

Food Corporation of India

Zonal Office(East)

Manual-VII

PUBLIC GRIEVANCE REDRESSAL MECHANISM

The FCI has devised a detailed Public Grievance redressal mechanism for redressal of Grievances raised by any individual, association, professional of any member of public etc. against any service provided by the Corporation or having interface with it. The scheme envisages nomination of Public Grievance Officers at corporate, Zonal, Regional and District level. At corporate level the Executive Director (Personnel) and Liaison Officer are ex-officio Director (Public Grievance) and public Grievance Officers respectively. At Zonal level the Deputy Zonal Managers of concerned zone have been designated as Zonal Public Grievance Officers. Similarly at Regional and District levels concerned Regional Managers and District Managers have been nominated as Regional and District Public Grievance Officers.

Any aggrieved person, association, professional etc. can approach these public grievance officers at these levels to get redressed their grievances.

At FCI Headquarters, New Delhi , the following officers has been designated as Director (Public Grievance) and Public Grievance Officers.

Sl. No.	NAME & DESIGNATION	Floor/Room No.	Telephone/ Fax No.
1.	Smt Anjali Anand Srivastava,IA&AS , Executive Director (Personnel) as Director (Public Grievances)	3rd Floor, R.NO: 312, 16-20, Barakhama Lane , Headquarters, New Delhi-110001	011-23414150
2.	Sh. M.K. Verma , Dy. General Manager (Liaison Officer) as Public Grievance Officer	12th Floor, R.NO: 1205, 16-20, Barakhama Lane , Headquarters, New Delhi-110001	011-23413222/ 23412165

Meeting Day - EVERY WEDNESDAY BETWEEN 10.00 Hrs. to 13.00 Hrs.

EAST ZONE

General Manager(E-II), FCI, Zonal Office(East),10 A, Middleton Row, Kolkata-700071	Zonal Public Grievance Officer	033-22295332
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ORISSA REGION BHUBANESWAR

DGM(Region) FCI, Regional Office Khadya Bhavan , Satsang Vihar P.O. Vani Vihar Bhubaneswar (Orissa)	Regional Public Grievance Officer	0674-2586447
Area Manager FCI , Area Office, Behrampur(Orissa)	Area Public Grievance Officer	0680-580747
Area Manager FCI, Area Office, Sambalpur (Orissa)	Area Public Grievance Officer	0663-2402529
Area Manager FCI , Area Office, Jeypore (Orissa)	Area Public Grievance Officer	06854-230268
Area Manager FCI Area Office, Bhubaneswar (Orissa)	Area Public Grievance Officer	0674--2418306
Area Manager FCI, Area Office Cuttack (Orissa)	Area Public Grievance Officer	0671-2312460
Area Manager FCI , Area Office Titlagarh(Orissa)	Area Public Grievance Officer	06655-220464
Area Manager FCI , Area Office Balasore(Orissa)	Area Public Grievance Officer	06782-2362178

BIHAR REGION(PATNA)

DGM(Region) FCI, Regional Office, Exhibition Road Patna (Bihar)	Regional Public Grievance Officer	0612-2224727
Area Manager, FCI, Area Office, Bhagalpur (Bihar)	Area Public Grievance Officer	0641-2400172
Area Manager, FCI, Area Office, Dharbanga(Bihar)	Area Public Grievance Officer	06272-241075
Area Manager, FCI, Area Office, Gaya (Bihar)	Area Public Grievance Officer	0631-2420806
Area Manager FCI , Patna Bihar	Area Public Grievance Officer	0612-2685877
Area Manager, FCI, Area Office, Muzaffarpur(Bihar)	Area Public Grievance Officer	0621-2214380
Area Manager, FCI, Area Office, Purnia(Bihar)	Area Public Grievance Officer	06454-222691
Area Manager, FCI, Area Office, Chhapra(Bihar)	Area Public Grievance Officer	06152-222635
Area Manager, FCI, Area Office, Samastipur(Bihar)	Area Public Grievance Officer	06274-222689
Area Manager, FCI, Area Office, Saharsa(Bihar)	Area Public Grievance Officer	06478-223335

JHARKHAND REGION (RANCHI)

DGM(Region) FCI, Regional Office, 29-A, Kishan Singh Colony, Gurudwara Lane Ranchi (Jharkhand)	Regional Public Grievance Officer	0651-2330803
Area Manager, FCI, Area Office, Hazaribagh	Area Public Grievance Officer	06546-222389
Area Manager, FCI, District Office, Ranchi	Area Public Grievance Officer	0651-2313253

REGIONAL OFFICE ; KOLKATA(West Bengal)

DGM(Region) FCI, Regional Office,6, Lyod Street Kolkata.-7.	Regional Public Grievance Officer	033-22265515
Area Manager, FCI, Area Office Burdwan(West Bengal)	Area Public Grievance Officer	0342-2564110
Area Manager, FCI, Area Office, D.O. (Dock) Kolkata (West Bengal)	Area Public Grievance Officer	033-22450841
Area Manager, FCI, Area Office, Bankura(West Bengal)	Area Public Grievance Officer	03242-250301
Area Manager, FCI, Area Office, Birbhum(West Bengal)	Area Public Grievance Officer	03242-255339
Area Manager, FCI, Area Office, Kolkata-East(West Bengal)	Area Public Grievance Officer	
Area Manager, FCI, Area Office, Kolkata-South(West Bengal)	Area Public Grievance Officer	

Area Manager, FCI, Area Office, Kolkata-North(West Bengal)	Area Public Grievance Officer	033-22520841
Area Manager, FCI, Area Office, Cooch-Behar(West Bengal)	Area Public Grievance Officer	03582-222520
Area Manager, FCI, Area Office, Durgapur (West Bengal)	Area Public Grievance Officer	0343-2556637
Area Manager, FCI, Area Office, Malda(West Bengal)	District Public Grievance Officer	03512-252344
Area Manager, FCI, Area Office, Purulia(West Bengal)	Area Public Grievance Officer	03252-222280
Area Manager, FCI, Area Office, Siliguri(West Bengal)	Area Public Grievance Officer	0353-2432754
Area Manager, FCI, Area Officer, Hoogly(West Bengal)	Area Public Grievance Officer	033-26802329
Area Manager, FCI, Area Office, Murshidabad(West Bengal)	Area Public Grievance Officer	03482-250053
Area Manager, FCI, Area Office, Subarban(West Bengal)	Area Public Grievance Officer	033-22484652
Area Manager, FCI, Area Office, Sales Corporation Kolkata(West Bengal)	Area Public Grievance Officer	033-222520
Area Manager, FCI, Area Office, Howrah-Kolkata(West Bengal)	Area Public Grievance Officer	033-22450844
Area Manager, FCI, Area Office Nadia(West Bengal)	Area Public Grievance Officer	03472-252217

Area Manager, FCI, Area Office, West Dinajpur(West Bengal)	Area Public Grievance Officer	03522-255509
Area Manager, FCI, Area Office, Non Port Depot Kolkata(West Bengal)	Area Public Grievance Officer	033-2290054
District Manager, FCI, Area Office, Port Depot Calcutta Kolkata(West Bengal)	Area Public Grievance Officer	033-2260782
Area Manager, FCI, Area Office, Midnapur(West Bengal)	Area Public Grievance Officer	03222-262424
<u>Area Manager, FCI, Area Office,</u> <u>Jalpaiguri(West Bengal)</u>	Area Public Grievance Officer	03561-230058
<u>Area Manager, FCI, Area Office,</u> <u>Sikkim (West Bengal)</u>	Area Public Grievance Officer	03592-202617
<u>Area Manager, FCI, Area Office,</u> <u>24 Parganas(West Bengal)</u>	Area Public Grievance Officer	033-22484652