



CITIZEN'S / CLIENT'S CHARTER
FOR
DEPARTMENT OF FOOD AND PUBLIC DISTRIBUTION

Address	Department of Food and Public Distribution, Krishi Bhawan, New Delhi-110001.
Website ID	www.dfpd.nic.in
Date of Issue	December 2016
Next review	December 2017

Citizen's / Clients' Charter of the Department of Food and Public Distribution

Vision Mission

Vision

Ensuring food security for citizens of the country.

Mission

- i. Management of Public Distribution System (PDS) operations in the country through efficient procurement at Minimum Support Price (MSP), storage and distribution of foodgrains (cereals).
- ii. Ensuring availability of foodgrains, sugar and edible oils through appropriate policy instruments; including maintenance of Buffer Stocks of foodgrains.
- iii. Making foodgrains accessible at reasonable prices, especially to the weaker and vulnerable sections of the society.

Details of the Services provided by the Department, Processes involved, Documents required and Fees

Sl.No	Services/Transactions	Weight(%)	Responsible Person(Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Allocation of foodgrains under NFSA to States/UTs based on their preparedness and receipt of proposals complete in all respects.	10	Sh. KMS Khalsa, Dy.Secretary (BP)	khalsa@nic.in	011-2338-3046	Based on the allocation norms, the proposal for allocation of foodgrains for the ensuing financial year is initiated one month in advance by the Department for taking the approval of competent authority.	Utilization Certificate	Not applicable		
						Issuing of allocation order				
2.	Allocation of foodgrains under various welfare schemes to State Governments/ UTs/ Departments of the Government of India	10	Sh. KMS Khalsa, Dy.Secretary (BP)	khalsa@nic.in	011-2338-3046	Receipt of application for allocation of foodgrains for the ensuing financial year under various welfare schemes and scrutiny of the applications for its completeness	Utilization Certificate	Not applicable		
						Submitting the proposal for seeking concurrence/approval.				
						Issuing of allocation order	N.A.			
3.	Approval of SDF loan for modernization cum expansion of sugar Industry, Ethanol and Cogen Power Projects. (*New loan application for capacity expansion alone and 75000 TCD has been discontinued w.e.f 01.01.2015)	5	Sh. N.K. Kashmira, Director (SDF)	nk.kashmira@nic.in	011-2338-2338	Receipt of applications and scrutiny of applications for completeness	Detailed Project Report, Financial Appraisal, letter of intent from Financial institution/ Scheduled Bank, Documents related to financial health, availability of raw materials.	Not applicable		
						Consideration of the completed applications by the Sub-Committee				
						Consideration of the completed applications by the Standing-Committee				
						Issue of Administrative Approval				
4.	Disbursement of loan for rehabilitation or modernization cum expansion/ethanol and Cogen Power Projects	5	Sh. N.K. Kashmira, Director (SDF)	nk.kashmira@nic.in	011-2338-2338	Signing of Tripartite Agreement	Security, Status of project implementation, No dues certificate, UC for previous loans.	Not applicable		
						Creation of security charge in favour of GOI				
						Receipt of requests for disbursement of loan through nodal agency with prescribed				

Sl.No	Services/Transactions	Weight(%)	Responsible Person(Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
						documents.				
						Scrutiny in the concerned Division of the Department				
						Obtaining of the concurrence of the Integrated Finance Division				
						Clearance of bills by PAO	N.A.			
5.	Approval of loan for sugarcane development.	5	Sh. N.K. Kashmira, Director (SDF)	nk.kashmira@nic.in	011-2338-2338	Receipt of applications and scrutiny of applications for completeness	Recommendation of State Government, Cane area availability certificate, project details with proposed expenditure.	Not applicable		
						Consideration of the completed applications by the Screening-Committee				
						Consideration of the completed applications by the Standing-Committee				
						Approval of the Government on the basis of the recommendations of the Standing Committee				
						Issue of Administrative Approval				
6.	Disbursement of loan for sugarcane development	5	Sh. N.K. Kashmira, Director (SDF)	nk.kashmira@nic.in	011-2338-2338	Receipt of requests for disbursement of loan through State Governments with prescribed documents	Recommendation of State Government, no dues certificate, UC of previous loans.	Not applicable		
						Signing of Tripartite Agreement				
						Creation of security charge in favour of GOI				
						Scrutiny in the concerned Division of the Department				
						Obtaining of the concurrence of the Integrated Finance Division				
						Clearance of bills by PAO				N.A.
7.	Fixation of provisional	5	Shri Manoj Kumar	manojkr.gupta17@nic.in	011-	Receipt and scrutiny of	Proposal of State	Not applicable		

Sl.No	Services/Transactions	Weight(%)	Responsible Person(Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
	incidental/economy cost of foodgrains for respective marketing season for all the procuring states		Gupta, Director (FC-A/Cs)		2338-9436	proposal for fixation of incidental/ economy cost for each marketing season from the States.	Govt. alongwith supporting documents like gazette notification for claiming statutory charges			
						Obtaining approval of the Government and issue of order				
8.	Release of subsidy to FCI for procurement and distribution of foodgrains for Central pool	10	Shri Manoj Kumar Gupta, Director (FC-A/Cs)	-do	011-2338-9436	Receipt and scrutiny of request for release of 95% advance subsidy for the ensuing quarter.	Claim of FCI alongwith offtake of foodgrains (Utilization Certificate of offtake) in the last two quarters & other supporting documents	Not applicable		
						Obtaining approval of the Government and release of funds	As above			
						Receipt and scrutiny of request of final subsidy claim for release of balance 5% remaining subsidy for respective year on the basis of audited accounts.	Final claim of FCI along with audited accounts & Annual Report for the year			
						Obtaining approval of the Government and release of balance subsidy	As above			
9.	Release of subsidy to States undertaking decentralized procurement and distribution of foodgrains	10	Shri Manoj Kumar Gupta, Director (FC-A/Cs)	-do-	011-2338-9436	Receipt and scrutiny of request for release of 90% advance subsidy for the ensuing quarter.	Claim of State Govt. along with offtake of foodgrains (Utilization Certificate of offtake) in the last two quarters & other supporting documents	Not applicable		

Sl.No	Services/Transactions	Weight(%)	Responsible Person(Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
						Obtaining approval of the Government and release of funds/ subsidy to the state.	As above			
						Receipt and scrutiny of request/bill for release of 100% of fixed incidentals such as MSP, taxes etc. and 95% of variable of incidentals.	Claim of State Govt. based on actual offtake (Utilization Certificate of offtake) in the last quarter along with reconciliation certificate of FCI & other supporting documents.			
						Obtaining approval of the Government and release of subsidy	As above			
						Receipt and scrutiny of request for release of balance 5% subsidy after finalization of economy cost for the respective crop/year	Final proposal based on economic cost finalized by the Deptt on the basis of audited accounts & other supporting documents			
						Obtaining approval of the Government and release of balance 5% subsidy	As above			
10.	Release of subsidy to States / UTs for procurement and distribution of sugar under PDS.	6	Sh. G.S. Sahu, Chief Director(Sugar)	cdsugar.fpd@nic.in	011-2338-3760	Receipt and scrutiny of request for release of 90% advance subsidy for the ensuing quarter.	<p>a) Proposal of State Govt. complete in all respect as per guidelines available in Ministry's website, through online as well as submission of hard copy of the application.</p> <p>b) Authorization details.</p> <p>c) Utilization certificate of the fund released for</p>	Not applicable		

Sl.No	Services/Transactions	Weight(%)	Responsible Person(Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
							the last quarters and other supporting documents d) Mandate form (detail of account holder).			
						Release of 10% of the balance subsidy.	As above	Not applicable		
						Release of final bill (100%) of the subsidy.				
11.	Approval of proposal for accepting performance guarantee of Rs. one crore submitted by the entrepreneur as surety for implementation of the Industrial Entrepreneur Memorandum (IEM) as well as taking on record the proposed sugar factory as a “New Sugar Factory”.	2	Sh. G.S. Sahu, Chief Director(Sugar)	cdsugar.fpd@nic.in	011-2338-3760	Receipt of applications from the entrepreneur for accepting the performance guarantee and taking on record of the proposed sugar factory as a “New Sugar Factory” alongwith the documents required.	a) Certified/Notarized copies of Aerial distance certificate from the Cane Commissioner or Director (Sugar) or Specified Authority of the concerned State Govt. certifying the minimum distance prescribed by the Central Government or State Government as the case may be. b) Certified / Notarized copies of certificate issued by Survey of India regarding authentication of coordinates and Aerial distance. c) Certified / Notarized copies of	Not applicable		

Sl.No	Services/Transactions	Weight(%)	Responsible Person(Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
							<p>Part –A of Industrial Entrepreneur Memorandum (IEM) filed with Central Government.</p> <p>d) Certified / Notarized copies of Original Performance Guarantee of Rs. one crore to Chief Director (Sugar) issued by Nationalized Bank/Scheduled Bank as a surety for implementation of the IEM.</p> <p>e) Certified/Notarized copies of certificate of Incorporation of the Company issued by the Specified Authority.</p> <p>f) Certified/Notarized copies of Memorandum of Association and Article of Association of the Company.</p>			
12.	Approval of proposals for sanction of grant in aid from Sugar Development Fund	2	Sh. G.S. Sahu, Chief Director(Sugar)	cdsugar.fpd@nic.in	011-2338-3760	a) Receipt of applications in the prescribed format from research organizations.	Application in the prescribed format from research organizations. Available at www.fcamin.nic.in , under 'Sugar' menu	Not applicable		

Sl.No	Services/Transactions	Weight(%)	Responsible Person(Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
							on the home page.			
						b) Scrutiny of applications	N.A			
						c) Placing the application before SRAC for appropriate recommendations.	N.A			
						d) Placing the recommendations of the SRAC before the Standing Committee on SDF for appropriate decision.	N.A			
						e) Issuance of administrative approval	N.A			
						f) Release of first installments after completion of documents by concerned research originations.	N.A			
						g) Release of subsequent installments after receipt of utilization certificate in respect of earlier installments.				
13.	Prompt Grievance Redressal (Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov.in) or in writing via registered post)	10	Sh. Suresh Kumar Vashishth, Joint Secretary (Storage & PG)	vashishth.suresh@nic.in	011-2338-4840	Receipt of grievance and its examination	Applications/ Representations	Not applicable		
						Seeking comments of the concerned Division/officer	Departmental file			
						Redressing the grievance	Departmental file			
14.	Information Dissemination	3	Sh. Vishwajeet Halder, Deputy Commissioner (S&R)	dcsr.fpd@nic.in	011-23383915	Updating information on uniform specifications of foodgrains for procurement and relaxations in uniform specifications issued to various states	Inputs from State Governments	Not applicable		

Sl.No	Services/Transactions	Weight(%)	Responsible Person(Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
15.	Information Dissemination	3	Sh. Rama Kant Director (Movement)	jdmov.fpd@nic.in	011-2338-2709	Updating the status of procurement of Foodrgains by FCI and State Agencies for Central Pool	N.A.			
16.	Information Dissemination	4	Sh. KMS Khalsa, Dy. Secretary (BP)	khalsa@nic.in	011-23383046	Issue of Provisional annual allocations of wheat, & rice to States and UTs under TPDS to be put on website	NA			
17.	Payment to vendors for invoices	5	Sh. Subhasish Panda, Jt. Secretary (Admn.)	jsadmn.fpd@nic.in	011-2338-2625	Scrutiny of the bills	Bills in triplicate	Not applicable		
						Seeking of the approval of the competent authority for payment	Departmental file			
						Issue of sanction	Departmental file			
						Issue of cheque by the PAO				

Service Standards

Sl.No.	Service/Transaction	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
1.	Allocation of foodgrains for Targeted Public Distribution System(TPDS) to State Governments and UTs	10	Time taken for seeking the approval of the competent authority for allocation of foodgrains for the ensuing financial year.		30 working days	8	Departmental file
			Issuing of allocation order		4 working days	2	Departmental file
2.	Allocation of foodgrains under various welfare schemes to State Governments/ UTs/ Departments of the Government of India	10	Time taken to scrutinize the applications		30 working days	4	Departmental file
			Time taken in finally getting the concurrence / approval		10 working days	4	Departmental file
			Time taken for issuing the allocation order		4 working days	2	Departmental file
3.	Approval of SDF loan for modernization cum expansion of sugar Industry, Ethanol and Cogen Power Projects	5	Time taken to scrutinize the applications		15 working days	1	Individual file of the applicant sugar factory
			Time taken by the Sub-Committee to consider the applications		90 working days	1	
			Time taken by the Standing Committee to consider the applications		60 working days	1	
			Time taken to obtain the Govt. approval		7 working days	1	
			Time taken to issue the administrative approval		7 working days	1	
4.	Disbursement of loan for modernization cum expansion of sugar Industry, Ethanol and Cogen Power Projects	5	Time taken to scrutinize the applications		15 working days	1	Individual file of the applicant sugar factory
			Time taken for signing of Tripartite Agreement		15 working days	1	
			Time taken for scrutinizing and processing the case for seeking concurrence by IFD		15 working days	1	
			Time taken in finally getting the approval of IFD		7 working days	1	
			Time taken by PAO for clearance of the bills		7 working days	1	

Sl.No.	Service/Transaction	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
5.	Approval of loan for development of sugarcane industry	5	Time taken to scrutinize the applications		15 working days	1	Individual file of the applicant sugar factory
Time taken by the Screening Committee to consider the applications				90 working days	1		
Time taken by the Standing Committee to consider the applications				60 working days	1		
Time taken to obtain the Govt. approval				7 working days	1		
Time taken to issue the administrative approval				7 working days	1		
6.	Disbursement of loan for sugarcane development	5	Time taken to scrutinize the applications		15 working days	1	Individual file of the applicant sugar factory
Time taken for signing of Tripartite Agreement				15 working days	1		
Time taken for scrutinizing and processing the case for seeking concurrence by IFD				15 working days	1		
Time taken in finally getting the approval of IFD				7 working days	1		
Time taken by PAO for clearance of the bills				7 working days	1		
7.	Fixation of provisional incidental/economic cost of foodgrain for respective marketing season for all the procuring states	5	Time taken to scrutinize the proposal for fixation of incidental/ economy cost		10 Working days	2	State Government plus records available in the Ministry
Time taken by IFD to scrutinize and approve the proposal				7 Working days	2	State Government plus records available in the Ministry	
Time taken to issue the order after approval of IFD				2 Working days	1	State Government plus records available in the Ministry	
8.	Release of subsidy to FCI for procurement and distribution of foodgrains for Central pool	10	Time taken to scrutinize the request for release of 95% advance subsidy		7 Working days	1	State Government plus records available in the Ministry
Time taken by IFD to scrutinize the proposal and to give its concurrence				7 Working days	1	State Government plus records available in the Ministry	
Time taken to issue sanction order for release of funds to the PAO				2 Working days	1	State Government plus records available in the Ministry	
Release of Funds by PAO				3 Working days	2	State Government plus records available in the Ministry	
Time taken to scrutinize the bill/request for release of 5% remaining subsidy.				10 Working days	1	State Government plus records available in the Ministry	
Time taken by IFD to scrutinize the proposal and to give its concurrence.				5 Working days	1	State Government plus records available in the Ministry	
Time taken to issue sanction order for release of				2 Working days	1	State Government plus	

Sl.No.	Service/Transaction	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
			funds to the PAO				records available in the Ministry
			Release of Funds by PAO		3 Working days	2	State Government plus records available in the Ministry
9.	Release of subsidy to States undertaking de-centralized procurement and distribution of foodgrains	10	Time taken to scrutinize the request for release of 90% advance subsidy		7 Working days	1	State Government plus records available in the Ministry
			Time taken by IFD to scrutinize the proposal and to give its concurrence		5 Working days	1	State Government plus records available in the Ministry
			Time taken to issue sanction order for release of funds to the PAO		2 Working days	0.5	State Government plus records available in the Ministry
			Release of Funds by PAO		3 Working days	1	State Government plus records available in the Ministry
			Time taken to scrutinize the request for release of 100% of fixed incidentals such as MSP, taxes etc and 95% of variable incidentals at the end of the quarter after deducting 90% advance subsidy released earlier.		7 Working days	0.5	State Government plus records available in the Ministry
			Time taken by IFD to scrutinize the proposal and to give its concurrence		5 Working days	1	State Government plus records available in the Ministry
			Time taken to issue sanction order for release of funds to the PAO		2 Working days	0.5	State Government plus records available in the Ministry
			Release of Funds by PAO		3 Working days	1	State Government plus records available in the Ministry
			Time taken to scrutinize the request for release of balance 5% final subsidy after receipt of final claims on the basis of final economic cost		15 Working days	1	State Government plus records available in the Ministry
			Time taken by IFD to scrutinize the proposal and to give its concurrence		10 Working days	1	State Government plus records available in the Ministry
			Time taken to issue sanction order for release of funds to the PAO		2 Working days	0.5	State Government plus records available in the Ministry
			Release of Funds by PAO		3 Working days	1	State Government plus records available in the Ministry
10.	Release of subsidy to States / UTs for procurement and distribution of sugar under PDS.	6	Time taken to scrutinize the request for release of 90% advance subsidy.		7 Working days	0.50	State Government/UTs
			Time taken by IFD to scrutinize the proposal and to give its concurrence		7 Working days	0.50	State Government/UTs

Sl.No.	Service/Transaction	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
			Time taken to issue sanction order for release of funds to the PAO		3 Working days	0.50	State Government/UTs
			Release of funds by PAO		3 Working days	0.50	State Government/UTs
			Time taken to scrutinize the request for release of 10% advance subsidy.		7 Working days	0.50	State Government/UTs
			Time taken by IFD to scrutinize the proposal and to give its concurrence.		7 Working days	0.50	State Government/UTs
			Time taken to issue sanction order for release of funds to the PAO		3 Working days	0.50	State Government/UTs
			Release of funds by PAO		3 Working days	0.50	State Government/UTs
			Time taken to scrutinize the request for release of final bill (100 %) of the subsidy.		7 Working days	0.50	State Government/UTs
			Time taken by IFD to scrutinize the proposal and to give its concurrence.		7 Working days	0.50	State Government/UTs
			Time taken to issue sanction order for release of funds to the PAO		3 Working days	0.50	State Government/UTs
			Release of funds by PAO		3 Working days	0.50	State Government/UTs
11.	Approval of proposal for accepting performance guarantee of Rs. one crore submitted by the entrepreneur as surety for implementation of the Industrial Entrepreneur Memorandum (IEM) as well as taking on record the proposed sugar factory as a "New Sugar Factory".	2	Issue of an order accepting performance guarantee of rupees one crore submitted by Entrepreneur as surety for implementation of the Industrial Entrepreneur Memorandum (IEM) as well as taking on record the proposed sugar factory as a "New Sugar Factory".		30 Working days	2	Applicant sugar factory
12.	Approval of proposals for sanction of grant-in-aid from Sugar Development Fund	2	Issue of administrative approval		6 months	2	Directorate's record
13.	Prompt Grievance Redressal (Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via http://pgportal.gov.in) or in writing via registered post)	10	Time taken to acknowledge grievance received electronically through CPGRAMS portal		3 working days	1	CPGRAMS report
			Time taken to acknowledge grievance received through post		7 working days	1	CPGRAMS and Departmental files/website
			Time taken to examine the grievance and obtaining the comments of the concerned officer / Division		15 working days	3	CPGRAMS and Departmental files/website
			Time taken for grievance settlement		60 Working days	5	CPGRAMS and Departmental files/website

Sl.No.	Service/Transaction	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
14.	Information Dissemination	3	Updating information of uniform specifications and relaxations if any of Rabi & Kharif Foodgrains on the website of the Department after issue of the orders by the Competent Authority.		3 Working days	3	Ministry's website
15.	Information Dissemination	3	Updating information on Food grains Procurement/ Storage availability		15 Working days	3	Ministry's Website
16.	Information Dissemination	4	Monthly allocation to State Government on website		5 Working days	2	Ministry's Website
			Issue of Provisional annual allocations of wheat, & rice to States and UTs to be put on website		5 working days	2	Ministry's Website
17.	Payment to vendors for invoices submitted	5	Time taken to scrutinize the bills		5 working days	1	Ministry's records
			Time taken to obtain the approval of the competent authority for making payment		5 working days	1	Ministry's records
			Time taken to issue of sanction		3 working days	1	Ministry records
			Time taken by PAO for release of cheque		5 working days	2	Ministry records

Grievance Redress Mechanism

S.No	Name Of The Public Grievance Officer	Helpline Number	Email
1	Shri Suresh Kumar Vashishth, Joint Secretary	011-23384840	Vashishth.suresh@nic.in

Stakeholders / Clients

Sl.No.	Stakeholder/Clients
1.	Farmers, Sugarcane growers
2.	Beneficiaries of TPDS
3.	Sugar Factories / Industries
4.	Ministry of Agriculture
5.	State and UTs
6.	FPS Owners
7.	Central Ministries, viz., HRD, Women and Child Development, Rural Development, D/o Consumer Affairs
8.	Railways
9.	Private Sector

Responsibility Centers and Subordinate Organizations

S.No.	Responsibility Centers and Subordinate Organizations Description	Landline Number	Email	Address
1.	Food Corporation of India	2341-4074	chairman.fci@nic.in	Khadya Sadan, 16-20, Bharkhamba Lane, New Delhi
2.	Central Warehousing Corporation	2651-5160	md@cw.c.in	4/1, Siri Institutional Area, August Kranti Marg, New Delhi-110016.
3.	Central Railside Warehouse Company Ltd.	23379493	md@crwc.in	Pragati Maidan Metro Station Building, Ground Floor, New Delhi-110001.
4.	Warehousing Development and Regulatory Authority	26515505	Chairmanwdra@nic.in	4/1, Siri Institutional Area, August Kranti Marg, New Delhi-110016.
5.	Hindustan Vegetable Oils Corporation Limited	23070429	dirimpex.fpd@nic.in	Room No. 275, Krishi Bhavan, N.Delhi
6.	Directorate of Sugar	2338-3760	dtesug.fpd@nic.in	Room No. 581, Krishi Bhavan, New Delhi
7.	Directorate of Vanaspati, Vegetable Oils and Fats	2338-3760	cd-dvvo.fpd@nic.in	Room No.581, Krishi Bhawan, New Delhi
8.	National Sugar Institute, Kanpur	0512 – 257-0730/ 257-0542	nsikanpur@nic.in	NSI Kalyanpur, Kanpur -208017, UP
9.	Quality Control Cell (QCCs)	2338-2820	ddsr.fpd@nic.in	579, Krishi Bhavan, New Delhi
10.	Indian Grain Storage Management & Research Institute, Hapur	0122-231-6601	igmrihapur@mail.com	IGMRI, PB No.10, Hapur – 245101 (UP)

Indicative Expectations from Service recipients

Sl.No.	Indicative Expectations from Service recipients
1.	Submit duly completed application forms in all respects.
2.	State Governments/UT Administrations should properly use the Central Financial assistance released to them and make efforts for the timely completion of these projects
3.	Always keep proper records of your letters and communications with Ministry
4.	If you have an appointment with an officer in the Ministry, please arrive 15 minutes prior to the appointment
5.	If you want to cancel an appointment, please give a written notice via fax or e-mail at-least two working days in advance
6.	Send reports in the prescribed format as per prescribed timelines
7.	To check the websites regularly for updates on policies, programmes and procedures
8.	Give their suggestions/inputs on drafts placed on Ministry's website/those circulated to them
9.	State representatives should attend the conference with complete information
10.	Regular Feedback/ updated inputs from State Government/ Implementing Agencies and other stakeholders

