



Government of West Bengal
Food & Supplies Department
Khadyashree Bhawan
11 A, Mirza Ghalib Street, Kolkata-700087
<https://food.wb.gov.in>



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

No.: 588/

Dated: 17.12.2025

ORDER

Sub: Implementation of Complaint Management System (CMS) for Fair Price Shops (FPS).

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 all Fair Price Shops (FPSs) for ePoS related matter across the state.

The CMS for FPSs is a digital platform designed to streamline the lodging, tracking, and resolution of grievances raised by FPS dealers. This system will ensure timely redressal and provide a robust mechanism for monitoring the performance and service quality of their grievances.

- 1. Lodging of Complaints:** Now onwards all FPS dealers may lodge their complaints either through their login in departmental portal (supply chain) or may call directly to stakeholder helpdesk of the department or call centre of the System Integrator. The Area Inspector on behalf of the FPS dealer may also lodge the complaint in the portal.
- 2. Acknowledgment and Response:** Upon the lodging of a complaint through the portal or designated channels, system will forward the complaints to the login of the concerned service engineer of the system integrator. The service engineer is required to acknowledge the complaint within twenty-four (24) hours and initiate necessary action for its resolution.
- 3. Resolution and Reporting:** Service engineer must investigate and resolve all assigned complaints promptly. The final resolution, along with supporting details, must be recorded in the CMS.
- 4. Acceptance of disposal of Complaints:** The disposal of the complaint shall be OTP based closure by the complainant and will provides their satisfaction feedback. Area Inspector on behalf of the FPS dealers may also close the complaint after taking otp from the concerned FPS dealers.
- 5. Compliance and MIS:** A record of all complaints, their status, and final resolution shall be maintained within the MIS. This record will be subject to review. Persistent non-compliance or failure to resolve complaints may attract action as per service guidelines.

Page 1 of 2

Any further correspondence or communication in reference to this communication should be addressed to the sianina authority and send to the email ID: itcfsdwh@gmail.com



This system is implemented to strengthen the quality of the resolution of the complaints of FPS dealers in respect of ePOS related matter. Henceforth, CMS in FPS automation will be recorded only through this system. The existing recording of all automation related complaints will be discontinued.

Thanking You.

Yours faithfully,


Special Secretary

to the Government of West Bengal

No.: 588/1(9)- FNS-26014(99)/4/2025-REFORM SEC-Dept. of FNS Dated: 17.12.2025

Copy forwarded for information and necessary action to-

1. Sr. SS., (FoodCell) of F&S Department, WB.
2. The Director of DDP&S, F&S Dept., W.B.
3. The Director of Rationing, F&S Dept., W.B.
4. C.E.O. WTL.
5. P.S to HMIC, F&S Department, W.B.
6. PS to HMOS, F&S Department, W.B.
7. Sr. PA to the Principal Secretary, F&S Department, W.B.
8. All DCF&S/ DDR
9. Regional Manager, Linkwell Telesystems Pvt. Ltd.


Special Secretary

to the Government of West Bengal