

# Centralized Public Grievances Redress And Monitoring System (CPGRAMS)

## USER MANUAL



**Government of India**  
**Ministry of Communication and Information Technology**  
**Department of Information Technology,**  
**National Informatics Centre**  
**Orissa State Centre, Bhubaneswar**

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## **1. Introduction:**

### **1.1 Audience**

This user manual has been provided for the users of CPGRAMS application software. It has been assumed that the user has basic working knowledge of computers as well as internet browsing experience and is well versed with grievance redress mechanism.

### **1.2 Purpose**

The purpose of this document is to provide an interface between the users and the application software. It will help users to understand various features of the application and will enable them to operate the software. The objective of the application is to provide an online grievance redress and monitoring system to the citizens and various Departments/ Organizations of Government of Orissa.

## **2. System requirement to run the application software**

Being a web enabled application any client machine equipped with internet connectivity could run the application software.

## **3. Product Features**

The highlights and important features of CPGRAMS application software are as under:

**3.1.** It is an integrated application system, based on web technology which primarily aims at submission of grievances by the aggrieved citizens from anywhere and any time (24x7) basis for instant and easy communication between the CM Office and citizens resulting in the speedy redress of their grievances.

**3.2.** CPGRAMS facilitates the system generated unique registration number upon the online submission of grievances from the citizens to the Chief minister's office through Internet using any Browser Interface.

**3.3.** Automatic Online Data transmission between Departments/Organisations and the subordinate organizations is facilitated by CPGRAMS.

**3.4.** CPGRAMS has been designed and developed with a view to achieve the uniform and systematic approach towards monitoring of procedures by adopting a comprehensive classification and standardisation of grievances and redress actions across the government organisations.

**3.5.** CPGRAMS facilitates the monitoring reports and queries as per the requirement of Departments/Organizations for effective monitoring for pending grievances.

**3.6.** CPGRAMS facilitates the generation of automated letters like Acknowledgement and Final reply letters etc. for official correspondence with complainants.

## **4. Application Modules & Operating Instructions**

### **4.1. Home:**

#### **Citizen:**

In order to access the application from an internet browser, open your internet browser and type <http://164.100.42.70/pgrams/or> in the address bar and press enter. The following web page will open:

**Chief Minister Grievance Redressal Portal**  
Government Of Orissa

A Collaborative Endeavour of Department of AR&PG, Government of India & Government of Orissa

**Login for Public Grievance Officers**

(For official use)

Username:

Password:

**For Citizens**

[Lodge Grievance](#)

[Lodge Reminder/Clarification](#)

[View Action Status](#)

[Change Password](#)

Government of Orissa | [Contact Us](#) | [FeedBack](#) | [National Portal of India](#)

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This is the general interface of the application. The major links (buttons) available on this page would lead you to the following interfaces:

- **Lodge Grievance**
- **Lodge Reminder/Clarification**
- **View Action Status**

## 4.2. Lodge Grievance:

To register a grievance a citizen has to click on the Lodge Grievance Button and the screen appears as follows:

The screenshot shows the 'GRIEVANCE REGISTRATION FORM' on the Chief Minister Grievance Redressal Portal of the Government of Orissa. The page features a header with the state emblem, the Chief Minister's portrait, and the portal title. A navigation bar includes links for Home, Lodge Grievance, Reminder/Clarification, View Action Status, and Change Password. The form itself contains several sections: 1. Department selection: Two dropdown menus for 'Select Department to which the grievance pertains' and 'Select Subordinate Department'. 2. Personal information: Fields for Name, Complainant Category (radio buttons for Male, Female, Others), and a question about password preference (radio buttons for Yes, No). 3. Address and contact: Multiple text boxes for Address, Pincode, Country (India), State/UT (Orissa), District (---Select---), Phone No., and Mobile No. 4. Grievance description: A large text area for 'Please Enter Specific Details about Your Grievance Description here (4000 Characters Left)'. 5. Remedial action: A text area for 'Remedial Action Suggested by the Complainant(1000 Characters Left)'. 6. Additional questions: A question about previous grievances and an upload field for relevant documents (Browse... only (.pdf) upto 1MB). 7. Security: A field for 'Enter Security Code as Shown' with a CAPTCHA image showing '5 8 e a b'. The form concludes with 'Submit Form' and 'Reset' buttons.

**GRIEVANCE REGISTRATION FORM**

Entries Prefixed with \* are Mandatory!

\* Select Department to which the grievance pertains

Select Subordinate Department

\* Name

\* Complainant Category  Male  Female  Others(If not an Individual)

Do You want a Password for this Grievance?  Yes  No

\* Address

Pincode

Country

State / UT

District

Phone No.  Mobile No.

E-Mail Id.

\* Please Enter Specific Details about Your Grievance Description here (4000 Characters Left)

Remedial Action Suggested by the Complainant(1000 Characters Left)

Have you earlier lodged the grievance to the above Department on the same subject ?  Yes  No

Upload(Relevant Document):   only (.pdf) upto 1MB

\* Enter Security Code as Shown :

The citizen has to enter his/her details along with the description of the grievance and can also upload any relevant document in support of the grievance (in PDF format only). The form has some mandatory fields marked as \*

### 4.3. Lodge Reminder/Clarification:

In case of any delay in the processing of the grievance, a citizen can put a reminder for his/her lodged grievance. In order to put a reminder the citizen has to click on the Lodge reminder/Clarification button on the home page.



The screenshot displays the 'Chief Minister Grievance Redressal Portal' for the Government of Orissa. The header features the state emblem, a portrait of the Chief Minister, and the portal's title. A navigation bar includes links for Home, Lodge Grievance, Reminder/Clarification (selected), View Action Status, and Change Password. The main content area is titled 'LODGE REMINDER FORM' and contains the following fields:

- Enter Your Registration Number :
- Password (if any):
- Type of Followup :  Reminder  Clarification
- Description of Clarification/Remarks (upto 1000 Charaters) :
- Enter Security Code as Shown : 4 c 4 e 1

Additional elements include a 'Forgot Password' link and a 'Submit' button.

#### 4.4. View Action Status:

A citizen can view the status of his/her grievance by clicking on the View Action Status button on the home page and has to provide the details as per the form.



The screenshot shows the top banner of the Chief Minister Grievance Redressal Portal, Government of Orissa. Below the banner is a navigation menu with buttons for Home, Lodge Grievance, Reminder/Clarification, View Action Status (highlighted), and Change Password. The main content area displays a 'STATUS QUERY FORM' with the following fields:

Enter Your Registration Number	:	<input type="text"/>	
Password (if any)	:	<input type="password"/>	<a href="#">Forgot Password</a>
Enter Security Code as Shown	:	9 1 e 1 8 <input type="text"/>	

A 'Submit' button is located at the bottom right of the form.

After giving the details the citizen can view the action report/status as follows:



The screenshot shows the same top banner and navigation menu as the previous image. The main content area displays the action report/status for a grievance:

Registration Number	:	CMOFF/E/2010/00008
Name of Complainant	:	B Kumar
Received By	:	Office of the Chief Minister
Received On	:	03-05-2010
Case Presently with	:	Home
Current Status	:	UNDER PROCESS
Reply Received	:	From CM Office

**Case Presently Handled By:**

Officer Name	:	Sri B.K.Behera OAS
Designation	:	Joint Secretary
Address	:	Secretariat Bhubaneswar
Phone No.	:	
E-Mail Address	:	

## Administrator

### 4.5. Home:

#### Login Form for CM Office/Departments/Organisations:

The application uses form based authentication security architecture for access control. All users are required to login using a username and password.

**Chief Minister Grievance Redressal Portal**  
Government Of Orissa

A Collaborative Endeavour of Department of AR&PG, Government of India & Government of Orissa

**Login for Public Grievance Officers**

(For official use)

Username:

Password:

**For Citizens**

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After entering the username and password the following screen appears where the list of New grievances is displayed (if any). It also have the feature to navigate to different grievance options like :

- **New Grievance(s)**
- **Pending Grievance(s)**
- **Disposed Grievance(s)**
- **Action Taken Report Sent**
- **All Grievances**



Administration | Grievance Abstract | Monitoring Desk | Correspondence Letters | Search | Reports | Logout

Welcome Bijayananda Pattnaik Office of the Chief Minister

Pick a category: [New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

**New Grievance**  
**Pending Grievance**  
 Under Examination at our level  
 Forwarded to subordinate organisation

Search

Print

Registration No.	Registration Date	Name	Status/Remarks/(Target Date)
CMOFF/E/2010/00001	09-02-2010	p k mohanty	Received from Citizen
CMOFF/E/2010/00002	20-02-2010	P. K. Sahoo	Received from Citizen

Total number of records :2

**Utilities:**  
[Case Reports Received](#)  
[Overdue Case\(s\)](#)  
[Feedback Received](#)

On the left panel of the screen lists the following categories:

- **Under Examination at our level-**  
It lists the grievances which are examined at the particular Dept/Org.
- **Forwarded to subordinate organisation –**  
It lists the grievances which are forwarded to the subordinate organization for further processing.

After Login the top panel of the screen has the following tabs:

- **Administration**
- **Grievance abstract**
- **Monitoring desk**
- **Correspondence letters**
- **Search**
- **Reports**
- **Logout**

Administration | Grievance Abstract | Monitoring Desk | Correspondence Letters | Search | Reports | Logout

Welcome Bijayananda Pattnaik

## 4.6. Administration:

The administration panel contains the different options/links as follows:

- **Lodge Postal(Manually Received) Grievance –**  
Submit a new grievance received by post or manually received.

Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout

Welcome Bijayananda Pattnaik Office of the Chief Minister

### Add New Organisation

#### Organisation Details

\* Organisation Code  [Check Organisation Code Availability](#)

(Exactly 5 Alpha-Numeric characters required. But first two characters should be alphabets only. e.g. JKMH or JK126)

\* Organisation Name

Organisation Name in Hindi

Do you want any other Relevant information from Citizen for example in case of Banks:Account No. and Branch name are Required

1.)

2.)

\* Status

\* Contact Address

Pin Code

#### Concerned Officer Details

\* Name

\* Sex  Male  Female

\* Designation

Phone Number

Email Address

#### Configuration Details

\* Pick a Source Category

President's Secretariat  
 Office of The Governor  
 Office of the Chief Secretary  
 DAR&PG, Government of India  
 Citizen  
 Office of the Chief Minister

- **Grievance Category Details –**

## Create/Modify Grievance Category

### Administration » Grievance Categories

Click on a category to edit its properties

Grievance Category	Grievance Classification
contaminated water supply	Civic amenities/Quality of service
Civic amenities/Quality of service	Civic amenities/Quality of service
Law & Order	Law & Order
Revenue/Land/Tax	Revenue/Land/Tax
Compensations/Refunds	Compensations/Refunds
Social Evils	Social Evils
Retirement dues	Retirement dues
Service matters	Service matters
Requests	Requests
Allegation of corruption/malpractices	Allegation of corruption/malpractices
Allegation of harrasment/misbehaviour	Allegation of harrasment/misbehaviour
Scheduled castes/STs/Backward	Scheduled castes/STs/Backward
Central Govt : Miscellaneous	Central Govt : Miscellaneous
Allegation of corruption/malpractices	Delay in decision/implementation of decision
Legal Redress	Legal Redress
Urgent	Social Evils
normal	Allegation of corruption/malpractices

#### Create new Grievance Category:

Grievance Classification:

Grievance Category:  (Maximum of 100 Characters)

#### Modify Grievance Code

Grievance Classification:

Grievance Category:  (Maximum of 100 Characters)

- **Change Password –**  
Change Dept/Organisation Password

The screenshot shows the 'Change Password' form. At the top, there is a navigation bar with links: Administration, Grievance Abstract, Monitoring Desk, Correspondence Letters, Search, Reports, Logout. Below this is a green header with 'Welcome Bijayananda Pattnaik' on the left and 'Office of the Chief Minister' with a power icon on the right. The form contains three input fields: 'Enter Existing password:', 'Enter New password:', and 'Enter Confirm password:'. Below these fields is a 'change password' button.

- **Reset Password –**  
Reset Subordinate Organisation Password

The screenshot shows the 'Reset Password' form. It features the same navigation bar and header as the previous form. The form includes a dropdown menu labeled 'Select subordiante organisation:' with a placeholder '----- Select -----'. Below the dropdown are two input fields: 'Enter New password:' and 'Enter Confirm password:'. A 'Reset Password' button is located at the bottom of the form.

- **Add/View Organisation –**  
Create/Modify Sub-Organisation

The screenshot shows the 'Add New Organisation' form. It has the same navigation bar and header. The form is divided into several sections:
 

- Organisation Details:** Includes fields for 'Organisation Code' (with a 'Check Organisation Code Availability' button), 'Organisation Name', and 'Organisation Name in Hindi'. A note specifies: '(Exactly 5 Alpha-Numeric characters required. But first two characters should be alphabets only. e.g. JKMH A or JK126)'. There are also two numbered input fields for 'Relevant information from Citizen'.
  - \* Status: A dropdown menu with '---Select Status---
  - \* Contact Address: Three stacked input fields.
  - Pin Code: One input field.
- Concerned Officer Details:** Includes fields for 'Name', 'Sex' (radio buttons for Male and Female), 'Designation', 'Phone Number', and 'Email Address'.
- Configuration Details:** A section with a checkbox list for 'Pick a Source Category':
  - President's Secretariat
  - Office of The Governor
  - Office of the Chief Secretary
  - DAR&PG, Government of India
  - Citizen
  - Office of the Chief Minister

 At the bottom right, there are 'Submit' and 'Cancel' buttons.

- **Deactivation / Activation Sub Organisation –**

### Deactivation / Activation Sub-Organisation

Org Name	Address	Parent Organisation	P.G.Officer Name	Activation / Deactivation
Agriculture	Secretariat	Agriculture	Office of the Chief Minister	Deactivate Organisation
Commerce and Transport T	Secretariat	Commerce and Transport T	Office of the Chief Minister	Deactivate Organisation
Commerce and Transport C	Secretariat	Commerce and Transport C	Office of the Chief Minister	Deactivate Organisation
Co operation	Secretariat	Co operation	Office of the Chief Minister	Deactivate Organisation
Energy	Secretariat	Energy	Office of the Chief Minister	Deactivate Organisation
Excise	Secretariat	Excise	Office of the Chief Minister	Deactivate Organisation
Food Supply and CW	Secretariat	Food Supply and CW	Office of the Chief Minister	Deactivate Organisation
Fisheries and ARD	Secretariat	Fisheries and ARD	Office of the Chief Minister	Deactivate Organisation
Forest and Environment	Secretariat	Forest and Environment	Office of the Chief Minister	Deactivate Organisation
Finance	Secretariat	Finance	Office of the Chief Minister	Deactivate Organisation
General Administration	Secretariat	General Administration	Office of the Chief Minister	Deactivate Organisation
Higher Education	Secretariat	Higher Education	Office of the Chief Minister	Deactivate Organisation
Housing and urban Development	Secretariat	Housing and urban Development	Office of the Chief Minister	Deactivate Organisation

#### 4.7. Grievance abstract:

It displays all the received grievances.

Registration No.	Registration Date	Name	Status/Remarks/(Target Date)
CMOFF/E/2010/00009 <small>NEW</small>	07-05-2010	Krushna Chandra Majhi	Received from Citizen
CMOFF/P/2010/00003 <small>NEW</small>	12-05-2010	c.mohapatra	Received from Citizen
CMOFF/E/2010/00015 <small>NEW</small>	24-05-2010	Biswajit	Received from Citizen
CMOFF/E/2010/00002	20-02-2010	P. K. Sahoo	TAKEN UP WITH <b>Collectorate Malkangiri</b> Remarks:Action to be taken at Tahsil level <b>(25-06-2010)</b>
CMOFF/E/2010/00006 <small>Reminder Received</small>	26-03-2010	K K Patro	TAKEN UP WITH <b>SP Office Khurda BBSR</b> Remarks:From CM to SP Khordha <b>(02-06-2010)</b>
CMOFF/E/2010/00008	03-05-2010	B Kumar	TAKEN UP WITH <b>Home</b> Remarks:Take action ASAP <b>(02-06-2010)</b>
CMOFF/E/2010/00012	12-05-2010	S. K. Mallick	TAKEN UP WITH <b>SP Office Malkangiri</b> Remarks:SP to enquire and take action <b>(11-06-2010)</b>
CMOFF/E/2010/00013	12-05-2010	s k mallick	TAKEN UP WITH <b>Collectorate Malkangiri</b> Remarks:Please examine <b>(11-06-2010)</b>
CMOFF/E/2010/00014	12-05-2010	Rushi Majhi	TAKEN UP WITH <b>Collectorate Malkangiri</b> Remarks:pl. examine <b>(11-06-2010)</b>

## 4.8. Monitoring desk:

It displays the statistics of all grievances (total received, disposed and pending) Organization wise.

Administration | Grievance Abstract | **Monitoring Desk** | Correspondence Letters | Search | Reports | Logout

Welcome Bijayananda Pattnaik Office of the Chief Minister

**Pick a category:**

**Subordinate Organisation**

- Agriculture
- Commerce and Transport T
- Commerce and Transport C
- Co operation
- Energy
- Excise
- Food Supply and CW
- Fisheries and ARD
- Forest and Environment
- Finance
- General Administration
- Higher Education
- Housing and urban Development
- Health and F.W
- Industries
- Information and P.R
- Home

[Print](#)

State level monitoring			
Case Dealt by	Total Receipt	Disposal	Pending
Office of the Chief Minister	19	7	12

  

Organisation level monitoring			
Cases Received / Dealt by	Total Receipt	Disposal	Pending
Agriculture	0	0	0
Commerce and Transport T	0	0	0
Commerce and Transport C	0	0	0
Co operation	0	0	0
Energy	0	0	0
Excise	0	0	0
Food Supply and CW	0	0	0
Fisheries and ARD	0	0	0
Forest and Environment	0	0	0
Finance	0	0	0
General Administration	0	0	0
Higher Education	0	0	0
Housing and urban Development	0	0	0
Health and F.W	0	0	0
Industries	0	0	0
Information and P.R	0	0	0
Home	0	0	0

## 4.9. Correspondence letters:

It shows all the correspondence letters issued to the citizen in printable format. It has the options to view the letters in date wise and registration number wise in 2 different categories viz. Acknowledgement and Final Reply.

Administration | Grievance Abstract | Monitoring Desk | **Correspondence Letters** | Search | Reports | Logout

Welcome Bijayananda Pattnaik Office of the Chief Minister

**Pick a category:**

**Acknowledgement Letter**

- Date Wise
- Registration Number Wise

**Final Reply Letter**

- Date Wise
- Registration Number Wise

**Acknowledgement Letter**

Date Wise

From  To

Registration No	Name	Address	Print
CMOFF/E/2010/00002	P. K. Sahoo	Aryapalli Bhubaneswar	

**Office of the Chief Minister  
CM Grievance Cell Orissa Secretariate Bhubaneswar-751001**

Dated: 26-05-2010

To

P. K. Sahoo  
Aryapalli Bhubaneswar  
Khordha Orissa India - 751001

**Subject :Revenue/Land/Tax - Acknowledgement Letter**

Dear Sir/Madam,

We are in receipt of your representation registered on 20-02-2010

Your representation has been forwarded to the following for appropriate remedial action.

Shri R Vineel Krishna IAS  
Collector and DM  
Collectorate Malkangiri

Kindly note that your representation has been registered with the registration number **CMOFF/E/2010/00002**, which should be quoted in all your future correspondence with us.

Principal Secretary  
Phone No. :0674-2390055  
Email :cpgrams@nic.in

**4.10. Search:**

It provides the facility to search any grievance(s) status by providing any keyword like grievance registration number or complaint name.

## 4.11. Reports:

This section displays the overall statistic of the grievances. The administrator can customize the report as follows:

- **Progress Report with Parameter –**

Display the grievance(s) details within a particular time span.

- **Query Based Report –**

Display the grievance(s) details within a particular time span with an additional feature of grievance status wise (all, new, pending and disposed grievance).

The screenshot shows the 'Query Based Report' form. At the top, there is a navigation bar with links: Administration, Grievance Abstract, Monitoring Desk, Correspondence Letters, Search, Reports, and Logout. Below this is a green bar with 'Welcome Bijayananda Pattnaik' on the left and 'Office of the Chief Minister' on the right. The main content area has a yellow header 'Query Based Report'. On the left, there is a 'Pick a category:' sidebar with 'Reports' selected. The main form contains: 'Date From' (26/05/2010) and 'Date To' (26/05/2010) with example dates 'Ex. 25/10/2009'; 'Select Grievance Status:' with a dropdown menu set to 'All Cases(new+pending+disposed)'; and a 'Submit' button.

- **Department / Office wise Report –**

Detailed grievance report according to the departments or organisations.

- **Age wise Pendency Report –**

Display reports within a time span from a particular date.

The screenshot shows the 'Age wise Pendency Report' form. It features the same navigation bar and welcome message as the previous form. The main content area has a yellow header 'Age wise Pendency Report'. On the left, the 'Pick a category:' sidebar has 'Reports' selected. The main form contains: radio button options for 'Less Than 15 Days', 'Less Than 1 Month', 'Less Than 6 Months', and 'Less Than 1 Year'; 'As on Date:' (26/05/2010) with an example date 'Ex. 25/10/2009'; and a 'Submit' button.



## 4.12 Case Report Received:

On the left pannel under **Utilities** section **case report received** option is available, on selection of this, Administrator will get the detail about the case which it receives from the subordinate organisation.

**Pick a category:** New Grievance(s) | Pending Grievance(s) | Disposed Grievance(s) | Action Taken Report Sent | All Grievances

**Search**  
type keyword here

**Case Reports Received**

Registration No.	Registration Date	Report Date	Report no	Name	Status/Remarks/(Target Date)
CMOFF/P/2010/00001	10-05-2010	12-05-2010	2	SambitkumarPanda	Case Report Received Remarks:Please forward the grv to Tahasil Nuapada acct
CMOFF/P/2010/00002	11-05-2010	11-05-2010	3	RadhamadhabRao	Case Report Received Remarks:Please inquire and submit report

Total number of records :2

**Utilities:**  
Case Reports Received  
Overdue Case(s)  
Feedback Received

**Details :**

Registration No. CMOFF/P/2010/00001  
Name SambitkumarPanda  
Address NIC Bhubaneswar Bhubaneswar Orissa  
Contact No.  
Email Address csambit5@gmail.com  
Grievance Details This is a test grievance to check the work flow of the application.  
Remedial Action Suggested DIO to check the flow of the application  
Action taken Report : 2 Received from :Collectorate Nuapada On : 12-05-2010  
Attachment None  
Whether the Case has been Disposed of Disposed Of  
Details of Action Taken The software has been checked and found OK  
Decision ---Select---

Action Date	Description	Sent By	Case Presently With	Case Report Attachment
12-05-2010	CASE REPORT SENT AND DISPOSED LOCALLY	Collectorate Nuapada	Office of the Chief Minister	
12-05-2010	CASE REPORT SENT AND DISPOSED LOCALLY	TAHASIL NUAPADA	Collectorate Nuapada	
12-05-2010	EXAMINED AT OUR LEVEL	TAHASIL NUAPADA	TAHASIL NUAPADA	
12-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Collectorate Nuapada	TAHASIL NUAPADA	
10-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Office of the Chief Minister Forwarding Remarks: Please forward the grv to Tahasil Nuapada acct	Collectorate Nuapada	
10-05-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	

## 4.13. Logout:

The administrator comes out of the application using this link after completion.

# How to process the received grievances?

In order to assess a new grievance read the grievance content (Grievance Details and Remedial Action Suggested) carefully and decide the action out of the following available options:

- Examined at our level
- Forwarded to subordinate organisation
- No action required

Grievance category needs to be selected only if the grievance has been assessed for the first time. If the grievance needs to be examined at the subordinate organisation then the parent organisation forwards it to the subordinate organisation. The table given below would further explain the actions required and results obtained while assessing the grievances.

## Assessing a new grievance:

Step No.	Option selected	Action required	Output / Result	Comments
<b>01</b>	Examined at our level	1. Select appropriate Grievance category. 2. Enter local file no. if any. 3. Select Examined at our level as Decision. 4. Give Remarks if any.	Grievance would be moved to pending grievances	New grievances reduced by 1 while pending grievances incremented by 1.
<b>02</b>	Forwarded to subordinate organisation	1. Select appropriate Grievance category. 2. Enter local file no. if any. 3. Select Forwarded to subordinate organisation as Decision. 4. Select appropriate subordinate organisation. 5. Give Forwarding Remarks if any.	Grievance would be moved to pending grievances and The grievance has been forwarded to the subordinate organisation.	-DO-
<b>03</b>	No action required	1. Select appropriate Grievance category. 2. Enter local file no. if any. 3. Select no action required as Decision. 4. Select appropriate reason from the list & submit.	The grievance has been disposed off.	Available only for the CM office.

## Working with pending grievances:

As soon as a new grievance has been assessed as examined at our level or Forwarded to subordinate organisation, it would be transferred to pending grievances.

Step No.	Option selected	Action required	Output / Result	Comments
<b>01</b>	Examined at our level	1. Select Examined at our level as Decision. 2. Give Remarks of the examination result.	Grievance would be moved to pending grievances	New grievances reduced by 1 while pending grievances incremented by 1.
<b>02</b>	Forwarded to subordinate organisation	1. Select Forwarded to subordinate organisation as Decision. 2. Select appropriate subordinate organisation. 3. Give Forwarding Remarks if any.	Grievance would be moved to pending grievances and The grievance has been forwarded to the subordinate organisation.	-DO-