

# NEWSLETTER



## DEPARTMENT OF **CIVIL SUPPLIES & CONSUMER AFFAIRS**

नागरिक आपूर्ति एवं उपभोक्ता मामले विभाग



*"Ensuring Food  
Security,  
Consumer Justice  
& Fair Trade in  
the Islands"*

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*"Transparency, Accessibility, Equity, and Service to the People"*





# From the **SECRETARY'S DESK**

**Shri. Pravesh Ranjan Jha**  
Secretary (CS&CA)  
Andaman & Nicobar Administration

**Dear Residents** of Andaman & Nicobar Islands,

It gives me immense pleasure to present to you the inaugural edition of ***the Department of Civil Supplies & Consumer Affairs Newsletter***. This marks a significant milestone in our ongoing efforts to strengthen transparency, communication, and engagement with you, our valued citizens, whom we are privileged to serve.

This publication is more than just an update; it is a reflection of our department's unwavering commitment to ensuring the timely, equitable, and efficient delivery of essential commodities and services across the Union Territory. Whether it is the seamless distribution of foodgrains through the Public Distribution System (PDS), the protection of consumer rights, or the meticulous regulation under Legal Metrology – every initiative is driven by a singular vision: **to uplift and safeguard the well-being of every household in these islands.**

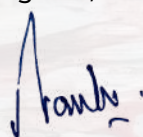
Over the past months, our team has made remarkable progress in improving accessibility, enhancing operational efficiency, and extending the reach of key welfare schemes under the Government of India. Be it ensuring LPG availability in the remotest corners or conducting proactive market surveillance to prevent unfair trade practices – our focus has remained steadfast on delivering tangible outcomes.

We understand the unique geographical and logistical challenges of our island territory. Yet, it is in overcoming these very challenges that we find our purpose and pride. As we continue to innovate and evolve, your trust and feedback will be our most valuable resources. I encourage each one of you to view this newsletter as not just a source of information, but a platform for dialogue – a bridge between the administration and the people.

Let us move forward together – **toward a future of transparent governance, empowered consumers, and inclusive development** across the Andaman & Nicobar Islands.

**Thank you for your continued trust and active participation.**

Warm regards,



**Shri. Pravesh Ranjan Jha**

Secretary,

Department of Civil Supplies & Consumer Affairs

Andaman & Nicobar Administration



# A Legacy

## ROOTED IN PUBLIC SERVICE

### HISTORICAL JOURNEY

The Department of Civil Supplies & Consumer Affairs, originally known as the Supply Department, traces its lineage to the time of the British settlement. It operated from Ross Island (now Netaji Subhash Chandra Bose Island), bearing testimony to the legacy of administration and service to the people.

#### Core Mandate:

- Implement the Public Distribution System (PDS)
- Empower Consumer Commissions
- Enforce Legal Metrology



*The department's core mission is to protect consumers from exploitation, ensure fair trade, and uphold the rights of every citizen of the Andaman & Nicobar Islands.*





# Ensuring Nutritional SECURITY ACROSS THE ISLANDS

## PUBLIC DISTRIBUTION SYSTEM

Given the geographical isolation and minimal local food production, A&N Islands are largely dependent on imports from mainland India.

### Coverage & Network:

- Universal Public Distribution System (UPDS) coverage: ~90% population
- 398 Fair Price Shops (FPS) across the UT

### NFSA, 2013 Implementation:

- Effective from 1st March 2016
- Free-of-cost foodgrains to PHH & AAY beneficiaries Under PMGKAY



Directorate of Civil Supplies & Consumer Affairs Andaman & Nicobar Administration				
Ration Card				
Card No.: 353000 XXXXXXX		Card Type: APL		
Name of the Card Holder	Father/Husband's Name	Address	Issue Date	
XXXXXXXX XXXXX XXXXXXX	XXXXXXXX XXXXXXX	BHARAT NAGAR, GARACHARMA, Garacharma (CT), Port Blair, South Andaman	10-07-2024	
SLNo.	Family Member Name	DOB	Gender	Relation with HOF
1	XXXXXXXX XXXXX XXXXXXX	25-06-1998	Male	Self
Shop Name (FPS)	Shop No.	Address		
SHRI X X XXXXX	640592300	GARACHARAMA 2, Garacharma (CT), Port Blair, South Andaman		
Entitlement				
Rice	Wheat	Sugar		
4.5 Kg	8.0 Kg	0.0 Kg		
:: This e-Ration Card is issued by The Department of Civil Supplies, Andaman & Nicobar Administration ::				
If you have any query please visit to the nearest Civil Supplies Office / Call: 1800 345 3197.				
Print Date and Time: 06-06-2025 12:40:28 PM   (v1.1)				

"Fueling islands with fairness—Public Distribution System:  
A promise of nourishment and security!"



## NUTRITION AND INTEGRATION

- Enhanced nutritional intake with rice enriched with Iron, Folic Acid & Vitamin B12
- Targeted beneficiaries: lactating mothers, newborns, infants, children
- A step towards eradicating malnutrition

The Department is the State Registrar for Aadhaar under the Aadhaar Act 2016:

- New Enrolment
- Updates
- Integration with PDS for seamless delivery



*"Nourishing lives, integrating futures—fortified rice for health,  
Aadhaar for seamless service!"*





*Empowering Consumers,*

# ENFORCING ACCOUNTABILITY

CONSUMER COMMISSIONS

## INSTITUTIONAL STRUCTURE

### District Consumer Disputes Redressal Commission (DCDRC)

- Location: Sri Vijaya Puram, South Andaman
- Composition: 1 President + 2 Members
- Pecuniary Jurisdiction: Up to ₹50 Lakhs

### State Consumer Disputes Redressal Commission (SCDRC)

- Composition: 1 President + 4 Members
- Pecuniary Jurisdiction: ₹50 Lakhs to ₹2 Crores



*"Justice within reach—Consumer Commissions ensuring accountability and empowerment!"*



# Empowering Consumers, ENFORCING ACCOUNTABILITY

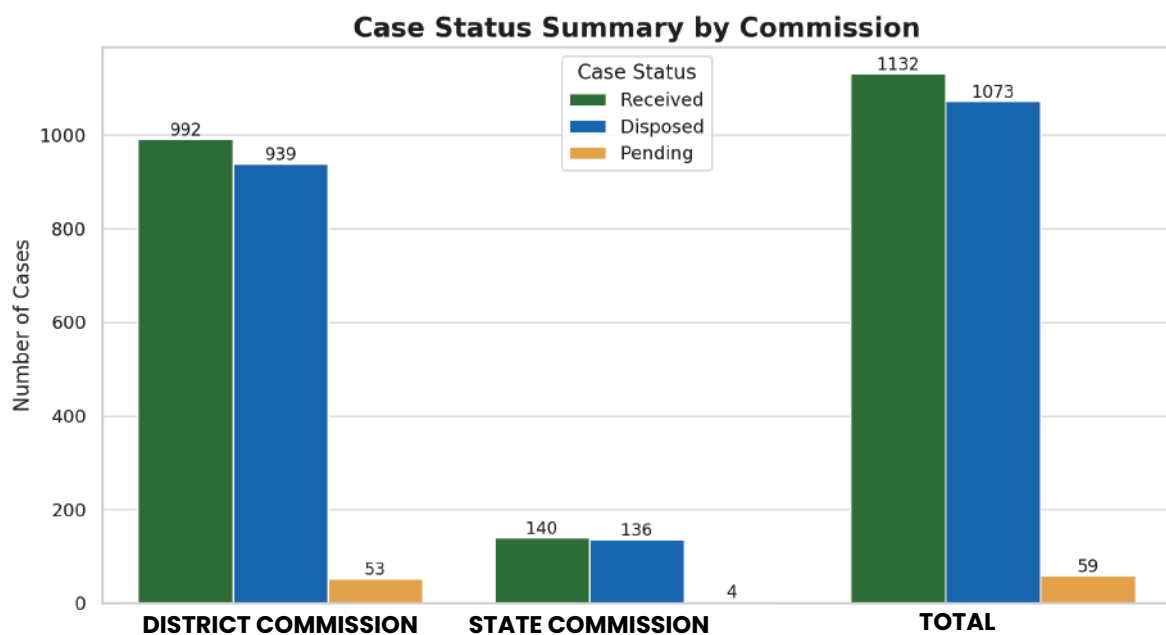
## CONSUMER COMMISSIONS

### PERFORMANCE DASHBOARD

#### Statistics (Up to April 2025)

Commission	Received	Disposed	Pending
District Commission	992	939	53
State Commission	140	136	04
Total	1132	1073	59

Mediation Cell is also operational to encourage out-of-court settlements.



*"Resolving disputes, restoring trust—Consumer Commissions driving justice with efficiency!"*





## LEGAL METROLOGY @ GLANCE

- 103 cases booked for rule violations
- ₹3,12,000 collected as compounding fees
- ₹34,66,765 collected as verification & stamping fees

- N&M Andaman: 29.08.2024 to 09.09.2024
- Little Andaman: 16.10.2024 to 31.10.2024

A photograph showing a long queue of black and yellow auto-rickshaws parked along the side of a paved road. The scene is set in a tropical environment with lush greenery and palm trees in the background. Several people are standing near the vehicles, and a man in a light blue shirt is visible in the foreground, holding a pink folder. The road is marked with white lines, and a blue sign with a white 'D' is visible on the left side of the road.

*"Precision in regulation, fairness in trade—Legal Metrology  
ensuring exactness in every measure!"*



# Flagship Scheme

## ONE NATION ONE RATION CARD

### PORTABILITY WITH PURPOSE

- Enables NFSA beneficiaries to access ration anywhere in India
- Aadhaar & biometric-enabled distribution
- Implemented successfully across A&N UT
- ePoS devices installed in all 398 FPS

Ensuring food security with dignity and mobility.



*"One Nation, One Ration Card—empowering mobility, dignity, and food security across India!"*





Flagship Scheme

# PRADHAN MANTRI UJJWALA YOJANA

PORTABILITY WITH PURPOSE



## Clean Fuel for All

- Launched: May 2016
- Objective: Provide deposit-free LPG to women in poor households
- Target: Initially 5 crores, expanded to 8 crores
- 100% coverage of eligible households by IOCL. (Nodal agency).

"Empowering homes, enriching lives—Clean Fuel for All, fueling a greener and healthier future!"



# Achievements

## DIGITAL TRANSFORMATION

PORTABILITY WITH PURPOSE



### Key Digital Milestones

- e-Ration Cards on DigiLocker
- 97% e-KYC coverage for NFSA beneficiaries.
- 100% Aadhaar Seeding of beneficiaries
- A face-mapping ID-based e-KYC app has been launched to facilitate individuals whose fingerprints are unreadable.

*"From portability to progress—digital milestones redefining food security with transparency and ease!"*





# Achievements

## DIGITAL TRANSFORMATION

### PROCESS MODERNIZATION

#### Smart PDS 2.0

- Under development, launch by July 2025.

#### Revamp of Commodity Management Modules

- Comprehensive digitization pipeline underway

#### Data Integration

- Centralized sync with GoI's Central Repository



"Smart PDS 2.0—modernizing food security with seamless data integration and digital innovation!"





# Achievements

## DIGITAL TRANSFORMATION

### STRENGTHENING ACCESS

#### Nomination Facility

- For PwDs, bedridden & special needs persons unable to visit FPS



#### Aadhaar-enabled Distribution

- Complete UT-wide implementation
- Prevents leakages, ensures accountability

#### Ration Card Portability

- Interstate to NFSA Households enabled across India and Interstate within this UT for all Ration Card Holders including Above Poverty Line (APL).



*"Strengthening access, driving inclusion—seamless distribution and portability for a transparent future!"*





# Achievements

## CLEANSING & COVERAGE

### STRENGTHENING ACCESS

#### Duplicate Removal

- 5,300 duplicate ration card units identified and deactivated

#### End-to-End Computerization

- Digitization of entire TPDS ecosystem:
- Ration cards
- Allocation
- Supply chain
- FPS ePoS devices



"Smart systems, stronger access—TPDS digitization ensuring efficiency, transparency, and coverage!"





Your  
feedback  
matters!

*Let Your Voice Be Heard*

## FEEDBACK & PARTICIPATION

We value your suggestions and feedback.  
Be an active participant in shaping services.



**Reach us at**

Department of Civil Supplies & Consumer Affairs  
Andaman & Nicobar Administration, Secretariat,  
Sri Vijaya Puram, Andaman & Nicobar Islands

✉ **Email:** [director.cscs@gmail.com](mailto:director.cscs@gmail.com)

☎ **Helpline:** 1800 343 3197 / 03192 230337

🌐 **Website:** [dcsca.andaman.gov.in](http://dcsca.andaman.gov.in)

Together, let us create a transparent, efficient, and equitable  
system for every citizen in the Andaman & Nicobar Islands.

