



Citizen's / Client's Charter for

(Department of Food and Public Distribution)

(2013-2014)

Address	Department of Food and Public Distribution, Krishi Bhawan, New Delhi- 110001
Website ID	www.dfpd.nic.in
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Next Review	December 2014

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 society.

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
1	Allocation of foodgrains for Targeted Public Distribution System (TPDS) to State Governments and UTs	10	Shri Nand Kishore Kashmira,(Dy. Secretary (BP))	dsbp.fpd@nic.in	(2338878)	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	N/A	N/A	N/A
						Issuing of allocation order.	N/A	N/A	N/A	N/A
2	Allocation of foodgrains under various welfare schemes to State Governments/ UTs/ Departments of the Government of India	10	Shri Nand Kishore Kashmira,(Dy. Secretary (BP))	dsbp.fpd@nic.in	(2338878)	a) Receipt of application for allocation of foodgrains for the ensuing financial year under various welfare schemes and scrutiny of the applications for its completeness.	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b) Submitting the proposal for seeking concurrence/approval.	Utilization Certificate	N/A	N/A	N/A
						c) Issuing of allocation order.	N/A	N/A	N/A	N/A
3	Approval of SDF loan for modernization cum expansion of sugar Industry, Ethanol and Cogen Power Projects.	5	Shri Rajan Sehgal,(Chief Director (Sugar))	dtesug.fpd@nic.in	(23383760)	a) 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.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b) Consideration of the completed applications by the Sub-Committee.	As above	N/A	N/A	N/A
						c) Consideration of the completed applications by the Standing-Committee.	As above	N/A	N/A	N/A
						d) Issuing of administrative approval.	As above	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
4	Disbursement of loan for modernization cum expansion of sugar industry, Ethanol and Cogen Power Projects.	5	Shri Rajan Sehgal,(Chief Director (Sugar))	dtesug.fpd@nic.in	(23383760)	a) Receipt of requests for disbursement of loan through nodal agency with prescribed documents.	Security, Status of project implementation, no dues certificate, UC for previous loans	N/A	N/A	N/A
						b) Signing of Tripartite Agreement	As above	N/A	N/A	N/A
						c) Scrutiny in the concerned Division of the Department	As above	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						d) Obtaining of the concurrence of the Integrated Finance Division.	As above	N/A	N/A	N/A
						e) Clearance of bills by PAO.	N/A	N/A	N/A	N/A
5	Approval of loan for development of sugarcane industry.	5	Shri Rajan Sehgal,(Chief Director (Sugar))	dtesug.fpd@nic.in	(23383760)	a) Receipt of applications and scrutiny of applications for completeness.	Recommendation of State Government, Cane area availability certificate, project details with proposed expenditure.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b) Consideration of the completed applications by the Screening Committee.	As above	N/A	N/A	N/A
						c) Consideration of the completed applications by the the Standing-Committee.	As above	N/A	N/A	N/A
						d) Approval of the Government on the basis of the recommendations of the Standing-Committee.	As above	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						e) issue of administrative approval.	As above	N/A	N/A	N/A
6	Disbursement of loan for development of sugarcane development.	5	Shri Rajan Sehgal,(Chief Director (Sugar))	dtesug.fpd@nic.in	(23383760)	a) Receipt of requests for disbursement of loan through State Governments with prescribed documents.	Recommendation of State Government, no dues certificate, UC of previous loans.	N/A	N/A	N/A
						b) Signing of Tripartite Agreement.	As above	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						c) Scrutiny in the concerned Division of the Department.	As above	N/A	N/A	N/A
						d) Obtaining of the concurrence of the Integrated Finance Division.	As above	N/A	N/A	N/A
						e) Clearance of bills by PAO	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	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))		(23389436)	Receipt and scrutiny of proposal for fixation of incidental/ economy cost for each marketing season from the States.	Proposal of State Government alongwith supporting documents like Gazette notification for claiming statutory charges.	N/A	N/A	N/A
8	Release of subsidy to FCI for procurement and distribution of foodgrains for Central Pool	10	Shri Manoj Kumar Gupta(Director (FC- A/Cs))		(23389436)	a) 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 and other supporting documents.	N/A	N/A	N/A
						b) Obtaining approval of the Government and release of funds.	As above	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						c) 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 alongwith audited accounts & Annual Report for the year.	N/A	N/A	N/A
						d) Obtaining approval of the Government and release of balance subsidy.	As above	N/A	N/A	N/A
9	Release of subsidy to States undertaking decentralized procurement and distribution of foodgrains.	10	Shri Manoj Kumar Gupta(Director (FC- A/Cs))		(23389436)	a) Receipt and scrutiny of request for release of 90% advance subsidy for the ensuing quarter.	Claim of State Government alongwith offtake of foodgrains (Utilization Certificate of offtake) in the last two quarters & other supporting documents.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b) Obtaining approval of the Government and release of funds/ subsidy to the State.	As above	N/A	N/A	N/A
						c) 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 Government based on actual offtake (Utilization Certificate of offtake) in the last quarter along with reconciliation certificate of FCI & other supporting documents.	N/A	N/A	N/A
						d) Obtaining approval of the Government and release of subsidy.	As above	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						e) 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.	N/A	N/A	N/A
						f) Obtaining approval of the Government and release of balance 5% subsidy.	As above	N/A	N/A	N/A
10	Release of subsidy to States/UTs for procurement and distribution of sugar under PDS	6	Shri Rajan Sehgal,(Chief Director (Sugar))	dtesug.fpd@nic.in	(23383760)	a) Receipt and scrutiny of request for release of 90% advance subsidy for the ensuing quarter.	a) Proposal of State Government complete in all respect as per guidelines available in Ministry's website, through online as well as submission of hard copy of the application.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							b) Authorization details. c) Utilization certificate of the funds released for the last quarters and other supporting documents d) Mandate form (detail of account holder and bank account detail).			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b) Release of 10% of the balance subsidy.	As above	N/A	N/A	N/A
						c) Release of final bill (100%) of the subsidy.	As above	N/A	N/A	N/A
11	Approval of proposal for accepting performance guarantee of rupees 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	Shri Rajan Sehgal,(Chief Director (Sugar))	dtesug.fpd@nic.in	(23383760)	a) Receipt of applications from the entrepreneur for excepting 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 Govt. or the State Govt. as the case may be.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							b) Certified /Notarized copies of Certificate issued by Survey of India regarding authentication of Co-ordinates and Aerial Distance. c) Certified / Notarized copies of part-A of Industrial Entrepreneur Memorandum (IEM) filed with the Central Government. 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 Industrial Entrepreneur Memorandum (IEM).			

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
							<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 & Article of Association of the Company.</p>			
12	Approval of proposals for sanction of grant in aid from Sugar Development Fund	2	Shri Rajan Sehgal,(Chief Director (Sugar))	dtesug.fpd@nic.in	(23383760)	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 on the home page.	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						b) Scrutiny of applications.	N/A	N/A	N/A	N/A
						c) Placing the application before SRAC for appropriate recommendations.	N/A	N/A	N/A	N/A
						d) Placing the recommendations of the SRAC before the Standing Committee on SDF for appropriate decision.	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						e) Issuance of administrative approval.	N/A	N/A	N/A	N/A
						f) Release of first installments after completion of documents by concerned research organizations.	N/A	N/A	N/A	N/A
						g) Release of subsequent installments after receipt of utilization certificate in respect of earlier installments.	N/A	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
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	Shri M.S. Azad,(Deputy Secretary)	dspg.fpd@nic.in	(23383046)	a) Receipt of grievance and its examination	Applications / Representations	N/A	N/A	N/A
						b) Seeking comments of the concerned Division/officer.	Departmental file	N/A	N/A	N/A
						c) Redressing the grievance	Departmental file	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
14	Information Dissemination	3	Dr. S. Gupta(Joint Director (S&R))	jcsr.fpd@nic.in	(23383915)	Updating information on uniform specifications of foodgrains for procurement and relaxations in uniform specifications issued to various states.	Inputs from State Governments.	N/A	N/A	N/A
15	Information Dissemination	3	Shri N.K. Maurya(Director (Movement))	jdmov.fpd@nic.in	(23382709)	Updating the status of procurement of Foodgrains by FCI and State Agencies for Central Pool.	N/A	N/A	N/A	N/A
16	Information Dissemination	4	Shri Nand Kishore Kashmira,(Dy. Secretary (BP))	dsbp.fpd@nic.in	(23388783)	Issue of Provisional annual allocations of wheat & rice to States and UTs under TPDS to be put on website.	Not applicable	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
17	Payment to vendors for invoices submitted.	5	Dr. A.R. Goyal(Joint Secretary (Admn.))	jsadm.n.fpd@nic.in	(23382625)	a) Scrutiny of the bills	Bills in triplicate	N/A	N/A	N/A
						b) Seeking of the approval of the competent authority for payment	Departmental file	N/A	N/A	N/A
						c) Issue of sanction	Departmental file	N/A	N/A	N/A

Main Services / Transactions

S.No.	Services / Transaction	Weight %	Responsible Person (Designation)	Email	Mobile (Phone No.)	Process	Document Required	Fees		
								Category	Mode	Amount
						d) issue of cheque by the PAO	N/A	N/A	N/A	N/A

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
1	Allocation of foodgrains for Targeted Public Distribution System (TPDS) to State Governments and UTs	10.0	a) Time taken for seeking the approval of the competent authority for allocation of foodgrains for the ensuing financial year.		30 Working Days	8.00	Departmental file
			b) Issuing of allocation order		4 Working Days	2.00	Departmental file
2	Allocation of foodgrains under various welfare schemes to State Governments/ UTs/ Departments of the Government of India	10.0	a) Time taken to scrutinize the applications.		30 Working Days	4.00	Departmental file
			b) Time taken in finally getting the concurrence/ approval.		10 Working days	4.00	Departmental file
			c) Time taken for issuing the allocation order.		4 Working days	2.00	Departmental file
3	Approval of SDF loan for modernization cum expansion of sugar Industry, Ethanol and Cogen Power Projects.	5.0	a) Time taken to scrutinize the applications.		15 Working days	1.00	Individual file of the applicant sugar factory
			b) Time taken by the Sub-Committee to consider the applications.		90 Working days	1.00	Individual file of the applicant sugar factory
			c) Time taken by the Standing-Committee to consider the application		60 Working days	1.00	Individual file of the applicant sugar factory

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			d) Time taken to obtain the Government approval.		7 Working days	1.00	Individual file of the applicant sugar factory
			e) Time taken to issue the administrative approval.		7 Working days	1.00	Individual file of the applicant sugar factory
4	Disbursement of loan for modernization cum expansion of sugar industry, Ethanol and Cogen Power Projects.	5.0	a) Time taken to scrutinize the applications.		15 Working days	1.00	Individual file of the applicant sugar factory.
			b) Time taken for signing of Tripartite Agreement.		15 Working days	1.00	Individual file of the applicant sugar factory
			c) Time taken for scrutinizing and processing the case for seeking concurrence by IFD.		15 Working days	1.00	Individual file of the applicant sugar factory
			d) Time taken in finally getting the approval of IFD.		7 Working days	1.00	Individual file of the applicant sugar factory
			e) Time taken by PAO for clearance of the bills.		7 Working days	1.00	Individual file of the applicant sugar factory
5	Approval of loan for development of sugarcane industry.	5.0	a) Time taken to scrutinize the applications.		15 Working days	1.00	Individual file of the applicant sugar factory.
			b) Time taken by the Screening-Committee to consider the applications.		90 Working days	1.00	Individual file of the applicant sugar factory
			c) Time taken by the Standing-Committee to consider the applications.		60 Working days	1.00	Individual file of the applicant sugar factory

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			d) Time taken to obtain the Government approval.		7 Working days	1.00	Individual file of the applicant sugar factory
			e) Time taken to issue the administrative approval.		7 Working days	1.00	Individual file of the applicant sugar factory
6	Disbursement of loan for development of sugarcane development.	5.0	a) Time taken to scrutinize the applications.		15 Working days	1.00	Individual file of the applicant sugar factory.
			b) Time taken for signing of Tripartite Agreement.		15 Working days	1.00	Individual file of the applicant sugar factory
			c) Time taken for scrutinizing and processing the case for seeking concurrence by IFD.		15 Working days	1.00	Individual file of the applicant sugar factory
			d) Time taken in finally getting the approval of IFD.		7 Working days	1.00	Individual file of the applicant sugar factory
			e) time taken by PAO for clearance of the bills.		7 Working days	1.00	Individual file of the applicant sugar factory
7	Fixation of provisional incidental/economy cost of foodgrains for respective marketing season for all the procuring states.	5.0	a) Time taken to scrutinize the proposal for fixation of incidental / economy cost.		10 Working days	2.00	State Government plus records available in the Ministry
			b) Time taken by IFD to scrutinize and approve the proposal.		7 Working days	2.00	State Government plus records available in the Ministry

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			c) Time taken to issue the order after approval of IFD.		2 Working days	1.00	State Government plus records available in the Ministry
8	Release of subsidy to FCI for procurement and distribution of foodgrains for Central Pool	10.0	a) Time taken to scrutinize the request for release of 95% advance subsidy.		7 Working days	1.00	State Government plus records available in the Ministry
			b) Time taken by IFD to scrutinize the proposal and to give its concurrence.		7 Working days	1.00	State Government plus records available in the Ministry
			c) Time taken to issue sanction order for release of funds to the PAO.		2 Working days	1.00	State Government plus records available in the Ministry
			d) Release of funds by PAO.		3 Working days	2.00	State Government plus records available in the Ministry
			e) Time taken to scrutinize the bill/request for release of 5% remaining subsidy.		10 Working days	1.00	State Government plus records available in the Ministry
			f) Time taken by IFD to scrutinize the proposal and to give its concurrence.		5 Working days	1.00	State Government plus records available in the Ministry
			g) Time taken to issue sanction order for release of funds to the PAO.		2 Working days	1.00	State Government plus records available in the Ministry
			h) Release of funds by PAO.		3 Working days	2.00	State Government plus records available in the Ministry

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
9	Release of subsidy to States undertaking decentralized procurement and distribution of foodgrains.	10.0	a) Time taken to scrutinize the request for release of 90% advance subsidy.		7 Working days	1.00	State Government plus records available in the Ministry
			b) Time taken by IFD to scrutinize the proposal and to give its concurrence.		5 Working days	1.00	State Government plus records available in the Ministry
			c) Time taken to issue sanction order for release of funds to the PAO.		2 Working days	0.50	State Government plus records available in the Ministry
			d) Release of funds by PAO.		3 Working days	1.00	State Government plus records available in the Ministry
			e) 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	0.50	State Government plus records available in the Ministry
			f) Time taken by IFD to scrutinize the proposal and to give its concurrence.		5 Working days	1.00	State Government plus records available in the Ministry
			g) Time taken to issue sanction order for release of funds to the PAO		2 Working days	0.50	State Government plus records available in the Ministry
			h) Release of funds by PAO.		3 Working days	1.00	State Government plus records available in the Ministry

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			i) 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	1.00	State Government plus records available in the Ministry
			j) Time taken by IFD to scrutinize the proposal and to give its concurrence.		10 Working days	1.00	State Government plus records available in the Ministry
			k) Time taken to issue sanction order for release of funds to the PAO.		2 Working days	0.50	State Government plus records available in the Ministry
			l) Release of funds by PAO.		3 Working days	1.00	State Government plus records available in the Ministry
10	Release of subsidy to States/UTs for procurement and distribution of sugar under PDS	6.0	a) Time taken to scrutinize the request for release of 90% advance subsidy.		7 Working days	0.50	State Government/UTs
			b) Time taken by IFD to scrutinize the proposal and to give its concurrence.		7 Working days	0.50	State Government/UTs
			c) Time taken to issue sanction order for release of funds to the PAO.		3 Working days	0.50	State Government / UTs
			d) Release of funds by PAO.		3 Working days	0.50	State Government / UTs

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
			e) Time taken to scrutinize the request for release of 10% advance subsidy.		7 Working days	0.50	State Government / UTs
			f) Time taken by IFD to scrutinize the proposal and to give its concurrence.		7 Working days	0.50	State Government / UTs
			g) Time taken to issue sanction order for release of funds to the PAO.		3 Working days	0.50	State Government / UTs
			h) Release of funds by PAO.		3 Working days	0.50	State Government / UTs
			i) Time taken to scrutinize the request for release of final bill (100%) of the subsidy.		7 Working days	0.50	State Government / UTs
			j) Time taken by IFD to scrutinize the proposal and to give its concurrence.		7 Working days	0.50	State Government / UTs
			k) Time taken to issue sanction order for release of funds to the PAO.		3 Working days	0.50	State Government / UTs
			l) Release of funds by PAO.		3 Working days	0.50	State Government / UTs
11	Approval of proposal for accepting performance guarantee of rupees one crore submitted by the entrepreneur as	2.0	a) Issue of an order accepting performance guarantee of rupees one crore submitted by		30 Working days	2.00	Applicant sugar factory

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
	implementation of the Industrial Entrepreneur Memorandum (IEM) as well as taking on record the proposed sugar factory as a "New Sugar Factory".		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".				
12	Approval of proposals for sanction of grant in aid from Sugar Development Fund	2.0	Issue of administrative approval.		6 Months	2.00	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)	10.0	a) Time taken to acknowledge grievance received electronically through CPGRAMS portal.		3 Working days	1.00	CPGRAMS report.
			b) Time taken to acknowledge grievance received through post.		7 Working days	1.00	CPGRAMS and Departmental files/website.
			c) Time taken to examine the grievance and obtaining the comments of the concerned officer/Division.		15 Working days	3.00	CPGRAMS and Departmental files / website.
			d) Time taken for grievance settlement.		60 Working days	5.00	CPGRAMS and Departmental files / website.
14	Information Dissemination	3.0	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	3.00	Ministry's website.

Service Standards

S. No.	Services / Transaction	Weight	Success Indicators	Service Standards	Unit	Weight	Data Source
15	Information Dissemination	3.0	Updating information on foograins procurement / storage availability.		15 Working days	3.00	Ministry's website.
16	Information Dissemination	4.0	a) Monthly allocation to State Government on website.		5 Working days	2.00	Ministry's website.
			b) Issue of provisional annual allocations of wheat and rice to States and UTs to be put on website.		5 Working days	2.00	Ministry's website.
17	Payment to vendors for invoices submitted.	5.0	a) Time taken to scrutinize the bills.		5 Working days	1.00	Ministry's records.
			b) Time taken to obtain the approval of the competent authority for making payment.		5 Working days	1.00	Ministry's records.
			c) Time taken to issue of sanction.		3 Working days	1.00	Ministry's records.
			d) Time taken by PAO for release of cheque.		5 Working days	2.00	Ministry's records.

Grievance Redress Mechanism

Website url to lodge Grievance <http://pgportal.gov.in/>

S.No.	Name of the Public Grievance Officer	Helpline Number	Email	Mobile Number
1	Shri Ajai Saxena, Joint Secretary	23382956	jsimpex.fpd@nic.in	9958530061
2	Shri M.S. Azad, Dy. Secretary	23383046	dspg.fpd@nic.in	9416276992

List of Stakeholders/Clients

S.No.	Stakeholders / 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	Landline Number	Email	Mobile Number	Address
1	Food Corporation of India	23414074	chairman.fci@nic.in		Khadya Sadan, 16-20, Barakhamba Lane, New Delhi
2	Central Warehousing Corporation	26515160	mdcwc@nic.in		4/1 Siri Institutional Area, August Kranti Marg, New Delhi--1116.
3	Hindustan Vegetable Oils Corporation Limited	23070429	dirimpex.fpd@nic.in		Room No.275, Krishi Bhawan, New Delhi
4	Directorate of Sugar	23383760	dtesug.fpd@nic.in		Room No.581, Krishi Bhawan, New Delhi
5	Directorate of Vanaspati, Vegetable Oils and Fats	23383760	cd.dvtof.fpd@nic.in		Room No.581, Krishi Bhawan, New Delhi
6	National Sugar Institute, Kanpur	0512-2570730/2570542	nsikanpur@nic.in		NSI Kalyanpur, Kanpur, Uttar Pradesh-208017
7	Quality Control Cell (QCCs)	23382820	ddsrfpd@nic.in		Room No.579, Krishi Bhawan, New Delhi
8	Indian Grain Storage Management & Research Institute, Hapur, Uttar Pradesh.	0122-2316601	igmrihapur@gmail.com		IGMRI, PB No.10, Hapur-245101. (U.P.).

Indicative Expectations from Service Recipients

S.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.