

HOW TO LODGE A CONSUMER COMPLAINT

Citizens can lodge a complaint in two ways

- I. Lodge Complaint through online
- II. Lodge Complaint through Toll Free Number

I. Lodge Complaint through online

1. Citizens can lodge their grievances related to Public Distribution System through the below given link. The grievance would be forwarded to the concerned authorities for necessary action.
<http://nfsagrams.telangana.nic.in/>
2. Click on lodge your grievance where an application form gets opened.
3. Fill up the necessary information with the relevant documents attached and submit.
4. After submitting, Reference Ticket Number gets generated.
5. With that ticket number, status of the grievance can be viewed at any time under "**View Status of your Grievance**".

II. Post Complaint through Toll Free Number

1. PDS Public Grievance Redressal Cell-Call Center is a physical place, which works 24X7, where anybody can make telephone calls to 1967 (Tollfree number) and can give their complaints to PDS Public Grievance Redressal Cell-Call Center.