

CITIZEN CHARTER OF
DEPARTMENT OF FOOD, CIVIL SUPPLIES
AND CONSUMER AFFAIRS
DNH- SILVASSA.

The Department is pleased to present this “ Citizen’s Charter” of Department of Food, Civil Supplies and Consumer Affairs with an aim that the services and functions of the Department should reach and benefit the citizens of Union Territory.

This Department have three wings, Civil Supply, Weights and Measurement and Consumer’s Affairs. The Civil Supply Wing of the Department has been implementing Essential Commodities Act, 1955 and different Control Orders made thereunder. The Weight and Measurement wing is implementing Standards of Weights and Measurement Act, 1976, Standards of Weights and Measures Enforcement Act, 1985.the Dadra and Nagar Haveli Standards of Measures Rules, 1991 and Standards of Weights and Measures Packaged Commodity Rules, 1977. Besides it the Department is also implementing the Consumer Protection Act, 1986 and the Rules made thereunder. State Commission Daman Diu & Dadra & Nagar Haveli and District Consumer Redressal Forum, Dadra & Nagar Haveli have been set up to hear the grievances/complaints of both territories. Services being provided by three different wings have shown in annexure – I, II and III.

APPEAL TO PUBLIC

The Department of Food, Civil Supplies and Consumer Affairs request the Public to extend their co-operation in following ways:

1. To apply in a proper application form.
2. To apply with necessary fees and documents.
3. To handover the application to the Single Window at Collectorate office.
4. To avoid touts and middlemen.
5. To report to the higher and competent authority for remedies if needed.
6. Not to interrupt the official on duty.
7. Follow the time schedule for service as under.
8. (a) Submission of challans for
payment of fees 10.00 a.m. to 12.00 Noon

(b) Delivery of permits to Fair Price Shop11.00 a.m. to 13.30 p.m.

Public dealing ends at 3.00 p.m., however the Department is open through out the day for hearing public grievances. Kindly refer Annexure-I for detailed information of documents required for various services provided by the Department.

ANNEXURE-I

CIVIL SUPPLY:-

The Civil Supply Department of this Administration implementing the Targeted Public Distribution System as per the directives of the Government of India. Wheat, Rice and Kerosene Oil are being distributed to the beneficiaries under the TPD Scheme through Fair Price Shops. 79 Fair Price Shop are functioning in the U.T. of Dadra and Nagar Haveli. (Annexure-‘A’) The following category of beneficiaries have been benefited under the Targeted Public Distribution System:-

(I) ABOVE POVERTY LINE:-

Green colour Ration Cards are being issued under this category. APL Card holders are being issued Foodgrains 10Kg. Rice at the rate of Rs. 8=50 per Kg. and 2 Kg wheat @ Rs. 6=50 per /Kg. and 10Ltrs. Kerosene Oil @ Rs.10/- per Ltrs. per Card per month. Families having LPG connection with two cylinders are not entitled for Kerosene Oil under the Scheme. Family having LPG connection with single cylinder are entitled for 3 liter. Kerosene per month.

(II) BELOW POVERTY LINE:-

Pink colour Ration Cards are being issued for below poverty line category on the basis of identification made and authenticated by the District Panchayat of this Union Territory. BPL Ration Card holders are being issued Foodgrains, viz. Rice 33Kg. @ Rs. 6=00 per Kg., Wheat 2kg.@ Rs.4=65 per Kg. and 10lit. Kerosene Oil @ Rs. 10/- per Lit. Per Card per month.

(III) ANTYODAYA ANNA YOJANA(AAY):-

Yellow Colour Ration Cards under this Schemes are being issued on the basis of list prepared and supplied by the District Rural Development Agency (DRDA) as per guideline of Government of India. AAY families issued Foodgrains 33 Kg. Rice @ Rs. 3/- per Kg. and Wheat 2 Kg. @ Rs.2/- per Kg. Kerosene Oil at 10 lit.@ Rs. 10/- per Lit. per Card per month.

(IV) ANNAPURNA SCHEME:-

This scheme is being implemented from 2001-2002 as per guidelines of Government of India for the Citizens not covered under National Old age Pension Scheme. The list is prepared and supplied by the competent authority of District Panchayat of this Union Territory. They are being issued Blue colour Ration Card and 10 Kg. Rice per month per card is given free of cost to the beneficiaries under the scheme.

CHARTER FOR U.T. ADMINISTRATION OF DADRA & NAGAR HAVELI.

The U.T. of Dadra and Nagar Haveli views the TPDS as an important constituent of the strategy for food security by ensuring minimum supplies of Foodgrains to the population Below Poverty Line (BPL). The Government will implement the TRDS to the best advantage of the beneficiaries with utmost transparency and efficiency.

(1) ELIGIBILITY

The TPDS functions through a network of Fair Price Shops/Ration Shops. Households belonging to vulnerable sections of the society like landless labourers, marginal farmers, rural artisans, craftsmen such as potters, tapers, weavers, blacksmiths, carpenters in rural areas and slum dwellers, and persons earning their livelihood on a daily basis in informal sectors, e.g. casual labourers, porters, coolies, rickshaw-pullers, hard-cart pullers, fruit and vegetables sellers on pavements in urban areas, etc. have been normally covered under BPL and entitled to get Foodgrains at specially subsidized prices.

(2) ENTITLEMENT :-

The U.T. of Dadra & Nagar Haveli will issue separate cards to the BPL/AAY families and are entitled to receive 35 Kgs. of Rice/Wheat per month per family at the Fair Price Shop (FPS), provided if sufficient quantity made available by the Government of India.

(3) QUALITY

The Rice and Wheat supplied at the FPS shall be of Fair Average Quality as prescribed and supplied by Government of India through the Godown of FCI at Valsad.

(4) FAIR PRICE SHOP

The FPS shall be open on all days. Except Sunday between 8.00 a.m. to 12. a.m. and 2.00 p.m. to 6.00 p.m. if the stock of the PDS material available with them. The card holders can get their entitled allotment on any day any time/on the dates indicated at the F. P. Shop. The Foodgrains will be supplied with prescribed entitlement within the month.

(5) The Government will ensure periodical checking of special ration cards to identify and eliminate bogus ration cards and also to take stern action against persons found guilty of misusing the TPDS benefit.

(6) RATION CARDS

Every family residing in a U.T will be entitled to a ration card under the Regulations as prevailed from time to time. The following procedure may be followed in this regard:

- v. The criteria prescribing eligibility and procedure for issue of ration cards will be widely publicised and made available to any citizen on demand.
- v. Simple application form in easy language will be available at Single window which is to be filled by the applicants for Ration Cards(Two copy of the Pass Port Size photographs is required to be affixed in the Application Form).

- v. Special arrangements are made at Single window to help the applicants to fill up the forms and to explain the procedure followed before Ration Cards are issued in their favour.
- v. Every application for Ration Card will be duly acknowledged on the spot and given a suitable Registration Number.
- v. The acknowledgement slip will indicate the date on which the Ration Card can be collected in case all information as required have been correctly given and it has been possible for the authorities to do the required verification and complete the various formalities.
- v. All Ration Card holders will be suitably advised and given Appropriate guidance regarding the FPS at which they could register their cards for obtaining supplies. Any difficulty faced by the card holders in this regard will be resolved within two days by deputing appropriate inspecting officials to the FPS under intimation to the card holder.
- v. The name of officials, their designation, telephone numbers and addresses to whom grievances/complaints relating to delay or rejection of application for ration cards could be addressed will be prominently displayed at the concerned office premises.
- v. All grievances /complaints and other correspondences will be duly registered and acknowledged on the spot across the counter or within seven days by Post.
- v. Final replies to such grievances/complaints etc. will be issued within 30 days.
- v. Wherever possible computerized information system will be Introduced to ensure efficient and effective pursuit and disposal of grievances /complaints.

- v. Stringent steps would be taken to ensure detection of bogus and unauthorized Ration Cards through a system of effective surprise checks.
- v. The criteria for identifying those below the poverty line to be covered by TPDS will be transparent and widely publicized.
- v. Complaints/grievances regarding inclusion or non-inclusion in the below poverty line target group will be dealt with by bodies like the Gram Sabha or an official nominated specifically for the purpose, the details regarding which will be prominently displayed in all concerned offices.
- v. Special cards of distinctive colour are being issued to families Below Poverty Line, and Antyodaya Anna Yojana which would entitle them to obtain the Essential Commodities at special/subsidized rates.

(7) The Department will formulate and implement foolproof arrangements for delivery of Foodgrains and other Essential Commodities to Fair Price Shop and for its subsequent distribution to the intended beneficiaries through the Shop in a transparent and accountable manner. The Administration will devise credible financial and administrative arrangements, so as to ensure the physical movement of the allotted Foodgrains to the FPS and subsequent issue to the beneficiaries.

(8) INSPECTION AND CHECKING

To make the system more effective and to enforce accountability, the U.T. of Dadra and Nagar Haveli have prescribed an inspection, the quality and quantity of ration being supplied through FPS, smooth functioning of the FPS with reference to opening and closing time of FPS, dealings of FPS owner/its workers with beneficiaries will also be checked.

(9) RIGHT TO INFORMATION

Each FPS will display information such as beneficiary's entitlement of various Essential Commodities, the issue prices, name of Fair Price Shopkeeper, timing of opening and closing of FPS and weekly closing days, stock position, etc. at a conspicuous place.

(10) The FPS will also display procedure for complaints with reference to quality and quantity of Ration and other problems being faced by the beneficiaries during the course of getting their ration.

(11) The consumer attached to the FPS will be entitled to inspect the stock register, sales register and ration card register at the FPS.

(12) Allocation of various commodities to the Districts, Taluks and FPS will be given wide publicity. The Panchayat and Municipality will be informed of the allocation made and quantities distributed every month.

(13) VIGILANCE AND PUBLIC PARTICIPATION

The U.T. Administration of Dadra and Nagar Haveli have constitute Vigilance Committees to review the functioning of the scheme periodically at Shop/Panchayat level, District/Area level and State/UT level associating the members from Government, Social Organizations, Consumer Organizations, local body members, etc. viz.,

(i) The Panchayat/Ward level Committees:

Each Panchayat and in Urban areas a ward shall have a Vigilance Committee consisting of representatives of card holders (some of whom shall be women), elected Sarpanch of the Panchayat/Ward's elected representative, consumer activist and other social workers of repute. Where there is a big Panchayat having more than one FPS, then it' can have suitable number of Vigilance Committees. The Chairman of the Vigilance Committee may be the Sarpanch at the Panchayat level.

(ii) The Block/Taluk level Committee:

Block level Committee will comprise of five-six card holders attached to the FPS, local bodies, social workers of the area, etc. The Block Level Committee will cover FPSs in a Block and report to the District Level Committee about the functioning of FPSs and other related problems. The Chairman of the Vigilance Committee at Block Level may be the elected head of the Block/ Taluk level Samiti,

(iii) The District Level Committee:

Each District Level Committee will comprise of about 10 members from the different segments like beneficiary groups, social/consumer organizations, peoples elected representative and be presided over by the Zila Pramukh. The Zila Pramukh has also been authorized to redress/solve the problems at his level to the maximum extent and, whenever, it is not possible, he would refer the State Level with his recommendation to State Level Committee. Zila Pramukh may be the Chairman of the Vigilance Committee at District Level Committee.

(14) TRAINNING OF PERSONNEL ENGAGED IN TPDS ACTIVITES

Training programmes including workshops will be formulated and arranged in association with the voluntary consumer and social organizations including youth and women organization and also the Vigilance Committee Members in order to motivate the staff engaged in implementation of TPDS. The U.T. Administration of Dadra and Nagar Haveli will also consider suitable incentives for rewarding good work, while ensuring at the same time that lapses, if any, are dealt with.

(15) The U.T. Administration of Dadra and Nagar Haveli would like to reiterate its commitment to TPDS with its focus on the poor through this Charter and expects all agencies concerned with the implementation to do their utmost for efficient, effective and successful implementation of TPDS.

(16) CITIZEN'S RESPONSIBILITIES

In return, the U.T. Administration of Dadra and Nagar Haveli expects from the citizens:

- v. Not to misuse the facilities and indulge in or encourage any malpractice.
- v. Report promptly to the authorities concerned any instance of irregularity or other malpractices.
- v. Give suggestions, if any, for the improvement of this Charter to—the Collector/Secretary (Civil Supplies). D.N.H. Silvassa.

(17) THE MODEL SINGLE PAGE CHARTER FOR THE DEPARATMENT OF FOOD AND CIVIL SUPPLIES:

- 1) The entitlement of ration card holders and details of allotment of Commodities will be given due publicity.
- 2) The norms of opening of Fair Price Shop will be made public. The applications shall be duly acknowledged and replies given within 30 days.
- 3) Complaints about quality, about weighment of Foodgrains can be made to the Assistant Commissioner, Food and Civil Supplies, D.N.H. Silvassa.
- 4) We can be approached for any issue relating to the ration card and also for redressal of any inconvenience /grievance to Fair Price Shop.
- 5) We will register all petitions and issue acknowledgement on the spot across the counter. Final replies to petitions will be issued within 30 days.
- 6) Application/petitions relating to ration cards will be disposed of within specified time limit as shown below:

(I) RATION CARD :-

Description Of Items.	Eligibility	Documents to be submitted.	Fees to Be paid	Time limit For disposal
(a) New Ration Card	Resident Of Dadra And Nagar Haveli	<ul style="list-style-type: none">• Application in prescribed form.	Rs. 10/-	15 Days
		<ul style="list-style-type: none">• Proof of residence with house number issued by Gram Panchayat.		
		<ul style="list-style-type: none">• Rent receipt from house owner in case of applicant is residing in rented house or letter from company if the applicant is serving in private company and staying in residential house of the company.		
		<ul style="list-style-type: none">• In case of migrants, surrender certificate issued by the Mamlatdar / Civil Supply Officer or other authorized officer of State/ U. T./ District of original place of Residence.		
b) Renewal of Ration Card.	Applicant Who Posses Ration Card.	<ul style="list-style-type: none">• Application in prescribed form.	Rs. 10/-	10 Days
		<ul style="list-style-type: none">• Original Ration Card to be attached.		
		<ul style="list-style-type: none">• Two copies of passport size photographs of Head of family duly attested.		
c) Addition of Name In Ration Card.	Applicant Who Posses Ration Card.	<ul style="list-style-type: none">• Application in prescribed form.	No Fee	7 Days
		<ul style="list-style-type: none">• Original Ration Card to be attached.		
		<ul style="list-style-type: none">• Attested copy of birth certificate.		

		<ul style="list-style-type: none"> In case of migrants, Surrender Certificate issued by Mamlatdar / Civil Supply Officer or other authorized Officer of concerned state/ U.T./ District/ City. 		
d) Cancellation of Ration Card, Deletion of Name from Ration Card.	Applicant Who Posses Ration Card.	<ul style="list-style-type: none"> Application in prescribed form. 	No Fee	10 Days
		<ul style="list-style-type: none"> Certificate of concerned F.P. Shop to the effect that entry of deletion is made in Card Register of FPS with reason of deletion. 		
		<ul style="list-style-type: none"> Death Certificate in case of deletion due to death of any member of family. 		
		<ul style="list-style-type: none"> Original Ration Card to be attached. 		
e) Issue of Duplicate Ration Card.	If the Original Ration Card is Lost.	<ul style="list-style-type: none"> Application in prescribed form. 	Rs. 10/-	15 Days
		<ul style="list-style-type: none"> Certificate of house number from concerned Panchayat Municipal Council. 		
		<ul style="list-style-type: none"> Affidavit from Executive Magistrate in case of loss of original ration card. 		
		<ul style="list-style-type: none"> Certificate from concerned F.P. Shop to the effect that the card stood registered with F.P.Shop with entry of Ration Card. 		
		<ul style="list-style-type: none"> Two pass-port size photographs of Head of Family. 		
f) Change of Address/	If Residence	<ul style="list-style-type: none"> Original Ration Card to be submitted. 	No Fee	7 Days.

Change of F.P. Shop.	Area is Changed.	<ul style="list-style-type: none"> • Deletion Certificate from concerned F.P. Shop of present address. 		
		<ul style="list-style-type: none"> • Proof of change of residence with house number from concerned village Panchayat/ Municipal Council. 		

(18) SINGLE PAGE CHARTER FOR FAIR PRICE SHOPS:-

- 1) This Fair Price Shop provides PDS Commodities viz. Rice, Wheat and Kerosene Oil to the Ration Card holders attached to this shop. Working hours, Scale of issue, issue price, stock position and Name of the owner are displayed separately on the board.
- 2) Families Below Poverty line (BPL) holding special cards will get 35Kg. if it is made available by the Government of India of Foodgrains (rice and wheat) per month at following prices.

Rice – Rs. 6.00 per kg.

Whet – Rs.4.65 per kg.

- 3) The card holder serviced by this FPS are entitled to inspect the stock register, sale register and ration card register.
- 4) Functioning of this fair price shop is monitor by a village Panchayat level Vigilance Committee. Any grievance may be addressed to the Member of Vigilance Committee.
- 5) Grievance can also be addressed to the following Government Officers:

Assistant Commissioner,(Food and Civil Supplies)

Dadra and Nagar Haveli, Silvassa.

Phone No. 2640663.

(19) DISPLAY OF INFORMATION AT FAIR PRICE SHOP:

Timing -- 8.00 a.m. to 6.00 p.m.

Lunch hours. -- 12.00 a.m. to 2.00 p.m.

Closed on -- Sunday.

Serial No./Licence No.

Name of F.P.Shop Owner.

Total No. of Ration Card attached with F.P.Shop.

Details of PDS Commodities.

Category : APL/BPL/ANNAPURNA

Date :-----

No.	Name of Commodity	Opening stock	Rate Per Kg.	Entitlement Per card	Closing stock	Nos. of Card Holders.
1.	Rice					
2.	Wheat					
3.	Edible Oil					
4.	Kerosene.					

(II) SOLVENT LICENCES:

For consumption and storage of Solvent each and every Consumer have to obtained Licence under the provisions of Solvent, Reffinate and Slop (Acquisition, Sale, Storage and Prevention of Use in Automobiles) Order 2000, as amended from time to time.

Provided that no such licence shall be required for consumption of 50 KL. Or less per month and storage of 20 KL. Or less combined. For the issue of licence the documents required are mentioned below :-

Description	Documents to be attached.	Fees to be paid	Time limit Of disposal Of application
a) Grant of licence	<ul style="list-style-type: none">• Application in prescribed form.• Attested copy of Industry Registration Certificate issued by D.I.C.,D. & N.H.• Attested copy of factory licence issued by chief Inspector of Factories.• Attested copies of Central / local Sales Tax Registration Certificate.• Attested copy of Central Excise registration certificate.• Attested copy of PAN of Income Tax.• Attested copy of explosive licence / N.O.C. from explosive department for storage of solvents.• Memorandum of Articles of Association of the company/ partnership deed.	Rs. 500/-	40 Days

	<ul style="list-style-type: none"> • Authority letter for authorized signatory. • Name and address of dealers from whom Solvent to be purchased. • Details of manufacturing process • Details of Plants and Machinery installed. • Power/ electricity connection with sanctioned load by Electricity Department of Dadra and Nagar Haveli. 		
b) Renewal of Solvent Licence	<ul style="list-style-type: none"> • Application on plain paper. • Original licence. • All documents listed above for new licence. 	Rs. 250/-	15 Days

Annexure – II

WEIGHTS AND MESURES;

LICENCES

Sr. No	Description of Service.	Eligibility	Documents required.	Fees to be paid	Time of disposal
1.	Grant of Manufacturing Licence.	Those who are engaged in manufacturing of Weight & Measures	<ul style="list-style-type: none">• Application in prescribed Form LM –1.• Attested copy of Model approval certificate issued by the Govt. of India<ul style="list-style-type: none">• Attested copy of Proof of ownership of business premises/ rent agreement.• Attested copy of power sanctioned letter.• Attested copy of Partnership deed.• Attested copy of Memorandum & Articles of Association.• Attested copy of Power of attorney of authorized signatory.• Attested copy of Project Report.• List of Raw material required.• List of machinery & Tool required.• List of Weight & Measures used and maintained.• Attested copy of S.S.I. Registration or N.O.C. from D.I.C. office.• List of Directors/Partners of the company as amended time to time.	As per Schedule – VII of Dadra and Nagae Haveli Standards of Weights and Measures (Enfarcement) Rule – 1991	Within One Month

2	Grant of Dealers Licence for Sale of Weight and Measure.	Those who are engaged in Weight & Measure.	<ul style="list-style-type: none"> • Application in prescribed Form LD –1. • Attested copy of Model approval certificate issued by the Govt. of India <ul style="list-style-type: none"> • Attested copy of Proof of ownership of business premises/ rent agreement. • Attested copy of power sanctioned letter. • Attested copy of Partnership deed. • Attested copy of Memorandum & Articles of Association. • Attested copy of Power of attorney of authorized signatory. • Attested copy of Project Report. • List of Raw material required. • List of machinery & Tool required. • List of Weight & Measures used and maintained. • Attested copy of S.S.I. Registration or N.O.C. from D.I.C. office. <ul style="list-style-type: none"> • List of Directors/Partners of the company as amended time to time. 	As per Schedule – VII of Dadra and Nagae Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within One Month
3.	Grant of Repair licence	Those who are engaged in repairing work of Weight and Measures	<ul style="list-style-type: none"> • Application in prescribed Form LR –1. • Attested copy of Proof of ownership of business premises/ rent agreement. • Attested copy of power sanctioned letter. • Attested copy of Partnership deed. 	As per Schedule – VII of Dadra and Nagae Haveli Standards of Weights and Measures	Within One Month

			<ul style="list-style-type: none"> • Attested copy of Memorandum & Articles of Association. • Attested copy of Power of attorney of authorized signatory. • Attested copy of Project Report. <ul style="list-style-type: none"> • List of Raw material required. • List of machinery & Tool required. • List of Weight & Measures used and maintained. • Attested copy of S.S.I. Registration or N.O.C. from D.I.C. office. <ul style="list-style-type: none"> • List of Directors/Partners of the company as amended time to time. • Attested copy of Educational qualification certificate. • Experience Certificate. 	Measures (Enforcement) Rule – 1991	
4.	Grant of Registration under packaged Commodity Rules –77.	Those who are engaged in packaging activity within U.T. of D.N.H.	<ul style="list-style-type: none"> • Application in prescribed Form. • Attested copy of Proof of ownership of business premises/ rent agreement. • Attested copy of power sanctioned letter. • Attested copy of Partnership deed. • Attested copy of Memorandum & Articles of Association. • Attested copy of Power of attorney in case of authorized signatory. • Attested copy of S.S.I. 	Rs. 20/-	One Month

			<p>Registration or N.O.C. from D.I.C. office.</p> <ul style="list-style-type: none"> • List of Directors/Partners of the company as amended time to time. • List of items to be packed in different packing size. 		
5.	Renewal of Manufacturing Licence.	Those whose Licence expected to be expired.	<ul style="list-style-type: none"> • Application in prescribed Form. LM-2 • Original Licence • Copy receipt for fee remittance • Periodical return as per W & M. Act. • Proof of ownership of premises. • Rent Agreement. • Copy of power of Attorney. 	As per Schedule – VII of Dadra and Nagae Haveli Standards of Weights and Measures (Enfarcement) Rule – 1991	Within Fifteen Days.
6.	Renewal of Dealer licence for Sale of Weight and Measures	Those whose licence expected to be expired.	<ul style="list-style-type: none"> • Application in prescribed Form. LD-2 • Original Licence • Copy receipt for fee remittance. • Proof of ownership of premises. • Attested copy of Rent Agreement. • Attested copy of power of Attorney. 	As per Schedule – VII of Dadra and Nagae Haveli Standards of Weights and Measures (Enfarcement) Rule – 1991	Within Fifteen Days.

7.	Renewal of repairing Licence for repairing of Weight and Measures	Those whose licence expected to be expired	<ul style="list-style-type: none"> • Application in prescribed Form. LR-2 • Original Licence • Copy receipt for fee remittance. • Periodical return as per Weight & Measure, Act. • Proof of ownership of premises. • Attested copy of Rent Agreement. • Attested copy of power of Attorney. 	As per Schedule – VII of Dadra and Nagae Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within Fifteen Days.
8.	i) Certification / Verification of Weight & Measures	Those weight & Measures which are used in U.T. of D. & N. H.	<ul style="list-style-type: none"> • Copy of purchase Invoice of Weights & Measures or old verification Certificate. 	As per Schedule XII of Dadra and Nagae Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within Two Days.

ii) Certification / Verification of Weight & Measures Instruments.	Those weight & Measures which are used in U.T. of D. & N. H.	<ul style="list-style-type: none"> • Copy of purchase Invoice of Weights & Measures or old verification Certificate. 	As per Schedule XII of Dadra and Nagae Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within Five Days.
iii) Certification / Verification of Document type Weight Instruments.	Those weight & Measures which are used in U.T. of D. & N. H.	<ul style="list-style-type: none"> • Copy of purchase Invoice of Weights & Measures or old verification Certificate. 	As per Schedule XII of Dadra and Nagae Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within Eight Days.
iv) Certification / Verification of Petrol Pump.	Those weight & Measures which are used in U.T. of D. & N. H.	<ul style="list-style-type: none"> • Copy of purchase Invoice of Weights & Measures or old verification Certificate. 	As per Schedule XII of Dadra and Nagae Haveli Standards of Weights and Measures (Enforcement) Rule – 1991	Within Three Days.

SCHEDULE XII

See rules 17(1) of Dadra and Nagar Haveli Standard of W&M (Enf.) Rules-1991

FEES PAYABLE FOR VERIFICATION AND STAMPING OF
WEIGHTS, MEASURES AND WEIGHING AND MEASURING
INSTRUMENTS.

1. **WEIGHTS.**

(A) Bullion Weights.

De nomination	Fees.
	10=00
	10=00
5 KG	6=00
2 KG	6=00
1 KG	6=00
500 g.	6=00
200 g	3=00
100 g	3=00
50 g	3=00
20 g	3=00
10 g	3=00
5 g	3=00
2 g	3=00
1 g	3=00
500 mg	2=00
200 mg	2=00
100 mg	2=00
50 mg	2=00
20 mg	2=00
10 mg	2=00
5 mg	2=00
2 mg	2=00
1 mg	2=00

(B) Brass Weights (Other than Bullion).

De nomination	Fees.
1 Kg.	4=00
500 G.	2=00
200 G.	2=00
100 G.	2=00
50 G.	2=00
20 G.	2=00

10 G.	2=00
5 G.	2=00
1 G.	2=00

(C) Sheet Metal Weights (Other than bullion)

Weight	Fees.
1 Kg.	4=00
500 G.	2=00
200 G.	2=00
100 G.	2=00
50 G.	2=00
20 G.	2=00
10 G.	2=00
5 G.	2=00
2 G.	2=00
1 G.	2=00

(D) Iron and steel Weights.

Weight	Fees
50 KG	4=00
20 KG	4=00
10 KG	4=00
5 KG	4=00
2 KG	
1 KG	4=00
500 G	2=00

200 G	2=00
100 G	2=00
50 G	2=00

(E) Carat Weight.

Weight	Fees
500 C.	10 =00
200 C.	10 =00
100 C.	10 =00
50 C.	10 =00
20 C.	10 =00
10 C.	10 =00
5 C.	5 =00
2 C.	5 =00
1 C.	5 =00
50/100 C.	5 =00
20 /100 C.	5 =00
2/100 C.	5 =00
1/100 C.	5 =00
0.5/100 C.	5 =00

2. Capacity Measures (Incl. Storage tank, vehicle tank, Dispensing Measures and Peg Measures).

50 Ltrs and above.	Rs. 15/- for the first 100 lt. Or part thereof plus Rs. 5/- for every additional 100 lt. Or part thereof subject to maximum of Rs. 5000/-
20 Lt.	6 = 00
10 Lt.	6 = 00
5 Lt.	3 = 00
2 Lt.	3 = 00
1 Lt.	3 = 00
500 ML.	2 = 00
200 ML.	2 = 00
100 ML.	2 = 00
50 ML.	2 = 00
20 ML.	2 = 00
5 ML.	2 = 00
2 ML.	2 = 00
1 ML.	2 = 00
18.5 ML.	6 = 00
60 ML.	2 = 00
30 ML.	3 = 00

3. Length Measure.

(a) Non Flexible	
Weight	Fees
2.00 Mt.	3 = 00
1.00 Mt. (Ordinary)	3 = 00
0.50 Mt. (Ordinary)	3 = 00
1.00 Mt. (graduated at every cm.)	6 = 00
0.50 Mt. (graduated at every cm.)	6 = 00

(b) Fabrics or Plastic tape.	
10.00 Mt. And above	Rs. 6 =00 for 10m. tape Above it Rs. 2 = 00 for every Additional 5 m. upto maximum total length 100 m. tape
5.00 Mt.	3 = 00
4.00 Mt.	3 = 00
3.00 Mt	3 = 00
2.00 Mt	3 = 00
1.50 Mt.	2 = 00
1.00 Mt.	2 = 00
0.50 Mt.	2 = 00

(c) Steel Tapes	
10.00 M. and above.	Rs. 6 =00 for 10m. tape Above it Rs. 2 = 00 for every Additional 5 m. upto maximum total length 200 m. tape
5.00 Mt.	3 = 00
4.00 Mt.	3 = 00
3.00 Mt	3 = 00
2.00 Mt	3 = 00
1.50 Mt.	3 = 00
1.00 Mt.	3 = 00
0.50 Mt.	3 = 00

(d) Folding	
1.00 Mt.	3 = 00
0.50 Mt.	2 = 00
(e) Surveying chains.	
30.00 Mt.	10 = 00
20.00 Mt.	6 = 00

4. Weighing Instruments (Other than Beam Scale, Weighing Instrument of High Accuracy Class. Automatic Weighing Machine and Totalizing Machines).

Weight	Fees
400 Tonne	800 = 00
300 Tonne	600 = 00
200 Tonne	500 = 00
150 Tonne	500 = 00
100 Tonne	300 = 00
80 Tonne	300 = 00
60 Tonne	250 = 00
50 Tonne	250 = 00
40 Tonne	250 = 00
30 Tonne	250 = 00
25 Tonne	250 = 00
20 Tonne	250 = 00
15 Tonne	250 = 00
10 Tonne	150 = 00
5 Tonne	150 = 00
3 Tonne	75 = 00
2 Tonne	75 = 00
1500 Kg.	50 = 00
1000 Kg.	50 = 00
500 Kg.	50 = 00
300 Kg.	50 = 00
250 Kg.	50 = 00
200 Kg.	30 = 00
150 Kg.	30 = 00
100 Kg.	30 = 00
50 Kg.	25 = 00
30 Kg.	25 = 00
25 Kg.	25 = 00
20 Kg.	15 = 00
15 Kg.	15 = 00
10 Kg.	10 = 00
5 Kg.	10 = 00

3 Kg.	10 = 00
2 Kg.	10 = 00
1 Kg.	10 = 00
500 Gm. And Below	6 = 00

(Person weighing machine excluding bathroom scales).	
500 Gm.	3 = 00
1 Kg.	3 = 00
2 Kg.	3 = 00
5 Kg.	3 = 00
10 Kg.	3 = 00
Tabular balance :	
1 Kg.	3 = 00
5 Kg.	3 = 00
10 Kg.	3 = 00
20 Kg.	5 = 00
50 Kg.	7 = 50
Bathroom Scale	
120 Kg. And below	10 = 00

5. Beam Scale (Classes A & B)

Weight	Fees
200 Kg.	150 = 00
100 Kg.	120 = 00
50 Kg.	100 = 00
20 Kg.	100 = 00
10 Kg.	60 = 00
5 Kg.	50 = 00
2 Kg.	50 = 00
1 Kg.	50 = 00
500 Gm. And below	30 = 00

6. Beam Scale (Classes C & D)

Weight	Fees
1000 Kg.	50 = 00
500 Kg.	30 = 00
300 Kg.	30 = 00
200 Kg.	15 = 00
100 Kg.	15 = 00
50 Kg.	10 = 00
20 Kg.	10 = 00
10 Kg.	10 = 00
5 Kg.	6 = 00
2 Kg.	6 = 00
1 Kg.	6 = 00
500 Gm. And below	4 = 00

7. Weighing Instrument of High Accuracy Class.

Weight	Fees
Exceeding 50 Tonne	800 = 00
Not exceeding 50 Tonne but exceeding 10 tonne	300 = 00
Not exceeding 10 Tonne but exceeding 1 tonne	300 = 00
Not exceeding 1 Tonne but exceeding 50 Kg.	150 = 00
Not exceeding 50 Kg. but exceeding 10 Kg.	100 = 00
Not exceeding 10 Kg.	60 = 00

8. Automatic Weighing Machines.

Weight	Fees
Exceeding 10 Tonne	300 = 00
Not exceeding 10 Tonne but exceeding 1 tonne	250 = 00
Not exceeding 1 Tonne but exceeding 50 Kg.	150 = 00
Not exceeding 50 Kg. but exceeding 10 Kg.	100 = 00
Not exceeding 10 Kg.	60 = 00

9. Totalizing Machine

Each Machine	500 = 00
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10. Volume Measuring Instruments.

(a) Dispensing pumps, each pump.	150 = 00
(b) Other Instrument exceeding 100 Ltr.	Rs. 150 for the first 100 liters plus Rs. 120 for each additional 100 Liters or Part thereof subject to maximum of Rs. 3000/-

SCHEDULE - VII

(See Rule – 12 (5)) of Dadra and Nagar Haveli Standards of Weight and Measures (Enforcement) Rules 1991.

Licensing and renewal Fees for Manufacturers, Repairers or Dealers of Weights and Measures.

Annexure – III

Consumer affairs :

One State Commission and District Consumer Redressal Forum have been set up as a mechanism to decide the consumer dispute in the U.T. under the provisions of Consumer Protection Act, 1986. Consumers may apply for redressal of grievances / compensation before State Commission or District Consumer Redressal Forum of Dadra and Nagar Haveli. Details of requirements are as under :

Application / Eligibility	Jurisdiction of Consumers Court	Fees to be paid	Time Limit for Disposal
Value of Goods or service and the compensation claimed is upto Rs. 20 Lakhs.	District Forum	• Upto Rs. 1 lakh, Rs. 100/-	1) Three months where complaint does not Require analysis or Testing of Commodities.
		• One lakh and above, but Less than five lakhs Rs. 200/-	
		• Five lakhs rupees and above but less than Rs. 10 lakhs. Rs.400/-	2) Five Months, if it requires analysis or testing of commodities.
		• Ten lakhs rupees and above but not exceeding twenty lakh rupees Rs. 500/-	
Value Exceeds 20 lakh but does not exceed Rs. One crore.	State Commission	• No Fees	Ninety days

ANNEXURE – A

LIST OF FAIR PRICE SHOPS IN DADRA AND NAGAR HAVELI, U.T.

	SILVASSA PANCHAYAT	AREA COVERED
01.	Dadra & Nagar Haveli Govt. Servant Consumer Co-op. Society, Silvassa	Zanda Chowk/Rohitwas/Some Part of Ultanfalia/Police Line/Aml.
02.	Shri Pramod N. Patel, Patadiafalia	Patadia Falia.
03.	Shri A.K. Patel, Fair Price Shop, Aml.	Chanadevi Road/ 66 KVA Rd./ Mandir Falia/ Dayat Falia
04.	Shri Suman N. Patel, Fair Price Shop, Bhastafaliya	Bhastafalia, Patadia Falia, Vrundavan society, Sundarvan Society.
05.	Shri Ramesh S. Patel, Fair Price Shop, Baldevi	Whole Area of Village, Baldevi.
06.	Shri Rajendra M. Patel, Fair Price Shop, Dandul falia.	Bavisafalia/Dandulfalia/ Bhraman fali/ Agriwad.
07.	Shri Navin K. Patel, Fair Price Shop, Vaghchhipa	Whole Area of Village, Vaghchhipa.
08.	Shri Supadiabhai L. Patel, Fair Price Shop, Athola	Whole Area of Village, Athola.
09.	Silvassa Vibhag Jangle Kamdar Sahakari Mandli Ltd., Silvassa Fair Price Shop, Naroli Road, Silvassa.	Silvassa-Naroli Road Area/Indira Nagar/ Patel falia and Tokarkhada area
10.	Shri R.S. Patel, Dayat Falia.	Dayat Falia/Industrial area- Piparia.
11	Silvassa Vibhag Jangle Kamdar SahakariMandli Ltd., Silvassa Fair Price Shop,Bhurkudfalia	Bhurkud falia, Kamdi falia.
12	Silvassa Vibhag Jangle Kamdar SahakariMandli Ltd., Silvassa Fair Price Shop,Dokmardi	Village Dokmardi/Gandhigram/some part of Agriwad.

13	Dapada Vibhag Jangle Kamdar Sahakari Mandli Ltd., Silvassa	Government Housing society/ Bahumali complex near PWD, Cottage Hospital Road, Kilvani naka road, Bus Stand area.
14.	Smt R.G. Patel, Bavisa Falia.	Bavisa Falia.
	DADRA PANCHAYAT	AREA COVERED
15	Dadra GrahakSahakari Mandli, Dadra	Dadra, Vaghdhara, Tighra Villages
16	Shri Dinesh B. Patel, Fair Price Shop, Demni	Village, Demni
	RANDHA PANCHAYAT	AREA COVERED
17	Fair Price Shop, Morkhal – I	Morkhal/Bhusarpada/Bardapada/Chokipada/Dabhadpada/Patelpada
18	Fair Price Shop, Morkhal – II	Dhobipada/Routpada/Dungripada Junapatelpada
19	Fair Price Shop, Bonta	Whole Area of Village Bonta
20	Fair Price Shop, Randha	Village Mota Randha & Nana Randha
	KILAVNI PANCHAYAT	AREA COVERED
21.	Fair Price Shop, Galonda – I	Patelpada/Routpada/Zaripada/Kolipada
22.	Fair Price Shop, Galonda – II	Vadpada/Kherunpada/Parsipada/Baratpada/Zavarpada/Vakharpada
23.	Fair Price Shop, Sili – I	Sili-Kuvapada/Kombapada/Kapariapada/Hardunpada/Chowkipada
24	Fair Price Shop, Sili-II	Jamalpada/Talavpada/Vangdipada Ranpada/Toranpada
25	Fair Price Shop, Falandi	Whole Area of Village, Falandi
26	Fair Price Shop, Umarkui-I	Whole Area of Village, Umarkui
27.	Fair Price Shop, Umarkui-II	
28	F.P.Shop- Kilawani.	Whole Area of Village, Kilavni
	RAKHOLI PANCHAYAT	AREA COVERED
29	Fair Price Shop, Samarvarni	Whole Area of Village, Samarvarni
30	Fair Price Shop, Masat	Whole Area of Village, Masat
31	Dapada Vibhag Jangle Kamdar Sahakari Mandli, Rakholi.	Village Rakholi and Kudacha
32	-----Do----- Kudacha.	

32	Shri H. L Patel, Sayli-II	Patelipada/Vaijalpada/Chowkipada Bhoyapada/Plotpada
33	Sayli Vibhag Seva Sahakari Mandli, Sayli	Parsipada/Medhapada/Kinnaripada Zaripada/Dattupada/Andherpada Dungarpada/Society pada
34	Sayli Vibhag Seva Sahakari Mandli, Karad-I	Karad Colony
35	Karad Vibhag Sahakari Bhandar, Karad-II	Karad Village
	DAPADA PANCHAYAT	AREA COVERED
36	Fair Price Shop, Pati	Whole area of village PATI
37	Chichpada Vibhag Vividh Kamdar Sahakari Mandli, Dapada	Whole area of village Dapada and Chikhli
38	Chichpada Vibhag Vividh Kamdar Sahakari Mandli, Chikhli	
39	Chichpada Vibhag Vividh Kamdar Sahakari Mandli, Vasona	Whole area of village Vasona and Chichpada
40	Chichpada Vibhag Vividh Kamdar Sahakari Mandli, Chichpada	
41	Fair Price Shop, Aпти-	Avarpada/Karbharipada
		Patelpada/ Some part of Karbharipada
42	Fair Price Shop, Surangi	Whole area of village, Surangi
	AMBOLI PANCHAYAT	AREA COVERED
43	Fair Price Shop, Amboli	Whole area of village, Amboli
44	Fair Price Shop, Khadoli	Whole area of village, Khadoli
45	Fair Price Shop, Karachgam	Village Karachgam and Kala
46	Fair Price Shop, Tinoda	Tinoda and Bindrabin
47	Fair Price Shop, Parzai-I	Village Parzai and Dolara
48	Shri Manubhai Bhandari. Velugam.	Whole area of village, Velugam
49	Parzai Vibhag Grahak Seva Sahakari Mandli, Kherdi	Whole area of village, Kherdi
	KHANVEL PANCHAYAT	AREA COVERED
50	Daxina Path Van Kamdar Khedut Seva Sahkari Mandli Khanvel-I	Whole area of village, Khanvel
51	Daxina Path Van Kamdar Khedut Seva Sahkari Mandli Khanvel-II	

52.	Daxina Path Van Kamdar Khedut Seva Sahkari Mandli, Khutli	Whole area of village, Khutli
53.	Daxina Path Van Kamdar Khedut Seva Sahkari Mandli, Talavli	Whole area of village, Talavli
54.	Daxina Path Van Kamdar Khedut Seva Sahkari Mandli, Shelti	Whole area of village Shelti
55.	Daxina Path Van Kamdar Khedut Seva Sahkari Mandli, Rudana	Whole area of village, Rudana
	DUDHANI PANCHAYAT :	AREA COVERED
56.	Daxinapath Van Kamdar Khedut Seva Sahakari Mandli, DUDHANI	Dudhni / Godbari / Medha/ Vaghchauda / Kherarbari /
57.	Daxinapath Van Kamdar Khedut Seva Sahakari Mandli, Ambavari/Kachod	Ambabari/Karchod Village
58.	Daxinapath Van Kamdar Khedut Seva Sahakari Mandli, KAUNCHA	Kauncha Village
59.	Daxinapath Van Kamdar Khedut Seva Sahakari Mandli, GUNSA	Gunsa Village
	MANDONI PANCHAYAT :	AREA COVERED
60.	Fair Price Shop, Bedpa	Whole area of village, Bedpa
61.	Daxinapath Van Kamdar Khedut Seva Sahakari Mandli, VASDA	Whole area of village, Vasda
62.	Fair Price Shop, Besda	Whole area of village, Besda and Jamanveri
63.	Fair Price Shop, Jamanveri	
64.	Fair Price Shop, Khedpa	Whole area of village, Khedpa
65.	Fair Price Shop, Sindoni	Whole area of village, Sindoni
66.	Fair Price Shop, Chisda-I	Khoripada / Rabadpada Haidachimad / Akharmad / Kathiapada / Patipada / Khokharpada / Murdalpada / Mulgam
67.	Fair Price Shop, Chisda – II	Nimbhadmad / Lohnipada / Singdachimad / Jambachimad / Dadripada
68.	Fair Price Shop, Mandoni	Whole area of village, Mandoni

	<u>NAROLI PANCHAYAT</u>	AREA COVERED
69.	Naroli Vibhag Vividh Karyakari Seva Sahkari Mandli, Naroli	Bhramanfalia / Navafalia / Tekrifalia / Dhapsa / Vadifalia
70.	Shri S. K.Patel Athal.	Athal Village
71.	Naroli Adarsh Grahak Bhandar, Naroli	Kanadi/Navagam/ Valiagola/ Navakuvafalia
72.	Naroli Mahyavanshi Grahak Bhandar, Naroli	Nawafalia / Some part of Dhapsa
73.	Kharadpada vibhag vividh karyakari seva sahkari mandli, Kharadpada	
74.	Shri D.I. Patel, Kubharwadi.	Kumbharvadi Village.
75.	Fair Price Shop Luhari	Whole area of village Luhari
77.	F.P.Shop- Vadfalia, Naroli.	Vadfalia Naroli.
78.	Fair Price Shop, Kakad Falia	Kakadfalia / Dhapsa / Havelifalia / Gobifalia / Kohyafalia

Information / Grievances:

In case of any problem one may see the Purchase and Supply Officer, Special Secretary Civil Supply and Secretary Civil Supply on working days between 12.00 to 1.00 p.m. Address and Telephone Nos. are as under :

1.	Hon. Collector/Secretary (Civil Supplies)DNH. Silvassa.	2642721
2.	Assistant Commissioner, F&CS.,DNH,Silvassa.	2640663