

Citizen Charter of FCI

Citizen's Charter is a document which represents a systematic effort to focus on the commitment of the organisation towards its citizen's /clients in respect of standard of services, information, choice and consultation, accessibility, grievance redressal, courtesy and value for money.

Objectives of Charter

The main objective of the Citizen's Charter is to inform the public about the mandate of the company, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong. The Corporation is committed to continuously strive towards improving its responsibilities and business affairs to make a positive impact on the society. However, regular, untiring and persistent efforts are required to bring about attitudinal changes and the corporation is striving hard to develop simple and transparent procedures and to uphold the principles of corporate governance.

General Information about FCI

FCI is Public Sector Undertaking , under the Deptt. of Food & Public Distribution, M/o CAF&PD, set up in 1965 under the Food Corporations Act, 1964 against the backdrop of major shortage of grains especially, wheat with the primary duty to undertake purchase, store, move/transport, distribute and sell food grains and other foodstuffs. Simultaneously, Agricultural Prices Commission was created in 1965 to recommend remunerative prices to farmers.

FCI is mandated with three basic objectives:

- (1) to provide effective price support to farmers;
- (2) to procure and supply grains to PDS for distributing subsidized staples to economically vulnerable sections of society; and
- (3) keep a strategic reserve to stabilize markets for basic food grains.

1.3 Organizational Set-Up of FCI

Food Corporation of India coordinates its functions through a country-wide network of offices with Headquarters at New Delhi with five Zonal Offices, twenty-five Regional Offices and 170 District Offices under its control.

Vision

To provide remunerative prices to farmers

To play a significant role in India's success in transforming the crisis management oriented food security into a stable security system to ensure availability, accessibility and affordability of food grains to all people at all times so that no one, nowhere and at no time should go hungry.

MISSION

- i) Ensuring food security of nation by maintaining satisfactory level of operational buffer stocks of food grains.
- ii) Distribution of food grains throughout the country for Public Distribution System.
- iii) Effective Price Support Operations for safeguarding the interest of farmers.

What is Food Security?

Food security, widely defined by FAO, has basically four pillars:

- (1) **Availability:** food should be available in sufficient quantity at all times and at all places;
- (2) **Affordability:** food should be affordable, i.e., people should have economic access (ample income) to buy food;
- (3) **Absorption:** food should be safe and nutritious that body can absorb for a healthy life; and finally
- (4) **Stability:** food system should be reasonably stable, as high volatility in food systems impacts adversely not only the poor but also endangers the stability of political and social systems.

Major Activities undertaken by FCI

Procurement

The Central Government extends price support for procurement of wheat, paddy and coarse grains through the FCI and State Agencies. All the food grains conforming to the prescribed specifications are procured by the public procurement agencies at the **Minimum Support Price (MSP) plus incentive bonus announced, if any.**

Procurement is undertaken both in DCP & Non-DCP mode.

Under Decentralized Procurement Scheme (DCP), introduced in 1997-98, food grains are procured and distributed by the State Governments themselves. The designated States procure, store and issue food grains under TPDS and other welfare schemes of the Government of India. The decentralized system of procurement was introduced to enhance the efficiency of procurement for PDS and to encourage procurement in non-traditional States as well as to save on transit losses and costs.

Before the start of each procurement season, Govt. of India announces uniform specification for quality of wheat, paddy, rice and coarse grains.

Quality Control Division of FCI ensures procurement of food grains from procurement centres strictly in accordance with Govt. of India's uniform quality specifications.

As decided by the CCEA, FCI has also been nominated as an additional nodal Agency for procurement of Pulses and Oilseeds. The Department of Agriculture and Co-Operation is drawing up guidelines /MoU for FCI to procure the said items.

FCI procured 15200.74 MT of Chana and 4335.57 MT of Masur during RMS 2016-17.

Targeted Public Distribution System

FCI meets the requirements of TPDS through grains procured which are issued at Central Issue Price fixed by GOI to fulfill the objective of helping the economically vulnerable sections of society. FCI delivers food grains to State Govt./ State Agencies from its base depots for distribution by the latter through Fair Price Shops. The role of FCI becomes even more important in the backdrop of National Food Security Act, 2013, that commits to distribute more than 61 MMT through targeted public distribution system (TPDS) and other welfare schemes (OWS), at highly subsidized prices.

Stocking Norms

The buffer stocks are required to meet the food grain requirement for allocations made by Government of India for TPDS and OWS; ensure food security during the periods when production is short of normal demand during bad agricultural years; and stabilize prices during period of production shortfall through open market sales.

Storage Management

Existing storage capacity with FCI and State agencies for central pool stocks as on 30.06.2016 is 816.24 LMT, of which 164.81 LMT is under Cover and Plinth (CAP). To reduce the dependence on CAP storage and to harness the benefits of private participation, Government has introduced "**Private Entrepreneur Guarantee Scheme**" (PEG). Out of this **134.83 lakh MT has been constructed upto 30.06.2016.**

Movement

In order to ensure availability of foodgrains for TPDS and OWS, and to maintain reasonable levels of buffer stocks at various strategic locations throughout the country, FCI undertakes transportation of foodgrain (wheat and rice) from surplus States to the deficit States and also within the States by rail, road and riverine modes. About 90% of all India movement is

undertaken by railways and rest by road and waterways. On an average of 25 lakh bags (50 KG) of foodgrains are transported every day from the procuring areas to the consuming areas, covering an average distance of 1500 Kilometre.

Division	Service /Transactions	Success Indicators	Service Standards	Unit / (Time Frame) (no. of working days)	Resource Person
-----------------	------------------------------	---------------------------	--------------------------	--	------------------------

PURCHASE	i) Purchase of Gunnies	Ensuring timely placement of indent	After receiving the information for net requirement of gunny bales from respective procuring regions & as per M/o CAF&PD schedule indent is placed with DGS&D for supply of gunny bales to the Regions.	Gunny bales made available before commencement of Rabi & Kharif season.	GM (Purchase), FCI, Hqrs mqc.fci@nic.in 011-43527378 ED (East), ZO, Kolkata zmeast.fci@nic.in
	ii) Purchase of Dunnage material (wooden crates/ Poly Pallets)	Ensuring availability of Dunnage material.	Purchase is made by the Regions as per their requirement.	The RRC to be finalized before expiry of current contract.	GM (Region), FCI finalizes the RRC for purchase of Dunnage material.
	iii) Purchase of Covers (LDPE & CLTF)	Ensuring availability of Covers	<p>Annual requirement of Covers is obtained by Hqrs. From all the Zones/Regional offices.</p> <p>E-tender is floated by Hqrs. for entering into RRC for a period of one year with a provision for extension upto three months for LDPE covers and one year for CLTF covers.</p> <p>Regions place the Supply orders as per their requirement directly with the party who has been awarded the contract.</p> <p>Payment is released for purchases by concerned Regional office.</p>	The RRC to be finalized before expiry of three months of current contract.	GM (Purchase), FCI, Hqrs. For finalizing the RRC & concerned GM (Region) for placement of Supply orders. mqc.fci@nic.in 011-43527378
	IV) Purchase of chemicals (ALP, Malathion, DDVP, Deltamethrin)	Ensuring availability of chemicals.	Purchase is made by the Regions as per their requirement.	The RRC to be finalized before expiry of current contract.	GM (Region), FCI finalizes the RRC for purchase of chemicals.

Funds	Borrowing Through Short Term Loan	Timely borrowing resources. of	Calling Bids from scheduled banks through E-Tender.	7-8 days	GM(Funds)
			Finalisation of tender process on the recommendation of committee of three EDs & approval of C&MD.	In phased manner as per requirement.	CGM(Fin.)
			Awarding Acceptance letter to the selected banks on the basis of lowest rate of interest.	1-2 Days	GM(Funds)
			Taking loans on day to day basis as per requirement.	As per requirement	CGM(Fin.)
			Timely interest/ principal payment to Banks.	On due dates	CGM(Fin.)
	Raising Funds through Bond Issue		Obtaining approval of BOD, Food Credit Consortium and Govt. of India.	30 Days	CGM(Fin.) 43527407
			Obtaining Govt. Guarantee of the Bond amount.	30 days	CGM(Fin.)
			Deciding coupon rate, Tenure of Bond, Tranche size, Market Lot, issue timings, interest on application money etc.	30 days	CGM(Fin.)

			Appointment of various agencies such as Credit Rating agencies, R&T agents, Arrangers, Trustees etc.	2-5 days	CGM(Fin.)
			Obtaining rating of Bonds.	10-15 days	CGM(Fin.)
			Preparation of Information Memorandum and its filing with SEBI and Stock Exchange.	20 days	CGM(Fin.)
			Receipt of funds from the Investors.	30 days	CGM(Fin.)
			Allotment of Bond to Bond holders.	Before close of issue 2-3 days	CGM(Fin.)
			Listing of Bonds with Stock Exchange.	2-3 days	CGM(Fin.)
			Execute necessary documents/ agreements with appointed agencies, stock exchange etc.	2-3 days	CGM(Fin.)
			Timely payment of Interest / principal amount to the investors.	On due date	CGM(Fin.)
	Cash Credit Management		Management of cash credit limit with SBI.	7 days	GM(Funds)
Finance	Processing of third party bills	Release of Payment to the concerned Persons /party	Examination and passing of bills with ref. to supply/ work order and FCI circulars.	6 days from receipt of bills in Finance	AGM(Bills) agmbills.fci@nic.in 43527632
	Processing of employees/	Release of Payment to the	Examination and passing of bills with ref. to FCI circulars	4 days from receipt of	AGM(Bills)/

	ex-employees bills	concerned Persons /party		bills in Finance	Manager at respective offices agmbills.fci@nic.in 43527632
Internal Audit & Physical Verification	Pre-Audit of files like Gratuity, leave account in case of Retiring employees & any Arrears or payment related issue or pay fixation files of ex. employees	i)Files received by AGM(IA) for pre-audit is endorsed to Manager(IA) for Scrutiny/examination		1day	Asstt. Genl. Manager (IA)/Manager at respective offices miapv.fci@nic.in 011-4327661/4327537
		ii)File is resubmitted to AGM(IA) after Scrutiny/examination by M(IA)		2 days	
		iii) After verification & pre-audit file is submitted by DGM(IA) to GM(IA) or returned to concerned Division(as per DOP).		2 days	
CPF	Processing of Pension / EDLI Claims under EPS – 1995 / EDLI - 1976.		Scrutiny of Pension / EDLI Cases along with enclosure as per requirement of EPFO. Thereafter, submission to EPFO.	3-5 days after receipt of complete application	AGM (CPF) 011 - 4352 7598 011 - 4352 7671
	Processing of Application of Final Payment, Part Final Withdrawal & Temporary Advance Retiring employees	Scrutiny of application for Final Payment, Part Final Withdrawal & Temporary Advance on receipt of application through proper channel, the	Disposal of application for Final Payment, Part Final Withdrawal & Temporary Advance on receipt of application through proper channel.	3 - 5 Days	AGM (CPF) 011 - 4352 7672 011 - 4352 7417

	CPF on date of retirement.	same should be released within three days.			
	Investment of surplus fund.		1. Calling bids from empanelled arrangers through E-Procurement Portal. 2. Finalization of Investment process on the recommendation of Committee members nominated by FCI CPF Board of Trustees. 3. Awarding acceptance for selecting scripts by the Committee members on the basis of the highest YTM in different categories. 4. Timely payment and receipt of Corporate bonds in Demat / CSGL Account.	On the date of E-Tender Third Week of Every Month	AGM (CPF) 011 - 4352 7672 011 - 4352 7360
Personnel (Estt.I)	Issue of Medical Identity cards	Employees/ Ex. employees/ family of deceased	Subject to submission of necessary document by applicants	15days	ED(P)/ GM(PE) edp.fci@nic.in
	LTC/Leave encashment	Employees	on receipt of application	30 days	
	Transaction note down movable / immovable property		subject to submission of necessary document by applicants	60 days	
	forwarding of application for outside employment			30 days	
	NOC for obtaining Indian passport			30 days	
	Pay fixation on promotion/	Employees/	As per order / documents	60 days	

	sanction of incentive /additional increments/ Small family norms /acquiring of additional qualification	Ex. employees/ family of deceased			
	Computer/ Car / Motor cycle advance & Sanction of festival advance.	Employees	on receipt of application	30 days	ED(P)/GM(PE) edp.fci@nic.in
Personnel (Liaison cell)	Redressal of Grievances	Prompt response to Employees/ Public for redressal of their grievances by taking up the matter with concerned offices.	The grievances are to be disposed promptly under intimation to the petitioner with reasoned reply to the aggrieved with in the stipulated time limit.	60 days from the date of receipt as per the guidelines issued by Department of administrative reforms and public grievance.	Grievance Officer/ Director (Grievance)
Personnel (Pension cell)	Disposal of Representations of Pensioners (Food transferees who opted for central Government terminal benefits)	Prompt response to Employees/ nominees or legal heir of deceased employees by taking up their matter with concerned Regional Director(Pension), FCI and Pay & Accounts Office, Min. of CA, F&PD	Grievances may be redressed within a maximum period of two months of its receipt. Cases where it is not possible to give an immediate reply, an interim reply may be given to the applicant.	30 days from the date of receipt as per the guidelines issued by Department of Pension & Pensioners Welfare	RD(Food), CGM(P) /GM(P)
	Payment of Gratuity	Timely release of gratuity to Employees/ nominees or legal heir of deceased employees	The employer should arrange to pay the amount of gratuity within thirty days from the date it becomes payable as per the Payment of Gratuity Act, 1972	30 days as per The Payment of Gratuity Act , 1972	CGM(P) /GM(P)
Personnel (IR-S)	Scheme for rewarding the talented	The applications for academic awards has to be	➤ Under the scheme, cash awards and	10 – 15 days after receipt of	GM (IR-S)/ DGM(IR-S)

	<p>children of Cat. I, II, III & IV employees and departmental workers for academic excellence (Class 10th & 12th).</p> <p>In case of the employees at Hqrs. level, the scheme is applicable to Cat. I, II, III & IV only as there are no departmental labourers at Hqrs. level/</p>	<p>submitted in the prescribed format by the eligible staff and officers in Hqrs. within 30 days announcement of results for the class 10th and 12th.</p>	<p>citation would be awarded to the children / wards at 10th and 12th level.</p> <p>➤ At class 10th level there will be three awards for students securing highest percentage of marks in Class 10th, while at Class 12th standard level there will be three awards each in science, commerce & humanities stream separately for the students obtaining highest percentage of marks.</p> <p><u>Value of awards:</u></p> <ol style="list-style-type: none"> 1. Rs 5000/- = a citation for the students/ ward securing highest percentage of marks. 2. Rs 3000/- = a citation for the student/ ward securing the 2nd highest percentage of marks. 3. Rs 2000/- = a citation for the student/ ward securing the 3rd highest percentage of marks. <p><u>Selection Procedure:</u></p>	<p>complete application from the eligible employees of a Unit.</p>	
--	--	---	--	--	--

			<ul style="list-style-type: none"> • Each unit under this scheme which region/zonal office/Hqrs. would call for the application from Category I, II, III & IV and departmental worker in the prescribed format within 30 days from the date of declaration of results • Each unit would select 12 students in 10th / 12th classes securing the highest percentage of marks and forward the same to the zonal office. • ED(Zone)-ED(P) at Hqrs. – shall be the competent authority of final selection of children/ wards to be given cash awards. <p>After scrutiny the cases are to be submitted before the screening committee which is consisting of GM(P&IR), GM(Fin.) & DGM(IR-S).</p> <p>The name of the students/wards to be given the awards will finally be approved by Committees headed by ED(P) at the Headquarters and by</p>		
--	--	--	--	--	--

			EDs(Zone) at the Zonal Offices. Reference Circular no. IR/WF/20-14/2008 dated 30.04.2008, 06.09.2010, 14.10.2013 Also available at FCI Website		
	Grant of Calamity relief to employees affected by natural calamity such as Earthquake and tsunami from FCI calamity relief fund.	As and when the calamity arises in any part of India the affected FCI employees are to be granted calamity relief whose property (movable or immovable) is substantially damaged or affected by natural calamity.	<p>The grant would be considered subject to the ceiling limit of Rs 10,000/- per case and subject to availability of funds. Once in a service period.</p> <p>The concerned state governments or the central governments as the case may be, where the natural calamity has occurred, should have declared the area as having being affected by the natural calamity.</p> <p>The request of the employee(s) duly supported to the necessary documents will be forwarded with the specific recommendations of ED(Zones) to DGM(IR-S) for further examination and placing before the committee.</p> <p>The relief from this account to the employee of the corporation / their families as and when such occasion arise, will be sanctioned by the C&MD in the light of recommendation of the committee consisting of Secy.</p>	Maximum one month after receipt of proper document/ application duly recommended by ED(Zone)	GM(IR-S) /DGM(IR-S)

			<p>(FCI) as Chairman, GM/DGM(Hqrs) as Vice Chairman and officers in the rank of AGM to be nominated by Chairman as Secy. and AGM(Bills) as Treasurer.</p> <p>If any difficulty arises regarding interpretation of any clause in the scheme or implementation of the provisions, the decision of C&MD shall be final.</p> <p>Reference circular no. EP-33(1)/2000(Circular No. EP24-2005-05) dated 18.02.2005.</p>		
	Constitution of canteen managing committee	To ensure day to day working of FCI Departmental canteen/tiffin rooms and administration of canteen/tiffin rooms a canteen managing committee (ex-offico) for the period of three years is to be nominated.	<p>For Hqrs. Canteen- President – GM(IR-S), Vice President – DGM(Hqrs.), Secy. – AGM(IR-S/E.II/Manager(Genl.)) to be nominated by ED(P), Joint Secy. – Manager(E-II) dealing with Canteen matters. Treasurer – AGM(Bills)/Manager(A/cs), Member – two, officers/ officials including one lady members</p> <p>Zonal Offices President – GM(Zone), Vice President – GM(Estt.), Secy. – AGM(Estt.)/Manager(Genl.) Joint Secy. – Manager(Estt.) dealing with Canteen matters.</p>	The new canteen committee to be reconstituted before the tenure of existing CMC is expired.	GM(IR-S) / DGM(IR-S)

			<p>Treasurer – AGM(Bills)/Manager(A /cs), Member – two, officers/ officials including one lady members</p> <p><u>Regional Office</u></p> <p>President – GM(Region), Vice President – DGM(Estt.), Secy. – AGM(Estt.)/Manager(Genl.) Joint Secy. – Manager(Estt.) dealing with canteen matters, Treasure – AGM(Bills)/Manager(A /cs), Member – two, officers/ officials including one lady members</p> <p><u>Distt. Office</u></p> <p>President – GM(Region), Vice President – Area manager, Secy. – Manager(Estt.) Joint Secy. – Manager(Genl.) dealing with canteen matters, Treasure – Manager(A/cs), Member – two, officers/ officials including one lady members</p> <p>Reference Letter No. IR/WF/20- 8/2006(Circular No. WF-03-2013-14) dated 17.06.2014</p>		
	Dealing with matters/ cases relating to Sexual Harassment	"To ensure the compliance, committee mechanism provided under	As per act 2013 necessary instructions has been issued to field offices for creation of internal	On receipt of any compliant of sexual harassment	Member Secretary /Chairperson (ICC)

	(Grievance under Provision for Sexual harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013	Vishakha guidelines relating to sexual harassment is followed strictly in accordance with the judgment and the Internal Compliant Committee is effective and functional at all times. The ICC should meet regularly to look after the affairs and welfare of women employee of the corporation at various levels.	Internal Compliant Committee (ICC) to redress the complaints of women employees regarding sexual harassment at workplace. Reference Letter no. EP.33(1)/2014 (circular no. EP-24-2015-05) dated 27.02.2015	to be enquired by internal compliant committee (ICC) and report is to be submitted within the prescribed period of 90 days.	
	Issue of Authorization letters and related matters to Regular/ Retired employees and outstation cases.	Immediate issue of Medical Authorization to employees of Corporation (in service and retirees) and their dependent family members (in case of retirees self/spouse)	on receipt of the request alongwith the complete set of prescribed documents, the authorization letter is to be issued promptly by the authorized signatory to the concerned FCI empanelled hospital. Reference Letter No. EP 34(5)/82-Vol.IV(Circular no. 41/1998) dated 17.09.1998, Letter no. EP.43(13)/2011 (Circular no. EP-12-2012-24) dated 16.10.2012 Letter No. IR/WF/18-5/2014/98 dated 05.02.2015	Disposal within 1-2 days on receipt of application	AGM(IR-S)/ DGM(IR-S)
Personnel/ IR-S	Nomination of representatives of Staff / Labour Union for CPF Board	Decision of C&MD for nomination of representative of staff/labour unions (no. of	After receipt of the request from CPF Division for reconstitution of CPF board of trustees, names of the staff	5-7 working days (approx..) from receipt of recommend	GM(IR-S)/ DGM(IR-S)

	of Trustees for a period of 5 years	representatives of employees-as per 5(iii) of Circular no. EP-07-2013-17 dated 11.10.2013) send to CPF Division for a period of five years for issuing the necessary gazette notification in official gazette.	/labour unions are sought for from field offices/ labour division/FCI Officers Association of Hqrs. And the staff unions. After receiving the names from Staff / Labour Unions /FCIOA / Staff Unions & after scrutiny the names of the above employees are sent for the approval of C&MD.	ation/ nomination as per rule.	
	Declaration of office bearers of unions as Protected Workmen for a period of one year as per the provision of ID Act.	As per 61(2) of Industrial Dispute (Central) Rules-1957 and Clause 6 of FCI, Hqrs. circular no. IR(P&ID)/9-2/85 dated 21.07.2006 under Clause 2(iv), a notification is issued for declaring the office bearers of Cat. III & IV employees of recognized Union and the office bearers of the union who secured more than 30% of votes in the last trade union election with the approval of ED(P) for a period of one year.	After receipt the request of the recognized union at national level and the union who secured more than 30% of votes in the last trade union election, the management will extend recognition as protected workmen, not more than 100 workmen to be distributed amongst the recognized union and other union(s) polling more than 30% of votes subject to the conditions that the number of protected workmen in individual unions bears the same proportion to one another as the membership figures of the union which will be based on the percentage of the votes obtained in the elections.	5-7 days from the date of receipt of request from staff bodies a per entitlement	GM(IR-S)/ DGM(IR-S)
	Declaration of Public Utility Service for a period for a period of six months as per provision	As per sub-clause(vi) of Clause (n) of Section 2 of ID Act 1947, the decision(OM) issued by MOL	Before the end of the existing term of decision (OM) issued by MOL for declaring FCI as a Public Utility Service for another six months, comments	On or before the date of the completion of the stipulated period.	GM(IR-S)/ DGM(IR-S)

	of ID Act 1947.	for extending the term for another six months regarding declaration of FCI as a Public Utility Service issued to all field offices of FCI.	are called from the Labour Division of Hqrs. and consolidated comments of IR-L & IR-S are sent to Min. of Food for expediting the decision of MOL for extension of term of Public Utility Service for another six months		
	Organizing of periodical meeting with FCI Management	As per the Hqrs instruction IR(P&ID)/9-2/85-pt. dated 21.07.2006 at Clause 2(i) competent authority at the different levels will hold formal periodical meeting once in a six months only with the recognize union at the respective levels, the management may at its discretion hold informal discussion with the other union(s) with more than 30% of votes.	After received the request of the nationally recognize union a periodical meeting (as per convenient date fixed by C&MD to be held and formal minutes issued and if an informal discussion held with the union who secured more than 30% of votes in the staff union election, the management may at its discretion issue gist of discussion in respect of deliberations held with the union.	Formal minutes issued within a fortnight with the approval of Competent Authority.	GM(IR-S)/DGM(IR-S)
Personnel (E-II)	Benevolent fund	Nominated Members of Deceased	On receipt of application along with all necessary documents	7 working days	Ed (Co-ord)
	Contributory Social Security Scheme	Nominated Members of the deceased	On receipt of application and death certificate	15 working days	Ed (Co-ord.)
Import & Export	Release of food grains for Diplomatic export or under	Forwarding details of Diplomatic Exports to concerned Regional Offices.	Timely forwarding of orders / instructions to respective GM (R) & ED (Zone).	2 days of receipt of orders / Instructions	GM(I&E) GM(Region) gmie.fci@nic.in 011-43527685

	humanitarian assistance	Forwarding of Govt. of India order	Intimation of allocation/ consignee details, dispatching port, quality and quantity of food grains, details of the nominated agency of MEA, issue price etc. to respective GM (R) & ED(Zone)	--- Do - --	
		Submission of Bills to MEA	Submission of bills to MEA against the quantity issued after examination of bills received from region.	3 days of receipt of bills from Region	
	Export / Import on Govt. a/c through CPSUs	Timely forwarding of orders to respective GM (R) & ED(Zone)	Forwarding of GOI order for export / Import after its receipt to concerned Regional Offices.	2 days of receipt of orders / instructions	
		Timely communication of decisions of Sub Committee on Logistics, constituted to take day to day decisions on matters relating to exports	Communicating decision taken in Sub Committee meeting convened on exporting port, quantity, tender floating & shipment period etc.	---do---	
	Issuance of NOC to intended Importer of rice	Timely furnishing of FCI's comments to Ministry of CAF&PD	Submission of Comments on application for issuance of NOC, with due examination to Ministry of CAF&PD for further action in the matter.	3 days of receipt of proposal from Ministry.	

Sales	Allotment of Wheat & Rice under TPDS/NFSA & Welfare Schemes to State Govts. & Union Territories	Timely forwarding of allotment orders to respective GM(Region)/ED (Zone)	Forwarding of allocation to GM ® /ED(Zone) after receipt of State /UT-wise allocation from Govt. of India.	2 working days	Gm(Sales)/ GM® Msales.fci@nic.in 011-43527650
			Forwarding District wise Sub-allocation received from State Govt.	2 working days	
			Issuance of Release Order after deposit of cost by State Govt.	2 working days	
	Issue of food grains under Open Market Sale Scheme OMSS(D) Bulk Consumers.	Timely forwarding of instructions along with MTF to respective GM (Region)/ ED (Zone).	<ul style="list-style-type: none"> Empanelment of buyers/ traders on e-auction platform for bulk sale /Sale under dedicated movement. 	3 working days	GM(Sales)/ GM(Region) m��ales.fci@nic.in 011-43527650
			<ul style="list-style-type: none"> Region-wise auction on e-platform of Service Provider for e-auction. 	Once in a week	
			<ul style="list-style-type: none"> Approval of Sale 	On the day of e-auction	
			<ul style="list-style-type: none"> Refund of EMD 	Within three working days from the date of issuance of acceptance letter to the successful bidders.	
S&C	Payment of Storage Charges /	Ensuring timely Release of Storage Charges	Approval after submission of bill within 5 working days	Payment of Rent within	Area Manager

	Rent to CWC/ SWCs/ State Govt./ Pvt. Parties		and payment within next two working days through Cheque / Electronic mode	7 working days	
	Payment of HTC/RTC bills	Ensuring Timely payment of HTC /RTC bills	Payment after submission of bills within 7 working days through cheque/electronic mode	Payment of Contractor bill within 7 working days	Area Manager
	Refund of EMD to unsuccessful Tenderers	Ensuring timely Refund of EMD	Refund of EMD to all unsuccessful tenderers within period of 15 days from the date of disqualification in case of all tenders whose technical bids are disqualified.	Refund of EMD within 15 working days.	General Manger (Region)
Procure- ment	To procure food grains from Mandi /Procurement centres as per GOI specifications at MSP To procure rice from millers /State Govt. at specified price	Payment of MSP within 72 hours through cheque/electronic mode Proper quality of rice, proper packing & marking & proper weighment	Payment within 1 day- excellent 2 days- very good 3 days-good	Purchase- 1day Payment - 72 hours	Purchase officer
Quality Control	To inspect and Procure foodgrains as per specifications .	Non incidence of BRL	(i) <u>Wheat/ paddy/ Coarse Grains in mandi</u> Sampling from heaps and analysis to confirm GOI Uniform specifications	Same Day	TA/M(QC) in the procurement centre
		Non incidence of BRL	(ii) <u>Custom Milled Rice at the depot</u> sampling from dumped consignment and analysis to confirm GOI uniform specifications.	24 Hours of dumping.	TA/M(QC)

	Appeal against rice lots rejected by M(QC)	Grievance redressal of rice millers.	<p>If consignment is rejected by M(QC), supplier can lodge an appeal with in 24 Hrs of receipt of rejection letter. 4 sealed joint samples will be drawn by M(QC) associating representative of agency concerned /rice miller immediately. 3 samples will be sent to District Lab alongwith appeal and 4th sample for review will be given to State Govt or its representatives not below the rank of Asst. Director. Time frame for appeal is as under</p> <p><u>First level Appeal.</u></p> <p>No. of days to refer appeal</p>	24 Hours of receipt of rejection letter	AGM(QC) District Office		
				Same day			
					<p>No. of days for analysis results(1st sample)</p> <p><u>Second level Appeal</u></p> <p>No. of days to refer appeal</p>	3	DGM(QC) Regional Office
					<p>No. of days for analysis results(2nd sample)</p>	3	

			<u>Appeal to referral Lab</u>		CGAL
			No. of days to refer appeal	2	
			No. of days for analysis results(3rd sample)	5	
			<u>Review at Referral Lab</u>		CGAL
			No. of days to refer appeal	2	
			No. of days for analysis results(4 th Review sample)	5	
	<u>Liquidation of foodgrains</u> To state Govt for Govt schemes	Priority	FIFO	1 st of every month	M(QC)

		Sampling and Quality Acceptance	3 samples are drawn & sealed jointly with the State Govt representative from the stocks issued to them. One sample handed over to State Govt representative other 2 are retained in depot for 3 months. Quality acceptance certificate is obtained.	Prior to issue	TA/M(QC)
Movement	Monthly planning of All India Movement of Food Grains from surplus states to deficit states so as to meet the requirement of each state in respect of food grains for PDS & OWS.	Ensuring availability of Food grains in all states to meet the PDS requirement as per allocations of Government of India.	Uninterrupted induction of Food grains to storage Depot by Rail/Road/Riverine /Coastal Movement.	Monthly	GM(Movt)
Vigilance	Since Food Corporation of India directly deals with the	i) Timely decision on a complaint.	Decision as to whether the complaint involves a Vigilance angle.	One month from receipt of complaint	G M (Vig.)

	public, complaints against various categories of officials/officers are received and complaints of verifiable nature are investigated by Headquarters Squads, Zonal Squads or Regional Squads.	ii) Timely disposal of disciplinary cases;	Decision on a complaint, whether to be filed or to be entrusted to CBI or to be taken up for investigation by departmental agency or to be sent to the concerned administrative authority for necessary action.	One month from receipt of complaint	GM (Vig.)
		iii) Finalization of disciplinary cases i.r.o. retired officers/officials within one year of initiation of disciplinary proceedings;	Conducting investigation and submission of report.	Three months	GM (Vig.)
			Departments comments on the CBI reports in cases requiring Commissions advice.	One month from the date of receipt of CBI's report by the CVO/ Disciplinary Authority.	GM(Vig.)
			Referring departmental investigation reports to the commission for advice.	One month from the date of receipt of investigation report.	GM (Vig.)
			Reconsideration of the Commissions advice, if required.	One month from the date of commissions advice.	GM (Vig.)
		Issue of charge sheet, if required.	i) One month from the date of receipt of Commissions advice. ii) Two months from the	GM (Vig.)	

				date of receipt of investigation report.	
			Time for submission of defence statement.	Ten days	GM (Vig.)
			Consideration of defence statement	Fifteen days	GM (Vig.)
			Issue of final orders in minor penalty cases.	Two months from the receipt of defence statement	GM (Vig.)
			Appointment of IO/PO in major penalty cases.	Fifteen days after receipt and consideration of reply of CO to the charge memorandum	GM (Vig.)
			Conducting departmental inquiry and submission of report.	six months from the date of appointment of IO/PO	GM (Vig.)
			Sending a copy of the IO's report to the charged officer for his representation.	i) within 15 days of receipt of IO's report if any of the article of charges has been held as proved. ii) 15 days if all the charges held as not proved and reasons for disagreement	GM (Vig.)

				<p>nt with IO's findings are to be communicated.</p> <p>One month from the date of receipt of representation</p>	GM (Vig.)
			<p>Consideration of CO's representation and forwarding IO's report to the Commission for second stage advice.</p> <p>Issuance of orders on the Inquiry report</p>	<p>i) One month from the date of commission's advice.</p> <p>ii) two months from the date of receipt of IO's report or commission's advice was not required.</p>	GM (Vig.)

A&R	Deciding Appeal & Review Petitions	Ensuring early disposal of A&R petitions	Receipt of petition, maintaining roster system & disposing petition at the earliest subject to availability of necessary records.	<p>Any Appeal/ Review preferred under FCI (Staff) Regulations , 1971 shall not be entertained unless such Appeal/Review is preferred within a period of 45 days from the date on which the order of Disciplinary /Appellate Authority is delivered to the petitioner.</p> <p>Moreover, if any Appeal / Review is submitted by the petitioner at any subordinate offices then all the subordinate offices must ensure that the Appeal / Review must reach before the Appellate /Reviewing Authority within a period of 30 days.</p>	GM (A&R)
----------------	------------------------------------	--	---	--	----------

ENGG.	Refund of Earnest Money deposit (EMD) to unsuccessful tenderers.	Timely disposal of EMD	Refund through Electronics mode/ cheque after finalization of Technical Bids / price Bids.	10 days from the date of issue of acceptance letter or to the extent of validity period of tender in terms of NIT conditions.	AGM(Engg) at DO/RO/ZO/H Q
	Payments of Running account bills.	Achievement of financial liabilities & progress	Release of payments through Electronics mode/ cheque after verifying the records & compliance of the formalities.	10 days after the date of presentation from Sub Division.	AGM(Engg) at DO/RO/ZO/H Q
	Release of Performance guarantee (PG).	Fulfilment of contractual obligations	Release of PG through Electronics mode/ cheque after successful completion of work & issuing the Completion certificate to that effect by the Competent Authority.	Completion certificate to be issued within 7 days ^- AGM(Engg) 15days ^- DGM(Engg) on receiving intimation of Sub Division* / Division office**. ^ Max. 30 days as per MTF	AGM(Engg) at DO/RO/ZO/H Q * Manager(Engg) **AGM(Engg)
	Finalisation of accounts (Final bill including approval of Extra/ substitute items , extension of time).	Final Settlement of the Accts. of contract	Release of final bills through Electronics mode/ cheque from the date of receiving the bills from the contractor/ Sub-Division.	3 months for the contracts value upto Rs.15 Lacs. 6 months for the contracts value above Rs.15 Lacs	AGM(Engg) at DO/RO/ZO/H Q

				subject to finalization of EOT , approval of E.I./S.I by the Competent Authority#, if so.	#AGM/DGM/ GM (Engg)
	Refund of security Deposit (SD)	Closure of contract	Release of SD through Electronics mode/ cheque after completion of defect liability period or till passing of final bills whichever is later.	Defect liability period 6 months for the contract value up to Rs.10 Lacs other than Road works. 12 months for the contract exceeding Rs.10 Lacs & Road works subject to compliance of statutory requirements in terms of NIT conditions.	AGM(Engg) at DO/RO/ZO/H Q
II) Internal Transactions/operations					
	Accord of Technical Sanction &DNIT	Timely implementation of priorities fixed for upkeep of Depot /structures	Finalisation of Estimates received from operating divisions with due AA/ES and subjected to clarifications sought by Competent Authority	5 days at RO level 3 days at ZO level 3 days at HQ level	AGM(Engg) DGM(Engg) GM(Engg)
	Publication of Tender Notice/ tender document	Maintaining transparency	Invitation of tender through press notification, web site publication	3 days	AGM(Engg) DO/RO/ZO/H Q

			after receipt of T/S, DNIT		
	Time limit for publicity of tender	Healthy competition	Minimum period to be observed between Date of publication & last date of submission of tender	10 days - Tenders less than Rs.20 Lacs. 14 days – Tenders above Rs.20 Lacs upto 1 cr. 21 days - Tenders above Rs. 1 Cr.	AGM(Engg) DO/RO/ZO/HQ
	Finalisation of Tenders		Acceptance/ rejection of tenders from the date of opening the tender including financial concurrence from the date of its receipt from lower office.	7 days @ 7 days @ 7 days @ @ may be up to 45 days which is further extendable for another 45 days as per MTF	AGM(Engg) RO/ZO/HQ DGM(Engg) RO/ZO GM(Engg)ZO ED(Engg)HQ
Rajbhasha	To implement Ministry guidelines as per the official languages act to increase use of Hindi in all official work.	Implementation of Annual plan as per the directives of Ministry of Home affairs.	Achieving Annual Plan targets for the implementation of official languages policy	Annual	All GMs, Hqrs., All EDs (Zone), All GMs (Region), All Area Managers
	Compliance of Assurances given to the PCOL	List of Assurances given by the PCOL	Within six months period or prescribed time frame given by the Committee of Parliament on OL with the approval of MOCAF&PD.	6 months	General Manager (Hindi), Hqrs. E-mail- gmhindi.fci@nic.in Phone No.- 43527406 Mobile No. – 9818005292

IR-L	Industrial Dispute Settlement	Ensuring harmonious industrial relations between labour and management	Intimation about the dispute its details, the triggering factors, dialogue with aggrieved party and alleged default on part of FCI	Within a month, in case of non-conciliation, Court Case to be lodged.	GM (IR-L) FCI, Hqrs 9999489605 011-43527426 mirl@nic.in
	Court cases	Timely providing of documents and ensuring punctual attendance in the court	Coordination between the advocate and providing documents /information as and when required.	Within a week of the last hearing.	DGM (IR-L) FCI Hqrs. 9650619169 011-43527601 mirl@nic.in
	Change of cadre	Assuring desired level of workforce	Assessing of requirement and issuance of directions.	Every six months	DGM (IR-L) FCI, Hqrs.
	Issue of Authorization for getting indoor treatment in the empanelled hospitals	Issuing authorization.	Examining the urgent request and its genuineness for the treatment from hospital and in house Doctor.	1-2 days	DGM (IR-L) FCI, Hqrs.
	Trade union Co-ordination	Coordinating meetings with Unions.	Redressal of the grievances after examining the issue.	1 month	GM (IR-L) FCI, Hqrs
	Transfer of labour	Decision on transfer of labour	Examine the feasibility of transfer in consultation with the field offices.	1-2 months	DGM (IR-L) FCI, Hqrs.

	VIP References on welfare measures	Furnishing of ATR/Status	Expediting decision.	30 Days	DGM (IR-L) FCI, Hqrs
IT	E-mail ID Creation	Creation		Within 7 days	GM(IT)
	Resolving Technical issues in various applications	Resolution	Minor Major	Within 15 days Within 30 days	GM(IT)
	Issuance of Digital signature certificates for e-Tendering	Issuance		Within 30 days	GM(IT)
	Budget Allocation in respect of Information Technology	Allocation	Receipt of Budget Requisition	Within 30 days	GM(IT)

Information on the following subjects can be obtained from our officers listed below:

S.No.	Information relating to	Designated officer	Located at	Telephone/Fax/E-mail
1.	Procurement	GM /DGM/Area Manager	Hqrs./R.O./D.O	Relevant information available on FCI website http://www.fci.gov.in/
2.	Movement	GM /DGM/Area Manager	Hqrs./R.O./D.O	-do-
3.	Storage & Contract	GM /DGM/Area Manager	Hqrs./R.O./D.O.	-do-
4.	Quality Control	GM /DGM/Area Manager	Hqrs./R.O./D.O.	-do-
5.	Sales	GM /DGM/Area Manager	Hqrs./R.O./D.O.	-do-
6.	Purchase	GM /DGM/Area manager	Hqrs./R.O./D.O.	-do-
7.	Import & Export	GM /DGM/Area Manager	Hqrs./R.O./D.O.	-do-
8.	Funds	GM /DGM/Area Manger	Hqrs./R.O./D.O.	-do-
9.	Finance	GM /DGM/Area Manager	Hqrs./R.O./D.O.	-do-
10.	CPF	GM /DGM/Area Manager	Hqrs./R.O.D.O.	-do-
11.	IA&PV	GM /DGM/Area Manager	Hqrs./R.O./D.O.	-do-
12.	Personnel	GM /DGM/Area Manager	Hqrs./R.O./D.O.	-do-
13.	Vigilance	GM /DGM/Area Manager	Hqrs./R.O./D.O.	-do-
14.	Appeal & Review	GM /DGM/Area Manager	Hqrs./R.O./D.O.	-do-
15.	Engineering	GM /DGM/Area Manager	Hqrs./R.O./D.O.	-do-
16.	Rajbhasha	GM /DGM/Area Manager	Hqrs./R.O./D.O.	-do-
17.	Industrial Relations-Labour	GM /DGM/Area Manager	Hqrs./R.O./D.O.	-do-
18.	Information Technology	GM /DGM/Area Manager	Hqrs./R.O./D.O.	-do-

For Information outside office hours, please contact :-

- i) **Ms. Ruchi Govil,**
General Manager (Personnel) & Grievance Redressal Officer
Contact no. 9810363030
e-mail --gmpe.fci@gov.in
dgmclo.fci@gov.in

Courteous and helpful services will be extended by all the staff. If you have any complaints to make with respect to the delivery of the above standard, you are welcome to register your complaints with the following officers:-

S.No.	Information relating to	Designated officer	Located at	Telephone/Fax/E-mail
1.	Various activities of FCI	Secretary/Nodal Officer	Hqrs. New Delhi	(011)43527429 edcoord.fci@nic.in
		Grievance redressal officer	Hqrs. New Delhi	011-43527352 011-43527536 Dgmclo.fci@gov.in

We have also created a website for registering complaints at www.fciweb.nic.in. You are welcome to use this facility.

All complaints will be acknowledged by us within 05 days and final reply on the action taken will be communicated within 10 days.

Any suggestions from the users are welcome. We seek your co-operation in all our endeavours.

Our helpline number is 011-43527573

We are committed to constantly revise and improve the services being offered under the Charter.

Month and Year for the next review of the Charter:

After One Year

