

PUBLIC GRIEVANCE REDRESSAL

CMRO CELL
FOOD & SUPPLIES DEPARTMENT

GRIEVANCE REDRESSAL MECHANISM

Food & Supplies Department has a robust grievance redressal mechanism to address any service related issues on PDS and Paddy Procurement.

Different modes of lodging grievances are stated below:

- 12x7 Helpdesk cum Call Center
- CMO Portal
- DOFPD (Govt. of India)
- Helpdesk for Stakeholder
- E-mail
- Social Media Platform

HELPDESK

- Anyone can lodge any PDS related grievance through Helpdesk Portal helpdesk.wbfood.in with 'Register Your Grievance Here' option or by calling the toll free nos. 1967, 18003455505 and 14445(ONORC).
- People can also lodge their grievances at the end of District Grievance Redressal Officer (DGRO) through this Helpdesk Portal.

Way of Disposal

Grievance lodged ➡ Directorate ➡ DCF&S ➡ SCF&S ➡ Inspector

After inspection the grievance is returned in the same way as it is forwarded through portal and the concerned Directorate is the final closing authority.

Observation on disposal

- Each level of offices should monitor their log in regularly so that no complaint remains unattended at their log in and the complaint could be redressed quickly.
- Any issues which need technical intervention should be forwarded quickly to the Reforms Cell through the Portal for taking necessary action in spite of holding it in log in.
- Dealer related grievances should be closed only after taking the final action. Only issuing show cause notice should not be treated as the final action.
- During disposal of any kind of application form, the uploaded documents should be rechecked and for rejection, actual reason should be mentioned properly.

HELPDESK FOR STAKEHOLDER

The Department has recently started a Helpdesk for its stakeholder like FPS Dealer, Distributor, Rice Miller, Flour Miller, Purchase Officer of Centralized Procurement Centres.

Stakeholders may be accessed through:

- Telephone- 03322520080
- Email- helpdeskfsd2024@gmail.com
- Whatsapp- 7604068668

Through this Helpdesk, stakeholders may seek any kind of assistance and lodge their complaint. Their problem is recorded and forwarded to the DCF&S/DDR, Directorate, Cell directly for taking necessary action. On successful disposal, communication is made with the stakeholder for giving the information.

Nature & Disposal Time of Grievances

Nature

Mainly three types of complaints are received

- Ration Card related (Disposal of application, Technical issues)
- Distribution/FPS related (Entitlement denied, Less quantity, Poor quality, Service related)
- Paddy Procurement related (Payment of MSP, Registration and Account related problem)

Timeline

Grievance should be disposed within 7 days from the date of lodging. Few cases need more time as the grievance need field Inspection and required final report. Those cases need to be disposed as early as possible after conducting proper inspection and by maintaining the quality of disposal. Monitoring should be done in each level so that no complaint lying pending for more than 30 days.

CMO PORTAL

The Department receives grievances through CMO Portal. People can lodge their grievances directly to the CMO by dialing their helpline number **9137091370** and the same are forwarded to this end for disposal.

Way of Disposal

Complaints received through the CMO Portal are properly monitored and the same are forwarded to the DCF&S/DDR directly, or to concerned Directorate or to concerned Cell dealing with that matter for taking necessary action.

After enquiry the ATR is reviewed from this end and communication is made to the petitioner directly to know the disposal status and their feedback. On the basis of positive feedback the grievance is forwarded to the CMO for final closure. Otherwise the complaint is again forwarded the DCF&S/DDR or concerned Directorate or concerned Cell for re-verification.

Observation on disposal

- Proper action taken point is to be selected from dropdown menu.
- **Benefit/Service Provided** option should only be selected where final benefit to the petitioner is provided. If initial action has been taken to dispose any case and it needs more time to give final benefit, **Matter Taken Up for Expected Resolution** option should be chosen.
- Forwarding any complaint for final closure should be re-verified so that the complaint is not returned back by the CMO for re-verification.

Beside that the Department also receives grievances through social Media, Email and from DOFPD. All the issues received from this mechanisms are Duly monitored and forwarded to the DCF&S/DDR, Directorate, Cell through email for taking necessary action.