

**Government of India**  
**Ministry of Food Processing Industries**  
**Panchsheel Bhawan, August Kranti Marg,**  
**New Delhi-110049**

Subject: **Grievance cell & Business Immunity Platform in Ministry of Food Processing Industries in the wake of lockdown arising out of COVID 19.**

Dear all,

In the wake of the proactive measures taken by Central and State Governments for prevention of COVID19 through lockdown, the Ministry of Food Processing Industries (MoFPI), Government of India has set up a grievance cell for the food and food related industry to ensure hassle free operations and uninterrupted supply of essentials for citizens.

In this regard, queries / issues related to food processing industry may be sent to email: [covidgrievance-mofpi@gov.in](mailto:covidgrievance-mofpi@gov.in)

The investor facilitation desk of MOFPI at Invest India has also set up a **Business Immunity Platform**: (<https://www.investindia.gov.in/bip>) which is designed as a comprehensive resource to help businesses and investors get real-time support to ensure hassle free operations.

The Ministry would like to assure its commitment in these troubled time to all food processing & related industry and business associations. The dedicated grievance cell will provide necessary support to ensure successful continuity of business of Agri-food industry in India.

With warm regards,

Yours sincerely,

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**(Reema Prakash)**  
**Joint Secretary**