



**RESULT – FRAME WORK DOCUMENT
(R FD)**

AGREED BETWEEN

**The Hon'ble Minister
Consumer Affairs and Public Distribution
Jammu and Kashmir Government**

AND

**SECRETARY TO GOVERNMENT
CONSUMER AFFAIRS AND PUBIC DISTRIBUTION
J&K GOVERNMENT**

**FOR THE PERIOD
May 1, 2011 To March 31, 2012**

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OVERVIEW

PERFORMANCE AGREEMENT

(MAY 1, 2011 TO MARCH 31, 2012)

This performance agreement (hereinafter referred to as the "Agreement") is entered into between the Minister of Consumer Affairs and Public Distribution Department, Government of Jammu and Kashmir (hereinafter referred to as "Minister") of the one part, and the Secretary to Government Department of Consumer Affairs and Public Distribution Department (hereinafter referred to as " Secretary" of the other part.

WHEREAS,

It is the endeavour of the Government of Jammu and Kashmir to provide Food Security to the people of the State with special focus on weaker sections of society and provide free ration to the destitute and poorest of the poor.

The Government is committed to ensure that the people particularly the weaker sections are brought under the ambit of Public Distribution System for supply of food grains, Sugar, K.Oil at subsidized prices.

The Government is also committed to promote and protect the rights and interests of the consumers through enforcement of quality and price control regulatory mechanism and generating mass awareness amongst the consumers.

The purpose of this performance agreement is to establish clarity and consensus about the priorities in the Consumer Affairs and Public Distribution Department.

The Agreement Represents a basis for periodic reviews and continuous improvements and successful implementation of Targeted Public Distribution System (TPDS) and safeguard, the rights and interests of the consumers in the State.

In accordance with this agreement the programme, strategies and priorities of the Consumer Affairs and Public Distribution Department would flow;

NOW, therefore the parties hereto agree as follows :

Vision, Mission, Objective and Functions

- A. **Vision:** Ensuring food security for the citizens in the State, introduction of Smart card based end to end computerization of Public Distribution System and effective regulation of price and quality control mechanism to promote and protect the rights and interests of consumers in the State.
- B. **Mission:**
- Procurement of allocated food grains, sugar and kerosene oil and its movement to all corners of the State.
 - Storage of food grains and sugar in the districts and its distribution amongst the legitimate beneficiaries at reasonable prices especially to weaker and vulnerable sections of the society at subsidized rates.
 - Safeguard the rights and interests of consumers.
 - Monitoring and control of prices of notified essential commodities.
- C. **Objectives:**
- Ensure availability of food grains, sugar and K.oil to the beneficiaries at subsidized rates through allocations made by Government of India under Targeted Public Distribution System (TPDS).
 - Implementation of TPDS jointly with GOI.
 - Development of storage capacity at Block level especially in far flung areas.
 - To empower consumers by making them aware about their rights and responsibilities.
 - Provision of effective inexpensive and speedy grievance redressal mechanism to the consumers.

- To augment the infrastructure of enforcement machinery of the Legal Metrology Department.
- Efficient monitoring/regulation of prices and quality control in the market.
- Effective enforcement of Weights & Measures System in accordance with the relevant State and Central Laws.

D. Functions

- Implementation of the Central schemes for ensuring food security in the State.
- Identification of beneficiaries under TPDS as per the norms of the Planning Commission and issuance of ration tickets/cards.
- Effective distribution of food grains and others essential commodities through TPDS with special focus on poor.
- Administration of subsidies related to food grains as and when required.
- Provision of adequate storage for effective supply of food grains through TPDS.
- Effective market intervention through price, quality and stocks control regulation and if necessary through interjection of essential item through State Agencies.
- Education, promotion and protection of the rights and interest of the consumers.

SECTION 2:

Inter se Priorities among Key Objectives, Success indicator and Targets

Column 1	Column 2	Column 3	Column 4		Column 5	Column 6				
			Success indicator	Unit		Weight	Excellent	Very Good	Good	Fair
Objective	Weight	Actions	Success indicator	Unit	Weight	Excellent	Very Good	Good	Fair	Poor
1.Ensure availability of food grains, sugar and K.oil to the beneficiaries at subsidized rates through allocations made by Government of India under Targeted Public Distribution System (TPDS).	50	1.Lifting of the allocation of food grains from FCI and storage making arrangements/d employment of vehicles and dispatch of food grains to departmental stores at district headquarters. 2.Dispatch of food grains to Consumer Sale Centres.	1.Lifting the supplies food grains, sugar and k.oil with in specified time-frame on the receipt of allocation by GOI.	Days	20	100% Upto 5 th of every month	90% Upto 10 th of every month	80% Upto 15 th of every month	70% Upto 20 th of every month	60% Upto 25 th of every month
			2.Completion of distribution of food grains to consumers 3.Stocking of food grains for winter months	Days Months	25 5	Upto 10 th of every month	Upto 15 th of every month	Upto 20 th of every month	Upto 25 th of every month	Upto end of the month -do- -do- For 1 months in advance

2. Implementation of TPDS jointly with Government of India.	10	Preparation of progress report/utilization certificates for onward submission to the Planning and Development Department and GOI.	in snow bound and cut off areas	Date	5	Upto 10 th of every month	Upto 20 th of every month	Upto 25 th of every month	Upto 30 th of every month
		Submission of MPR's within stipulated time frame.		Days/ Months	5	Upto 15 th of every month	Within 20 days of the end of stipulated time	Within 1 month of the end of stipulated time	Within ½ month of the end of stipulated time
3. Development of storage capacity at Block level especially in far flung areas.	5	Construction of 13 storage godowns under CSS in the J&K during 11 th Five Year Plan.	Land identification for construction of godowns.	Date	2	Upto 15/5/11	Upto 20/5/11	Upto 30/5/11	Upto 10/6/11
		Preparation of estimate and design of storage godowns.	Preparation of estimate and design of storage godowns.		2	Upto 25/5/11	Upto 30/5/11	Upto 10/6/11	Upto 15/6/11
		Submission of design to GOI.	Submission of design to GOI.		1	5/6/11	10/6/11	15/6/11	30/6/11

4.To empower consumers by making them aware about their rights and responsibilities.	5	Publicity through print advertisement/electronic media. Publicity through other mediums/organizing camps.	Release of advertisements in Hindi, English and original newspaper and through T.V channels and FM radio etc. Awareness in camps in schools/streets mohallas etc.	Days	2	Once in a month	Once in one and half month	Once in two months	Once in two and half months	Once in three months
5.Provision of effective inexpensive and speedy grievance redressal mechanism to the consumers.	5	To provide manpower and infrastructure for effective functioning of consumer courts in the districts and Legal Metrology Department.	Formulation of DPR for providing infrastructure to Consumer Courts and submission to GOI. Recruitment/posting of staff in the Consumer Fora/new created districts making the new Consumer For a sanction for 8 districts	Date	3	Upto 30 th June 2011.	Upto 15 th July 2011.	Upto 30 th July 2011.	Upto 15 th August July 2011.	Upto 30 th August 2011.
					2	Upto 30/9/11	15/10/11	30/10/11	15/11/11	30/11/11

6. To augment the infrastructure of enforcement machinery of the Legal Metrology Department.	5	Setting up of Standard Laboratories in both divisions Jammu/Kashmir. 1. Land acquisition. 2. Construction	functional. Acquisition/ Possession of land. Taking up of execution of work Standard/work ing laboratories.	Date	3	Upto 30 th June Upto 15 th July	Upto 15 th July Upto 30 th July	Upto 30 th July Upto 15 th August	Upto 15 th August Upto 30 th August	Upto 30 th August Upto 15 th Sept.
7. Efficient monitoring/ regulation of prices and quality control in the market.	10	Fixation of prices of notified essential commodities in the market by the concerned Directors CAPD and ensure strict enforcement.	1. Price fixation of notified essential commodities 2. Ensure quality and price control through frequent market inspections/ checking notified Essential commodities.	Month Days	5 5	Once in 3 months 12 days in a month	Once in 4 months 10 days in a month	Once in 5 months 8 days in a month	Once in 6 months 5 days in a month	Once in 7 months Less than 5 days
8. Effective enforcement of Weights & Measures System in	10	Enforcement of the provisions of Legal Metrology Act. To protect the interest of the	1. Amend the State Legal Metrology Act to bring it in conformity with the Central Act.	Month	2	Upto 30/6/11	Upto 31/7/11	Upto 31/8/11	Upto 30/9/11	Upto 31/10/11

accordance with the relevant State and Central Laws.	consumers and regulation of the Standard of Weights and Measures.	2. Standardization of Weights & Measures instruments. 3. To conduct inspections for enforcement by Supervisory Officers 4. Realization of Revenue.	Days	2	20 days in a month	15 days in a month	12 days in a month	10 days in a month	8 days in a month
			Days	4	10 days in a month	8 days in a month	7 days in a month	6 days in a month	5 days in a month
			%age	2	110% of the target	105% of the target	100% of the target	95% of the target	90% of the target

SECTION 3:

Trend Values of the Success Indicators

Objective	Actions	Success indicator	Unit	Actual Value for FY 07/08	Actual Value for FY 08/09	Actual Value for FY 09/10	Actual Value for FY 10/11	Target Value for FY 11/12
1.Ensure availability of food grains, sugar and K.oil to the beneficiaries at subsidized rates through allocations made by Government of India under Public Targeted Distribution System (TPDS).	1.Lifting of the allocation of food grains from FCI storage and making arrangements/deployment of vehicles and dispatch of food grains to departmental stores at district headquarters. 2.Dispatch of food grains to Consumer Sale Centres.	1.Lifting the supplies food grains, sugar and k.oil with in specified time-frame on the receipt of allocation by GOI. 2.Completion distribution of food grains to consumers 3.Stocking of food grains for winter months in snow bound and cut off areas.	Date	Upto 20 th of every month	Upto 20 th of every month	Upto 20 th of every month	Upto 20 th of every month	Upto 5 th of every month Upto 10 th of every month
2.Implementation TPDS jointly with Government of India.	Preparation of progress report/utilization certificates for onward submission to the Planning and Development Department and GOI.	Submission of MPR's within stipulated time frame Submission of UC's to the GOI within	Date	Upto 20 th of every month	Upto 20 th of every month	Upto 20 th of every month	Upto 20 th of every month	Upto 10 th of every month Within 15 days

3. Development of storage capacity at Block level especially in far flung areas.	Construction of 13 storage godowns under CSS in the J&K during 11 th Five Year Plan. Storage /stock of food grains in snow bound/cut-off areas.	Land identification for construction of godowns.	Date	Nil	Nil	Nil	Nil	Nil	of end of stipulated time.
4. To empower consumers by making them aware about their rights and responsibilities.	Publicity through print advertisement/electronic media. Publicity through other mediums/organizing camps.	Preparation of estimate and design of storage godowns Submission of design to GOI. Release of advertisements in Hindi, English and original newspaper and through T.V channels and FM radio etc. Awareness camps in schools/streets mohallas etc.	Date Date Date Days No's	-	-	-	-	-	25-05-11 05-06-11 Once in a month Twice in 3 months Twice in 3 months Once in 3 months Once in 3 months Twice in 3 months Twice in 3 months Once in 3 months Once in 3 months -
5. Provision of effective inexpensive and speedy grievance redressal Mechanism to the	To provide manpower for infrastructure for effective functioning of consumer courts in the districts and Legal Metrology Department.	Formulation of DPR for providing infrastructure to Consumer Courts and submission to GOI. Recruitment/posting of staff in the Consumer	Date	-	-	-	-	-	Upto 30 th July 2011. Upto 30 th Sept

consumers.			For a/new created districts making the new Consumer For a sanctioned for 8 districts functional.													2011.
6. To augment the infrastructure of enforcement machinery of the Legal Metrology Department.	Setting up of Standard Laboratories in the both the divisions Jammu/Kashmir. 1.Land acquisition. 2.Construction	Acquisition/possession of land.	Date	-	-	-	-	-	-	Once in 3 months	Once in 3 months	Once in 3 months	Once in 3 months	Once in 3 months	Once in 3 months	Upto 30 th June 2011 Upto 15 th July 2011
7.Efficient monitoring/regulation of prices and quality control in the market.	Fixation of prices of commodities in the market and ensure strict enforcement.	1.Price fixation of notified essential commodities. 2.Ensure quality and price control through frequent market inspections/checking for notified essential commodities.	Days	Once in 3 months	5 days in a month	Once in 3 months	5 days in a month	Once in 3 months	7 days in a month	Once in 3 months	7 days in a month	Once in 3 months	7 days in a month	Once in 3 months	12 days in a month	Once in 3 months
8.Effective enforcement of Weights & Measures System in accordance with the relevant State and Central	Enforcement of the provisions of Legal Metrology Act. To protect the interest of the consumers and regulation of the Standard of Weights and Measures.	1.Amend the State Legal Metrology Act to bring it in conformity with the Central Act. 2.Standardization of Weights & Measures instruments.	Month	-	10 days in a month	-	12 days in a month	-	15 days in a month	-	15 days in a month	-	15 days in a month	20 days in a month	Upto 30-10-11	

Laws.		3.To inspections enforcement by Supervisory Officers	Days	8 days in a month	8 days in a month	8 days in a month	8 days in a month	10 days in a month
		4.Realization of Revenue.	%age	100%	100%	100%	100%	110%

Section 4
Description and Definition of Success Indicator and Proposed Measurement Methodology

S.No	Success Indicators	Description and Definition
1.	<p>1. Lifting the supplies food grains, sugar and k.oil with in specified time-frame on the receipt of allocation by GOI.</p> <p>2. Completion distribution of food grains to consumers</p> <p>3. Stocking of food grains for winter months in snow bound and cut off areas</p>	<p>The Consumer Affairs and Public Distribution Department previously known as Food and Civil Supplies Department entrusted with the responsibility of implementing one of the prime social sector programme of providing " Food Security" to one and all in general and to the vulnerable sections of the Society in particular by way of providing foodgrains like Rice, Wheat, and Atta and other essential commodities like Sugar, K.oil and Petroleum Products through the Targeted Public Distribution System.</p> <p>The public Distribution System envisages the system of management of food economy and distribution of foodgrains at affordable prices.</p> <p>The PDS is although supplement in nature has almost all along helped to ensure availability of un-interrupted supplies of foodgrains in equitable basis at affordable prices not only giving relief to the consumer masses but also exercising stabilizing influence upon the prices of these goods. The PDS is operated under the joint responsibility of Central and State Government. The Central Government through FCI has the responsibility for procurement, Storage, Transportation and bulk allocation of foodgrains, the State Government has the responsibility of making allocation within the State identification of families, issue of ration cards and distribution of foodgrains to the ration families.</p> <p>In the process of TPDS there are areas in the State which remains cut off during the winter months due to snow and avalanches. The CA&PD Department makes advance stock for storage of food grains, sugar and k.oil for 3 to 6 months advance.</p>
2.	<p>Submission of MPR's within stipulated time frame.</p> <p>Submission of UC's to the GOI within stipulated time-</p>	<p>The MPR's under 20 Point Programme indicating the monthly allocation of food grains and the status of lifting for the months under reference is prepared and submitted to Planning and Development Department.</p> <p>CA&PD Department also compiles U/C's of the food grains allocated by GOI under TPDS scheme within the stipulated time to Ministry of Consumer Affairs, Food and Public</p>

	frame.	Distribution.
3.	<p>Land identification for construction of godowns.</p> <p>Preparation of estimate and design of storage godowns.</p> <p>Submission of design to GOI.</p>	<p>In order to create additional storage the Ministry of Consumer Affairs, Food and Public Distribution have approved construction of 13 storage godowns under Centrally Sponsored Scheme in J&K during 11th Five Year Plan. For this purpose land is required to be identified, cost estimates have to be prepared and submitted to the Ministry of Consumer Affairs, Food and Public Distribution for approval and release of funds. The scheme is time bound essentially required to be implemented during the current Financial Year, failing which the State will loose the central assistance.</p>
4.	<p>Release of advertisements in Hindi, English and original newspaper and through T.V channels and FM radio etc.</p> <p>Awareness camps in schools/streets mohallas etc.</p>	<p>In order to create awareness among the consumer for promotion and protection of their rights and interest vide publicity is essential. For this purpose advertisement indicating rights and responsibility of consumers are published in the leading newspapers and also broadcasted through radio and televised by T.V channels.</p> <p>Awareness camps are also organized in schools and at other public places to convey mass awareness among the consumers on regular basis.</p>
5.	<p>Formulation of DPR for providing infrastructure to Consumer Courts and submission to GOI.</p> <p>Recruitment/posting of staff in the Consumer Fora/new created districts making the new Consumer For a sanction for 8 districts functional.</p>	<p>The CA&PD Department is bound to provide speedy and easy justice to consumers in order to safeguard their rights and interests.</p> <p>Eight District Consumer Courts have been sanctioned for establishment, for which infrastructure viz office building, manpower etc is required. The GOI will be approached for release of funds for construction of office building. DPR's will be formulated and submitted to GOI for approval.</p> <p>SSRB have already been approached for recruitment of the sanctioned staff. Vigorous monitoring is envisaged for providing infrastructure and posting of staff in the district consumer court.</p>

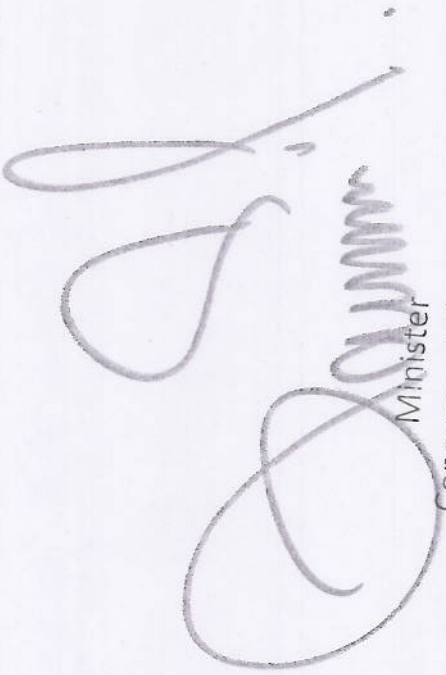
6.	Acquisition/Possession of land. Taking up of execution of work of Standard/working laboratories.	The Ministry of Consumer Affairs, Food and Public Distribution have sanctioned a Central Sponsored Scheme for setting up of standard working labs in Jammu and Srinagar. The SDA and JDA have identified the land and part premium have already paid to them. The Planning and Development will be approached for release of balance fund required for payment of premium to SDA and JDA. After taking over possession of the land the construction work of these labs will be taken up for execution.
7.	1.Price fixation of notified essential commodities 2.Ensure quality and price control through frequent market inspections/checking for notified Essential commodities.	As a part of monitoring/regulation of prices and quality control in the market, prices of notified essential commodities are fixed by CA&PD Department once in a three months and in order to ensure quality and price control frequent market inspections and checking is conducted in the market.
8.	1.Amend the State Legal Metrology Act to bring it in conformity with the Central Act. 2.Standardization of Weights & Measures instruments. 3.To conduct inspections for enforcement by Supervisory Officers 4.Realization of Revenue.	In order to strictly enforce the Weights and Measure System in accordance with the Center and State Laws standardization of Weights and Measure instruments is done by Legal Metrology Department. The market inspections are conducted by the Legal Metrology Department and the violators/defaulters are penalized and fined their by realizing revenue for the State.

SECTION 5:
Specific Performance Requirements from other Departments

Department	Relevant Indicator	Success	What do you need?	Why do you need it?	How much you need?	What happens if you do not get it?
GOI Ministry of Consumer Affairs, Food and Public Distribution And Ministry of Petroleum and Natural Gas	Distribution of food grains, sugar, LPG and K.oil		Allocation	For distribution	As per scale and population of the State	The Department cannot undertake distribution work
Finance Department	Distribution of food grains, sugar and k.oil		Funds	For purchase of food grains, sugar and k.oil	As per the allocated quantity	The Department cannot undertake distribution work under TPDS
FCI	Distribution of food grains, sugar and k.oil		Food grains, sugar and k.oil	For onward dispatches to districts	As per monthly requirement in the districts	The Department cannot undertake distribution work
SRTC	Distribution of food grains, sugar and k.oil		Trucks	For moving food grains and sugar to districts	As per monthly quota in the districts	The Department cannot undertake distribution work
Planning & Development Department	Acquisition/possession of land for Standard working Labs		Funds	For construction of Standard working Labs		The labs cannot be completed
SSRB	Infrastructure for consumer courts		Staff recruitments	For running consumer courts	As per sanctioned strength	The courts cannot made functional

RESULTS-FRAMEWORK DOCUMENT

(RFD)



Minister

Consumer Affairs and
Public Distribution Department
J&K Government



Commissioner/Secretary
Consumer Affairs and
Public Distribution Department
J&K Government

Place : Jammu

Date 28-04-2011