

FCI Grievance Redressal System App

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About FCI Grievance Redressal System App:

- It will **facilitate rice millers** in addressing their **grievances with the FCI** in an efficient and transparent manner.
- It is part of the Government's ongoing efforts to harness technology for good governance.
- It aims to **improve responsiveness and accountability** by providing rice millers with a convenient platform to lodge complaints, monitor its status and receive responses on their mobile device in an end-to-end digitized manner.
- **Key Features of the App**
 - **User-Friendly Grievance Submission:** Millers can easily register their grievances on their mobile through a user-friendly interface, simplifying communication with FCI. They have to register only once and thereafter any number of grievances can be lodged wherein **each grievance will have a Unique Grievance ID.**

- **Real -Time Tracking:** It offers **real-time updates** on grievance status, keeping millers informed and ensuring transparency.
 - **Automatic Assignment & Fast Resolution:** Within FCI, once grievance is received, it will be **automatically assigned to** concerned **Nodal Officers for further action**. The App provides facility to Nodal Officers to either get grievances investigated by Quick Response Team or get feedback from the concerned Division.
 - **Geo-Fencing for Quick Response Teams (QRTs):** Where grievance redressal involves visit to site by QRT team, the mobile application will capture the physical visit by the team members through the geo-fencing tool.
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Q1: What is Food Corporation of India (FCI)?

The FCI is a statutory body formed by the enactment of the Food Corporation Act, 1964 by the Parliament. It has an objective of effective price support operations for safeguarding the interests of the farmers,

News: [Shri Pralhad Joshi launches FCI Grievance Redressal System Mobile Application for Rice Millers](#)

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