

Department of Food and Public Distribution
(Public Grievances Division)

Frequently Asked Questions (FAQs) relating to Public Grievances (PG)

1. What is the mechanism in place in the Department to monitor disposal of public grievances.

Reply:

The Division for dealing with Public Grievances in the Department is headed by Joint Secretary and assisted by one Deputy Secretary and one Under Secretary. Details are indicated below:

Shri Prashant Trivedi, Joint Secretary	Room No. 199-C, Krishi Bhavan, New Delhi.	23382529 (Tel.) 23097033 (FAX)
Shri M.S. Azad, Deputy Secretary	Room No. 284-A, Krishi Bhavan, New Delhi.	23383046 (Tel.)
Shri Asit Halder, Under Secretary	Room No. 291, Krishi Bhavan, New Delhi.	23382504 (Tel.)

2. How is the redressal of pending Public Grievances in the Department monitored?

Nodal Officers have been appointed In Central Warehousing Corporation (CWC), Food Corporation of India (FCI) and Office of Controller of Accounts of this Department, to regularly liaise with Public Grievance Cell of this Department for monitoring the pending Public Grievances effectively. Details of Nodal Officers are indicated below:

<u>Food Corporation of India (FCI)</u> i) Shri R.K. Chaturvedi General Manager (PE) ii) Ms. Shradha Sharma, Dy. General Manager (CLO)	FCI Hqrs., 16-20, Barakhamba Lane, New Delhi. -do -	43527574 (Tel.) 43527558 (FAX) 43527585 (Tel.)
<u>Central Warehousing Corpn. (CWC)</u> i) Shri Pawan Kant, General Manager (Pers.) & Director (Grievances)	4/1, Institutional Area August Kranti Marg, Hauz Khas, New Delhi-110016.	26515178 (Tel.) 26967256 (FAX)
<u>Chief Controller of Accounts of DoFPD</u> i) Smt. Bharti Das, Chief Controller of Accounts	Krishi Bhavan, New Delhi.	23782609 (Tel.) 23073348 (FAX)
<u>Nation Sugar Institute (NSI)</u> i) Shri Narendra Mohan, Director	Kalyanpur Kanpur- 208017 Uttar Pradesh.	0512-2570541-543 2570247 (FAX)
<u>Directorate of Sugar & Edible Oils</u> i) Shri G. Sahu, Chief Director	Room No. 581, Krishi Bhavan, New Delhi	23383760 (Tel.) 23382373 (FAX)

3. What is the nature of Public Grievances being received?

Reply:

- i) Majority of grievances relate to retirement benefits pertaining to FCI.
- ii) Number of grievances are received regarding damage to/rottening of foodgrains in godowns.
- iii) A Significant Number of complaints are received on the quality of foodgrains/problems related to fair price shop and ration shop.

4. Does the Department monitor quality of foodgrains?

This Department monitors quality of foodgrains through Quality Control Labs under S&R Division at the time of procurement, storage & distribution by way of inspection of procurement centres, food storage depots and fair price shops and follow-up action is taken wherever necessary. The Department also monitor the labs of QCC, Hyderabad, Bhubaneswar, Kolkata, Bangalore, Pune, Lucknow and New Delhi (HQ).