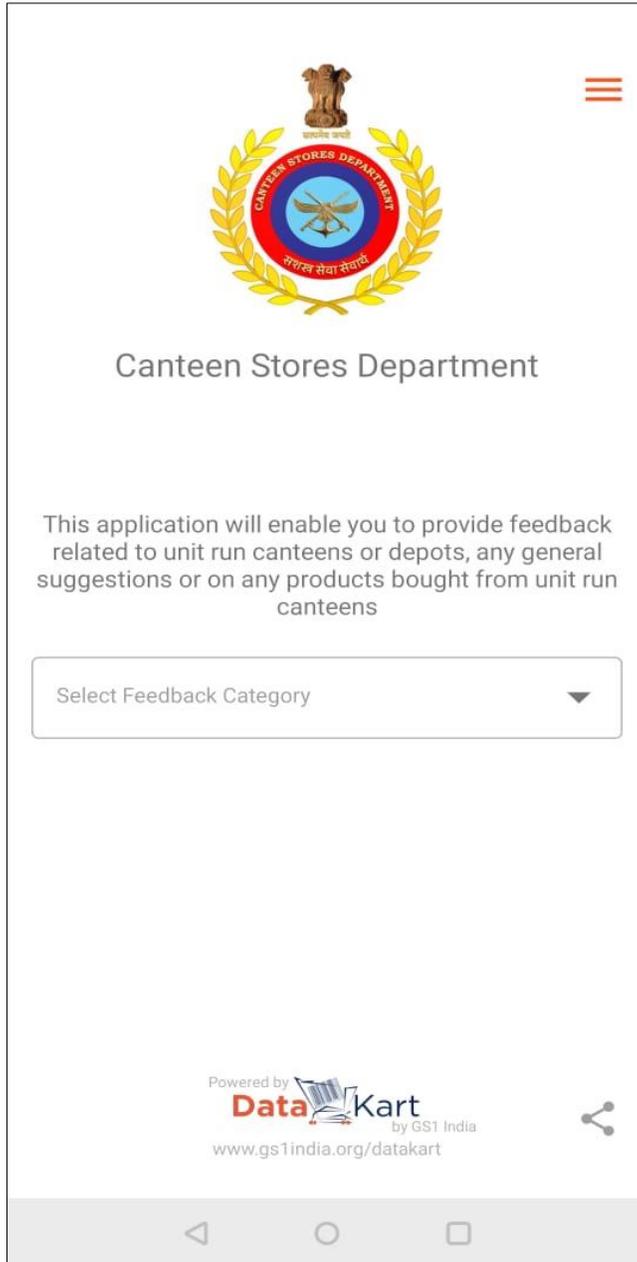




## **CANTEEN STORES DEPARTMENT MOBILE APPLICATION**

This mobile application will enable canteen stores department consumers to provide feedback related to unit run canteens or depots, any general suggestions or any products bought from unit run canteens



The Canteen Stores Department, CSD as it is commonly referred to, was created to provide 'easy access to quality products of daily use, at prices less than market rates' to the soldiers, ex-servicemen, and their families.

CSD, via this app enables beneficiaries to send feedback or suggestions related to unit run canteens or any general suggestions or complaints or feedback related to any product bought from unit run canteens.

In addition to providing CSD consumer a platform for lodging complaints/ feedback, the app also provides information related to the products bought from the unit run canteens.

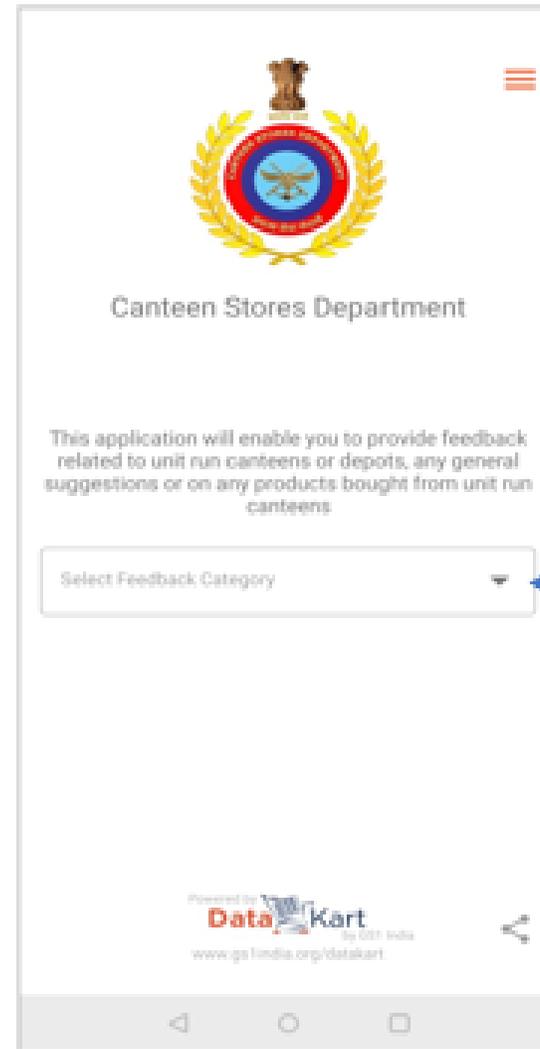
By scanning the product barcode or by entering the barcode number on the product label, consumers can view the following product details:

- Manufacturer Details
- Product Basic information
- Images
- MRP
- Net Content
- Consumer care details of the brand etc.

This Mobile Application has been developed in association with GS1 India, which is a Standards body with founder members comprising Ministry of Commerce and Industry, Government of India, CII, FICCI, ASSOCHAM, FIEO, IMC, APEDA, Spices Board, IIP and BIS.

# How to Use The Mobile Application?

Open the Mobile Application:



To know more about the app and other important information

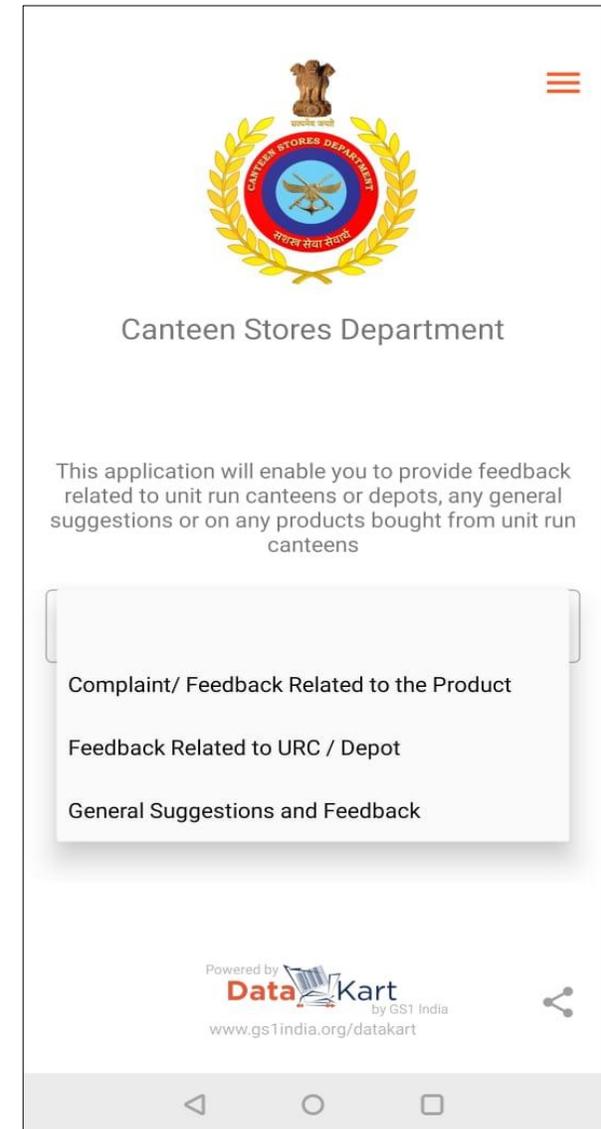
Select your feedback category

Share the app with others

# How to Provide Feedback

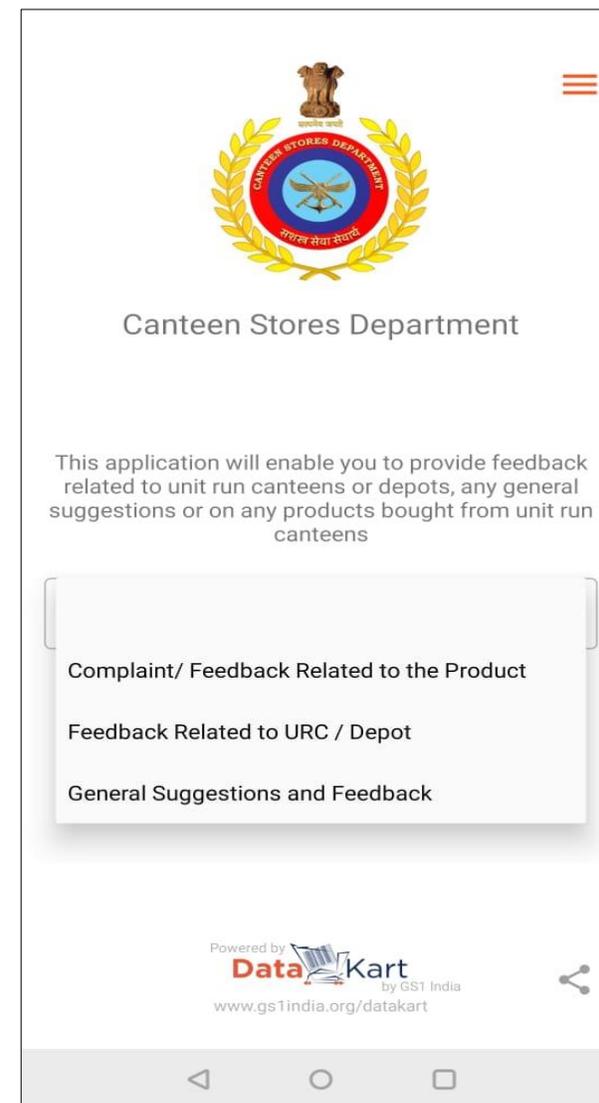
Choose the category under which you want to provide your feedback/complaints:

- Complaint/feedback related to the Products.
- Feedback related to URC / Depots.
- General Suggestions and Feedback



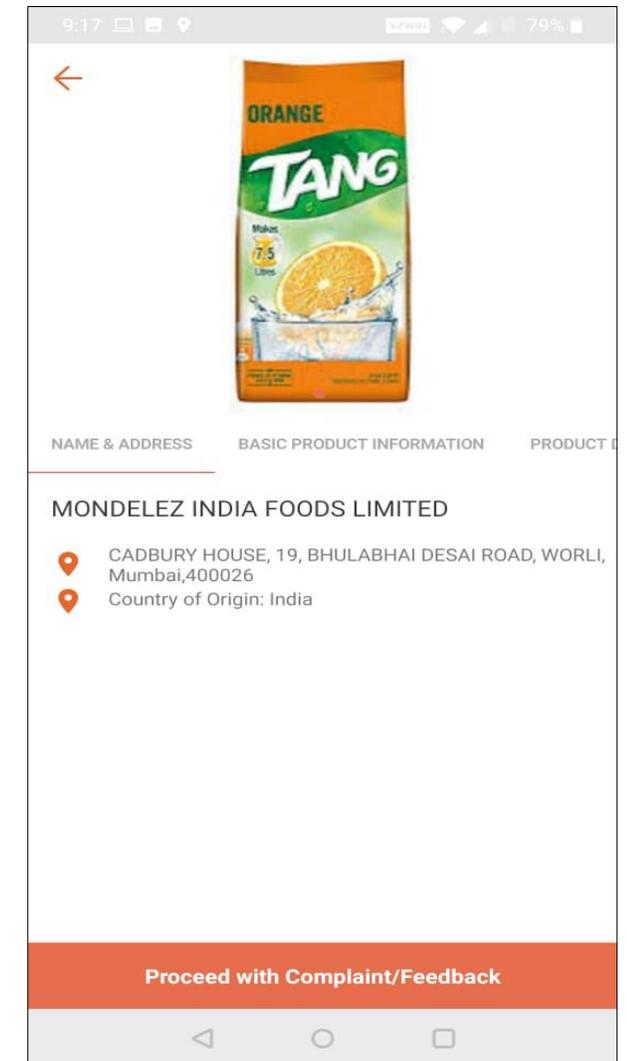
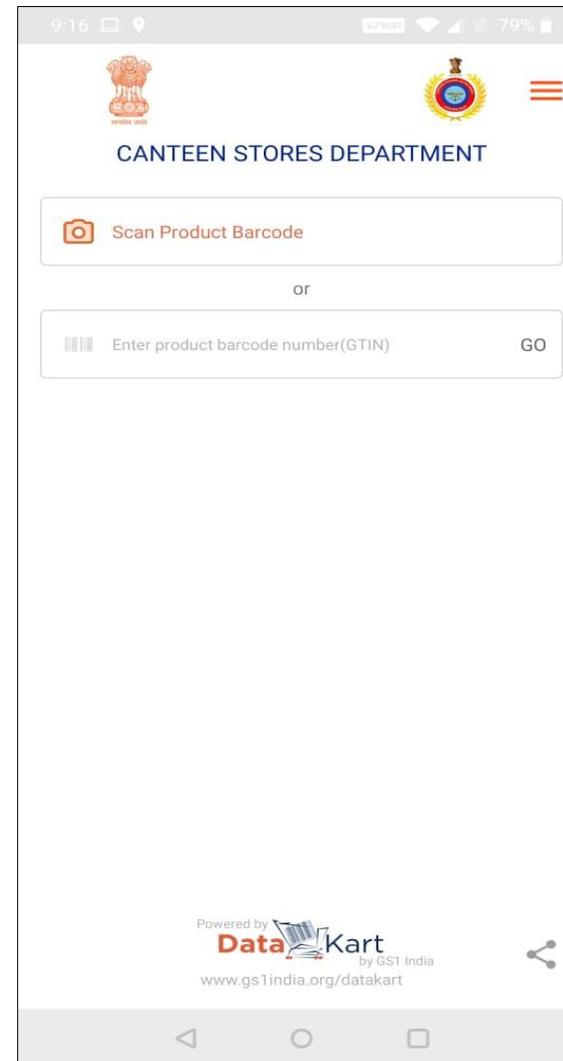
# Complaint / Feedback Related to the Products

**Step 1:** Select the "Complaint/feedback related to the Product" under Feedback category drop down.



# Complaint / Feedback Related to the Products

**Step 2:** Scan the barcode on the product or enter the 13-digit barcode number and press "Go" to view the product details



# Complaint / Feedback Related to the Products

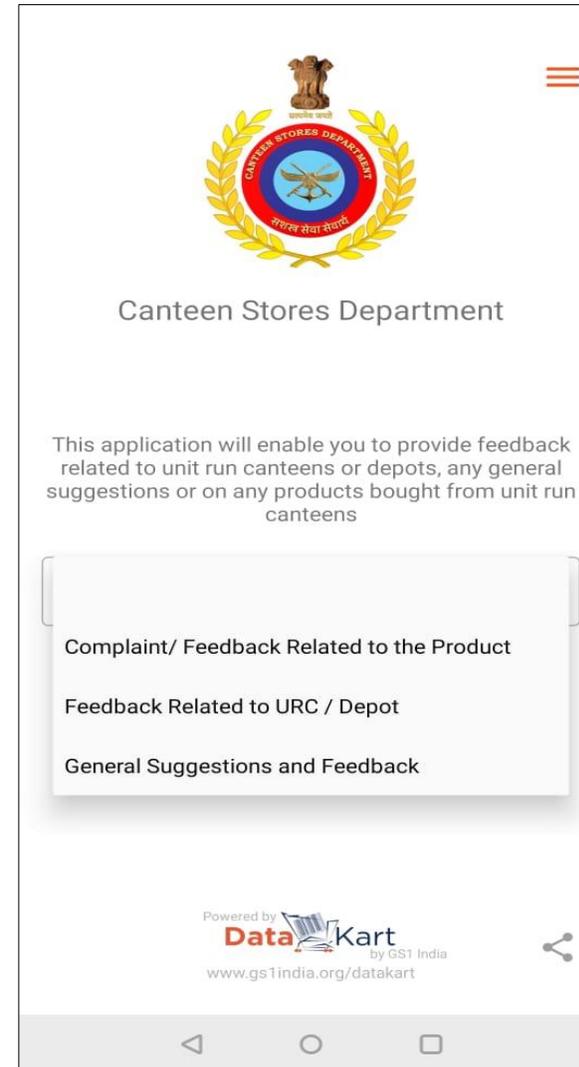
**Step 3:** Click on “Proceed with the Complaint / Feedback” and fill all the required information and submit the feedback

This screenshot shows the left portion of a mobile application form titled "Proceed with Complaint/Feedback". The form includes several input fields: "Grocery Card Number" with a sub-label "Enter Grocery Card Number", "LRC Number" with a sub-label "The number is present on the bill" and "Enter LRC Number", a "Manufacturing Date" section with "Month" and "Year" dropdowns, "Deposit" with a sub-label "Select Order from drop down" and "Enter Deposit", "Batch Number" with a sub-label "Please Read" and "Enter Batch Number", and a "Batch Image" button with a camera icon. At the bottom of this section, there is a "Complaint Description" label and a text input field with a sub-label "Type (up to 100 characters)".

This screenshot shows the right portion of the mobile application form. It continues with the "Complaint Description" text input field, followed by "Mobile Number" and "Email ID" input fields. Below these is an "Input Bill Number" input field. A large "Upload Bill Copy" button with a camera icon is positioned above two smaller buttons labeled "Front" and "Back", each with a camera icon. At the very bottom of the form is a prominent red button labeled "Submit Complaint/Feedback".

# Feedback Related to URC's/Depots

**Step 1** : Click on “Proceed with the Complaint / Feedback” and fill all the required information and submit the feedback

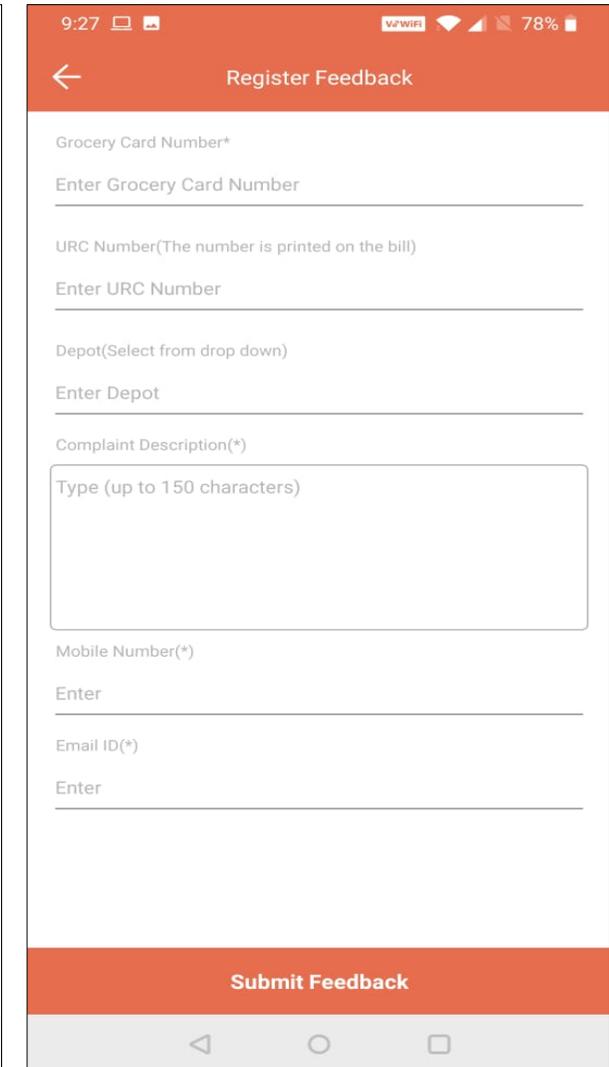


  
Canteen Stores Department

This application will enable you to provide feedback related to unit run canteens or depots, any general suggestions or on any products bought from unit run canteens

Complaint/ Feedback Related to the Product  
Feedback Related to URC / Depot  
General Suggestions and Feedback

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www.gs1india.org/datakart



9:27  78%

← Register Feedback

Grocery Card Number\*  
Enter Grocery Card Number

URC Number(The number is printed on the bill)  
Enter URC Number

Depot(Select from drop down)  
Enter Depot

Complaint Description(\*)  
Type (up to 150 characters)

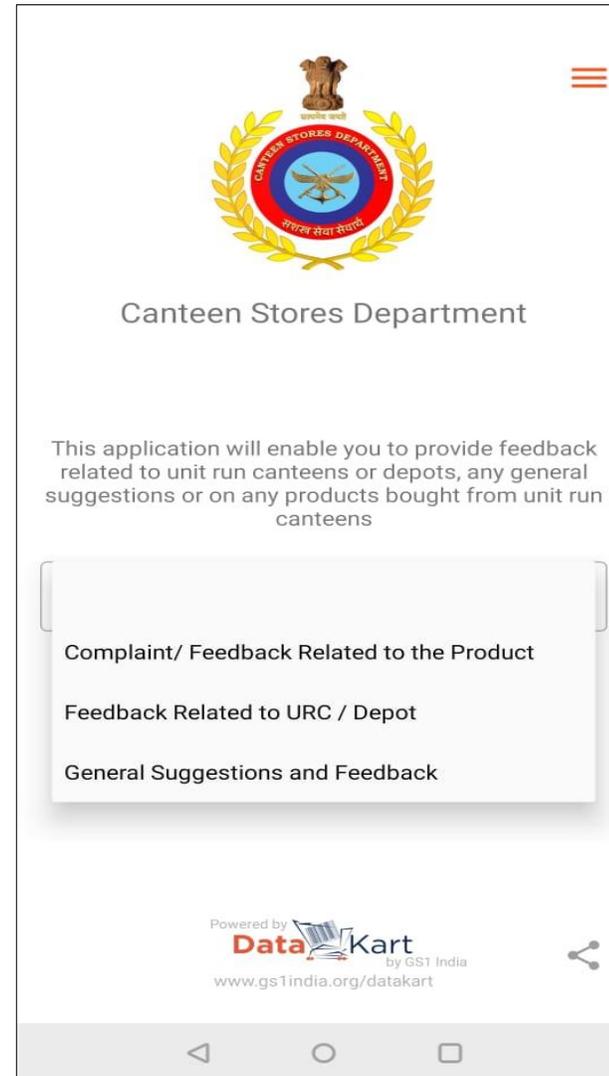
Mobile Number(\*)  
Enter

Email ID(\*)  
Enter

Submit Feedback

# General Suggestions and Feedback

**Step 1** : Select the “general suggestions and Feedback” under Feedback category drop down fill all the required information and submit the feedback

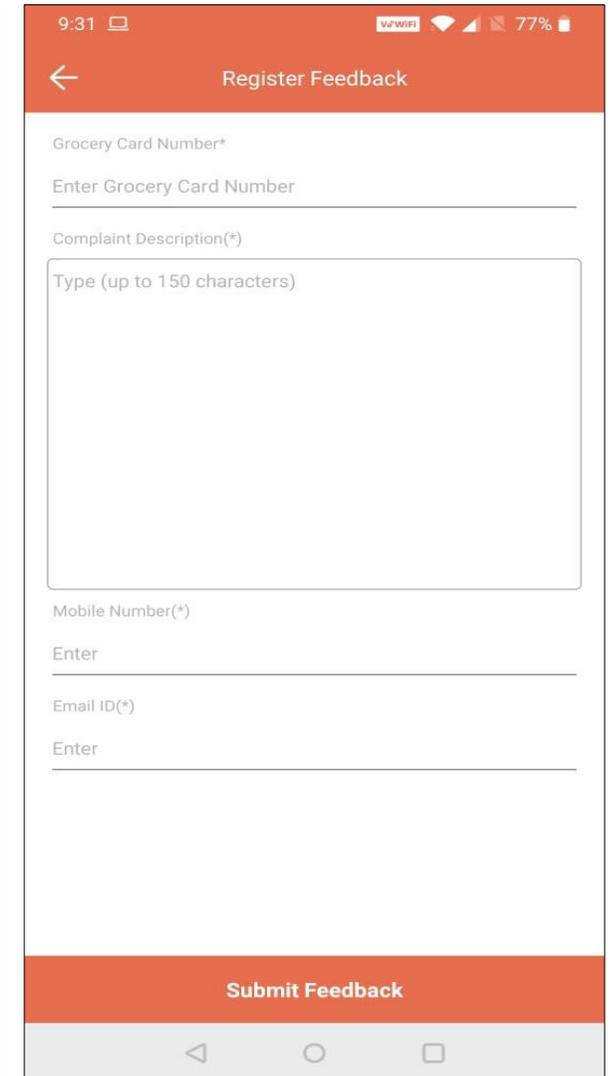


  
Canteen Stores Department

This application will enable you to provide feedback related to unit run canteens or depots, any general suggestions or on any products bought from unit run canteens

Complaint/ Feedback Related to the Product  
Feedback Related to URC / Depot  
General Suggestions and Feedback

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9:31    77%

← Register Feedback

Grocery Card Number\*  
Enter Grocery Card Number

Complaint Description\*  
Type (up to 150 characters)

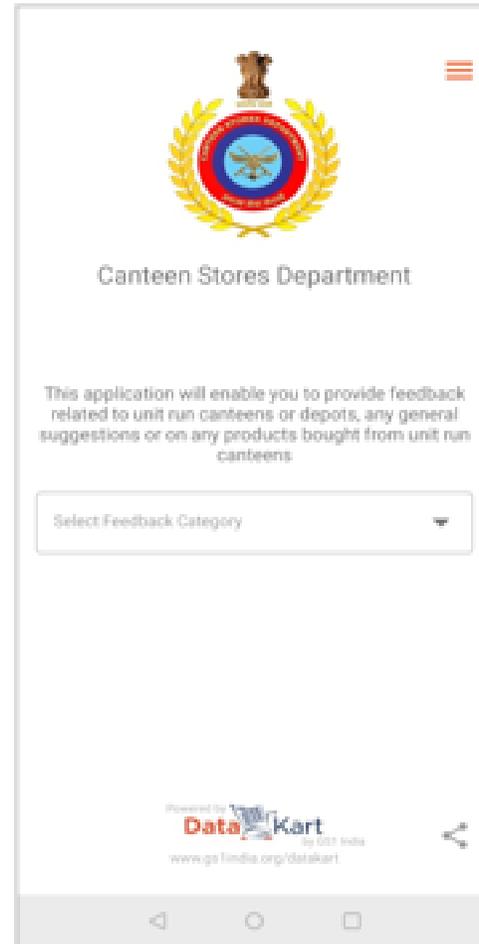
Mobile Number\*  
Enter

Email ID\*  
Enter

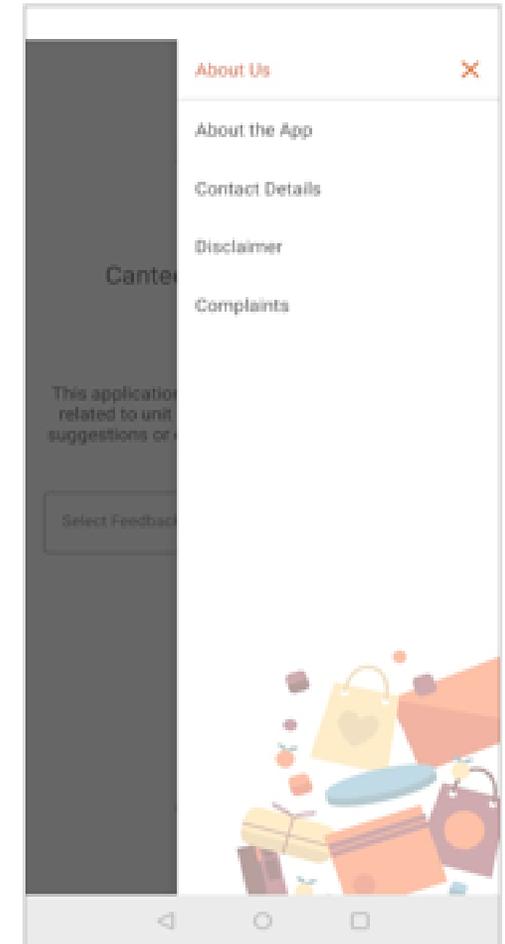
Submit Feedback

# To know more about the Mobile Application

Click on the three lines icon from the top right corner of the App. Select the information which you want to see.



To know more about the app and other important information

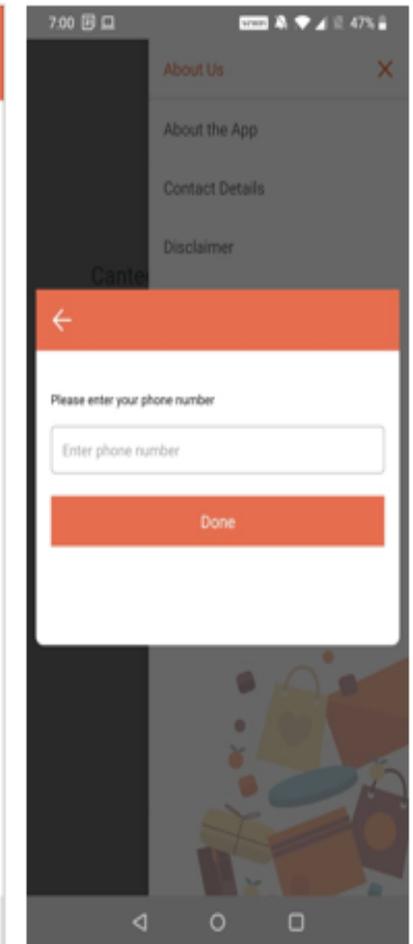
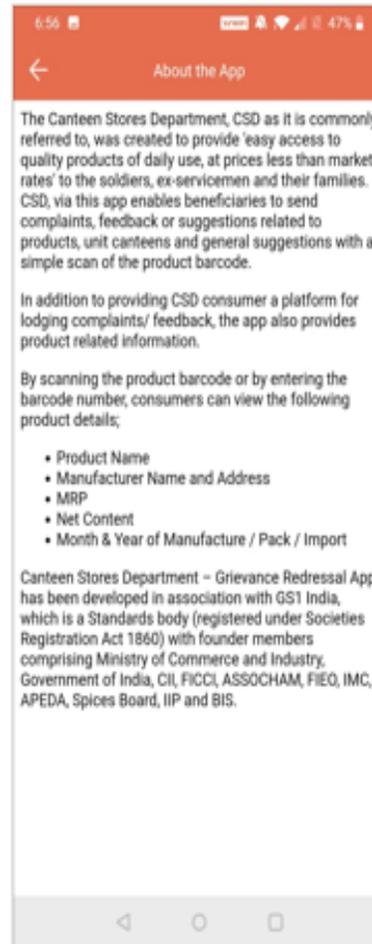


# To know more about the Mobile Application

You can also check the status of your previous complaints through “Complaint” option.

It will ask you to verify your identity through an OTP based authentication mechanism.

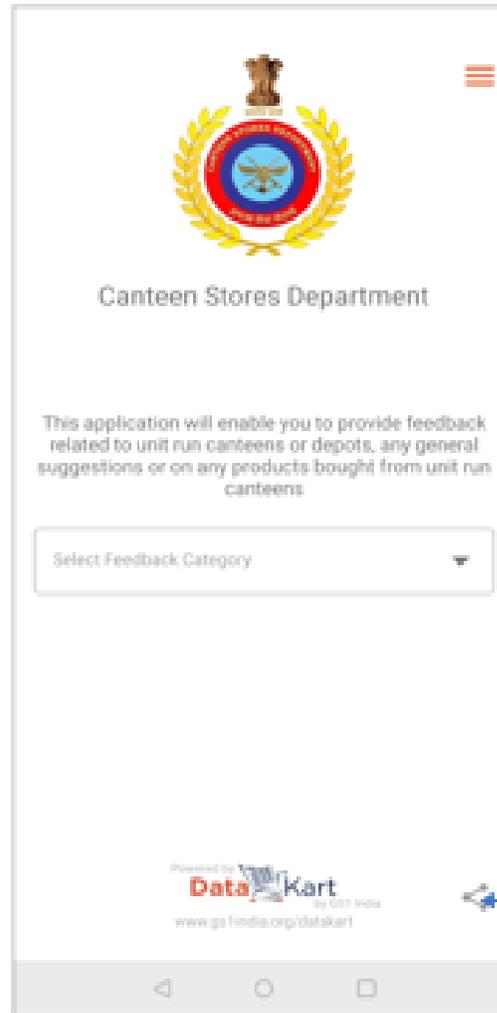
Provided the same mobile number that you have provided while registering the feedback / complaints.



# How to share the Mobile Application?

Share the app with others by clicking on the share icon available at the button.

The app can be shared through Email, WhatsApp, SMS and other social media networks.



Share the app  
with others