

SMS BASED COMPLAINT TRACKING SYSTEM STANDARD OPERATING PROCEDURES

PURPOSE:

The purpose of the software is to manage complaints efficiently. This software is an easy and strategic method of recording and tracking complaints. Each complaint history is easily accessible. It provides a completely updated status for how the complaint is progressing through the departments and what actions have been taken, if any.

RESPONSIBILITIES

1. All Complaints received in complaint cell by hand or through other sources must be marked by the Deputy Commissioner or his representative for the purpose, and then shall be registered on the software for further processing.
2. Deputy Commissioner shall identify the time span for resolving the complaints, based on the nature and the level of complexity involved.
3. Data entry of Complaints shall be the responsibility of IT cell. All mandatory fields must be filled up especially tracking code, complainant name, nature of complaint, complainant cell number and the name of the department and the officer, while registering a complaint.
4. The SMS shall be sent to the complainant and also to the authority with regard of the following activities.
 - i. What complaint has been registered?
 - ii. What directions have been issued.
 - iii. Progress status on the complaint.
 - iv. Action taken/compliance report.
 - v. Complaint closed or referred.
5. Each officer shall be given a login credential to view complaints forwarded to them for necessary action as per law to resolve the complaint.
6. The officer shall have to resolve the matter in given time period and report back on paper.
7. **Concerned Officer/department must send complete report in original and with annexures where needed.**

- 8.** The officers responsible/Deptt. heads/focal persons shall monitor the dashboard on daily basis to view complaint pendency against them.
- 9.** When there shall be two days left for the deadline of complaint, the color of the status box shall change into grey,implying that the deadline is approaching.
- 10.** As soon as the deadline is crossed, the status box shall change into red.IT cell shall be responsible afterwards to send the reminder to the authority and ensure the complaint's closure.
- 11.** The status box color shall change into yellow, after the 07 days of the deadline passed.
- 12.** After exceeding 10 days of the given deadline, the Additional Deputy Commissioner (Revenue) shall issue explanation to the officer responsible.
- 13.** The IT cell shall be responsible to put up the Replies / reports on the complaint to Additional Deputy Commissioner (Revenue) for appropriate final deciesion / disposal every fortnight.
- 14.** After the decision of the authoirty,the IT cell shall again inform the complainant about the decision through SMS.
- 15.** The successfully closed/resolved complaint shall show green colour box.
- 16.** Monthly report shall be generated by the IT team and shall be shared to all HODs after getting it signed from ADCR.
- 17.** The Monthly Review Meeting shall be taken,along with CFMP monthly review, before 10th of every month by DC.