



कृषि और प्रसंस्कृत खाद्य उत्पाद
निर्यात विकास प्राधिकरण
(वाणिज्य एवं उद्योग मंत्रालय, भारत सरकार)

**Agricultural and Processed Food Products
Export Development Authority**
(Ministry of Commerce & Industry, Govt. of India)

CRL-2023-24-000022

Dated : 01.08.2023

OFFICE ORDER

As desired by Hon'ble CIM, a provision for grievances redressal through VC has been created on APEDA website scheduled for an hour daily to address the issues of stakeholders. APEDA is implementing the same as per the following schedule daily from 1600 hrs to 1700 hrs.

Name of the officer	Date of the every month
DGM (MPV)	1,2,3
DGM (UK)	4,5,6
DGM(BB)	7,8,9
DGM (RA)	10,11,12
DGM(PPW)	13,14,15
DGM(NL)	16,17,18
DGM(CBS)	19,20,21
DGM(SR)	22,23,24
DGM (RM)	25,26,27
DGM(RA)	28,29,30
AGM(SU) AGM(SA) AGM(CSD)	31 and alternative of the officers on leave during the month

The officers are directed to organize the VC on all working days as per the date assigned. Please note that the VC would be recorded. The officers has to make attempt to resolve the grievances online, in case the matter are required to be referred to concerned division, details may be taken from the stake holders and forwarded to the concerned division/officer through email, who should revert to the stake holders within 24 hours.

All the officers have to maintain record of VC conducted quarries received and reply sent. This may be required by DoC for evaluation.


Tarun Bajaj
Director