

PUBLIC NOTICE

INITIATIVE TO ADDRESS THE GRIEVANCES OF RICE MILLERS DELIVERING CUSTOM MILLED RICE (CMR) TO FOOD CORPORATION OF INDIA

1. In order to redress the Grievances of Rice Millers delivering Custom Milled Rice (CMR) to Food Corporation of India (FCI), an initiative has been taken and a Toll Free Helpline Number 1800 3090 134 has already been operational at FCI Headquarters.
2. It is emphasized that this Helpline number is exclusively for the Grievance Redressal of Rice Millers delivering CMR to FCI. However, Other Stake Holders of FCI are requested to contact the respective Grievance Redressal Authority for their Grievance, if any.
3. Rice Millers who have any Grievance relating to FCI can lodge their Grievances on above Toll Free Helpline Number on all working days of FCI, Headquarters during 10 AM to 06 PM.
4. Rice Millers have to provide his/her identity and the proper address.
5. Rice Millers will be given a unique number for his/her grievance lodged on Toll Free Helpline Number by officers of FCI, Headquarters.
6. All the conversation between the Officer of FCI, Headquarters and Rice Millers will be recorded for quality purpose.
7. **Now**, in addition to above, one more digital platform has been provided to Rice Millers delivering CMR to FCI to lodge their grievances through Website of FCI on URL: <https://fci.gov.in/grievanceredressal/grievance/login>
8. Procedure to lodge grievances through Website of FCI is attached as Annexure.
