

GOVERNMENT OF INDIA
MINISTRY OF CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION
DEPARTMENT OF FOOD AND PUBLIC DISTRIBUTION

RAJYA SABHA
UNSTARRED QUESTION NO.1513
TO BE ANSWERED ON 29TH JULY, 2022

GRIEVANCE REDRESSAL MECHANISM IN FCI

1513 SHRI BHUBANESWAR KALITA:

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether the Food Corporation of India (FCI) is planning to establish a grievance redressal mechanism in response to the farmers' distress, if so the details thereof and if not, the reasons therefor;
- (b) whether the FCI is also planning to upgrade its existing warehouses up to international standard in near future, if so, the details thereof; and
- (c) the total number of warehouses of FCI located in North Eastern Region?

A N S W E R
MINISTER OF STATE FOR MINISTRY OF RURAL DEVELOPMENT AND
CONSUMER AFFAIRS, FOOD & PUBLIC DISTRIBUTION
(SADHVI NIRANJAN JYOTI)

(a): As per the existing system, the matters related to farmers concerns/issues/grievances are being dealt by the concerned supervisory Managers of purchase centre/mandi and the concerned Divisional offices/ Regional offices of FCI.

Further, various steps have been taken by FCI to bring more transparency in procurement system to address the farmers' distress:

1. Direct online transfer of benefits to farmers' bank account has been implemented in all procuring states. "One Nation, One MSP, One DBT" has become a reality across the country. Thus ensuring probity and transparency in procurement operations for food grains. The empowered farmers are no more dependent upon middlemen and are receiving the payment of their produce directly into their Bank accounts.
2. From Kharif Marketing Season (KMS) 2021-22, all procurement portals in 24 procuring States has been integrated with a Central Foodgrains Procurement Portal to share identified Minimum Threshold Parameters such as online registration of farmers, verification of land records, digitization of mandi operations, MSP transfer and CMR/Wheat delivery management. An integrated application ecosystem will bring uniformity in data, standardization of information and transparency in procurement operations.

3. Quality Control of India (QCI) has been engaged for third party assessment of procurement centres in KMS 2021-22 and Rabi Marketing Season(RMS) 2022-23 (at 434 Mandi/Paddy Procurement Centre) including farmer's feedback.

(b): QCI has been engaged to review current standards and guidelines and benchmark them to global best practices and international standards and suggest relevant changes, wherever required.

Third Party Assessment of all Warehouses owned and hired by FCI has been completed by QCI. Based on feedback given in assessment, the Action Plan for improvement of infrastructure of the depots is prepared.

(c): As on 01.07.2022, 88 Godowns (Owned: 61, Hired: 27) are being operated by FCI in North –Eastern Region.
