PUBLIC GRIEVANCE

Grievance Redressal Mechanism

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

A. Different modes of lodging grievances are stated below:

1. Helpdesk cum Call Center

Anyone can lodge any PDS related grievance through

(i) Helpdesk portal helpdesk.wbfood.in with 'Register Your Grievance Here' option.

(ii) Departmental 12X7 Call Centre at the toll-free nos. 1967, 18003455505 and 14445 (ONORC).

(iii) People can also lodge their grievances at the end of District Grievance Redressal Officer (DGRO) either through online or offline. In districts an Additional District and in Kolkata a Joint Municipal Commissioner of KMC acts as DGRO.

2. 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.

3. DOFPD (Govt. of India)

The Department also receives grievances from DOFPD (Govt. of India).

4. 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 Centre's. Stakeholders may be accessed through:

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

Through this Helpdesk, stake holders may seek any kind of assistance and lodge their complaint.

B. Major category of complaints:

On the basis of the grievances received through different medium, it has been categorized mainly in three main categories:

Category	Sub Category
i. Ration Card related	1. Disposal of application forms. 2. Technical issues
ii. Distribution/FPS related	1. Entitlement denied 2. Less quantity of food grain 3. Quality of food grain 4. Service of FPS (Duare Ration related, FPS opening time, not giving e-pos receipt etc.)
iii. Paddy Procurement related	1. Payment of MSP 2. Technical issues ((Registration, Modification of registration, Bank account related problem)

C. Way of Disposal of grievances:

1. Helpdesk cum Call Center

- On getting such complaints, the same are checked and accordingly assigned to the concerned Directorate or concerned cell of the department. After analysing, the complaints for which intervention of sub offices is required, the concerned Directorate sent the complaint to the respective DCF&S/DDR for enquiry and report. In the same manner the DCF&S/DDR send it to the concerned SCF&S/RO, if required or assigned Inspecting staff for enquiry & report. If it is sent to the SCF&S/RO, the SCF&S/RO in turn forwarded it to the Inspector for enquiry and report.

  In final turn the concerned Inspector enquire into the complaint & send report to the next authority (SCF&S/RO) within reasonable time, the SCF&S/RO send to the DCF&S/DDR who in turn send to the concerned Directorate for final disposal of the complaint.

  After getting final action taken report, the disposal is reviewed from the end of Directorate and if the quality of disposal is not up to the mark, the same is again returned to the sub offices for taking necessary action. Otherwise, the case is disposed on the basis of satisfactory action taken report.
- Moreover, any petitioner, now can lodge any PDS related grievance at the end of District Grievance Redressal Officer (DGRO) directly through the Helpdesk Portal. After lodging the grievance, it is assigned to the DGRO automatically and the concerned DGRO forward that grievance to the DCF&S/DDR, SCF&S/RO or Inspector as needed and the action taken report is again returned to the DGRO by the inspecting authority through the portal. After verification, the complaint is closed by the DGRO.

2. CMO Portal

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 too concerned Cell dealing with that matter for taking necessary action. After enquiry the same is send back to this end with the action taken report through the portal.

The action taken report 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 to the DCF&S/DDR or concerned Directorate or concerned Cell for re-verification.

3. DOFPD (Govt. of India)

Complaint from the DOFPD (Govt. of India) is generally received through email and the same is forwarded to the concerned DCF&S/DDR directly or too concerned Directorate through email. After disposal, concerned office sends final report and the same is sent to the DOFPD verification through the same email after proper verification.

Besides these, anyone can lodge complain through departmental e mail (wbfoodrccomplaints@gmail.com) or in social media and the issues are duly entertained by the department.

4. Helpdesk for Stakeholder

Stakeholders of the Department such as FPS Dealer, Distributor, Rice Miller, Flour Miller, Purchase Officer of Centralized Procurement Centres contact through the Helpline number and their problem are 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.

D. Timeline for disposal:

Generally, it is always suggested to dispose a grievance within 7 days from the date of lodging. Few cases need more time as the grievance need field inspection and 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 is lying pending for more than 30 days.

E. Few Observations on disposal of grievances:

1. Helpdesk cum Call Centre:

- Complaints should be properly monitored. 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.
- Any complaints for which given address by the complainant is not right and it needs address rectification should be rectified and reassign within 3 days.
- For any dealer related complaint, inspection should be conducted by the inspecting authority quickly and only issuing show cause notice should not be treated as final action. Final action needs to be taken as early as possible after issuing the show cause. If the alleged dealer is found guilty, action should be taken according to the existing provisions of Control Order. Such grievances only can be closed after submitting the final action taken report.
- During disposal of any kind of application form, sometimes the remarks for rejection shows insufficient document. Before rejection the same should be checked with Reforms cell whether there is any technical issue in viewing the document. Every rejection should have reasonable ground and clearly mention the required document/ information for disposal of the same.

2. CMO Portal:

'SorasoriMukhyomontri' programme has been started on 8th June, 2023. Disposal of such grievances are time bound and quality disposal needs to be done in such cases. Monitoring of disposal quality and time bound disposal are being monitored time to time by the highest authority and CMO Grievance Cell contact the petitioner directly over phone to know their satisfaction regarding the disposal. That's why special attention need to give on disposal of such grievances.

a. During submission of action taken note, an action taken point has to be selected from the dropdown option on the basis of the detail report.

b. **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**.**

c. Forwarding any complaint for final closure should be re-verified so that the complaint is not returned back by the CMO for re verification.

3. DGRO complaints:

Complaints lodged at the end of DGRO should be monitored properly. Regular communication should be made with the DGROs by the concerned DCF&S/DDR so that no complaint remains unattended at the log in of DGRO.