

Centre launches app to address grievances of rice millers

Our Bureau

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Food Minister Pralhad Joshi on Monday launched a mobile application — FCI Grievance Redressal System (FCI GRS) — for rice millers, another step towards enhancing transparency and accountability as per the stakeholders' satisfaction.

The mobile application will facilitate rice millers in

addressing their grievances with the FCI efficiently and transparently, the Food Ministry said in a statement after its release. "The FCI GRS application is part of the government's ongoing efforts to harness technology for good governance. This mobile application is available for download on Google Playstore for Android users," it said.

Aimed at improving re-

sponsiveness and accountability by providing rice millers with a convenient platform to lodge complaints, FCI GRS will be helpful in monitoring the status of the complaint with the government targeting resolution in three days.

Millers will receive responses on their mobile devices in an end-to-end digitised manner after the complaint is made through

the app, officials said. "Millers can easily register their grievances on their mobiles 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," the Ministry said.

Explaining the details, an official said that once a griev-

ance is received, it will be automatically assigned to the concerned nodal officer within FCI. The app allows the nodal officer to either get the grievance investigated by the Quick Response Team or get feedback from the concerned division, he said.

FCI has ensured that there will be real-time investigation on the grievance by geofencing the field visit (to the site) by the QRT team.