors of wheat/rice in the central pool.

Quantitative Physical, Financial, Economic, Social Outcomes:

Quantitative Physical Outcomes:

The timely procurement/milling /delivery of wheat/rice physically and quantitatively adds to the buffer stock of central government.

Financial/Economic Outcomes:

Pungrain procures paddy and get it milled on behalf of Govt. of India. The rice millers are paid milling charges, which helps in strengthening the rice milling industry in the state.

Social Outcomes:

The farmers engaged in sowing of wheat/paddy are benefitted by way of assured marketing of their paddy produce. The rice milling industry provides direct and indirect employment to thousands of people, thereby directly and indirectly affecting the social fabric of the State. The wheat/rice delivered in the central pool is distributed amongst the poor strata of the society in other States of the country under the National Food Security Act - 2013, thereby socially benefitting and uplifting the poor and downtrodden in the whole Nation.

Qualitative

The timely provision of food grains (wheat/paddy) to the deserving strata of the society makes a positive qualitative change in their lives.

Policy

Procurement Policy for wheat/paddy has helped to maintain transparency and sound co-ordination between the procurement agencies and the rice millers and has facilitated the creation of a proper administrative and financial mechanism to reach the explicit goals of the government i.e., converting government procured paddy into rice and its delivery to FCI for Central Pool.

7. ORGANISATIONAL ISSUES

Challenges

The short duration of procurement season, huge glut of wheat/paddy in the mandies, the target of timely lifting of fodgrains from the mandies, its transportation to the storage points and time bound milling presents an ever-challenging situation to the Department.

Changes

Suitable changes in the Procurement/Rice Milling Policy are done every year to tackle the organizational issues faced by the Department.

Reforms

The Department issues the Procurement/Rice Milling Policy on annual basis which presents an avenue of reform each year.

Outcomes

The outcome i.e., procurement, storage, processing and delivery of food grains has to be achieved in a time bound manner.

8. EVALUATION: SWOT ANALYSIS:

(Strengths, Weaknesses, Opportunities & Threats)

Significant challenges to the department:

Since Punjab is primarily an agriculture state, the work of corporation is very important and touches all aspects of governance of the State. The gamut of operations is time bound and includes various actors. The challenge is to secure cooperation of Ministries of Government of India, RBI, various Departments, Corporations and Boards of the State Government, Procurement Agencies, Departmental Functionaries and other organizations like Rice Mills, Arhtiyas, Transporters, Labour Unions, etc for completion of the operations mentioned above in a time bound manner as any delay or miscommunication can have wider ramifications for the State of Punjab.

Significant internal and external strengths and opportunities to the department:

The Department has engaged in the above operations since last many decades. It has put in place various systems, channels, functionaries and devised Management Information Systems to manage the above operations efficiently. The financial support and target timelines given by Government of India as well as the State Government present both a challenge and an opportunity to the department to achieve its goals.

Delineate how specific results have been used to improve processes and programs in your department.

(Data-driven decision making & policy formulation):

Pungrain has devised Management Information Systems to manage its operations efficiently. The problems faced during milling of paddy each year present a learning phase also, the results of which are evaluated and incorporated in the next year's milling policy, so as to improve the functioning of the department.

9. **RECOMMENDATIONS FOR NEW DEVELOPMENTS AND RESOURCES**

The strategic planning goals for the next three years, including linkages to the Department's strategic goals, indentified funding sources, etc:

Short term (one year):

The problems faced during milling of paddy each year present a learning phase also, the results of which are evaluated and incorporated in the next year's milling policy, so as to improve the functioning of the department.

Long term (two to five year):

Nil

A summary of policy reforms & plans for the coming financial year to achieve goals:

The rice milling policy for the year 2019-20 has been efficiently implemented and accordingly suggestions are put-up to the department to resolve the problems faced during previous year.

PUNJAB STATE CIVIL SUPPLIES CORPORATION LIMITED
(A State Govt. Undertaking)
ANNUAL ADMINISTRATIVE REPORT
YEAR 2019-20

1) **BACKGROUND**

The Punjab State Civil Supplies Corporation Limited, popularly known as PUNSUP, came into being on February 14, 1974, as a wholly owned Government Company registered under the Companies Act, 1956, having its Registered Office at Chandigarh, controlled by the Board of Directors headed by the Chairman nominated by the State Government, with executive powers vested with the Managing Director, in accordance with the provisions of its Memorandum & Articles of Association.

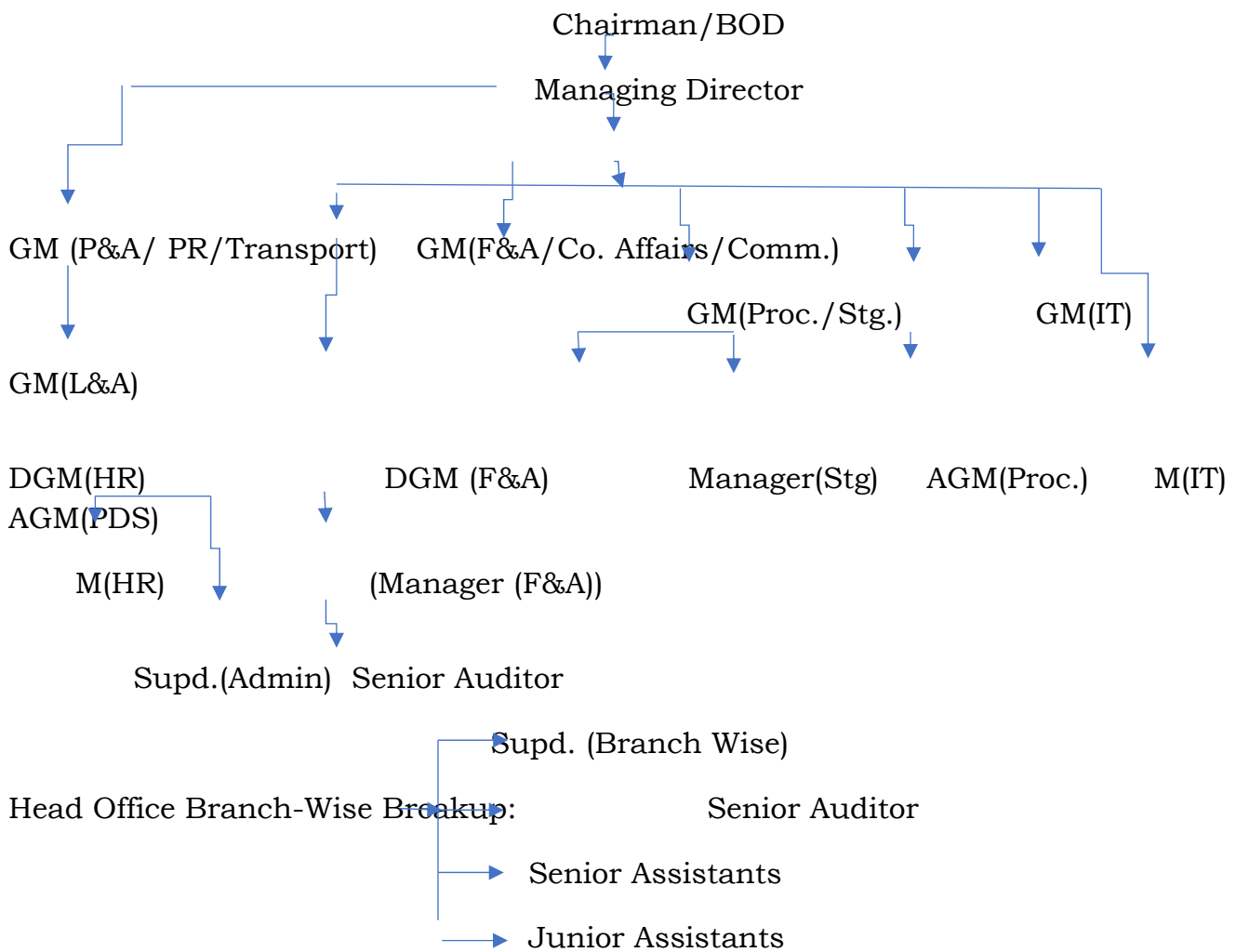
2) **ORGANISATIONAL SET UP OF THE CORPORATION:**

Administrative Setup:

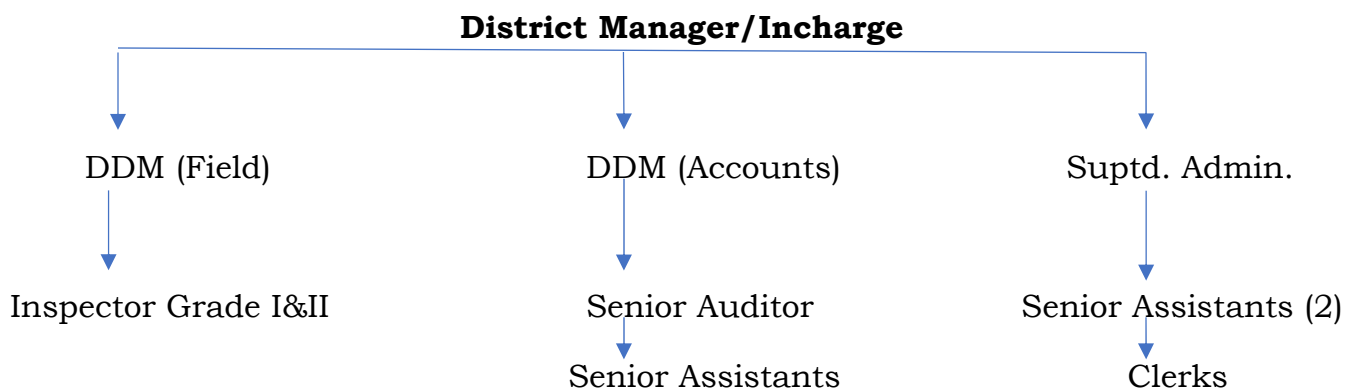
The Corporation is under the administrative control of Principal Secretary, Food Civil Supplies and Consumer Affairs Department, Punjab and governed by Board of Directors headed by the Chairman nominated by the State Government, with executive powers vested with the Managing Director, in accordance with the provisions of its Memorandum & Articles of Association. The Head office of the Corporation is at SCO 36-40, Sector 34A, Chandigarh. Presently, the Constitution of the Board of Directors is as under:

Name and address of the incumbent	Designation
Sh. Tejinder Pal Singh Bittu	Chairman
Sh. Narinder Pal Verma	Senior Vice Chairman
Sh. Krishan Kumar Budhu	Vice Chairman
Principal Secretary Finance, Punjab	Director
Principal Secretary Food & Supply, Punjab	Director
The Joint Secretary (or their representative), Ministry of Food Public Distribution and Consumer Affairs, Govt. of India, Krishi Bhawan, New Delhi.	Director
Managing Director, PUNSUP.	Director
The General Manager, FCI (Punjab Region)	Director
The Secretary, Mandi Board	Director
The Director, Food, Civil Supplies & Consumer Affairs, Punjab	Director
Assistant General Manager, State Bank of India	Director
Sh. Balbir Singh Babbi	Director
Ms. Simmi Chopra	Director
Navdeep Singh Mokha	Director

The Administrative setup at Head office is as follows:



The Administrative setup at District level is as follows:



S.no	Designation	Duties, Functions and Responsibilities of Heads
1)	General Manager (Personnel & Admin)	Recruitment, Retirement, Administrative actions etc. against the manpower.
2)	GM(F&A/ Co. Affairs)	To sanction the purchase, storage and sale of Foodgrains and other commodities dealt with by the Corporation within the targets, methods of purchase and price rate fixed by the Board of Directors. To arrange finances for the business of the corporation To arrange the purchase of gunny bags and other articles such as chemicals, insecticides, weighing machines, crates, tarpaulins, polythene covers etc. To monitor payments during procurement seasons.
3)	GM(Proc./Stg.)	To arrange purchases from the centres in his area in accordance with the policies, targets, specifications and price range approved by the competent authorities. To arrange for the proper storage of all the purchases and other stocks in the godowns in safe and sound conditions and to arrange to protect the stocks against damage, loss, deterioration or pilferage by proper watch and ward in the Districts.
4)	GM(IT)	To ensure that all the technical problems during pre and post procurement gets resolve well on time. To ensure that any software used in different branches may work properly.
5)	GM (Legal)	Maintain proper check over all the pending cases in the court.
6)	District Managers	To arrange to keep the stocks and stores in good health and in efficient condition by arranging for spray, fumigation and quality control thereof. To arrange labour and transport contractors and to get work from them as per terms and conditions of contract. To arrange loading of claims against railway or other carries for shortage/damage in transit.

3) **VISION, MISSION & GOALS:**

a) **Vision:**

To safeguard the interest of the Farmers and consumers.

b) **Mission:**

To uplift the farming community by procuring their produce on Minimum Support Price (MSP) fixed by the Government of India.

c) **Goals:**

To eliminate the chances of distress sale of wheat and paddy and provide MSP to the farmers and timely payment to farmers.

4. **KEY PERFORMANCE INDICATORS/IMPLEMENTATION**

(i) **Pre –arrangement for RMS**

- a) Arrangement of Crates.
- b) Arrangement of Gunnies.
- c) Arrangement of Poly Covers.
- d) Arrangement of Vacant Storage Space.

(ii) **Procurement for RMS**

- (a) Timely lifting.
- (b) Proper storage.
- (c) Timely payment to the farmers.
- (d) Proper upkeep of the stocks.
- (e) Movement of Wheat.
- (f) Timely Submission of bills.

(iii) **Pre –arrangement for KMS**

- (a) Arrangement of Gunnies.
- (b) Arrangement of Tarpaulins.

(iv) **Procurement**

- (a) Timely lifting.
- (b) Timely payment to the farmers.
- (c) Timely payment to Contractors/ Transporters.
- (d) Timely Delivery of Rice.
- (e) Timely Submission of bills to FCI.

5. ACHIEVEMENTS/OUTCOMES

a) Procurement of Wheat & Paddy:

With the consistent efforts by the various functionaries of the Corporation, the Organisation has been able to achieve the Procurement Targets fixed by the State Govt. for procurement of Wheat & Paddy. The below mentioned table shows procurement figures of Wheat & Paddy for the previous two years compared with the year being reported.

Quantity Procured (Lakh MTs)		
Crop	Wheat	Paddy
2017-18	22.37	38.48
2018-19	24.51	35.26
2019-20	22.32	33.08

b) Movement of Wheat to FCI & reduction in damage/defalcation:

The below mentioned table shows delivery of Wheat to FCI for the previous two years compared with the year being reported.

Crop	Quantity Procured (Lakh MTs)	Quantity Delivered to FCI (Lakh MTs)	Defalcation/Damage (Lakh MTs)
2017-18	22.37	21.23	0
2018-19	24.51	21.21 (upto 31.12.20)	0
2019-20	22.32	19.47 (upto 31.12.20)	0

c) Milling of Paddy:

The below mentioned table shows Milling of Paddy for the previous two years compared with the year being reported.

Crop	Quantity Procured (Lakh MTs)	Rice Due (Lakh MTs)	Rice delivered to FCI (Lakh MTs)	Milling %age
2017-18	38.48	25.78	25.66	99.5
2018-19	35.25	23.62	23.59	99.87
2019-20	33.07	22.16	22.16	99.99

d) Minimisation of CCL Gap:

The below table shows the amount of Gap which has been reduced substantially during the year being reported as compared with the two previous years on account of two heads i.e interest & gunnies.

Crop Year	Amount of GAP (Amount in Crores)	Crop Year	TOTAL ANNUAL GAP (Amount in Crores)
RMS 2017-18	41.06	KMS 2017-18	134.13
RMS 2018-19	45.68	KMS 2018-19	86.53
RMS 2019-20	37.28	KMS 2019-20	74.85

6. **ORGANISATIONAL ISSUES:**

- a) The administrative charges reimbursed by FCI are sufficient to meet out the Establishment charges of the Organization, but it is difficult for Punsup to bear the additional interest burden of loans amounting to Rs. 1695 crore borrowed to run Atta Dal Scheme as per the directions of State Govt.
- b) The Corporation is under pressure to pay a huge amount of Rs.15 crore approx. every month, on account of interest for the loans taken for Atta Dal Scheme from various Banks. The State Govt. is providing financial assistance to repay the overdue interest but because of non payment of principal amount, the loans are on the verge of NPA.
- c) There is acute shortage of Staff in the Organisation, which adversely affects its day to day working. At present, the Corporation is working with approx. 33% of its total staff strength.

7. **SWOT ANALYSIS:**

The main strengths, weaknesses, opportunities & threats to the Organization are highlighted as below:

Strengths- These are the features of the Organisation that give it an edge over the others. These show the strong points of enterprise that can lead it to be a front runner ahead of its competitors. The main points of strength are as below:

- 1) As a State Govt. undertaking, the Corporation is backed by the support from State Government, whenever required.
- 2) Monopoly in the market, as the Corporation is one of the only 4 agencies doing procurement operations in the State as per the targets fixed by the State Government.
- 3) Excellent procurement and storage management, as the Corporation manages to procure & store approximately 35 Lakh MTs of paddy and 25 Lakh MTs of wheat from the mandies all over the State every year.
- 4) The Corporation has a well-built distribution network all over the State through its 22 District offices in the State of Punjab alongwith a Liaison Office at Delhi and Head office at Chandigarh.

Weaknesses- These are the features of the Organisation at a disadvantage over the others. These show the weak points that put barriers on the free run of the Organisation.

- 1) Due to irregularities in making payments by the FCI and schemes of State Government e.g Atta-Dal Scheme, the Corporation has to bear heavy expenses in the shape of interest to Banks.
- 2) Lack of quality controls due to natural causes pre/post procurement.
- 3) FCI, arbitrarily deduct huge amount as per obsolete and old policies e.g., moisture gain.

Opportunities- These are the rays of hope i.e., some external factors that can be explored to get maximum advantage for the enterprise. The Organisation that has a capacity to take care of each and every small opportunity to use in their favour can excel.

- 1) Diversification- Trading in commodities apart from procurement of wheat and paddy.
- 2) Vast domestic market all over India.
- 3) Supply of pulses to APO (Army Purchase Organisation) on commission basis.
- 4) Inter- State trading of various commodities produced in Punjab i.e Maize, Mustard and sunflower etc.
- 5) Providing temporary employment to Skilled and unskilled workers during procurement and Storage.
- 6) Keeping in view, the huge demand of wheat flour as basic ingredient of daily diet for growing population, change in tastes of consumer and rise in disposable income of consumers worldwide, Punsup is planning to launch Flour mill in some States of Punjab under public private partnership model (PPP) to supply packaged wheat flour to various state agencies/organization as well as hotels, wholesaler, Army Canteens etc. There is immense potential in the field, as being Govt. Entity and well versed with procurement operations, Punsup can procure/release Bulk quantity of Wheat with best quality.

d) Threats- These are the factors that act as hindrances to the Organisation to work freely in the market.

- 1) Lack of availability of Funds at proper time.
- 2) Being PSU, decision making in entity is not as per economic interest of the organisation as there is overriding effect of Govt. Policies.
- 3) Quality cuts because of uncertain weather conditions.
- 4) Various Unions in Punjab (i.e., Transport, Labour, Arthiyas and Millers) are opposed to the State Government's fiscal austerity measures; their boycotts threaten to disrupt procurement on various occasions.

8) RECOMMENDATIONS FOR NEW DEVELOPMENTS AND RESOURCES:

- a) The loans borrowed by the Corporation to run Atta Dal Scheme of State Govt., be taken over by the Govt. in order to relieve the Corporation from interest burden of Rs. 14 crore every month.
- b) Adequate manpower may be recruited, and proper training be given.

9) PERFORMANCE & INITIATIVES BY THE CORPORATION:

- (i) At the time of Ring Fencing of Food Credit Limit Accounts, the total debt on the Corporation was Rs. 2050 crore. From Nov 2014 to March 2018, the Corporation has not only served the Interest amounting to Rs. 600 crores approx. but also brought down the borrowings from Rs. 2050 crore to Rs. 1650 crore upto March 2018. But now, Punsup is unable to repay the overdue loans & interest on the borrowings because of non-availability of funds. Govt. of Punjab may be requested to either take over the loans of Rs. 1636.89 crore taken by Punsup on behalf of State Govt. for Atta Dal Scheme or for the time being, to provide financial assistance to pay interest of these loans and slowly squaring off the Principal.
- (ii) As highlighted earlier, with the consistent efforts of the Corporation, the losses on account of damages have been brought down to Zero and the average milling percentage of 99.7% has been achieved.