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खाद्य
निगम



FOOD
CORPORATION
OF INDIA

आइ.एस.ओ. 9001:2000 प्रमाणित

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नं. गु.नि.4(8)/क्वालिटी कम्प्लेंट/ /2014.Vol.I

दिनांक: 09.09.2016.

कार्यकारी निदेशक(अंचल)
भारतीय खाद्य निगम,
आंचलिक कार्यालय(उत्तर)
नोएडा, उत्तर

Sub: Settlement of old pending quality complaints(prior to 1.10.91) regarding.

Ref: ZO (N) letter no. E.7/old Quality Complaints/QC/NZ dated 17.02.2016.

Sir,

Please refer the communications on the subject cited.

On detailed examination of all pending (prior to 1.10.91) quality complaints referred to Hqrs vide cited reference and as per Consignee regions/ Zones reporting through monthly MIS/ ZTR reports it has been found that there are four broad categories of pending quality complaints (prior to 1.10.91) as below pending settlement at different regions(consignor/ consignee) despite clear instruction from Hqrs dated 11/20.10.1984, 01.10.91 and 09.08.1995 conveyed for lodging and finalization of quality complaints.

1. Cases where no documents are available either at consignor or at consignee ends.
2. Cases where documents (part or full) are available with the consignor end only.
3. Cases where documents (part or full) are available with the consignee end only.
4. Cases where complaints have been settled either by consignor or by the consignee which results in mismatch between pendency at the consignor / consignee end.

Pendency at this stage reveals that Hqrs instruction for settlement of quality complaint has not been complied at regional level/ Zonal level at both consignor and consignee ends. As per instructions ED (Zones) are the competent authority and they should settle cases along with initiating action against delinquents as per the guidelines.

However matter being referred to Hqrs at this belated stage, following guidelines have been proposed for exercising at different levels for expeditious settlement of all pending prior '91 quality complaint cases:

(a) For those cases where documents are not available at consignor / consignee level:

District level committee associating Area Manager, AGM (QC)/Manager (QC) and Manager (Accounts) has to be constituted. Further an RO level review committee associating DGM (QC)/AGM (QC), DGM (Finance)/AGM (Finance) and DGM (Vigilance)/ AGM (Vigilance) is to be constituted.

The mandate of the committees shall be:

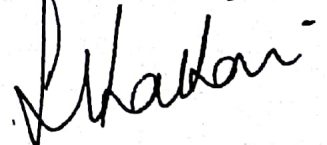
- (i) Examination of individual case /efforts to trace out the documents of case in question. In case of the documents are not traceable in spite of effort, the District committee shall certify non-availability of relative documents of such case (case wise).
- (ii) The district level committee will examine whether any details of such cases are reflected either in finance /Vigilance records of the concerned district office. In case these are not available, the same shall also be certified by the District committee.
- (iii) The regional committee will review case wise records submitted by the respective district office and forward it to concerned Zonal Office.
- (iv) This exercise shall be done at both at consignor and consignee end.
- (v) Once the reports are received at Zonal Offices, the ED concerned shall constitute committee for joint reconciliation at Zonal Level for taking appropriate necessary action towards write of such cases based on its merit.

(b) For those cases where documents are available at either end:

Joint committee will examine the same for taking appropriate action for settlement of such cases after making all effort to trace out the documents from the other end where the same are not readily available.

The Zonal Office is specifically advised that the said action / write of shall be without prejudice to any disciplinary action / recovery / pending court cases. Confirmation to Hqrs regarding zero pendency of prior' 91 quality complaint after settlement on above guidelines is mandatory from both consignor / consignee end.

Yours faithfully,

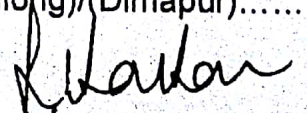


(Seema Kakar)
Executive Director (QC)

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Copy to;

1. ED (Zone) FCI, Zonal Office, (East) Kolkata/ (West) Mumbai/ (South) Chennai (North-East) Guwahati...for similar action.
2. GM (Region), FCI, Regional Office, (Chandigarh)/ (Panchkula)/ (Patna)/ (Bhubaneswar)/ (Kolkata)/ (Ranchi)/ (Mumbai)/ (Ahmadabad)/ (Bhopal)/ (Raipur)/ (Hyderabad)/ (Bangalore)/(Chennai)/(Trivendrum)/(Guwahati)/ (ItaNagar)/ (Shillong)/(Dimapur)..... for similar action .



Executive Director (QC)