

Citizen Charter - Supplyco

Always with You

THE KERALA STATE CIVIL SUPPLIES CORPORATION LTD.
Kochi - 20

TIMINGS

- ◆ Mavelli Stores - 9.30 am to 7.30 pm (12.30 to 3.30 pm Interval)
- ◆ Super Markets - 10.00 am to 8.00 pm
- ◆ People's Bazaars - 10.00 am to 8.00 pm
- ◆ Hyper Markets - 10.00 am to 8.00 pm
- ◆ Apana Bazaar - 10.00 am to 8.00 pm
- ◆ Medical Stores - 9.30 am to 7.30 pm
- ◆ Supplyco Premium - 8.00 am to 9.00 pm
- ◆ Supplyco Fuel Stations - 6.00 am to 10.00 pm (Selected outlets working 24 hours)
- ◆ Supplyco LPG Outlets - 8.00 am to 8.00 pm
- ◆ Mobile Mavelli Stores - As per Schedule

WORKING DAYS

- ◆ Selected People's Bazaars, Super Markets, Hyper Markets and Medical Stores are working on Sundays also.
- ◆ All second Saturdays are working day for all outlets.

AVAILABILITY AND PRICE

- ◆ On an average, price of essential items are substantially lower than the open market price. All other items are also sold below market rate.
- ◆ Prices of essential items are kept uniform in all the outlets all over Kerala.
- ◆ Essential items are made available at highly subsidized rates with quantity restrictions.
- ◆ A free sale subsidy rate is now fixed for all commodities so that genuine customers can buy commodities without any quantity restriction or condition at prices almost 20% lower than the market price.
- ◆ All packaged items are sold below MRP.
- ◆ Availability of all commodities ensured through modern and scientific inventory management policy and scientific product profile, keeping in mind the segment of customers serviced by the outlet.
- ◆ Premium varieties of food grains also made available in Super Markets / People's Bazaars/ Hyper Markets.
- ◆ Large varieties of products (more than 10000) are available in Super Markets ranging from Multinational to Kudumbasree.

QUALITY

- ◆ It has been ensured that all the food articles sold are quality products and free from adulteration, through various quality tests.
- ◆ Specification have been made in compliance with PFA rules.
- ◆ Quality ensured Supplyco products branded as Sabari, like tea, curry powders, iodized salt, coconut oil, asafoetida, tamarind etc. are available at affordable prices.
- ◆ **Customers have the option to return the items purchased if they have any complaint about the quality of the products purchased from any outlet.**
- ◆ Hygienic environment in outlets, efforts to minimize touching loose items directly with bare hands.

HONESTY

- ◆ The items are exhibited in a fashion that enables the customer to select the items freely.
- ◆ All items are sold in accurate weight and quantity.
- ◆ No hidden cost on any items.
- ◆ All discounts/ Incentives, very clear without any condition or catch.
- ◆ Straight 2 % discount on non - subsidized items passed to customers being privilege cardholders without any criteria of minimum purchase etc.

LOCATION

- ◆ All outlets are at conveniently accessible places for easy commutation and transportation to customers.

SERVICES

- ◆ Selected items will normally be billed within 5 minutes. Computerized billing is arranged in all outlets.
- ◆ Facility of checking weight of the packed commodities, free of cost is introduced in all Super Markets/ People's Bazaars/ Hyper Markets.
- ◆ Products are available in safe and legally approved packing covers with nominal packing charges.
- ◆ It has been ensured that the premises of the sales and storage are neat and clean.
- ◆ Dustbin is kept in every outlet.
- ◆ Staff will help in picking up grocery purchased and placing in the vehicle of the customer.
- ◆ Queries regarding the product, its quality etc. will be answered patiently.
- ◆ Polite behaviour from staff at outlet with special attention to senior citizens, women and children.
- ◆ Toffees to children in People's Bazaars and Super Markets.
- ◆ Modern trolleys, racks, baskets at People's Bazaars/ Hyper Markets to make shopping a pleasure.
- ◆ Celebrate each festival with special bazaars, festival suited decoration: install a spirit of festivity.

MOTTO

- ◆ This is your outlet, help us to help you.

Address for sending complaints and suggestions:

The Public Relations Officer
The Kerala State Civil Supplies Corporation Ltd, Maveli Bhavan, Kochi - 20
Phone: 0484 2205165, Mob: 9447975206, Fax: 04842205165.
Email: plc@supplycoonline.com



Sabari Products *The Taste of Kerala*