

CSD Grievance Redressal System

Canteen Store Department(CSD)

GS1 India
May 2018



Consumer register complaint through CSD mobile application

Step 1: Scan the barcode using CSD mobile application



8906000990421



Scan the barcode

PREVIOUS SEARCHES



Camping Army Water Bottle
Canteens & Water Bottles

3 weeks ago



Men's Leather Hiking Boots
Boots and Shoes

3 weeks ago



Trekking Walking Stick
Trekking and Hiking

3 weeks ago



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Step 2: Check out product details



Name & Address

Basic Product Information

GS1 India



#330, 2ND FLOOR,
C WING,
AUGUST KRANTI BHAWAN, BHIKAJI CAMA
PLACE,
NewDelhi, 110066

Register Complaint



Product name

Brand name

Barcode number(GTIN)

Product name

Apple Juice 250 ml

Brand name

DK

Barcode number(GTIN)

8906000990421

Product description

DK Apple Juice 250 ml

Commodity

Net weight/content

Register Complaint



ation **Product Detail Information** MRP Reg ation MRP Regulatory Data Consumer Car

Ingredients : Contains pure filtered water, concentrated apple juice, less than 0.5% of: vitamin C (ascorbic acid), calcium citrate, potassium phosphate.

Storage condition : Chilled

Caution : Protect the content from direct sunlight

Storage instruction : Store in a cool and hygienic place.

Variant : Apple

MRP

₹ 20 per unit

Location

Pan India

MRP activation date

Aug 02, 2017

Register Complaint

Register Complaint

Step 3: In case of any discrepancies in the product details, tap on tab "Register Complaint"



MRP

Regulatory Data

Consumer Care Details

MRP

Regulatory Data

Consumer Care Details

FSSAI Lic. No.: 100212526364

ISI No.:

Food Type: Veg

Self Life: 3 Months based on Manufacturing Date

Hs code: 2009

Contact number: 01142890890

Person name: Mr. Gupta

Office address: 330, C-wing, 2nd Floor, August Kranti Bhavan, Bhikaji Cama Place, New Delhi-110066

Email: info@gs1india.org

Tap

Register Complaint

Register Complaint

Step 4: Fill up the form



Register Complaint

Batch number(*)

ABCD1234

Complaint description(*)

I was charged more than a MRP printed on a product packaging

Mobile number(*)

9654011414

Canteen Name

Select
canteen
store

Enter

Email ID(*)

test@gmail.com

Input invoice number

Enter
receipt
number

ABCD1234XYZ

Add product images



punjab

53 R.R.punjab

Vajra Canteen Shahkot (Punjab)

1 st Guards (2 Punjab)

O/C The Punjab Regimeted Centre

3 rd BN Punjab Regt

13 Punjab Sind

14 Punjab (Nabba Akai)

15 Punjab (Patiala)

16 Punjab (Patiala)

9 Punjab Regt

18 Punjab Regt

19 Punjab Regt

17 Punjab Regt

12 Punjab BN NCC

20 BN The Punjab Regt



Register Complaint

product packaging

Mobile number(*)

9654011414

Canteen Name

13 Punjab Sind

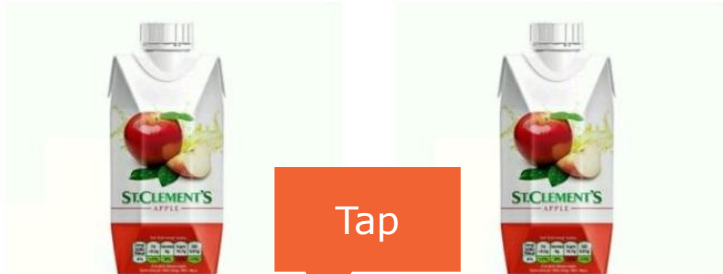
Email ID(*)

test@gmail.com

Input invoice number

ABCD1234XYZ

Add product images



Submit complaint



Register Complaint

Canteen Name

13 Punjab Sind

Email ID(*)

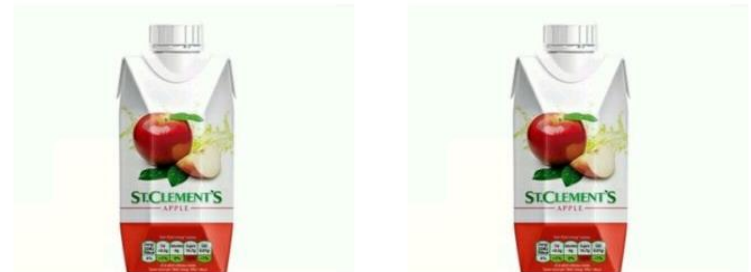
test@gmail.com

Receipt Image

Your complaint reference number is:
20171121E9F9C4

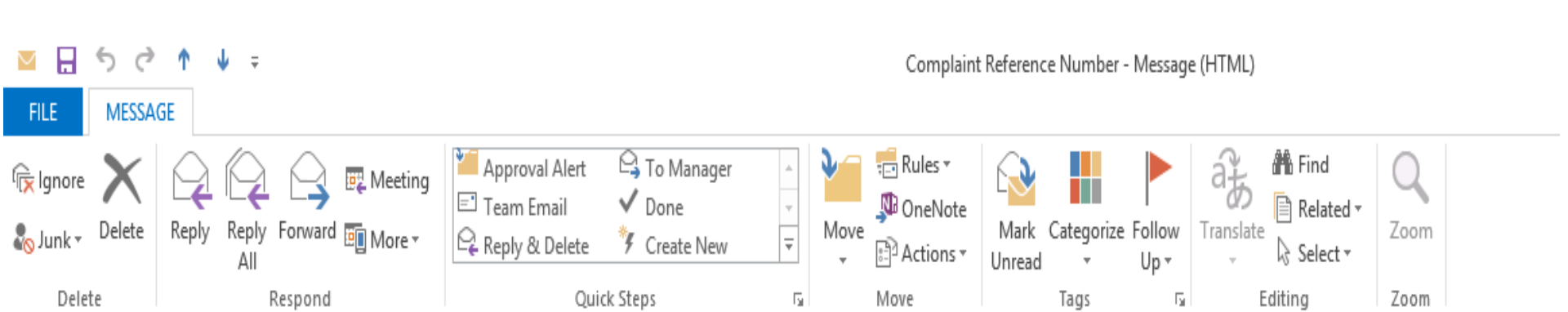
OK

Add product images



Submit complaint

System generated mail to consumer

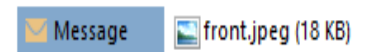


Tue 21-11-2017 14:08

Canteen Stores Department <support@csd.org.in>

Complaint Reference Number 20171121E9F9C4

To Nipun Dogra



This is a system generated message to acknowledge the complaint you submitted through CSD mobile app. Your complaint number is 20171121E9F9C4.

You may contact Director (CSD), Canteen Stores Department Customer Cell, at 011-xxxxxxx if any further assistance is required.

Administrator
Canteen Stores Department Mobile App

Thank You