



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



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

No.: 2095

Dated: 02/06/2025

ORDER

Sub.: Introduction of Online Module for submission and disposal of the Applications for FPS Dealership on Compassionate Grounds.

As per the West Bengal Targeted Public Distribution System (Maintenance & Control) Order, 2024, in the event of death of a licensee, eligible family members, wholly dependent on the deceased dealer may apply for the license.

In continuation of the ongoing initiatives for digitization and streamlining of administrative processes, the Food and Supplies Department has already developed a dedicated **Online Module** for dealing the matter application submission and licensing to FPS dealers against Fresh and Resultant vacancies, which are already in use and running successfully.

Now, for online submission and processing of applications for appointment of Fair Price Shop (FPS) dealers on compassionate grounds arising due to the **death** of existing licensees, a module has been designed to ensure **transparency, efficiency, and accountability** at all levels which will enable seamless handling of applications, enquiry procedures, and approvals under the applicable provisions of the West Bengal Targeted Public Distribution System (Maintenance and Control) Order, 2024.

In view of the above and with the objective of ensuring timely and uniform handling of compassionate grounds applications under clause 39 of the Control Order, **the said Online Module will be live w.e.f. 05.06.2025**, and henceforth offline application in this regard will be discontinued.

The Standard Operating Procedures (SOP) for online applications and its disposal is enclosed. However, the salient features of the module are indicated below:

1. Once the FPS is tagged owing to death of the existing licensee, the FPS will be available in the portal for application for granting license.
2. Intending eligible family members wholly dependent on the deceased dealer has to apply for the license within 90 days of the death.
3. This may be extended to 120 days by the licensing authority on justified grounds. Thereafter, the FPS shall be available for resultant vacancy automatically.
4. In case the applicant does not fulfil any one of the minimum criteria then applicant cannot proceed or submit online application.
5. In case of any query or insufficiency in the application the same will be sent back to the applicant by the enquiry officer for necessary correction. Only twice the query may be sent back to the applicant and the applicant has to reply/meet up the query within 15 days, otherwise the same will be returned automatically to the Enquiry Officer.

Contd..2

6. The Enquiry Officer (EO) will mark action as "Correct", "Incorrect" or "Need Correction". If the EO selects "Incorrect" or "Need Correction" then the EO requires to enter corresponding Remarks mandatorily. If action is selected as "Need Correction" then on submission of report by EO the application will be sent back to the applicant for necessary correction. If action is selected as "Correct" or "Incorrect" the application will be forwarded to the higher level for disposal. The term "Incorrect" denotes non-recommendation of the relevant point.
7. In case of document verification "Proper document(s) is/ are to be uploaded" denotes query and the application will be sent back to the applicant on submission of report by the EO.
8. If any hearing is held by the Licensing Authority, then additional document may be uploaded by LA. Provision has been made accordingly in the login of LA.
9. Any level of authority may get the application enquired afresh without sending back to the lower level.

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 online process flow.

This has the approval of the competent authority.

Encl: Two SOPs for filling up online applications and disposal.

Yours faithfully,



Deputy Secretary
to the Govt. of West Bengal

Memo No. 2095- 1(4)/FS/Sectt./Sup/4M- 30/2022 (Pt- III)

Date: 02/06/2025

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/Finance/Consumer Goods/I&QC.
4. The DCF&S/DDR (All).


Deputy Secretary
to the Govt. of West Bengal



Version: 1.0

Release Date: 07.05.2025

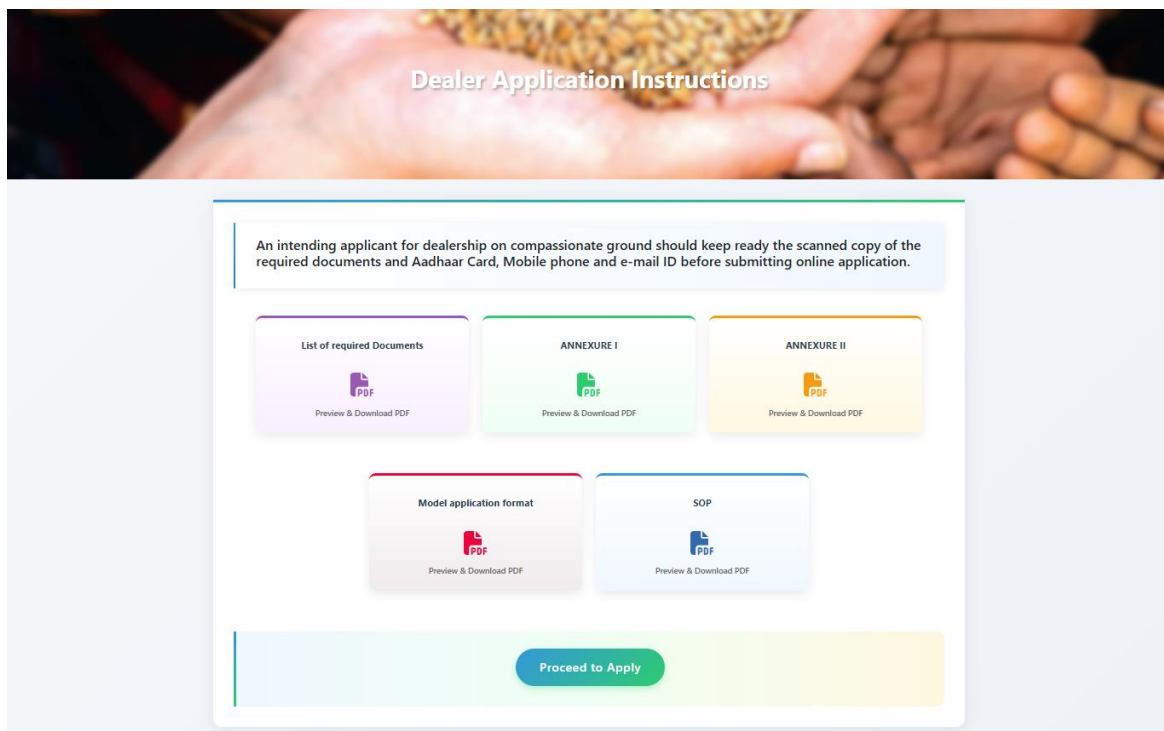
Comp. No. 404009

Ground for compassionate application for an FPS Dealership arises when a Dealer – individual passes away. This online module has been designed to streamline the process of application, enquiry, and processing of dealership applications on compassionate grounds. An application can be submitted online – by the legal heir of the deceased Dealer himself through this module.



1. On Death Ground:

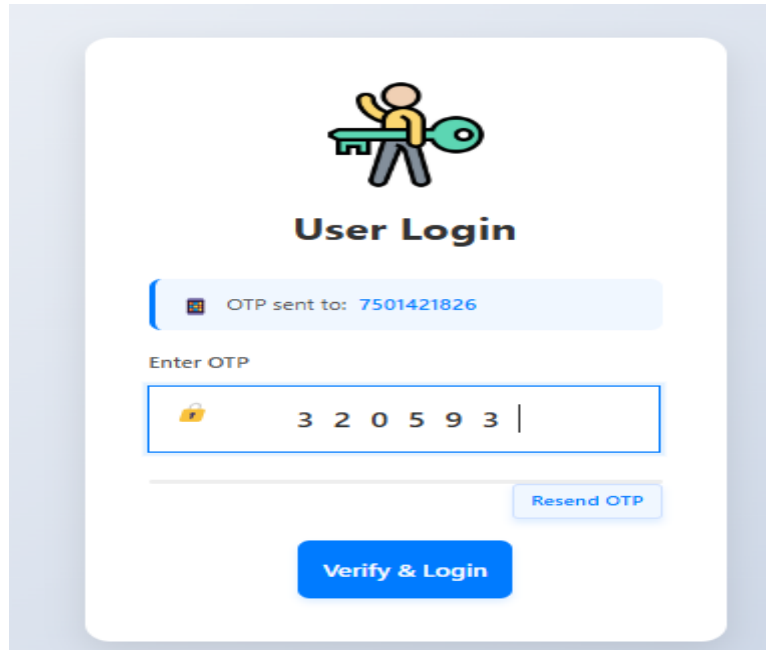
1.1. Application by the legal heir himself Online mode

- 1.1.1. When an individual Dealer passes away, the FPS is tagged with an alternative Dealer by the licensing authority – the RO or SCF&S in the tagging module.
- 1.1.2. When an FPS is thus tagged, it will be available in the public domain to apply against. The applicant – a legal heir of the deceased Dealer will click on ‘Apply on Compassionate Ground’ in the home page of the Departmental portal. Then a page of instruction and link for downloading the required format will appear in the following manner.

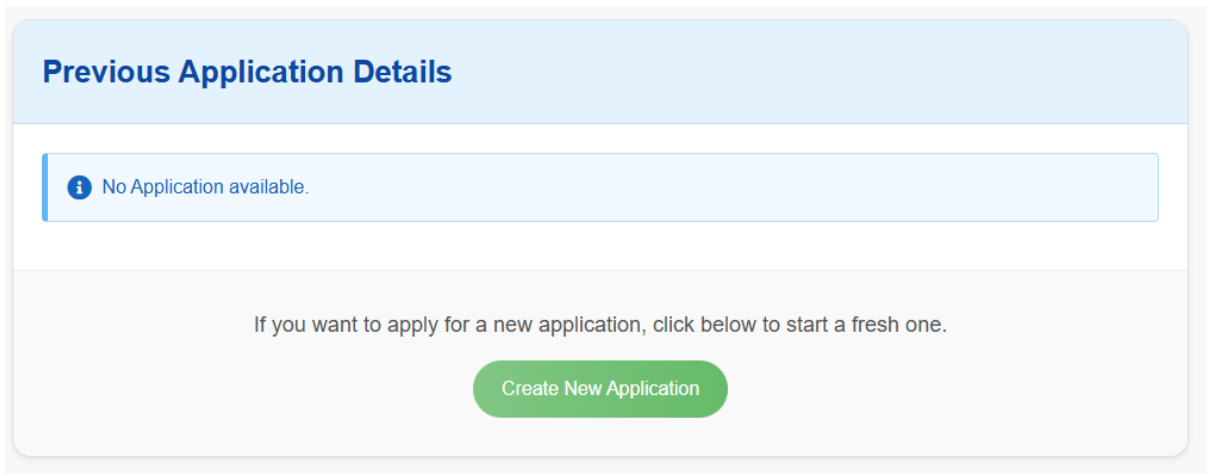


- 1.1.3. Then on pressing the tab “Proceed to Apply” the applicant will be required to validate his mobile no. first. OTP is to be entered for login.

	<h2>SOP for</h2> <h3>Application for FPS Dealership on Compassionate Ground</h3>	
Version: 1.0		Release Date: 07.05.2025



- 1.1.4. On validation of the mobile no., the applicant will land in this screen where he will see the status of previous application submitted by him, if any.



- 1.1.5. If no previously initiated application is there then on clicking the tab “Create new Application” the applicant will land in this screen where he will select district, subdivision/ Rationing Office and the tagged FPS against which he seeks to apply.

	<h2>SOP for</h2> <h3>Application for FPS Dealership on Compassionate Ground</h3>	
Version: 1.0		Release Date: 07.05.2025

Select Fps

District / Sub-Control : *

Subdivision / Rationing Office : *

Select District

- Select District
- DDR-Kolkata North
- DDR-Kolkata South
- DDR-Howrah
- DDR-Howrah
- DDR-Hoogly
- DDR-Asansol
- DDR-Barrackpore
- DDR-Dumdum Bidhannagar
- DARJEELING
- JALPAIGURI
- COOCH BEHAR
- UTTAR DINAJPUR
- DAKSHIN DINAJPUR
- MALDAH
- MURSHIDABAD

Select SubDivision

- 1.1.6. On selecting the FPS against which the applicant intends to apply the applicant will land in the screen where he has to validate AADHAAR and email ID.

Authentication

1. Aadhaar

2. E-Mail ID

Enter Aadhaar Number

Get OTP

I hereby give my consent to login through Aadhaar

- 1.1.7. Then in the next screen the applicant has to select relation of the applicant with the deceased dealer and to upload the legal heir and the NOC from the other eligible family members.

Upload Files

Relation with deceased dealer *


..Select..

- Select..
- FATHER
- MOTHER
- HUSBAND
- WIFE
- BROTHER
- SISTER
- SON
- DAUGHTER
- DAUGHTER-IN-LAW

i) Only JPEG and PDF files are Allowed. Max Allowed File Size

ii) In case of a single legal heir upload a declaration to that effect

iii) In case the applicant is a wife or husband then NOC is not required

	<h1>SOP for</h1> <h2>Application for FPS Dealership on Compassionate Ground</h2>	
Version: 1.0		Release Date: 07.05.2025

- 1.1.8. Then in the Part-I of the application the details of previous dealership will appear and the applicant has to do nothing in this page. Simply he has to proceed only.

Apply Dealership on Compassionate Ground

<ul style="list-style-type: none"> 1. Part - I 2. Part - II 3. Part - III 4. Part - IV 5. Part - V 6. Part - VI 7. Part - VII 	<h4>Details of previous dealership</h4> <table border="0"> <tr> <td data-bbox="612 521 1007 595"> Code of existing FPS dealership * <input type="text" value="132708600032"/> </td> <td data-bbox="1027 521 1422 595"> Place of existing FPS dealership <input type="text" value="NAYA GAON"/> </td> </tr> <tr> <td data-bbox="612 618 1007 692"> Existing/Old license No * <input type="text" value="32740000039"/> </td> <td data-bbox="1027 618 1422 692"> Licence renewed till which year * <input type="text" value="31-12-2026"/> </td> </tr> <tr> <td data-bbox="612 714 1007 788"> Name of deceased dealer * <input type="text" value="P.T. AND MOTI LAL"/> </td> <td data-bbox="1027 714 1422 788"> date of demise * <input type="text" value="02-02-2024"/> </td> </tr> </table> <p style="text-align: right; margin-top: 10px;">Save and Next</p>	Code of existing FPS dealership * <input type="text" value="132708600032"/>	Place of existing FPS dealership <input type="text" value="NAYA GAON"/>	Existing/Old license No * <input type="text" value="32740000039"/>	Licence renewed till which year * <input type="text" value="31-12-2026"/>	Name of deceased dealer * <input type="text" value="P.T. AND MOTI LAL"/>	date of demise * <input type="text" value="02-02-2024"/>
Code of existing FPS dealership * <input type="text" value="132708600032"/>	Place of existing FPS dealership <input type="text" value="NAYA GAON"/>						
Existing/Old license No * <input type="text" value="32740000039"/>	Licence renewed till which year * <input type="text" value="31-12-2026"/>						
Name of deceased dealer * <input type="text" value="P.T. AND MOTI LAL"/>	date of demise * <input type="text" value="02-02-2024"/>						

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

<h4>Apply Dealership on Compassionate Ground</h4> <ul style="list-style-type: none"> 1. Part - I 2. Part - II 3. Part - III 4. Part - IV 5. Part - V 6. Part - VI 7. Part - VII 8. Part - VIII 	<h4>Details of applicant</h4> <table border="0"> <tr> <td data-bbox="585 1077 995 1240"> Name of the candidate * <input type="text" value=""/> </td> <td data-bbox="1016 1077 1422 1151"> Relation with deceased dealer * <input type="text" value="HUSBAND"/> </td> </tr> <tr> <td colspan="2" data-bbox="585 1162 995 1240"> Name of <input type="radio"/> Father <input type="radio"/> Mother <input type="radio"/> Spouse <input type="text" value=""/> </td> </tr> <tr> <td data-bbox="585 1263 995 1337"> Date of birth * <input type="text" value="22-02-2002"/> </td> <td data-bbox="1016 1263 1422 1337"> Gender * <input type="text" value="M"/> </td> </tr> <tr> <td data-bbox="585 1359 995 1433"> Caste * <input type="text" value="..Select.."/> </td> <td data-bbox="1016 1359 1422 1433"> Citizenship * <input type="text" value="Indian"/> </td> </tr> <tr> <td colspan="2" data-bbox="585 1456 995 1529"> Aadhaar No. * <input type="text" value=""/> </td> </tr> <tr> <td data-bbox="585 1552 995 1626"> PAN of the applicant * <input type="text" value=""/> </td> <td data-bbox="1016 1552 1422 1626"> Whether physically and mentally fit * <input type="radio"/> Yes <input type="radio"/> No </td> </tr> </table>	Name of the candidate * <input type="text" value=""/>	Relation with deceased dealer * <input type="text" value="HUSBAND"/>	Name of <input type="radio"/> Father <input type="radio"/> Mother <input type="radio"/> Spouse <input type="text" value=""/>		Date of birth * <input type="text" value="22-02-2002"/>	Gender * <input type="text" value="M"/>	Caste * <input type="text" value="..Select.."/>	Citizenship * <input type="text" value="Indian"/>	Aadhaar No. * <input type="text" value=""/>		PAN of the applicant * <input type="text" value=""/>	Whether physically and mentally fit * <input type="radio"/> Yes <input type="radio"/> No
Name of the candidate * <input type="text" value=""/>	Relation with deceased dealer * <input type="text" value="HUSBAND"/>												
Name of <input type="radio"/> Father <input type="radio"/> Mother <input type="radio"/> Spouse <input type="text" value=""/>													
Date of birth * <input type="text" value="22-02-2002"/>	Gender * <input type="text" value="M"/>												
Caste * <input type="text" value="..Select.."/>	Citizenship * <input type="text" value="Indian"/>												
Aadhaar No. * <input type="text" value=""/>													
PAN of the applicant * <input type="text" value=""/>	Whether physically and mentally fit * <input type="radio"/> Yes <input type="radio"/> No												

	<h2 style="margin: 0;">SOP for</h2> <h3 style="margin: 0;">Application for FPS Dealership on Compassionate Ground</h3>	
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Version: 1.0

Release Date: 07.05.2025

<p>District *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">PASCHIM MIDNAPORE ▼</div> <p>Block/Municipality *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Pingla ▼</div> <p>GP *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">..Choose a GP ▼</div> <p>Pin Code *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">..Choose a PIN ▼</div> <p>Police Station *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">..Choose a Police Station ▼</div> <p>Mobile No. *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">7501421828</div> <p>Highest Educational qualification *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">..Select.. ▼</div>	<p>Sub Division *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Kharagpur ▼</div> <p>Village *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Select ▼</div> <p>Post Office *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Select a Post Office ▼</div> <p>Mouza *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px; height: 20px;"></div> <p>Email id *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">kundusubhajit603415@gmail.com</div>
<div style="display: flex; justify-content: center; gap: 20px;"> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #4a7ebb; color: white; cursor: pointer;">Previous</div> <div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #2e8b57; color: white; cursor: pointer;">Save and Next</div> </div>	

1.1.10. 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

<div style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> <p style="text-align: center; border-radius: 50%; width: 20px; margin: 0;">1.</p> Part - I </div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> <p style="text-align: center; border-radius: 50%; width: 20px; margin: 0;">2.</p> Part - II </div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> <p style="text-align: center; border-radius: 50%; width: 20px; margin: 0;">3.</p> Part - III </div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> <p style="text-align: center; border-radius: 50%; width: 20px; margin: 0;">4.</p> Part - IV </div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> <p style="text-align: center; border-radius: 50%; width: 20px; margin: 0;">5.</p> Part - V </div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> <p style="text-align: center; border-radius: 50%; width: 20px; margin: 0;">6.</p> Part - VI </div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> <p style="text-align: center; border-radius: 50%; width: 20px; margin: 0;">7.</p> Part - VII </div> <div style="border: 1px solid #ccc; padding: 5px; background-color: #e6f2ff;"> <p style="text-align: center; border-radius: 50%; width: 20px; margin: 0;">8.</p> Part - VIII </div>	<p>Financial details</p> <p>IFSC Code *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px; width: 100%;"></div> <div style="text-align: right; margin-bottom: 5px;"> <div style="border: 1px solid #ccc; padding: 2px 5px; background-color: #2e8b57; color: white; cursor: pointer;">Search</div> </div> <p>Bank Name *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px; width: 100%;"></div> <p>Branch Name *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px; width: 100%;"></div> <p>Account Type *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">..Select.. ▼</div> <p>Account No *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px; width: 100%;"></div> <p>Deposit Type *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">..Select.. ▼</div> <p>Amount *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px; width: 100%;">0</div>
<div style="border: 1px solid #ccc; padding: 5px 15px; background-color: #2e8b57; color: white; cursor: pointer; display: inline-block;">Add Account</div>	

	<h1>SOP for</h1> <h2>Application for FPS Dealership on Compassionate Ground</h2>	
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Version: 1.0

Release Date: 07.05.2025

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: *

0.00

Previous

Save and Next

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

Apply Dealership on Compassionate Ground

1. Part - I	<p>Existing Storage Godown and Office/Shop-Counter Details</p> <p>Full address of the Shop-cum-Godown as reflected in last renewed license with :</p> <table border="1"> <tr> <td style="width: 10%;">Shop</td> <td>JALPAIGURI, Jalpaiguri(Sadar), Siliguri (M Corp), Ward - 0031, Pin Code - 734005, PO - Siliguri Bazar, PS - BH/</td> </tr> <tr> <td>Godown</td> <td>JALPAIGURI, Jalpaiguri(Sadar), Siliguri (M Corp), Ward - 0031, Pin Code - 734005, PO - Siliguri Bazar, PS - BH/</td> </tr> </table> <p>Whether the same Shop-cum-godown would be in use now</p> <p><input type="radio"/> Yes <input checked="" type="radio"/> No</p> <p>Reason for change</p> <div style="border: 1px solid gray; padding: 2px;">test</div> <p>Distance of offered shop-cum-godown from the existing shop-cum-godown(in meter)</p> <div style="border: 1px solid gray; padding: 2px;">0.00</div>	Shop	JALPAIGURI, Jalpaiguri(Sadar), Siliguri (M Corp), Ward - 0031, Pin Code - 734005, PO - Siliguri Bazar, PS - BH/	Godown	JALPAIGURI, Jalpaiguri(Sadar), Siliguri (M Corp), Ward - 0031, Pin Code - 734005, PO - Siliguri Bazar, PS - BH/
Shop		JALPAIGURI, Jalpaiguri(Sadar), Siliguri (M Corp), Ward - 0031, Pin Code - 734005, PO - Siliguri Bazar, PS - BH/			
Godown		JALPAIGURI, Jalpaiguri(Sadar), Siliguri (M Corp), Ward - 0031, Pin Code - 734005, PO - Siliguri Bazar, PS - BH/			
2. Part - II					
3. Part - III					
4. Part - IV					
5. Part - V					
6. Part - VI					
7. Part - VII					
8. Part - VIII					

	<h2 style="margin: 0;">SOP for</h2> <h3 style="margin: 0;">Application for FPS Dealership on Compassionate Ground</h3>	
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Version: 1.0

Release Date: 07.05.2025

Address and measurements and other details are to enter.

Mouza Name * **Para/Mahalla/Locality**

Street Name

Godown Measurement

Enter Number of Godowns (Max 2): * Generate

Sl No.	Length (ft.)	Breadth (ft.)	Height (ft.)	Area (sq. ft.)	Plinth Height (in.)
1	<input type="text" value="10"/>	<input type="text" value="20"/>	<input type="text" value="29"/>	<input type="text" value="200"/>	<input type="text" value="12"/>
				Total Area: 200.00 sq.m	

Godown Boundary

Boundary East * **Boundary North ***

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
 Complete but all inner wall do not have plaster
 Wall is made of material other than brick/mortar/stone
 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

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

	<h1>SOP for</h1> <h2>Application for FPS Dealership on Compassionate Ground</h2>	
Version: 1.0		Release Date: 07.05.2025

Apply Dealership on Compassionate Ground

<ol style="list-style-type: none"> 1. Part - I 2. Part - II 3. Part - III 4. Part - IV <li style="background-color: #e0e0e0;">5. Part - V 6. Part - VI 7. Part - VII 8. Part - VIII 	<p style="color: #0070c0;">Nature of Possession of the Storage Godown and Office/Shop-Counter</p> <p>Nature of possession *</p> <p> <input checked="" type="radio"/> Sole Ownership <input type="radio"/> Shared/ Family Property <input type="radio"/> Long term rental/ Lease agreement </p> <p>Mode of acquisition *</p> <p>Gift v</p> <p>No. and date of execution of Registered deed of conveyance/purchase/gift in the name of applicant/Mutation Certificate *</p> <table border="0" 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> <p style="text-align: right;"> <input type="button" value="Previous"/> <input type="button" value="Save and Next"/> </p>	Deed/ ROR/ Khatian No	Deed Date	111	02-03-2024 🗑
Deed/ ROR/ Khatian No	Deed Date				
111	02-03-2024 🗑				

1.1.13. In Part -VI other details like previous experience of business and some specific queries are to answer.

Apply Dealership on Compassionate Ground

<ol style="list-style-type: none"> 1. Part - I 2. Part - II 3. Part - III 4. Part - IV 5. Part - V <li style="background-color: #e0e0e0;">6. Part - VI 7. Part - VII 8. Part - VIII 	<p style="color: #0070c0;">Other Details</p> <p>Prior experience of business *</p> <p> <input checked="" type="radio"/> Yes <input type="radio"/> No </p> <p>Give details with nature and area of business *</p> <p>test</p> <p>Whether applicant is holding a license of FPS Dealer or Distributor or Wholesaler in his name or he is a relative to a person as per clause 2(1)(x) of the WBTPDS (M&C) Order, 2024, who already have a Dealer or Distributor or Wholesaler license? *</p> <p> <input checked="" type="radio"/> Yes <input type="radio"/> No </p> <p>Give details *</p> <p>test</p> <p>Whether the applicant is a Flour Mill or a Rice Mill and its Owner in any capacity? *</p> <p> <input checked="" type="radio"/> Yes <input type="radio"/> No </p>
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1.1.14. The next page i.e. Part- VII is meant for uploading the all required documents section wise. The applicant is to select the document type and to upload the scanned copies (JPEG/PDF format only) of the documents. Already uploaded documents like legal heir certificate, NOC will be appeared in the respective section of this part.



SOP for Application for FPS Dealership on Compassionate Ground



Version: 1.0

Release Date: 07.05.2025

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

Upload Documents

**** File should be in JPEG or PDF format and not more than 100 KB.**

Part-I: Details of the Applicant

Select Type : * Select File : *

No file chosen

Uploaded Files :

Serial No	Document Type	Delete
1	Identity proof of the Individual	<input type="button" value="Delete"/>
2	PAN Card of Individual	<input type="button" value="Delete"/>

95/DealerApplicationEntry/DealerApplication-Compassionate2handler=SavePartVII@vertical=example.h5f

Part-V: Affidavit and others

Select Type : *

Select File : *

 No file chosen

Uploaded Files :

Serial No	Document Type	Delete
1	Affidavit in Annexure-I format	<input type="button" value="Delete"/>



Version: 1.0

Release Date: 07.05.2025

- 1.1.15. 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	132801300005
Place of existing FPS dealership	
Existing/Old license No	32840400111
Licence 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

- 1.1.16. 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 : <input type="button" value="Pay Fee"/>
2. Part - II	
3. Part - III	
4. Part - IV	
5. Part - V	
6. Part - VI	
7. Part - VII	
8. Part - VIII	

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

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



SOP for Application for FPS Dealership on Compassionate Ground



Version: 1.0

Release Date: 07.05.2025

Unified Payment Getway
 Food & Supplies Department
 Government of West Bengal

1 — 2 — 3

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 WB-GRPS Page for making payment. You can make payment Online through Net Banking/Debit Card/Credit Card /BHIM UPI/Wallets/NEFT. To make online payment select "SB e-Play Option". If you want to avail counter payment option then please select "Counter Payment" option as payment mode.
- 3
Response From Grips
You may have Response as success / fail / pending / null. If you have pending as response then you have to check status from application status page. If you have fail/null as response you may pay again.

Unified Payment Getway
 Food & Supplies Department
 Government of West Bengal

✓ — 2 — 3

Payment Details

Payee Name: saumita hazra

Mobile Number: 9874537028

Email: saumitanazra.cse@gmail.com

Address: Vill - Chakur P.S. - bagnan

Application Fees:

Remarks: testing

IDENTIFICATION NO: 23000019600014394967

Confirm and Go For Payment

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 WB-GRPS Page for making payment. You can make payment Online through Net Banking/Debit Card/Credit Card /BHIM UPI/Wallets/NEFT. To make online payment select "SB e-Play Option". If you want to avail counter payment option then please select "Counter Payment" option as payment mode.
- 3
Response From Grips
You may have Response as success / fail / pending / null. If you have pending as response then you have to check status from application status page. If you have fail/null as response you may pay again.



Version: 1.0

Release Date: 07.05.2025

1.1.16.3. 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 Search our pages and functionalities LOGIN

Payment

1 Review and Confirmation 2 Payment Mode and Bank Selection 3 Transaction Details

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

Depositor Details			
Depositor Name	Mobile No.	Phone No.	Email
saumita hazra	9874537028		saumitahazra.cse@gmail.com
Address 1		Address 2	
VIII - Chakur P.S. - bagnan			

1. Food & Supplies →

Department Details			
Organization Type	Organization Name	In Favour Of	Period From
Government	Food & Supplies	Dept.	03/04/2023
Period To	Remarks	Identification No	Ref No
03/04/2023	testing	23000019600014394987	0292300014394987

Service and Tax Details			
Subservice Name	Head Description	Head of Account	Amount
Application fee for Issuance of new FPS/MR Distributor License	Application fee for Issuance of new FPS/MR Distributor License	0408-00-103-001-1A	1

TOTAL ₹1

Hundred One only

Verified and checked

NEXT

Go to GRIPS 1.0 About Us Circulars & Notifications Contact Us
 List of Integrated Departments Search Head of Account Verify HoA Frequently Used HoAs
 Officers, e-Gov Group Module-wise Email Address Authorized Bank Nodal Officers Authorized Banks- Net Banking
 Authorized Banks- Counter Payment Authorized Banks- Debit Card SBIePay Banks- Net Banking SBIePay Banks- Corporate
 SBIePay Banks- Debit Card SBIePay Banks- Credit Card SBIePay- User Guide

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 Engine ID: 5132432845_CR | Version ID: 2.0.136 | Site best viewed on Chrome/Firefox/Edge on a 16:9 aspect ratio screen.

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

GRIPS 2.0 Search our pages and functionalities LOGIN

Payment

1 Review and Confirmation 2 Payment Mode and Bank Selection 3 Transaction Details

Payment Mode *
SBI Epay

Pay through *
Payment Gateway/Bank

BACK **NEXT**

Go to GRIPS 1.0 About Us Circulars & Notifications Contact Us
 List of Integrated Departments Search Head of Account Verify HoA Frequently Used HoAs
 Officers, e-Gov Group Module-wise Email Address Authorized Bank Nodal Officers Authorized Banks- Net Banking
 Authorized Banks- Counter Payment Authorized Banks- Debit Card SBIePay Banks- Net Banking SBIePay Banks- Corporate
 SBIePay Banks- Debit Card SBIePay Banks- Credit Card SBIePay- User Guide

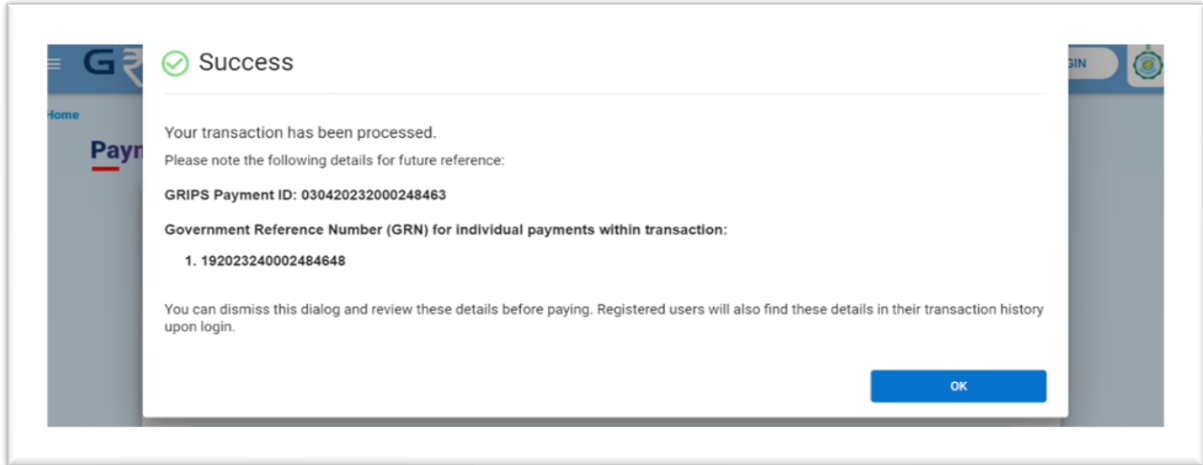
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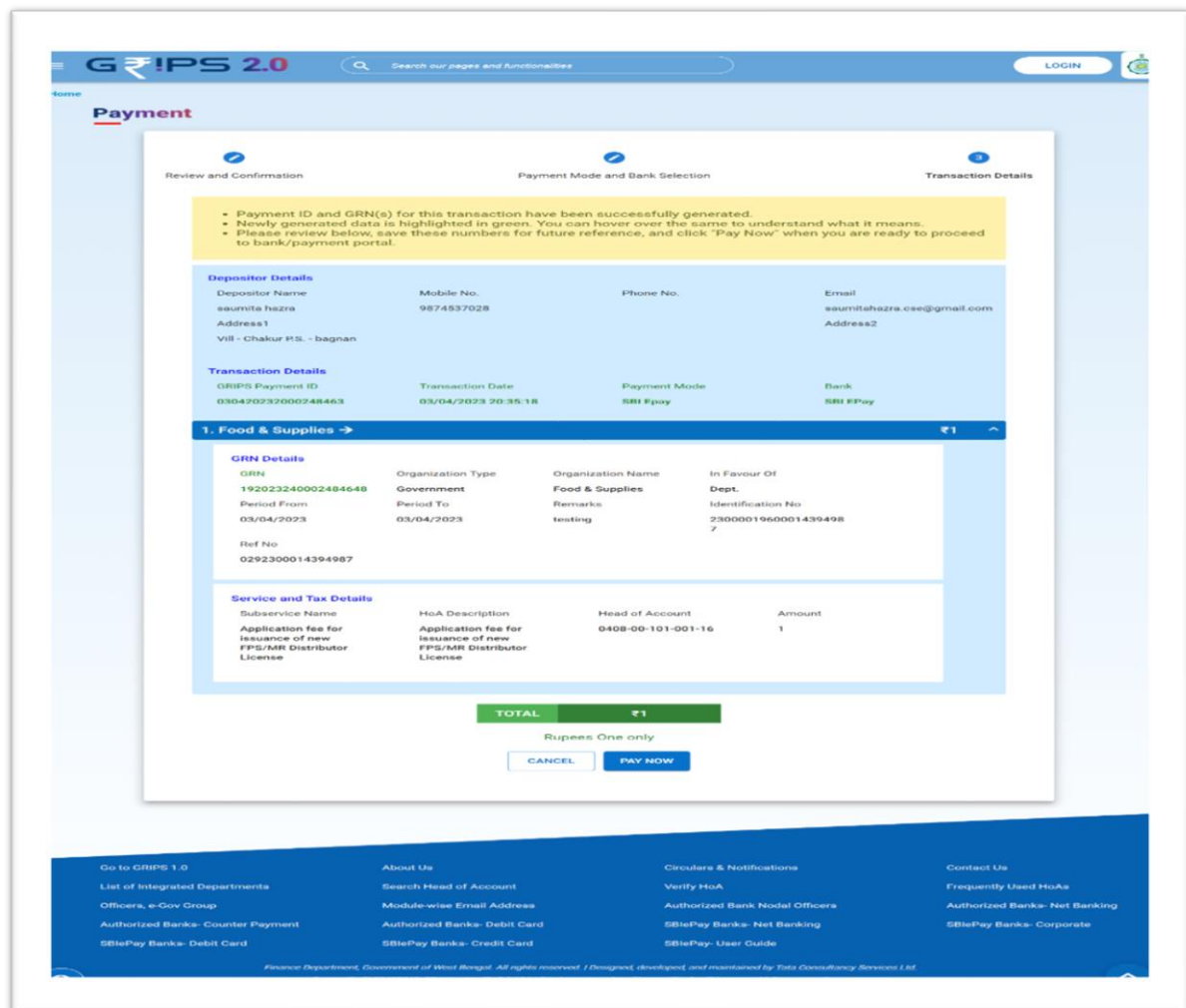
Version: 1.0

Release Date: 07.05.2025

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



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





Version: 1.0

Release Date: 07.05.2025

1.1.16.7. 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.

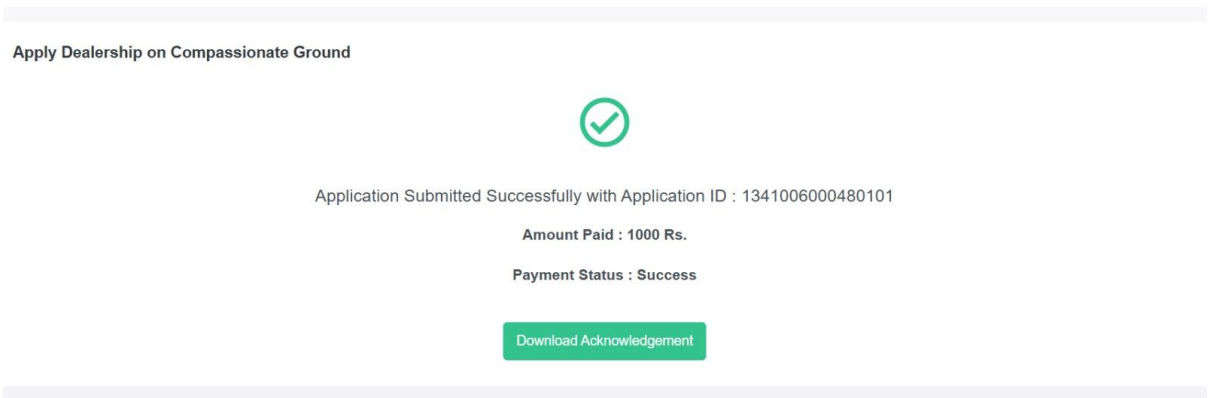
1.1.16.8. When payment is successful, the following screens will appear.



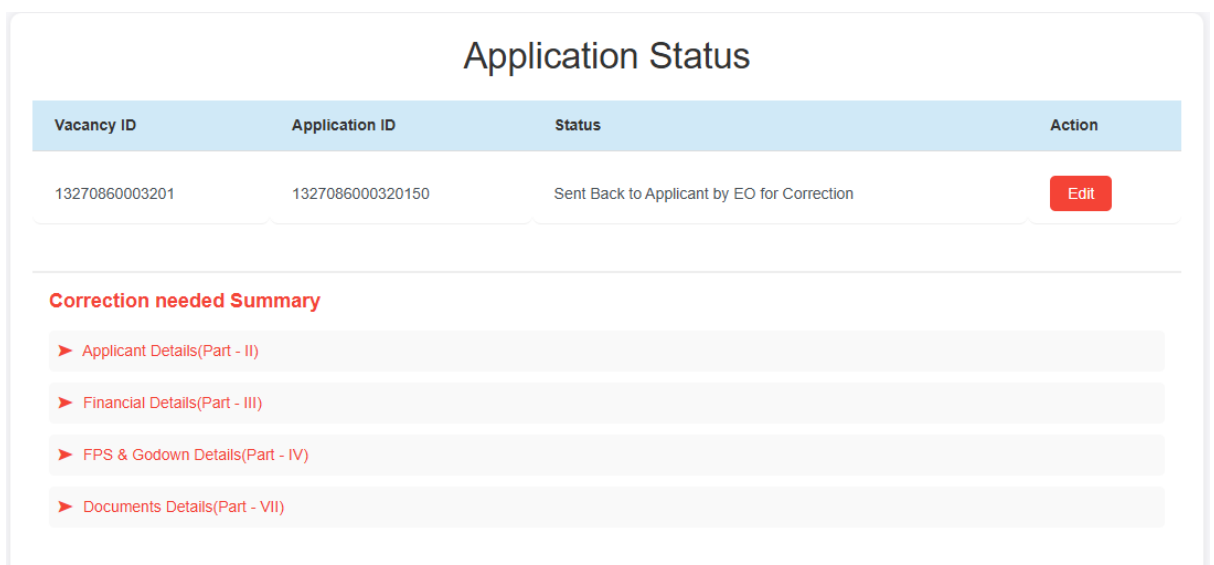
Version: 1.0

Release Date: 07.05.2025

- 1.1.17. 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.



- 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.



- 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.

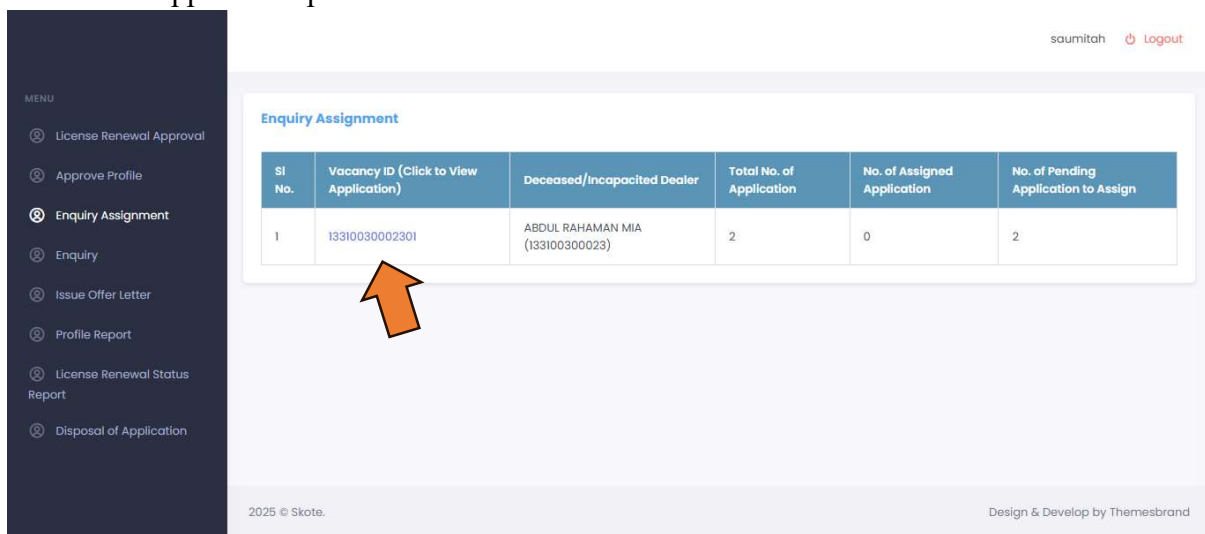
**Special Secretary (IT&R)
to the Govt. of West Bengal**

Comp. No. 404009

The Standard Operation Procedure (SOP) for officials is as follows:

1. In the login of SCF&S/RO:

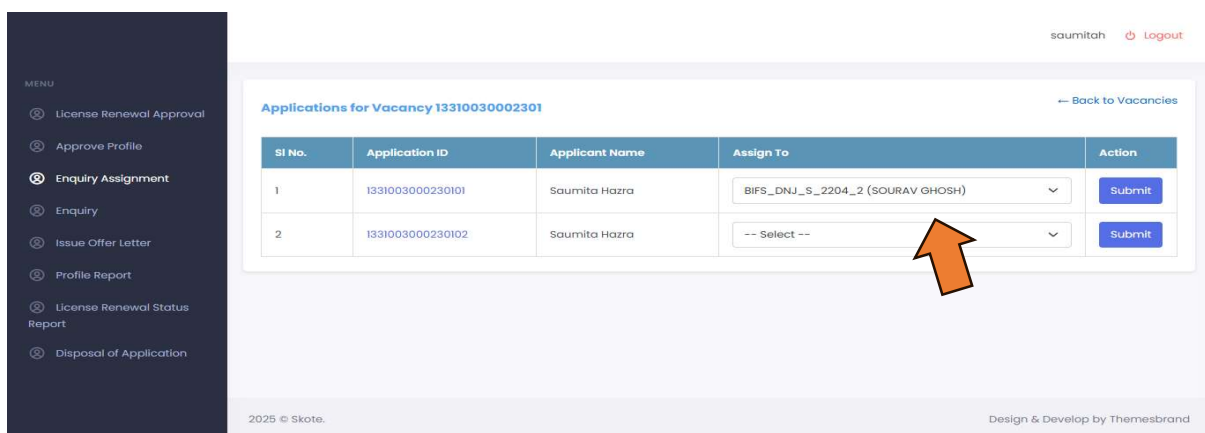
1.1. After submission of application in the compassionate vacancy, the same is visible in logins of the concerned SCF&S/RO. All the fully submitted application under the vacancy ID will show in the table. On clicking the Vacancy ID those will be visible and application preview is also available here.



SI No.	Vacancy ID (Click to View Application)	Deceased/Incapacitated Dealer	Total No. of Application	No. of Assigned Application	No. of Pending Application to Assign
1	13310030002301	ABDUL RAHAMAN MIA (133100300023)	2	0	2

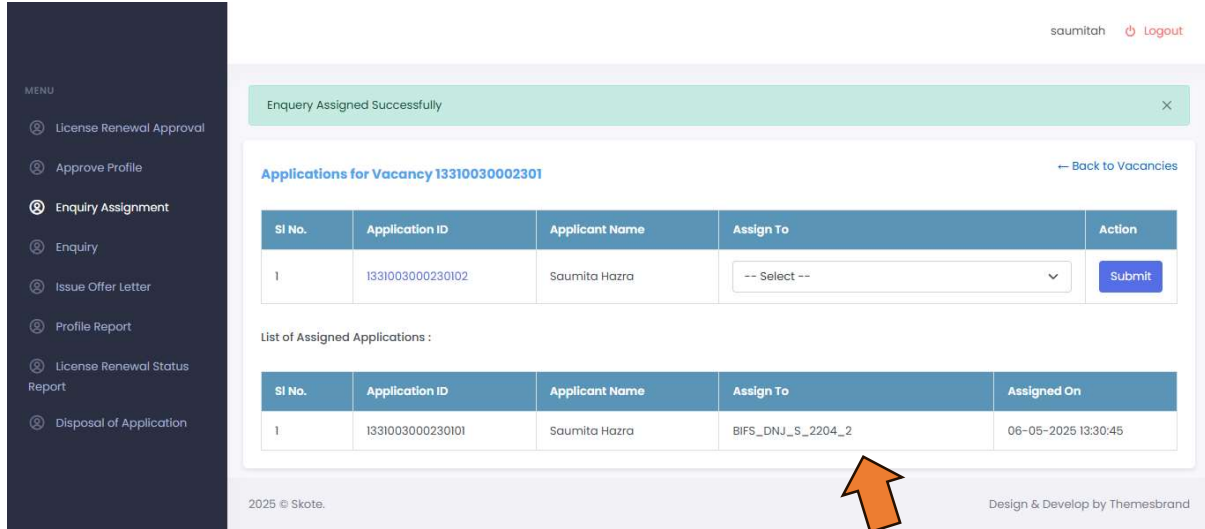
1.2. Thereafter, applications submitted under the concerned vacancy ID, the applications will have to be assigned for enquiry.

The SCF&S/RO can assign the enquiry to her/himself or can assign it to a team of inspectors under her/his jurisdiction.



SI No.	Application ID	Applicant Name	Assign To	Action
1	1331003000230101	Saumita Hazra	BIFS_DNJ_S_2204_2 (SOURAV GHOSH)	Submit
2	1331003000230102	Saumita Hazra	-- Select --	Submit

1.3. After assignment of enquiry officer, the same will be shown below on the page for reference.



saumitah [Logout](#)

Enquiry Assigned Successfully ✕

[← Back to Vacancies](#)

Applications for Vacancy 13310030002301

Sl No.	Application ID	Applicant Name	Assign To	Action
1	1331003000230102	Saumita Hazra	-- Select --	Submit

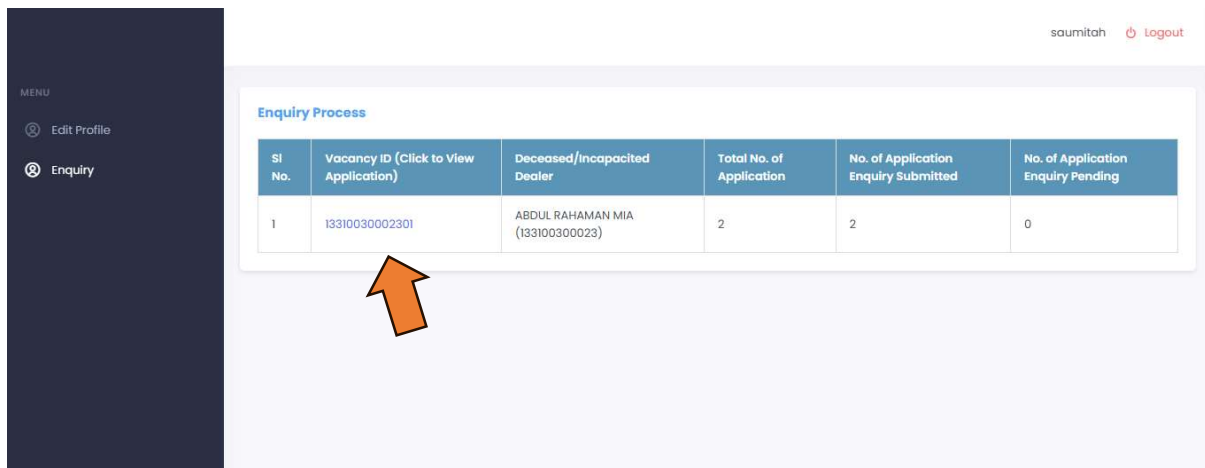
List of Assigned Applications :

Sl No.	Application ID	Applicant Name	Assign To	Assigned On
1	1331003000230101	Saumita Hazra	BIFS_DNJ_S_2204_2	06-05-2025 13:30:45

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2. In the login of Enquiry Officer (SCF&S/RO/Inspector):

2.1. After assignment of application for enquiry the same will be visible in the login of enquiry officer. The EO will click on the vacancy ID and all the applications under the same ID will appear in the next view.



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Enquiry Process

Sl No.	Vacancy ID (Click to View Application)	Deceased/Incapacitated Dealer	Total No. of Application	No. of Application Enquiry Submitted	No. of Application Enquiry Pending
1	13310030002301	ABDUL RAHAMAN MIA (133100300023)	2	2	0



SOP for Disposal of Applications for FPS Dealership on Compassionate Grounds



Version: 2.0

Date of Release: 29.05.2025

saumitah Logout

← Back to Vacancies

Sl No.	Application ID	Applicant Name	Movement History	Do Enquiry
1	1331003000230101	Saumita Hazra	View	Enquiry
2	1331003000230102	Saumita Hazra	View	Enquiry

2.2. Now the EO has to click on the “**Enquiry**” to proceed with the entry of enquiry reports. The EO will enter the finding part-wise by selection from dropdown menu and enter the remarks accordingly. In some fields EO need not to enter finding as those are fetched from system or validated online.

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← Back to Applications

[Previous Dealer Details](#) [Applicant Details](#) [Financial Details](#) [Shop & Godown Details](#) [Godown Possession Details](#) [Others](#)

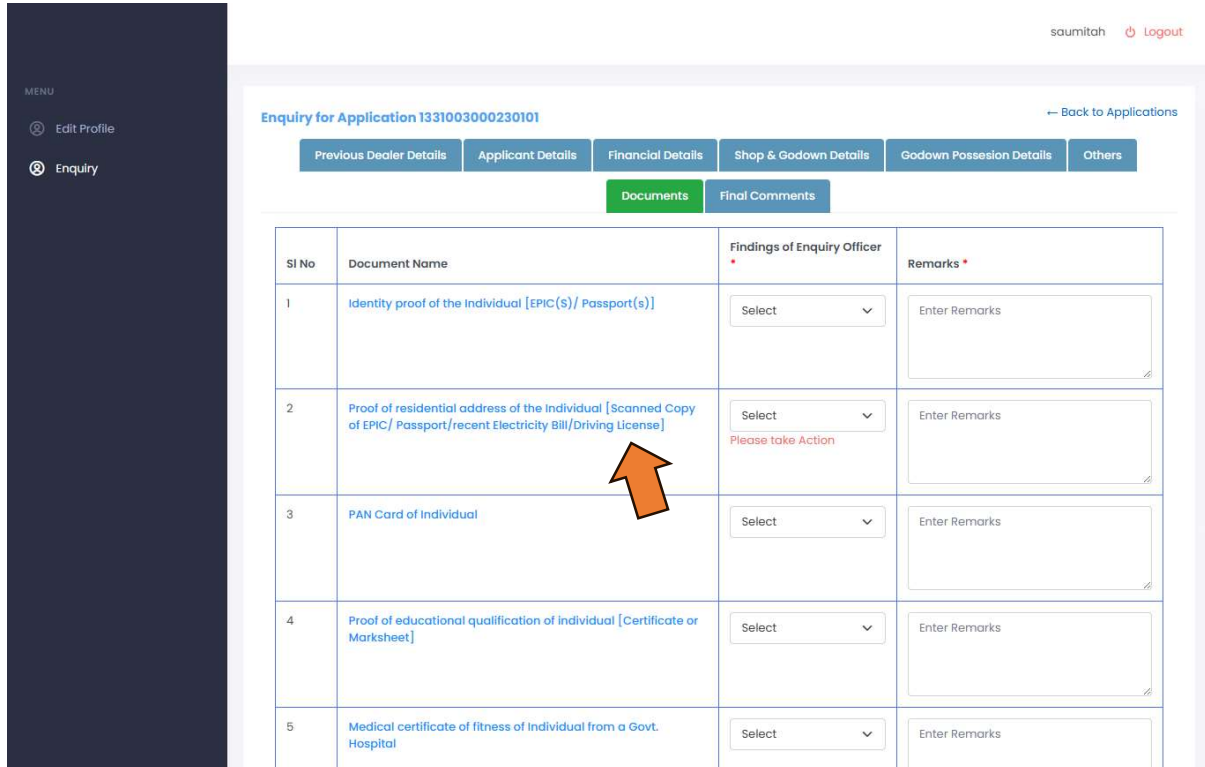
[Documents](#) [Final Comments](#)

Particulars	Details provided by the applicant	Findings of Enquiry Officer	Remarks
Code of existing FPS dealership	133100300023	Select	Enter REMARKS
Place of existing FPS dealership	KALITALA	Select	Enter REMARKS
Existing/Old license No	33141400074	Select	Enter REMARKS
Licence renewed till which year	31-12-2023	Select	Enter REMARKS
Name of deceased/incapacitated dealer	ABDUL RAHAMAN MIA	Select	Enter REMARKS
date of demise/date of certificate regarding incapacitation	12-11-2023	Select	Enter REMARKS
Whether any proceedings initiated by the licensing authority is kept pending against the deceased/incapacitated dealer	No	Yes	Enter REMARKS

[Save and Next](#)

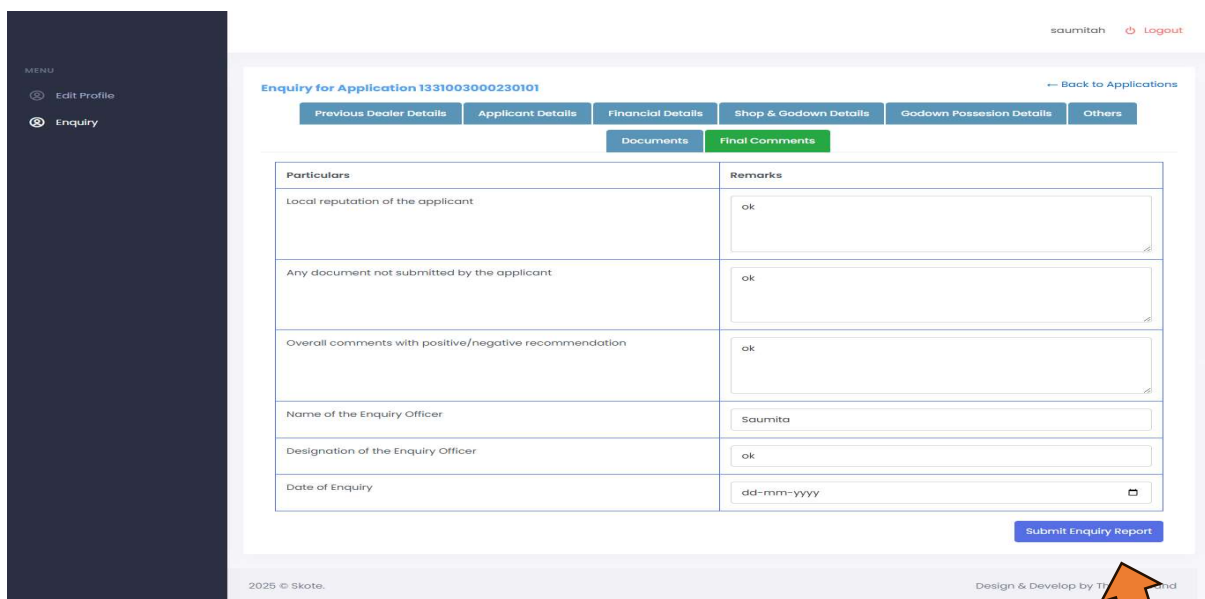
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2.3. Uploaded documents can be viewed by clicking the names of documents/items with blue letters.



Sl No	Document Name	Findings of Enquiry Officer	Remarks *
1	Identity proof of the individual [EPIC(s)/ Passport(s)]	Select	Enter Remarks
2	Proof of residential address of the individual [Scanned Copy of EPIC/ Passport/recent Electricity Bill/Driving License]	Select <small>Please take Action</small>	Enter Remarks
3	PAN Card of individual	Select	Enter Remarks
4	Proof of educational qualification of individual [Certificate or Marksheet]	Select	Enter Remarks
5	Medical certificate of fitness of individual from a Govt. Hospital	Select	Enter Remarks

2.4. After entering the overall comment of the EO the report can be submitted. The EO can see the preview of the enquiry report.



Particulars	Remarks
Local reputation of the applicant	ok
Any document not submitted by the applicant	ok
Overall comments with positive/negative recommendation	ok
Name of the Enquiry Officer	Saumita
Designation of the Enquiry Officer	ok
Date of Enquiry	dd-mm-yyyy

[Submit Enquiry Report](#)

Enquiry Report Preview			
Previous Dealer Details			
Particulars	Details provided by the applicant	Findings of Enquiry Officer	Remarks
Code of existing FPS dealership	132801300005	Action not required	
Place of existing FPS dealership		Action not required	
Existing/Old license No	32840400111	Action not required	
Licence renewed till which year	31-12-2023	Action not required	
Name of deceased/incapacitated dealer	MANABENDRA GOSWAMI	Action not required	
Date of demise/date of certificate regarding incapacitation	27-03-2024	Action not required	
Pending Proceedings by Licensing Authority	Yes	Yes	
Applicant Details			
Particulars	Details provided by the applicant	Findings of Enquiry Officer	Remarks
Name of the candidate	Saumita Hazra	Action not required	
Relation with deceased dealer	FATHER	Need Correction	
Guardian Name	ABC Father	Need Correction	
Guardian Type	Father	Need Correction	
Date of birth	27-07-1991	Action not required	
Gender	F	Action not required	

2.5. In case the EO selects the action against any item as Need correction from the dropdown menu then the application will be sent back to the applicant automatically on submission of primary report. Then the same will be available at the login of applicant for necessary correction and resubmission.

3. In the login of SCF&S/RO after enquiry:

3.1. After submission of enquiry report by the EO the same will appear in the login of SCF&S or RO for further processing of the enquiry report. Now the Vacancy ID is to be clicked.


MENU

- ④ License Renewal Approval
- ④ Approve Profile
- ④ Enquiry Assignment
- ④ Enquiry
- ④ Issue Offer Letter
- ④ Profile Report
- ④ License Renewal Status Report
- ④ Disposal of Application

saumitah Logout

Application Disposal

Sl No.	Vacancy ID (Click to View Application)	Deceased/Incapacitated Dealer	Total No. of Application	No. of Application Enquiry Submitted	No. of Application Enquiry Pending
1	13310030002301	ABDUL RAHAMAN MIA (133100300023)	2	2	0



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SOP for Disposal of Applications for FPS Dealership on Compassionate Grounds



Version: 2.0

Date of Release: 29.05.2025

3.2. After opening the individual application ID the SCF&S/RO will view the enquiry report, verify and select the action from the dropdown menu. Then enter the remarks. Here, if it is decided to send back the application then the same will be available in the login of the concerned EO. Thereafter the EO may send back the same to the applicant with the queries as “need correction” for resubmission or he may meet up the queries.

SI No.	Application ID	Applicant Name	Movement History	Given Remarks	Do Enquiry
1	1331003000230101	Saumita Hazra	View	TEST	Enquiry
2	1331003000230102	Saumita Hazra	View		View

3.3. In case the SCF&S/RO intends to upload any additional document then the same may be done here. In such cases necessary comment should be mentioned in the remarks section.

Serial No	Document Type	Delete
1	Addi 2	Delete
2	Addi	Delete

3.4. If the SCF&S/RO recommends the application then the same will be made available in the login of DCF&S/DDR for further consideration. In that case all applications against same vacancy ID are to be sent in bundle.



SOP for Disposal of Applications for FPS Dealership on Compassionate Grounds



Version: 2.0

Date of Release: 29.05.2025

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[← Back to Vacancies](#)

Sl No.	Application ID	Applicant Name	Enquiry Report	Movement History	Additional Documents	Action	Remarks
1	1331003000230101	Saumita Hazra	View	View	View	Recommended -- Select -- Recommended Not Recommended Send Back	Enter remarks...
2	1331003000230102	Saumita Hazra	View	View	View		Enter remarks...

[Submit](#)

4. In the login of DDR/DCF&S after recommendation of SCF&S/RO:

4.1. After opening the individual application ID the DDR/DCF&S will view the enquiry report and select the action from the dropdown menu. Then enter the remarks. Here, if it is decided to send back the application then the same will be available in the login of the concerned SCF&S/RO. Thereafter, if required the enquiry report may be sent back to the applicant with the queries for resubmission through EO.

If the DDR/DCF&S recommends the application then the same will be made available in the login of VO of the Directorate of DDP&S/Rationing for further consideration. In that case all applications against same vacancy ID are to be sent in bundle.

saumitah [Logout](#)

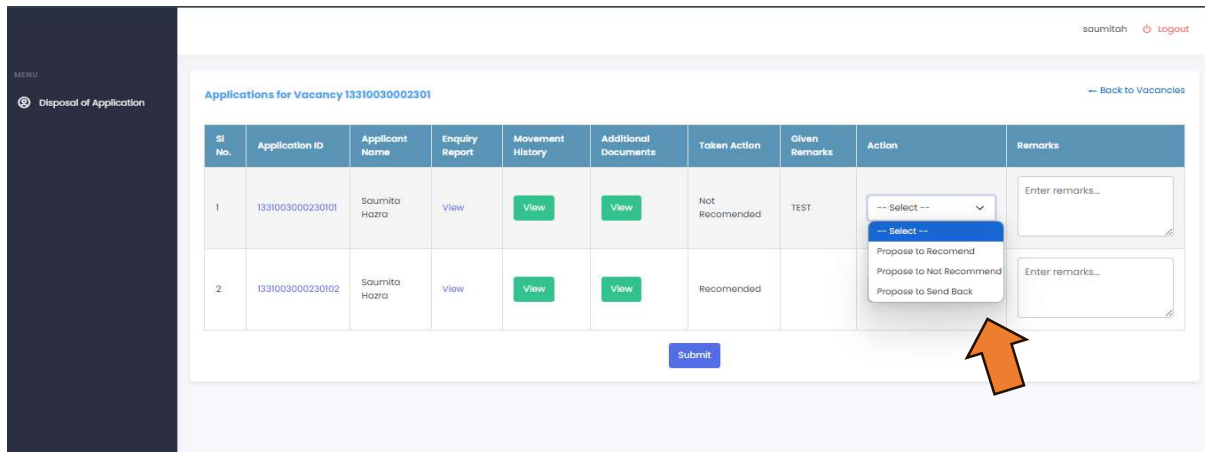
[← Back to Vacancies](#)

Sl No.	Application ID	Applicant Name	Enquiry Report	Movement History	Additional Documents	Taken Action	Given Remarks	Action	Remarks
1	1331003000230101	Saumita Hazra	View	View	View	Not Recommended	TEST	-- Select -- -- Select -- Recommended Not Recommended Send Back	Enter remarks...
2	1331003000230102	Saumita Hazra	View	View	View	Recommended			Enter remarks...

[Submit](#)

5. In the login of VO of DDP&S/DR after recommendation of DDR/DCF&S:

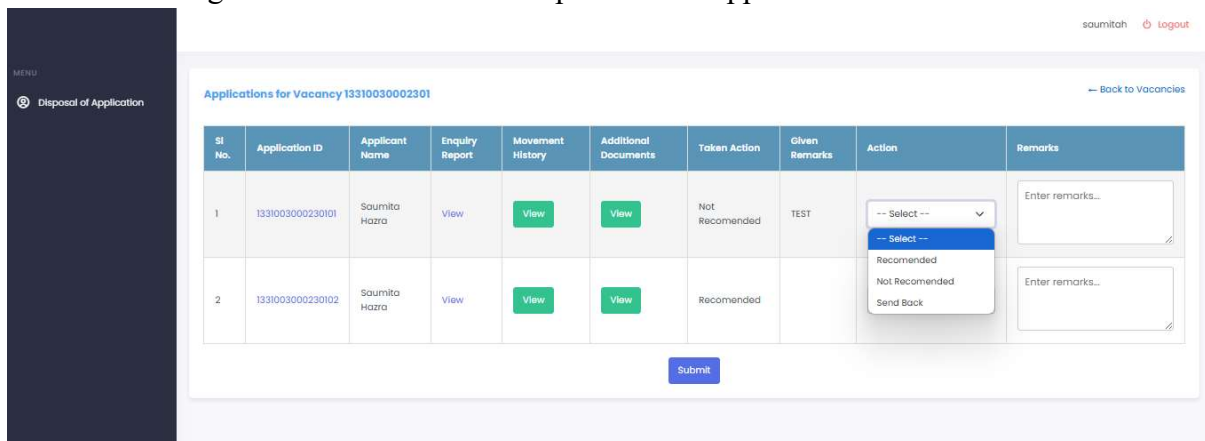
5.1. The Verifying Officer of the directorate will verify the enquiry report and enter the comment accordingly. They can't send back any case directly but may propose accordingly. If he recommends the case the same will be made available in the login of ADMIN VO for further processing.



SI No.	Application ID	Applicant Name	Enquiry Report	Movement History	Additional Documents	Taken Action	Given Remarks	Action	Remarks
1	1331003000230101	Saumita Hazra	View	View	View	Not Recommended	TEST	-- Select -- -- Select -- Propose to Recommend Propose to Not Recommend Propose to Send Back	Enter remarks...
2	1331003000230102	Saumita Hazra	View	View	View	Recommended			Enter remarks...

6. In the login of Admin VO of DDP&S/DR after recommendation of VO:

6.1. The Admin Verifying Officer of the directorate will verify the enquiry report and enter the comment accordingly. He may send back any case directly to the DCF&S/DDR with query. If he recommends the case the same will be made available in the login of Director for final disposal of the applications.



SI No.	Application ID	Applicant Name	Enquiry Report	Movement History	Additional Documents	Taken Action	Given Remarks	Action	Remarks
1	1331003000230101	Saumita Hazra	View	View	View	Not Recommended	TEST	-- Select -- -- Select -- Recommended Not Recommended Send Back	Enter remarks...
2	1331003000230102	Saumita Hazra	View	View	View	Recommended			Enter remarks...

7. In the login of Director of DDP&S/DR after recommendation of Admin-VO:

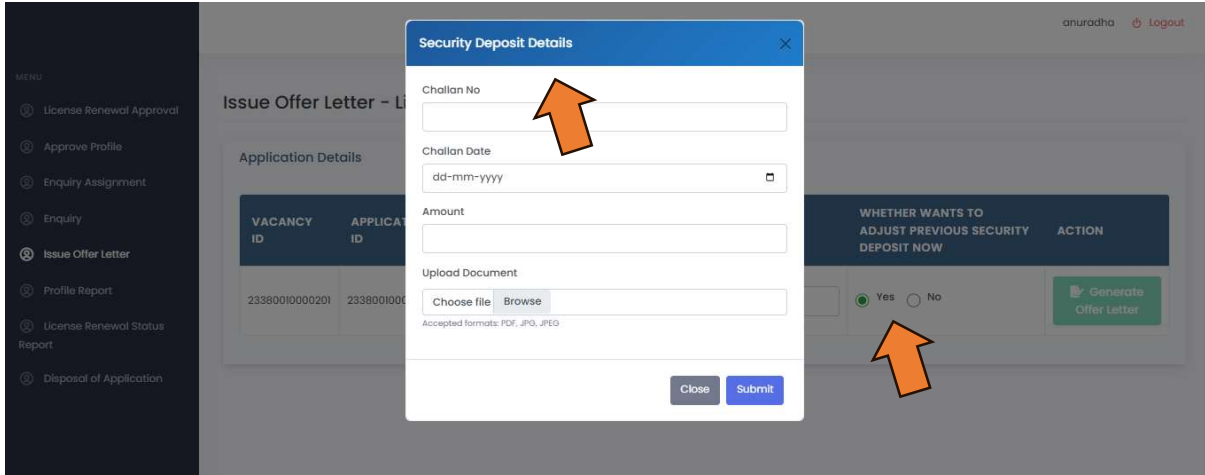
7.1. The Director may verify the application, enquiry reports and recommendations here. Director can **approve or reject or send back** the application as he deems fit & proper. If the Director approve an application, then the same will be made available in the login of concerned licensing authority for issuing offer letter.

8. In the login of SCF&S/RO after approval of Director:

8.1. SCF&S/RO will issue offer letter through the online mode to the approved candidate.

8.2. The SCF&S/RO is to mark required documents for issuance of license from Additional document.

8.3. Here, the SCF&S/RO can mark the details of previously deposited security money for adjustment.



9. In the login of approved applicant:

9.1. After generation of offer letter, the candidate can download the offer letter, make payment for license & security deposit and upload the required documents for getting FPS license.

