



Government of West Bengal  
Food & Supplies Department  
Khadyashree Bhawan  
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<https://food.wb.gov.in>



File No: FNS-26014(99)/4/2025-REFORM SEC-Dept. of FNS

No.: 539

Dated: 18.02.2026

**ORDER**

**Sub: Implementation of new Complaint Management System (CMS) for Citizen & Decommissioning of old Complaint Management System (CMS)**

To improve governance and ensure responsive citizen-centric services, the Food & Supplies Department is pleased to announce the rollout of a new Complaint Management System (CMS) for Citizen. This system is designed to modernize and streamline the process of lodging, tracking, and resolving grievances raised by citizens in a transparent, efficient, and accountable manner.

The phased rollout will commence as follows:

1. **Training of Personnel:** All existing helpdesk staff shall undergo training on the new CMS Citizen Module in early February 2026.
2. **Phased Go-Live:** The new CMS Citizen Module shall be made operational from mid-February 2026. From this date onward, all new citizen grievances shall be lodged exclusively through the new CMS module.
3. **Legacy Ticket Resolution:** The old Complaint Management System (CMS) shall remain **accessible only for the resolution of pending/ongoing tickets** that were logged prior to the launch of the new system. This has to be completed by **01.03.2026**.
4. **Data Migration & Handover:** The transition of the existing database to the new system shall be coordinated by Albatross in consultation with the technical team of IT&R Cell, ensuring no disruption to ongoing grievance resolution. This handover shall be completed by 10th March 2026.
5. **Decommissioning of Old System:** Upon confirmation that all legacy tickets have been resolved and the data handover is complete; the old grievance module shall be formally decommissioned.
6. **Key Features of the New CMS for Citizen Module:**
  - I. Citizens may lodge complaints through the dedicated departmental portal, or designated helpdesk numbers.
  - II. Every complaint shall be acknowledged promptly and automatically forwarded to the concerned nodal officer for resolution.

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- III. The system will enable real-time tracking of grievance status by the complainant.
- IV. Resolution shall be recorded within the CMS, and feedback/resolution of the closure shall be visible to citizens.
- V. A comprehensive MIS dashboard shall be maintained for monitoring, review, and reporting.

This transition is planned to be seamless with no interruption in citizen services. The approach allows for gradual adaptation by the officials and ensures clear accountability and closure of the legacy system.

All officers and stakeholders are requested to extend full cooperation for the successful implementation of the CMS for Citizen Module.



Special Secretary

to the Government of West Bengal

No.: 539/1(9)- FNS-26014(99)/4/2025-REFORM SEC-Dept. of FNS

Dated: 18.02.2026

**Copy forwarded for information and necessary action to-**

1. The Director of DDP&S, F&S Dept., WB for information to all concerned
2. SS (IT&R) of F&S Department, WB
3. The Director of Rationing, F&S Dept., WB for information to all concerned
4. P.S to HMIC, F&S Department, WB
5. PS to HMOS, F&S Department, WB
6. Sr. PA to the Principal Secretary, F&S Department, WB
7. PA to the Secretary in Food & Supplies Department, WB
8. All DCF&S/ DDR
9. All SCF&S / RO



Special Secretary

to the Government of West Bengal