



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



File No. FS/Seckt./Sup/4M-30/2022 (Pt- III)

Dated: 22/08/2025

No.: 4231

ORDER

Subject: Introduction of Online Module for FPS dealership on compassionate grounds due to incapacitation of the dealer.

In continuation of this Department's G.O. No. 2095-FS dated 02.06.2025, whereby the online module for application of FPS dealership on compassionate ground due to **death of the dealer** was operationalized, the undersigned is directed to state that the **module for online application on compassionate grounds due to incapacitation of the dealer** has now been developed and made operational in the **login of the existing dealer**.

The module will enable an existing dealer, owing to incapacitation, to nominate an eligible family member and apply for transfer of dealership online along with necessary documents, Aadhaar validation, and prescribed application fee.

The Licensing Authorities and all other concerned officers, Sub-Divisional Controllers, District Controllers, and officers of the Dte. of DDP&S and Dte. of Rationing are instructed to strictly adhere to the process flow and guidelines prescribed in the Standard Operating Procedures (SOP) for online applications (copy enclosed).

This has the approval of the competent authority.

Encl: SOP for filling up online application.

Yours faithfully,

Deputy Secretary
to the Govt. of West Bengal

Memo No. 4231- 1(4)/FS/Seckt./ Sup/4M-30/2022 (Pt- III)

Date: 22/08/2025

Copy forwarded for information and necessary action to:

1. The Senior Special Secretary, Food & Supplies Department.
2. The Special Secretary (IT & Reforms), Food & Supplies Department.
3. The Director, Directorate of DDP&S/Rationing/Consumer Goods/I&QC.
4. The DCF&S/DDR (All).

Deputy Secretary
to the Govt. of West Bengal

	SOP for Application for FPS Dealership on Compassionate Ground	
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Version: 1.0

Release Date: 07.08.2025

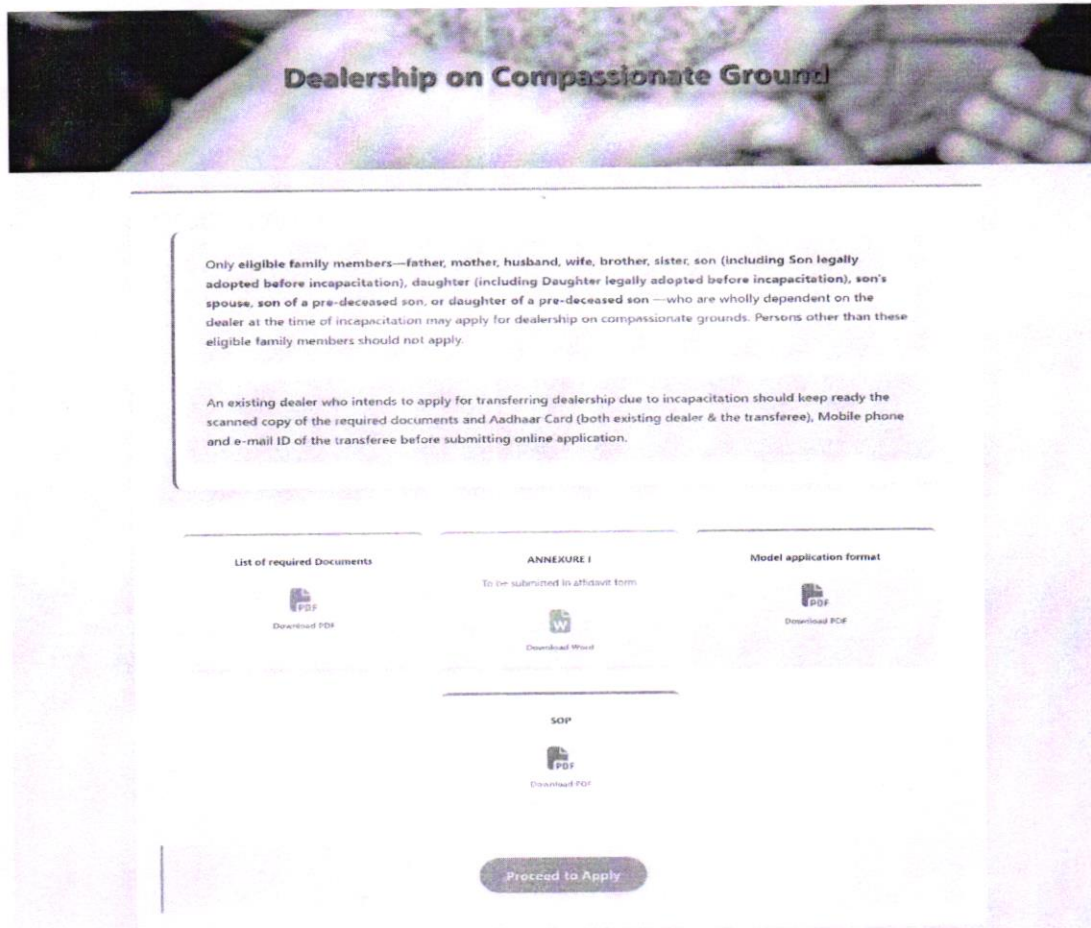
Comp. No. 404009

Ground for compassionate application for an FPS Dealership arises when a Dealer – individual passes away or due to incapacitation. Through this module an existing dealer can nominate her/his eligible family member for dealership in her/his place and apply online from the login of the dealer.

1. Owing to Incapacitation of the dealer :

1.1. Application by the existing dealer in Online mode

- 1.1.1. The dealer will click on **'Apply on Compassionate Ground due to incapacitation'** in the login of the Departmental portal. Then a page of instruction and link for downloading the required format will appear in the following manner.



Dealership on Compassionate Ground

Only eligible family members—father, mother, husband, wife, brother, sister, son (including Son legally adopted before incapacitation), daughter (including Daughter legally adopted before incapacitation), son's spouse, son of a pre-deceased son, or daughter of a pre-deceased son—who are wholly dependent on the dealer at the time of incapacitation may apply for dealership on compassionate grounds. Persons other than these eligible family members should not apply.

An existing dealer who intends to apply for transferring dealership due to incapacitation should keep ready the scanned copy of the required documents and Aadhaar Card (both existing dealer & the transferee), Mobile phone and e-mail ID of the transferee before submitting online application.

List of required Documents  Download PDF	ANNEXURE I To be submitted in affidavit form  Download Word	Model application format  Download PDF
SOP  Download PDF		

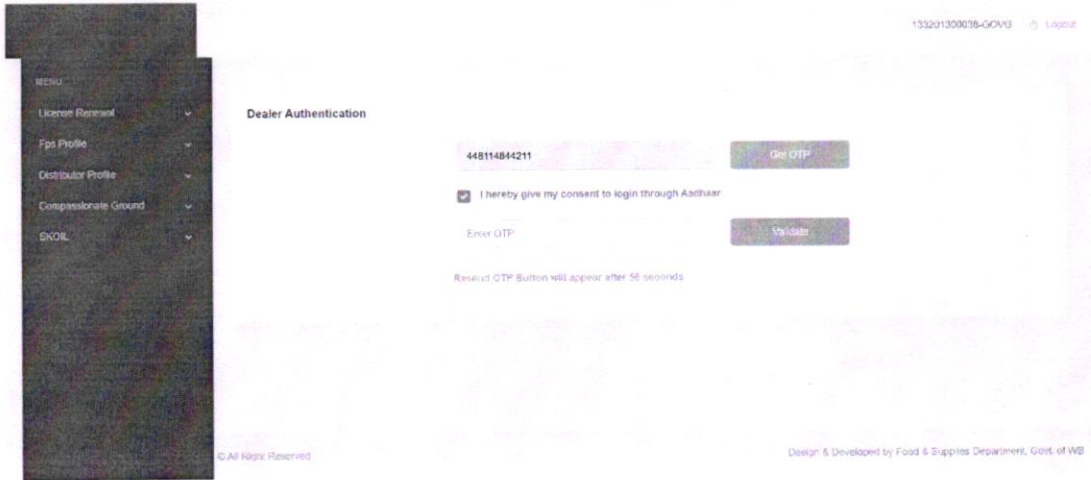
[Proceed to Apply](#)

	SOP for Application for FPS Dealership on Compassionate Ground	
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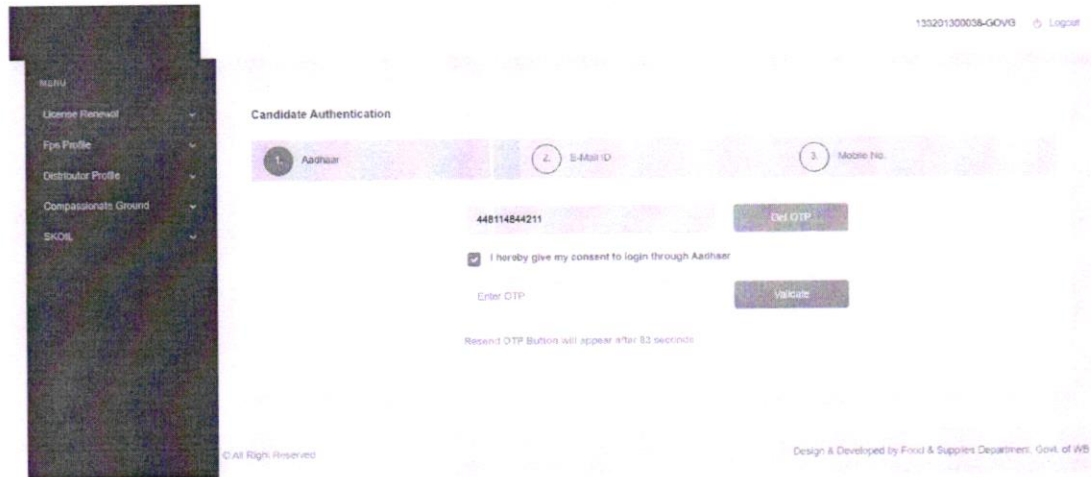
Version: 1.0

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- 1.1.2. Then on pressing the tab **"Proceed to Apply"** the applicant will be required to validate Aadhaar in the Dealer authentication page.



- 1.1.3. After validation of the Aadhaar of the dealer, validation of Aadhaar, email and Mobile Phone No. of the candidate are to be done next in the Candidate Authentication page.

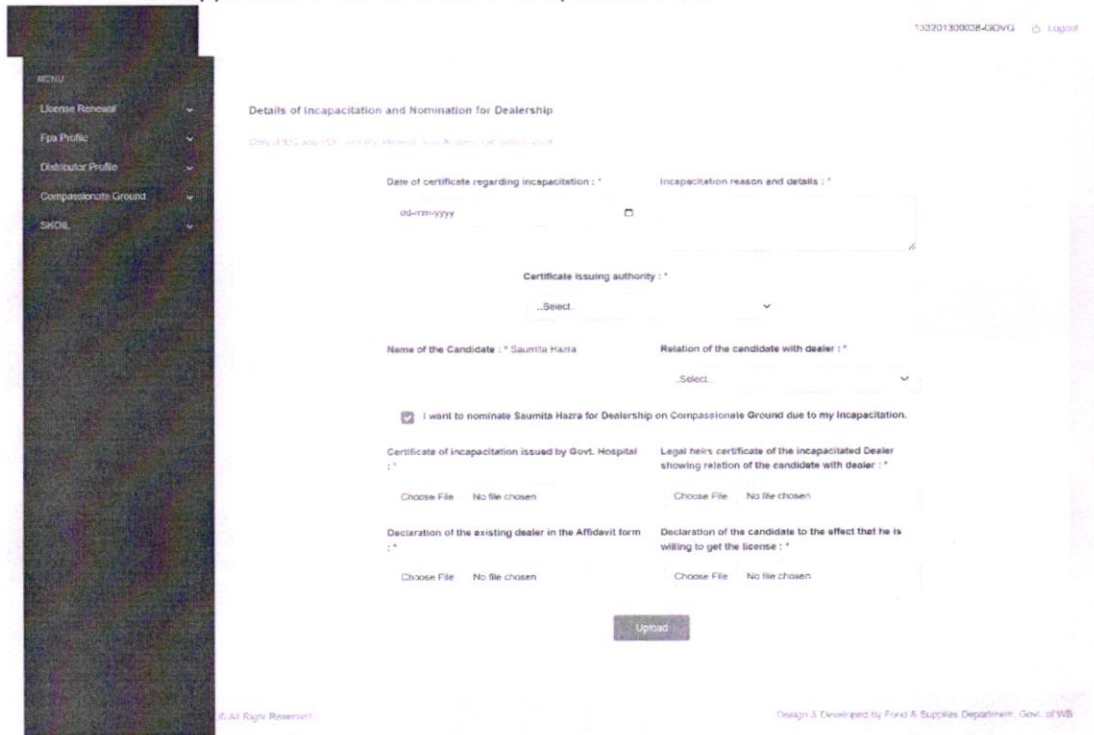


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- 1.1.4. After the above mentioned validation a page will be opened for entering **“Details of incapacitation and nomination for dealership”**. Necessary information is to be entered and applicable documents are to be uploaded here.



Details of Incapacitation and Nomination for Dealership

Date of certificate regarding incapacitation : *
dd-mm-yyyy

Incapacitation reason and details : *

Certificate issuing authority : *
..Select..

Name of the Candidate : * Saumita Hazra

Relation of the candidate with dealer : *
..Select..

☒ I want to nominate Saumita Hazra for Dealership on Compassionate Ground due to my incapacitation.

Certificate of incapacitation issued by Govt. Hospital : *
Choose File No file chosen

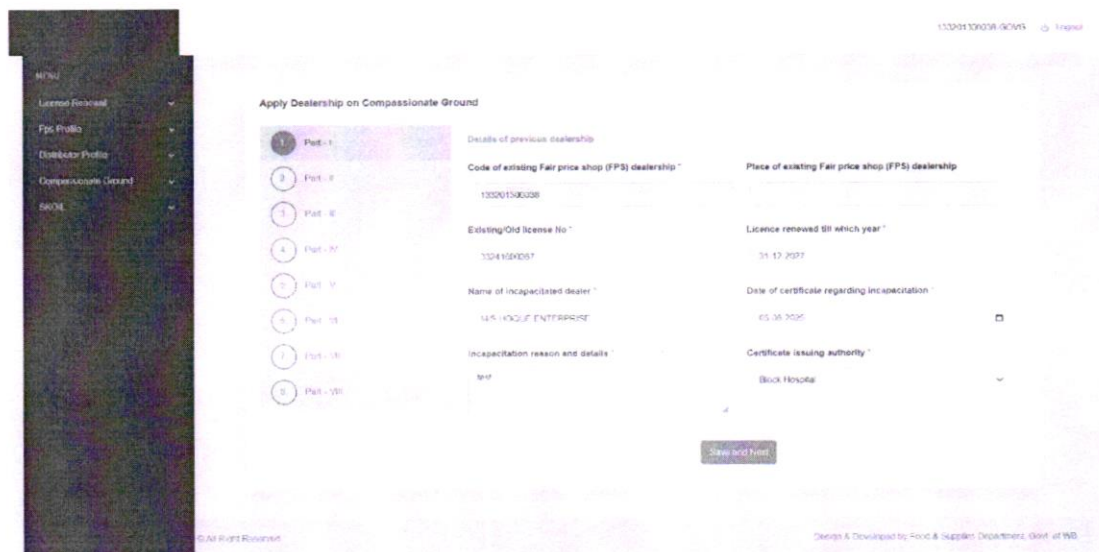
Legal heirs certificate of the incapacitated Dealer showing relation of the candidate with dealer : *
Choose File No file chosen

Declaration of the existing dealer in the Affidavit form : *
Choose File No file chosen

Declaration of the candidate to the effect that he is willing to get the license : *
Choose File No file chosen

Upload

- 1.1.5. Next in the Part I of the application will be opened with details of existing dealership. Some information are to be entered here then on pressing save and next successive pages will be opened one by one as usual.



Apply Dealership on Compassionate Ground

Part - I

Details of previous dealership

Code of existing Fair price shop (FPS) dealership : *
133001300028

Place of existing Fair price shop (FPS) dealership : *

Existing/Old license No : *
13341020067

License renewed on which year : *
31.12.2027

Name of incapacitated dealer : *
M.S. FOOD ENTERPRISE

Date of certificate regarding incapacitation : *
05.08.2025

Incapacitation reason and details : *
Infl

Certificate issuing authority : *
Block Hospital

Save and Print

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- 1.1.6. In Part-II details of the candidate are to be entered. However, some of the information will be auto fetched from the AADHAAR details.

Apply Dealership on Compassionate Ground

1. Part - I 2. Part - II 3. Part - III 4. Part - IV 5. Part - V 6. Part - VI 7. Part - VII 8. Part - VIII	Details of applicant Name of the candidate * Relation with deceased dealer * HUSBAND Name of Father Mother Spouse Date of birth * 22-02-2002 Gender * M Caste * Select.. Citizenship * Indian Aadhaar No. * PAN of the applicant * Whether physically and mentally fit * Yes No
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District *	Sub Division *
PASCHIM MIDNAPORE	Kharagpur
Block/Municipality *	
Pingla	
GP *	Village *
..Choose a GP	Select
Pin Code *	Post Office *
..Choose a PIN	Select a Post Office
Police Station *	Mouza *
..Choose a Police Station	
Mobile No. *	Email id *
7501421826	kundusubhajit603415@gmail.com
Highest Educational qualification *	
..Select..	

Previous

Save and Next

	SOP for Application for FPS Dealership on Compassionate Ground	
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- 1.1.7. In the next page financial details are to be entered. In case of multiple Bank or Post office accounts provision is there to add accordingly.

Apply Dealership on Compassionate Ground

1	Part - I	Financial details	
2	Part - II	IFSC Code *	
3	Part - III	Search	
4	Part - IV	Bank Name *	Branch Name *
5	Part - V		
6	Part - VI	Account Type *	Account No *
7	Part - VII	Select.	
8	Part - VIII	Deposit Type *	Amount *
		Select.	0
Add Account			

List of Account Added :

Branch Name	Account Type	Account No	IFSC	Deposit Type	Amount	Joint A/C Holder's Name	Action
KHETUA	Single	375462115652737	SBIN0008862	Savings Account	566885.00		Delete
Total:					566885.00		

Family income per month from all sources other than FPS: *

- 1.1.8. Then in the Part-IV godown and shop details are to be entered.

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Apply Dealership on Compassionate Ground

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1. Part - I
2. Part - II
3. Part - III
4. Part - IV
5. Part - V
6. Part - VI
7. Part - VII
8. Part - VIII

Existing Storage Godown and Office/Shop-Counter Details

Full address of the Shop-cum-Godown as reflected in last renewed license with :

Shop	JALPAIGURI, Jalpaiguri(Sadar), Siliguri (M Corp), Ward - 0031, Pin Code - 734005, PO - Siliguri Bazar, PS - BHW
Godown	JALPAIGURI, Jalpaiguri(Sadar), Siliguri (M Corp), Ward - 0031, Pin Code - 734005, PO - Siliguri Bazar, PS - BHW

Whether the same Shop-cum-godown would be in use now

Yes ☐ No ☒

Reason for change

test

Distance of offered shop-cum-godown from the existing shop-cum-godown(In meter)

0.00

Address and measurements and other details are to enter.

Mouza Name *

Para/Mahalla/Locality

PETANA

Street Name

Godown Measurement

Enter Number of Godowns (Max 2): *

1

Generate

Sl No.	Length (ft.)	Breadth (ft.)	Height (ft.)	Area (sq. ft.)	Plinth Height (in.)
1	10	20	29	200	12
				Total Area: 200.00 sq.m	

Godown Boundary

Boundary East *

Boundary North *

cb

df

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Structure of floor

- ☒ Complete in all respect including cement/tiles finishing
☐ Floor is otherwise ready but tiles/cement finishing is not done ☐ Floor is not ready at all

Structure of Wall

- ☐ Complete in all respect with brick/mortar/stone including plaster
☐ Wall is made of material other than brick/mortar/stone ☐ Complete but all inner wall do not have plaster
Incomplete wall

Structure of Door

- ☒ Complete in all respect including shutter ☐ Incomplete

Whether delivery truck can reach the godown for unloading

- ☒ Yes ☐ No

Character of land of the premises

- ☒ commercial land ☐ homestead land ☐ non-agricultural land

Previous

Save and Next

1.1.9. In the Part-V information regarding nature of possession of the storage of godown and Office/Shop-counter are to be entered.

Apply Dealership on Compassionate Ground

1	Part - I	Nature of Possession of the Storage Godown and Office/Shop-Counter				
2	Part - II	Nature of possession *				
		☒ Sole Ownership ☐ Shared/ Family Property ☐ Long term rental/ Lease agreement				
3	Part - III	Mode of acquisition *				
		Gift				
4	Part - IV					
5	Part - V	No. and date of execution of Registered deed of conveyance/purchase/gift in the name of applicant/Mutation Certificate *				
		<table style="width: 100%;"> <tr> <td style="width: 50%;">Deed/ ROR/ Khatian No</td> <td style="width: 50%;">Deed Date</td> </tr> <tr> <td> 111 </td> <td> 02-03-2024 </td> </tr> </table>	Deed/ ROR/ Khatian No	Deed Date	111	02-03-2024
Deed/ ROR/ Khatian No	Deed Date					
111	02-03-2024					
6	Part - VI					
7	Part - VII					
8	Part - VIII					

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Part-V: Affidavit and others

Select Type : *

Select File : *

Select



Choose File

No file chosen

Upload

Uploaded Files :

Serial No	Document Type	Delete
1	Affidavit in Annexure-I format	Delete

Previous

Save and Preview

- 1.1.12. After uploading the documents application preview will be seen for checking any error in filling the application. In case any error is detected then necessary correction of entry can be made.

Application Preview	
Part-I	
Details of previous dealership	
Code of existing FPS dealership	192801300005
Place of existing FPS dealership	
Existing/Old license No.	32640400111
License renewed till which year	31-12-2023
Name of deceased dealer	MANABENDRA GOSWAMI
Date of demise	27-03-2024
Part-II	
Details of applicant	
Name of the candidate	Saumita Hazra
Relation with deceased dealer	FATHER
Name of Father	ABC Father
Date of birth	27-07-1991
Gender	F
Caste	GEN

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- 1.1.13. In the next page at Part -VIII Payment of application fee is to be made for final submission of the application through integrated GRIPS portal. No external payment will be acceptable.

Apply Dealership on Compassionate Ground

1	Part - I	Pay Application Fee Amount to be Paid : 1000 Rs. Payment Status : Pay Fee
2	Part - II	
3	Part - III	
4	Part - IV	
5	Part - V	
6	Part - VI	
7	Part - VII	
8	Part - VIII	

- 1.1.13.1. By clicking the 'Pay Fees' button, he will be re-directed to GRIPS portal for making the payment of application fees.

- 1.1.13.2. Payee name and contact details will be taken before the re-direction.

Unified Payment Getway
 Food & Supplies Department
 Government of West Bengal

Payment For

Payee Name:

Mobile Number:

Email:

Address:

Application Fees:

Remarks:

[Save](#)

How To Use

- 1 **Fill and Save Details**
Fill Your Details and Click on the Save Button to save the information.
- 2 **Confirm and Go For Payment**
You will be redirected to GRIPS portal for making payment. You can make payment Online through the Banking Linked Confirmation Card (BLIC) (BANKING LINKED CONFIRMATION CARD) or you can make payment through GRIPS portal. If you want to make online payment select "GRIPS" or "Pay Online". If you want to make offline payment select "GRIPS" or "Pay Offline".
- 3 **Response From Grips**
You may have Response as success / fail / pending / null. If you have pending or response then you have to check status. Some responses status are: If you have pending or response you may pay again.

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Unified Payment Gateway
 Food & Supplies Department
Government of West Bengal

Payment Details

Payee Name:	SAURABHA
Mobile Number:	9876543210
Email:	saurabh@sa.com
Address:	VII, Chakur P.S., Nagera
Application Fee:	₹
Remarks:	Nothing
IDENTIFICATION NO:	23000010400014354797

How To Use

- 1 Fill and Save Details**
Fill Your Details and click on the Save Button to save the information
- 2 Confirm and Go For Payment**
You will be redirected to the Unified Payment Gateway for making payment. You can make payment online through bank debit/credit card/Credit Card/Net Banking/Debit Card. If you want to make payment offline then select "Offline Payment" option as payment mode.
- 3 Response From Grips**
You may have Response as Success / fail / pending / null. If you have pending or response then you need to check status from Grips again. If you have Success or Response you may try again.

1.1.13.3. In GRIPS basic details of the payee, amount to be paid and Head of Account will be shown. The payee needs to click on 'Verified and Checked' check box and click 'Next'.

GRIPS 2.0
1.000000

Payment

1 Review and Confirmation

Please review the details carefully below, and click "Verified and Checked" if you are satisfied that all information is correct and accurate.

Depositor Details Depositor Name: SAURABHA Address: VII, Chakur P.S., Nagera	Mobile No: 9876543210 Email: saurabh@sa.com	Phone No: 9876543210 Address: VII, Chakur P.S., Nagera
---	--	---

T. Food & Supplies

Requester Details Organization Name: Food & Supplies Request No: 05/04/2025	In Person ID: 23000010400014354797 Email: saurabh@sa.com	Request Date: 05/04/2025 Request Time: 05:04:00
--	---	--

Service and Fee Details Application Fee for issuance of new FPS/GR: ₹	Application Fee for issuance of new FPS/GR: ₹	Head of Account: 23000010400014354797
---	---	---------------------------------------

TOTAL: ₹

☐ Verified and Checked

Go to GRIPS 1.0

List of Integrated Enterprises

Address, Mobile Number

Authorized Bank: Credit Payment

Authorized Bank: Credit Card

Account No

Branch Code of Account

Authorized Bank: Credit Card

Authorized Bank: Credit Card

Comments & Notifications

Verify Tech

Authorized Bank: Credit Card

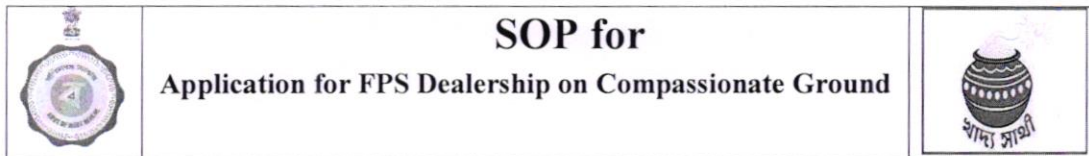
Authorized Bank: Credit Card

Contact Us

Frequently Asked Questions

Authorized Bank: Net Banking

Authorized Bank: Credit Card



Version: 1.0

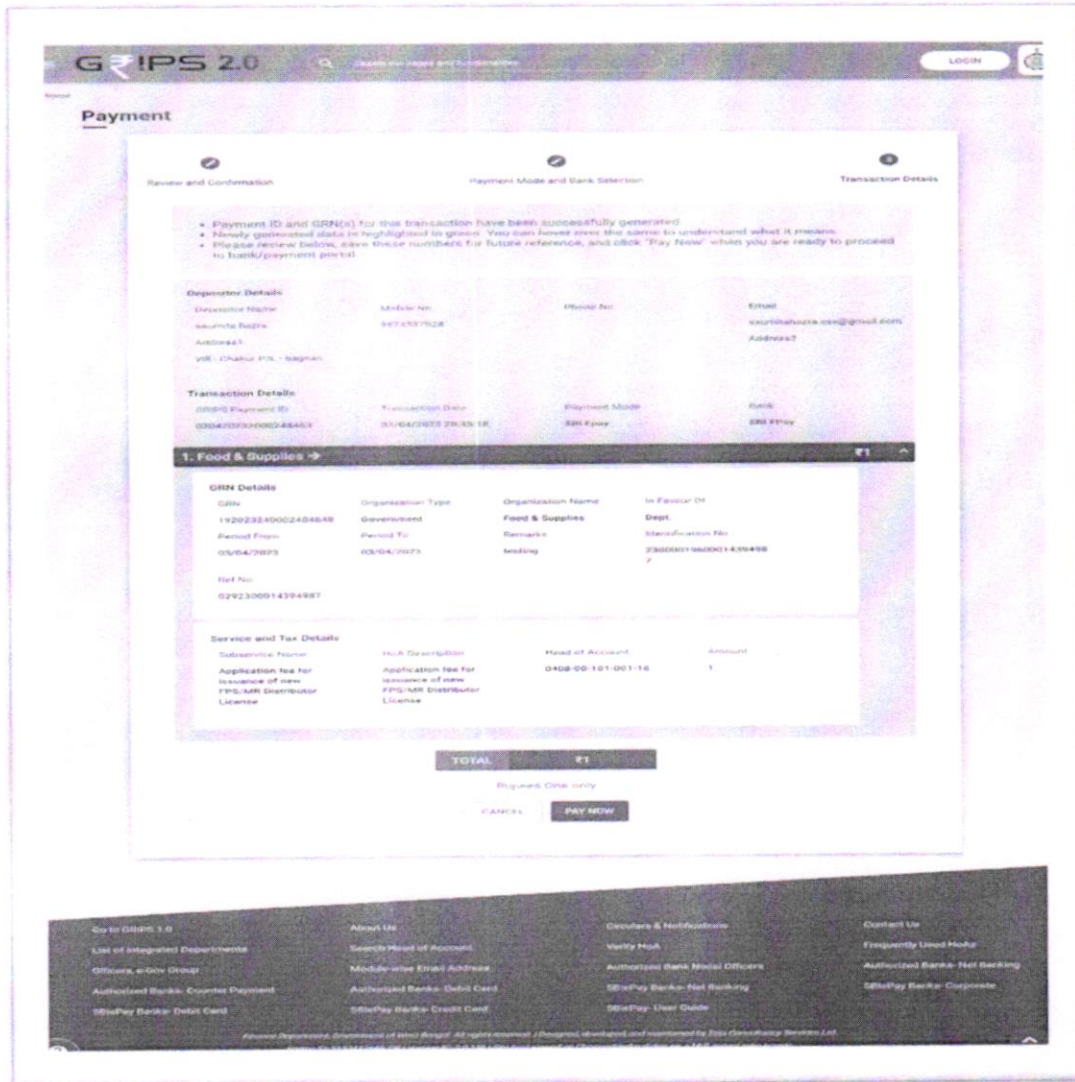
Release Date: 07.08.2025

1.1.13.4. Next, the 'Payment Mode' and 'Pay through' have to be selected from drop down.

1.1.13.5. A payment initiation message will show with Govt. Reference No. (GRN) which the payee has to keep noted for future reference.

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1.1.13.6. Next, total payment details will be shown. The payee has to click 'Pay Now' button to proceed.



GRIPS 2.0 | [Logout](#)

Payment

Review and Confirmation | Payment Mode and Bank Selection | Transaction Details

- Payment ID and GRN(s) for this transaction have been successfully generated.
- Review generated data in highlighted in green. You have to review these data to understand what it means.
- Please review below, save these numbers for future reference, and click 'Pay Now' when you are ready to proceed to bank/payment portal.

Depositor Details		Module No.		Module No.		Email	
Depositor Name Saumya Rathi		9474557028		9474557028		saumyathura.aaa@gmail.com	
Address y8E, Chatur POK, Nagpur						Address?	

Transaction Details		Transaction Date		Payment Mode		Bank	
GRN(s) Payment ID 00042000000000000000		01/04/2025 09:35:18		SBP Eway		SBP Eway	

1. Food & Supplies

GRN Details		Organization Type		Organization Name		In Favour Of	
GRN 192023040002404648		Government		Food & Supplies		Dept.	
Period From 01/04/2025		Period To 03/04/2025		Issuing		Identification No. 230000190001430498	
Ref No. 0292300014394987							

Service and Tax Details		Head of Account		Amount	
Subservice Name Application fee for issuance of new FPS/MR Distributor License		Head of Account 0408-00-101-001-16		1	

TOTAL ₹1

Requires One-time

[CANCEL](#) [PAY NOW](#)

Go to GRIPS 2.0 | List of Integrated Departments | Officers e-Gov Group | Authorized Banks - Credit Payment | SBIPay Banker Debit Card

About Us | Search Head of Account | Module-wise Email Address | Authorized Banker - Debit Card | SBIPay Banker Credit Card

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Contact Us | Frequently Used Mailer | Authorized Banker - Net Banking | SBIPay Banker Corporate

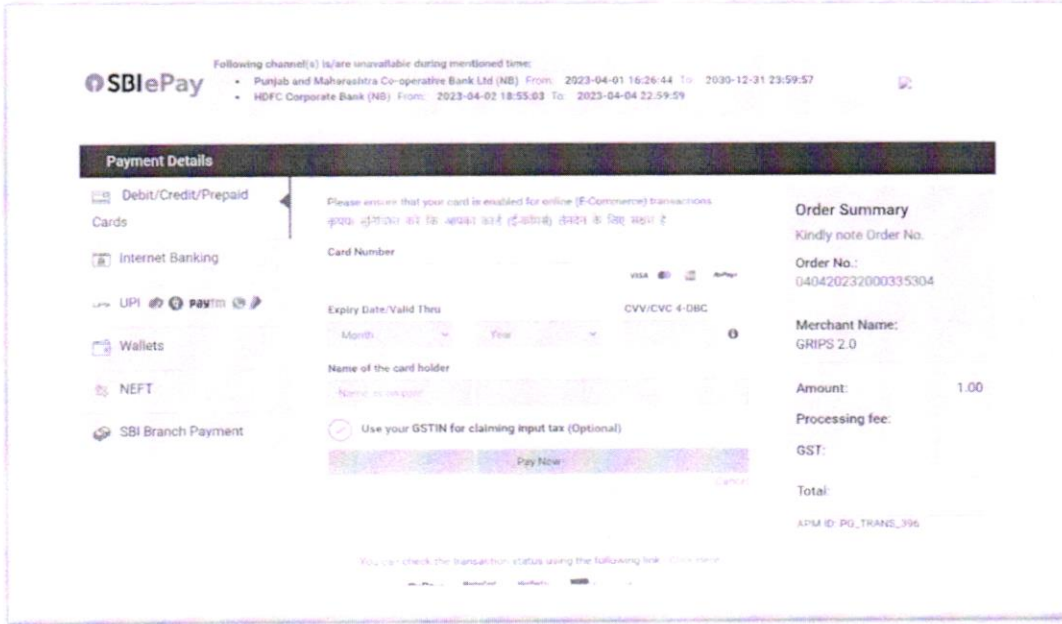
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1.1.13.7. The payee now goes to the SBI ePay page where payment can be done in any of the Debit/Credit card, internet banking, UPI, eWallets, NEFT and SBI branch payment options. Here the illustration is made with debit card.



SBI ePay

Following channel(s) is/are unavailable during mentioned time:
 • Punjab and Maharashtra Co-operative Bank Ltd (NB) From: 2023-04-01 16:26:44 To: 2030-12-31 23:59:57
 • HDFC Corporate Bank (NB) From: 2023-04-02 18:55:03 To: 2023-04-04 22:59:59

Payment Details

Debit/Credit/Prepaid Cards
 Internet Banking
 UPI
 Wallets
 NEFT
 SBI Branch Payment

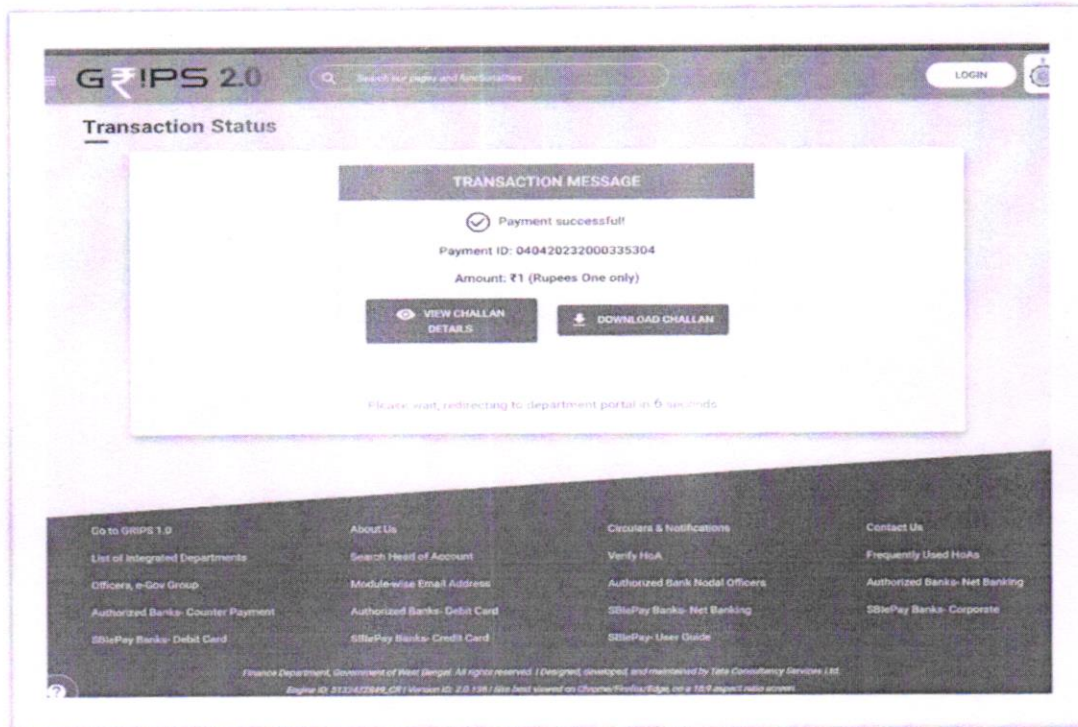
Please ensure that your card is enabled for online (E-Commerce) transactions
 कृपया सुनिश्चित करें कि आपका कार्ड (ई-कॉमर्स) लेनदेन के लिए सक्षम है

Card Number
 Expiry Date/Valid Thru
 CVV/CVC 4-DIGIT
 Name of the card holder
 Use your GSTIN for claiming input tax (Optional)
 Pay Now

Order Summary
 Kindly note Order No.
 Order No.: 040420232000335304
 Merchant Name: GRIPS 2.0
 Amount: 1.00
 Processing fee:
 GST:
 Total:
 API ID: PG_TRANS_396

You can check the transaction status using the following link: [Click here](#)

1.1.13.8. When payment is successful, the following screens will appear.



GRIPS 2.0 Search your profile and functionalities LOGIN

Transaction Status

TRANSACTION MESSAGE

✓ Payment successful
 Payment ID: 040420232000335304
 Amount: ₹1 (Rupees One only)

[VIEW CHALLAN DETAILS](#) [DOWNLOAD CHALLAN](#)

Please wait, redirecting to department portal in 5 seconds.

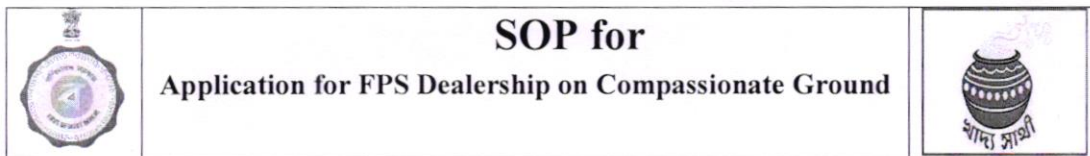
Go to GRIPS 1.0
 List of Integrated Departments
 Officers, e-Gov Group
 Authorized Banks: Counter Payment
 SBI ePay Banks: Debit Card

About Us
 Search Head of Account
 Module-wise Email Address
 Authorized Banks: Debit Card
 SBI ePay Banks: Credit Card

Circulars & Notifications
 Verify HUA
 Authorized Bank Nodal Officers
 SBI ePay Banks: Net Banking
 SBI ePay User Guide

Contact Us
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 Authorized Banks: Net Banking
 SBI ePay Banks: Corporate

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 Engine ID: 3132422845_CG | Version ID: 2.0.198 | Site best viewed on Chrome/Firefox/Edge on a 16:9 aspect ratio screen



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- 1.1.14. Now, the applicant returns to the Departmental portal. After successful payment the application will be submitted and the filled in application & acknowledgement can be downloaded.

Apply Dealership on Compassionate Ground



Application Submitted Successfully with Application ID : 1341006000480101

Amount Paid : 1000 Rs.

Payment Status : Success

[Download Acknowledgement](#)

- 1.2. In case any application is sent back with query to the applicant the same will be intimated to him through SMS. He can login through same mobile number to check the queries/application status and to take necessary action, if any.

Application Status

Vacancy ID	Application ID	Status	Action
13270860003201	1327086000320150	Sent Back to Applicant by EO for Correction	Edit

Correction needed Summary

- Applicant Details(Part - II)
- Financial Details(Part - III)
- FPS & Godown Details(Part - IV)
- Documents Details(Part - VII)

- 1.3. In all pages there is a save button and a button to go back to the previous page. While filling up the online application previously saved application can be resumed till the final submission is done.

**Special Secretary (IT&R)
to the Govt. of West Bengal**