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	Admin Console (FCI)		

Food Corporation Of India Website (FCI)
User Manual For Grievance Redressal System

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Revision History

Version	Description	Author	Date
User Manual For Grievance Redressal System			
1.0	Document Creation	Dikhya Mohanty	19/03/2024
	Project Manager		
	Reviewed & Approved By		

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1 Introduction

FCI website was created and Published on NIC server in the year 2014. The website was designed, keeping in the existing organization structure of FCI with necessary privileges with various operating divisions of FCI HQ, Zonal offices and regional offices. The FCI website covers all pages for Headquarters / Zones / Regions covering all District offices & Depots that may include some independent online applications. The website has been optimized for load time, response time, navigation and search etc. The optimization covers all the areas like HTML, CSS, GRAPHICS, PDF, etc., and facilitates smaller page size and faster downloads. The website has been security-audited and is supported by all browsers along-side its GIGW / STQC compliant.

The existing FCI Website covers modifications, additions, updates of existing web pages aligned with FCI hierarchies and its respective content moderators which is developed using cake PHP and is a single website (bilingual) for all Zonal Offices (ZO) / Regional offices (RO) of FCI. The website also has a Recruitment page with provisions of updating independent pages/relevant information by respective offices in different links on day-to-day basis creation of internal and external links, on-line forms, search facilities, site maps and any other dynamic functionalities whenever required.

1.1 Purpose

This document provides a step-by-step guideline to procedure of the grievance module. The user will find it extremely helpful to know the entire procedure on how to file a grievance or lodge a complaint. This document provides pathway for better understanding of the process flow of Grievance sub-module. Through this module the authorized user can manage all the functions required to lodge a complaint. Through this document the authorized user can have clear knowledge about the procedure and manage of the links and sub-links of Grievance module.

2 Grievance

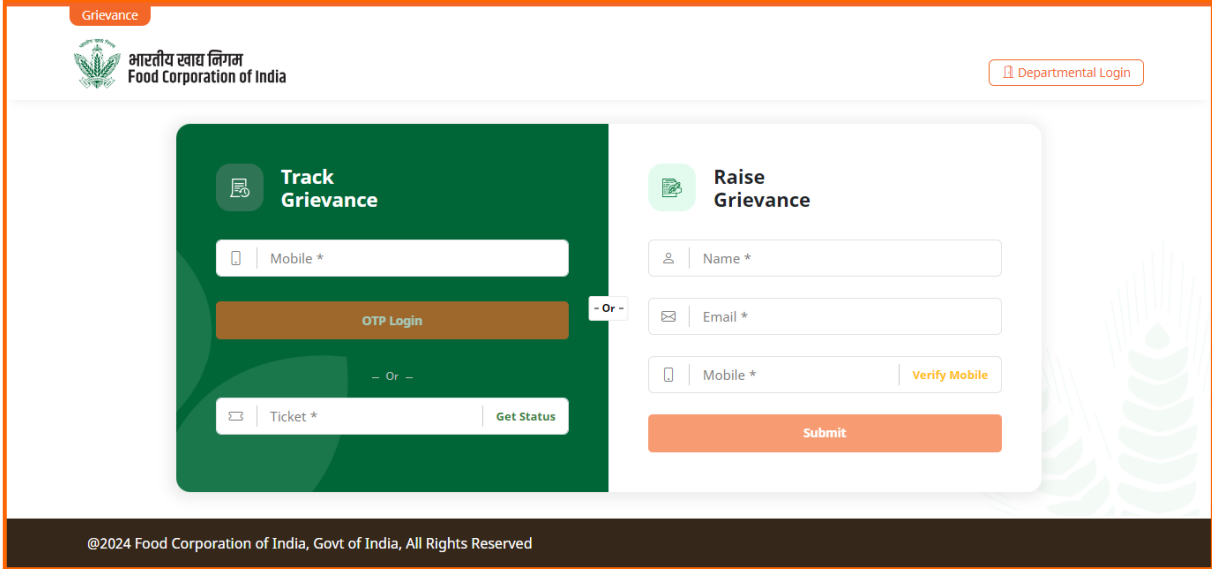
In the Grievance Application, the user to create an official user and further login with that user to lodge a complaint or grievance. If the grievance is new, the user can add the details in the Raise Registration by creating a new user. And if the grievance is already added and the user to track the status of the grievance, through OTP.

2.1 Raise Registration

For raising a grievance, the user must create a new user credential.

Enter the URL (<https://fci.gov.in/grievanceredressal/grievance/login>) in the browser and it will redirects to an external grievance redressal portal to file a complaint.

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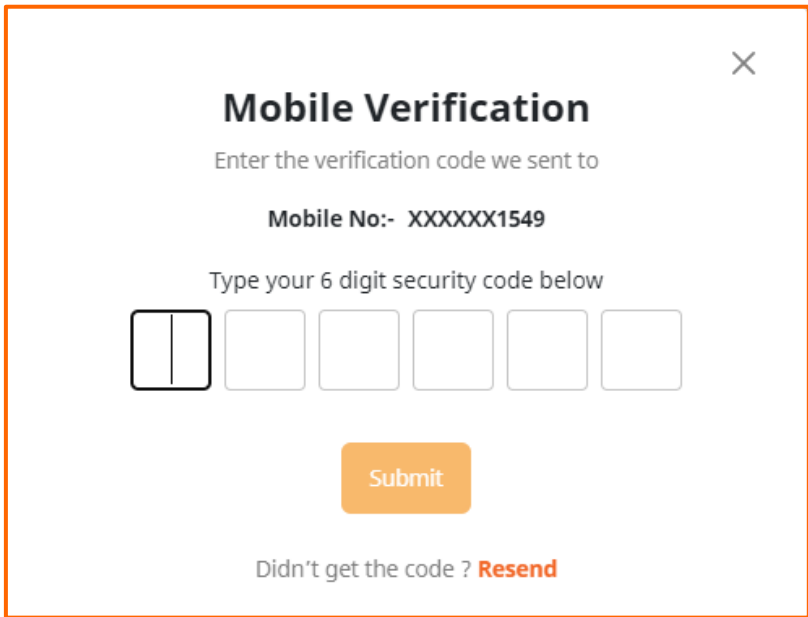
The welcome screen features a header with the 'Grievance' tab, the Food Corporation of India logo, and a 'Departmental Login' link. The main content is divided into two sections: 'Track Grievance' on the left and 'Raise Grievance' on the right. The 'Track Grievance' section includes a 'Mobile *' field, an 'OTP Login' button, an 'Or' separator, a 'Ticket *' field, and a 'Get Status' button. The 'Raise Grievance' section includes a 'Name *' field, an 'Email *' field, a 'Mobile *' field, a 'Verify Mobile' button, and a 'Submit' button. A footer at the bottom states: '@2024 Food Corporation of India, Govt of India, All Rights Reserved'.

Figure 2-1 Welcome Screen

Referring to **Fig. 2-1**, in the Welcome page, to create a new user, under the **Raise Grievance** section-

- Enter the Name (name of the user) in the text box field.
- Enter the Email (mail ID of the user) in the text box field.
- Enter the Mobile (user to enter the mobile in which the system will send the OTP number) in the text box field.
- Click the **Verify Mobile** button.

Further for verification, a pop-up populates the screen (refer **Fig. 2-2**).



The mobile verification pop-up screen has a close button (X) in the top right corner. It displays the title 'Mobile Verification' and the instruction 'Enter the verification code we sent to'. Below this, it shows 'Mobile No:- XXXXXX1549' and asks the user to 'Type your 6 digit security code below'. There are six input boxes for the security code, with the first box containing a vertical line. A 'Submit' button is located at the bottom center. At the very bottom, it says 'Didn't get the code ? **Resend**'.

Figure 2-2 Mobile Verification Screen

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Referring to **Fig. 2-2**, in the Mobile Verification pop-up-

- Enter the 6 Digit Security Code (the code is sent to the above entered mobile number) in the text box field.
- Click the **Submit** button.
 - In case, the user didn't get the code, to resend the code number, click the **Resend** button.

Further a confirmation message pop-up populates the screen (refer **Fig. 2-3**).

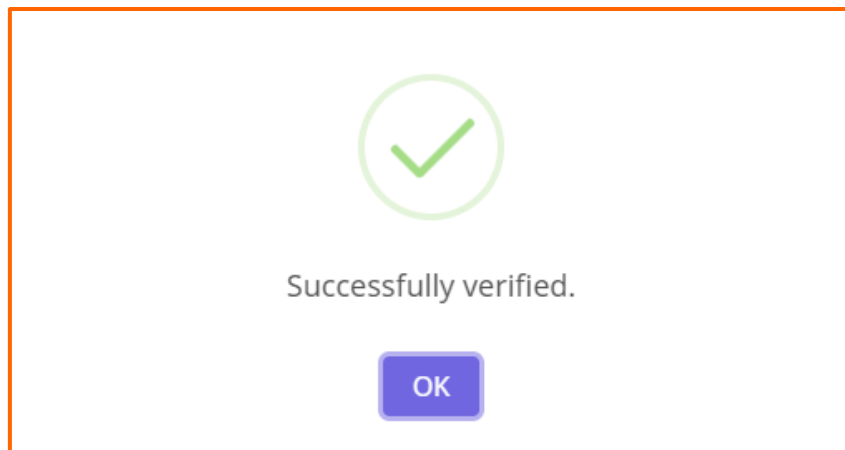


Figure 2-3 Confirmation Screen

Referring to **Fig. 2-3**, in the Confirmation page, it displays- "*Successfully Verified*".

- To close the confirmation message, click the **OK** button.

After the verification is done, the user is created and a pop-up populates the screen displaying the confirmation (refer **Fig. 2-4**).

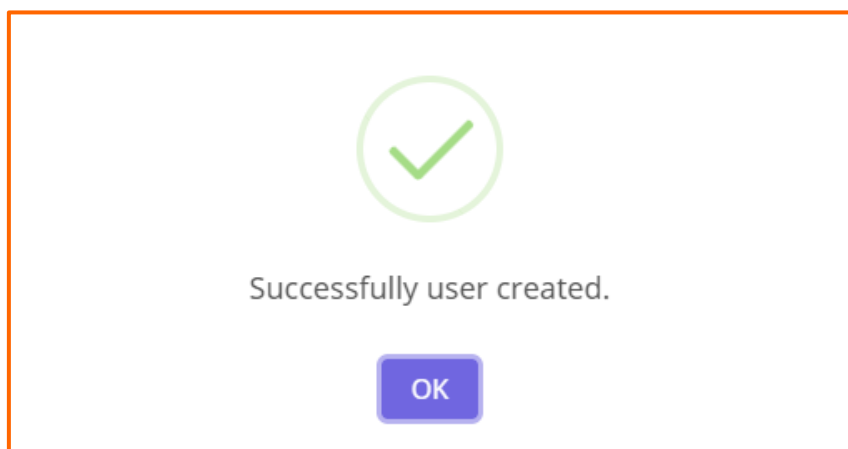


Figure 2-4 Confirmation Screen

Referring to **Fig. 2-4**, in the Confirmation page, it displays- "*Successfully user created*".

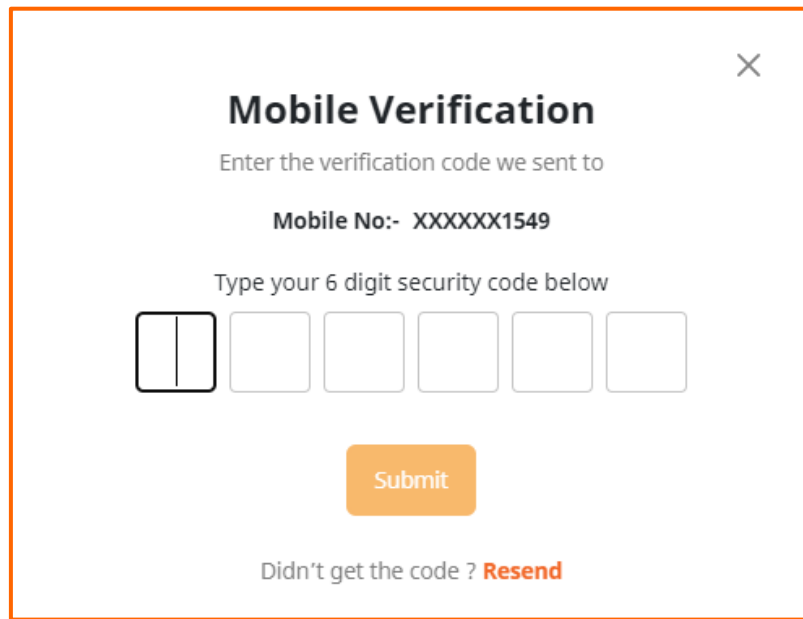
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- To close the pop-up message, click the **OK** button.

Further to raise a grievance, in the **Track Grievance** section (on the left side of **Fig. 2-1**)-

- Enter the Mobile (mobile number of the user already added while creating the user) in the text box field.

Further for verification, a pop-up populates the screen (refer **Fig. 2-5**).



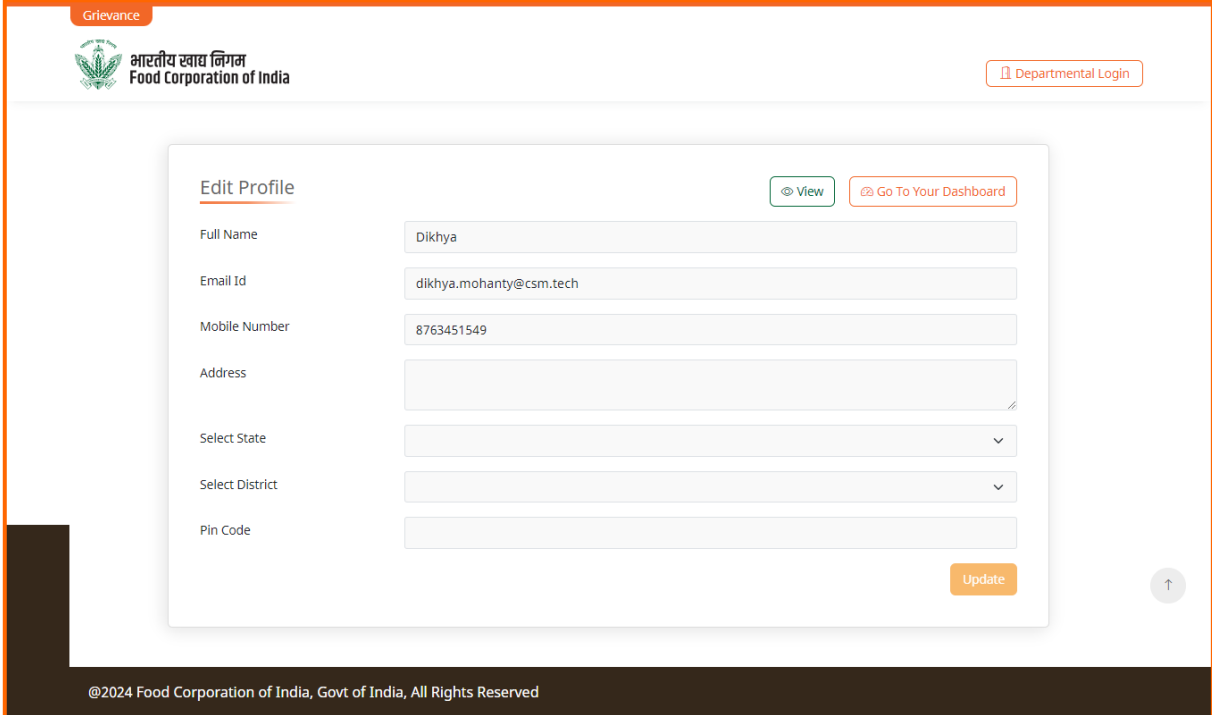
The image shows a 'Mobile Verification' pop-up screen. At the top right is a close button (X). The title 'Mobile Verification' is centered. Below it, the text 'Enter the verification code we sent to' is followed by 'Mobile No:- XXXXXX1549'. Then, it says 'Type your 6 digit security code below' above a row of six input boxes. Below the boxes is an orange 'Submit' button. At the bottom, it says 'Didn't get the code ? Resend' with 'Resend' in red.

Figure 2-5 OTP Pop-up Screen

Referring to **Fig. 2-5**-

- Enter the 6 Digit Security Code (the code is sent to the above entered mobile number) in the text box field.
- Click the **Submit** button.
 - In case, the user didn't get the code, to resend the code number, click the **Resend** button.

Further the page navigates to the Profile page (refer **Fig. 2-6**).



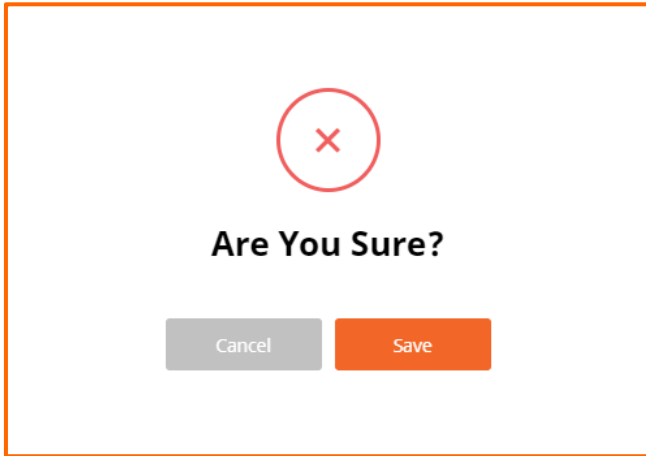
The screenshot shows the 'Edit Profile' screen. At the top, there's a header with the 'Grievance' label, the Food Corporation of India logo, and a 'Departmental Login' button. The main content area contains a form titled 'Edit Profile'. The form has the following fields: Full Name (Dikhya), Email Id (dikhya.mohanty@csm.tech), Mobile Number (8763451549), Address (empty), Select State (dropdown), Select District (dropdown), and Pin Code (empty). There are 'View' and 'Go To Your Dashboard' buttons at the top right of the form, and an 'Update' button at the bottom right. A footer at the bottom of the page reads '@2024 Food Corporation of India, Govt of India, All Rights Reserved'.

Figure 2-6 Edit Profile Screen

Referring to **Fig. 2-6**, in the Edit Profile page-

- The Full Name, Email Id and the Mobile Number is auto-displayed in the text box field.
- Enter the Address (address of the user) in the text box filed.
- Select the State (state of the user) from the drop down menu.
- Select the District (district of the user) from the drop down menu.
- Enter the Pin Code (pin code of the user's address) in the text box filed.
- Click the **Update** button.

Further a confirmation pop-up populates the screen (refer **Fig. 2-7**).



The screenshot shows a confirmation pop-up dialog box. It has a white background with a red border. At the top center, there is a red circle containing a red 'X' icon. Below this icon, the text 'Are You Sure?' is written in a bold, black font. At the bottom of the dialog, there are two buttons: a grey 'Cancel' button on the left and an orange 'Save' button on the right.

Figure 2-7 Edit Profile Screen

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Referring to **Fig. 2-7**, it displays – “Are You Sure?”

- To save the profile details, click the **Save** button.
 - Or to cancel, click the **Cancel** button.

Further a confirmation pop-up populates the screen (refer **Fig. 2-8**).

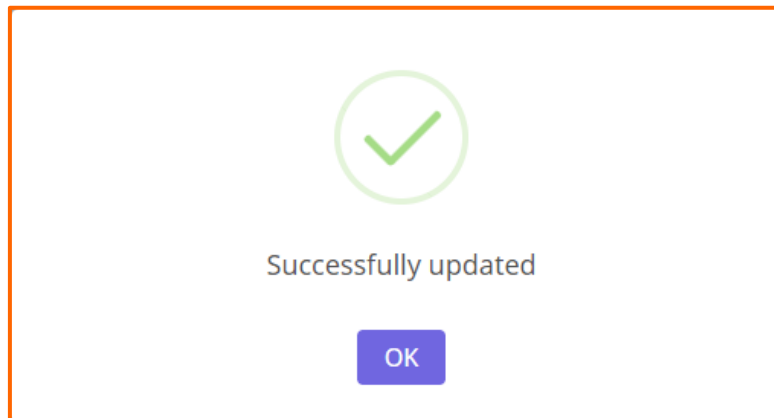


Figure 2-8 Confirmation Screen

Referring to **Fig. 2-8**, it displays – “Successfully updated?”

- To close the pop-up screen, click the **OK** button.

Further the page navigates to **Profile** page (refer **Fig. 2-9**).

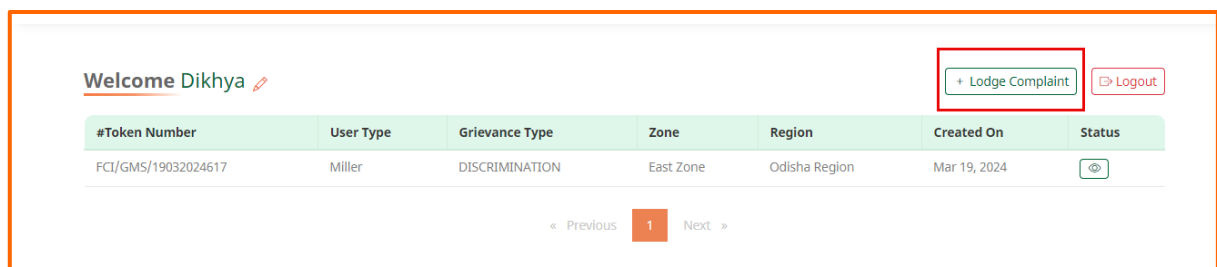


Figure 2-9 Profile Screen

Referring to **Fig. 2-9**, in the Profile page-

- To lodge a complaint, click the **Lodge Complaint** button as highlighted in the figure and the page navigates to Grievance Registration Form (refer **Fig. 2-10**).

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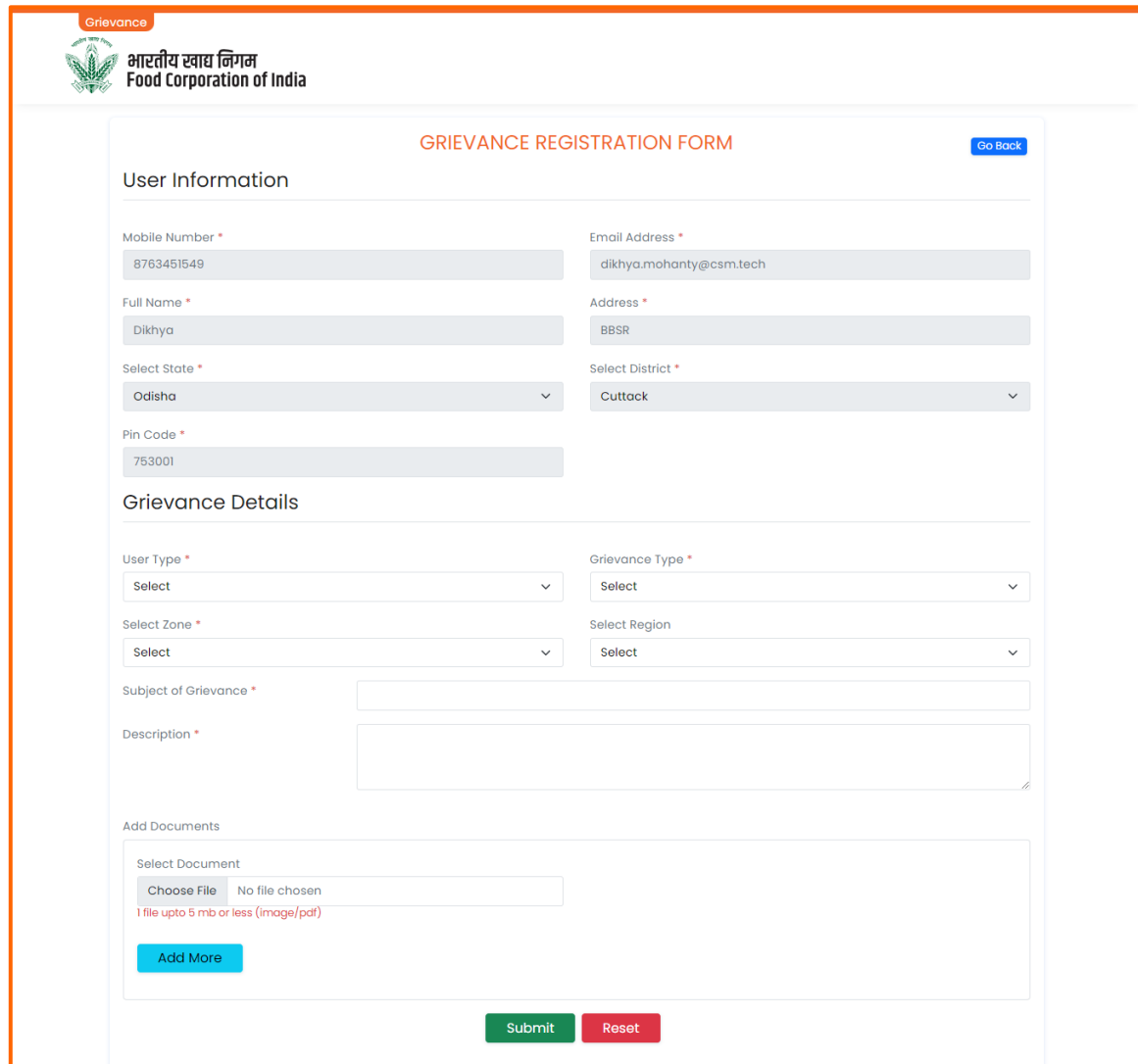


Figure 2-10 Grievance Registration Form Screen

Referring to **Fig. 2-10**, in the Grievance Registration Form screen, the user to enter the detailed information under respective section.

In the **User Information** section-

- The Mobile Number, Email Address, Full Name, Address, State, District and the Pin Code is auto-displayed.

In the **Grievance Details** section-

- Select the User Type from the drop down menu.
- Select the Grievance Type (type of grievance) from the drop down list.
- Select the Zone (to which the zone grievance is to be send) from the drop down menu.
- Select the Region (to which region the grievance is to be send) from the drop down menu.
- Enter the Subject of Grievance (issue of the complaint) in the text box field.

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- Enter the Description (explain the details of the complaint) in the text box field.
- Upload the Document (the field is not mandatory and if the user has any document related to the complaint or grievance) by clicking the Choose File button.

Note: The file must be within 5 MB size and must be of PDF format.

- To add more document, click the **Add More** button.
- Click the **Submit** button.
 - Or to change the details in the field, click the **Reset** button.

Further a pop-up populates the screen (refer **Fig. 2-11**).

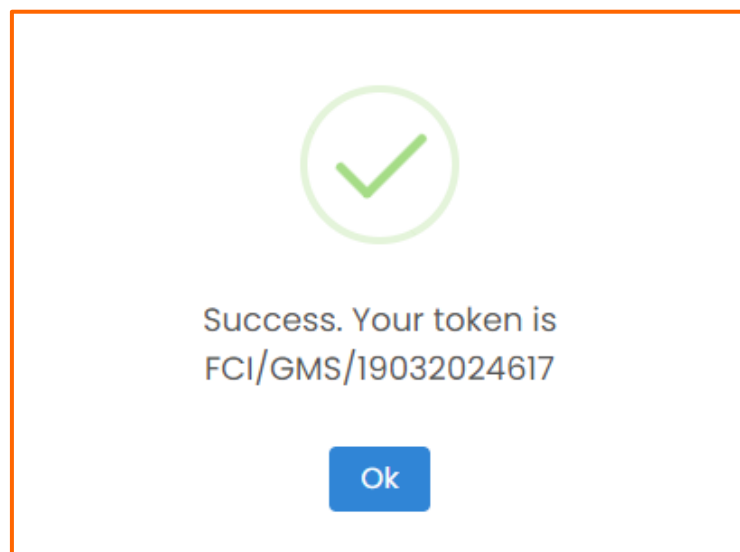


Figure 2-11 Pop-up Screen

Referring to **Fig. 2-11**, in the pop-up, it displays the token number. Save the token number for future grievance work.

- To close the pop-up, click the **OK** button.

Further the page navigates to **Fig. 2-12**.

Grievance


भारतीय खाद्य निगम
 Food Corporation of India

[Departmental Login](#)

User Information

[Go To Your Dashboard](#)
[Edit](#)

Full Name

Dikhya

Email Id

dikhya.mohanty@csm.tech

Mobile Number

8763451549

Address

BBSR

State

Odisha

District

Cuttack

Pin Code

753001

Grievance Details

[View](#)

Token Number

FCI/GMS/19032024617

User Type

Miller

Grievance Type

DISCRIMINATION

Zone

East Zone

Region

Odisha Region

Subject

ABCEF

Description

ABC

Attachment

Status

Sl#	Authority Name	Authority Mobile No	Assigned On	Status
No Record Found				

Sl#	Action Taken By	Status	Remark	Action Date & Time
No Record Found				

Figure 2-12 Profile Screen

Referring to **Fig. 2-12**, in the Profile page, it displays the detailed information of – user information, Grievance Details and the Status.

- The grievance is forwarded to the respective Nodal Officer.
- In the **Status** section, it displays the activity by the officer against the grievance.
- To go back to the dashboard, click the **Go To Your Dashboard** tab.
- To edit the grievance details, click the **Edit** tab.

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