

## 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 e PoS and related matters 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 & over Phone:** The FPS Dealer or The Area Inspector on behalf of the FPS dealer through Supply Chain portal OR by calling directly to the designated helpdesk of department's Stakeholder Helpdesk or Call Centre operated by the System Integrator. (03322520080, 7604068668)
  
- ✓ **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 satisfactory feedback.
  - The complainant (FPS dealer) receives an OTP to formally close the complaint, providing satisfaction feedback.
  - 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”.

The screenshot shows a web browser window with the URL `food.wb.gov.in/food/Grievance/Grievance_Portal.aspx`. The page header includes a logo on the left, a user profile section with the name "WB0337966643- Dealer" and "HD4H", a dropdown menu with "Please Select", a "Logout" link, and a yellow "Raise Support Ticket" button. A blue sidebar on the left contains a menu with the following 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 :". Below this title is a form with the following fields:

|  |  |
|--|--|
| FPS Name & Code  | CHANDRA SEKHAR BISWAS - WB0337966643   |
| Category of Complaint*   | Select Primary Category  |
| Nature of Complaint*   |  |
| Remarks*   | Select Primary Category<br>EPOS Related Matters<br>Weighing Scale Related Issues<br>Iris Issue |
| Upload Image ( Only JPG/JPEG Files<br>are allowed , upto 500 KB) |  |

A blue "Submit" button is located at the bottom right of the form.

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. Eg: If the Primary Category selected is “E-PoS Related Issue”, the following sub-categories shall be available for selection:

- Adapter Issue
- Network / SIM Card Issue
- Display Issue
- Charging Issue
- Battery Issue

The screenshot shows a web application interface for raising a complaint. On the left is a blue sidebar with a navigation menu containing: 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 :". At the top right, there is a header with the text "WB0337966643- Dealer HD4H", a dropdown menu set to "Please Select", a "Logout" link, and a yellow "Raise Support Ticket" button. The form contains several fields: "FPS Name & Code" (empty), "Category of Complaint\*" (empty), "Nature of Complaint\*" (a dropdown menu currently open showing options: "Select Nature", "Adaptor Issue", "Network/Sim Card Issue", "Display Issue", "Charging Issue", "Battery Issue", and "Select Nature"), "Remarks\*" (empty), and "Upload Image ( Only .JPG/.JPEG Files are allowed , upto 500 KB)" (empty). Below the "Upload Image" field is a "Choose file" button and the text "No file chosen". A blue "Submit" button is located at the bottom center of the form.

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          | Pps 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 |

Resolution Details

Please Write your Message \*

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

Chose file No file chosen

SUBMIT NEW COMMENT

Success!

Data submitted successfully!

OK

| Complaint ID | Created On          | Created By        | Licence Name          | Pps Code     | Status | Remarks | Uploaded Document | Category             | Issue Type    | View Details |
|--------------|---------------------|-------------------|-----------------------|--------------|--------|---------|-------------------|----------------------|---------------|--------------|
| 1712202544   | 17/12/2025 15:12:26 | WB0337966643-HD4H | CHANDRA SEKHAR BISWAS | WB0337966643 | Open   | testing | View              | EPOS Related Matters | Display Issue | Resolution   |

Any complaint unresolved beyond **24 hours** is being escalated. And a Pop-up window reminds every time in all system integrator logins to prioritize these tickets and provide an update/resolution at the earliest.

Complaints Needed to Provide Resolution (Open more than 24 hrs.) :

| Complaint ID | Created By        | Last Updated        | Stakeholder Details | Remarks  | Current Status | Primary Category              | Sub-Catagory/Issue Type |
|--------------|-------------------|---------------------|---------------------|--|----------------|-------------------------------|-------------------------|
| 20122025329  | 003431066203-27WK | 20/12/2025 23:06:03 | 003431066203        | No charging                                    | Open           | EPOS Related Matters          | Adaptor Issue           |
| 27122025721  | 003431072107-6TKX | 27/12/2025 08:09:31 | 003431072107        | E pos machine ?? ?????<br>????? ??? ?????? ??? | Open           | Weighing Scale Related Issues | WS No Weight Detected   |
| 050120261198 | TU_100_14         | 05/01/2026 14:34:00 | 133500900002        | Barcode scanner is not functioning.            | Open           | EPOS Related Matters          | Fingerprint Scanner     |
| 29122025799  | 133502400006-WRVU | 29/12/2025 13:36:54 | 133502400006        | Front Dispay Damaged                           | Open           | Weighing Scale Related Issues | WS Damage               |
| 060120261277 | TU_100_11         | 06/01/2026 16:56:08 | 133502400024        | During duare ration distance is showing        | Open           | EPOS Related Matters          | Device Mapping Issue    |

## 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

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 below the modal.

| Ticket ID  | Last Updated On     | Createdby         | Message  | Uploaded Document    |
|------------|---------------------|-------------------|----------|----------------------|
| 1712202551 | 17/12/2025 16:52:23 | SI_EPOS_104_92    | resolved | <a href="#">View</a> |
| 1712202551 | 17/12/2025 16:58:39 | WB0337966643-HD4H |          | <a href="#">View</a> |
| 1712202551 | 17/12/2025 17:40:59 | SI_EPOS_104_92    | test     | <a href="#">View</a> |

  

| 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 | <a href="#">View</a> | EPOS Related Matters | Display Issue | <a href="#">View</a> | <a href="#">Action</a> |

attachments uploaded by the service engineer.

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.

The screenshot shows a web browser window with the URL `food.wb.gov.in/food/Grievance/Grievance_Portal.aspx`. The page displays a confirmation dialog box titled "Confirmation" with a red close button. The dialog asks: "Do you want to close the complaint with Complaint ID 1712202551?". There are two radio button options: "Close Ticket" (unselected) and "Re-Open" (selected). Below the options is a text input field labeled "Please Write your Message \*". Underneath that is a file upload section labeled "Please Upload Supporting Images (Only .JPG/.JPEG up to 500 KB)" with a "Choose file" button and "No file chosen" text. A "Submit" button is at the bottom left of the dialog. The background shows a sidebar menu with items like "Stock Reports", "Duare Ration", "Administration", etc., and a main content area with a table of complaint records. The table has columns for "Remarks", "Uploaded Document", "Category", "Issue Type", "View Details", and "Action". One row is visible with "test caes" in Remarks, "View" in Uploaded Document, "EPOS Related Matters" in Category, "Display Issue" in Issue Type, and "View" and "Action" buttons in the Action column.

| Remarks   | Uploaded Document | Category             | Issue Type    | View Details | Action |
|-----------|-------------------|----------------------|---------------|--------------|--------|
| test caes | View              | EPOS Related Matters | Display Issue | View         | Action |

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 application interface for a grievance portal. A confirmation dialog box is overlaid on the page, asking the user if they want to close a complaint with ID 1712202551. The dialog has two radio button options: "Close Ticket" (which is selected) and "Re-Open". Below these options is an input field for an OTP, with a message indicating that an OTP has been sent to the registered mobile number xxxxx27008. A "Submit" button is located at the bottom left of the dialog. The background shows a form for a user named CHANDRA SEKHAR BISWAS with ID WB0337966643, and a table of complaint records.

| Complaint ID | Date                | FPS Name & Code   | Category      | Status | Remarks   | Action                                      |
|--------------|---------------------|-------------------|---------------|--------|-----------|---|
| 1712202544   | 17/12/2025 15:12:26 | WB0337966643-HD4H | SEKHAR BISWAS | Open   | test caes | <a href="#">View</a> <a href="#">Action</a> |

**Thank You.**