

Annexure 4: Norms for Discharge of Functions

Sr No.	Branch Name	Nature of functions/services offered	Norms/ standards for functions/ service delivery	Process by which these services can be accessed & Time limits for achieving the targets	Process of redress of grievances
1.	Rice	State Govt. procures paddy on behalf of Govt. of India and delivered due rice to F.C.I. The paddy procured is allotted to eligible rice mills for the purpose of milling. The branch while monitoring the delivery process ensures that millers strictly follow the rice delivery schedule laid down by the Govt. those millers who lag behind the delivery schedule are acted against as per the provisions contained in the custom milling policy.	As per milling policy, issued every year.	As per Govt. Rules	As per the Custom milling policy
2	Storage	Storage and Movement of Wheat	P.V of stocks within every six months.	As early as possible	As per the P.R Manual-Part II,

			Payment of rent of Godown/plinths		Guidelines and instructions regarding storage.												
3	Distribution	Allocation of foodgrains under NFSA/TPDS.	As per the guidelines of GOI and provisions of NFSA/TPDS control order.	Allocation of subsidised wheat is issued twice a year. Appeals filed by FPS dealers are dealt as per the TPDS control order. Applications for transfer of FPS licenses and RTI applications are processed immediately.	As per rules												
4	Supply	To ensure that Petrol Pumps, Brick Kilns, Gas Agencies, kerosene retailers and wholesalers & Solvent Plants are functioning according to Government norms by getting these checked from the field functionaries of the department.	<table border="1"> <tr> <td>Gas Agencies</td> <td>1. DD(F)</td> <td>2% + 1 (Parallel Marketing)</td> </tr> <tr> <td></td> <td>2. DFSC</td> <td>5% + 1 (Parallel Marketing)</td> </tr> <tr> <td></td> <td>3. FSO</td> <td>10% + 1 (Parallel Marketing)</td> </tr> <tr> <td></td> <td>4. AFSSO</td> <td>15% + 1</td> </tr> </table>	Gas Agencies	1. DD(F)	2% + 1 (Parallel Marketing)		2. DFSC	5% + 1 (Parallel Marketing)		3. FSO	10% + 1 (Parallel Marketing)		4. AFSSO	15% + 1	The checking reports have to be submitted by the field officers on monthly basis to head office by 10th of subsequent month. The Brick Kiln owner has to apply for renewal of license before 31st March every year. If he	Head Office letter no. 3S(General)-2014/314 Dated:26-03-2014 regarding norms for checking's of Gas Agencies, Petrol Pumps and Brick Kilns.
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		(Parallel Marketing)
Petro 1 Pumps	1. DD(F) 2. DFSC 3. FSO	2 in the division 2 in the district 3 in his area
Brick Kilns	1. DD(F) 2. DFSC	3 in the division 5 in the district

fails to do so, the brick kiln license is either suspended or cancelled. The DFSC can reinstate a suspended license of Brick Kiln within 180 days of suspension. If the license is not renewed within this period then the B.K.O can file appeal before the Director within 30 days of the decision. Further, the appeal against the decision of Director can be filed with the Secretary to Govt.

The Solvent/Naphtha owner has to apply for renewal of license within one month of the expiry of license at District Magistrate by paying penalty and by 30 September to Director food civil supplies by

				<p>forfeiting the Security amount. If he fails to do so, the District Magistrate may by an order in writing suspend firm license for a period not exceeding 89 days without giving any opportunity. The District Magistrate will issue show cause notice within one week of the issuance of suspension orders the case will have to be finalized before the expiry of 89 days then after that the Solvent/Naphtha firm can file appeal before the Director food civil supplies against the cancellation orders.</p>	
5	Food Purchase	Procurement of wheat	NA	1. Arrangements of	Not applicable

		for central pool and NFSA 2013 and paddy for Central pool within the specification and MSP fixed by G.O.I. on behalf of Ministry of Food, GOI.		<p>bales before the commencement of procurement season.</p> <p>2. Allotment of mandis before the commencement of procurement season.</p> <p>3. Wheat/paddy are procured within stipulated procurement period as decided by the State Government.</p> <p>4. Lifting of procured wheat and paddy within 72 hrs or as early as possible.</p>	
6	Establishment-1	Service matter disposed off for Recruitment Promotion, Posting/Transfer, Disciplinary proceedings.	<p>Departmental Class-1 and 2 rules.</p> <p>Rules of business of the department.</p> <p>Punishment and Appeal Rules, 1970.</p> <p>Common Services and condition Rules, 1994 and other related rules of the</p>	As early as possible.	As per rules

			State Government.		
7	Establishment- 2	Service matter disposed off for Recruitment Promotion, Posting/Transfer, Disciplinary proceedings.	<ol style="list-style-type: none"> 1. Department Class-3 (Punjab Food and Supplies Class-3 Service Rules, 1990) and Class-4 Rules 2. Rules of business of the department. 3. The Government Employees (conduct) Rules, 1966 4. The Punjab Civil Services (Punishment and Appeal) Rules, 1970 5. Instructions issued by the State Government on Service and financial matters by the department of personnel, Finance etc. 6. Government of Punjab's " The Punjab Civil Services (General and Common Conditions of service) Rules 1994 and other related rules of the State Government. 	As early as possible.	As per rules

8	Establishment -3	Service matter disposed off for Recruitment Promotion, Posting/Transfer, Disciplinary proceedings.	<ol style="list-style-type: none"> 1. Departmental Class-3, 1990 2. Common Services and Condition Rules, 1994 and other related rules of the State Government. 3. Rules of Business of the department. 4. Punishment and Appeal Rules, 1970 Common Services and Condition Rules, 1994 and other related rules of the State Government. 	As early as possible	As per rules
9	Establishment- 4	Service matter disposed of for Recruitment, Promotion, Posting/Transfer, Disciplinary proceedings	<ol style="list-style-type: none"> 1. Departmental Class-III, 1990 and Class-4 Rules. 2. Rules of Business of the department. 3. Punishment and Appeal Rules, 1970 4. Common Services and Condition Rules, 1994 and other related rules of the State Government. 	As early as possible	As per rules
10	Establishment Accounts-1	To ensure that the payment of bills related to the branch and rent of official buildings work	As early as possible	As early as possible	As per rules and instructions of Punjab Government

		regarding within due date. LTC, salary of non-gazetted , income tax of non-gazetted employees who works at head office.			
11	Establishment Accounts-2	All the meetings regarding pending pension cases, policy of pension, policy of pay fixation, payments of retire benefits, payments of medical bill, payment of LTC and salary of gazetted/ non-gazetted officer, who works at head office	As early as possible	As early as possible	As per CSR rules and instructions of Punjab Government
12	Inspection	Audit para	As early as possible	As early as possible	As per rules and instructions of Punjab Government
13	Banking	Release of all types of sanctions of Securities of Rice Millers/Labour Contracts etc. and other contracts on the day to day payment of	As per Punjab Financial rules of current year.	As earliest as possible or as per norms.	As per rules and instructions of Punjab Government

		PUNGRAIN, (Head Office).			
14	Less-Excess	To check PR 35/7 reports that excess has been accounted for as per norms fixed by department. If any less-excess/shortage is detected, administrative action is initiated against the delinquent official upto the level of AFSO.	Instructions dated 16.4.1999	At least 3 months	As per rules and instructions of Punjab Government
15	Quality Control	To ensure that the stocks are properly maintained, proper fumigation of the stocks in done by the field functionaries as per the norms fixed by the department		As early as possible	As per rules and instructions of Punjab Government
16	Wheat Accounts & Recovery (1to5)	Checks the Cash Accounts, Wheat Stock Account and Inventory Account on monthly basis To check the recoveries	<ol style="list-style-type: none"> 1. Storage Policy maintained by Storage Branch 2. Transportation policy maintained by Budget Branch 3. Incidental and other 	<p>As early as possible</p> <p>To recover the amount of loss of interest to Govt. initially show cause notice is issued</p>	<ol style="list-style-type: none"> 1. Storage policy 2. Transportation Policy 3. Fixation of Procurement Incidentals and

		<p>regarding amount withheld by FCI, and deduction made by FCI on various accounts and check the amount recoverable from officials which is calculated by concerned districts, which are presented on file by the branch staff.</p>	<p>Charges like MSP etc. fixed by Government of India and circulated by Incidental Branch</p> <p>As per instructions issued by the department regarding fixation of recovery.</p>	<p>to the delinquent officer and then amount of recovery is confirmed on the basis of personal hearing of the official & comments of DFSC. Show cause notice must be issued within four years from the occurrence of loss if the official is retitred.</p>	<p>MSP</p> <p>Instructions issued by the department regarding fixation of recovery (1985, 1997, 2008 and 2014)</p>
17	Rice Accounts (1to 3)	<p>Checks the stock of C.M.R./Miller wise Account, Paddy stock Accounts</p>	<p>1. Transportation policy maintained by Budget Branch.</p> <p>2. Incidental and other charges like MSP, etc. fixed by Government of India and circulated by Incidental Branch.</p>	<p>As early as possible</p>	<p>1. Fixation of Procurement Incidentals and MSP.</p>
18	Budget Fund	<p>A. Allotment of Department Budget.</p> <p>B. Issue policies of Labour/Cartage, Transportation, PEGGodown&Dharam</p>	<p>As per Budget Manual Rules& Policies Instructions.</p>	<p>1. As early as possible</p> <p>2. Work of Dharam Kanda is now deal by Legal Metrology Dept.</p>	<p>No</p>

		Kanda .			
19	Incidental	To get the rates of incidentals finalized from GOI for each crop year i.e. Rabi Marketing Season and Kharif Season.	The proposals of incidentals are sent to GOI New Delhi.	As early as possible.	<ol style="list-style-type: none"> 1 The Punjab Value Added Act 2005 2 (ID Cess) Punjab Infrastructure Development & Regulation Act 2002. 3 Punjab Agriculture Produce Market Act 1961. (www.pextax.com)
20	Compilation	To get the Balancesheet, reconciliation of loaning/borrowing gunnies account with state procuring agencies and appointment/maintaining of record and extension in contractual period of contract employees time to time.	To get the Balancesheet Audited, under company Act 1956.	As soon as possible	As per company Act 1956.
21	GPF	GPF maintenance of employees	Chapter 13 of Punjab CSR Volume II and instructions	As early as possible.	Chapter 13 of Punjab CSR Volume

			issued from time to time.		II and instructions issued from time to time.
22	UID Wing	Department of FCS, Punjab is the State Authentication User Agency/KYC User Agency (AUA/KUA) for providing authentication services of UIDAI for welfare schemes of State Departments.	As per guidelines issued by UIDAI, GOI from time to time	Onboarding of Departments as Sub AUA, after duly approved by UIDAI, GoI.	UID AADHAAR HELPLINE NUMBER 18002001004 Email : support.reguid@punjab.gov.in