



Government of West Bengal
Department of Food & Supplies
Reforms Cell, Khadyasree Bhavan
11A Mirza Ghalib Street, Kolkata 700087



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Guidelines regarding Online Billing of Distributor, Dealer Claims

Step 1: Pre-requisite entries by the concerned stakeholders

1. All MR Distributors/Dealers are to enter their account details in their Supply Chain login of <https://wbpds.wb.gov.in/>. While entering the Bank Details the Image of Passbook (front page)/Blank Cheque leaf (PDF/JPEG) need to be uploaded.
2. SCFS/ROs are to verify Bank details entry for distributors while Inspectors are to verify same for FPS Dealers in their jurisdiction.
3. DCFSs are also to ensure that go-down in charges enter all DO details timely in the Supply Chain portal (<https://wbpds.wb.gov.in/>). Distributor claims in respect of Rice items will be dependent on the lifted Quantity.
4. DCFSs are also to bear in mind the fact that in the time of entering OMSS wheat Opening Balance (OB), the balance to be entered should positively be that of 01/04/2021.
5. However in respect of OMSS wheat and Special Package items as the same are not issued online DOs, allocated quantity would have to be entered from the end of Director DDPS. Similarly lifted quantity and quantity allocated to Distributors would have to be entered manually from DCFSs end.

Step 2: Process Flow of Raising Claims

Role of Distributors

For Online Allocation

1. Distributor logins in the Supply chain Portal.
2. He chooses Lifting/Distribution → Food Grain Distribution
→ Distribution of Food Item.
3. He chooses online allocation from the radio buttons on the page.
4. Then selects Year and Month for which details are to be entered and then selects item for delivery.
5. The page so opened shows a table containing the following columns



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- i. Item type
 - ii. Indent Quantity
 - iii. Lifted Quantity
6. He then selects the item type for which he is going to enter the details.
 7. After selection a table containing the following columns appears :
 - i. Names of all FPSs tagged with him.
 - ii. Codes of all the FPSs.
 - iii. Indented quantity in respect of each FPS.
 - iv. Doorstep delivery already made to the dealers. Needless to say the figures would be '0' for the first time distributor logs in.
 - v. Quantity yet to be delivered to Dealers.
 - vi. Blank column for inserting doorstep delivery figures
 8. Thereafter Distributor inserts the figures of doorstep delivery through the Submit button given at the bottom.
 9. There will be download buttons on the extreme right column for downloading Truck Challans which can be downloaded individually or collectively. The Challans will have to be signed by the Dealers at the time of receipt of doorstep delivery.

After completion of doorstep delivery for each item Distributor shall certify completion of doorstep for the month against each item in the login.

The Distributor can now raise his/her claim through the menu "Claim Bills". As soon as the claim is raised by the Distributor/ Wholesaler, A Unique transaction ID will be generated and the claim will be available in the login of SCFS/RO for further processing.

10. However claim cannot be raised by a Distributor till he/she delivers to all Dealers in his jurisdiction, till all Dealers in his jurisdiction accept the quantities and till all disputes are settled.
11. Again in case of any dealer raising dispute the distributor can settle the dispute by accepting the quantity noted by the Dealer if he agrees to the dealer's claim.

For Offline Allocation

1. Distributor logs in the Supply chain Portal.
2. He chooses Lifting/Distribution → Food Grain Distribution
→ Distribution of Food Item.
3. He chooses offline allocation from the Radio button on the page.



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4. Rest process i.e. insertion of door-step delivery Quantity, generation of Truck Challan, raising of claims and processing of claims are same as of Online allocation.

Role of Dealers

1. The Dealer, after receipt of food grains, logs in his login
2. Selects the month and year.
3. All items recorded as distributed online at the time of generation of Truck Challan by the MR distributor will be reflected in his login.
4. The Dealer can accept the quantities or raise dispute if he/she disagrees with the quantities as entered by the distributor. If the dealer accepts all the quantities and checks the box given below certifying that “He/She has received all quantities for the particular month as per advice list of Inspector without raising any dispute, he/she can raise claim through the menu “Raise claim”.
5. If the dealer does not agree with the quantities in respect of any of the items, he/she can raise dispute through the button “Dispute” given against each item. He/ She can also upload the Challan copy as a proof.
6. As soon as a dispute is raised, the issue moves to Inspector login as well as the Distributor login.
7. If the Distributor accepts the quantities entered by the dealer within 3 days the dispute is settled. If does not, the Inspector has to settle the dispute in quantity based on the proof submitted by the Dealer and/or in consultation with both stakeholders and note down the correct figures in the column “**Actual Delivered Quantity**”.
8. As soon as Inspector does so, the dealer can accept the figures and thereafter “Raise Claim”. As soon as the claim is raised, the same moves in the login of SCFS/RO for processing of bills.
9. Once the claim is approved, the same will be available in the login of DCFS/DDR. DCFS/DDR after satisfying her/himself about the correctness of the claim shall forward the claim to Director of Finance level online.

Role of Inspectors



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1. Role of the Inspector is confined in the process to settling of any dispute raised by Dealers.
2. As soon as a dispute is raised by any dealer same will be available in both Distributor & Inspector in their logins.
3. The distributor can settle the dispute by accepting the quantity noted by the Dealer if he agrees to the dealer's claim within 3 days. After 3 days the matter has to be settled by the Inspector.
4. The Inspector logins and selects the menu Confirm Quantity → Confirm Dealer Quantity.
5. All disputed claims from the dealers are visible with dealer name, code and a details viewing option.
6. In case of a dispute, the Inspector selects the details button and a page showing all details including challan number, allocation month, year, quantities noted by distributor and dealer are given.
7. There is another column where the Inspector can enter the quantity ascertained by him to be the actual delivered quantity.

Role of SCF&S/RO

1. After submission of claims by the Distributors and Dealers under her/his jurisdiction, the SCF&S/RO will login to their 'Official Login'. Then can view the bills & click 'Approve Claims' to approve the bills.
2. After approval of the concerned SCF&S/RO, the bill will be forwarded to login of Staff of the office of DCFS or DDR/Accounts Officer.

Role of Accounts Officer

1. After receipt of claims of Dealers and Distributors, the Accounts Officer will check the claims, make deductions if needed and give approval to them and forward it to the concerned DCFS/DDR.
2. In case the bill is not found correct the Accounts Officer will send back the bill.
3. Logins of Accounts Officer for the purpose of Payment module will be created by DCFS/DDRs. In case where no Accounts Officer is there, then the claims will be available in the login of DCFS/DDR without routing through the Accounts Officer.



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Role of DCF&S/DDR

1. DCFS/DDR will create logins in the module for Accounts officer and Staff. The DCFS and DDR if he/she so desires can keep staff inactive for the purpose of Dealer/Distributor billing may consider for not creating the login access of Staffs. In that case bills will move to Accounts Officer directly after submission by SCFS/RO and Staff will have no role to play in the billing module.
2. After receipt of claims from the concerned Accounts Officer, DCF&S/DDR will check and forward the bills to the Directorate of Finance online for release of payment.

For Offline Allocation

3. For Offline Allocation of OMSS Wheat including Rice meant for Special Package, manual entries will have to be made from the end of DCFS/DDR.
4. DCFS/DDRs will login the Supply Chain Management Portal and go to Lifting/Distribution and then to Offline Wheat Distribution or Offline Rice Distribution.
5. For the first time DCFS will enter existing balance of RKSYS I, II & Special Package wheat for each Distributor.
6. Thereafter whenever an allocation of OMSS wheat is received he/she will enter the Quantity allocated to each distributor for each category. At the time of making this allocation DCFS will also enter the manual DO Number, select the FCI Godown and enter the distance of the Depot from the Distributor Godown.
7. Similarly for Special Package Rice the type of Special Package has to be selected and Quantity to be allocated to each distributor has to be entered from the Office of DCFS.

Role of DDP&S

1. As far as **online allocation** items is concerned there is nothing that needs to be done from the end of Director, DDP&S

For Offline Allocation

2. However for offline allocation entries in case of OMSS wheat and Special Package Rice has to be made from the end of Director, DDP&S.



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3. DD/AD of the Directorate authorised in this regard will login the Supply Chain Management Portal & and go to Lifting/Distribution and then to Offline Wheat allocation or Offline Rice Allocation.
4. Will select the type of item viz OMSS Wheat or Junglemahal, Aila, Singur, HPDS, Tea Garden or Toto.
5. In case of OMSS wheat he will enter the order number, date, quantity purchased and Quantity allocated to each district. Similarly for other packages the Quantity allocated to each district will have to be entered.

Role of Directorate of Finance

1. The Directorate of Finance will have two logins one for creation and mapping of Operator and Approver and another login for making Payment. Super user login of Director of Finance will be created by Reforms Cell of this Department. This login shall be used for creation of user login under the O/o of Director of Finance as well as for viewing MIS Reports.
2. There shall be another login for a selected Officer of Director of Finance (Preferable AD/DD level) who shall make payment through Bank herein referred as 'Payment Processor login'. This login shall be created by Reforms Cell of this Department.
3. Director of Finance will create logins in two categories i.e. 1. Operator 2. Approver. The created logins could be tagged with districts, and if done so, bills from those tagged districts would appear in the login ID of the concerned operator itself. They will also be tagged mutually by the DF which means forwarded bill from a particular operator will move to the tagged approver.
4. After approval of the bills from DCFs/DDR the bills will enter in the logins of Staff/Operators on a random basis based on the districts assigned by Director of Finance for the purpose.
5. After forwarding from the operator the bill goes in the login of Approver assigned for approving these bills in the Office of the Director of Finance. In case where no Operator mapping is there then all the claims will be assigned directly in the login of mapped Approver. Once approved the bills will be sent to payment processor for final payment.
6. The Payment Processor, after receiving the bills from the approver in the Directorate of Finance, will finally release the payment in the concerned bank account from the Bank Account already integrated with SBI
7. An Officer of DF acting as Approver can also act as holder of Payment Processor login for triggering Payment to Bank if so desired by DF



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Payment of Failed Transaction

1. In case any payment of Distributor /Dealer is failed such failed payment details will be available in the login of SCFS/RO (For Distributors Claim) and in the Login of Inspector (For Dealers Claim) for correction of Bank details (if required) and triggering Re-payment.
2. SCFS/RO and Inspector shall regularly check the login to ensure that no transaction is lying with him for correction and re-payment.
3. System based SMS will be sent to the Distributor /Dealer in case any Transaction is failed for their information.
4. SCFS/RO and Inspector shall then check the reason of failure and if required make necessary communication with the concerned Distributor /Dealer to obtain corrected Bank details. Distributor /Dealer can also make necessary communication with SCFS/RO and Inspector immediately after receipt of failed Payment SMS for correction of Bank details.
5. In case where Payment will be failed for a reason other than wrong entry of Bank Account details, there shall be no need to upload the image/PDF of Passbook (front page)/Blank Cheque leaf by SCFS/RO and Inspector. In case where change of Bank Account/IFSC will be involved due to previous wrong entry/change of Bank Account etc, in all such cases uploading of image/PDF of Passbook (front page)/Blank Cheque leaf by SCFS/RO and Inspector will be required.
6. After correction, the claim will be available directly in the login of Approver in the Office of Director of Finance who shall process it for re-payment. There after final payment will be triggered from the login of Payment Processor.

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