

## Process for raising the complaint for issues related to GDS Online Engagement Portal

After successful registration, the candidate can log in to the GDS Online Engagement Portal. In addition to the GDS Online Application–related options, the portal provides two more options like *Complaint Registration* and *My Complaints*

1. Candidates facing issues in the GDS Online Engagement Portal, can click on the “Complaint Registration” and can raise the complaint as follows:

The screenshot displays the 'Gramin Dak Sevak (GDS) Online Engagement Schedule-I - January-2026' banner at the top, indicating the application period from 02 Feb 2026 to 16 Feb 2026. Below the banner, under 'Quick Access Modules', there are four buttons: 'Apply Online' (green), 'My Applications' (orange), 'Register Complaint' (red), and 'My Complaints' (purple). A red arrow points to the 'Register Complaint' button, which is labeled 'Raise a complaint regarding GDS services'.

2. Select the recruitment category, appropriate service and type in three subcategories like “Registration Related”, “Application Related” and “Fee Payment Related” and circle to be applied along with the complaint description. If required, supporting documents and relevant error screenshots can also be attached and a complaint can be registered by clicking on the Register Complaint button.

The screenshot shows the 'Complaint Registration' form. The 'Complaint Details' section includes fields for 'Select Category\*' (Recruitment), 'Select Service\*' (GDS Online Engagement), and 'Select Type\*' (Choose an option). The 'Complainant Details' section includes fields for 'Applicant Name\*' (SUVARNA GARA), 'Applicant Phone No.\*' (9440673283), and 'Applicant email'. There is a 'Complaint Description\*' text area and a 'Register Complaint' button at the bottom right. The form also includes a file upload section for optional documents.

3) Complaint will be registered and a unique 10-digit complaint ID will be generated and can be used for future references.

The screenshot shows the 'Complaint Registration' form on the website <https://dev.cept.gov.in/customer/complaint>. The form is titled 'Complaint Registration' and includes a 'Reset' button. The form fields are as follows:

- Select Category\***: Recruitment
- Select Service\***: GDS Online Engagement
- Select Type\***: Registration related
- Customer ID**: 9440673283
- Applicant Circle\***: Andhra Pradesh Circle
- Complaint Description\***: test complaint registered

A success message overlay is displayed in the center of the form, stating: 'COMPLAINT REGISTERED SUCCESSFULLY WITH COMPLAINT ID 2841666499'. Below the message is an 'OK' button.

The form also includes a 'Complainant Details' section with fields for Applicant Name, Applicant Phone No., and Applicant email. There is also a file upload section for booking receipts or other documents.

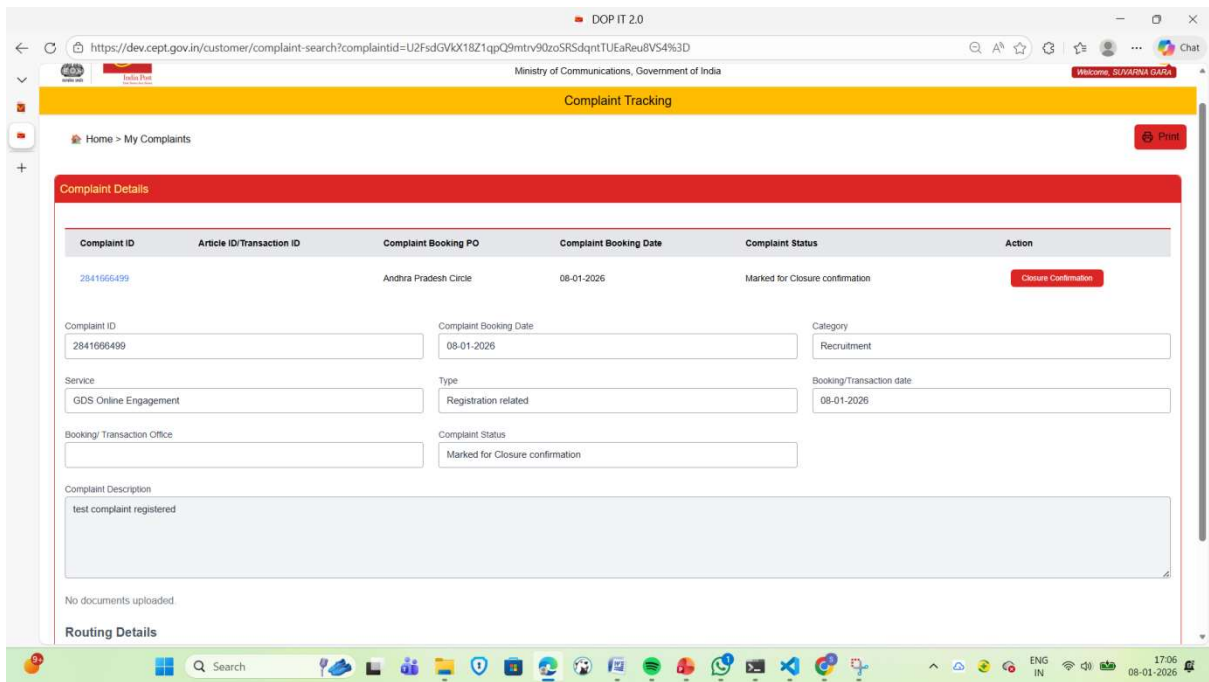
4) To check the status of the raised/pending complaints, candidate can click on my complaints card the following screen will be shown.

The screenshot shows the 'My Complaints' page on the website <https://dev.cept.gov.in/customer/my-complaints>. The page is titled 'Department of Posts' and 'Ministry of Communications, Government of India'. It includes a 'Complaint List' header and a search bar.

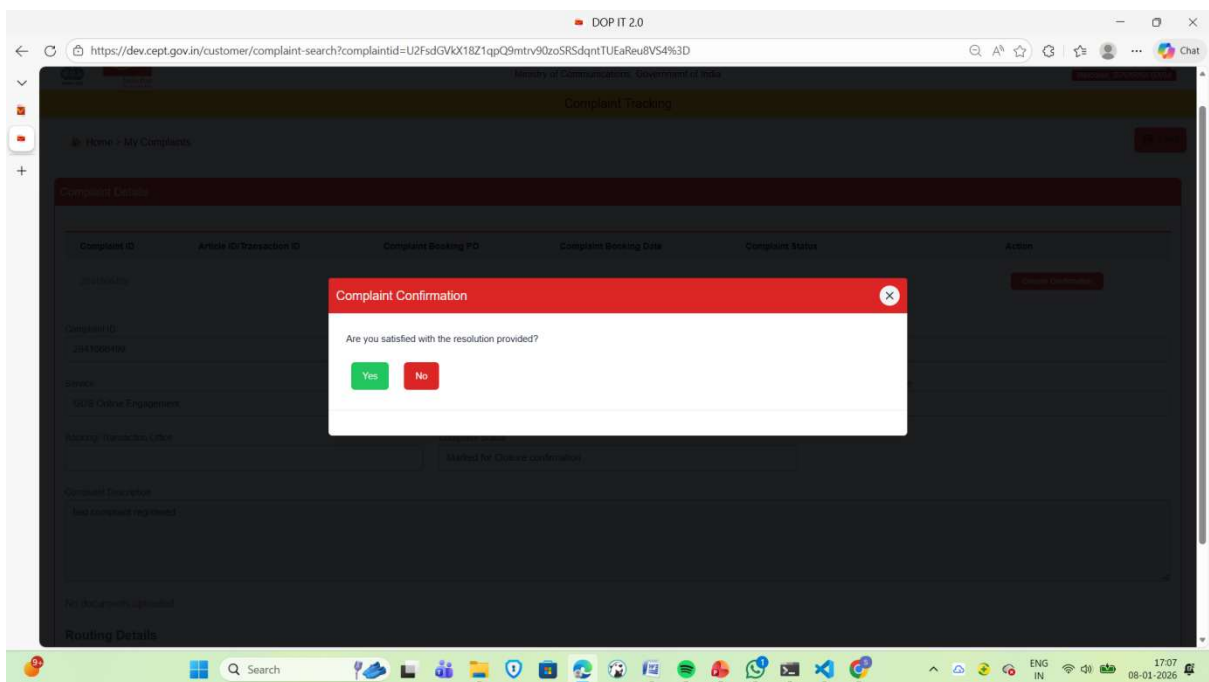
The complaints are listed in a grid format, each with a unique ID, status, booking PO, complaint date, and current status. Each entry has a 'Details' button.

| Complaint ID | Status                          | Booking PO             | Complaint Date | Current Status                  |
|--------------|---------------------------------|------------------------|----------------|---------------------------------|
| 2841666499   | Marked for Closure confirmation | Andhra Pradesh Circle  | 8/12/2026      | Marked for Closure confirmation |
| 2112570581   | Registered                      | Mysuru H O             | 2/1/2026       | Registered                      |
| 2202689797   | Registered                      | Mysuru H O             | 2/1/2026       | Registered                      |
| 2417144256   | Registered                      | Mysuru H O             | 2/1/2026       | Registered                      |
| 2205910259   | Registered                      | Mysuru H O             | 2/1/2026       | Registered                      |
| 2856461502   | Registered                      | Andhra Pradesh Circle  | 23/12/2025     | Registered                      |
| 2339887291   | Registered                      | Andhra Pradesh Circle  | 23/12/2025     | Registered                      |
| 2631327402   | Registered                      | Krishna University S O | 22/12/2025     | Registered                      |
| 2823718287   | Registered                      | Andhra Pradesh Circle  | 2/1/2026       | Registered                      |
| 2613319706   | Registered                      | Andhra Pradesh Circle  | 2/1/2026       | Registered                      |
| 2641711528   | Registered                      | Andhra Pradesh Circle  | 2/1/2026       | Registered                      |
| 2613387401   | Registered                      | Andhra Pradesh Circle  | 2/1/2026       | Registered                      |

5) On Click the Details of pending complaint, the reply given will be shown as follows



6) If the candidate satisfies with reply given, they can click on the closure confirmation button.



7) If yes button is clicked the complaint will be closed and feedback will be captured. If no button is clicked, reopen button will be available. The complaint will be rerouted to the concerned circle office.

