

# **SoP on Citizens Complaint Management System (CMS)**

## **Purpose:**

In our Continued effort to enhance transparency, accountability, and service delivery within the Public Distribution System (PDS), the Food & Supplies Department is introducing a centralized Complaint Management System (CMS) for citizens replacing the existing CMS. This system aims to establish a standardized procedure for logging, tracking, escalating, and resolving citizen grievances through the CMS Citizen Module, ensuring transparency, accountability, and timely redressal.

## **Scope:**

This SOP covers:

- **Grievance entry** via Helpdesk / Call Centre and Citizen Portal
- Grievance processing and disposal by **authorized officials** (SCF&S / RO, DCF&S/DDR, DDP&S/DR & Other Cell)
- **Search and tracking** of grievances
- **Closure** and
- **MIS and reporting**

## **Grievance Lodging:**

### **Via Public Portal:**

Citizen visits the portal and logs in grievance section.

Fills the grievance form with details (category, description, contact info). Uploads supporting documents if any. Submits and receives a unique grievance ID.

### **Via Helpdesk/Call Centre:**

Helpdesk agent enters grievance details into the CMS entry form.

Fills the grievance form with details (category, description, contact info). Uploads supporting documents if any. Submits and receives a unique grievance ID.

Provides grievance ID and acknowledgment to complainant.

### Grievance Assignment:

System auto-assigns grievance to concerned SCFS/DCFS based on category of complaint

SCFS/DCFS logs in, views assigned grievances and acknowledges within time bound manner.

### Grievance Disposal & Closure:

**SCFS / RO Action:** Investigates grievance. Updates status (In Progress, Resolved, Escalated).

If resolved, fills disposal form with resolution details.

**DCFS / DDR Review:** Monitors grievances under jurisdiction. Can reassign, escalate, or forward for closure.

**DDPS / DR Closure:** Approve Closure with final remarks. Generates MIS reports for departmental review.

**Search & Tracking:** All users can search grievances using Grievance ID, Mobile number,

Real-time tracking available via portal and login dashboards.

## Lodging of Grievances Via Public Portal & Helpdesk /Call Centre:

**Grievance / অভিযোগ**

Complainant's Mobile Number / অভিযোগকারীর মোবাইল নম্বর \*

Subject / বিষয় \*

Category / বিভাগ \*

Sub Category / উপবিভাগ \*

Complainant's Name / অভিযোগকারীর নাম \*

Complainant's Father's Name / অভিযোগকারীর পিতার নাম \*

DCFS / DDR \*

SCFS / RO \*

Block / Municipality Office / ব্লক-পৌরসভা অফিস \*

Address / ঠিকানা \*

0/160 characters(অক্ষর)

PIN Code / পিন কোড \*

Grievance Description / অভিযোগ এর বিবরণ \*

0/300 characters(অক্ষর)

**Submit Details/ বিবরণ জমা দিন**

**Grievance History / পূর্ববর্তী অভিযোগ**

Grievance ID (Click to View)	Category	Sub Category	Created On	Status
Please search to view grievances.				

## Grievance Assignment

- **System auto-assigns** grievance to concerned SCFS/RO/DCFS based on category selection.
- In case of grievance related to ration card, Distribution etc grievance goes to SCFS/RO. In case its related to Procurement it goes to DCFS.
- **SCFS/RO logs in**, views assigned grievances and will process in time bound manner.

scfsarm SCFS Logout

## DISPOSAL OF GRIEVANCE

**IN PROCESS (INBOX)** IN PROCESS (SENT BOX) CLOSED

Show: 10 entries Search:

Subject Name	Category Name	Sub Category Name	Grievance Count (Click to View)
RATION CARD	Printed DRC not Received	Not Dispatch for Printing	1

Showing 1 to 1 of 1 entries Previous 1 Next

scfsarm SCFS Logout

## DISPOSAL OF GRIEVANCE

**IN PROCESS (INBOX)** IN PROCESS (SENT BOX) CLOSED

**SUBJECT :** RATION CARD **CATEGORY :** Printed DRC not Received **SUB-CATEGORY :** Not Dispatch for Printing [Back](#)

Show: 10 entries Search:

Grievance ID (Click to View)	Created On	Last Modified By	Last Modified On	Last Remark	Movement History
20260129032	29-01-2026 13:21:12				<a href="#">View</a>

Showing 1 to 1 of 1 entries Previous 1 Next

SCFS/RO can view each grievance and take appropriate action accordingly.

## DISPOSAL OF GRIEVANCE

[IN PROCESS \(INBOX\)](#)

[IN PROCESS \(SENT BOX\)](#)

[CLOSED](#)

**SUBJECT :** RATION CARD **CATEGORY :** Printed DRC not Received **SUB-CATEGORY :** Not Dispatch for Printing

[Back](#)

### Grievance Details

<b>District/DDR Name :</b>	HOOGHLY	<b>Subdivision/RO Name :</b>	Arambag
<b>Block Name :</b>	Goghat - I	<b>Subject Name :</b>	RATION CARD
<b>Category Name :</b>	Printed DRC not Received	<b>Sub-Category Name :</b>	Not Dispatch for Printing
<b>Grievance ID :</b>	20260129032	<b>Name :</b>	Rajat Subhra Dey
<b>Father Name :</b>	Sanatan Dey	<b>Mobile :</b>	9903404379
<b>Address :</b>	VILL-UDAYRAJPUR,PO- RADHABALLAVPUR, PS-GOGHAT, DIST- HOOGHLY	<b>CreatedOn :</b>	29-01-2026 13:21:12
<b>Description :</b>	test rrrrr		

Now **SCFS/RO** may take action by **disposing** of, **forwarding**, or **sending back** the grievance. If the complaint is found to fall under another jurisdiction, the SCFS can forward it to DCFS who can send to the appropriate official.

**Select Action : \***

**Select Role : \***

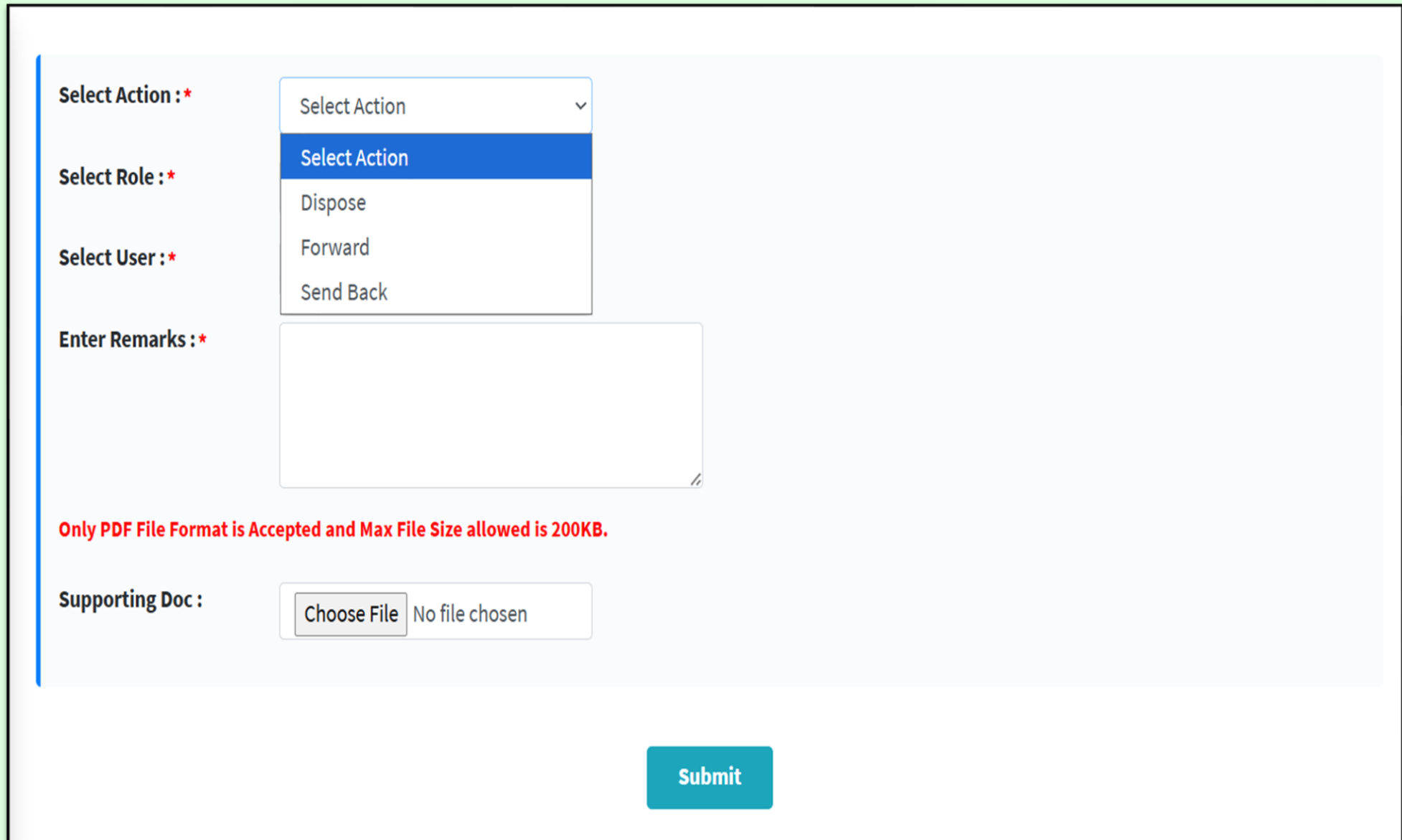
**Select User : \***

**Enter Remarks : \***

**Supporting Doc :**

**Only PDF File Format is Accepted and Max File Size allowed is 200KB.**

**Submit**



The form contains the following elements:

- A dropdown menu for 'Select Action' with options: Select Action, Select Action (highlighted), Dispose, Forward, and Send Back.
- A dropdown menu for 'Select Role'.
- A dropdown menu for 'Select User'.
- A text area for 'Enter Remarks'.
- A file upload field for 'Supporting Doc' with a 'Choose File' button and the text 'No file chosen'.
- A teal 'Submit' button.

The SCFS / RO may send the grievance to **Block Inspector, District Controller, Municipality Inspector, or Self Office.**

**Select Action : \*** Forward

**Select Role : \*** Select Role

**Select User : \*** Select Role

**Enter Remarks : \***

BlockInspector  
DistCont  
Municipality Inspector  
Self Office

**Only PDF File Format is Accepted and Max File Size allowed is 200KB.**

**Supporting Doc :** Choose File No file chosen

**Submit**

Choose the concerned user as mentioned above and forward it accordingly.

**Select Action : \*** Forward

**Select Role : \*** BlockInspector

**Select User : \*** Select User

**Enter Remarks : \***

Block Office-Arambag-SHYAMAL  
CHANDRA KHAN-  
BIFS\_HGL\_2340

Block Office-Pursura-Goutam  
Kumar Nath-BIFS\_HGL\_2341

Block Office-Goghat - II-Sarif

**Only PDF File Format is Accepted and Max File Size allowed is 200KB.**

**Supporting Doc :**

**Submit**

After submission, the SCFS / RO can view the dashboard showing the status of grievances from the **Inbox (In Process) to Send Box (In Process) tab.**

The screenshot shows the 'DISPOSAL OF GRIEVANCE' dashboard with the 'IN PROCESS (SENT BOX)' tab selected. The dashboard includes a search bar, a 'Show' dropdown set to 10 entries, and a table with 3 entries. The table columns are Subject Name, Category Name, Sub Category Name, and Grievance Count (Click to View). The entries are:

Subject Name	Category Name	Sub Category Name	Grievance Count (Click to View)
RATION CARD	Disposal of Application Pending	Application Not Enter Online	3
RATION CARD	Printed DRC not Received	Not Dispatch for Printing	1
RATION CARD	Printed DRC not Received	Printing done and handed over to India Post	1

Showing 1 to 3 of 3 entries. Navigation: Previous 1 Next

Previously closed grievances by Director can also be viewed in the dashboard from the **closed tab.**

The screenshot shows the 'DISPOSAL OF GRIEVANCE' dashboard with the 'CLOSED' tab selected. The dashboard includes a search bar, a 'Show' dropdown set to 10 entries, and a table with 2 entries. The table columns are Subject Name, Category Name, Sub Category Name, and Grievance Count (Click to View). The entries are:

Subject Name	Category Name	Sub Category Name	Grievance Count (Click to View)
RATION CARD	Disposal of Application Pending	The Application Has Been Submitted but not verified	1
RATION CARD	Printed DRC not Received	Dispatch for Printing	1

Showing 1 to 2 of 2 entries. Navigation: Previous 1 Next

In **DCFS / DDR login**, the respective grievance will appear in Inbox. DCFS/DDR may then **send back**, **forward** it to a higher authority such as Admin/DDPS, or **transfer** it to another district if the complaint does not fall under his jurisdiction.

**Select Action : \***

**Select Role : \***

**Select User : \***

**Enter Remarks : \***

**Will send to :** scfsarm (SCFS-Arambag)

**Only PDF File Format is Accepted and Max File Size allowed is 200KB.**

**Supporting Doc :**  No file chosen

**Select Action : \***

**Select Role : \***

**Select User : \***

**Enter Remarks : \***

**Only PDF File Format is Accepted and Max File Size allowed is 200KB.**

**Supporting Doc :**  No file chosen

**To Other District**

**Select District : \***

- Select District
- Select District
- DDR-Kolkata North
- DDR-Kolkata South
- DDR-Howrah
- DARJEELING
- PAIGURI

DCFS/DDR can forward the grievance to different cells of the department such as Food Cell, I&QC Cell, IT&R Cell, Procurement Cell, etc. or dispose of it with appropriate remarks.

**Select Action : \*** Forward  **To Other District**

**Select Role : \*** Select Role

**Select User : \*** Select Role

**Enter Remarks : \*** DDPS  
Self Office  
SCFS

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**Supporting Doc :** Choose File No file chosen

**Submit**

**Select Action : \*** Forward  **To Other District**

**Select Role : \*** Select Role

**Select District : \*** DARJEELING

**Select User : \*** Select User

**Enter Remarks : \*** Select User

**Only PDF File Format is Accepted and Max File Size allowed is 200KB.**

**Supporting Doc :** Choose File No file chosen

**Submit**

The DDP&S/DR can forward it while maintaining the hierarchy, close it with remarks, or send it back immediately to the authority from which the complaint was received (in this case, the DCFS). Once it is **closed**, the **final remarks** will be shown to the complainant.

Select Action : \*   To Other District

Select Role : \*

Select User : \*

Enter Remarks : \*

**Only PDF File Format is Accepted and Max File Size allowed is 200KB.**

Supporting Doc :  No file chosen

Select Cell : \*   
Select Cell  
Food Cell  
INQC Cell  
IT & Reform Cell  
Procurement Cell  
Confidential Cell

Select Action : \*

Select Role : \*

Select User : \*

Enter Remarks : \*

**Only PDF File Format is Accepted and Max File Size allowed is 200KB.**

Supporting Doc :  No file chosen

Will send to : [ddpns \(DDPS\)](#)

**Select Action : \***

**Select Role : \***

**Select User : \***

**Enter Remarks : \***

**Supporting Doc :**  No file chosen

**Send Back**

**Only PDF File Format is Accepted and Max File Size allowed is 200KB.**

**Submit**

**Thank You.**