

GOVERNMENT OF INDIA  
MINISTRY OF FOOD PROCESSING INDUSTRIES  
**LOK SABHA**

**UNSTARRED QUESTION NO. 2525**

ANSWERED ON 09<sup>TH</sup> JULY, 2019

**COLD STORAGE MANAGEMENT**

**2525. SHRIMATI KIRRON KHER**

Will the Minister of FOOD PROCESSING INDUSTRIES be pleased to state:

- (a) Whether the Government has any redressal and complaints management mechanism for farmers and users to raise concerns against any agencies managing cold storage centres; and
- (b) if so, the details of the complaints received against the agencies responsible for implementation of cold chain centres?

**ANSWER**

THE MINISTER OF STATE FOR FOOD PROCESSING INDUSTRIES  
(SHRI RAMESWAR TELI)

(a): Government of India has a Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal for redressal of the grievances / complaints received from general public, where they can raise concerns against any agencies managing cold storage centres. They may also approach the Ministry directly.

(b): Ministry has not received any grievance from farmers against the agencies responsible for implementation of cold chain projects, through CPGRAMS portal or otherwise.

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