



**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	<a href="http://www.dfpd.nic.in">www.dfpd.nic.in</a>
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## 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. Nand Kishore Kashmira, Dy. Secretary (BP)	<a href="mailto:dsbp.fpd@nic.in">dsbp.fpd@nic.in</a>	011-2338-8783	To examine the proposal of the States/UTs to see whether they fulfill all the conditions prescribed under the Act for implementation of NFSA, seeking the approval of the competent authority and then issue the allocation order of foodgrains.	Utilization Certificate	Not applicable		
2.	Allocation of foodgrains under various welfare schemes to State Governments/ UTs/ Departments of the Government of India	10	Sh. Nand Kishore Kashmira, Dy. Secretary (BP)	<a href="mailto:dsbp.fpd@nic.in">dsbp.fpd@nic.in</a>	011-2338-8783	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.	Utilization Certificate			
						Issuing of allocation order	N.A.			
3.	Approval of SDF loan for rehabilitation or modernization cum expansion* of Sugar Industry, Ethanol and Cogen Power Projects. (* New loan application for capacity expansion alone has been discontinued w.e.f. 01.01.2015)	5	Mrs. Mithilesh, Joint Director (Cost)/DS(SDF, SA&SL)	<a href="mailto:mithilesh.68@nic.in">mithilesh.68@nic.in</a>	011-2307-0422	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 complete applications by the Sub-Committee				
						Consideration of the recommendation of Sub-Committee on the loan application by the Standing-Committee				
						Issue of Administrative Approval				
4.	Disbursement of loan for rehabilitation or modernization cum	5	Mrs. Mithilesh, Joint Director (Cost)/DS(SDF,	<a href="mailto:mithilesh.68@nic.in">mithilesh.68@nic.in</a>	011-2307-0422	Signing of Tripartite Agreement	Security, Status of project implementation,	Not applicable		

Sl.No	Services/Transactions	Weight (%)	Responsible Person (Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
	expansion of Sugar Industry, Ethanol and Cogen Power Projects		SA&SL)			Creation of security charge in favour of GOI Receipt of requests for disbursement of loan through nodal agency with prescribed documents Scrutiny in the concerned Division of the Department Obtaining of the concurrence of the Integrated Finance Division Clearance of bills by PAO	No dues certificate, UC for previous loans    N.A.			
5.	Approval of loan for sugarcane development.	5	Mrs. Mithilesh, Joint Director (Cost)/DS(SDF, SA&SL)	<a href="mailto:mithilesh.68@nic.in">mithilesh.68@nic.in</a>	011-2307-0422	Receipt of applications and scrutiny of applications for completeness Consideration of the complete applications by the Screening-Committee Consideration of the recommendation of Sub-Committee on the loan application by the Standing-Committee Approval of the Government on the basis of the recommendations of the Standing Committee Issue of Administrative Approval	Recommendation of State Government, Cane area availability certificate, project details with proposed expenditure.	Not applicable		
6.	Disbursement of loan for sugarcane development	5	Mrs. Mithilesh, Joint Director (Cost)/DS(SDF, SA&SL))	<a href="mailto:mithilesh.68@nic.in">mithilesh.68@nic.in</a>	011-2307-0422	Signing of Tripartite Agreement Creation of security charge in favour of GOI Receipt of requests for disbursement of loan through State Governments with prescribed documents. Scrutiny in the concerned Division of the Department Obtaining of the concurrence of the Integrated Finance Division Clearance of bills by PAO	Recommendation of State Government, no dues certificate, UC of previous loans, Security, Proof of deposit of 10% amount of project in 'no lien account'  N.A.	Not applicable		

Sl.No	Services/Transactions	Weight (%)	Responsible Person (Designation)	Email	Phone	Process	Document Required	Fees			
								Category	Mode	Amount	
7.	Fixation of provisional incidental/economy cost of foodgrains for respective marketing season for all the procuring states	5	Shri Manoj Kumar Gupta, Director (FC-A/Cs)		011-2338-9436	Receipt and scrutiny of proposal for fixation of incidental/ economy cost for each marketing season from the States.	Proposal of State Govt. alongwith supporting documents like gazette notification for claiming statutory charges	Not applicable			
						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)		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)		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	Not applicable			

Sl.No	Services/Transactions	Weight (%)	Responsible Person (Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
							offtake) in the last two quarters & other supporting documents			
						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			

Sl.No	Services/Transactions	Weight (%)	Responsible Person (Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
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.	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.  b) Authorization details.  c) Utilization certificate of the fund released for the last quarters and other supporting documents  d) Mandate form (detail of account holder ).	Not applicable		
						Release of 10% of the balance subsidy and finalization of the claim pertaining to previous quarter.	As above	Not applicable		
11.	Acceptance of performance guarantee of Rs. one crore submitted by the entrepreneur as surety for implementation of the Industrial Entrepreneur	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) Self Certified/ Notarized copies of Aerial distance certificate from the Cane Commissioner or	Not applicable		

Sl.No	Services/Transactions	Weight (%)	Responsible Person (Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
	Memorandum (IEM) as well as taking on record the proposed sugar factory as a "New Sugar Factory".						<p>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.</p> <p>b) Self Certified / Notarized copies of certificate issued by Survey of India regarding authentication of coordinates and Aerial distance.</p> <p>c) Self Certified / Notarized copies of Part –A of Industrial Entrepreneur Memorandum (IEM) filed with Central Government.</p> <p>d) Self Certified / Notarized copies of Original Performance Guarantee of Rs.</p>			



Sl.No	Services/Transactions	Weight (%)	Responsible Person (Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
							<p>one crore to Chief Director (Sugar) issued by Nationalized Bank/Scheduled Bank as a surety for implementation of the IEM.</p> <p>e) Self Certified /Notarized copies of certificate of Incorporation of the Company issued by the Specified Authority.</p> <p>f) Self 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 <a href="http://www.fcamin.nic.in">www.fcamin.nic.in</a> , under 'Sugar' menu on the home page.	Not applicable		

Sl.No	Services/Transactions	Weight (%)	Responsible Person (Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
						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 organizations.	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 <a href="http://pgportal.gov.in">http://pgportal.gov.in</a> ) or in writing via registered post)	10	Shri M. S. Azad, Deputy Secretary	dspg.fpd@nic.in	011-2338-3046	Receipt of grievance and its examination	Applications/ Representations	Not applicable		
						Grievance sent to the concerned Division/Office for redressal and to give a suitable reply to the applicant directly.	Departmental file			
						Redressing the grievance	Departmental file			
14.	Information Dissemination	3	Dr. S. Gupta, Joint Commr. (S&R)	jcsr.fpd@nic.in	011-2338 9625	Updating information on uniform specifications of foodgrains for procurement and relaxations in uniform specifications issued to various states	Inputs from State Governments	Not applicable		
15.	Information Dissemination	3	Shri Rama Kant Singh, Director (Movement)	Jdmov.fpd@nic.in	011-2338-2709	Updating the status of procurement of Foodgrains by FCI and State Agencies for Central Pool	N.A.			

Sl.No	Services/Transactions	Weight (%)	Responsible Person (Designation)	Email	Phone	Process	Document Required	Fees		
								Category	Mode	Amount
16.	Information Dissemination	4	Sh. Nand Kishore Kashmira, Dy. Secretary (BP)	dsbp.fpd@nic.in	011-2338-8783	Allocation letters issued under NFSA to be put up on website.	NA			
17.	Payment to vendors for invoices	5	Sh.. Subhasish Panda, joint Secretary (Admn.)	<a href="mailto:jsadmn.fpd@nic.in">jsadmn.fpd@nic.in</a>	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 under NFSA to States/UTs based on their preparedness and receipt of proposals complete in all respects.	10	Time taken to examine the proposal.	20 working days	days	6	Departmental file
			Seeking approval of the competent authority	5 working days	days	2	Departmental file
			Issuing the allocation order under the Act	5 working days	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	days	4	Departmental file
			Time taken in finally getting the concurrence / approval	10 working days	days	4	Departmental file
			Time taken for issuing the allocation order	4 working days	days	2	Departmental file
3.	Approval of SDF loan for rehabilitation or modernization cum expansion* of Sugar Industry, Ethanol and Cogen Power Projects. (* New loan application for capacity expansion alone has been discontinued w.e.f. 01.01.2015)	5	Time taken to scrutinize the applications	15 working days	days	1	Individual file of the applicant sugar factory
			Time taken by the Sub-Committee to consider the applications	90 working days	days	1	
			Time taken by the Standing Committee to consider the applications	60 working days	days	1	
			Time taken to obtain the Govt. approval	7 working days	days	1	
			Time taken to issue the administrative approval	7 working days	days	1	
4.	Disbursement of loan for rehabilitation or modernization cum expansion of Sugar Industry, Ethanol and Cogen Power Projects	5	Time taken to scrutinize the applications	15 working days	days	1	Individual file of the applicant sugar factory
			Time taken for signing of Tripartite Agreement	15 working days	days	1	
			Time taken for scrutinizing and processing the case for seeking concurrence by IFD	15 working days	days	1	
			Time taken in finally getting the approval of IFD	7 working days	days	1	
			Time taken by PAO for clearance of the bills	7 working days	days	1	

Sl.No.	Service/Transaction	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
5.	Approval of loan for sugarcane development.	5	Time taken to scrutinize the applications	15 working days	days	1	Individual file of the applicant sugar factory
			Time taken by the Screening Committee to consider the applications	90 working days	days	1	
			Time taken by the Standing Committee to consider the applications	60 working days	days	1	
			Time taken to obtain the Govt. approval	7 working days	days	1	
			Time taken to issue the administrative approval	7 working days	days	1	
6.	Disbursement of loan for sugarcane development	5	Time taken to scrutinize the applications	15 working days	days	1	Individual file of the applicant sugar factory
			Time taken for signing of Tripartite Agreement	15 working days	days	1	
			Time taken for scrutinizing and processing the case for seeking concurrence by IFD	15 working days	days	1	
			Time taken in finally getting the approval of IFD	7 working days	days	1	
			Time taken by PAO for clearance of the bills	7 working days	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	days	2	State Government plus records available in the Ministry
			Time taken by IFD to scrutinize and approve the proposal	7 working days	days	2	State Government plus records available in the Ministry
			Time taken to issue the order after approval of IFD	2 working days	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	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	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	days	1	State Government plus records available in the Ministry
			Release of Funds by PAO	3 working days	days	2	State Government plus records available in the Ministry

Sl.No.	Service/Transaction	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
			Time taken to scrutinize the bill/request for release of 5% remaining subsidy.	10 working days	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	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	days	1	State Government plus records available in the Ministry
			Release of Funds by PAO	3 working days	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	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	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	days	0.5	State Government plus records available in the Ministry
			Release of Funds by PAO	3 working days	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	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	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	days	0.5	State Government plus records available in the Ministry
			Release of Funds by PAO	3 working days	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	days	1	State Government plus records available in the Ministry

Sl.No.	Service/Transaction	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
			Time taken by IFD to scrutinize the proposal and to give its concurrence	10 working days	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	days	0.5	State Government plus records available in the Ministry
			Release of Funds by PAO	3 working days	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	days	0.50	State Government/UTs
			Time taken by IFD to scrutinize the proposal and to give its concurrence	7 working days	days	0.50	State Government/UTs
			Time taken to issue sanction order for release of funds to the PAO	3 working days	days	0.50	State Government/UTs
			Release of funds by PAO	3 working days	days	0.50	State Government/UTs
			Time taken to scrutinize the request for release of 10% advance subsidy.	7 working days	days	0.50	State Government/UTs
			Time taken by IFD to scrutinize the proposal and to give its concurrence.	7 working days	days	0.50	State Government/UTs
			Time taken to issue sanction order for release of funds to the PAO	3 working days	days	0.50	State Government/UTs
			Release of funds by PAO	3 working days	days	0.50	State Government/UTs
			Time taken to scrutinize the request for release of final bill (100 % ) of the subsidy.	7 working days	days	0.50	State Government/UTs
			Time taken by IFD to scrutinize the proposal and to give its concurrence.	7 working days	days	0.50	State Government/UTs
			Time taken to issue sanction order for release of funds to the PAO	3 working days	days	0.50	State Government/UTs
			Release of funds by PAO	3 working days	days	0.50	State Government/UTs
11.	Acceptance of performance guarantee of Rs. one crore submitted by the entrepreneur as surety for implementation of the Industrial Entrepreneur Memorandum (IEM) as well as	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	days	2	Applicant sugar factory

Sl.No.	Service/Transaction	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source
	taking on record the proposed sugar factory as a "New Sugar Factory".						
12.	Approval of proposals for sanction of grant-in-aid from Sugar Development Fund	2	Issue of administrative approval	6 months	month	2	Directorate's record
13.	Prompt Grievance Redressal (Grievance relating to the jurisdiction of the Ministry can be submitted both electronically (via <a href="http://pgportal.gov.in">http://pgportal.gov.in</a> ) or in writing via registered post)	10	Time taken to acknowledge grievance received electronically through CPGRAMS portal	3 working days	days	1	CPGRAMS report
			Time taken to acknowledge grievance received through post	7 working days	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	days	3	CPGRAMS and Departmental files/website
			Time taken for grievance settlement	60 working days	days	5	CPGRAMS and Departmental files/website
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	days	3	Ministry's website
15.	Information Dissemination	3	Updating information on Food grains Procurement/ Storage availability	15 working days	days	3	Ministry's Website
16.	Information Dissemination	4	Allocation letters issued under NFSA to be put on website.	5 working days	days	4	Ministry's Website
17.	Payment to vendors for invoices submitted	5	Time taken to scrutinize the bills	5 working days	days	1	Ministry's records
			Time taken to obtain the approval of the competent authority for making payment	5 working days	days	1	Ministry's records
			Time taken to issue of sanction	3 working days	days	1	Ministry records
			Time taken by PAO for release of cheque	5 working days	days	2	Ministry records



## Grievance Redress Mechanism

S.No	Name Of The Public Grievance Officer	Helpline Number	Email
1	Shri Prashant Trivedi , Jt. Secretary	011-2338-2529 9868810003	<a href="mailto:jssa.fpd@nic.in">jssa.fpd@nic.in</a>
2	Shri M.S. Azad, Deputy Secretary	011-2338-3046 094162-76992	<a href="mailto:dspg.fpd@nic.in">dspg.fpd@nic.in</a>

## 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	<a href="mailto:chairman.fci@nic.in">chairman.fci@nic.in</a>	Khadiya Sadan, 16-20, Bharkhamba Lane, New Delhi
2.	Central Warehousing Corporation	2651-5160	<a href="mailto:md@cw.c.in">md@cw.c.in</a>	4/1, Siri Institutional Area, August Kranti Marg, New Delhi-110016.
3.	Central Railside Warehouse Company Ltd.	23379493	<a href="mailto:md@crwc.in">md@crwc.in</a>	Pragati Maidan Metro Station Building, Ground Floor, New Delhi-110001.
4.	Warehousing Development and Regulatory Authority	26515505	<a href="mailto:Chairmanwdra@nic.in">Chairmanwdra@nic.in</a>	4/1, Siri Institutional Area, August Kranti Marg, New Delhi-110016.
5.	Hindustan Vegetable Oils Corporation Limited	23385238	<a href="mailto:dirstg.fpd@nic.in">dirstg.fpd@nic.in</a>	Room No. 182A, Krishi Bhavan, N.Delhi
6.	Directorate of Sugar	2338-3760	<a href="mailto:cdsugar.fpd@nic.in">cgsugar.fpd@nic.in</a>	Room No. 581, Krishi Bhavan, New Delhi
7.	Directorate of Vanaspati, Vegetable Oils and Fats	2338-3760	<a href="mailto:cd-dvvof.fpd@nic.in">cd-dvvof.fpd@nic.in</a>	Room No.581, Krishi Bhawan, New Delhi
8.	National Sugar Institute, Kanpur	0512 – 257-0730/ 257-0542	<a href="mailto:nsikanpur@nic.in">nsikanpur@nic.in</a>	NSI Kalyanpur, Kanpur -208017, UP
9.	Quality Control Cell (QCCs)	2338-2820	<a href="mailto:ddsr.fpd@nic.in">ddsr.fpd@nic.in</a>	579, Krishi Bhavan, New Delhi
10.	Indian Grain Storage Management & Research Institute, Hapur	0122-231-6601	<a href="mailto:igmrihapur@mail.com">igmrihapur@mail.com</a>	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