

SoP on Complaint Management System (CMS) for FPS Dealers

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 FPS Dealers for ePoS related matter across the state. This system will ensure timely redressal and provide a robust mechanism for monitoring the performance and service quality of their grievances.

The workflow is described below:

Lodging of Complaints:

Online Portal: The FPS Dealer or The Area Inspector on behalf of the FPS dealer through Supply Chain portal.

Phone: By calling directly to the designated helpdesk of department's Stakeholder Helpdesk or Call Centre operated by the System Integrator.

Acknowledgment and Response:

Service Engineer: Must investigate and resolve all system assigned complaints promptly. After resolution, the engineer must record the final resolution in the system.

Acceptance & Closure of Complaints:

The complainant (FPS dealer) receives an OTP to formally close the complaint, providing satisfaction feedback.

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The Area Inspector can also close the complaint on the dealer's behalf, but only after obtaining and entering the OTP from the concerned FPS dealer.

Compliance and MIS

A complete record of all complaints, their status, and final resolution is maintained in the Management Information System (MIS).

Lodging of Complaints

The Fair Price Shop (FPS) Dealer/ A.I./Helpdesk/Call Centre shall log in to the system using his/her authorized login credentials. After successful login, he/she shall navigate to the Complaint Management System (CMS) menu available on the menu list and select “Register Complaint”.

food.wb.gov.in/food/Grievance/Grievance_Portal.aspx

WB0337966643- Dealer
HD4H

Please Select Logout Raise Support Ticket

Complaint Raise Module :

FPS Name & Code	CHANDRA SEKHAR BISWAS - WB0337966643
Category of Complaint*	Select Primary Category
Nature of Complaint*	
Remarks*	
Upload Image (Only JPG/JPEG Files are allowed , upto 500 KB)	

Submit

Then, he/she will select the Primary Category of Complaint from the available options, which shall include:

- a. E-PoS Related Issues
- b. Weighing Scale Related Issues
- c. Iris Scanner Related Issues

Based on the selected Primary Category of Complaint, the system shall display the corresponding sub-categories/Nature of Complaint. In case the Primary Category selected is “E-PoS Related Issues”, the following sub-categories shall be available for selection:

- d. Adapter Issue
- e. Network / SIM Card Issue
- f. Display Issue
- g. Charging Issue
- h. Battery Issue

The screenshot displays the 'Complaint Raise Module' interface. On the left is a blue navigation sidebar with menu items: Inspection, Stock Reports, Duare Ration, Advise List, Administration, Licence, MIS Reports, Utilities, Claim Bills, and Vehicle Subsidy. The main content area is titled 'Complaint Raise Module :'. The form includes the following fields:

- FPS Name & Code**: A text input field.
- Category of Complaint***: A dropdown menu.
- Nature of Complaint***: A dropdown menu with a list of options: 'Select Nature', 'Adaptor Issue', 'Network/Sim Card Issue', 'Display Issue', 'Charging Issue', 'Battery Issue', and 'Select Nature'.
- Remarks***: A text area for entering details.
- Upload Image (Only .JPG/.JPEG Files are allowed, upto 500 KB)**: A file upload section with a 'Choose file' button and 'No file chosen' text.

At the bottom of the form is a blue 'Submit' button. The top of the page features a header with the user ID 'WB0337966643- Dealer HD4H', a 'Please Select' dropdown, a 'Logout' link, and a yellow 'Raise Support Ticket' button.

After providing the description and upon successful submission of the complaint, a system-generated pop-up message shall appear displaying “Complaint Submitted Successfully” along with the unique Complaint Number assigned to the case for future reference.

food.wb.gov.in/food/Grievance/Grievance_Portal.aspx

WB0337966643- Dealer
HD4H

Please Select Logout Raise Support Ticket

Complaint Raise Module :

FPS Name & Code	
Category of Complaint*	
Nature of Complaint*	Select Nature
Remarks*	
Upload Image (Only .JPG/.JPEG Files are allowed , upto 500 KB)	Choose file No file chosen

Submit

Resolution Process by Service Engineer (SI_EPOS)

The concerned Service Engineer (Role: SI_EPOS) shall log in to the system using authorized credentials and access the Complaint Management System (CMS) menu. The SI_EPOS user shall view complaints under Ongoing / Processed / Closed categories and select the relevant ticket for resolution. After resolving the issue, the SI_EPOS shall update the resolution details, wherein entry of remarks and upload of supporting documents/images shall be mandatory. Upon submission of the resolution details, a system-generated pop-up message shall appear displaying “Data Submitted Successfully”.

Complaint ID	Created On	Created By	Licence Name	Fps Code	Status	Remarks	Uploaded Document	Category
1712202551	17/12/2025 16:59:06	WB0337966643-HD4H	CHANDRA SEKHAR BISWAS	WB0337966643	Reopen	testing	View	EPOS Related Matters
1712202544	17/12/2025	WB0337966643	CHANDRA	WB0337966643	Closed	test case	View	EPOS

Resolution Details

Please Write your Message *

Please Upload Supporting Images *
(Only .JPG/.JPEG Files are allowed, upto 500 KB)

Choose file No file chosen

SUBMIT NEW COMMENT

Success!

Data submitted successfully!

OK

Dealer Action on Processed Complaint

After submission of resolution by the service engineer, the FPS Dealer shall log in to the system and access the Complaint Management System (CMS) menu. Under the “Processed” section, the Dealer/A.I. shall be able to view the resolved complaint along with the resolution details. If required, the Dealer may click on “View Details” to see the remarks and supporting attachments uploaded by the service engineer.

The screenshot displays the Complaint Management System (CMS) interface. A modal window titled "View Ticket Details" is open, showing a table of ticket information. The background interface shows a navigation menu on the left and a main content area with a "Processed" tab selected. A table of processed complaints is visible, with one entry selected.

View Ticket Details Modal:

Ticket ID	Last Updated On	Createdby	Message	Uploaded Document
1712202551	17/12/2025 16:52:23	SI_EPOS_104_92	resolved	View
1712202551	17/12/2025 16:58:39	WB0337966643-HD4H		View
1712202551	17/12/2025 17:40:59	SI_EPOS_104_92	test	View

Main CMS Interface:

Navigation Menu: Stock Reports, Duare Ration, Advise List, Administration, Licence, MIS Reports, Utilities, Claim Bills, Vehicle Subsidy, Aadhaar Seeding of FPS, Fps Profile, Duare Ration Offline Distribution Entry, FPS Dealership on Compassionate Ground, Partnership Document View, Complaint Management System(CMS)

Filters: Ongoing, Processed, Closed Tickets

Search: [Search Box]

Complaint ID	Last Updated	Created By	Licence Name	Fps Code	Status	Remarks	Uploaded Document	Category	Issue Type	View Details	Action
1712202544	17/12/2025 15:12:26	WB0337966643-HD4H	CHANDRA SEKHAR BISWAS	WB0337966643	Open	test caes	View	EPOS Related Matters	Display Issue	View	Action

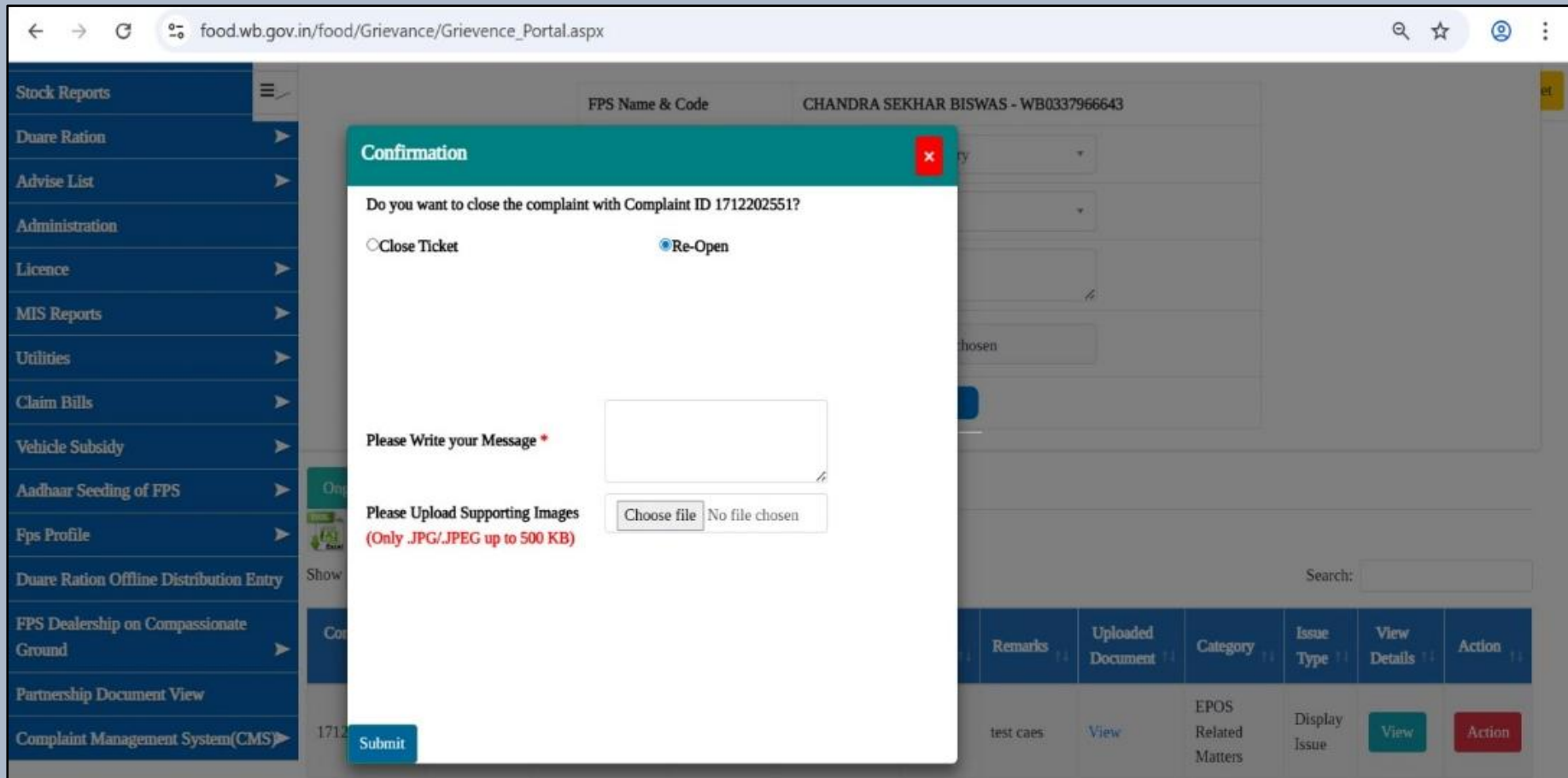
Showing 1 to 1 of 1 entries

To proceed further, the Dealer shall select “Take Action”, upon which a confirmation page shall be displayed with the message: **“Do you want to close the complaint with Complaint ID _____?”**

The Dealer shall then choose either of the following options:

- a. **Close Ticket:** to accept the resolution and close the complaint.
- b. **Re-open:** if the issue is not resolved.

In case of re-opening, entry of remarks by the Dealer and upload of supporting images/documents shall be mandatory before submission.



In case the Dealer selects “Close Ticket”, the system shall initiate OTP-based validation. An OTP shall be sent to the registered mobile number of the Dealer, and the complaint shall be closed only after successful OTP verification. Upon successful validation, the complaint status shall be updated as “Closed” in the CMS and will ask for rate the review of resolution of the complaint.

The screenshot displays a web browser window at `food.wb.gov.in/food/Grievance/Grievance_Portal.aspx`. A confirmation dialog box is overlaid on the page. The dialog has a teal header with the title "Confirmation" and a close button (X). The main text asks, "Do you want to close the complaint with Complaint ID 1712202551?". There are two radio button options: "Close Ticket" (which is selected) and "Re-Open". Below these options, the text "OTP" is displayed above an input field. A red message below the input field states, "OTP has been sent to registered Mob No. xxxxx27008". A blue "Submit" button is located at the bottom left of the dialog. The background shows a complaint management interface with a table of complaints. The table has columns for Complaint ID, Date, FPS Name & Code, Dealer Name, Status, Remarks, and Actions (View, Action). The current complaint being processed has ID 1712202544, date 17/12/2025 15:12:26, FPS Name & Code WB0337966643-HD4H, Dealer Name SEKHAR BISWAS, and Status Open. The Remarks column contains "test caes".

Complaint ID	Date	FPS Name & Code	Dealer Name	Status	Remarks	View	Action
1712202544	17/12/2025 15:12:26	WB0337966643-HD4H	SEKHAR BISWAS	Open	test caes	View	Action

Thank You.