



सत्यमेव जयते

CITIZENS' / CLIENT'S CHARTER

**MINISTRY OF FOOD
PROCESSING INDUSTRIES
PANCHSHEEL BHAWAN
AUGUST KRANTI MARG
NEW DELHI – 110049**

Website: <http://mofpi.nic.in>

March, 2014

CITIZENS' CHARTER

The Ministry of Food Processing Industries (MFPI) was set up in July, 1988 to foster development of food processing sector in the Country.

1. VISION:

To make India, a global leader in Food Processing and provide safe, hygienic, nutritious and quality processed food items for domestic and export markets.

2. MISSION:

To achieve higher level of processing, value addition and enhanced share in global trade through decentralization and partnerships. Incentivising states for developing promotional policies, financial and fiscal incentives and creating modern infrastructure facilities including integrated supply chain.

3. OBJECTIVE:

- (a) Development infrastructure for enhancing processing level and reduction in wastages in agriculture / allied sector.
- (b) Institutional strengthening for management and entrepreneurship in the food processing sector.
- (c) Facilitate food safety and quality assurance based on internationally accepted best practices and standards.
- (d) Implementation of National Mission on Food Processing (NMFP)
- (e) Promote R&D in food processing
- (f) Incentivisation for enhanced Value Addition in Agriculture / allied sector
- (g) Developing entrepreneurship in food processing
- (h) Increased share of India in global exports of processed agro products.
- (i) Secondary and tertiary level processing.

4. KEY SERVICES / FUNCTIONS:

- (a) Development initiatives through creation of a conducive environment for healthy growth of the sector.
- (b) Promotional support by promoting rationalization of tariffs and duties relating to the sector
- (c) Policy support through formulation and implementation of policies for the sector within the overall national priorities and objectives.
- (d) To conduct assessment surveys / studies regarding the extent of processing of food products being done in country.

5. OUR STAKEHOLDERS / CLIENTS :

In delivery of service and performance of various functions, the Ministry of Food Processing Industries interacts and collaborates with the following stakeholders.

| Sl. No. | Stake Holders | Periodicity of Interaction | Detailed list as Annexure |
|----------------|---|-----------------------------------|--|
| 1. | State Mission Directorates | Once a year | List at Annexure - A |
| 2. | Promoters of Mega Food Parks, Cold Chain, Abattoirs, Labs, etc. | Periodic | Details given in the website. |
| 3. | Industry Associations | Half yearly | Illustrative list at Annexure – B |
| 4. | Financial Institutions / Banks | As and when required | Illustrative list at Annexure – C |
| 5. | Ministry's / Departments of Central Government. | Periodic | Department of Agriculture & Cooperation, Animal Husbandry, Dairying & fisheries, Agricultural Research & Educational (ICAR), Department of Commerce, Department of Science & Technology Science & Engineering Research Board), Ministry of Finance, Planning commission, MSME etc. |

MAIN SERVICES / TRANSACTIONS

| Sl. No | Objective | Service / Transaction | Weight % | Responsible Person Designation | Email | Phone No. | Process | Documents Required | Fees | |
|--------|--|---|----------|------------------------------------|--|-----------|--|--|--------------|---|
| | | | | | | | | | Mode | Amount |
| 1. | Value addition and reduction in wastages | Mega Food Parks | 25 | Shri Neeraj Kumar Gayagi, Director | gayajink@nic.in | 26491808 | (A) Calling for Expression of Interest (EOI). (B) Inter-se merit evaluation consisting of three stages: (i) Appraisal by Programme Management Agency (PMA). (ii) Evaluation by Technical Committee (TC) (iii) Consideration of in principle approval (C) Fulfillment of all the necessary conditions for final approval within 6 months from the date of in-principle approval' (D) Evaluation of DPR consisting of three stages: (i) Approval by Programme Management Agency (PMA) (ii) Evaluation by TC (iii) Consideration of approval by Inter-Ministerial Approval Committee (IMAC). | As per detailed guidelines available on the website of the Ministry. | Demand Draft | Rs.10 lakhs as EMD |
| | | Cold Chain Value Addition and Preservation Infrastructure | 20 | Sh. Pankaj Kumar, Director | Dirpk.fpi@nic.in | 26491810 | 1. Calling of Expression of Interest (EOI). 2. Examination of proposals as per guidelines 3. Eligible proposals will be placed before Technical Committee for scrutiny from technical angle. 4. Proposals approved by Technical Committee of financial assistant for the project will be placed before Inter-Ministerial Approval Committee (IMAC). 5. Conveying of in-principal approval. | As per detailed guidelines available on the website of the Ministry. | Demand Draft | Rs.1 lakh as EMD + 10,000/- as processing fee |

| Sl. No | Objective | Service / Transaction | Weight % | Responsible Person Designation | Email | Phone No. | Process | Documents Required | Fees | |
|--------|-------------------------------------|--|----------|--------------------------------|--|-----------|--|---|---|------------------------------|
| | | | | | | | | | Mode | Amount |
| | | Modernisation of Abattoirs | 10 | DS Shri.K.B. Subramanian | kb.su40@nic.in | 26499177 | (i) Applications in the prescribed format alongwith Detailed Project Report received from Urban / Rural local bodies / Cooperatives / Public Sector Undertakings / Boards under Government, duly recommended by Department of Urban Development of the concerned State Govt. DPR is appraised by Programme Management Agency appointed by the Ministry. (ii) Appraised DPRs are placed before Approval Committee chaired by Secretary (FPI) for consideration and approval of the grant-in-aid as per scheme guidelines. From 01.04.2014, the scheme is being implemented by State Governments under National Mission on Food Processing. Project proposals are to be submitted to the State Food Processing Mission Director / Authority designated by the State Government. | As per detailed guidelines available on the website of the Ministry. | Applications are submitted by Municipal Corporation / other eligible bodies recommended by Department of Urban Development of State Govt. | --- |
| 2. | National Mission on Food Processing | Details of scheme guidelines are available on Ministry's website at www.mofpi.nic.in | 25 | Shri Vineet Sharma, Director | Vineet.sharma@nic.in | 26499433 | Applications seeking financial assistance under the scheme for different component of the scheme are required to be submitted to designated State Government Authority / State Mission Directorate of NMFP in prescribed format as per the guidelines of each component of NMFP. The State Level Empowered Committee (SLEC) will decide the modus operandi of processing / approval / release of grant-in-aid to the sanctioned projects. | As per detailed revised guidelines available on the website of the Ministry. The list of State Mission Directorates for NMFP is also available on the Ministry's website. | Applications are invited by Director of State Mission of Food Processing. | There is no application fee. |

| Sl. No | Objective | Service / Transaction | Weight % | Responsible Person Designation | Email | Mobile (Phone No.) | Process | Documents Required | Fees | |
|--------|---------------------------------|--|----------|--------------------------------|--|--------------------|---|---|------|------------------------------|
| | | | | | | | | | Mode | Amount |
| 3. | Food Safety & Quality Assurance | Establishment / Upgradation of food testing labs (FTL) | 10 | Sh. K.B. Subramanian, DS | kb.su40@nic.in | 26499177 | (i) Applications / proposals as per guidelines are to be submitted. (ii) Proposals are placed before Techno Scrutiny Committee (TSC) constituted by ICAR. (iii) After recommendation of TSC, the proposals are placed before Project Approval Committee(PAC) chaired by D.G, ICAR for consideration and approval of grant-in-aid. (iv) Grant-in-aid approved by PAC is released as per scheme guidelines. | As per guidelines available on the website of the Ministry. | Nil | There is no application fee. |
| 4. | Food Safety & Quality Assurance | HACCP / ISO certification | 08 | Sh. K.B. Subramanian, DS | kb.su40@nic.in | 26499177 | (i) Ministry receives applications / proposals as per guidelines directly. (ii) Proposals received are examined in the Ministry to ensure compliance of the laid down requirements. (iii) The proposals are placed before Project Approval Committee chaired by Secretary (FPI) for consideration of grant-in-aid. The Ministry conveys in-principle approval to the proposals approved by PAC. (iv) On completion of the project and issue of certificate by the Certification Agency, grant is released to the applicant as one time reimbursement of expenditure. | As per guidelines available on the website of the Ministry. | Nil | There is no application fee. |
| 5. | R&D in food processing | Approval of R&D Projects | 2 | Sh. K.B. Subramanian, DS | kb.su40@nic.in | 26499177 | (i) R&D Project proposals from Universities / Organizations including DSIR approved private R&D organizations, are to be submitted to Science Engineering Research Board (SERB), Deptt. of Science & Technology as per guidelines of the scheme. (ii) R&D Projects are placed before Technical Expert Committee of SERB for consideration. (iii) R&D projects recommended by Technical Committee are placed before Competent Authority of SERB for approval and release of grant-in-aid. | As per guidelines available on the website of the Ministry. | NA | There is no application fee. |

SERVICE STANDARDS

| Sl. No. | Objectives | Weight | Services / Transaction | Success Indicators | Service Standard* | Unit | Weight | Data Source |
|---------|--|--------|---|--|-------------------|--|---|----------------|
| 1. | Value addition and reduction in wastages | 55 | Mega Food Parks | <ul style="list-style-type: none"> Grant of in-principle approval subject to fulfillment of prescribed conditions | 90 | Days | 10 | Office records |
| | | | | <ul style="list-style-type: none"> Grant of final approval subject to fulfillment of prescribed conditions | 180 | Days | 10 | Office records |
| | | | | <ul style="list-style-type: none"> Time taken to process the proposal complete in all respect for release of grant-in-aid. | 30 | Days | 5 | Office records |
| | | | Cold chain value addition and preservation infrastructure | <ul style="list-style-type: none"> Grant of approval to the project subject to fulfillment of prescribed conditions. | 90 | Days | 10 | Office records |
| | | | | <ul style="list-style-type: none"> Time taken to process the proposal complete in all respect for release of grant-in-aid. | 30 | Days | 10 | Office records |
| | | | Modernization of Abattoirs | <ul style="list-style-type: none"> Time taken for grant of approval of the project subject to fulfillment of prescribed conditions. | 90 | Days | 5 | Office records |
| | | | | <ul style="list-style-type: none"> Time taken to process the proposal complete in all respect for release of grant-in-aid. | 30 | Days | 5 | Office records |
| | | | 2. | National Mission on Food Processing | 25 | Details of various components under the scheme and quantum of financial assistance for each component are available on Ministry's website. | Time taken for release of grant-in-aid to the State Government. | 30 |

| Sl. No. | Objectives | Weight | Services / Transaction | Success Indicators | Service Standard* | Unit | Weight | Data Source |
|---------|--|--------|--|--|---|------------------|--------|------------------|
| 3. | Food Safety & Quality Assurance | 10 | Establishment / Upgradation of Food Testing Labs (FTL) | Time taken to release funds to ICAR subject to submission of utilization certification and availability of budget. | 30 | Days | 5.00 | Ministry Records |
| | | | HACCP / ISO certification | Time taken to release funds to ICAR subject to submission of utilization certification and availability of budget. Time taken to process the proposal complete in all respect for release of grant-in-aid. | 60 | Days | 2.50 | Ministry Records |
| | | | | | 30 | Days | 2.50 | |
| 4. | R&D in food processing | 2 | Approval of R&D Projects | Time taken to release funds to SERB subject to submission of utilization certificate and availability of budget. | 30 | Days | 2.00 | Ministry Records |
| 5. | Improving Internal Efficiency / responsiveness / Service delivery of Ministry / Department | 8 | Implementation of Sevottam | (i) Updation of Citizens' / Client' Charter. (ii) Approximate time to complete the Independent Audit of implementation of Grievance Redressal Mechanism | Updated from time to time. Latest Updation as on 31.03.2014. To be decided by PMD Division of Cabinet Secretariat. | Date Days | 2.00 | Ministry Records |
| | | | Providing information under RTI Act, 2005. | (i) Providing information by CPIO (ii). Disposal of appeals by Appellate authority | Within the limits prescribed by RTI Act, 2005. | Date | 2.00 | Ministry Records |
| | | | Identify potential areas of corruption related to departmental activities and develop an action plan to mitigate them. | An action plan is already in place. The Ministry has devised Standard Operating Practices and Check List for processing the applications under various Plan Schemes. Checklists are available on Ministry's website. Action to be taken on receipt of complaints of corruption. | 30 | Days | 2.00 | Ministry Records |
| | | | Develop an action plan to implement ISO 9001 certification | Approximate time by which an action plan to implement ISO 9001 certification would be in place. | Action already initiated. | Days | 2.00 | Ministry Records |

* Subject to fulfillment of all terms & conditions of the scheme.

6. MEASURABLE SERVICE STANDARDS FOR THE SERVICES PROVIDED:

| Nature of Service | Service Delivery Standard |
|--|--|
| Proposals seeking grants-in-aid | 30 days - subject to production of all the requisite documents / terms & conditions |
| Release of Installments (as applicable) | 30 days - subject to production of all the requisite documents / terms & conditions |
| E-Portal Service for Technology upgradation Scheme | <ul style="list-style-type: none">• E-Portal data will be updated on a monthly basis and placed on the website of the Ministry.• For the purpose of processing of application, e-portal is to be checked daily in the morning.• Payment will be released within 30 days of the receipt of authorization by Nodal Bank provided all documents are complete. |

7. AVAILABILITY OF PRESCRIBED FORMS:

Applications forms for assistance under various schemes can be downloaded from the Ministry's website at <http://mofpi.nic.in>. These can be obtained in person from the Information and Facilitation Centre of the Ministry. In some schemes applications are invited through advertisements and they are to be submitted by a certain date as mentioned in the notice calling for Expression of Interest.

8. GRIEVANCE REDRESSAL MECHANISM:

8.1 Remedies available to stakeholders in the event of non-compliance of service standards:

- (i). We have created a website with 'contact us' through which complaints can be registered.
- (ii). A Complaint Box has been put at the Reception of the Ministry.
- (iii). The Ministry has appointed a panel of 3 Independent Monitors comprising retired Secretaries to Government of India / Deputy CAG of India to examine complaints arising out of selection process of projects under Infrastructure Development Schemes of the Ministry.

- (iv). All complaints will be acknowledged by the Ministry within 15 days.
- (v). Subject to receipt of complete details a grievance finally responded within 60 days. If longer period is involved, the complainant will be informed through an interim reply within 60 days.)
- (vi). The complaints registered on CPGRAM (Online Redressal Complaint Portal Developed by DAR&PG are disposed promptly. The status is reviewed weekly by Joint Secretary (Estt.) and updated on the portal.
- (vii). The name and contact number of Public Grievance Officer for the Ministry is as under:

Smt. Anuradha Prasad,
Joint Secretary (Estt.),
Ministry of Food Processing Industries
Panchsheel Bhawan
August Kranti Marg
New Delhi-110049
Tel No.011-26492475 (O) / 26497641(Fax);
e-mail : anu.prasad@nic.in

8.2 Response to be expected by person lodging the grievance

- a) Grievance number
- b) Expected time of redress
- c) Information/Updated time for redress, in case grievance cannot be redressed in expected time.
- d) Possible action that can be taken by the complainant in case of non-redressal in stipulated time.
- e) Action taken at the time of final redress.
- f) If not satisfied with the redressal action, the complainant can file appeal with Shri J.P. Meena, Additional Secretary, Contact No. 011-26492476 / Email : jpmeena@nic.in.

9. RESPONSIBILITY CENTRES AND SUBORDINATE ORGANIZATIONS:

| Sl N | Responsibility Centres and Subordinate Organizations | Landline Number | Email | Address |
|-------------|---|------------------------|--|---|
| 1. | National Meat & Poultry processing Board (NMPPB) | 011-26495710 | Kb.su40@nic.in | AMDA Building, 7/6 Institutional Area, August Kranti Marg, New Delhi-110049 |
| 2. | Indian Grape Processing Board (IGPB) | 011-26491809 | igpbin@gmail.com | Room No. 105 & 106, 1st Floor, C.T.S. No. 802, Kubera Chambers, Shivajinagar, Pune-411005 |
| 3. | Indian Institute of Crop Processing Technology (IICPT) | 04362-227921 | director@iicpt.edu.in | Thanjavur, Tamilnadu -613005 |
| 4. | National Institute of Food Technology, Entrepreneurship & Management (NIFTEM) | 011-26492248 | ajitji@nic.in | AMDA Building, 7/6 Institutional Area, August Kranti Marg, New Delhi-110049 |

10. INDICATIVE EXPECTATIONS FROM SERVICE RECIPIENTS:

We seek cooperation on the following:

- ❖ Responsiveness to Ministry's advertisements, request for proposals etc;
- ❖ The applicants may fill up the application carefully along with all the requisite documents so as to enable the Ministry to process their cases expeditiously. They are also requested to furnish Utilization Certificate of the amount of grants released to them in the prescribed format as per scheme guidelines.
- ❖ Submit complete information to Project / Programme Management Agency (PMA) so that Dash Board Monitoring System is kept updated. This is presently applicable to Mega Food Park / Cold Chain & Abattoir Schemes.
- ❖ The Ministry will periodically call for the suggestions from its stakeholders to improve the service quality standards, to maintain transparency and to make it customer friendly.
- ❖ Adherence to terms & conditions as contained in sanction letter.

11. GUIDE BOOK / HAND BOOK / CUSTOMER HELP LINE:

The Ministry is publishing a compilation of guidelines of 12th Plan Schemes operated by the Ministry. This information is also available on the website of the Ministry.

In addition to the above, dissemination of information about our latest policies, major decisions taken and procedures to be adopted, is also done through Ministry's website <http://mofpi.nic.in>

| Our Helpline Numbers |
|-----------------------------|
| 011-26492216 |
| 011-26492176 |
| 01126493227 |

12. OUR COMMITMENTS:

We are committed to constantly revise and improve the service standards being offered under the Charter. We are eager to receive your suggestions / feedback which may be sent to Shri S.K. Mohanty, Under Secretary (Phone No. 011-26496506).

13. Task Force on Citizens' Charter:

13.1 The Task Force on Citizen's Charter will comprise following Officers:-

| Sl. No. | Name, Designation & Contact Details | Remarks |
|----------------|--|---|
| (i) | Shri J.P. Meena, Additional Secretary, Panchsheel Bhawan, August Kranti Marg, New Delhi. Tele – 011-26492476 / Email : jpmeena@nic.in | Chairman |
| (ii). | Shri Gajendra Bhujbal, Economic Advisor, Panchsheel Bhawan, August Kranti Marg, New Delhi. Tele – 011-26491810 / Email: ea.fpi@nic.in | Member |
| (iii). | Smt Anuradha Prasad, Joint Secretary, Panchsheel Bhawan, August Kranti Marg, New Delhi. Tele – 011-26492475 / Email: anu.prasad@nic.in | Nodal Officer and Member- Secretary |

13.2 Terms of the Task Force will include:

- (i). Identification of all the stakeholders/clients and services/products provided by the Department in consultation with officers/staff.
- (ii). Determination of standards for services provided by the Department in consultation with officers/staff.
- (iii). Monitoring and review of implementation of the Citizens' Charter.
- (iv). Modification of Charter on the basis suggestions/observations made by officer/staff/stake holders.
- (v). Release of Charter in public domain through website.

14. REVIEW OF CHARTER:

The Citizen' Charter of the Ministry of Food Processing Industries will be reviewed from time to time to cater to the changing needs and on receipt of suggestions from the stake holders.

ANNEXURE - A**List of States / UTs Departments / organization dealing with National Mission on Food Processing (NMFP) as on 04.02.2014**

| S. No | State/U.T. | Principal Secretary / Secretary In-Charge | State Mission Director / Co-coordinator |
|--------------|---------------------------|---|--|
| 1. | Andaman & Nicobar Islands | The Principal Secretary (Industries), Department of Industries, Andaman & Nicobar Administration, Port Blair Mob: 9933262334 Telefax: 03192-232382 Email: dirind@nic.in | The Joint Secretary & Director (Ind.), Directorate of Industries, Middle Point, Port Blair Andaman & Nicobar Islands Mob: 9434284790 Fax: 03192-230499 Ph: 03192-232395 Email: dirind@nic.in |
| 2. | Andhra Pradesh | The Secretary (FP), Industries and Commerce Department, Govt. of Andhra Pradesh, D-Block, Floor-2, Room no. 346-A, A.P. Secretariat, Hyderabad Ph: 040-23450335 Fax: 040-23220550 Email: prlsecy_inds_fp@ap.gov.in venkateswara.prasad@gmail.com | The Commissioner (Industries) Industries and Commerce (FP) Department, Govt. of Andhra Pradesh, A.P. Secretariat, Hyderabad Ph: 040-23441666 |
| 3. | Arunachal Pradesh | The Secretary, Department of Industries, Govt. of Arunachal Pradesh, APIDFC Building, C-Sector, Itanagar-791111, Arunachal Pradesh Mob: 09436040067 Ph: 0360-2212947 Fax: 0360-2212504 | The Director of Industries, Department of Industries Govt. of Arunachal Pradesh, Udyog Sadan, Itanagar, Arunachal Pradesh, Ph: 0360-2212323 Fax: 0360-2211569 Mob: 09436271673 Email: dir-industry-arn@nic.in |

| | | | |
|----|--------------|--|---|
| 4. | Assam | The Principal Secretary, Industries & Commerce Department Govt. of Assam, Assam Secretariat (Civil), Block-C, 2 nd Floor, Dispur, Guwahati-06 Tel: 0361-2237256 Fax: 0361-2237256 pksaikia@hotmail.com | The Managing Director, AIIDC and State Mission Director, Assam Industrial Infrastructure Development Corporation, Industries & Commerce Department, Govt. of Assam, Industrial Estate, Babunimaidan Guwahati-781021 (Assam) Tel: 0361-2550387 Fax: 0361-2556864 Mob: 9435015207 md@aiidcassam.in |
| 5. | Bihar | The Principal Secretary, Department of Industries, Govt. of Bihar, Civil Secretariat Patna, Bihar Tel: 0612-2217991 dir.ind-bih@nic.in dirhs_bih@rediffmail.com prsecy.ind-bih@nic.in dir-fp.ind-bih@nic.in | The Director & State Mission Director for Food Processing, Department of Industries, Govt. of Bihar, Udyog Mitra, Indira Bhawan, Ram Charitra Singh Path, Patna-800001 , Bihar Tel: 0612-2235812 dir.ind-bih@nic.in |
| 6. | Chhattisgarh | The Secretary (Commerce & Industry), Department of Commerce & Industries, Govt. of Chhattisgarh, DKS Bhawan, Mantralaya, Raipur- 492001 Ph: 0771-2221147 Email: sdineshk@ias.nic.in | The Managing Director, CSIDC & Mission Director, Chhattisgarh State Industrial Development Corporation Ltd. (CSIDC), 1 st Floor, Udyog Bhawan, Ring Road No. 1, Telibandha, Raipur- 492006, Chhattisgarh. Ph: 0771-6002071 /72/73 Fax: 0771-2583794 Email: csidc_raipur@yahoo.com csidc.cg@nic.in |
| 7. | Delhi | The Commissioner (Industries), Department of Industries, Govt. of NCT Delhi, Plot No.419, Patparganj Industrial Area, Udyog Sadan, FIE, Delhi-110092 Ph No. 22157009 / 22163757 Email: dcindusfm.delhi@nic.in premananda_p@yahoo.com | The Commissioner (Industries), Department of Industries, Govt. of NCT Delhi, Plot No.419, Patparganj Industrial Area, Udyog Sadan, FIE, Delhi-110092 Ph No. 22157009 / 22163757 Email: dcindusfm.delhi@nic.in premananda_p@yahoo.com |
| 8. | Goa | The Principal Secretary, Industries Department, Govt. of Goa, Secretariat, Porvourim, Goa. | The Director of Industries, Trade & Commerce, Industries Department, Govt. of Goa, Ground Floor, Udyog Bhawan, Panaji, Goa. |

| | | | |
|-----|------------------|--|--|
| | | | Tel. No. 0832-2222241 / 2242268 Fax No. 0832-22242116 |
| 9. | Gujarat | The Principal Secretary (Agriculture), Department of Agriculture 5 th Block, 1 st Floor, Sachivalaya, Gandhinagar, Ph: 079-23250801 | The Managing Director, Gujarat Agro Industries Corporation Ltd., Khet Udyog Bhawan, Opp. Old High Court, Navrangpura, Ahmedabad-380014. Ph: 079-27544741 / 27540254 (M) 09909002252 Email: nksingh87@gmail.com md-gaic@gujagro.org |
| 10 | Haryana | The Secretary(I/C) Food Processing Industries Industries & Commerce Department Govt. of Haryana Chandigarh 0172-274009 (O) 0172-2749985 (R) Email: yudhvir.malik@gmail.com | The Mission Director Industries & Commerce Department Govt. of Haryana Chandigarh Ph: 0172-2701344 Fax: 0172- 2701343 Email: ipcharyana@yahoo.com , ashoksangwanias@gmail.com rcdahra@gmail.com |
| 11. | Himachal Pradesh | The Principal Secretary (Industries), Department of Industries, Govt. of H.P., Shimla, H.P. Email: indussecy-hp@nic.in horticulsecy-hp@nic.in lepsecy-hp@nic.in | The Director of Industries, Department of Industries, Bemloe, Shimla-171001 Fax: 0177-2650657 Email: director-hp@nic.in drrajinderchauhan@hotmail.com |
| 12. | Jammu & Kashmir | The Secretary, Industries & Commerce Department, Govt. of J&K, Civil Secretariat, Jammu / Kashmir Phone Nos. Jammu- 0191-2547883, 2544050 (Tel Fax) Srinagar- 0194- 2485584, 2450163 (Tel Fax) | The Managing Director, J&K SIDCO Ltd Jammu & Kashmir State Industrial Development Corporation Ltd., 4 th Floor, Jawahar Lal Nehru, Udyog Bhawan, Rail Head Complex, Jammu Phone Nos. Jammu- 0191- 2477310, 2477311 (Tel Fax) Srinagar- 0194-2430036, 2440870 (Telefax) mdsidco@rediffmail.com Dralu House, Rambagh, Srinagar- 190007 Ph: 0194-2430036 / 2440870 |
| 13. | Jharkhand | The Secretary Department of Industries, Govt. of Jharkhand, 3 rd Floor, Nepal House, Doranda, Ranchi-834002, Jharkhand Ph: 0651- 2490746, Fax: 0651-2491587 09431707840 | The Director of Industries & National Mission on Food Processing), Department of Industries, Govt. of Jharkhand, 3 rd Floor, Nepal House, Doranda, Ranchi-834002, Jharkhand Ph: 0651- 2491844 |

| | | | |
|-----|----------------|--|---|
| | | himani15@hotmail.com secind@rediffmail.com | Fax: 0651-2491884 Email: dp.vidyarthi@gmail.com |
| 14. | Karnataka | The Addl. Chief Secretary to Govt.-cum-Development Commissioner, Room No. 306, 3 rd Floor, Vidhana Soudha, Bangalore-560001, Karnataka Ph: 080-22250715 / 22033308 Fax: 080-22251080 Email: devcom@karnataka.gov.in | The Director of Agriculture Agriculture Department, Sheshadri Road, Bangalore-560001 Ph: 080-22242746 (Mob) 09480584184 Email: agridir@kar.nic.in nmfpkar@gmail.com |
| 15. | Kerala | The Secretary, Industries (IP) Department, Room No. 626(A), 1 st Floor, South Block, Government Secretariat, TVPM, Thiruvananthapuram. Ph: 0471-2333407 Mob: 9895763613 Fax: 0471-2333407 Email: secy@industry.kerala.gov.in | The Managing Director, Kerala Industrial Infrastructure Development Corp., (KINFRA), Govt. of Kerala, Kinfra House, 31/2312, Sasthamangalam, Trivandrum-695010, Kerala Ph: 0471-2726585 Mob: 9847718002 Fax: 0471-2724773 Email: kinfracpd@gmail.com |
| 16. | Lakshadweep | ----- | The Director (Food & Civil Supplies), Department of Food, Civil Supplies & Consumer Affairs, U.T. of Lakshadweep, Kavaratti-582555, Lakshadweep Mob No. 08547725283 Tel. No. 04896262935 |
| 17. | Madhya Pradesh | The Principal Secretary (Hort. & Food Processing) Govt. of M.P., Room No. 111, 1 st Floor, Mantralaya, Ballabh Bhawan, Bhopal Tel:0755-2573898(O) 2441620(T/F) Email: anurag@mp.gov.in | The Director (Hort) and Mission Director (NMFP) Govt. of M.P., 6 th Floor, Vindyachal Bhawan, Bhopal Tel:0755-2578491(O) 2570122(F) Email: dirhort@mp.nic.in |
| 18. | Maharashtra | The Addl. Chief Secretary (Agri. & Marketing), Agriculture, Animal Husbandry, Dairy Development and Fisheries Department, Govt. of Maharashtra, Mantralaya Annex Building, 5th Floor, Madam Cama Road, Hutatma Rajguru Chowk, Mumbai-400032 Email: sec_agri@maharashtra.gov.in | The Managing Director, Maharashtra Agro Industries Dev. Corporation Ltd., MAIDC Ltd., Rajan House, Prabha Devi, Mumbai-400025 Contact details: 022-24300823 Fax No. 022-24308618 shankarghodekar@gmail.com dtwaghmare@gmail.com |
| 19. | Manipur | The Principal Secretary (Commerce | The Director (Commerce & |

| | | | |
|-----|-----------|---|--|
| | | & Industry) Commerce & Industries Department, Room No. 220, Western Block, New Sectt. Govt. of Manipur, Imphal Manipur Tel: 0385-02440255(O) Fax: 0385-2444647 09436037526 Email: oinam@nic.in | Industries), Commerce & Industries Department Govt. of Manipur, Imphal, Manipur Mob: 09436037528 Fax: 0385-2414220 |
| 20. | Meghalaya | The Commissioner & Secretary Commerce & Industries Deptt. Govt. of Meghalaya, Rilang Building, Shillong, Meghalaya. Ph: 0364-2229092 Email: l.kharkongor@nic.in | The Director (Commerce & Industries) Commerce & Industries Deptt. Govt. of Meghalaya, Rilang Building, Shillong, Meghalaya. Ph: 0364-2226253 Email: mbroy59@yahoo.com |
| 21. | Mizoram | The Secretary, Industries Department Govt. of Mizoram, Room No. 752, 2 nd Floor, Annexe Civil Secretariat, Aizawl-796001, Mizoram. Ph: 0389-2322123 Fax: 0389-2335916 lalrodingi@rediffmail.com | The Mission Director and Director of Industries, State Food Processing Mission, Directorate of Industries, Govt. of Mizoram, Khatla, Aizawl-796001 Ph: 0389-2322541 Fax: 0389-2226195 |
| 22. | Nagaland | The Secretary, FPI, Industries & Commerce Department, Govt. of Nagaland, Kohima, Nagaland. Ph: 0370-2270431 Mob: 09436000304 lhthaige@rediffmail.com | The Mission Director Industries & Commerce Department, Govt. of Nagaland, Kohima, Nagaland. Mob: 09436000087 |
| 23. | Orissa | The Secretary, MSME Department, Govt. of Orissa, Secretariat Bhubaneswar-751001, Orissa Ph: 0674-2391384/2322550 Mob: 9437577390 | The Director of Industries, MSME Department, Odisha, Killamaidan, Cuttack-753001 Ph: 0671-2301892 Fax: 0671-2301227 Email: diodisha@nic.in Email : smd_nmfp.od@nic.in |
| 24. | Punjab | The Secretary (Food Processing), Department of Food Processing, Govt. of Punjab, Room No. 410, 4 th Floor, Punjab Mini Secretariat, Sector 9, Chandigarh(UT) Tel: 0172-2748410 Fax No. 0172-2742836 | The Director (Food Processing), Department of Food Processing Govt. of Punjab SCO 44-45, Phase-II, SAS Nagar, Mohali, Punjab Tel. / Fax: 0172-2661959 (M). 9478401742 Email: mdfp.pb@gmail.com |

| | | | |
|-----|---------------|---|---|
| 25. | Pondicherry | The Secretary, Directorate of Industries & Commerce, Govt. of Puducherry, Chief Secretariat, Goubert Avenue, Puducherry-605001 Ph: 0413-2233344 | The Directorate of Industries & Commerce, Industrial Estate, Thattanchavady, Puducherry-605009 Ph: 0413-2248476 Mob: 09443221214 Email: ind.pon@nic.in indpondy@rediffmail.com |
| 26. | Rajasthan | The Secretary (SSI & KVI), Department of Industries, Govt. of Rajasthan, Civil Secretariat, Jaipur Ph: 0141-2227600 sfpmraj@gmail.com | The Joint Director, O/o Commissioner Industries, Industries Department, Udyog Bhawan, Tilak Marg, Jaipur-302005 (Rajasthan) Ph: 0141-2227727-29 Mob: 09414131215 Email: sfpmraj@gmail.com |
| 27. | Sikkim | The Commissioner-cum-Secretary, Commerce & Industries Department, Govt. of Sikkim, Secretariat Annex-I Gangtok, East Sikkim Ph: 03592202670 bijendra_swaroop@rediffmail.com | The Director, Commerce & Industries Department, Govt. of Sikkim, Secretariat Annex-I Gangtok, East Sikkim Ph: 0359-2202318 Fax: 0359-2226174 |
| 28. | Tamil Nadu | The Agricultural Production Commissioner and Secretary to Government, Agriculture Department Secretariat, Chennai-600009 Tamil Nadu Ph: 044-25674482 Fax: 044-25674857 Email: agrisec@tn.gov.in anil_ias@yahoo.co.in | The Mission Director of NMFP Department of Agricultural Marketing and Agri Business, CIPET Road, Thiru-Vi.Ka Industrial Estate, Guindy, Chennai-600032, Tamil Nadu Ph: 044-22253884 /85 Fax: 044-22252754 tnsnamd@gmail.com |
| 29. | Tripura | The Principal Secretary Govt. of Tripura, Deptt: of Industries & Commerce, New Capital Complex, Agartala, (W) Tripura. Telefax 0381- 2412463/0381-241-4077 Email: lkg2020@gmail.com pravin.tripura@gmail.com | The Director of Industries & Commerce, Govt. of Tripura, Shilpadyog Bhawan, Khejur Baghan, Agartala, (W) Tripura. Tel. No.: 0381-241-1021 (Tel.) 0381-241-1022 (Fax) |
| 30. | Uttar Pradesh | The Secretary, Department of Horticulture and Food Processing, R.No. 530, 5 th Floor, Bapu Bhawan, Secretariat, Lucknow, U.P. Mob: 09838114998 Tel. 0522-2238102/ Fax 2239591 dirhorti@rediffmail.com | The Director (Horticulture), Department of Horticulture and Food Processing, 2 , Sapru Marg, Udyan Bhawan, Lucknow, U.P. Mob: 0945051834 Tel. 0522-4044414 0522-4003054 Fax 2621382 |
| 31. | Uttarakhand | The Additional Secretary, | The Director (Horticulture), |

| | | | |
|-----|-------------|---|---|
| | | Horticulture & Mission Director, Department of Horticulture & Food Processing, Govt. of Uttarakhand, Govt. Garden, Circuit House, Dehradun Tel: 0135-2759796 rakeshsharma@yahoo.in | Horticulture & Food Processing Department, Govt. of Uttarakhand, Civil Secretariat, Dehradun Ph: 0135-2754961 Email: bsn@nic.in |
| 32. | West Bengal | The Addl. Chief Secretary, Department of Food Processing & Horticulture, Govt. of West Bengal, 4 th Floor, Mayukh Bhawan, Salt Lake, Sector-2, Bidhannagar, Kolkata Ph: 033-23593262 Fax: 033-23372922 Email: fpis@wb.nic.in cmbachawat@yahoo.com | The Director, Food Processing Industries & Mission Director of NMFP, Department of Food Processing & Horticulture, Govt. of West Bengal, 4 th Floor, Mayukh Bhawan, Salt Lake, Bidhannagar, Kolkata Ph: 033-23593262 Fax No. 033-23593262 Email: dfpiwb@gmail.com |

List of Industry/Industry Associations

1. Federation of Indian Chambers of Commerce & Industry
Federation House, Tansen Marg,
New Delhi – 110001.
Fax: 23320714/23721504
Tel: 23738760

2. All India Food Processors Association
206, Auobindo Place Market,
Auobindo Marg, Hauz Khaz
New Delhi – 110016.
Tel: 26510860/26510860

3. Institute of Packaging Machinery Manufacturers of India
Secretariat, SIES Campus,
Sector V, Nerul, Navi Mumbai-400 706.
Tel: 22-2771 3834/3841/3357
Fax : 22-2771

4. Gujarat Cooperative Milk Marketing Federation Ltd.
AMUI, Dairy Road, Anand –388001.
Tel: 258506,258508
Fax: 02692 240208

5. Federation of Biscuit Manufacturers of India
23, 2nd Floor, Indra Palace,
H Block (Middle Circle),
Connaught Place, New Delhi – 110001.
Tel : 23327421/23328784
Fax: 23310760/01276-241140

6. The All India Glass Manufacturers Federation,
812, New Delhi House,
27, Barakhamba Road,
New Delhi – 110001.
Tel: 23316507
Fax: 23350357

7. PHD Chambers of Commerce and Industry
PHD House, 4/2 Siri Institutional Area,
August Kranti Marg, New Delhi-16.
Tel: 26863801 (4 lines)
Fax : 26863135

8. All India Bread Manufacturers Association
Suite No.23, 2nd Floor, Indra Place,
H Block (Middle Circle), Connaught Place,
New Delhi – 110001.
Tel: 23327421/23328784 Fax : 23310760

9. Sabarkantha District Cooperative Milk Producer's Union Ltd.,
Sabar Dairy, P.O. Boria, Himatnagar-383006,
Distt. Sabarkantha.
Tel: 02772-226400
Fax: 226130

10. The Solvent Extractors Association of India
142, Jolly Maker Chambers No.2,
14th Floor, 225, Nariman Point,
Mumbai – 400 021.
Tel: 2202 1475 – 2282 2979
Fax : 022-2202 1692

11. Aluminium Association of India
Ramanashree Arcade,
1st Floor (118), 18, M.G.Road,
Bangalore – 560 001.
Tel: 80-25582197/25582757
Fax: 80-25594535

12. Indian Dairy Association
IDA House, Sector IV,
R.K. Puram, New Delhi – 110022.
Tel: 26170781/26165355/26179780/81/83
Fax : 26174719

13. The Seafood Exporters Association of India
Seafood House, Willingdon Island,
Cochin- 682 003.
Tel: 044-2666152/2666572
Fax : 484-2667470
(Mr Elias Sait, Secretary General)
Cell: 09443-88835, 044-42611271, 2626 9903
Email: alsamarine@yahoo.com

14. Indian Soft Drinks Manufacturers Association,
702, Ansal Bhawan, Kasturba Gandhi Marg,
New Delhi – 110001.
Tel: 23716782/23721746
Fax : 23327747

15. The Aseptic Food Processing & Packaging Industry Association of India,
AFPPA Secretariat,
Ground Floor, Mayfair Towers,
Shivajinagar, Pune – 411 005.
Tel: 205510800
Fax : 20 551 0815

16. All India Meat and Livestock Exporters Association
Unit No.3, 11th Floor, WTC Complex
Centreone Building, Cuffee Parade, Mumbai - 400 005
Tel: 022 2218665
Fax: 022 22153239
Email: aimlea@india.com

17. Roller Flour Millers Federation of India
Thapar Chamber II (Opp. Kalindi Colony),
New Delhi - 110014.
Fax : 26348011

18. Confederation of Indian Industry (CII),
The Mantosh Sondhi Centre,
23, Institutional Area,
Lodi Road, New Delhi - 110003.
Fax No.24626149
Tel : 24629994-7

19. Metal Container Manufacturers Association of India
C/o Hindustan Tin Works Ltd.,
UGF, Antriks Bhawan,
22, K. G. Marg
New Delhi - 110001
Fax : 23357270/23357273
Tel : 23357276-9

20. The Roller Flour Mills Association (AP),
501, Carwan Sahu Road,
Hyderabad - 500 067.
Fax : 040-23514515
Tel : 040-23515772/23514382

21. Indian Confectionery Manufacturers Association,
Ansal Plaza, C Block, 2nd Floor,
Andrews Ganj, August Kranti Marg
New Delhi - 110049.
Fax : 26263231
Tel : 26262294-98
Email: icma@icma.in,
Email: isma@indiansugar.com

22. All India Cold Storages Association,
42, Rama Road, Shivaji Marg,
Industrial Area, New Delhi - 110015.
Ph: 25937701
23. Asian Buffalo Association
Hind Agro Industries Ltd.,
A-1, Phase-I, Okhla Industrial Area,
New Delhi - 110020.
Tel : 26372786
24. US Grains Council,
FF-303-G, Sushant Shopping Arcade,
Sushant Lok - I,
Gurgaon - 122002.
25. Southern Citrus Products Pvt. Ltd.,
Kamala Bhawan,
15/337-16, Varada Nagar,
Gudur-524103. Andhra Pradesh.
Tel: 8624-222328/222428
Fax : 8624-252958
26. Jindal Frozen Foods Pvt. Ltd.
Narain Nagar, Bazpur Road,
Kashipur – 244 713 (Uttanchal).
Tel: 05947-275291, 275292, 278094
Fax : 05947-278093
27. M/s Nexgen Corporate Services Pvt Ltd
1201, Pragati Towers
26, Rajendra Place
New Delhi 110008
Tel: 41536990- / 55838058
Fax: 4153 6991
Email: iaa@iaaonline.in; nexgenservices@gmail.com
28. International Spirits & Wines Association of India (ISWAI)
E-369, IIInd Floor, Greater Kailash II
New Delhi 110048
Cell: 98116-77477
Tel: 011- 4163 6309, 4163 6167
Fax No. 4163 6309
29. All India Starch Manufacturers Association
New Pushpa Vihar No. 3
159, Colaba Road, Opp: Colaba Post Office
Mumbai 400005
Tel: 9522- 2215 0091, 2640 8601,
Fax: C/o 2218 8061

30. Agriculture & Processed Food Products
Export Development Authority (APEDA)
3rd Floor, NCUI Bldg,
Siri Institutional Area, August Kranti Marg
New Delhi 110016
31. All India Distilleries Association (AIDA)
805, Siddhartha
96, Nehru Place, New Delhi 110019
Tel: 2643 2743, 2643 4974
Fax No. 2647 6628
32. The Associated Chambers of Commerce and Industry of India
1, Community Centre Zamrudpur
Kailash Colony, New Delhi – 110 048
Tel: 46550555 (Hunting Line)
Fax: 46536481/46536482 46536497/46536498
33. All India Association of packaged natural Mineral Water Industries
2, China Garden, Netaji Marg
Mithakhali Circle
Ahmedabad
Fax No. 079-2640 5700, 2288 5050
Tel No. 079- 2640 1000, 228 5051
Mobile: 098250-19000 (Behram R Mehta)
34. All India Brewer's Association
C/o Skol Breweries Ltd
903, 9th Floor, Tower – B
Global Business Park, MG Road
Gurgaon 122002
Fax No. 0124-4303791
Tel: 0124-4303793, 4303790
35. All India Association of packaged natural Mineral Water Industries
2, China Garden, Netaji Marg
Mithakhali Circle
Ahmedabad
Fax No. 079-2640 5700, 2288 5050
Tel No. 079- 2640 1000, 228 5051
Mobile: 098250-19000 (Behram R Mehta)

Annexure – C

Details of Participating Banks/ FIs of Ministry of Food Processing Industries

| SI No. | Name of the Banks |
|---------------|--|
| 1 | State Bank of India |
| 2 | Canara Bank |
| 3 | Punjab National Bank |
| 4 | Andhra Bank |
| 5 | Central Bank of India |
| 6 | Bank of Baroda |
| 7 | State Bank of Bikaner & Jaipur |
| 8 | UCO Bank |
| 9 | Bank of India |
| 10 | Small Industries Development Bank of India (SIDBI) |
| 11 | Indian Bank |
| 12 | Catholic Syrian Bank |
| 13 | Indian Overseas Bank |
| 14 | HDFC Bank |
| 15 | Oriental Bank of Commerce |
| 16 | Axis Bank |
| 17 | Andhra Pradesh State Financial Corp. Hyderabad |
| 18 | J&K Bank |
| 19 | Bank of Maharashtra |
| 20 | Karnataka State Financial Corp. |
| 21 | Union Bank of India |
| 22 | The federal Bank of India |
| 23 | Corporation Bank |
| 24 | United Bank of India |
| 25 | Syndicate Bank |
| 26 | State Bank of Patiala |
| 27 | Standard Chartered Bank |

| | |
|----|---|
| 28 | State Bank of Hyderabad |
| 29 | Karnataka Bank Ltd |
| 30 | The Akola Janata Commercial Cooperative Bank Ltd, Akola |
| 31 | West Bengal Financial Corporation. |
| 32 | The Karur Vysya Bank Ltd. |
| 33 | ICICI Bank |
| 34 | The Akola Urban Co-op. Bank Ltd, Akola |
| 35 | The Zoroastrian Co-op. Bank Ltd |
| 36 | Punjab and Sind Bank |
| 37 | Jalgaon Janata Sahakari Bank Ltd |
| 38 | The Saraswat Cooperative Bank LTd |
| 39 | State Bank of Indore |
| 40 | State Bank of Travancore |
| 41 | ING Vysya Bank Ltd. |
| 42 | The Mehsana Urban Co-op. Bank Ltd |
| 43 | The Tamilnadu Industrial Investment Corp. Ltd |
| 44 | The Nainital Bank Ltd |
| 45 | Yes Bank Ltd |
| 46 | Lakshmi Vilas Bank |
| 47 | Janata Sahakari Bank Ltd, Pune |
| 48 | South Indian Bank |
| 49 | Development Credit Bank |
| 50 | Jalgaon Janata Sahakari Bank Ltd |
| 51 | State Bank of Mysore |
| 52 | Uttar Pradesh Financial Corp. |
| 53 | Tamilnad Mercantile Bank Ltd |