

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:



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

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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



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

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	Enter Grocery Card Number
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Canteen Stores Department	Type (up to 150 characters)
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	
	Mobile Number(*)
Complaint/ Feedback Related to the Product	Enter
Feedback Related to URC / Depot	Email ID(*)
General Suggestions and Feedback	Enter
Data Kart	
www.gs1india.org/datakart	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 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.

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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.

