



TRAINING MANUAL

**DEPARTMENT OF FOOD
CIVIL SUPPLIES &
CONSUMER AFFAIRS,
HIMACHAL PRADESH**

CHAPTER-I

INTRODUCTION:

Himachal Pradesh has emerged as one of the most advanced states of the country with excellent socio-economic indicators. The department of Food, Civil Supplies and Consumer affairs has also contributed a lot to achieve these indicators. This Department came into existence as a separate unit during the year 1966. Prior to this it used to be a part of Co-Operative Department. The organization of Weight & Measure merged with the department during the year 1985. Department is fully committed to ensure food security to the people of the State especially by strengthening the TPDS and also to ensure the availability of all Essential Commodities on reasonable rates. Despite the fact that Himachal is mostly mountainous state, still it has successfully managed to provide foodgrains, sugar and Kerosene oil through TPDS and pulses edible Oils and salt through state subsidized schemes to almost all the people.

Training has been an integral part of all the development initiatives of Govt. of India as well as State Govt. The department of FCS&CA is no exception, since the learning needs of all the stake holders are constantly changing. Therefore, training in general require periodical review. The efficiency of organization depends upon the attitude, skills, knowledge, and behavior of its employees. The employees manage the material, money and programmes and policies of the department, therefore, it is obvious that the efficiency and effective implementation of the TPDS system, monitoring of prices, storage of foodgrains, quality control, implementation of various Acts especially Essential Commodities Act of 1955 and Orders issued there under to prevent black marketing, hoarding and profiteering depend upon the attitude, knowledge skill and behavior of its employees. Training is imparted to the employees to achieve its organizational goals by enhancing the existing knowledge and skill to the desired level. With this motive the training manual has been attempted for the department.

CHAPTER-II

AIMS AND OBJECTIVES OF TRAINING.

AIMS:

- ▶ **To improve the monitoring skills for day to day work specially work relating to maintenance of quality control.**
- ▶ **To improve the knowledge of various acts being implemented by the Department.**
- ▶ **To improve the efficiency of the staff.**
- ▶ **To improve the skill and knowledge in computer application and communication specially when Department is going for e-PDS.**
- ▶ **To improve environmental, motivational and behavioral aspect .**
- ▶ **To improve the technical knowledge of food laboratory staff.**
- ▶ **To improve the knowledge of Administrative procedures and financial rules.**
- ▶ **To improve the system of Consumer awareness as per the mandate of Consumer Protection Act.**

OBJECTIVES

- ▶ **To identify skill and knowledge required to meet the requirements of the Deptt.**
- ▶ **Gaps between what is required and what exist.**
- ▶ **To identify training interventions to bridge the gap.**
- ▶ **To prepare the design brief.**

CHAPTER-III

PRIMARY FUNCTIONS OF THE DEPARTMENT.

- ▶ **Strengthening the TPDS.**
- ▶ **To ensure easy availability of essential commodities on reasonable rates to the consumers.**
- ▶ **Creating awareness amongst the consumers about their rights.**
- ▶ **Implementation of Essential Commodities Act, 1955 and order issued under this Act to prevent the Black marketing and hoarding and profiteering.**
- ▶ **To take initiative for consumer protection through seminars amongst the general public.**
- ▶ **Monitoring of Prices.**
- ▶ **Storage and Preventions.**
- ▶ **Opening of Fair Price Shops.**
- ▶ **Quality Control.**
- ▶ **Inspection of FPS.**
- ▶ **Constitution of Vigilance Committees at every FPS.**
- ▶ **Procurement of Wheat, Rice and Maize from the farmers under minimum support price scheme.**

CHAPTER-IV

ACTS, RULES AND ORDERS PERTAINING TO THE DEPARTMENT.

- ▶ **The Prevention of Black Marketing and Maintenance of Supplies of Essential Commodities Act, 1980 .**
- ▶ **H.P. Bricks (Control) Act, 1969 .**
- ▶ **The Consumer Protection Act, 1986.**
- ▶ **The Essential Commodities Act, 1955 .**
- ▶ **Right to Information Act, 2005.**

RULES

- ▶ **The Consumer Protection Rules, 1987.**
- ▶ **H.P. Commodities Price Marking and Display Order, 1977.**
- ▶ **H.P. Hoarding and Profiteering Prevention Order, 1977.**
- ▶ **H.P. Specified Articles (Regulation of Distribution) Order, 2003.**
- ▶ **H.P. Trade Articles (Licensing and Control) Order, 1981.**
- ▶ **The Liquefied Petroleum Gas (Regulation of Supply & Distribution) Order, 2000.**
- ▶ **The H. P. Bricks (Control) Order, 1970.**
- ▶ **The Motor Spirit and High Speed Diesel (Regulation of Supply and Distribution and Prevention of Malpractices) Order, 2005.**
- ▶ **The Edible Oils Packaging (Regulation) Order, 1998.**
- ▶ **The Public Distribution System (Control) Order, 2001 .**
- ▶ **Himachal Pradesh Rice Procurement (Levy) Order, 2001.**

CHAPTER-V

TRAINING POLICY

5.1 MAIN FEATURES OF TRAINING POLICY

As per Himachal Pradesh training policy, 2009 of the State Government, each personnel from Class-I to Class-IV is required to undergo training for his skill development at the time of induction and at least once in five years or before promotion. The training policy has following important features.

5.2 TRAINING FOR ALL

The objective of the policy is to provide training to all Govt servants at regular intervals during their career. Department of Food Civil Supplies & Consumer Affairs is responsible for providing foodgrains, Pulses, Edible Oils, Salt and maintaining supply of K-Oil as well as LPG besides ensuring quality control and implementation of various Acts & Control Orders. Therefore, its functions are directly related to the general public of the State. Hence, in order to provide the services to all the people of the State in efficient and effective manner, it is necessary that all the employees working in the organization are given an opportunity to undergo training so that their skill and knowledge are improved to ensure effective delivery system.

The District Controllers at district level act as District Manager to ensure proper distribution of foodgrains and other essential commodities besides implementing Acts such as the Consumer Protection Act, 1986, The Essential Commodities Act, of 1955, The Consumer Protection Rules 1987, HP Hoarding and Profiteering Prevention Order, 1977, HP Commodities Price Marking and Display Order, 1977, the Liquefied Petroleum Gas (Regulation of Supply and Distribution) Order, 2000, the Public Distribution System Control Orders 2001 etc. besides, performing other duties which may be signed. He is assisted by Food Supply Officer and Inspectors to ensure distribution and availability of foodgrains pulses, Oils & implementation of Rules & Regulations. Allocation of foodgrains to all the districts is made by the Director. All the activities are monitored at the level of the Directorate. To ensure quality control a laboratory for physical and chemical analysis of foodgrains and pulses has been established at Directorate. This laboratory is manned by qualified technical staff.

5.3. TRAINING PLAN: For the purpose of appropriate training design, the target groups have been divided into different levels according to their training needs. There is a total sanctioned strength of 513 numbers of employees in various categories of posts in Department. Number of Technical post is 116 which include the district controllers, Food Supply Officers, the Inspectors, Head Analyst, Technical Assistant and Jr. Analyst. 14 Posts of Supervisory staff at Head Quarter and 94 posts of ministerial staff at Head Quarter and as well as district level. 19 Posts of Drivers and 172 posts of class-IV have been created and a total of 246 are filled up and 56 posts of class-IV are on secondment basis with various department.

5.4. STAFF POSITION.

Name of Post(s)	Category of Post(s) (I,II,III,IV)	Total Number of Sanctioned Post(s)	Total Number of Filled up Post(s)	Total Number of vacant Post(s)
1	2	3	4	5
Director	CLASS-I	1	1	nil
Addl,Director		1	1	nil
Joint Director		2	1	1
Dy.Director		2	nil	2
Dy.Controller F&A		1	1	nil
District Controller		12	10	2
Supdt Gr.I		2	1	1
Total		21	15	6
Law officer	CLASS-II	2	2	nil
S.O.(A/c)		4	2	2
Supdt.Gr/II		15	2	13
FSO		17	10	7
PA		1	1	nil
Total		39	17	22
Sr.Asstt	CLASS-III	16	7	9
Sr.Asstt(A/c)		18	2	16
Jr. Auditor		25	23	2
Sr.Scl.Steno.		3	3	nil
Jr.Scal.Steno.		6	5	1
Steno Typist		10	2	8
Inspector		83	64	19
Technical Asstt		1	1	nil
Statistical Asstt.		1	nil	1
Head analyst		2	nil	2
Jr.Analyst		1	nil	1
Clerks/Jr.Asstt		94	38	56
Computer		1	nil	1
Restorer		1	1	nil
Driver		19	15	4
Total		281	161	120
Gestetnor	CLASS-IV	2	1	1
Daftri		2	2	nil
Peon		40	34	6
Chowkidar		128	16	112
Total		172	53	119
Grand Total		513	246	267

5.5 TRAINING COVERAGE:-

- **Training for supervisory staff working in the department of FCS&CA will be given to upgrade their skills. It will include Class-I and Class-II officers like Additional Director, Joint Director, Deputy Director, Deputy Controller (F&A) District Controllers.**
- **Training for Technical Officers/Officials like District Controller, Food Supply Officers, Inspectors, Head Analyst, Jr. Analyst will be given to upgrade their technical skill and to improve their knowledge of the provisions of the Acts & Rules. Hence, covering all the technical staff .**
- **Training for the supporting ministerial staff like Supdt., Personal Asstt. Sr. Asstt., Sr. & Jr. Stenographer, Jr. Asstt. Clerk, Computer Operator including Class-I, II and III posted in the headquarters as well as in the field besides at HIPA will be given.**
- **Training for supervisory, middle level officers posted in head quarter as well as in the field such as Food Supply Officers, Section Officer and Superintendent Gr-I and Gr-II will be given at headquarter and at HIPA.**
- **Training to Drivers shall be imparted at headquarter and in the workshops of HRTC.**
- **Training to Class-IV employees shall be imparted at headquarter level.**
- **The training shall focus on up-gradation of professional skills, such as methods of scientific storage and inspection of foodgrains, up gradation of knowledge in physical and chemical analysis of foodgrains, induction training, updation of knowledge of various Acts Rules and Regulations and Control Orders being implemented by the department, Administrative and financial management training, training in computer application as the department is heading towards e-PDS, training to improve inter personal relationship (EBM) and management and strategic planning, monitoring and evaluation for batter and effective delivery system.**
- **All the departmental employees shall be trained over a period of five year as per the H.P. state training policy, 2009. The detail is given below:**

5.6 TRAINING IMPARTED DURING 2011-12 UP TO TILL DATE.

Sr No.	Name of Officer Officials& Designation	Name of Programme	Duration	Training Institution
1.	Dr.Man Singh Addl Director	Good Governance	21-23.3.2011	HIPA
2	Dr.Man Singh Addl.Director Sh.C.P.Jishtu District Controller (FCS&CA) Bilaspur	RTI Act,	22-3-2011	HIPA
3	Dr.Man Singh Addl.Director Sh. S.D.Thakur, Jt. Director	Course on DDMP Formation/ updating	18-20.4.2011	HIPA
4	Dr.Man Singh Addl.Director Sh. S.D.Thakur, Jt. Director	Disaster Management	25-26.4.2011	HIPA
5	Sh. Shashi Sharma L.O Sh. Rajinder Gautam, JA	Litigation monitoring software	24.4.2011	HP Sectt.
6	Sh. Partap Chand, D.C,FCS&CA Sh. Santosh Vyas, FSO, Una Sh. Shiv Chand, FSO, Kullu Shri R.K. Chadda, FSO, Keylong	RTI Act, 2005	1-2.8.2011	HIPA
7	Sh.S.D. Thakur, Jt. Director Sh. Ranjit Singh, PA Sh. Jeet Ram Sharma, FSO Sh. Sharvan Kumar, Inspector	Training on Consumer Help Line	1-5.8.2011	IIPA, Delhi
8	Sh. Man Singh, Addl. Director, Sh. Pardeep Kumar Pandey, Jt. Controller	Management of training course (MOT)	5-9-9-2011	HIPA
9	Sh. Man Singh, Addl. Director, Sh. Pardeep Kumar Pandey, Jt. Controller Sh. Ashok Chauhan, Dy Controller, F&A	Training need assessment	10- 21.10.2011	HIPA
TRAINING PROVIDED TO THE NEWLY APPOINTED INSPECTORS AT THE DIRECTORATE LEVEL.				
1	Ms Lilly Thakur	Training on departmental activities	8-11-11-2010	Directorate
2	Smt. Anita Thakur			
3	Sh. Parshant Kumar			
4	Sh. Rajinder Singh			
5	Sh. Girish Chand			
6	Sh. Suresh Kumar			
7	Sh. Anish Thakur			
8	Sh. Sandeep Saklani			

9	Sh. Lekh Ram			
10	Sh. Vinod Kumar	-do-	16-20-8-2011	Directorate
11	Sh. Arun Kumar			
12	Sh. Parveen Thakur			
13	Sh. Deepak Singh			
14	Sh. Manoj Kumar			
15	Sh. Surinder Singh			
16	Smt. Rajini Kalia			
17	Sh. Aman Kumar			
18	Sh. Sunil Kumar			
19	Sh. Kamal Kant			
20	Sh. Dhanvir Singh			
21	Sh. Manoj Kumar			
22	Sh. Pankaj Sharma			
23	Sh Shiv Kumar			
24	Sh. Dharam Pal			
25	Sh. Adarsh Kumar			
26	Sh. Alok Walia			
27	Sh. Sandeep Kaundal			
28	Sh. Saruv Vashist			
Sr. No.	Name of Officer Officials& Designation	Name of Programme	Duration	Training Institution
01.	Sh. Sandeep Saklani, Inspector FCS&CA Nadaun.	Grain storage and Food safety.	26-08-10 to 28-08-10	Indian Grain Storage Management and Research Institute Ludhiyana
02	Sh. Suresh Kumar Inspector FCS&CA Kullu.	--do--	--do--	--do--
03	Sh. Girish Chand, Inspector FCS&CA Kandaghat.	--do--	--do--	--do--
04.	Sh. Yadvinder Paul, District Controller, FCS&CA Solan	--do--	14-12-10 to 16-12-10	--do--
05.	Smt. Anita Thakur, Inspector FCS&CA Theog.	--do--	--do--	--do--
06	Sh. Purshotam Singh TA	--do--	21-12-10 to 23-12-10	--do--
07	Sh. Vir Singh Inspector FCS&CA Narkanda	--do--	--do--	--do--
08.	Sh. Rajinder Singh, Inspector FCS&CA Kangra.	--do--	--do--	--do--
09.	Sh. Purshotam Singh TA.	--do--	25&26-08-11	BIS Noida.
10.	Sh. Vir Singh, Inspector FCS&CA Narkanda.	--do--	--do--	--do--
11.	Sh. Sandeep Kaundal, Inspector FCS&CA HQ.	--do--	--do--	--do--
12.	Smt Neelam Sharma, Inspector FCS&CA Shimla.	--do--	21-11-11 to 23-11-11	IGMRI Ludhiyana.
13.	Smt Pavitra Pundir, Inspector FCS&CA Nahan.	--do--	--do--	--do--
14.	Smt. Meena Kaushik, Inspector FCS&CA Solan.	--do--	--do--	--do--

5.7 TRAINING SCHEDULE FOR THE REMAINING PERIOD FOR 2011-12.

Sr. No.	Category of Employee	Training load.	Name of Programme	Duration	Training Institution
01.	Inspector FCS&CA.	16	1. Implementation of TPDS and other welfare schemes, Acts, Rules & Control Orders. 2. Quality Control.	5 days. 2 days.	Directorate level.
02.	Clerks.	10	1. Administrative procedure and financial rules. 2. Acts, Rules & Control Order of the department. 3. Computer training. 4. RTI and Service Guarantee Act.	3 days. One day. 5 days. 2 days.	Directorate level.
Total :		26			

5.8. TRAINING TARGETS FOR NEXT FIVE YEARS.

S.N.	Category CLASS-I & II	Total sanction strength in position.	Year wise number of employees to be trained					Remarks
			1 st year	2 nd year	3 rd year	4 th year	5 th year	
1.	Director	01	01	-	-	-	-	-
2.	Add. Director.	01	01	-	-	-	-	-
3.	Joint Director.	02	01	-	-	-	-	-
4.	Dy. Director.	02	01	01	-	-	-	-
5.	Dy. Controller.	01	01	-	-	-	-	-
6.	District Controllers.	12	03	03	03	02	01	-
7.	Supdt. Gr-I.	02	01	01	-	-	-	-
8.	Section Officers	04	01	01	01	01	-	-
9.	Law Officers.	02	01	01	-	-	-	-
10.	FSOs.	17	03	04	04	03	03	-
	Total :	44	13	11	08	07	04	-

S.N.	Category CLASS-III (Technical Staff)	Total sanction strength in position.	Year wise number of employees to be trained					Remarks
			1 st year	2 nd year	3 rd year	4 th year	5 th year	
1.	Inspectors.	83	19	25	25	14	10	
2.	Head Analyst/Jr. Analyst/TA.	04	02	02	-	-	-	
	Total :	87	21	27	25	14	10	

S.N.	Category CLASS-III (Ministerial Staff)	Total sanction strength in position.	Year wise number of employees to be trained					Remarks
			1 st year	2 nd year	3 rd year	4 th year	5 th year	
1.	Supdt. Gr._II	15	03	03	03	03	03	
2.	PA.	01	01	0	0	0	0	
3.	Sr. Assistant.	16	04	04	04	02	02	
4.	Sr. Asstt.(Actt.)	18	03	04	07	02	02	
5.	Jr. Auditor.	25	05	5	5	5	5	
6.	Sr.Scale Stenographer	03	01	02	0	0	0	
7.	Statistical Assistant.	01	01	0	0	0	0	
7.	Jr. Scale Stenographer	06	01	02	03	0	0	
8.	Clerks/Jr. Asstt.	94	15	20	20	20	19	
9.	Steno-typist.	10	01	02	05	02	0	
10.	Drivers.	19	04	04	04	04	03	
11.	Computer.	01	01	0	0	0	0	
12.	Restorer.	01	01	0	0	0	0	
	TOTAL:	209	41	46	51	38	34	

S.N.	Category CLASS-IV	Total strength in position.	Year wise number of employees to be trained					Remarks
			1 st year	2 nd year	3 rd year	4 th year	5 th year	
1.	Peons.	40	8	10	10	8	4	
2.	Gestetnor.	02	1	1	---	-	-	
3.	Chowkidar.	128	4	6	4	2	-	
4.	Daftri.	02	01	01	-	-	-	
	Total :	172	14	18	14	10	4	

5.9 TRAINING MANAGER

The Department has designated the Additional Director (Admn.) as Nodal Officer to monitor and coordinate the human resource development issues. He will act as Training Manager to be responsible for monitoring and implementation of the Training Plan in the Department as per the state training policy, 2009.

5.10 TRAINING METHODOLOGY

All available modern methods of training like lecture, handling of various equipments which include mechanical and electronic equipments, presentation, group holding seminars, project work, audio visual materials, printed materials case studies, brain storming etc. shall be used for training of departmental employees at the headquarter and in training institutes.

5.11 TRAINING BUDGET

The state Govt shall provide adequate funds under the state plan scheme for providing training to the employees of the Department. The H.P. state training policy 2009 aims at earmarking approximately 1% of the salaries head of annual budget for incurring expenditure on training of employees in the department under —SOE ‘Training’.

5.12 TRAINING REVIEW COMMITTEES

The state level Empowered Committee headed by the worthy Chief Secretary will review Annual Action Plan for training of employees. The training review committee of the department under the chairmanship of the Secretary shall meet at least once in every quarter and shall monitor and review the progress of training of employees of department.

CHAPTER-VI

ORGANISATIONAL SET UP OF THE DEPARTMENT

In broad terms, the departmental set up is divided into four levels as under:-

- i) The Secretariat
- ii) The Directorate
- iii) The District level.
- iv) The Block level.

There is a clear and distinct division of functions between the Secretariat, the Directorate and the field offices which include a Zonal Office at Dharmshala under the Joint Director.

6.1 THE SECRETARIAT

Department works under the administrative control of the Pr. Secretary (FCS&CA) to the Govt of Himachal Pradesh, who assists and provides support to the Minister in charge of the Department. All the Govt. policies, programmes, plans, rules and instructions are framed, approved and finally issued for implementation by the Secretariat.

6.2 THE DIRECTORATE

The functions of the Directorate are to assist formulation of Govt. policies programmes, Plans, Rules and implementing them. To provide necessary feedback to the State Govt. about the policies and programmes being implemented. The Directorate is headed by the Director Food, Civil Supplies & Consumer Affairs and is assisted by other Administrative and Technical and non-technical officers besides ministerial staff at Directorate and field level.

6.3 THE DISTRICT LEVEL.

Each District has an office of Distt. Controllers, FCS&CA assisted by Food Supply Officer and ministerial staff. This office coordinates with the Directorate and implement policies and programmes of the department in his district

6.4. THE BLOCK LEVEL OFFICES.

At block level one inspectors posted in the offices of the BDO/SDO(C).

6.5. ORGANISATION CHART

Director Food Civil Supplies & Consumer Affairs.										
Addl. Director (1)	Jt. Dir) (HQ) (1)	Dy. Director (2)	Dy. Cont(F&A) (1)	Law Officer (2)						↓
↓		↓		↓						
Sr. No.	Category of Post	Category of Post	Sr. No.	Category of Post		Sr. No.	Category of Post		Category of Post	
1.	Supdt.Gr.I	Supdt.Gr.I	1.	Supdt.Gr.II		1.	Section Officer		Sr.Sc.steno	
2.	Jr.Auditor	Assistants	2.	Sr.Asstt.		2.	Sr.Asstt		Clerk	
						3.	Jr.Auditor		Peon	
3	Sr. S.Steno	Jr.Scl.Steno.	3	Jr.Scl.Steno.		3	Jr.Scl.Ste no.			
4	Clerks	Clerks	4	Clerks		4	Clerks			
5	Driver	Driver	5	Driver		5	Peon			
6	Restorer	Peon	6	Peon		6				
7	Daftri		7			7				
8	Gestetnor									
9	Peons									
10	Chowkidar									

JOINT DIRECTOR (NZ)(1)\ Staffing Structure of Zonal Office

In charge Eight Districts

1.	Chamba	Sr .No.	Category of Post	Total No. of Post
2	Kangra	1.	Supdt Gr.II	
3	Hamirpur	2	Sr.Asstt	2
4	Una	3	Sr.Sc.Steno	nil
5	Mandi	4	Clerk	nil
6	Kullu(except ani & Nirmand)	5	Daftri	1
7	L& Spiti(except Spiti Sub-Div)	6	Driver	1
8	Bilaspur	7	Peon	1
		8	Chowkidar	2

DISTRICTS CONTROLLERS (12)

S.No.	Category of Post
01	Food & Supply Officer.
02	Superintendent Gr.-II.
03	Sr. Assistant.
04	Junior Auditor.
05	Inspector Gr.-I
06	Clerks.
07	Steno typist (except Kinnaur and L&S).
08	Driver (Except L&S).
09	Peon
10	Chowkidar.

CHAPTER- VII

TRAINING NEEDS ASSESSMENT METHODOLOGY:

The assessment of training need was done by interacting with over 50 employees of all the categories, discussions with supervisory officers of the employees, assessing the existing levels of knowledge and skills of various categories of employees with reference to their job profiles. Discussions with employees and their felt assessment of trainings gave ideas for some extremely important training which other could not have been assessed. The following approaches were kept in mind while finalizing the training plan.

- ▶ **Job analysis of each category.**
- ▶ **Interaction with stake holders.**
- ▶ **Field verification.**
- ▶ **Inputs from field officers during daily conversation and occasional training at Directorate level.**

Using these parameters the training requirement have been identified to bridge the gap between the existing level of skill and desired level the training module has been suggested.

Training Need analysis based on the observations and information obtained from field offices and from the four parameters mentioned above, the category wise training Module has been prepared.

CHAPTER- VIII

JOB RESPONSIBILITIES, REQUIREMENT OF SKILLS, GAPS IN THE TASK AND SKILLS AND TRAINING DESIGN BRIEF.

8.1 . DISTRICT CONTROLLER FCS&CA: This is a post filled from amongst the Food Supply Officers as well as through direct recruitment from HAS allied services to the extent of 25% of the total cadre strength.

JOB RESPONSIBILITIES:

- ▶ **He is responsible for proper functioning of department at district level.**
- ▶ **He is responsible for ensuring proper distribution of foodgrains and other essential commodities.**
- ▶ **Implementation of various Acts and Orders issued from time to time.**
- ▶ **To act as drawing and disbursing officer.**
- ▶ **To attend to complaints/e-Samadhan.**
- ▶ **Responsible for consumer awareness programmes and for any other job assigned by the Director.**
- ▶ **Compilation of Feed back reports/ form-B and its further submission to Directorate.**
- ▶ **Monitoring and reporting.**

REQUIREMENT OF SKILLS:

- ▶ **Managerial capability as District Manager.**
- ▶ **Management of District food supplies and CA services.**
- ▶ **Management of human resources.**
- ▶ **Management of support system.**

GAPS IN TASK AND SKILLS:

- ▶ **Managerial capability required improvement.**
- ▶ **Inter/intra-departmental coordination is weak and requires strengthening.**
- ▶ **Training skills of distribution to meet the demand of the consumer needs improvement.**
- ▶ **Knowledge about various Act and Rules needs periodical up-dation.**
- ▶ **Knowledge and skills of computers needs improvement specially when department is likely to adopt e-PDS.**
- ▶ **The direct recruitments needs induction training.**

CONSULTATION:

District Controller FCS&CA as well as the department is of the opinion that administrative and financial management training should be more broad based than existing three days. It is also desired that they should be regularly updated about the various Acts and Rules and judgments relating to the functions of the department.

TRAINING PLAN FOR DISTRICT CONTROLLERS:

Name of the training.	Type of training.	Training load.	Venue	Batches with No. of participants	Status of training module.	Total duration of the training	Remarks
Administrative and financial management training.	In service	12	HIPA	Three batches.	To be formulated by HIPA	one week.	To be imparted three months apart.
Updation of knowledge of Acts and Rules of the Department	In service	12	At Head Quarter.	One batch.	To be formulated by Deptt. In consultation with FCI, Indian Oil.	2 days.	By arranging experts in the related field.
Updation of knowledge in computer.	In service	12	HIPA	Three batches.	To be formulated by HIPA	3 days.	--
Up-dation of Service Guarantee Act/RTI	In service	12	HIPA	Three batches.	To be formulated by HIPA	3 days.	
Induction training.	Direct recruits.	--	HIPA/Dtc.	One Batch.	To be formulated by HIPA and Dtc.	15 days.	

8.2 FOOD AND SUPPLIES OFFICERS: This is a 100% promotional post filled up from amongst the Inspector Gr.I.

JOB RESPONSIBILITIES:

- ▶ He assists the District Controller FCS&CA in all the activities of the Department in the District.
- ▶ Attends to complaints/E-samadhan.
- ▶ Responsible for making consumer aware of his / her rights and responsibilities at District level.
- ▶ Perform any other job assigned to him by the DCFCS&CA.
- ▶ Conduct periodical inspections.
- ▶ His main job is to conduct inspections to ensure quality control and take samples. He is also responsible for verification of subsidy bills.

REQUIREMENT OF SKILLS:

- ▶ Managerial capability as District Manager.
- ▶ Management of District food supplies and CA services.
- ▶ Management of human resources.
- ▶ Management of support system.

GAPS IN TASK AND SKILLS:

- ▶ Managerial capability required improvement.
- ▶ Skills of distribution to meet the demand of the consumer needs Improvement.
- ▶ Knowledge about various Act and Rules needs periodical up-dation.
- ▶ Knowledge and skills of computers needs improvement.
- ▶ Latest knowledge and skills in food sampling.
- ▶ Latest knowledge of methods of scientific storage and inspection of food grains
- ▶ Up-dation of knowledge of Administrative procedures and financial rules.

CONSULTATION:

District Controller FCS&CA, the Food and Supplies officers as well as the department is of the opinion that they should be regularly updated about the various acts and rules and judgments relating to the department. Administrative and financial management should be more broad based. It was also found that their knowledge in computer application need to be enhanced specially when department is fast moving towards e-PDS.

TRAINING PLAN FOOD SUPPLIES OFFICERS.:

Name of the training.	Type of training.	Training load .	Venue	Batches with No. of participants	Status of training module.	Total duration of the training	Remarks
Administrative and financial management training.	In service	17	HIPA	Two batches.	To be formulated by HIPA	one week.	To be imparted three months apart.
Updation of knowledge of Acts and Rules of the Department	In service.	17	At Head Quarter.	One batch.	To be formulated by Deptt. in consultation with FCI, Indian Oil. As well as Law Officer of Dtc.	2 days.	By arranging experts in the related field.
Up-dation of Service Guarantee Act/RTI	In service	17	HIPA	Three batches.	To be formulated by HIPA	3 days.	
Updation of knowledge in computer.	In service.	17	HIPA	Three batches.	To be formulated by HIPA	3 days.	--
Training on Quality Control .	In service.	17	HIPA	Five batches.	To be formulated by IGMRI/Directorate.	7 days.	
Method of scientific storage and inspection of food grains.	In service	17	IGMRI Ludhiana or Hapur.	5 batches.	IGMRI Ludhiana or Hapur	7 days.	

8.3. INSPECTORS FCS&CA:

75% Posts of Inspectors are filled up through direct recruitment and remaining 25% from amongst the Clerks/ Jr. Assistants /Jr. Scale stenographer. Therefore both in-service and induction training for freshly recruited is required. This is one of the important functional posts of the department.

JOB RESPONSIBILITIES :

- ▶ He is responsible for proper functioning of department at block level.
- ▶ To ensure proper distribution of foodgrains and other essential commodities.
- ▶ To implement the various Acts and Orders issued from time to time.
- ▶ To conduct inspections to ensure quality control.
- ▶ To draw samples.
- ▶ To verify subsidy bills.
- ▶ To issue permits of essential commodities to fair price shops holders.
- ▶ To compile feed back reports and submit them to DCFCS&CA.

REQUIREMENT OF SKILLS:

- ▶ Knowledge of various Acts, Rules and Regulations relating to food safety and maintenance of quality control.
- ▶ Management of Block food supplies and CA services.
- ▶ Knowledge in methodology of scientific collection of samples .
- ▶ Latest knowledge of methods of scientific storage and inspection of food grains
- ▶ Up-dation of knowledge of Administrative procedures and financial rules.

GAPS IN TASK AND SKILLS:

- ▶ Knowledge and skills in collections of food sample needs improvement.
- ▶ Knowledge and skill in scientific storage of foodgrains and inspections needs improvement.

- ▶ Knowledge about various Act and Rules needs periodical up-dation.
- ▶ Knowledge and skills of computers needs improvement specially when department is likely to adopt e-PDS.
- ▶ The direct recruits needs induction training.

TRAINING PLAN FOR INSPECTORS.

Name of the training.	Type of training.	Training load	Venue	Batches with No. of participants	Status of training module.	Total duration of the training	Remarks
Administrative and financial management training.	In service	83	HIPA	Ten batches.	To be formulated by HIPA	1 week.	To be imparted three months apart.
Up-dation of knowledge of Acts and Rules of the Department	In service.	83	At Head Quarter.	Five batches.	To be formulated by Deptt. in consultation with FCI, Indian Oil. As well as Law Officer of Dtc.	2 days.	By arranging experts in the related field.
Up-dation of Food safety and Standard Act.	In service	83	BIOS	Five batches.	To be formulated by Directorate.	1 days	By arranging guest faculty.
Up-dation of knowledge in computer.	In service.	83	HIPA	Five batches.	To be formulated by HIPA	3 days.	--
Training on Quality Control .	In service.	83	HIPA	Five batches.	To be formulated by directorate level.	one day.	
Method of scientific storage and inspection of food grains.	In service	83	IGMRI Ludhiana or Hapur.	5 batches.	IGMRI Ludhiana or Hapur.	7 days.	
Up-dation of Service Guarantee Act/RTI	In service	83	HIPA	Five batches.	To be formulated by HIPA	3 days.	
Induction training.	Direct recruits	19	IGMRI Ludhiana or Hapur.	1 batch.	IGMRI Ludhiana or Hapur.	45 days	

8.4 TECHNICAL ASSISTANT (QUALITY CONTROL), ANALYST AND JR. ANALYST.

The post of Junior Analyst is filled up through direct recruitment from amongst the B.Sc. graduates and is a feeder category for Analyst. The post of Technical Assistant is a promotional post from the category of Analyst.

JOB RESPONSIBILITIES:

- ▶ The Technical Assistant is overall Incharge of food laboratory being run by the department.
- ▶ He supervises physical analysis as well as chemical analysis of foodgrains covered under TPDS.
- ▶ He is responsible for running and maintenance and up keep of the laboratory.
- ▶ He is responsible for receiving the samples, keeping them properly and reporting the findings.
- ▶ He is also responsible for inspection of wholesale godowns maintained by FCI/Corporation and drawing samples thereof.

SKILLS REQUIREMENT.

- ▶ Skill and knowledge of physical and chemical analysis.
- ▶ Skill and knowledge of scientific storage of foodgrains and drawing of samples.
- ▶ Skill and knowledge of rules and regulations relating to the department.
- ▶ Skill and knowledge of food safety and standard Act.
- ▶ Skill and knowledge in quality control.

GAPS IN TASK AND SKILLS:

- ▶ Up-dation of skill in methods of scientific storage of foodgrains and physical and as well as chemical analysis of foodgrains needs to be enhanced.
- ▶ Knowledge of Rules and Regulations and various Acts being implemented by the department need up-dation.

TRAINING PLAN FOR LABORATORY TECHNICAL STAFF.

Name of the training.	Type of training.	Training load .	Venue	Batches with No. of participants	Status of training module.	Total duration of the training	Remarks
Up-dation of Acts and Rules of the Department	In service.	4	At Head Quarter.	One batch.	To be formulated by Deptt. in consultation with FCI. As well as Law Officer of Dtc.	2 days.	By arranging experts in the related field.
Up-dation of knowledge of Food safety and Standard Act.	In service	4	Directorate level.	One batch.	To be formulated by directorate.	1 day.	By arranging experts in the related field.
Training on Quality Control .	In service.	4	Directorate level.	One batch.	Directorate level.	1 day.	By arranging experts in the related field.
Method of scientific storage and inspection of food grains.	In service	4	IGMRI Ludhiana or Hapur.	two batches.	IGMRI Ludhiana or Hapur.	15 days.	
Training for up-dation of Skill and knowledge in chemical analysis of foodgrains	In service	4	IGMRI Hapur.	Two batches.	IGMRI Hapur/Ludhiana .	15 days.	
Up-dation of Service Guarantee Act/RTI	In service	4	HIPA	Two batches.	To be formulated by HIPA	3 days.	
Induction training.	Direct recruits (Jr. Analyst		IGMRI Ludhiana or Hapur.	1 batch.	IGMRI Ludhiana or Hapur.	45 days	

8.5 SECTION OFFICER/SUPERINTENDENTS. Section officers are appointed by the Finance Department whereas post of Superintendent is a promotional one and is filled up from against the senior most Sr. Assistants/PAs.

JOB RESPONSIBILITIES.

- ▶ **To assist the authorities in decision making and formulation of plans, schemes and programmes.**
- ▶ **To present all cases to the higher authorities in precise manner with possible solution and suggestions.**
- ▶ **To take effective measures for building and maintaining essential records.**
- ▶ **To supervise the work of subordinate staff and guide them on all the required subjects.**
- ▶ **To discharge such duties and responsibilities as may be delegated by the head of the department.**
- ▶ **To dispose off all the matters within the stipulated time frame.**
- ▶ **To monitor and evaluate all the policies and programmes of the department and render solution and suggestions for improvement.**

SKILLS REQUIREMENT.

- ▶ **Knowledge of Rules and Regulations relating to administrative procedure and financial propriety.**
- ▶ **Knowledge of various Acts relating to the department.**
- ▶ **Knowledge in computer application.**
- ▶ **Knowledge and skill of inter personal relations.**
- ▶ **Being primary managers of the organization requires ;**
 - a). **Managerial capability as Primary Manager.**

b). Management of human resources.

c). Management of support system.

GAPS IN TASK AND SKILLS:

- ▶ Needs improvement in their existing knowledge of office procedures, administrative and financial rules.
- ▶ Needs improvement in their existing knowledge of computer applications.
- ▶ Needs improvement in their knowledge of various Acts applicable to the department besides RTI and Service Guarantee Act.
- ▶ Needs training in inter personal relations to motivate the subordinates and convince the superiors.

TRAINING PLANS FOR SECTION OFFICER/SUPERINTENDENTS.

Name of the training.	Type of training.	Training load.	Venue	Batches with No. of participants	Status of training module.	Total duration of the training	Remarks
Administrative and financial management training.	In service	17	HIPA	Five batches.	To be formulated by HIPA	1 weeks	To be imparted three months apart.
Up-dation of knowledge of Acts and Rules of the Department	In service.	17	At Head Quarter.	Five batches.	To be formulated by Deptt. in consultation with FCI, Indian Oil. Directorate/HIP A.	3 days.	By arranging experts in the related field.
Up-dation of knowledge in computer application.	In service.	17	HIPA	Five batches.	To be formulated by HIPA	5 days.	--
Up-dation of Service Guarantee Act/RTI	In service	17	HIPA	Five batches.	To be formulated by HIPA	3 days.	
Training to improve inter personal relationship (EBM aspects).	In service	17	HIPA	Five batches.	HIPA	3 days	

8.6. SR. ASSISTANTS/JR. AUDITORS/STENOGRAPHERS. The post of Sr. Assistants is a promotional post from amongst the Sr. Assistants (Acctts.) Jr. Auditor are promoted from the eligible Jr. Assistants whereas, post of Stenographers is filled up through direct recruitment.

JOB REQUIREMENTS.

- ▶ **To receive the dak and ensure its submission by dealing the letter to the higher authority.**
- ▶ **To ensure proper and safe upkeep and maintenance of records.**
- ▶ **To assist the SOs/Superintendent in day to day working of the office.**
- ▶ **To ensure timely disposal of time bound and urgent matters.**
- ▶ **To assist in formulation of Budget at District and as well as at Directorate level.**

SKILLS REQUIREMENT.

- ▶ **Knowledge of Rules Regulations and administrative procedures and financial matters.**
- ▶ **Knowledge of various Acts either being implemented or relating to the department.**
- ▶ **Knowledge in computer application.**

GAPS IN TASK AND SKILLS:

- ▶ **Needs improvement in knowledge of administrative and financial rules as well as office procedures.**
- ▶ **Needs up-dation of various Acts relating to the department.**
- ▶ **Needs enhancement in the skill and knowledge of computer especially when the department is likely to e-PDS.**

TRAINING PLAN FOR SR. ASSISTANT/JR. AUDITOR/STENOGRAPHERS/CLERKS.

Name of the training.	Type of training.	Training load .	Venue	Batches with No. of participants	Status of training module.	Total duration of the training	Remarks
Administrative and financial management training.	In service	172	HIPA	Seven batches.	To be formulated by HIPA/Directorate.	One week.	To be imparted three months apart.
Up-dation of knowledge of Acts and Rules of the Department	In service.	172	At Head Quarter.	Seven batches.	To be formulated by Deptt. in consultation with FCI, Indian Oil. Directorate/HIP A.	one day.	By arranging experts in the related field.
Up-dation of knowledge in computer application.	In service.	172	HIPA	Seven batches.	To be formulated by HIPA	5 days.	--
Up-dation of Service Guarantee Act/RTI	In service	172	HIPA	Seven batches.	To be formulated by HIPA	3 days.	
Training to improve inter personal relationship (EBM aspects).	In service	172	HIPA/D irectorate	Seven batches.	HIPA/Directorate	One day.	

8.7 DRIVER AND CLASS-IV EMPLOYEES. Drivers are appointed through direct recruitments whereas other class-IV employees such as Peons/Chowkidars/Gestatnor are also recruited directly.

JOB REQUIREMENTS.

A) DRIVER.

- ▶ **To keep the vehicle in good condition.**
- ▶ **To ensure the average fuel consumption as per the prescribed norms.**
- ▶ **To ensure proper maintenance of the Log Book.**

B). PEONS.

- ▶ **To maintain general cleanness and up keep of the section/offices as well as furniture and fixtures.**
- ▶ **To ensure safe movement of file from one section to another.**

C). GESTATNOR.

To maintain and operate the photo state and cyclostyle machines.

D). RESTORER.

To maintain files in the record rooms.

E). CHOWKIDAR.

To keep watch and ward after the office hours and to take precautionary measures for prevention of fire and damage to office property.

GAPS IN TASK AND SKILLS:

- ▶ **Lack of traffic rules.**
- ▶ **Lack of basic mechanical knowledge.**
- ▶ **Needs sensitization of duties and responsibilities.**
- ▶ **Needs improvement in their skills of maintenance of records in the record room.**
- ▶ **Needs improvement in their knowledge of handling electrical appliances.**
- ▶ **Needs improvement in their knowledge of fire extinguishes functioning.**

TRAINING PLAN OF DRIVERS.

Name of the training.	Type of training.	Training load .	Venue	Batches with No. of participants	Status of training module.	Total duration of the training	Remarks
Knowledge of traffic rules.	In service	19	Directorate	4 batches.	To be prepared by the Directorate/RTO.	One day.	
Basic mechanical knowledge of vehicles.	In service	19	HRTC workshop Tara Devi.	4 batches.	To be prepared by HRTC	2 days	--

TRAINING PLAN OF PEON/CHOWKIDARS/GESTATNOR/RESTORER.

Name of the training.	Type of training.	Training load .	Venue	Batches with No. of participants	Status of training module.	Total duration of the training	Remarks
Office procedure.	In service.	53	Directorate .	Five batches.	By directorate.	One day.	--
Handling of photo state and cyclostyle machine.	In service.	53	Directorate .	Five batches.	By directorate.	One day.	--
Training to operate fire extinguishers .	In service.	53	Home Guard Office.	Five batches.	By home guards.	One day.	--
To improve motivational behavioral and environmental skills.	In service	53	Directorate	Five batches.	By directorate	One day.	Not proposed for those on secondment.

CHAPTER-IX

TRAINING OF TRAINERS

Department shall designate officers at the Directorate and District level as trainers, who will get training in relevant subjects at HIPA, IGMRI Ludhiana and IGMRI Hapur. These officers shall further provide training to the newly recruited and existing officers at the state, District and field level. The designation of trainers and subject of their training is given in the below.

S. N.	Place of posting	Designation of the trainers	Subject of the training	Trainees	Place of posting
	Directorate level	AD/JD/Dy Controller/SOs/Law Officers.	1 Administrative and financial Rules. 2. Method of Scientific storage and inspections. 3. Training on quality control. 4. Updation of knowledge of Rules and Regulation of the department. 5. Inter personnel training with emphasis of environmental behavioural and motivation aspects.	District Controllers, /FSO/Newly recruited Inspectors, existing Inspectors/Ministerial staff/Technical/Head Analyst/Drivers/Class-IV.	State HQ./Distt. Headquarter/ block level.