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Government of Himachal Pradesh
Department of Food, Civil Supplies and Consumer Affairs

Notification

No.FDS-A(3)02/2009-I Shimla 171009, Dated 12th ,September, 2013

1. In exercise of the powers conferred under Section 15 of the National Food Security Ordinance, 2013 (NFSO 2013), the Governor, Himachal Pradesh, is pleased to appoint all District Controllers, Food, Civil Supplies and Consumer Affairs (DFSC) in the Department of Food, Civil Supplies and Consumer Affairs, Himachal Pradesh, as District Grievance Redressal Officers (DGRO) within their respective districts.
2. The DGRO shall hear complaints regarding non-distribution of entitled foodgrains or meals, provision of less quantity than entitled, or poor quality of food grains or entitled material as per NFSO 2013.
3. Where the complaint refers to Section 4(b) of NFSO 2013 with regard to maternity benefits, grievances shall be heard as per notification Health and Family Welfare Department, Govt. of HP.
4. Where the complaint refers to Section 4(a), Section 5(1)(a) and Section 6 of NFSO 2013 with regard to Anganwadis within Integrated Child Development Services, grievances shall be heard as per notification of Department of Women and Child Development, Govt. of HP.
5. Where the complaint refers to Section 5(1)(b) of NFSO 2013 with regard to the Mid Day Meal program being implemented in schools, grievances shall be heard as per notification of Department of Elementary Education, Govt. of HP.
6. The complainant shall file his complaint in writing in Hindi or English language by giving details regarding his Consumer card, entitlement as well as the grievance, and shall mention the relief sought. Where the complainant is illiterate or otherwise prevented from giving such complaint in writing, the DGRO shall render all assistance possible to facilitate the complainant and put it in writing. No complaint shall be entertained after 30 days from the last date on which entitlement was due or from the date of grievance.

7. Upon receipt of the complaint, the DGRO shall immediately seek report from field agencies regarding the grievance, and shall dispose off the complaint within 30 days. If enquiry cannot be concluded within this designated period, the DGRO shall, for reasons to be recorded, extend this enquiry period accordingly.¹ The DGRO shall provide opportunity of being heard to the complainant where required. However, if the complaint is prima facie true on the face of record or upon enquiry, relief may be provided immediately.
8. Where the complainant is dissatisfied with the report of the DGRO, or where the DGRO has failed to dispose off the complaint within the stipulated time as stated above, appeal shall lie to the Divisional Commissioner within his respective Division, till such time as the State Food Commission (SFC) is constituted by the Govt. of HP, whereupon the appeal shall lie before the SFC.
9. In case of any difficulty in the interpretation or the implementation of this notification, the decision of the Secretary, Food, Civil Supplies and Consumer Affairs shall be final.

By Order

Pr. Secretary (FCS&CA) to the
Government of Himachal Pradesh

Endst. As above

Dated: Shimla-2

12th, September, 2013

1. The Chief Secretary to the Government of H.P. Shimla-2.
2. All the Administrative Secretaries to the Govt. of Himachal Pradesh.
3. The Secretary, to the Governor of Himachal Pradesh, Shimla-2.
4. All the Heads of Department in Himachal Pradesh.
5. All the Divisional Commissioners/Deputy Commissioners in Himachal Pradesh.
6. The Special Secretary-cum-Pr. P.S. to the Chief Minister, Himachal Pradesh, Shimla-2.
7. The Spl. Pvt. Secretary to the Hon'ble Minister (FCS&CA) Govt. of Himachal Pradesh.
8. The Pvt. Secretary to the Principal Secretary (FCS&CA) to the Govt. of H.P. Shimla-2.
9. Guard file.

M. Mahajan

Under Secretary (FCS&CA) to the
Government of Himachal Pradesh