COOPERATION, FOOD AND CONSUMER PROTECTION DEPARTMENT

FOOD AND CONSUMER PROTECTION

POLICY NOTE
2026 – 2027

DEMAND No. 13

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Government of Tamil Nadu
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CHAPTER 1

Civil Supplies and Consumer Protection Department

1.0 Introduction

The Civil Supplies and Consumer Protection Department was established with the objectives of ensuring food security for the people of Tamil Nadu and ensuring that essential commodities are available at reasonable prices. Also, create awareness on consumer laws for protecting and safeguarding the rights of consumers and provide redressal.

During the period of the second World War, the rationing system was introduced by Government to overcome the shortage of food commodities and regulate the distribution of essential commodities.

Over the years, the rationing system was expanded, and in 1967, the Civil Supplies Department started functioning as a separate

- **1967** - Civil Supplies becomes a separate department. Then **1974** the control order and ration cards, **1993** category-wise booklets, March **2017** the end of paper cards.

department. In 1974, a Control Order was issued and the ration card system was introduced. Through this system, essential commodities such as rice, wheat, sugar and kerosene have been distributed to the public through Fair Price Shops based on family ration cards.

Tamil Nadu is the only State in India implementing a distinctive Universal Public Distribution System (UPDS) effectively through this Department. Under this system, the food requirements of all sections of society are being met without any discrimination based on economic or social status.

1.1 Department Organogram

The Civil Supplies and Consumer Protection Department is headed by the Director**,** who is responsible for the overall administration of the Department and for the implementation, monitoring and coordination of its programmes and activities.

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At the Headquarters, a Joint Commissioner in the cadre of District Revenue Officer assists the Director in the administration and coordination of the functions of the Department. There are two Deputy Commissioners and two Assistant Commissioners at the headquarters.

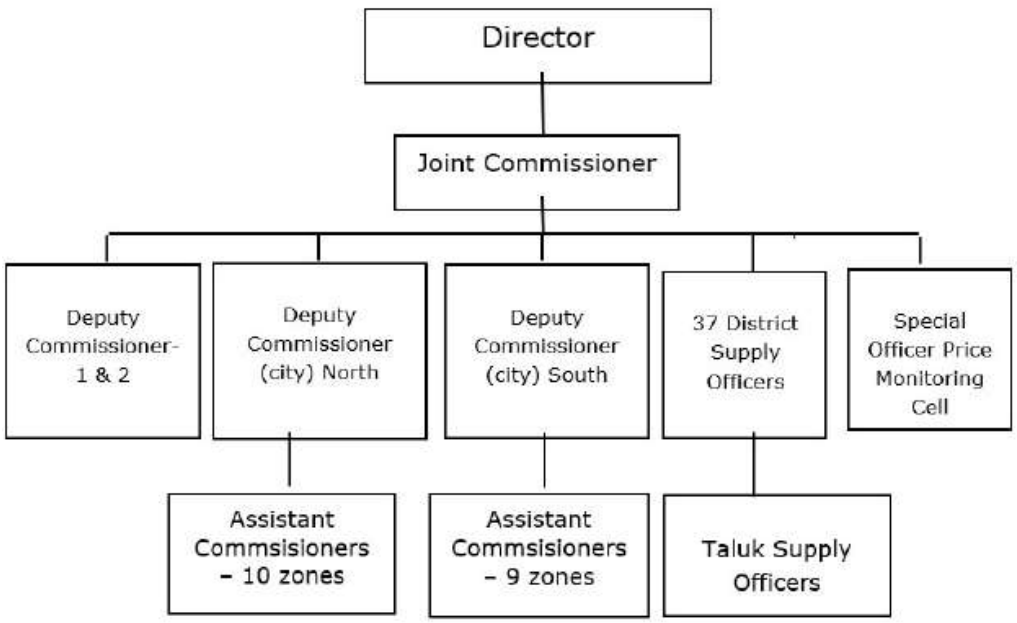
At Chennai, under the direct control of Director, 19 Assistant Commissioners are heading Zonal Offices and two Deputy Commissioners are heading two Divisional offices, North Division and South Division respectively.

At the district level, District Supply Officers are functioning across the State in each of the 37 Districts headed by a Deputy Collector cadre officer. They are responsible for the implementation, monitoring and coordination of supply of essential commodities under the Public Distribution System and carry out consumer protection in their respective districts. Under the District Supply Officers, Taluk Supply Officers at

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the Taluk office monitor the Public Distribution System.

Thus, through this decentralized administrative structure the functions of the department are implemented effectively and efficiently ensuring that Government essential services and welfare schemes delivered to the public.



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1.2. Ration Card Management System

1.2.1. Smart Family Cards:

Ration card was introduced in the year 1974. Later in the year 1993, category wise cards were issued like a booklet. These paper based ration card came to end in the year March, 2017.

With effect from 01.04.2017, the Public Distribution System (PDS) has been fully computerized and since then the Smart Family Cards are being issued based on Aadhaar enrolment and the registered mobile number of the eligible beneficiaries.

- From **01.04.2017** the **PDS** is fully computerised and Smart Family Cards are issued on Aadhaar enrolment and a registered mobile number.

Table.1.0: Category wise number of family cards in circulation as on 31.07.2026

Sl. No.	Type of Smart Family Card	Commodities Entitled	No. of Family Cards	No. of Beneficiaries
1.	Priority Household – Antyodaya Anna Yojana (PHH-AAY)	All commodities including 35 Kg of Rice	18,61,875	61,59,889

- **AAY** cards: 18,61,875 covering 61,59,889 beneficiaries. Each **AAY** card gets 35 kg of rice and wheat free every month, whatever the family size.

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Sl. No.	Type of Smart Family Card	Commodities Entitled	No. of Family Cards	No. of Beneficiaries
2.	Priority House Hold (PHH)	All Commodities including Rice	99,39,923	3,01,42,141
3.	Non-Priority House Hold (NPHH)	All Commodities including Rice	1,06,29,446	3,24,56,339
4.	Non-Priority House Hold-Sugar (NPHH-S)	Sugar option cards (All Commodities except Rice)	3,81,556	11,60,001
5.	Non-Priority House Hold–No Commodity	No Commodities	70,536	2,10,757
Total			**2,28,83,336**	**7,01,29,127**

- **NPHH** is the single largest category at 1,06,29,446 cards - the mark of Tamil Nadu's universal **PDS**, which goes beyond the **NFSA**-funded categories.

- Tamil Nadu's **PDS** covers 2,28,83,336 family cards and 7,01,29,127 people as on **31.07.2026** - effectively the whole population.

1.2.2 Services Related to Smart Family Cards:

Facilities are provided in TNPDS website to apply for new smart family cards, duplicate family cards, and other smart card related, as well as to track the status of such applications.

1.2.3. Types of Smart Family Cards:

In Tamil Nadu, five categories of family cards. They are as follows:-

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1. Priority House Hold – Antyodaya Anna Yojana (PHH-AAY)
2. Priority House Hold (PHH)
3. Non- Priority House Hold (NPHH)
4. Non-Priority House Hold- Sugar (NPHH-S)
5. Non-Priority House Hold – No Commodity (NPHH-NC)

The PHH-AAY and PHH type of cards are being issued as per the norms of National Food Security Act, 2013 and other family cards (NPHH, NPHH-S, and NPHH-NC) are issued based on the option exercised by the applicants.

- Only **PHH-AAY** and **PHH** cards come under the **NFSA**, **2013**. **NPHH**, **NPHH**-S and **NPHH-NC** are State choices - the legal basis of universal **PDS** in Tamil Nadu.

Table 1.1: District-wise Card details as on 31.07.2026

S. No	District Name	PHH-AAY	PHH	NPHH	NPHH-S	NPHH-NC	Total Cards
1	Ariyalur	35,150	1,44,892	73,688	300	70	2,54,100
2	Chengalpet	34,254	2,13,901	2,03,302	6,294	2,890	4,60,641
3	Coimbatore	49,618	3,58,693	7,23,433	30,740	7,702	11,70,186

S. No	District Name	PHH-AAY	PHH	NPHH	NPHH-S	NPHH-NC	Total Cards
4	Cuddalore	98,250	3,95,231	2,97,675	4,677	720	7,96,553
5	Dharmapuri	59,292	2,43,121	1,75,081	785	196	4,78,475
6	Dindigul	68,532	3,02,608	3,27,452	6,247	1,069	7,05,908
7	Erode	64,093	2,99,608	3,83,366	17,416	1,489	7,65,972
8	Kallakurichi	49,013	2,74,602	1,26,808	1,005	134	4,51,562
9	Kanchipuram	27,829	1,76,508	2,13,370	3,599	1,401	4,22,707
10	Kanyakumari	59,238	2,29,727	2,93,489	2,252	427	5,85,133
11	Karur	24,030	1,44,746	1,66,410	6,104	565	3,41,855
12	Krishnagiri	66,713	2,43,575	2,72,660	940	483	5,84,371
13	Madurai	57,410	3,90,770	5,03,426	30,754	5,754	9,88,114
14	Mayiladuthurai	36,845	1,50,409	1,00,874	1,256	234	2,89,618
15	Nagapattinam	37,455	1,17,082	65,050	433	94	2,20,114
16	Namakkal	35,314	2,61,756	2,44,546	10,007	538	5,52,161
17	The Nilgiris	18,415	1,22,841	78,306	399	169	2,20,130
18	North Chennai	17,021	4,02,883	6,25,287	41,662	8,654	10,95,507
19	Perambalur	26,618	90,073	78,587	648	52	1,95,978
20	Pudukkottai	44,259	2,96,787	1,57,750	1,461	218	5,00,475
21	Ramanathapuram	39,858	2,02,134	1,63,173	2,112	317	4,07,594
22	Ranipet	34,369	1,56,646	1,63,645	1,181	208	3,56,049
23	Salem	78,708	5,24,818	4,92,607	24,441	1,965	11,22,539
24	Sivagangai	45,189	1,92,245	1,81,848	2,969	643	4,22,894

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S. No	District Name	PHH-AAY	PHH	NPHH	NPHH-S	NPHH-NC	Total Cards
25	South Chennai	14,405	2,92,101	7,59,841	93,961	20,628	11,80,936
26	Tenkasi	42,696	2,17,983	2,20,569	3,599	477	4,85,324
27	Thanjavur	89,204	3,29,082	2,92,752	5,295	1,135	7,17,468
28	Theni	35,389	1,92,180	2,08,166	3,149	686	4,39,570
29	Thiruchirapalli	69,168	3,42,828	4,28,682	17,544	2,926	8,61,148
30	Thiruvallur	52,005	2,85,355	3,15,057	2,940	850	6,56,207
31	Thiruvannamalai	77,335	4,49,593	2,63,381	2,898	302	7,93,509
32	Thiruvarur	59,562	2,02,001	1,35,831	655	187	3,98,236
33	Tirunelveli	27,090	2,04,956	2,74,427	12,781	1,455	5,20,709
34	Tirupathur	33,980	1,66,286	1,41,111	433	102	3,41,912
35	Tiruppur	36,124	2,98,304	4,74,003	16,176	1,873	8,26,480
36	Tuticorin	58,862	2,31,101	2,54,461	9,703	1,092	5,55,219
37	Vellore	43,334	1,83,256	2,32,782	2,591	459	4,62,422
38	Viluppuram	69,083	3,48,894	2,13,995	2,096	341	6,34,409
39	Virudhunagar	46,165	2,60,347	3,02,555	10,053	2,031	6,21,151
Total		**18,61,875**	**99,39,923**	**1,06,29,446**	**3,81,556**	**70,536**	**2,28,83,336**

1.2.4 AAY Family cards (Antyodaya Anna Yojana):

Under the targeted Public Distribution System certain families belonging to priority

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house hold category who do not have any other means for the food security except Public Distribution System have been classified as Antyodaya Anna Yojana families. For the State of Tamil Nadu, the number of AAY family cards in circulation as on 31.07.2026 is 18,61,875 which covers 61,59,889 beneficiaries.

Each of the AAY family card holder is supplied with 35 kg of rice and wheat at free of cost per month irrespective of the number of members in the family. Also special commodities like sugar, tur dhal and palm oil are supplied at subsidized rate by the State Government. These families come under the poorest of the poor classification.

1.2.5. Family Cards for Police, Prison, Forest Department Personnel:

The family cards are being issued for uniformed services personnel working in the Police, Prison and forest Departments of the State

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Government. Their Non-Priority House Hold (NPHH) cards are indicated as 'Police cards'. As a welfare measure, the Police Card – NPHH category cards are supplied with essential commodities at half the rate of PDS issue price.

Table 1.2: Details of price of commodities for Police cards:

Sugar	:	Rs.12.50/kg.
Tur Dal	:	Rs.15.00/kg.
Palmolein Oil	:	Rs.12.50/litre

Police Department Personnel ranking from Second Grade Constables to Inspectors, Forest Department personnel ranking from Cavady to Forest Ranger and Prisons Department personnel from Second Grade Warden to Deputy Jailor are entitled for said benefit. As on 31.07.2026, there are 64,554 'Police cards' under circulation.

- 64,554 police cards give subsidised kerosene at **Rs.12.50** a litre to constables to inspector**s,** forest staff from cavady to ranger, and prison staff from second grade warden to deputy jailor.

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1.2.6. PHH - Annapoorna (ANP) and Old Age Pension (OAP) beneficiaries:

Under the Annaporna (ANP) scheme, 3,253 single member cards and under Old Age Pension (OAP) 2,30,422 beneficiaries who are residing in the State are provided with 10 kg and 5 kg of rice per month respectively at free of cost.

- Annapurna gives 10 kg of free rice to 3,253 single-member cardholders; Old Age Pension beneficiaries - 2,30,422 of them - get 5 kg free.

1.2.7. Standard Operating Procedure for Issuance of New Smart Family Cards:

Standard operating Procedure (SOP) for processing of new card application has been reframed on 04.07.2024.

1. Applications for New Family Cards can be submitted through the official portal www.tnpds.gov.in.
2. New card application will be sent to districts for getting the shop codes.
3. A list containing the Fair Price Shop (FPS) Code corresponding to each application is obtained from the districts and forwarded to

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the Tamil Nadu e-Governance Agency (TNeGA) every fortnight for analysis.

4. The analysed TNeGA report of new card application will be sent to districts for field verification.
5. Based on the field verification, the eligible applicants are issued with Smart Family Cards embedded with a Quick Response (QR) Code.
6. This enables the beneficiaries to avail themselves of essential commodities through the Point of Sale (PoS) devices installed in Fair Price Shops.

Since 2022, New Smart Family Cards have been printed at District Headquarters. During the period from 11.05.2026 to 31.07.2026, a total of 73,163 New Family Cards were printed and distributed to cardholders.

As the Aadhaar number of each beneficiary is captured while issuing the Smart Family Card, the

- TNeGA analyses new card applications fortnightly and supplies death registration data so the **PDS** database can be cleaned - 3,08,117 members deleted in under three months.

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possibility of duplicate or bogus Family Cards have been effectively eliminated, thereby enhancing the transparency and integrity of the Public Distribution System.

However, children below five years of age with the birth certificate proof and persons with disabilities who are unable to enroll for Aadhaar are included as beneficiaries without Aadhaar Biometric authentication.

1.2.8. Removal of family members:

The application for removal of name of a family member can be submitted in www.tnpds.gov.in.

- *Name removal due to Marriage*: if applicant is married, then marriage certificate has to be uploaded along their residential proof in order to prove that they both are living as a separate family.

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- *Name removal due to death*: The death certificate of the deceased member has to be uploaded.

If for any other reason the divorce / foreign nationality, name removal has to be done, then have to choose the option as "others" and to upload necessary document.

1.2.9. Addition of family members

The application for inclusion of a member's name in an existing Family Card can be submitted in www.tnpds.gov.in.

- The Head of the Family Card has to submit the application online.
- The applicant is required to furnish the name of the family member to be included, specify the relationship of the individual with the Head of the Family, enter the relevant particulars, and to upload the Aadhaar Card of the individual.

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- For inclusion of child below five years of age in the Family Card, the Birth Certificate or Aadhaar Card of the child shall be uploaded.
- For inclusion of the person due to marriage in the Family Card, the Marriage Certificate along with the Aadhaar Card shall be uploaded.

1.2.10. Change of address

The application for change of address in the Family Card can be submitted in www.tnpds.gov.in. The applicant has to submit the request online by entering the new residential address and uploading the certificate for proof of new address, then the address will be changed in the family card.

1.2.11 Despatching of Duplicate Smart Card through Speed Post:

An online facility has been provided through the www.tnpds.gov.in portal for applying for duplicate electronic family cards in lieu of lost/

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damaged/updated Family Cards (including cases involving addition of name, deletion of name and change of address).

From 05.04.2023, a scheme for despatching of duplicate Smart Family Cards to the cardholder's residence through India post has been implemented. A fee of Rs.50/- is collected from the Family Card holder through payment gateway towards the cost of card and postal charges.

From 01.05.2026 to 31.07.2026, 91,987 duplicate family cards were despatched through India Post.

- From **05.04.2023** duplicate smart cards reach the door by India Post for **Rs.50**; 91,987 were despatched between May and July **2026**.

1.2.12. Data Purification of Family Card:

Periodical updation of smart family card database is undertaken to ensure data purity. TNeGA provides the deceased data after obtaining from Registrar of Birth and death to this department and then PDS Database will be

updated periodically. During the period from 10.05.2026 to 31.07.2026, a total of 3,08,117 family members were deleted from the family card database due to death. Consequently, 74,328 family cards were surrendered due to death/ migration.

1.3. Allocation and Scale of Supply

1.3.1. Allocation of Essential Commodities:

In Tamil Nadu, essential commodities are allocated to all districts on the first day of every month. The allocation for the current month is determined based on the requirements of the respective districts, the previous month's consumption pattern and the closing stock carried forward from the previous month.

Advance movement of 60% of the allocation for the next month is undertaken by Tamil Nadu Civil Supplies Corporation Godowns to the Fair Price Shops on working days commencing from

60% of next month's allocation moves from **TNCSC** godowns to fair price shops from the 20th of the current month - the logistics rule that keeps shops stocked.

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the 20th of the current month. This helps prevent stockout of commodities.

This arrangement enables family cardholders to collect all their essential commodities from Fair Price Shops from the first day of the month itself. Family cardholders may collect their entitled quantities of essential commodities in one or two installments, according to their preference.

Table 1.3: Details of allocation and consumption of essential commodities from May 2026 to July 2026.

Month & Year	Rice (MTs)			Wheat (MTs)			Ragi (MTs)		
	Allotment	Offtake	%	Allotment	Offtake	%	Allotment	Offtake	%
May 2026	4,15,920	3,41,832	82	41,398	28,914	70	891	690	77
June 2026	4,16,104	3,46,558	83	42,943	29,985	70	1077	751	70
July 2026	4,15,820	3,51,035	84	43,396	30,465	70	1025	758	74

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Table 1.4: Details of allocation and consumption of special essential commodities from May 2026 to July 2026

Month & Year	Sugar (MTs)			Kerosene (KL)		
	Allotment	Offtake	%	Allotment	Offtake	%
May 2026	34147	28692	84	4,511	3,690	82
June 2026	33805	29207	86	4,463	3,675	82
July 2026	33799	29624	88	3,940	3,350	85

Month & Year	Tur Dal (MTs)			Palm Oil (KL)		
	Allotment	Offtake	%	Allotment	Offtake	%
May 2026	20,684	17,870	86	20,409	18,693	92
June 2026	20,721	18,295	88	20,445	19,029	93
July 2026	20,714	18,724	90	20,440	19,260	94

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1.3.2 Scale of Supply of Essential Commodities under the Public Distribution System (PDS)

Every month, essential commodities such as rice, wheat, sugar, and kerosene are distributed to family cardholders under the Public Distribution System (PDS) according to their entitlement. Rice and wheat are supplied free of cost**,** while Tur Dal and edible palm oil are distributed at subsidized prices under the Special Public Distribution Scheme (SPDS)**.**

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Table 1.5: Details of the scale of distribution and issue price of the essential commodities supplied under the Public Distribution System.

S. No	Name of the Commodity	Issue Price (Kilo/ Litre)	Scale of Supply		
			Category	**As per NFSA**	**As per UPDS**
1.	Rice (PHH, PHH-AAY, NPHH)	Free of Cost	PHH	5 kg per member irrespective of the number of members	1 adult - 12 Kg 1 adult + 1 child - 14 Kg 2 adults - 16 Kg 2 adult + 1 child - 18 Kg 3 adults - 20 Kg For the above categories, 5 Kg for each member is provided by GoI, balance quantity is provided by state Government. From 4 member onwards 5 kg per member without ceiling limit.
			AAY	35 kg irrespective of the number of members	-
			NPHH	Nil	As stated above for PHH cards upto 3 units. However

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					maximum ceiling has been fixed as 20 kg per card per month irrespective of number of members
2.	Wheat	Free of cost	Wheat is supplied in lieu of rice up to 10 kg per family card per month in Chennai City and District Headquarters, and **5** kg in other areas		
3.	Sugar	Rs.13.50 per Kg for AAY cards and Rs.25.00 per Kg for	Rice Family Card holders receive 500 grams per person per month**,** subject to a maximum of 2 kg per family card. Sugar Option Family Card holders receive an additional 3 kg in lieu of rice, making the maximum entitlement **5** kg per family card per month**.**		
4.	Kerosene	Ranging from Rs.15.00 to Rs.16.50 per Litre	Quantity ranges from 3 Litres to 15 Litres for family card based on the place of residence (Urban, Rural and Hilly areas) and the number of LPG connections available with the family.		
5.	Tur Dal	Rs.30.00 per Kg	1 Kg per family card per month		
6.	Palmolein Oil	Rs.25.00 Per Litre	1 Litre per family card per month		

Rice

Government of India procures rice through the Food Corporation of India and makes allocation to the state based on the number of Priority Household (PHH) and Antyodaya Anna

- Rice is free but capped at 20 kg per card per month regardless of family size - a cap worth quoting exactly.
- Issue prices to remember: sugar **Rs.13.50** (**AAY**) and **Rs.25** (others), tur dal **Rs.30** a kg, palmolein **Rs.25** a litre, kerosene **Rs.15.00**-16.50 a litre.

Yojana (AAY) cardholders. With effect from 01.01.2023, the Government of India makes a monthly allocation and provides food grains free of cost to Priority Household (PHH) and Antyodaya Anna Yojana (AAY) cardholders. In addition, rice is supplied under the tide over allocation at Rs.8.30 per kg.

- From **01.01.2023** the Centre supplies free foodgrains to **PHH** and **AAY** under **PMGKAY**; tide-over rice comes at **Rs.8.30** a kg.

Table 1.6: Details of monthly allocation of rice for the month of July-2026:

Allocation Details for July 2026		
S.No.	Category	Monthly Allotment (in MT)
1.	AAY	58,552.81
2.	PHH	1,33,530.73
3.	Tide Over	82,871.10
Total		2,74,954.64

To implement the Universal Public Distribution System, about 1.7 lakh metric tonnes

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of rice is allocated for Non-Priority Household (NPHH) family cardholders.

Besides the rice supplied under the Government of India's Tide Over allocation at Rs.8.30 per kg, the Government of Tamil Nadu procures approximately 1,00,000 MT of rice every month from the Food Corporation of India at Rs.23.20 per kg to meet the additional requirement. The entire additional expenditure is borne by the Government of Tamil Nadu.

- The State buys about **1,00,000 MT** a month from **FCI** at **Rs.23.20** a kg to cover **NPHH** cardholders - the fiscal price of universal **PDS**.

Wheat

All Family Card holders are entitled to receive wheat free of cost in lieu of rice, within their food grain entitlement. From January 2026, the Government of India has allocated 21,440.06 metric tonnes of wheat under the regular monthly allocation and 9,207.90 Metric Tonnes under the tide over allocation (Total of 30,647.96 Metric Tonnes) exclusively for Priority House Hold (PHH) and Antyodaya Anna Yojana (AAY) beneficiaries

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covered under the National Food Security Act. Wheat is supplied in lieu of rice up to 10 kg per family card per month in Chennai City and District Headquarters, and 5 kg in other areas.

Millet (Ragi)

To improve the nutritional intake of beneficiaries and promote the production and consumption of millets, 2 kg of Millet (Ragi) is supplied in lieu of rice to Rice Family Card holders in Dharmapuri and The Nilgiris districts.

- Ragi replaces rice, 2 kg per card, in Dharmapuri and The Nilgiris - the only two districts. A precise, examinable detail.

Sugar

All categories of Family Cards, except no commodity family cards, Annapoorna family cards, and Old Age Pension Scheme family cards are eligible to receive sugar. The monthly requirement of sugar is approximately 34,000 Metric Tonnes and the purchase price of sugar is Rs.44.50/- (July – September 2026)

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The selling price of sugar to AAY cardholders is Rs.13.50/- per Kg and the Government of India provides Rs.18.50/- as subsidy, the difference in cost ie., Rs.12.50/- for AAY cardholders is borne by the State Government. For all other category of cardholders, the selling price of sugar is Rs.25/- per Kg, the difference in cost ie., Rs.19.50/- is borne by the State Government.

Kerosene

The Government of India provides Kerosene to those who do not possess an LPG connection and those who possess only a single LPG connection. Currently, there are 9.52 lakh family cardholders without any LPG connection and 90 lakh family cardholders with a single-cylinder LPG connection.

- Kerosene entitlement is tied to **LPG**: **9.52 lakh** cardholders have no connection and **90 lakh** have a single cylinder. The Centre allots 3,940 kilolitres a month.

The entitlement limits are set at a maximum of 10 litres and 5 litres of kerosene respectively for these categories, but the allocation from the Government of India is insufficient to meet these

requirements. Consequently, requests for additional kerosene allocation are being continuously made to the Central Government.

Steps are being taken to update LPG connection details in the Public Distribution System (PDS) database for family cards to ensure that kerosene is distributed only to eligible cardholders.

The Government of Tamil Nadu provides kerosene to affected families during natural disasters such as floods and cyclones. Kerosene is also supplied to the Fire and Rescue Services Department to facilitate essential rescue operations during emergencies.

Government of India has allocated 3,940 Kilo Liters(KL) of kerosene per month for the quarter spanning July 2026 to September 2026 to supply kerosene to family cardholders.

1.3.3. Special Public Distribution System

The Government introduced the 'Special Public Distribution System' in 2007 to control the open-market prices of pulses and cooking oil while simultaneously enhancing the nutritional value of the foodgrains provided to ration cardholders. This scheme is implemented exclusively by the Government of Tamil Nadu and has been extended until June 2027.

Under the Public Distribution System, ration cardholders are provided 1 kg of Tur dal at a subsidized rate of Rs. 30 and a 1-litre packet of refined Palmolein oil at Rs.25. To implement this special scheme, the Tamil Nadu Civil Supplies Corporation procures Tur dal and refined Palmolein oil on a monthly basis and distributes them to Fair Price Shops.

- Special **PDS**, introduced in **2007** (with effect from **14.04.2007**), is funded by Tamil Nadu alone and extended to June **2027**. It supplies tur dal and fortified palmolein oil.

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Table 1.7: Details of Purchase price and Sale price of Special PDS Commodities

(July – September Quarter)

Commodity	Purchase Price(Rs) (kg/lit)	Sale Price (Rs) (kg/lit)	Subsidy by the State Govt (Rs.) (kg/lit)
Palmolein oil	154.99	25	129.99
Tur Dal	77.89	30	47.89

- The subsidy is the story: palmolein costs **Rs.154.99** and sells at **Rs.25** - the State pays **Rs.129.99** a litre. Tur dal: **Rs.77.89** buying, **Rs.30** selling, **Rs.47.89** subsidy.

1.4 Ensuring Quality and Distribution of Essential Commodities

1.4.1. Fair Price Shops functioning in Tamil Nadu:

Under the Universal Public Distribution System in Tamil Nadu, all essential commodities are distributed through an extensive network of Fair Price Shops. These shops serve as the primary delivery mechanism for Public Distribution System and play a vital role in ensuring effective distribution of essential commodities.

The majority of the Fair Price Shops are operated by Cooperative Societies under the control of the Co-operation Department. The remaining shops are managed by the Tamil Nadu Civil Supplies Corporation, Women's Self-Help Groups, and other co-operative institutions. Unlike several other States, Tamil Nadu does not permit the operation of Fair Price Shops by private agencies.

Fair Price Shops are located within a radius of 1.5 kilometres from the habitations in plain areas and within 1 kilometre in hilly areas to ensure easy accessibility to card holders. Further, based on local requirements Part-time Fair Price Shops and Mobile Fair Price Shops are operated to overcome field problems wherever necessary.

- Fair price shops must be within 1.5 km in plains and **1 km** in hilly areas - the accessibility norm.

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Table 1.8: Details of Fair Price Shops operated by different agencies (as on 31.07.2026)

Sl.No	Agency	Full Time Shops	Part Time Shops	Total
1.	Co-operative Societies (Under the Registrar of Co-operatives Societies)	25,107	11,211	36,318
2.	Tamil Nadu Civil Supplies Corporation	1,326	222	1,548
3.	Other Co-operative Societies	109	28	137
4.	Women SHGs	394	41	435
Total		**26,936**	**11,502**	**38,438**

- Of 38,438 fair price shops, cooperatives run 36,318, **TNCSC** 1,548 and women's self-help groups 435. The **PDS** runs on the cooperative network.

Table 1.9: District wise details of Full time and Part-time Fair Price Shops (as on 31.07.2026)

S. No	District Name	Full Time FPS	Part Time FPS	Total
1	Thiruvallur	796	381	1177
2	North Chennai	905	7	912
3	South Chennai	915	7	922
4	Kanchipuram	428	276	704

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S. No	District Name	Full Time FPS	Part Time FPS	Total
5	Vellore	511	276	787
6	Thiruvannamalai	1159	636	1795
7	Viluppuram	1007	346	1353
8	Salem	1315	462	1777
9	Namakkal	733	250	983
10	Erode	944	359	1303
11	The Nilgiris	321	95	416
12	Dindigul	832	552	1384
13	Karur	418	354	772
14	Thiruchirapalli	968	348	1316
15	Perambalur	231	107	338
16	Ariyalur	288	196	484
17	Cuddalore	1147	334	1481
18	Nagapattinam	320	72	392
19	Thiruvarur	597	206	803
20	Thanjavur	942	336	1278

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S. No	District Name	Full Time FPS	Part Time FPS	Total
21	Pudukkottai	717	394	1111
22	Sivagangai	667	222	889
23	Madurai	1142	303	1445
24	Theni	430	148	578
25	Virudhunagar	727	378	1105
26	Ramanathapuram	556	228	784
27	Tuticorin	678	333	1011
28	Tirunelveli	561	347	908
29	Kanyakumari	592	217	809
30	Dharmapuri	532	581	1113
31	Krishnagiri	666	596	1262
32	Coimbatore	1257	296	1553
33	Tiruppur	892	365	1257
34	Tenkasi	454	257	711
35	Kallakurichi	601	247	848
36	Ranipet	443	224	667

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S. No	District Name	Full Time FPS	Part Time FPS	Total
37	Tirupattur	383	262	645
38	Chengalpattu	522	397	919
39	Mayiladuthurai	339	107	446
Total		**26936**	**11502**	**38438**

In Tamil Nadu, out of the total Fair Price Shops, 22,670 Fair Price Shops are functioning in their own buildings, 8,874 in rent-free buildings and 6,894 in privately rental buildings. The Government of Tamil Nadu is continuously taking efforts to construct own buildings for Fair Price Shops. The construction of these buildings is being taken up by the District Administration with funds from various Government schemes including the Elected Representative's Constituency Development Fund.

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1.4.2. Point of Sale (PoS) device:

In Tamil Nadu, under the Public Distribution System, 33,750 new PoS machines and IRIS scanners have been provided in 2024-2025 under the End-to-End computerization Phase-II Project to facilitate the distribution of essential commodities to family cardholders through fair price shops.

- 33,750 PoS machines with **IRIS** scanners supplied in **2024-25** under End-to-End Computerisation Phase-II.

1.4.3. Integration of electronic weighing scales with e-PoS devices:

In order to ensure that proper quantity of essential commodities is distributed to family cardholders under the Public Distribution System, the integration of electronic weighing scales with the PoS devices commenced on 05.02.2024. As of July 2026, in 38,429 Fair Price Shops the weighing scale have been integrated with e-PoS devices and essential commodities are being distributed through this system.

- Weighing scales are integrated with e-PoS in 38,429 shops since **05.02.2024** - a direct answer to short-weighing complaints.

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1.4.4 Public Distribution System with Biometric Authentication

Any person whose name is to be included as a beneficiary under the Public Distribution System must possess a valid Aadhaar number. So far 99.34% of the beneficiaries have been seeded excluding children below the age of five years. Aadhaar seeding enables biometric authentication using fingerprints and iris scans. Biometric Authentication ensures that PDS commodities are issued only to eligible family cardholders.

To ensure food security for family card holders who are differently abled or unable to visit Fair Price Shops due to their physical disabilities or other physical conditions, arrangements have been made to distribute commodities to their authorized representatives through an authorization form.

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1.4.5 e-KYC (Biometric Authentication)

All State Governments have been instructed by GoI to carry out e-KYC campaign for NFSA beneficiaries through e-PoS at all the fair price shops at the time of food grain distribution using finger-print biometrics, IRIS to maintain the purity of Aadhaar details in PDS database. GoI facilitated the beneficiaries in completing the e-KYC process from any location without actually going to their "Home" State.

A total of, 93.21% Priority Household card beneficiaries (3,34,29,717 beneficiaries) had undergone eKYC as on 10.05.2026. During the three months period from May'26 to July'26 the eKYC authentication was done by 7,66,439 beneficiaries (2.23%) of the Priority Household card beneficiaries at fair price shops. As on 31.07.2026, eKYC authentication completed by 95.44% beneficiaries (3,41,96,156 beneficiaries).

- e-**KYC** of priority household beneficiaries reached 95.44% (3,41,96,156) by **31.07.2026**, up from 93.21% in May.

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1.4.6 Print Receipts

Essential commodities are supplied to family cardholders under the provisions of National Food Security Act, 2013 and the State Government's Public Distribution System. Printed receipts are issued to family cardholders at the time of collecting essential commodities.

Accordingly, from November 2024, a printed receipt is generated for every transaction through the integrated printer in the Point of Sale (PoS) devices and issued to the cardholder. To facilitate the issuance of printed receipts at fair price shops, the government has allocated Rs.8.26 crore annually for the procurement of paper rolls.

Separate receipts are issued to PHH/AAY and NPHH cardholders. The receipt contains details of the procurement price of the commodities and the subsidy provided by the Government of India and the State Government. In addition, they include

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details such as the commodities supplied to the beneficiary, quantity, date, and time of the transaction, enabling beneficiaries to verify the details of their transactions.

1.5. Grievance Redressal

1.5.1 Complaints:

The public can register complaints regarding fair price shops, the quality of commodities, or billing issues, and can also view the number of complaints registered and the status of their complaints.

1.5.2 Toll free Numbers & SMS Services:

Dedicated Toll-free Helpline Numbers – 1967 and 1800 425 5901 are available for registering complaints and providing feedbacks. The grievances can also be registered online through the Tamil Nadu Public Distribution System (TNPDS) Portal.

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The beneficiary can send an SMS from their registered mobile number, to "8939922990" to check the stock availability of commodities at a fair price shop by sending "PDS 101", find out whether the shop is open or closed by sending "PDS 102" and register complaints related to receipts/billing by sending "PDS 107".

Table 1.10: Details of PDS Complaint Numbers

S.No.	Toll free Phone No. / Mobile No. / Whatsapp No.	Nature of complaint
1.	1967 / 1800 425 5901	Complaint Number – Public Distribution System & Consumer Protection
2.	9677736557 (Civil Supplies CID)	Smuggling / Hoarding / Illegal sale of Essential Commodities
3.	1800-599-5950 (Civil Supplies CID – Toll Free Number)	

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Table 1.11: PDS SMS Services - 8939922990 – Codes and explanation

S.No	SMS	SMS Explanation
1	PDS<space> 101	Availability of Commodity at Ration Shop
2.	PDS<space> 102	Status of Ration Shop (Open/Close)
3	PDS<space> 107	Complaints about Bogus Billing

1.5.3 Grievance Redressal System

An Information Technology-enabled Grievance Redressal Mechanism has been established to register grievances, provide feedback and integrate the input received from multiple channels for effective redressal.

- District Revenue Officers/Deputy Commissioners have been designated as District Grievance Redressal Officers under the National Food Security Act, 2013, to address grievances and oversee the

effective implementation of the Public Distribution System.

- Complaints may be submitted through the official e-mail addresses and mobile numbers (CUG) of all officers at Taluk and District level in-charge of PDS. Contact Numbers are displayed in notice board of all Fair Price Shops. The contact details of the District Grievance Redressal Officers are also available on the TNPDS Portal.
- The grievances can also be registered online on the TNPDS Portal.

All the complaints and grievances regarding PDS received through Toll free number, Whatsapp number, Portal etc., will be monitored through the State PDS Grievance cell operating at Kotturpuram, Chennai.

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1.6. National Food Security Act, 2013

1.6.1. Implementation of the National Food Security Act, 2013

Even before the implementation of the National Food Security Act, 2013 the Government of Tamil Nadu had been continuously implementing a Universal Public Distribution System. The National Food Security Act, 2013, was adopted in Tamil Nadu in 2016 and came into effect on November 1, 2016. For effective implementation of the Act, Priority Households have been identified in accordance with the prescribed guidelines, and their details have been uploaded in the Tamil Nadu Public Distribution System (TNPDS) Portal (www.tnpds.gov.in).

Priority households (PHH) family cards are issued to eligible beneficiaries from marginalized sections, economically weaker sections, vulnerable sections including persons with

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disabilities and transgenders. Every member is eligible for 5 kg of rice free of cost in a family holding a PHH family card and 35 kg of rice free of cost to Antyodaya Anna Yojana Family card under PHH category.

1.6.2 Vigilance Committees

Vigilance Committees have been constituted at State, District, Taluk and Fair Price Shop Level in accordance with the National Food Security Act, 2013 and the Tamil Nadu Food Security Rules, 2017. These Committees meet regularly to ensure the transparent, efficient and effective delivery of essential commodities provided through the Public Distribution System.

1.6.3 State Food Commission

The State Food Commission comprising a Chairperson and five Members has been constituted to monitor and review the proper

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implementation of the National Food Security Act in Tamil Nadu.

1.6.4 Sustainable Development Goals (SDGs)

The Civil Supplies and Consumer Protection Department is implementing programmes aligned with the following United Nations Sustainable Development Goals (SDGs).

- SDG 2 – Zero Hunger
- SDG 7 – Affordable and Clean Energy (Access to Clean Cooking Fuel).

1.6.4 (a) Sustainable Development Goal No.2 – Zero Hunger

The Government of Tamil Nadu is committed to ensuring food security and eliminating hunger through the Universal Public Distribution System (UPDS). Under the scheme, rice and wheat are supplied free of cost, while sugar, Palmolein oil and Tur dal are supplied at subsidized prices to all eligible family cardholders.

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The Department ensures equitable access to food without any socio-economic discrimination by issuing family cards to all eligible households, thereby guaranteeing that no individual is deprived of access to essential food commodities. Through these initiatives, the State has not only strengthened food security but also contributed to improved nutritional outcomes for its citizens.

Tamil Nadu has fully achieved Sustainable Development Goal 2 (Zero Hunger) and continues to undertake measures to sustain and strengthen these achievements.

1.6.4 (b) Sustainable Development Goal No.7 – Affordable and Clean Energy (Access to Clean Cooking Fuel)

The Government of Tamil Nadu has ensured access to clean cooking fuel at affordable prices by facilitating 97% LPG coverage for households across the State.

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According to data furnished by the Public Sector Oil Marketing Companies, Tamil Nadu has achieved 105.6% of the target for domestic LPG connections during 2025–2026. The State continues to take appropriate measures to sustain universal access to clean cooking fuel and ensure its uninterrupted availability to all eligible households.

1.6.5. "One Nation One Ration Card (ONORC) Scheme:

Under the "One Nation, One Ration Card" scheme, as defined under the National Food Security Act, 2013 provides for inter-state portability facility for Priority House Hold (PHH) cardholders from other states residing in Tamil Nadu to obtain their entitled food commodities from any Fair Price Shop of their choice, located in Tamil Nadu. This facility is being availed by using of fingerprint or iris-based biometric authentication. So far, 17,080 number

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of transactions have been made across the various states of India using One Nation One Ration Card upto 31.07.2026.

Non-Priority Household (NPHH) cardholders are also permitted to avail themselves of their entitled commodities from any Fair Price Shop within the State via intra-state portability.

Table 1.12: Intra-State Portability sale transaction

TNPDS – INTRA-STATE PORTABILITY SALE TRANSACTION SUMMARY		
Sl.No	**Year**	**No of Transactions**
1.	2025 -2026	2,14,78,850
2.	2026-2027 (Apr 2026 to Jul 2026)	84,23,314

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1.6.6. Implementation of Route Optimization System:

The Government of India introduced the Route Optimization System (ROS) with the objective of reducing transportation costs and ensuring the timely movement of food grains from the godowns of the Food Corporation of India (FCI) to the godowns of the Tamil Nadu Civil Supplies Corporation (TNCSC), and subsequently from the TNCSC Godowns to Fair Price Shops (FPSs).

Under this system, advanced route optimization techniques are employed to identify the most efficient transportation routes, thereby reducing fuel consumption, minimizing transportation costs, and ensuring the timely delivery of food grains to Fair Price Shops.

The Route Optimization Management System has been implemented in 1,871 Fair Price Shops across 25 districts in Tamil Nadu with effect from

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April 2024. As a result, a savings of Rs.26,54,425/- have been achieved in transportation costs. Logistics module, which is being developed by TNCSC will be adopted for route optimization of PDS commodities from Godown to Fair Price Shop.

1.6.7. End to End Computerization – Phase I

The Phase I of Public Distribution System Computerization was completed in 2016. The Phase I Computerisation project facilitated the following:

- Online application for new Smart Family cards, request for mutations in existing family cards and tracking the status of applications.
- Digitization of family card records / beneficiary databases.
- Computerization of Supply Chain Management (from godowns to Fair Price Shops).
- Online allocation of commodities.

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- Cardholders can view the availability of commodities at their attached Fair Price Shops through TNPDS portal, mobile app and SMS services.

1.6.8. End to End Computerisation Phase–II

Phase-II of End to End computerisation of Public Distribution System was implemented from November, 2023 at a total cost of Rs.298.71 crore. The period of implementation is from 2024 to 2029.

The Main objective of Phase-II:

- Supply and commissioning of 27,000 PoS and IRIS devices
- Setup Helpdesk support in Chennai
- Internet connection for PoS devices with redundancy (Dual SIM)
- Manpower support for maintenance of application (software)
- Operation & Maintenance for hardware devices (PoS & IRIS).

Phase-II / End to End Computerisation facilitates the following:

- A printed receipt can be generated for each transaction through the integrated printer in e-PoS device and issued to the cardholder for every transaction.
- Each e-PoS device is being equipped with an IRIS scanner to authenticate family cardholders whose fingerprints cannot be verified through biometric authentication.
- Ensure that cardholders receive the correct quantity of commodities, electronic weighing scales have been integrated with the e-PoS devices in 99.9% of the Fair Price Shops. This ensures that beneficiaries receive the correct quantity of commodities.
- The Cardholders/beneficiaries can use the TNPDS website as well as the TNePDS mobile app, login and enter the one-time password (OTP) received on the mobile number linked to their family card and view

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details of their family members, their entitlement allocations, and the commodities purchased during the past six months.

- Cardholders can find the address and operating hours of their assigned fair price shop, check whether it is currently open or closed, and verify the availability of essential commodities there.

1.6.9. TNPDS Portal

The Government of Tamil Nadu has established a citizen-centric website called TNPDS portal for availing all services related to the Public Distribution System including grievance redressal.

Under the Public Distribution System, a total of 7.01 crore beneficiaries are linked to 2.29 crore family cards. Among them, 99.99% of beneficiaries have their mobile numbers linked, and 99.83% have linked their Aadhaar numbers.

The users can check the family card details, shop details, details of commodity available, commodity purchased by them, etc., They can also access state wide reports related to the Public Distribution System, fair price shops, National Food Security Act, warehouse stock, lists of hostels and charitable institutions, services related to electronic family cards, and the status of complaints.

1.7 Other Special Schemes

1.7.1. Supply of rice for Ramadan "Nonbu Kanji" (Ramadan fasting porridge):

The Government of Tamil Nadu supplies raw rice at a subsidized rate of Rs.1/- per kilogram throughout the state for the preparation of "Nonbu Kanji" by Muslims observing the Ramadan fast. During 2026, a total of 9,209 MTs of raw rice was distributed to 3,786 mosques to facilitate the preparation of fasting porridge for Muslims observing the 2026 Ramadan festival.

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1.7.2. Scheme for Charitable Institutions and Hostels (Bulk Permit)

In accordance with the guidelines of the Government of India, food grains (rice and wheat) are allocated under the "Welfare Institutions and Hostels Scheme" to welfare institutions (such as leprosy homes, homes for persons with differently-abled, old age homes, and homes for destitute) and hostels for Scheduled Castes (SCs), Scheduled Tribes (STs), and Other Backward Classes (OBCs) that receive financial assistance from the Central or State governments or institutions/ hostels that are directly administered by the State or Central Government Ministries. Allocations are made from godowns of the Tamil Nadu Civil Supplies Corporation (TNCSC) based on bulk authorization orders issued by the respective District Collectors (except Chennai) and the Deputy Commissioners (City) North and South (Chennai), 14 kg of rice at the rate of Rs.1/- and 1 kg of wheat at the rate of Rs.4.15.

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To obtain this bulk authorization, the concerned institutions/hostels must be recognized by State Government departments such as the Departments of Social Justice, Social Welfare, or Tribal Welfare and must receive financial assistance from the Central or State Governments. Furthermore, the Central Government has stipulated that no charges shall be collected from beneficiaries / inmates for the food provided. Government of India has provided monthly allocation of 1096.98 MTs of rice under Welfare Institutions / Hostels scheme for the 1st half of FY 2026-2027 period from April 2026 to September 2026.

Table 1.13: Details of Bulk Permit for welfare Institutions (I and II Quarter of 2026)

Hostels		Welfare Institutions		Total No. Of Institutions	Total No.of Inmates
Nos.	No.of Inmates	No. of Institutions	No.of Inmates		
1981	144314	556	73712	2537	218026

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Chapter - 2

TAMIL NADU CIVIL SUPPLIES CORPORATION

2.0. Introduction:

Tamil Nadu Civil Supplies Corporation (TNCSC) was established in the year 1972, registered under Section 25 of the Companies Act, 1956 (Section 8 of Companies Act, 2013) on 1st April 2010 and has been functioning as a "No Loss No Profit" organization. Ensuring food security for the people of the state, the Corporation is mainly involved in the procurement, storage and distribution of essential commodities under the Public Distribution System.

TNCSC is also nominated as authorized agency by the Government of India for procurement of paddy from the farmers of Tamil Nadu under Decentralized Procurement Scheme with effect from 01.10.2002 and for procurement of Ragi from the farmers of

- **TNCSC**, **1972**, registered under Section 25 of the Companies Act **1956** (now Section 8 of the **2013** Act) on 1 April **2010**, running on a 'No Loss No Profit' basis.

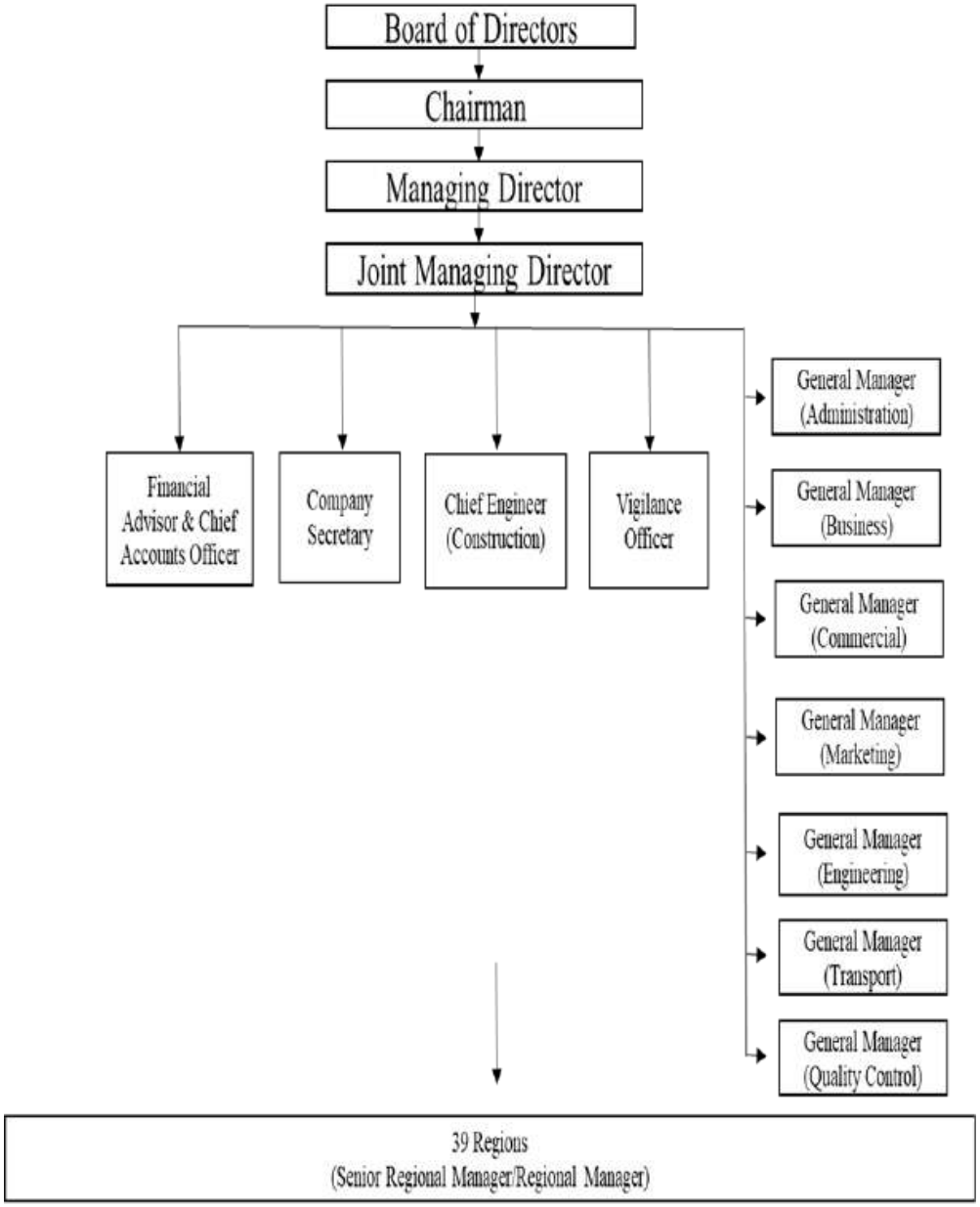
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Dharmapuri, Krishnagiri, Erode and Salem districts under Decentralized Procurement Scheme with effect from 01.01.2023.

2.1. Organisational Setup:

Tamil Nadu Civil Supplies Corporation is headed by the Board of Directors comprising twelve members. The Hon'ble Minister for "Food and Civil Supplies Department" is the Chairman of the Board of Directors.

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The Corporation consists of 6,558 Permanent Employees, 8,115 Seasonal Employees deployed in the Head office, Regional Offices, Godowns, Modern Rice Mills, Amudham Ration Shops and Amudham Departmental Stores. Also, 3,979 Load men and 32,905 Seasonal Load men are engaged in the Godowns, Direct Procurement Centres and in the Modern Rice Mills of the corporation.

- **TNCSC** runs on 6,558 permanent and 8,115 seasonal staff, plus 3,979 load men and 32,905 seasonal load men.

2.2. Functions of the Corporation:

The main activities of TNCSC are as follows:

(a) Procurement of Paddy from 4,316 Direct Purchase Centers and Ragi from 16 Direct Purchase Centers.

(b) Procurement of Rice, Ragi, Sugar, Wheat, Tur Dal, RBD Palmolein Oil and Kerosene for Public Distribution System, and for other State Welfare Schemes.

(c) Hulling of procured paddy in TNCSC owned Modern Rice Mills and in empanelled Hulling agents.

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(d) Procurement storage and Distribution of goods announced as part of relief package by the Government during the times of calamities and natural disaster.

2.3. Operational areas of TNCSC :

(a) Storage of essential commodities in 515 Godowns with a total storage capacity of 23.23 LMT (296 Owned Godowns with 13.74 LMT and 219 Hired Godowns with 9.49 LMT) and 253 Nos. of Plinth with covered Roof Paddy Storage Godowns in 26 locations with a total storage capacity of 4.03 LMT.

- **TNCSC** storage: 515 godowns of **23.23 lakh MT** (296 owned with 13.74 **LMT**, 219 hired with 9.49 **LMT**), plus 253 plinth-with-roof sheds of 4.03 **LMT**.

(b) Hulling of Procured paddy in TNCSC owned 21 Modern Rice Mills and 618 empanelled private Hulling Agents.

- Hulling capacity: 21 **TNCSC** modern rice mills at **52,500 MT** a month, plus 618 private agents at **11,71,527 MT** a month.

(c) Distribution of Food Commodities to the family cardholders through 1,548 Fair Price Shops (Full-time shops – 1,328 and

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Part-time shops – 220) and 10 Kerosene Bunks of the TNCSC.

(d) Operates the following:-

a. 4316 DPCs

b. 75 Amudham and Amma Amudham Departmental Stores,

c. 4 Petrol / Diesel Bunks and

d. 4 LPG distribution points.

2.4. Procurement of Paddy from Farmers:

Tamil Nadu Civil Supplies Corporation is the authorized agency of Government of Tamil Nadu to procure paddy under De-centralized Procurement System w.e.f. 01.10.2002. The Co-operative Societies and the National Co-operative Consumers' Federation (NCCF) are also permitted to procure paddy from the farmers as per the Guidelines prescribed by the Government of India. Cooperative societies are procuring paddy in Ramanathapuram District. For the Kharif Marketing Season (KMS) 2025-26

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season State Government has issued a G.O. (Ms.) No. 95, Co-operation, Food and Consumer Protection (B1) Department, Dated: 29.08.2025 permitting procurement of paddy through NCCF in non-delta District.

The Direct Purchase Centres are opened during the procurement season after obtaining the orders from the District Collector based on the Guidelines issued by the State Government in the year 2021.

The Government constituted the District Level Monitoring Committee in 2021 to monitor the overall functioning of the Direct Purchase Centres. The Committee is as follows: -

1. District Collector–Chairman
2. PA (Agri) to Collector–Convener
3. Joint Director, Agriculture

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4. Senior Regional Manager/Regional Manager, Tamil Nadu Civil Supplies Corporation
5. Joint Registrar of Co-operative Societies
6. Two representatives of farmers.

2.4.1. Opening of Direct Purchase Centres:

The District level Committee is empowered to notify the location and date of commencement of Direct Purchase Centres (DPC) operations based on the report from agriculture department. All preparatory arrangements, such as identification of location, deployment of manpower, transport arrangements, and other basic facilities required at the DPC has to be ready before the commencement of procurement.

TNCSC Regional Offices have to ensure that all DPC are equipped with facilities such as Godown Storage Capacity of Minimum 100 MT, Drying Platform, Winnowing Machine, Electronic Weighing Scale and Moisture Meter etc.,

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Covered permanent storage space for safety and protection of paddy procured through the DPC is an important infrastructure requirement in Delta Districts. The Government is committed to creating permanent infrastructure for DPC in a phased manner. At present out of 4,316 Direct Purchase Centres 779 Direct Purchase Centres are functioning in own buildings.

- Only 779 of 4,316 direct purchase centres have their own buildings - the infrastructure gap the note is trying to close.

Table 2.0: Details of DPCs with Permanent infrastructure

SI. No	Name of the Region	No of DPC's with Permanent infrastructure
1	Ariyalur	8
2	Chengalpattu	3
3	Cuddalore	32
4	Dindigul	10
5	Erode	5
6	Kancheepuram	7
7	Kanniyakumari	1
8	Madurai	1
9	Mayiladuthurai	69
10	Nagapattinam	89

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SI. No	Name of the Region	No of DPC's with Permanent infrastructure
11	Perambalur	4
12	Pudukkottai	17
13	Ranipet	1
14	Sivaganga	11
15	Tenkasi	4
16	Thanjavur	252
17	Tirunelveli	2
18	Tiruvallur	4
19	Tiruvannamalai	12
20	Tiruvarur	242
21	Tiruchirappalli	5
	Total	**779**

2.4.2. Criteria for operating DPCs

i. Direct Procurement Centres to be established and operated only at safe locations with proper road connectivity and elevated platforms to ensure that the procured paddy is protected from rainwater and water logging.

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ii. The procured paddy bags have to be properly stacked and covered with Low-Density Black Polyethylene (LDBP) covers / Tarpaulin sheets to protect them from rain and other adverse weather conditions.

2.4.3. Construction of Permanent DPCs

Tamil Nadu Civil Supplies Corporation constructed a Mega Direct Purchase Centre with a capacity of procuring 200 MT per day at Panchanathikottai village, Orathanadu Taluk, in Thanjavur district. This was taken up on a pilot basis for the welfare of the farmers in that region. On the receipt of paddy at the centre the paddy is cleaned with the help of winnowing machine, weighed accurately and packed in Gunny bags by using machineries. The packed paddy is then moved to the Lorries through conveyor belt without manual intervention. The functioning of the Mega Direct Purchase Centre will be augmented by providing dryer and other facilities.

- A Mega Direct Purchase Centre of **200 MT** a day at Panchanathikottai, Orathanadu taluk, Thanjavur - the model for permanent procurement sheds in the delta.

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Emphasis is being given for establishment of permanent procurement sheds in major paddy procurement villages to strengthen the procurement infrastructure. District Administration and Regional managers have to identify suitable location for construction of Permanent DPCs. Storage sheds with specifications of approximately 60 feet × 40 feet × 15 feet, with a raised floor of one foot height and a storage capacity of around 3,000 bags is being planned to be constructed on priority basis in delta districts at an estimated cost of Rs.15 lakh.

2.4.4. Grading of Direct Purchase Centres:

The Direct Purchase Centres (DPCs) functioning across the state have to be graded to assess and improve their infrastructure, operational efficiency, and service delivery. The facilities have to be augmented to ensure scientific storage of procured foodgrains,

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transparency in procurement operations, maintenance of quality standards, safety and security of foodgrain stocks, and improved facilities for farmers, in accordance with the Government of India guidelines.

The Government of India has prescribed assessment parameters to be evaluated through the Procurement Centre Self-Assessment Portal (PCSAP). DPC have to carry out a self-assessment by uploading accurate, complete, and verifiable information on the portal. Based on the information furnished, the Government of India will evaluate the performance of each DPC and award scores and grades as per the following assessment:-

Table 2.1: Grading of DPCs

Average point score range	Maturity level
0 – 0.99	0
1 – 1.99	1

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2 – 2.99	2
3 – 3.99	3
4 – 4.99	4
5	5

The Government of India has instructed that temporary DPC shall attain at least Level 3 (L3), while permanent DPCs shall attain Level 5 (L5).

2.4.5. Deployment of Seasonal Workers:

DPC set up during every procurement should function with adequate seasonal workers, comprising one bill clerk, one helper, one watchman, and the required number of load men. The recruitment process has to be completed in advance and resolve all pending administrative or legal issues and ensure the availability of adequate manpower during the procurement season. The District Administration should ensure disbursement of wages fixed by the TNCSC for the

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Load men engaged in the DPC of without any delay.

2.4.6. Procurement Process: -

- All DPC have to carry out paddy procurement only through the TNCSC e-DPC Portal (https://tncsc-edpc.in) and the Point of Procurement (PoP) device.
- The procurement staff have to ensure that the farmer's personal details, landholding particulars i.e. Patta, Chitta and Adangal, bank account details, Aadhaar number, and other relevant information are accurately captured in the system at the time of registration.
- The land particulars furnished by the farmer have to be verified and approved by the concerned Village Administrative Officer (VAO) through the portal.
- An e-Token is generated thereafter and paddy procurement has to be undertaken

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strictly in accordance with the seniority of the e-Tokens generated by the system.

- Paddy has to be procured only after testing the moisture content using a moisture meter and after cleaning the produce through the paddy winnowing machine to ensure conformity with the moisture i.e. 17% and other quality specifications prescribed by the Government of India.
- After procurement, a system-generated purchase receipt is issued to the farmer, and the procurement details communicated through SMS.
- The payment for the procured paddy is credited directly to the farmer's registered bank account through Electronic Clearing Service (ECS) after completion of quality assessment and weighment within 7 working days.

- Paddy payment reaches the farmer's account by **ECS** within 7 working days of quality assessment and weighment, with procurement ordered strictly by e-Token seniority.

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2.4.7. Farmers Grievance Redressal Mechanism:

a) A 'Farmer Call Centre' is functioning at the Head Office of Tamil Nadu Civil Supplies Corporation in Chennai to enable farmers to register their grievances or issues relating to selling their paddy at Direct Purchase Centres.

b) A farmer from any part of the State can call the Toll-free number 1800 599 3540 or call or send text messages to the WhatsApp number 95008 01465 and register their grievances.

- Paddy procurement grievances: toll-free 1800 599 3540 and WhatsApp 95008 01465. The **PDS** complaint line is separate - 1800 599 5950.

2.5. Minimum Support Price (MSP):

The Minimum Support Price is announced by the Government of India during every crop season for various crops like Paddy, wheat, Maize, ragi etc., The Government of Tamil Nadu provides incentives over and above the MSP provided by the Government of India to encourage the farmers to take up important food crops.

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Table 2.2: MSP fixed for Paddy in the Kharif Marketing Season from 2021-2022 to 2026-2027

(Per Quintal in Rupees)							
Sl. No.	Kharif Marketing Season	Minimum Support Price		Incentive by Govt. of Tamil Nadu		Price paid to Farmers	
		Grade 'A'	Common	Grade 'A'	Common	Grade 'A'	Common
1	2021-2022	1960	1940	100	75	2060	2015
2	2022-2023	2060	2040	100	75	2160	2115
3	2023-2024	2203	2183	107	82	2310	2265
4	2024-2025	2320	2300	130	105	2450	2405
5	2025-2026	2389	2369	156	131	2545	2500
6	2026-2027	2461	2441	289	159	2750	2600

2.6. Paddy Procurement details for KMS 2025-2026:

The Government of India based on the demand of the farmers of Tamil Nadu had permitted to procure paddy from the farmers under Decentralised Procurement System from 01st September instead of 01st October in Tamil Nadu from the Kharif Marketing Season 2022-2023 onwards.

- Paddy **2026-27**: **MSP Rs.2,461** Grade A and **Rs.2,441** common, with a State incentive of **Rs.289** and **Rs.159,** so the farmer gets **Rs.2,750** and **Rs.2,600** a quintal.
- On Tamil Nadu's demand, decentralised paddy procurement starts on 1 September instead of 1 October, from **KMS 2022-23** - a concession to the delta's calendar.

Table 2.3: Region-wise DPCs opened and paddy procured KMS 2025-2026 and 2024-2025

S. No.	Name of the Regions	K.M.S. 2025-2026 Procurement		K.M.S. 2024-2025 Procurement	
		No. of Direct Purchase Centres opened	From 01.09.2025 To 31.07.2026 (MTs.)	No. of Direct Purchase Centres opened	From 01.09.2024 To 31.07.2025 (MTs.)
DELTA REGIONS					
1	Ariyalur	77	116188	61	84776
2	Cuddalore	353	504910	297	313268
3	Karur	19	22134	18	16826
4	Mayiladuthurai	184	321240	179	245693
5	Nagapattinam	187	321648	176	215522
6	Perambalur	23	37329	24	31766
7	Pudukkottai	226	250261	176	156552
8	Thanjavur	670	1148064	611	939604
9	Tiruchirappalli	205	270334	145	186193
10	Tiruvarur	538	959946	535	770114
Total		2,482	3952054	2,222	2960314
NON-DELTA REGIONS					
11	Chengalpattu	184	284922	160	202419
12	Coimbatore	2	5506	2	4597
13	Dharmapuri	2	2131	2	2618
14	Dindigul	20	21432	20	15421
15	Erode	80	110011	76	107299
16	Kallakurichi	28	49050	23	41003
17	Kancheepuram	138	190829	133	110554

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S. No.	Name of the Regions	K.M.S. 2025-2026 Procurement		K.M.S. 2024-2025 Procurement	
		No. of Direct Purchase Centres opened	From 01.09.2025 To 31.07.2026 (MTs.)	No. of Direct Purchase Centres opened	From 01.09.2024 To 31.07.2025 (MTs.)
18	Kanniyakumari	10	12545	10	4551
19	Madurai	175	149356	153	123706
20	Namakkal	2	2179	2	1185
21	Ramanathapuram	47	18101	42	14318
22	Ranipet	92	127723	74	72621
23	Salem	9	14471	10	13590
24	Sivaganga	82	71073	88	63054
25	Tenkasi	55	91250	42	45839
26	Theni	15	14360	12	8273
27	Tirunelveli	70	89681	51	39240
28	Tiruvallur	111	186397	90	106681
29	Tiruvannamalai	75	120583	66	74759
30	Thoothukudi	30	33699	21	14650
31	Tiruppur	20	24033	19	20412
32	Vellore	8	4685	8	3042
33	Viluppuram	82	115013	75	93179
34	Virudhunagar	38	61096	26	36260
35	Chennai (North)	-	-	-	-
36	Chennai (South)	-	-	-	-
37	Tirupathur	-	-	-	-
38	Krishnagiri	-	-	-	-
39	The Nilgiris	-	-	-	-
Total		1,375	1800126	1,205	1219271
TNCSC DPCs		3,857	5752180	3,427	4179585

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S. No.	Name of the Regions	K.M.S. 2025-2026 Procurement		K.M.S. 2024-2025 Procurement	
		No. of Direct Purchase Centres opened	From 01.09.2025 To 31.07.2026 (MTs.)	No. of Direct Purchase Centres opened	From 01.09.2024 To 31.07.2025 (MTs.)
NCCF DPCs		456	545480	329	331174
COOPERATIVE DPCs		3	650	2	371
Grand Total		4,316	6298310	3,758	4511130

Table 2.4: Details of DPCs operated during KMS 2025-2026 and KMS 2024-2025

Kharif Marketing Season	2025-2026 (as on 31.07.2026)	2024-2025 (as on 31.07.2025)
No. of Direct Purchase Centres opened	4,316	3,758
Procurement	62,98,310 MT.	45,11,130 MT.
No. of farmers benefitted	6,15,279	5,03,689
Amount disbursed to the farmers	Rs. 15,917.46 Crore	Rs. 10,999.26 Crore

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Table 2.5: Details of Procurement through different agencies during KMS 2025-2026 (Upto 31.07.2026):

Name of the procuring agency	No. of DPCs	Beneficiaries (in no.)	Procurement Quantity (in MT.)	Amount Paid (in Cr.)
Tamil Nadu Civil Supplies Corporation	3,857	5,70,493	57,52,180	14,530.63
National Cooperative Consumers' Federation	456	44,717	5,45,479	1,385.18
Cooperative societies	3	69	650	1.65
Total	4,316	6,15,279	62,98,310	15,917.46

- **KMS 2025-26**: 4,316 purchase centres, 6,15,279 farmers, **62,98,310 MT** of paddy and **Rs.15,917.46 crore** paid - up sharply from 3,758 centres and **45,11,130 MT** the year before.

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Table 2.6: Details of Paddy procured through different agencies from KMS 2015-2016 to KMS 2025-2026

(in MTs.)

KMS	TNCSC	NCCF	Cooperative societies	TOTAL
2015 - 2016	1773888	-	10559	1784447
2016 - 2017	211360	315	-	211675
2017 - 2018	1485527	2917	4926	1493370
2018 - 2019	1880483	18455	11727	1910665
2019 - 2020	3133732	89850	17565	3241147
2020 - 2021	4320085	149200	25327	4494612
2021 - 2022	4275067	71	52479	4327617
2022 - 2023	3968071	453957	300	4422328
2023 - 2024	3256936	238589	465	3495990
2024 - 2025	4467242	331173	371	4798786
2025 – 2026 (upto 31/07/2026)	5752180	545480	650	6298310

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2.7. Modern Rice Mills (MRM):

Tamil Nadu Civil Supplies Corporation has 21 Modern Rice Mills (MRMs) with a combined monthly hulling capacity of 52,500 MT. Boiled Rice is produced in 15 MRMs, while Raw Rice is produced in 6 MRMs. In order to improve the hulling capacity these MRMs have been modernized in three phases. Further, to improve the quality of rice produced in the Modern Rice Mills, Colour Sorter Machines are installed in all the Modern Rice Mills.

Table 2.7: Details of Modern Rice Mills producing boiled rice and raw rice

S. No.	Region	Modern Rice Mills		Monthly Hulling Capacity (in M.T)
		Boiled Rice	Raw Rice	
1	Mayiladuthurai	Erukkur Phase I	-	2500
2		Erukkur Phase II	-	2500
3		Sitharkadu		2500
4		-	Akkur	2500
5	Thanjavur	Ammanpettai	-	2500
6		Thirunageswaram	-	2500
7		Pattukkottai	-	2500
8	Tiruvarur	Tiruvarur	-	2500

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S. No.	Region	Modern Rice Mills		Monthly Hulling Capacity (in M.T)
		Boiled Rice	Raw Rice	
9		Sundarakkottai	-	2500
10	Cuddalore	Neyveli	-	2500
11		-	Chidambaram	2500
12	Tiruvannamalai	Polur	-	2500
13		-	Cheyyar	2500
14	Tiruchirappalli	Adavathur	-	2500
15	Madurai	Kadachanendal	-	2500
16	Sivaganga	Manamadurai	-	2500
17	Tirunelveli	Thalaiyuthu	-	2500
18	Chengalpattu	Thimmavaram	-	2500
19	Coimbatore	-	Pollachi	2500
20	Kallakurichi	-	Kallakuruchi	2500
21	Viluppuram	-	Thirukoilur	2500

2.7.1. Hulling Agents:

Tamil Nadu Civil Supplies Corporation has appointed 618 hulling agents with the monthly capacity of 11,71,527 MTs for processing of paddy procured through DPCs to provide rice for the Public Distribution System and other schemes of the State Government.

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Table 2.8: Details of the hulling agents empanelled with TNCSC

Mills	Boiled Rice Mills	Raw Rice Mills	Total
No. of Hulling Agents	405	213	618
Hulling Capacity (in MT.)	7,82,787	3,88,740	11,71,527

Table 2.9: Details of the Private Hulling Agents

S. No	Name of the Region	No. of Hulling Agent			Monthly Hulling Capacity (in M.Ts)		
		Boiled Rice	Raw Rice	Total	Boiled Rice	Raw Rice	Total
1	Ariyalur	3	-	3	8500	-	8500
2	Chengalpattu	9	2	11	15820	4000	19820
3	Chennai (North)	4	19	23	14000	59675	73675
4	Coimbatore	1	2	3	1500	3400	4900
5	Cuddalore	9	2	11	28600	6000	34600
6	Dharmapuri	4	77	81	12000	93800	105800
7	Dindigul	5	-	5	5300	-	5300
8	Erode	33	-	33	35210	-	35210

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S. No	Name of the Region	No. of Hulling Agent			Monthly Hulling Capacity (in M.Ts)		
		Boiled Rice	Raw Rice	Total	Boiled Rice	Raw Rice	Total
9	Kallakurichi	12	2	14	17825	3500	21325
10	Kancheepuram	10	2	12	24900	5500	30400
11	Kanniyakumari	1	-	1	1700	-	1700
12	Karur	4	-	4	14000	-	14000
13	Krishnagiri	5	52	57	13550	84600	98150
14	Madurai	22	-	22	40250	-	40250
15	Mayiladuthurai	5	1	6	10600	1500	12100
16	Nagapattinam	6	1	7	11350	1500	12850
17	Namakkal	2	1	3	5500	3000	8500
18	Perambalur	2	-	2	10000	-	10000
19	Pudukkottai	36	-	36	63625	-	63625
20	Ranipet	7	5	12	10450	8600	19050
21	Salem	6	-	6	9850	-	9850
22	Sivaganga	21	-	21	27300	-	27300
23	Tenkasi	20	-	20	18200	-	18200

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S. No	Name of the Region	No. of Hulling Agent			Monthly Hulling Capacity (in M.Ts)		
		Boiled Rice	Raw Rice	Total	Boiled Rice	Raw Rice	Total
24	Thanjavur	45	1	46	121961	3000	124961
25	Tiruvallur	10	25	35	31250	58250	89500
26	Tiruvannamalai	3	7	10	3750	20000	23750
27	Tiruvarur	24	-	24	69066	-	69066
28	Thoothukudi	4	-	4	3900	-	3900
29	Tirunelvelli	8	-	8	8150	-	8150
30	Tirupathur	3	1	4	13000	3000	16000
31	Tiruppur	29	-	29	31730	-	31730
32	Tiruchirappalli	30	7	37	54620	18940	73560
33	Vellore	2	4	6	8080	8375	16455
34	Viluppuram	8	2	10	13250	2100	15350
35	Virudhunagar	12	-	12	24000	-	24000
	Total	405	213	618	782787	388740	1171527

The appointment of the hulling agents is made by the Senior Regional Managers/Regional

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Managers of Corporation as per the guidelines issued by TNCSC after getting prior permission from the Head Office.

Guidelines followed while appointing the Hulling Agents:

- Persons or Firms who own Rice mills or who has the lease or mortgage rights on rice mills and having the daily hulling capacity of 10 MT of paddy and above alone are eligible for the appointment as Hulling Agent of the Corporation. Each Hulling Agent has to give a Security Deposit to the Corporation.
- The value of Security Deposit will be assessed with reference to the holding capacity, the value of paddy will be assessed at the Minimum Support Price rate, Incentive, if any, fixed by the Government of India from time to time.

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- No interest will be paid for the Security Deposit remitted and for the bank guarantee submitted by the Hulling Agent.
- Allotment of paddy to the Hulling Agents is done subject to the satisfactory previous performance of the Miller after the deposit of entire rice due from the previous allotments.
- Release of paddy shall not exceed 90% of the value of the Security Deposit and Bank Guarantee deposited by the Miller at any point of time and it will be monitored by check card system.
- The Hulling Agent has to deliver the "resultant rice" at the rate of outturn fixed by the Government of India from time to time. At present the Government of India have fixed outturn for Boiled rice at 68% and Raw rice at 67%.The Hulling Agent shall deliver the "resultant rice" without delay.
- In case of delay, the Penalty will be imposed as below:

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For 15 Godown working days.	No penalty
Exceeding 15 Godown working days upto 21 Godown working days.	Rs.1/- / Per MT/Godown working days
Exceeding 21 Godown working days upto 45 Godown working days.	Rs.2/- / Per MT/Godown working days
Exceeding 45 Godown working days upto 60 Godown working days.	Rs.3/- / Per MT/ Godown working days
Exceeding 60 Godown working days upto 75 Godown working days. After that the matter will be reported to Head Office for further action.	Rs.6/- / Per MT/ Godown working days

2.8. Procurement of Essential Commodities:

2.8.1. Rice:

The average monthly requirement of rice for Universal Public Distribution System and other welfare schemes in the state of Tamil Nadu is around 3.73 LMT. The Government of India provides a monthly allotment of 2.75 LMT. of Rice

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for Targeted Public Distribution System under National Food Security Act, 2013 (NFSA) to the State of Tamil Nadu. This allotted rice is provided for distribution under Public Distribution System which is received in the form of Custom Milled Rice and the required balance quantity of Rice are lifted from the Food Corporation of India.

2.8.2. Wheat:

As per the National Food Security Act of 2013, from January 2026 onwards the Government of India has allotted 30,647.970 MTs. of Wheat to be distributed to Antyodaya Anna Yogana and Priority Household Cardholders in Tamil Nadu under the Public Distribution System.

2.8.3. Ragi:

The Government has permitted to procure 6,000 MT. of Ragi from farmers at Minimum Support Price fixed by Government of India

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Rs.48,860/- per MT for KMS 2025-2026 under Decentralized Procurement System by opening Direct Purchase Centres in Dharmapuri, Krishnagiri, Erode and Salem districts up to 31.08.2026.

- Ragi **MSP** is **Rs.48,860** per **MT**; **6,000 MT** is procured through purchase centres in Dharmapuri, Krishnagiri, Erode and Salem.

Table 2.10: Region-wise DPCs opened and ragi procured KMS 2025-2026 and 2024-2025:

Name of the Region	KMS 2025-2026			KMS 2024-2025		
	No. of DPC Opened	No. of farmers benefitted	Total Ragi in (MTs)	No. of DPC Opened	No. of farmers benefitted	Total Ragi in (MTs)
Krishnagiri	10	1927	4421.600	6	1094	2160.000
Dharmapuri	2	2424	3093.950	2	581	770.600
Erode	2	334	1293.200	2	173	712.700
Salem	2	56	93.500	2	44	60.250
Total	16	4741	8902.250	12	1892	3703.550

As on 31.07.2026, a total of 8902.250 MT of Ragi has been procured from farmers and

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Rs.43.50 Crore payment as MSP has been released through ECS to 4,741 farmers.

2.8.4. Sugar:

Tamil Nadu Civil Supplies Corporation procures Sugar for distribution to the eligible family card holders as per norms under the Public Distribution System. The average monthly off take is 30,000 MTs. TNCSC procures sugar from Tamil Nadu Co-operative Sugar Federation and if the required quantity not supplied by the Tamil Nadu Co-operative Sugar Federation, then TNCSC will purchase through e-tendering process as per Tamil Nadu Transparency in Tenders Act, 1998 and Tenders Rules, 2000.

The subsidized selling price of sugar for Antyodaya Anna Yojana (AAY) family cards is Rs.13.50 per Kg and for other cards is Rs.25/- per Kg. The cost over and above the selling price is borne by the State Government.

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2.8.5. Special Public Distribution System:

The State Government introduced the Special Public Distribution System Scheme with effect from 14.04.2007 for supplying Tur Dal / Canadian Yellow Lentil and Fortified Palmolein Oil to all the ration card holders at subsidised prices.

The average requirement of Tur Dal per month is 20,000 MTs. and Palmolein Oil per month is 2,00,00,000 one-liter pouches (910 Gms). The procurement is done through e-tendering process as per Tamil Nadu Transparency in Tenders Act, 1998 and Tenders Rules, 2000.

One Kg. of Tur Dal and one litre of Palmolein oil pouch is distributed to the card holders at the rate of Rs.30/- and Rs.25/- respectively. The cost over and above the selling price is borne by the State Government.

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Table 2.11: Procurement details of the Tur Dal and Palmolein Oil

Commodity Name	Monthly Allotment (Qty of Dal in MTs. & Palmolein Oil in Nos. of pouches)	Quantity issued per family' card holder	Current Purchase rate (Dal per Kg. & Palmolein Oil per Litre)	Selling price at Subsidised rate (Dal per Kg. & Palmolein Oil per Litre)
Tur Dal / Canadian Yellow Lentil	20,000	1 Kg.	Rs.77.89/-	Rs.30/-
Fortified Palmolein Oil	2,00,00,000	1 Litre (910 Gms.)	Rs.154.99/-	Rs.25/-

- Special **PDS** needs **20,000 MT** of tur dal and **2 crore** one-litre palmolein pouches every month, bought by e-tender under the Tamil Nadu Transparency in Tenders Act, **1998**.

2.9. Godowns:

Tamil Nadu Civil Supplies Corporation manages a total number of 515 Godowns. Out of these, 296 Godowns are owned by Tamil Nadu Civil Supplies Corporation with a storage and handling capacity of 13.74 Lakh MT. and the balance 219 Godowns having 9.49 Lakh MT. capacity are hired from Central Warehousing Corporation, Tamil Nadu Warehousing Corporation, Co-operatives and other private parties for storage.

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Table 2.12: Details of Godowns Managed by Tamil Nadu Civil Supplies Corporation

Sl No.	Particulars	Operational Godowns		Buffer Godowns		Total Godowns	
		No.	Capacity (MT.)	No.	Capacity (MT.)	No.	Capacity (MT.)
1	Owned	**236**	**822198**	**60**	**551785**	**296**	**1373983**
2	Hired-Private	**8**	**19200**	**23**	**116700**	**31**	**135900**
3	Tamil Nadu Warehousing Corporation	**16**	**77024**	**46**	**302224**	**62**	**379248**
4	Hired - Marketing Committee	**8**	**11000**	**71**	**188300**	**79**	**199300**
5	Hired - Co-operatives	**3**	**2500**	**32**	**98100**	**35**	**100600**
6	Central Warehousing Corporation	**1**	**8000**	**10**	**120711**	**11**	**128711**
7	Hired – Government Sector	**–**	**–**	**1**	**5600**	**1**	**5600**
Total		**272**	**939922**	**243**	**1383420**	**515**	**2323342**

Tamil Nadu Civil Supplies Corporation is augmenting the storage capacity by constructing new godowns regularly. At present, construction of 36 godowns with a combined capacity of 43,250 MT is underway in 29 locations across 22 Districts at an estimated cost of Rs.89.35 crore.

- 36 new godowns of **43,250 MT** are under construction in 29 locations across 22 districts at **Rs.89.35** crore.

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Table 2.13: Details of Godowns under construction in 22 districts

Sl. No.	District	No. of locations	Capacity (In MT)	Estimate (In Cr.)
1	Ariyalur	1	3000	5.83
2	Chengalpattu	1	1000	1.70
3	Dindigul	1	250	0.65
4	Erode	1	500	1.29
5	Kallakurichi	1	1500	2.32
6	Karur	1	1000	1.70
7	Nagapattinam	1	1000	1.97
8	Namakkal	1	500	1.29
9	Perambalur	1	1000	2.13
10	Pudukkottai	2	2500	4.35
11	Ramanathapuram	4	8000	18.75
12	Ranipet	1	3000	6.10
13	Sivaganga	1	1500	3.41
14	Theni	1	2000	4.71
15	Tenkasi	1	3000	6.58
16	Tiruvallur	1	1000	1.70
17	Tiruppur	2	3500	6.55
18	Tirupathur	2	2500	4.69
19	Tiruchirappalli	1	2000	3.40

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Sl. No.	District	No. of locations	Capacity (In MT)	Estimate (In Cr.)
20	Thoothukudi	1	1000	2.44
21	Vellore	1	1000	1.94
22	Virudhunagar	2	2500	5.85
Total		**29**	**43250**	**89.35**

2.9.1. Plinth with Semi Covered shed for Paddy Storage Points:

The State Government has permitted Tamil Nadu Civil Supplies Corporation to construct plinth with 253 semi covered sheds in a phased manner. Accordingly, 4.03 LMT capacity of Semi covered sheds were completed in 26 locations at an estimated cost of Rs.331.08 crore.

Further, construction of plinth with semi covered sheds in 28 locations with a total capacity of 3.30 LMT at an estimated total cost of Rs.492.71 crore is under process.

- Plinth-with-semi-covered sheds: **4.03 lakh MT** done at **Rs.331.08** crore, another **3.30 lakh MT** in 28 locations at **Rs.492.71 crore** under way.

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Table 2.14: Details of plinth with semi covered sheds under construction in 28 locations:

Sl. No.	Name of the District	No. of locations	Capacity in MT	Estimate Rs. in Cr.
1	Thanjavur	1	100000	170.22
2	Tiruvarur	8	56000	78.66
3	Mayiladuthurai	3	31500	41.02
4	Nagapattinam	3	42000	58.97
5	Cuddalore	5	33500	48.32
6	Chengalpattu	1	15000	18.00
7	Kancheepuram	1	12000	17.91
8	Tiruvannamalai	2	14000	21.81
9	Viluppuram	2	8000	12.10
10	Dindigul	1	9000	12.85
11	Krishnagiri	1	9000	12.85
Total		**28**	**330000**	**492.71**

2.10. Fair Price Shops run by TNCSC under the Public Distribution System

2.10.1. Fair Price Shops:

Tamil Nadu Civil Supplies Corporation runs 1,548 Fair Price Shops. Out of this, 233 Fair Price Shops are functioning in TNCSC owned buildings and 602 shops are in rental private buildings. In

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addition to this, 713 Fair Price Shops are functioning in other Government buildings.

Table 2.15: Details of Fair Price Shops

Sl. No.	District Name	Number of Fair Price Shops		
		Full Time Shop	Part Time Shop	Total
1	Ariyalur	2	-	2
2	Chennai (North)	335	-	335
3	Chennai (South)	145	-	145
4	Coimbatore	55	-	55
5	Dharmapuri	32	12	44
6	Dindigul	19	-	19
7	Erode	14	1	15
8	Kancheepuram	32	-	32
9	Chengalpattu	2	-	2
10	Kanniyakumari	103	49	152
11	Karur	2	-	2
12	Krishnagiri	34	3	37
13	Madurai	29	-	29

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Sl. No.	District Name	Number of Fair Price Shops		
		Full Time Shop	Part Time Shop	Total
14	Namakkal	44	3	47
15	The Nilgiris	24	7	31
16	Perambalur	1	-	1
17	Pudukkottai	17	6	23
18	Ramanathapuram	19	-	19
19	Sivaganga	26	2	28
20	Tirunelveli	68	37	105
21	Tenkasi	116	57	173
22	Tiruppur	22	2	24
23	Tiruvallur	7	-	7
24	Tiruvannamalai	3	-	3
25	Tiruchirappalli	20	1	21
26	Thoothukudi	84	37	121
27	Vellore	36	-	36
28	Tirupathur	6	-	6
29	Virudhunagar	31	3	34
Total		**1328**	**220**	**1548**

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2.10.2. Kerosene Bunks:

The Tamil Nadu Civil Supplies Corporation operates 10 Kerosene bunks for issuance of PDS Kerosene to eligible card holders identified by the Directorate of Civil Supplies.

2.10.3. Amudham Departmental Stores and Amma Amudham Departmental Stores:

Tamil Nadu Civil Supplies Corporation runs 18 Amudham Departmental Stores and 57 Amma Amudham Departmental Stores with an objective of selling consumer goods at reasonable rate to general public.

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Table 2.16: Details of Amudham and Amma Amudham departmental stores

S. No	Name of the Region	Amudham Departmental Store	Amma Amudham Departmental Store
1	Ariyalur	-	Ariyalur
2	Chennai (North)	-	Avadi
			Kolathur
			Madavaram
			RK nagar
3	Chennai (South)	Annanagar main	Manapakkam
		Santhi colony	
		Avadi	
		Periyar nagar	
		M.M.D.A colony	
		R.K.Mutt road	
		V.M.street	
		Gopalapuram	
		Indira nagar	
		Nandanam	
		Tambaram	
		MGR nagar	
		K.K.nagar	
		Porur	
		Saligramam	
4	Cuddalore	Regional Office Complex	Chidambaram
		Neyveli I	Kururngipadi
		Neyveli II	Vadalore

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S. No	Name of the Region	Amudham Departmental Store	Amma Amudham Departmental Store
		-	Indra nagar
			Thirupathiripuliyur
5	Coimbatore	-	Masakalipalayam
			R.S.puram
			Tatabad
6	Dindigul	-	Muthazhagupatti
			R.V.nagar
			Regional office
			Palani Godown complex
7	Erode	-	Gopichettipalayam
			Nadarmedu
8	Kancheepuram	-	Regional office
9	Kanniyakumari	-	Vallankumaranvillai
10	Karur	-	Karur
11	Krishnagiri	-	Hosur
			Krishnagiri
12	Madurai	-	Subramaniyapuram
			Regional office Complex
13	Mayiladuthurai	-	Mayiladuthurai
14	Namakkal	-	Pallipalayam
15	Perambalur	-	Perambalur
16	Pudukkottai	-	Samathuvapuram
17	Ramanathapuram	-	Paramagudi
			Abiramam
18	Salem	-	Salem
			Athur

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S. No	Name of the Region	Amudham Departmental Store	Amma Amudham Departmental Store
			Sanakakir
			Edapadi
19	Sivaganga	-	Regional office
			Karaikudi
20	Thanjavur	-	Regional office
			Postal colony
21	Theni	-	Regional office
22	Tirunelveli	-	Regional office
23	Tiruvannamalai	-	Tiruvannamalai
24	Tiruvallur	-	Thiruvallur
			Ponneri
25	Tiruvarur	-	Needamangalam
			Tiruthuraipoondi
			Kudavasal
26	Tiruchirappalli	-	Woraiyur
27	Thoothukudi	-	Puthiyamputhur
28	Vellore	-	Vallimalai
			Senguttai
29	Ranipet	-	Arcot
30	Viluppuram	-	Villupuram
31	Kallakurichi	-	Sankarapuram
32	Virudhunagar	-	Thiruthangal

2.10.4. Petrol / Diesel Bunks:

Tamil Nadu Civil Supplies Corporation also operates Petrol / Diesel bunks at Neyveli (Cuddalore Region), Thirupathur (Thirupathur

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Region), Pattukottai (Thanjavur Region) and Krishnarayapuram (Karur Region).

2.10.5. LPG Distribution Points:

Tamil Nadu Civil Supplies Corporation runs LPG agencies at Thennur (Tiruchirappalli Region), Arani (Tiruvannamalai Region) Rameswaram (Ramanathapuram Region) and Mandapam (Ramanathapuram Region).

2.11. Supply of Essential Commodities for Welfare schemes:

2.11.1. Issue of Commodities to Amma Unavagam:

Tamil Nadu Civil Supplies Corporation supplies rice for all 624 Amma Unavagams functioning in all the Districts and also supplies wheat to 383 Amma Unavagams functioning in Chennai District.

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Table 2.17: Details of commodities issued to Amma Unavagam from April 2025 to July 2026

Sl.No.	Food Commodity	Quantity (in MTs.)
1	Rice	6518.000
2	Wheat	812.000

2.11.2. Noon Meal Programme:

For the Noon Meal Programme, Tamil Nadu Civil Supplies Corporation supplies Rice, Dhal, Bengal Gram, Green Gram, Palmolien Oil and Salt to 42,984 Noon Meal Centres benefitting 39,26,811 students throughout the State.

Table 2.18: Details of commodities issued to Noon Meal Programme from August 2025 to July 2026

Sl. No.	Food Commodity	Quantity (in MTs. /pouches/ Packets)
1	Rice	77,201
2	Dhal	6,502
3	Bengal Gram	1,742
4	Green Gram	1,505

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Sl. No.	Food Commodity	Quantity (in MTs. /pouches/ Packets)
5	Palmolien Oil	24,56,722
6	Salt	15,59,981

2.11.3. Integrated Child Development Services:

Rice, Dhal, Bengal Gram, Green Gram, Palmolien Oil and Salt are supplied to Integrated Child Development Scheme (ICDS) programme covering 54,449 ICDS centres benefitting 11,39,017 students throughout the State.

Table 2.19: Details of commodities issued to Integrated Child Development Scheme from August 2025 to July 2026

Sl.No.	Food Commodity	Quantity (in MTs. /Pouches/ Packets)
1	Rice	11,457
2	Dhal	734
3	Bengal Gram	209
4	Green Gram	214
5	Palmolien Oil	2,41,017
6	Salt	2,11,088

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2.11.4. Perunthalaivar Kamarajar Breakfast Scheme:

Perunthalaivar Kamarajar Breakfast scheme is now benefitting 34,48,504 students studying in Primary schools in the state. Tamil Nadu Civil Supplies Corporation is supplies Rice, Tur Dhal, Palmolien Oil and Salt for 42,901 centres in schools which provide nutritious breakfast children.

Table 2.20: Details of commodities issued to Perunthalaivar Kamarajar Break fast centres from August 2025 to July 2026

Sl. No.	Food Commodity	Quantity (in MTs. / Pouches / Packets)
1	Rice	5,662
2	Tur Dhal	4,018
3	Palmolien Oil	8,47,666
4	Salt	3,74,115

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2.11.5. Purchase and Sale of Arasu Salt:

Two varieties of "Salt" namely refined free flow iodised Salt at Rs.10/- per packet (1 kg) and crystal iodised salt at Rs.8/- per packet (1 kg) are purchased from the Tamil Nadu Salt Corporation and sold in Tamil Nadu Civil Supplies Corporation Fair Price Shops at Rs.12/- per packet (1 kg) for iodised table salt and at Rs.10/- per packet (1 kg) for crystal iodised salt.

2.11.6. Purchase and Sale of Ooty Tea and TANTEA:

Ooty tea is purchased from the Indcoserve at Rs.23/- per 100 grams and TANTEA is purchased from the Tamil Nadu Tea Plantation Corporation Limited at Rs.20/- per 100 grams and sold in Tamil Nadu Civil Supplies Corporation Fair Price Shops and Amudham Departmental stores at Rs.25/- per 100 grams of Ooty tea and at Rs.25/- per 100 grams of TANTEA.

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2.12. Quality Management System:

2.12.1. Quality Assurance:

The Tamil Nadu Civil Supplies Corporation has well-established quality monitoring and quality control mechanism through which the commodities procured and stored is assessed consistently for quality by testing samples regularly. Space management is done scientifically by optimising godown space for ensuring the quality of products procured for Public Distribution system. Disinfestation and other preventive measures are taken to ensure pest free condition.

The godowns are provided with the following:-

i. Moisture Meters
ii. Lab kits
iii. Mixed Indicator Method kit
iv. Black Polythene covers for fumigation
v. Dunnage materials for stacking

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vi. Insecticides, ultra violet light traps, power sprayers for the management of storage pest

vii. Equipment to test quality

In line with the guidelines issued by FCI, TNCSC has provided sample dividers and digital moisture meters with printer having bluetooth connectivity for the laboratories and Godowns.

2.12.2. Quality Control Wing:

The quality control wing is critical to the overall functioning of TNCSC. The Head of QC unit at regional level is posted in the cadre of Senior Manager (QC), Manager (QC), Deputy Manager (QC), Assistant Manager (QC). The staffing structure of QC wing is as follows:-

S. No.	Place of Work	Designation
1.	Head Office	Senior Manager (QC)
2.	Regional Office	Senior Manager (QC) / Manager (QC) / Deputy Manager (QC) / Assistant Manager (QC)

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3.	Regional Lab	Assistant Manager (QC)
4.	Godown	Quality Inspector / Assistant Quality Inspector/ Junior Quality Inspector

2.12.3. Duties & Responsibilities of Regional Quality Control (QC) Heads

1. Inspection for Quality Control:

a. Supervision of the work of QC Staff throughout the Region.

b. Periodical inspection of stocks and the condition of food grain stocks etc. held in storage.

c. Checking the stocks during the procurement and while issuing.

d. Surprise inspection of Direct Purchase Centers / Modern Rice Mills / Hulling Mills / Rail Wagon Points / Storage points / CAPs / Regional Labs.

e. Surprise inspection of Corporation Retail Shops / ADS.

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2. Management of Laboratories:

a. Maintenance of Regional Lab.

b. Making necessary arrangements for analysis / Re-analysis of samples & check samples & issue of QC as per the time schedule.

c. Preparing indents for the purchase of Lab equipment & Sprayers.

3. Testing of Commodities

The food commodities intended for distribution under Public Distribution System and other welfare schemes are being tested at FSSAI notified NABL accredited laboratories and Regional AGMARK Laboratory.

Table 2.21: List of Laboratories for testing Food Commodities

S. No.	Name of the Laboratory	Address / Contact details
1.	Regional AGMARK Laboratory	2nd Floor, B-Wing (A & B Block), Rajaji Bhavan, CGO Complex, Besant Nagar, Chennai - 600090

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S. No.	Name of the Laboratory	Address / Contact details
2.	M/s. Chennai Mettex Lab Pvt. Ltd.	No. 83, MKN Road, Jothi Complex, Guindy, Chennai - 600 032.
3.	M/s. Interstellar Testing Centre Pvt. Ltd.	Plot No.2, 12/2A, Industrial area, Perungudi, Chennai - 600 096.
4.	M/s. Mats India Private Ltd. (Laboratory Services Division)	No. 1A & 1B, Perumal Koil Street, Nerkundram, Chennai - 600 107.
5.	M/s. Monarch Biotech Pvt. Ltd.	37-A, SIDCO Industrial Estate, Thirumazhisai, Chennai - 600 124.
6.	M/s. SMS Labs Services Pvt. Ltd.	No.39/6, Ground & 1st floor, T.H. road, Puduchatram, Thirumazhisai (via),Poonamallee, Chennai - 600 124.
7.	M/s. ABC Techno Labs India Private Ltd.	ABC Tower, No. 400, 13th Street, SIDCO Industrial Estate-North Phase, Ambattur, Chennai - 600098.

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S. No.	Name of the Laboratory	Address / Contact details
8.	M/s. National Food Laboratory	Central Documentation Complex, Beach Rd, George Town, Chennai - 600 032,
9.	M/s. CVR Labs (P) Limited	Dignity Centre, II Floor, New No.2/9, Old No.21, Abdul Razack Street, Saidapet, Chennai - 600 015.

4. Management Information System and Reporting:

Submission of periodical reports which includes - Sample Pendency, Age-wise / Old Stock of Food grains in storage, Godown Grading, Calibration and Servicing of Moisture Meters, Performance of work done by the Regional Quality Control Head, Inspection of Infestation, Moisture Meter Service Engineer Tour Diary.

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2.13. Information Technology Initiatives

2.13.1. Supply Chain Management (SCM):

The Tamil Nadu Civil Supplies Corporation has implemented a web-based Supply Chain Management (SCM) application to ensure efficient management and real-time monitoring of the movement of essential commodities across its supply chain. The application facilitates online monitoring of commodity receipts, storage, stock transfers, dispatch, including inventory positions at all operational, buffer and semi-covered godowns of the Corporation.

Computers have been provided to all operational, buffer and semi-covered godowns to facilitate online transaction processing and inventory management. The SCM application captures all inventory transactions, ensuring accurate accounting of stock and real-time monitoring of movement of commodity

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throughout supply chain managed by the Corporation.

The SCM application is integrated with the Point of Sale (PoS) application deployed at all Fair Price Shops through a G2G API-based integration for secure, real-time exchange and synchronization of dispatch, receipt acknowledgement, and inventory transaction data.

The dispatch details of essential commodities from TNCSC godowns are electronically transmitted to the PoS machines installed at Fair Price Shops, while the receipt acknowledgements captured at the Fair Price Shops are automatically synchronized through the SCM application. This integration enables end-to-end traceability of commodity movement from TNCSC godowns to Fair Price Shops, and real-time visibility of inventory across the supply chain.

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The integrated SCM application enhances transparency, accountability, inventory management, operational efficiency, and informed decision-making by providing a centralized platform for monitoring stock availability and the movement of essential commodities across TNCSC Godowns and Fair Price Shops.

2.13.2. e-DPC Application:

The Tamil Nadu Civil Supplies Corporation has implemented the e-Direct Procurement Centre (e-DPC) Digital Application to facilitate transparent, efficient, and hassle-free procurement of paddy from farmers across the State. The Online digital application has been deployed in all Direct Procurement Centres functioning in the state. Point of Procurement (PoP) devices have been provided to all DPCs to enable digital procurement operations and real-time capture of procurement data.

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The e-DPC application consists of the following features.

1. Farmer's registration is enabled on the e-DPC Application through Aadhaar number for Aadhaar-based authentication, land particulars, mobile number and bank account details.
2. The registered farmer's land records are verified online by the Village Administrative Officer (VAO). Upon successful verification, a procurement token indicating the date, time, and designated Direct Procurement Centre is generated and communicated to the farmer through Short Message Service (SMS).
3. At the Direct Procurement Centres, procurement operations are carried out using PoP devices.
4. The quality parameters and weight of the paddy are recorded electronically and procurement receipts are generated instantly.

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5. Based on the approved procurement details, the procurement value is credited directly to the farmers' bank accounts through the Electronic Clearance System (ECS). Simultaneously, an SMS confirmation is sent to the farmer’s registered mobile numbers.

2.13.3. End to End Computerization of Tamil Nadu Civil Supplies Corporation:

The Government has undertaken the End-to-End Computerization Project in the Tamil Nadu Civil Supplies Corporation with the objective of digitizing and integrating the Corporation's operational and administrative functions through an Enterprise Resource Planning (ERP) system. The project aims to enhance operational efficiency, transparency, accountability and real-time monitoring of procurement, storage, movement and distribution

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of food grains, besides strengthening financial and administrative management.

(i) Software

The End-to-End Computerization Project envisages the development and implementation of an integrated Enterprise Resource Planning (ERP) solution to automate and streamline the Corporation's core business and administrative functions. The ERP will facilitate end-to-end management of paddy procurement, quality inspection, storage, inventory management, milling, transportation and movement of food grains, finance, human resources and other operational activities through a unified digital platform.

The project also includes the development of mobile applications for farmers and web applications including.

- Food Grains Procurement System
- Vehicle Location Tracking System (VLTS)

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- Warehouse Management System
- Quality Management System (QMS).

The integrated ERP system will enable real-time monitoring of operations, generation of Management Information System (MIS) reports and dashboards, improved transparency and accountability, and data-driven decision-making for efficient management of the Corporation's activities.

(ii) Hardware

To support the implementation of the ERP system, modern Information Technology infrastructure is being established across the Corporation. The project provides for the procurement and deployment of 955 Desktop Computers for the Regional Offices, Godowns and Modern Rice Mills. In addition, 1,000 Tablet devices, together with IRIS Authentication Devices, Biometric Finger Print Devices and Thermal Printers, are being provided to Direct

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Procurement Centres to facilitate digital procurement operations, Aadhaar-based farmer authentication, real-time transaction processing and instant generation of procurement receipts. The deployment of the hardware will strengthen the Corporation's digital infrastructure and ensure seamless implementation of the End-to-End Computerization Project across the State.

2.14. Financial Status:

The Corporation has an authorised share capital of Rs.2,100.00 crore and paid-up share capital of Rs.2,071.73 crore.

The turnover of the corporation from 2022–23 to 2024–25 is as follows:-

Financial Year	Turnover (Rs. in Crore)
2022-23	22,551.74
2023-24	19,833.99
2024-25	21,618.25

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The Government of Tamil Nadu, has provided Rs.14,000 crore in the Budget Estimate under the Demand No.13 for the Financial Year 2026-27 as Budgetary support to TNCSC for distribution of essential commodities under Public Distribution System and Special Public Distribution System.

Tamil Nadu Civil Supplies Corporation as on 31st July 2026 is having outstanding loan amount of Rs.27,081 crore (Rupees Twenty-seven thousand and eighty one crore only).

The Tamil Nadu Civil Supplies Corporation plays an important role in ensuring food security in the state of Tamil Nadu with efficient Supply Chain Management system and logistics system ensuring timely supply of right quantity of essential food commodities to the family cardholders under the Public Distribution System and for various other Government welfare schemes.

- Demand No.13 carries **Rs.14,000** crore of budgetary support to **TNCSC** for **2026-27** - the food subsidy line of the Tamil Nadu budget.

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Chapter 3

TAMILNADU WAREHOUSING CORPORATION

3.0 Introduction

The Tamil Nadu Warehousing Corporation (TNWC) was established in 1958 under the Agricultural Produces Development and Warehousing Corporation Act, 1956 and currently functioning under the Warehousing Corporation Act, 1962. The vision of TNWC is to provide scientific storage with assured quality as per industry standards for the stored Agricultural Produce of Farmers, State Agriculture and Food Departments and other stakeholders.

- **TNWC**, **1958**, under the Agricultural Produces Development and Warehousing Corporation Act, **1956**, now functioning under the Warehousing Corporation Act, **1962**.

Initially, established with a share capital of Rs.10 Lakh each from Government of Tamil Nadu and Central Warehousing Corporation. Present total Share Capital is Rs.7.61 crore owned by Government of Tamil Nadu and the Central

- **TNWC**'s share capital of **Rs.7.61** crore is held 50:50 by the State and the Central Warehousing Corporation - it began with **Rs.10** lakh from each.

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Warehousing Corporation (CWC) on 50:50 share basis.

3.1 Organisational Setup

The Tamil Nadu Warehousing Corporation is guided by a Board with 11 Members (6 members from the State Government including the Chairman of the Corporation and 5 members from the Central Government). Tamil Nadu Warehousing Corporation is headquartered in Chennai and is headed by the Managing Director. It has seven regional offices headed by regional managers coordinating the Warehouse operations in that region. Each Warehouse is run by a Warehouse Manager. Stock management at 62 Warehouses is being monitored through 7 Regional offices located at Kancheepuram, Cuddalore, Tiruchirappalli, Salem, Mettupalayam, Dindigul and Tirunelveli.

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3.2 Storage Capacity of Godowns and activities.

Tamil Nadu Warehousing Corporation currently owns 280 Godowns in 62 Warehouses across Tamil Nadu with a total storage capacity of 7,91,504MT. Tamil Nadu Civil Supplies Corporation is a major client utlises 50% of the total capacity and the Food Corporation of India utilises about 30%, both of which store grains and supply commodities for the Public Distribution System.

Tamil Nadu Text Book Corporation, National Agricultural Cooperative Marketing Federation of India Limited (NAFED), Tamil Nadu State Marketing Corporation (TASMAC), other Government Undertakings and private depositors are also utilizing our godowns for storage of Commodities like Rice, Wheat, Pulses, Oil Seeds and all kind of notified commodities and for

- **TNWC** owns 280 godowns in 62 warehouses with **7,91,504 MT** of capacity, at 95% occupancy in **2025-26** and about 98% now.

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storing agricultural implements, Fertilizers, text books, etc,

TNWC also facilitates the Transport and Handling Services for 2.5 LMT of FCI Food grains. Tamil Nadu Warehousing Corporation ensures safe and scientific storage facility with periodical pest control services to preserve the quality of food grains and other commodities stored in the godown.

The Tamil Nadu Warehousing Corporation has maintained an average occupancy rate of 95% during the financial year 2025-2026 and for the current financial year the occupancy rate is about 98%.

3.3 Quality Control Measures

The Tamil Nadu Warehousing Corporation is committed to ensure safe storage and quality of stocks. This Corporation has long years of experience in handling scientific storage methods,

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using the latest advance technologies of pest control and curative measures. Due to Scientific management and periodic monitoring, the storage loss, transit loss etc., are very minimal and it is only 0.04% during the financial year 2025-2026, as against the admissible storage loss of 0.5%.

- **TNWC**'s storage and transit loss is 0.04% against an admissible 0.5% - a scientific-storage achievement worth citing.

The Corporation staff have been given extensive training on the usage of chemicals and application of different methods of quality control in the various aspects of warehouse management to avoid Storage loss of agricultural products through the National Institute of Plant Health Management (NIPHM), Hyderabad and Indian Grain Storage Management and Research Institute (IGMRI), Hyderabad.

3.4 Pest Control Services

Pest Control Services are also extended to the Government Departments and other organizations, generating additional revenue to

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the corporation by leveraging its expertise acquired over the years in Quality management in Storage.

The Tamil Nadu Warehousing Corporation is providing various Pest control Services like rat and mosquito control, anti–termite treatment in pre and post construction stages and general disinfestations services under the Disinfestations Extension Service Scheme (DESS).

3.5 Financial Performance

Tamil Nadu Warehousing Corporation has declared a dividend of Rs.5.74crore, shared equally between both shareholders viz., Government of Tamil Nadu & the Central Warehousing Corporation for the year 2024-2025. This works out to 30% of the Net Profit earned by the Corporation.

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Table 3.0: Financial performance of TNWC for last five years (Rs. in Crore)

Year	Total Income	Profit (after tax)	Dividend
2020-2021	81.44	24.36	7.31
2021-2022	84.52	22.01	6.67
2022-2023	109.34	24.77	7.43
2023-2024	133.85	39.21	11.76
2024-2025	140.81	19.12	5.74

3.6 Credit Facilities for Negotiable Warehouse Receipts (e-NWRs)

Tamil Nadu Warehousing Corporation has registered all its Warehouses with Warehousing Development and Regulatory Authority (WDRA). The Corporation has created awareness among the farmers about the benefits by availing loans from Banks by pledging their commodities stored in the Tamil Nadu Warehousing Corporation through e-NWRs. Electronic Negotiable Warehouse Receipts (e-NWRs) are being issued under Warehousing Development Regulatory

- e-NWRs are issued under the Warehousing Development and Regulatory Authority **Act, 2007**, from **2020** - the instrument that lets a farmer borrow against stored produce.

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Authority Act 2007, and e-NWR is issued from the year 2020 onwards.

Table 3.1: Details of electronic negotiable warehouse receipts issued for the past six years.

Financial Year	No. of e-NWRs issued	Bank loan availed by the Depositors (Rs. in Crore)
2020-2021	20	2.27
2021-2022	69	5.43
2022-2023	29	35.98
2023-2024	203	45.37
2024-2025	160	29.16
2025-2026	379	44.64

3.7 Augmenting Storage Capacity

Tamil Nadu Warehousing Corporation has constructed additional modern godowns at Ariyallur, Palladam and Thirupathur with a capacity of 3400MT each to cater to the needs of farmers and other Departments. To enhance the operational efficiency, 11 Warehouses have been upgraded with modernized Electronic Lorry

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Weighbridge with scaling capacity of 60 MT each inside the warehouse campus.

In order to further increase the storage capacity, six additional godowns are being constructed at Mayiladuthurai, Villupuram, Nagapattinam, Ambasamudram Pattukottai and Ottanchatram. The total additional capacity of these godowns is 15300 MTs. This will enhance the total storage capacity available with TNWC to 8.06 Lakh MTs by the year 2027.

3.8 Computerisation and Digitization of Management

A Comprehensive Warehouse Management System will be implemented to ensure transparency, efficiency and effective management of all the storage operations, by which depositor request, space allocation, weighment facility, periodical pest service, quality verification, billing and accounts, despatch and HR

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management of all warehouses can be monitored on real time basis.

The Tamil Nadu Warehousing Corporation strives hard to achieve excellent grading under Depot Darpan Star Rating Mechanism of the Food Corporation of India which will come into effect from 1st April 2027.

- **FCI**'s Depot Darpan star rating takes effect from 1 April **2027**; **TNWC** capacity is to reach 8.06 lakh **MT** by **2027**.

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Chapter 4

CIVIL SUPPLIES CID

4.0 INTRODUCTION:

The Civil Supplies CID is the enforcement wing of the Food and Consumer Protection Department vested with the specific responsibility of enforcing The Essential Commodities Act, 1955 (EC Act) and The Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBMMSEC Act) and other control orders to prevent the hoarding, smuggling and black marketing of various items distributed through the Public Distribution System. It registers and investigates cases, prosecutes the offenders and also forwards seized PDS goods and vehicles for confiscation by District Revenue Officer under 6(A) of EC Act.

- The Essential Commodities Act, **1955** and its control orders are the **CS CID**'s enforcement power against diversion of ration rice, wheat, sugar and kerosene.

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4.1 ORIGIN AND EVOLUTION:

The Civil Supplies CID has its origin in "Civil Supplies Vigilance Cell" created in 1964 based on the G.O.Ms.No.2754, issued by Food and Agriculture Department, Dated: 01.10.1964. The nomenclature of "Vigilance Cell (Food)" was changed to "Food Cell (CID)" as per Government Memo No.9878/AV/70-2, dated: 09.04.1970. Further, the nomenclature "Food Cell CID" was changed to "Civil Supplies CID" as per G.O.Ms.No.101, Food Department, dated: 16.05.1977 headed by the Inspector General of Police, assisted by 3 Superintendents of Police at Chennai, Madurai and Coimbatore.

Later, as per G.O.Ms.No.109, Co-operation, Food and Consumer Protection Department, dated 26.03.1991, the CS CID was reorganised and, in each district, a dedicated unit was created to coordinate with District Collectors and Deputy Commissioners of Civil Supplies. During the year 1998, the CS CID was brought under the

- Civil Supplies **CID** traces to the Vigilance Cell of **1964**, became Food Cell (**CID**), then Civil Supplies **CID** by G.O.Ms.No.101 dated **16.05.1977** under an Inspector General of Police.
- The **CS CID** is headed by an **IGP** with SPs at Chennai, Madurai and Coimbatore; district units were created in **1991** and it moved to this department in **1998**.

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administrative control of Co-operative, Food & Consumer Protection Department.

The scope of CS CID has been expanded beyond food items to cover all essential commodities including LPG, Kerosene, Petroleum Products, PDS Dhal and Palmolein.

4.2 MANDATE AND ACTS ENFORCED BY THE DEPARTMENT:

The Mandate of the Civil Supplies CID delineated under The Essential Commodities Act, 1955 (EC Act) is registration, arrest, seizure and confiscation and under The Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act, 1980 (PBMMSEC Act) is preventive detention of notorious smugglers booked under the EC Act.

The specific Mandate of CSCID is as indicated below:

a) To detect smuggling of PDS Commodities

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- Detect and stop illegal diversion of ration rice, wheat, sugar, kerosene and other subsidized commodities supplied through the Public Distribution System.
- Conduct raids, vehicle checks, and surveillance against smugglers, with special focus on inter-state borders.

b) Enforcement of Essential Commodities Act
   - Register the cases against those involved in hoarding, black marketing, adulteration or illegal transportation of essential commodities.
   - Takes action under the Essential Commodities Act, 1955 and related control orders.

c) Intelligence Collection and Maintaining History Sheets
   - Maintain databases of habitual offenders and smugglers.

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- Intelligence gathering and Maintaining History Sheets for Habitual offenders.

4.3 ORGANOGRAM:

The Civil Supplies CID is headed by the Director General of Police, assisted by the Inspector General of Police at State level. At the Zonal level, 4 Superintendents of Police, viz., Chennai, Trichy, Coimbatore and Madurai, supervise the functioning of the Ranges and Units. At the Range level, 12 Deputy Superintendents of Police monitor the functioning of district level units headed by Inspectors of Police and Sub-Inspectors of Police. In border areas, 8 Special Patrol Teams (SPT) assist the border district Units.

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ORGANOGRAM OF THE CIVIL SUPPLIES CID:

Director General of Police				
Inspector General of Police				
Zones Headed by SPs	Chennai	Coimbatore	Trichy	Madurai
Ranges Headed by DSPs Units Headed by (Inspector of Police or SI of Police)	Chennai ▪ Chennai North ▪ Chennai South ▪ Tiruvallur ▪ Kancheepuram ▪ Chengalpattu Vellore ▪ Vellore ▪ Tirupathur ▪ Ranipet Villupuram ▪ Villupuram ▪ Cuddalore ▪ Tiruvannamalai ▪ Kallakurichi	Coimbatore ▪ Coimbatore ▪ The Nilgiris ▪ Pollachi Erode ▪ Erode ▪ Tiruppur ▪ Namakkal Salem ▪ Salem ▪ Krishnagiri ▪ Dharmapuri	Trichy ▪ Trichy ▪ Karur ▪ Perambalur Thanjavur ▪ Thanjavur ▪ Tiruvarur ▪ Pudukottai Mayiladuthurai ▪ Nagapattinam ▪ Ariyalur ▪ Mayiladuthurai	Madurai ▪ Madurai ▪ Dindigul ▪ Sivagangai ▪ Theni ▪ Uthamapalayam Virudunagar ▪ Virudunagar ▪ Ramnad ▪ Thoothukudi Tirunelveli ▪ Tirunelveli ▪ Kuzhithurai ▪ Tenkasi
Special Patrol Teams headed by SI of Police	▪ Thiruvallur ▪ Vellore	▪ Coimbatore ▪ Pollachi ▪ Krishnagiri		▪ Uthamapalayam ▪ Tirunelveli ▪ Kuzhithurai
Total Zones – 4	Total Ranges – 12	Total Units – 40	SPT – 8	

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4.4 ACHIEVEMENTS OF CIVIL SUPPLIES CID:

The action taken by Civil Supplies CID to prevent smuggling and illegal sale of essential commodities is tabulated for every calendar year and performance measured.

Table 4.0: Achievements of CS CID during the period from Jan 2026 to July 2026

Sl. No	Particulars	01.01.2026 to 31.07.2026				
1	Cases Detected under the EC Act, 1955	7,514				
2	Total Seizure	**Cases**	**Qty.**	**Value (Rs)**		
	a). PDS Rice (Qtls.)	**5,922**	**27,191**	**1,53,62,915**		
	b).PDS Kerosene (Ltrs.)	**41**	**15,703**	**2,35,545**		
	c). LPG Cylinder (Nos.)	**1,154**	**6,973**	**62,75,700**		
	d). Others (Value)	**397**	**-**	**2,49,15,775**		
3	Total Value of the Property in Rupees	**4,67,89,935/-**				
4	Total Arrests Effected	**7,621**				
5	Total No. of Vehicles Seized	**2W**	**3W**	**4W**	**Ors**	**Total**
		669	**52**	**390**	**0**	**1111**
6	Detention under the PBMMS EC Act, 1980	**54**				

- January to July **2026**: 7,514 cases under the **EC** Act, 7,621 arrests, 1,111 vehicles seized and 54 detentions under the **PBMMSEC Act, 1980**.

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7	Total No. Vehicles Disposed	**2W**	**3W**	**4W**	**Ors**	**Total**
		613	**40**	**391**	**0**	**1044**
Petroleum Product Case Abstract						
8	No of Cases	**52**				
9	Quantities in Litres	**1,68,812**				
10	No of Vehicles Seized	**04**				

The Civil Supplies CID has renewed its efforts and has taken effective measures to curb the menace of smuggling/ hoarding and illegal sale of PDS commodities in the last three months.

Table 4.1: Achievements for the period from May 2026 to July 2026:

S. No.	Particulars	May 2026	June 2026	July 2026	Total
1.	Total number of cases	1126	1111	1131	3368
	a) PDS Rice	948	916	872	2736
	b) PDS Kerosene	4	5	11	20
	c) LPG Cylinders	110	124	166	400
	d)Other commodities	64	66	82	212
2)	Total number of arrest made	1129	1125	1165	3419

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3)	Total number of Detention	0	4	5	9
4)	Total number of vehicles seized	169	155	175	499
5)	Total number of vehicle disposed	175	205	216	596

4.5 COMPLAINT REDRESSAL MECHANISM:

General public can report hoarding, black marketing, ration rice smuggling, and PDS irregularities through the Toll-Free Number - 1800 599 5950 and WhatsApp Number 96777 36557. The Public can send complaints and vital information about diversion and smuggling of PDS items directly to CSCID control room. Immediate action is initiated based on the complaint and after field enquiry by CSCID officers necessary legal action taken.

The Civil Supplies CID of the State will transform itself, work effectively and efficiently to prevent the smuggling, hoarding and black marketing of PDS commodities.

- Hoarding, black marketing and ration smuggling can be reported on 1800 599 5950 or WhatsApp 96777 36557.

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Chapter - 5

Consumer Protection

நெடு நுகத்துப் பகல் போல
நடுவு நின்ற நல் நெஞ்சினோர்,
வடு அஞ்சி வாய்மொழிந்து,
தமவும் பிறவும் ஒப்ப நாடிக்
கொள்வதூஉம் மிகை கொடாது,
கொடுப்பதூஉங் குறை கொடாது

– கடியலூர் உருத்திரங்கண்ணனார்

5.0 Introduction

The Consumer Protection Act empowers consumers to make informed choices by ensuring access to full information about the goods and services they purchase and consume. It also provides accessible, expeditious, and effective mechanisms for the redressal of consumer grievances.

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5.1 Consumer Protection Act, 2019

The Consumer Protection Act, 1986 was replaced by the Consumer Protection Act, 2019 which came into force on 20.07.2020. The new Act replaced the old Act and provides a comprehensive legal framework for safeguarding the rights and interests of consumers.

The Act has been designed to address emerging challenges such as e-commerce, product liability, misleading advertisements, and unfair trade practices. It also strengthens the consumer protection framework by promoting greater accountability and transparency in the marketplace.

Under the provisions of the Act, Consumer Commissions have been established at the National, State, and District levels for the effective adjudication of consumer disputes. In addition, the Act introduces mediation as an alternate dispute resolution mechanism thereby

- Consumer Protection **Act, 2019** in force from **20.07.2020**, replacing the **1986** Act and adding mediation as an alternative dispute resolution route.

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facilitating the speedy and amicable settlement of consumer disputes.

5.2 Tamil Nadu Consumer Protection Rules 2023:

The Tamil Nadu Consumer Protection Rules, 2023 were framed under the Consumer Protection Act, 2019, as per G.O. No.157, Co-operation, Food and Consumer Protection Department, dated 29.11.2023.

- The State rules were framed under the **2019** Act by **G.O.No.157** dated **29.11.2023**.

5.3 Consumer Education and Welfare Activities:

5.3.1. Citizen Consumer Clubs:

Since 2005, Citizen Consumer Clubs (CCCs) have been established in Higher Secondary Schools and Colleges across Tamil Nadu**.** These clubs serve as effective platforms for disseminating consumer awareness among the student community and through them to their families.

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Through the Citizen Consumer Clubs, students actively participate in a wide range of consumer awareness activities, including organizing consumer awareness campaigns in their local communities, conducting demonstrations on food adulteration, creating awareness on unfair trade practices, and educating the public on consumer rights and responsibilities.

At present, 1,853 Citizen Consumer Clubs are functioning across the State of Tamil Nadu.

- 1,853 Citizen Consumer Clubs run in schools and colleges, a programme running since **2005**.

5.3.2. Consumer Pledge

On the occasions of National Consumer Day (24 December) and World Consumer Rights Day (15 March) the Consumer Day Pledge has been taken in all Government Offices and Educational Institutions (Schools and Colleges) across Tamil Nadu from 2024.

- Two dates to memorise: National Consumer Day 24 December, World Consumer Rights Day 15 March. The consumer pledge has been taken in offices and institutions since **2024**.

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நுகர்வோர் தின உறுதிமொழி

(i) நுகர்வோராகிய நாம் நுகர்வியல் கல்வியை அறிவதோடு நுகர்வோருக்குரிய உரிமைகளை நிலை நிறுத்தப் பாடுபடுவோம்.

(ii) நாம் தரமான பாதுகாப்பான பொருட்களையே வாங்குவோம். நாம் வாங்கும் அனைத்து பொருட்களுக்கும் பட்டி (Bill) பெறுவோம்.

(iii) தேவைக்கேற்ற நுகர்வினை மேற்கொள்வோம்.

(iv) நாம் அனைவரும் பொறுப்புள்ள மற்றும் கடமையுள்ள நுகர்வோராக இருக்க ஒன்றுபடுவோம்.

(v) நுகர்வோர் பாதுகாப்புடன் ஆரோக்கியமான சமுதாயம் படைக்க நுகர்வோர் பாதுகாப்புச் சட்டம் 2019–னை பின்பற்றி நுகர்வோராகிய நாம் நமக்கான பாதுகாப்பினை உறுதி செய்வோம்.

(vi) அடிப்படை உரிமைகளைப் பற்றி அறிவோம். நுகர்வோர் கல்வியைப் பரப்புவோம்.

(vii) எல்லா நிலையிலும் விழிப்புடன் செயல்படுவோம்.

(viii) விழிப்புணர்வு மிக்க நுகர்வோரே அதிகாரம் மிக்க நுகர்வோர் என்பதை அறிவோம்.

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5.3.3. Consumer Corner

To create awareness on consumer protection to general public and consumers, consumer corners (Digital Boards) have been installed in all District Collectorate premises the regional offices Civil Supplies and Consumer Protection Department in Chennai North and South.

5.3.4 Empowering Consumers through Digital videos

Creating awareness among consumers and 'Gen *Z*' about the features of the Consumer Protection Act, 2019, and rules is important to safeguard and protect them from fake advertisements and unfair trade practices**.** Animated videos have been prepared and displayed on the Public Distribution System website (www.tnpds.gov.in) and the consumer website (www.consumer.tn.gov.in) on the following topics:

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- E Commerce Rules
- Packaged Commodities
- How does the Consumer Protection Act 2019 help consumers
- How to register a consumer complaint through website
- Product Liability
- Right to Safety
- Central Consumer Protection Authority
- Judicial jurisdiction
- Mediation
- Misleading Advertisement

5.3.5. Tamil Nadu Nugarvor Kavasam - Monthly Magazine:

A monthly magazine "Tamil Nadu Nugarvor Kavasam" is published by the Civil Supplies and Consumer Protection Department. This magazine brings out information on consumer awareness, consumer protection related measures undertaken

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by the Department and important judgements delivered by Consumer Disputes Redressal Commission for the benefit of the consumers.

The magazine is being supplied to Government Departments, Citizen Consumer Clubs, Voluntary Consumer Organisations (VCOs) and all District Central Libraries which have direct interface with the public i.e. consumers.

5.3.6. Consumer Protection Award

To encourage and recognize outstanding contributions in the field of consumer protection and consumer awareness, the Government has been presenting the Consumer Protection Awards annually since 2006 under the following four categories:

- State Consumer Protection Awards since **2006** in four categories - best district, best voluntary consumer organisation, and best citizen consumer club in a school and in a college.

- Best District
- Best Voluntary Consumer Organization
- Best Citizen Consumer Club (School)

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- Best Citizen Consumer Club (College).

Table 5.0: Details of Prize money for Consumer Protection Awards:

Sl. No.	Consumer Protection Award	Award Details
1	**First Prize**	Cash Prize of Rs. 10,000/-, a Shield, and a Certificate of Merit
2	**Second Prize**	Cash Prize of Rs. 7,000/-, a Shield, and a Certificate of Merit
3	**Third Prize**	Cash Prize of Rs. 5,000/-, a Shield, and a Certificate of Merit

5.4 Tamil Nadu State Society for Consumer Protection and Empowerment (TANSSCOPE):

- **TANSSCOPE**, the State-level consumer protection society, has 14 Government representatives and 2 non-Government consumer activists.

With a view to implement consumer protection and awareness activities effectively across the State, the Government has established a State Level Organization, Tamil Nadu State

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Society for Consumer Protection and Empowerment (TANSSCOPE).

The Commissioner of Civil Supplies and Consumer Protection is the President of the Society. The Society comprises of 14 representatives of Government departments and 2 consumer activists from the non - Government sectors.

1	Commissioner of Civil supplies & Consumer Protection	President
2	Additional/Joint Commissioner, CCS&CP	Secretary
3	Joint/Deputy Secretary, CCS&CP	Member
4	Joint/Deputy Secretary Finance Department	Member
5	Deputy Commissioner I , CCS & CP	Joint Secretary
6	Accounts Officer, CCS&CP	Treasurer

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7	Deputy Commissioner II , CCS & CP	Member
8	Assistant Commissioner, CCS & CP	Member
9	Controller of Legal Metrology, Chennai	Member
10	Joint Director of Public Health and Preventive Medicine (PFA)	Member
11	Regional Director, BIS. Taramani, Chennai	Member
12	Deputy Commissioner (North) CCS & CP	Member
13	Deputy Commissioner (South) CCS & CP	Member
14	Deputy Director of Drug Control, Chennai	Member
15	Representative from a reputed Voluntary Consumer Organisation	Member
16	Representative from a reputed Voluntary Consumer Organisation	Member

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5.5 Tamil Nadu State Consumer Welfare Fund (TNSCWF)

The Government of India and the Government of Tamil Nadu have jointly constituted the Tamil Nadu State Consumer Welfare Fund in 2006 with a corpus of Rs.1.00 crore, contributed equally by Central and State Government at Rs.50 Lakh each as the seed money.

The punitive fines and the fees collected by the District and State Consumer Disputes Redressal Commissions are credited to the Tamil Nadu State Consumer Welfare Fund.

5.6 Tamil Nadu State Consumer Welfare Fund - Corpus

The Tamil Nadu State Consumer Welfare Fund, a Corpus Fund was constituted in 2012 with a total corpus of Rs.10.00 Crore shared between Government of India and the Government of Tamil Nadu in the ratio of 75:25 (Rs. 7.50 crore

- The Tamil Nadu State Consumer Welfare Fund began in **2012** with **Rs.10 crore** shared 75:25 between the Centre (**Rs.7.50 crore**) and the State (**Rs.2.50 crore**).

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contributed by the Government of India and Rs.2.50 crore by the Government of Tamil Nadu).

In 2019, the corpus fund was enhanced to Rs. 20.00 Crore comprising a contribution of Rs. 15.00 crore from the Government of India and Rs. 5.00 crore from the Government of Tamil Nadu. The corpus amount has been invested as a fixed deposit in the name of Tamil Nadu State Society for Consumer Protection and Empowerment (TANSSCOPE)

The interest earned on the corpus fund is transferred to the Tamil Nadu State Consumer Welfare Fund. All consumer awareness and consumer protection activities are financed from the interest accrued on the Corpus Fund.

5.7 Consumer Protection Council:

The State Consumer Protection Council (SCPC) and the District Consumer Protection Councils (DCPCs) have been constituted with the

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objective of promoting and protecting consumer rights and strengthening consumer protection mechanisms in the State.

5.7.1 State Consumer Protection Council:

The objective of the State Consumer Protection Council is to render advice to the State Government on the promotion and protection of consumer rights under the Consumer Protection Act, 2019, within the State.

The composition of the State Consumer Protection Council is as follows:

- **Chairperson - Minister-in-charge** of the Food and Civil Supplies Department
- The Council comprises 21 members, including official and non-official members.
- The State Council shall meet as and when necessary. However, it shall hold not less than two meetings in each calendar year.

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5.7.2 District Consumer Protection Council:

The objective of every District Consumer Protection Council is to render advice on promotion and protection of consumer rights under Consumer Protection Act within the district.

The composition of District Consumer Protection Council is as follows:

- **Chairperson** - District Collector
- The Council comprises 23 members, including official and non-official members.
- The District Council shall meet as and when necessary. However,it shall hold not less than two meetings in each calendar year.

5.8. Consumer Grievance Mechanisms

5.8.1. State Consumer Helpline:

The State Consumer Help Line was established in the Civil Supplies and Consumer

- The State Consumer Help Line has run since **02.11.2009** - 044-2859 2828, consumer@tn.gov.in, www.consumer.tn.gov.in.

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Protection Department on 02.11.2009. It was established by the Government as an alternative consumer grievance redressal mechanism to provide advice, guidance, and facilitate the resolution of consumer grievances.

Consumers who have experienced defects in purchased goods, deficiencies in availed services, or have been subjected to unfair or deceptive trade practices may report such grievances to the State Consumer Helpline.

Complaints relating to the above may be lodged through any of the following modes:

Telephone No.	E-mail Address	Website Address
044-2859 2828	consumer@tn.gov.in	www.consumer.tn.gov.in

5.8.2 Legal Redressal of Consumer Grievances

The Consumer Protection Act 2019, provides for a three tier quasi-judicial machinery at the

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National, State and District levels are established as follows:

1. National Consumer Disputes Redressal Commission, New Delhi.
2. State Consumer Disputes Redressal Commissions (State Head Quarters).
3. District Consumer Disputes Redressal Commissions (District Head Quarters).

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Chapter 6

STATE CONSUMER DISPUTES REDRESSAL COMMISSION

6. Legal Redressal of Consumer Grievances:

The Consumer Protection Act, 2019, is a comprehensive legislation enacted in India to safeguard the rights and interests of consumers. This Act introduces modern mechanisms to address emerging challenges in e-commerce and digital transactions. Furthermore, it enhances business accountability and provides a robust framework for grievance redressal, thereby strengthening consumer protection in a rapidly evolving market, particularly in the digital trade sector.

Consequently, the Act serves as a pivotal, transparent, and consumer-centric instrument. The consumer protection rules promotes fair

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trading practices, building consumer confidence, and ensure sustainable market growth.

Consumers can file complaints electronically with Consumer Disputes Redressal Commissions that have jurisdiction of their place of residence or work. Under the Consumer Protection Act 2019, a three tier quasi-judicial machinery at the National, State and District levels have been established as follows: -

- The three-tier consumer redressal machinery: National, State and District Commissions. The National Commission's original jurisdiction begins above **Rs.2 crore**.

1. National Consumer Disputes Redressal Commission
2. State Consumer Disputes Redressal Commission
3. District Consumer Disputes Redressal Commission

6.1 National Consumer Disputes Redressal Commission:

The National Commission is the Apex quasi-judicial body functioning at New Delhi. It has original jurisdiction of cases dealing with complaints where the value of goods or services

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paid as consideration exceeds rupees two crores. The National Commission also acts as Appellate and Revisional authority over the State Consumer Disputes Redressal Commissions.

6.2 State Consumer Disputes Redressal Commission:

In the state of Tamil Nadu, the State Commission is the Apex quasi-judicial body functioning at Chennai. Any consumer can file a complaint before the State Commission, provided where the value of the goods or services paid as consideration, exceeds Fifty Lakh rupees but does not exceed two Crore rupees. The State Commission is headed by a retired Judge of High Court as the President with two Judicial Members and three Non-Judicial Members. Among them at least one must be a woman.

Considering the welfare of the consumers in the 13 southern Districts, a Circuit Bench of State Commission at Madurai was constituted and

- A circuit bench of the State Commission has sat at Madurai since **11.08.2012** for the 13 southern districts, mirroring the Madurai Bench of the Madras High Court.

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functioning w.e.f. 11.08.2012, like that of Hon'ble Madurai Bench of Madras High Court. Till June 2026, 33,483 cases were disposed out of the 39,684 cases (84%), filed since inception.

- State Commission disposal: 33,483 of 39,684 cases (84%). District Commissions: 1,47,832 of 1,51,538 (97.5%) as of June **2026**.

The State Commission, Chennai & Circuit Bench of State Commission, Madurai plays the role of Appellate and Revisional authority for the respective District Commissions.

6.3 District Consumer Disputes Redressal Commission:

A consumer can file a complaint before the District Commission to entertain complaints where the value of goods or services paid as consideration does not exceed Fifty Lakh rupees. The Consumer Protection Act 2019 mandates that every revenue district should have a District Consumer Disputes Redressal Commission. The District Commission is headed by a retired District Judge / an Advocate qualified to be a District Judge as President with two Members. Among

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them one must be a woman. Till June 2026, 1,47,832 cases were disposed out of 1,51,538 cases (97.5%) filed since inception.

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Chapter – 7

Price Monitoring Cell

7.0 Introduction:

The Price Monitoring Cell is functioning under the direct control of the Commissioner of Civil Supplies and Consumer Protection Department. This Cell functions under the leadership of a Special Officer in the cadre of Deputy Director of Statistics.

7.1 Functions of Price Monitoring Cell:

The primary function of the Price Monitoring Cell is to collect wholesale and retail prices daily from major centres across all 38 districts of the State. The price details collected from all centres are compiled and analysed, and sent to the Government along with a brief note on price and market trends of essential commodities every week.

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The price trend is the essential and important variable to study the growth of the economy and to evolve necessary intervention at the Government level. Based on the trend the cell also provides appropriate recommendations to the Government for effective price management.

On a daily basis, price data for a total of 67 commodities are collected and furnished to the State Government and 41 Commodities are submitted to the Government of India.

- The Price Monitoring Cell collects daily prices for 67 commodities for the State and 41 for the Centre, from major centres in all 38 districts.

7.2 Details of the 67 Commodities for which Price Data are submitted to the State Government:

Price Data of 12 varieties of vegetables such as Onion, Tomato and Potato; 5 varieties of pulses such as Tur dal, Urad dal and Bengalgram dal; 7 varieties of edible oils such as Groundnut oil, Gingelly oil and Coconut oil; 9 spices and condiments such as Chillies, Coriander and Garlic; 8 varieties of Rice including Boiled rice and Raw

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rice; and 26 other commodities including Wheat, Rava and Maida are collected and submitted to state Government every day. (Annexure I)

7.3 Details of the 41 Commodities for which Price Data are submitted to the Government of India:

Price details of 41 commodities are collected through the Price Monitoring System (PMS) App by using geo-tagged data and uploaded daily to the Price Monitoring Portal of the Government of India. These include 3 varieties of vegetables such as Onion, Tomato and Potato; 5 varieties of pulses such as Tur dal, Urad dal and Bengalgram dal; 7 varieties of edible oils such as Groundnut oil, Gingelly oil and Coconut oil; and 26 other commodities including Rice, Wheat, Rava and Maida.

Price trends serve as an important economic indicator for assessing market conditions and overall economic growth. These data enable the

- Prices for the Centre go up daily through the **PMS** app as geo-tagged data - the basis for market intervention against price rise.

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Government to take timely policy decisions and undertake appropriate market intervention measures to stabilise the prices of essential commodities. (Annexure II)

7.4 Price Watch Committee:

To monitor the prices of essential commodities and recommend appropriate measures to control price rise, the Price Watch Committee was constituted under G.O. (Ms.) No.194, dated 17.11.2008, under the chairmanship of the Hon'ble Minister for Food and Consumer Protection.

- The price monitoring committee, constituted by **G.O.(Ms) No.194** dated **17.11.2008**, is chaired by the Minister for Food and Consumer Protection, with the Chief Secretary as vice-chairperson.

Composition of the Committee:

Chairperson	**Hon'ble Minister for Food and Consumer Protection Department**
Vice-Chairperson	Chief Secretary to Government
Member Secretary	Secretary to Government, Co-operation, Food and Consumer

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	Protection Department
Coordinator	Commissioner, Food Supply and Consumer Protection Department
Official Members	1. Secretary to Government, Finance Department. 2. Secretary to Government, Agriculture Department. 3. Registrar of Co-operative Societies. 4. Managing Director, Tamil Nadu Civil Supplies Corporation. 5. Director of Agricultural Marketing and Agri Business. 6. Special Officer (Price Monitoring Committee), Food Supply and Consumer Protection Department. 7. General Manager, Food Corporation of India, Chennai.

7.5 Functions of the Committee:

Meetings of the Committee are convened whenever the prices of essential commodities increase, to review the prevailing market

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conditions and recommend suitable measures for controlling price rise.

Whenever the prices of essential commodities such as Tomato and Onion increase, the Government intervenes by directing the sale of these commodities at subsidised prices through Co-operative Farm Fresh Outlets, Co-operative Wholesale Stores, and selected Fair Price Shops, thereby helping to stabilise market prices.

After the present Government assumed office, the first meeting of the committee was held on 06.07.2026 under the chairmanship of the Hon'ble Minister for Food and Civil Supplies to deliberate on the measures to be taken to contain the increase in the prices of essential commodities consequent to the rise in petrol and diesel prices.

Decision was taken to convene the Price Watch Committee meeting once in 3 months mandatorily to review the prices of essential

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commodities so that the Government can take necessary steps and intervene through appropriate measures for price stabilisation including sale of essential commodities through co-operative shops.

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Annexure I

Details of the 67 Commodities for which Price Data are submitted to the State Government:

Sl.No.	Commodities
1	B.R Common CR 1009
2	B.R Common TKM 9
3	R.R Common CR 1009
4	B.R Fine IR 20
5	R.R Fine IR 20
6	B.R Fine Ponni
7	R.R Fine Ponni
8	Wheat
9	Maida
10	Sooji (Rava)
11	Atta
12	Toor Dal
13	Bengal Gram Dal
14	Urad Dal

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15	Moong Dal
16	Yellow Peas
17	Gingelly Oil (Ordinary-Local)
18	Gingelly Oil (Agmark-pouch)
19	Gingelly Oil (Idhayam-Pouch)
20	Groundnut Oil (Local)
21	Groundnut Oil (Pouch) (SVS)
22	Coconut Oil (Ordinary)
23	Coconut Oil (KPL)
24	Dalda (Vanaspathy)
25	Sunflower Oil Packed
26	Palm Oil (Local)
27	Palm Oil (Palmolein Pouch)
28	Jaggery (II Sort)
29	Sugar
30	Chillies Ramnad (Mund)
31	Chillies (Andhra)
32	Coriander
33	Tamarind

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34	Turmeric (Finger)
35	Garlic (Ground Small)
36	Pepper
37	Cumin seed
38	Dill / Vendhayam
39	Mustard / Kadugu
40	Super Dust Tea(3 Roses100 gms)
41	Salt (Iodized- Powder) TATA
42	Salt Crystal
43	Salt (Non-Iodized Powder)
44	Kerosene (Open Market) (1 KL)
45	Potato
46	Onion (Kar - Red)
47	Onion (Bellary -Big)
48	Tomato
49	Brinjal
50	Lady's Finger
51	Cabbage
52	Carrot

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53	Beans
54	Drumstick
55	Green Chillies
56	Mustard Oil
57	Masoor Dal
58	Soya Oil
59	Egg (White Legan) (100 Nos/1No)
60	Chakra Gold Tea (100 Gram)
61	Milk
62	Cholam (White)
63	Cumbu (Ordinary)
64	Ragi
65	B.R FINE (BPT)
66	Ginger
67	Broken Rice

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Annexure II

Details of the 41 Commodities for which Price Data are submitted to the Government of India:

Sl.No.	Commodities
1	Rice
2	Wheat
3	Atta (Wheat)
4	Gram Dal
5	Tur/Arhar Dal
6	Urad Dal
7	Moong Dal
8	Masoor Dal
9	Sugar
10	Milk
11	Groundnut Oil (Packed)
12	Mustard Oil (Packed)

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13	Vanaspati (Packed)
14	Soya Oil (Packed)
15	Sunflower Oil (Packed)
16	Palm Oil (Packed)
17	Gur
18	Tea Loose
19	Salt Pack (Iodised)
20	Potato
21	Onion
22	Tomato
23	Bajra (whole)
24	Jowar (whole)
25	Maida (wheat)
26	Ragi (whole)
27	Suji (whole)
28	Besan

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29	Desi Ghee
30	Butter (Pasteurised)
31	Eggs
32	Brinjal
33	Black Pepper (whole)
34	Coriander (whole)
35	Cummin Seed (whole)
36	Red Chillies (whole)
37	Turmeric (powder)
38	Banana
39	Garlic
40	Ginger
41	Broken Rice

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CONCLUSION

The State Government is committed to ensuring availability of essential commodities through the Public Distribution System to every family. Our state implements the Universal Public Distribution System (UPDS) effectively by supplying rice to non-priority households and special PDS commodities to all. The food requirements of all sections of the society are met without any economic or social discrimination.

The Government has announced the highest increase in incentive to paddy over and above the MSP declared by the Union Government for the benefit of farmers. All efforts are being taken to strengthen the supply chain management from procurement to distribution of commodities at Fair Price Shops including technological and digital interventions. The Government is committed to augment the storage capacity for paddy and food

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grains and increase warehousing facilities for scientific storage with assured quality standards.

Effective steps are being taken to prevent smuggling and illicit hoarding of essential commodities. All complaints and grievances are being acted upon without delay. Consumer awareness programmes are conducted regularly to educate the consumers on their rights through redress through statutory legal forums.

P. Venkataramanan
Minister for
Food and Civil Supplies

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The Hon'ble Chief Minister of Tamil Nadu Thiru.C.Joseph Vijay reviewed the performance of Cooperation, Food and Consumer Protection Department at the Secretariat on 02.07.2026.

(i)

1



The Hon'ble Chief Minister of Tamil Nadu Thiru.C.Joseph Vijay inaugurated the distribution of 73,000 new Smart Family cards at MKB Nagar, Chinthamani Cooperative Fair Price Shop at Perambur, Chennai District.

(ii)

2



The Hon'ble Chief Minister of Tamil Nadu Thiru.C.Joseph Vijay checking the e-KYC procedure in fair price shop at Perambur, Chennai District.

(iii)

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The Hon'ble Minister for Food and Civil Supplies Thiru.P.Venkataramanan handed over appointment orders to the 9 newly recruited System Managers.

(iv)

4



The Hon'ble Minister for Food and Civil Supplies Thiru.P.Venkataramanan reviewed the schemes and performance of Tamil Nadu Civil Supplies Corporation, Civil Supplies & Consumer Protection and Civil Supplies CID Departments.

(v)

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The Hon'ble Minister for Food and Civil Supplies Thiru.P.Venkataramanan inspecting the fair price shop at Lalgudi, Tiruchirappalli District.

(vi)

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The Hon'ble Minister for Food and Civil Supplies Thiru.P.Venkataramanan and the Hon'ble Minister for Agriculture - Farmers Welfare Thiru.R.Vinoth jointly inspected the Tamil Nadu Civil Supplies Corporation owned Modern Rice Mill at Ammanpettai, Thanjavur District.

(vii)

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The Hon'ble Minister for Food and Civil Supplies Thiru.P.Venkataramanan inspected the Tamil Nadu Civil Supplies Corporation godown at Theni Taluk, Theni District.

(viii)

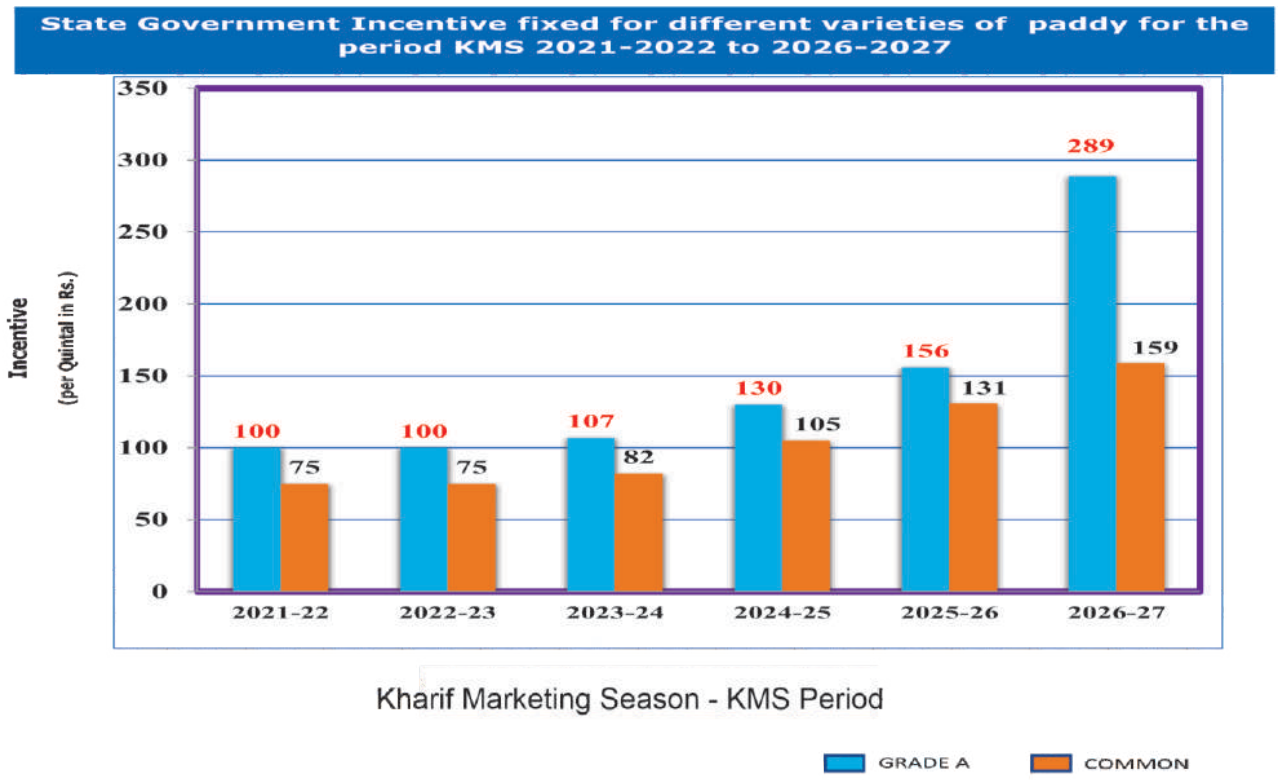
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The Hon'ble Minister for Food and Civil Supplies Thiru.P.Venkataramanan inspected the Tamil Nadu Civil Supplies Corporation Scientific Paddy Storage Silo at Erukkur village, Mayiladuthurai District.

(ix)

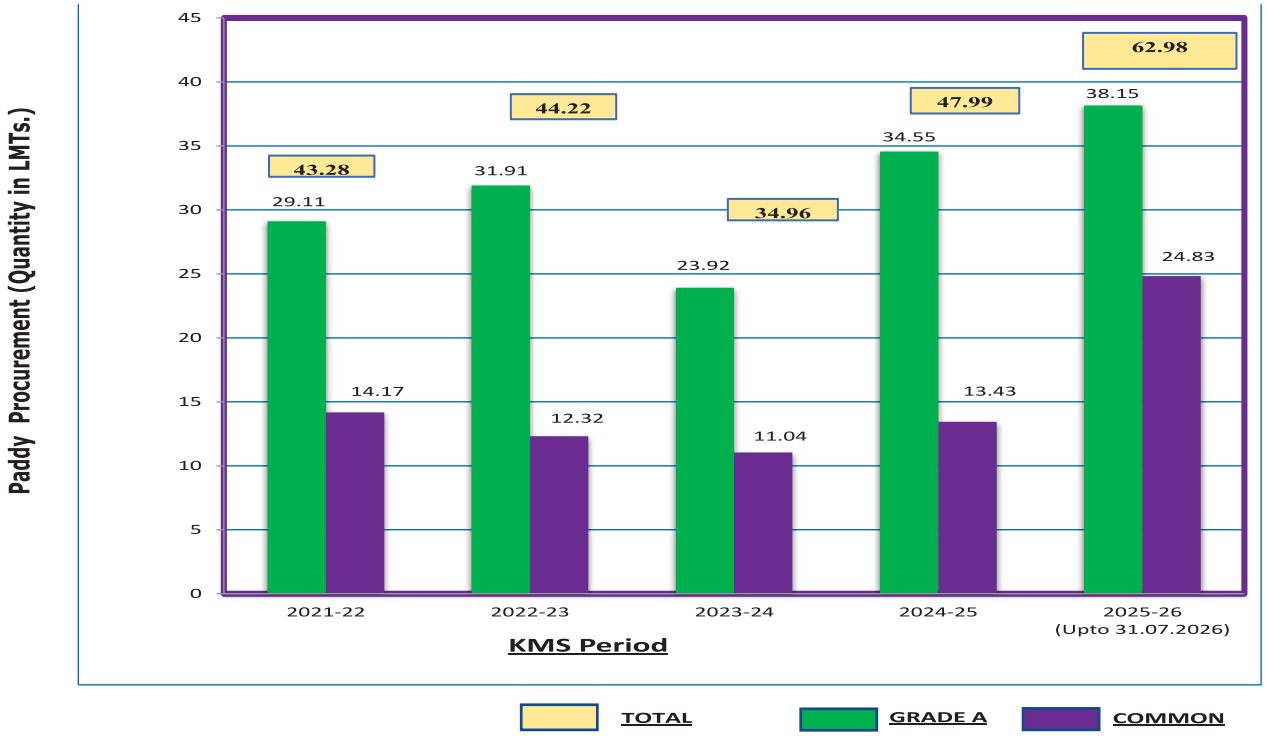
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State Government Incentive fixed for different varieties of paddy for the period KMS 2021-2022 to 2026-2027
Incentive
(per Quintal in Rs.)
350
300
250
200
150
100
50
0
100
75
100
75
107
82
130
105
156
131
289
159
2021-22
2022-23
2023-24
2024-25
2025-26
2026-27
Kharif Marketing Season - KMS Period
GRADE A
COMMON

(x)

10

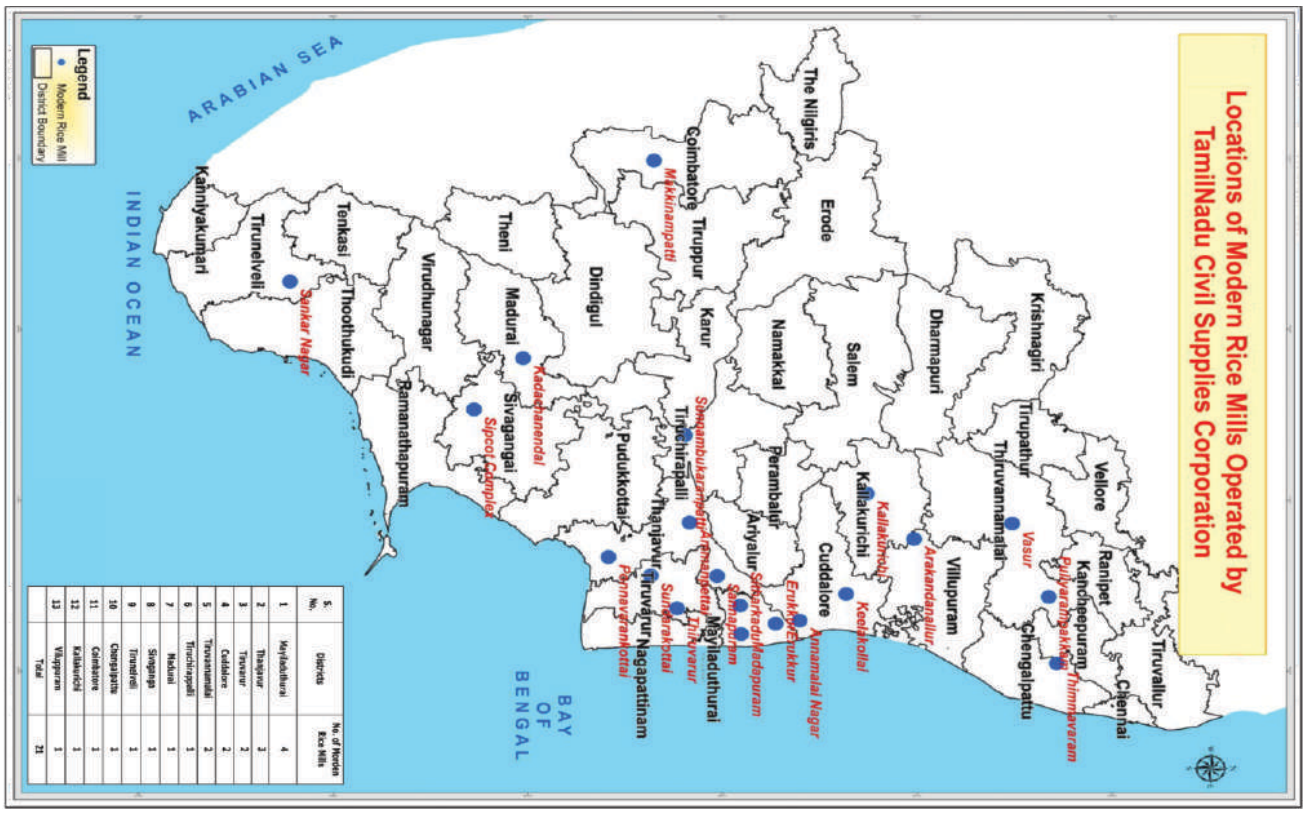
VARIETY WISE PADDY PROCURED DURING THE KMS PERIOD FROM 2021-2022 TO 2025-2026



(xi)

11

(xii)



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