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GOVERNMENT OF ASSAM



Grievance Redressal Mechanism

User Manual

Assm Citizen-Centric Service Delivery Project

CONTENTS

	Page
1. INTRODUCTION	3
2. CATEGORIZATION OF GRIEVANCES	4
3. MODE OF SUBMISSION OF GRIEVANCES	5
4. INSTITUTIONAL ARRANGEMENT	5
5. PROSPECTIVE USERS	6
6. MAIN FEATURES	6
7. PROCESS FLOW	7
8. LODGING OF THE GRIEVANCE BY A CITIZEN	8
9. FOR TRACKING GRIEVANCE STATUS	9
10. STEPS FOR OFFICIALS WHO ARE RESPONSIBLE FOR REDRESSAL / MONITORING / FORWARD GRIEVANCES LODGED	9

Grievance Redressal Mechanism (GRM)

I. INTRODUCTION

Public Grievance Redressal is at the heart of Service Delivery. Public redress of grievances as a cornerstone of 'Minimum Governance' is envisaged as one of the key aspect for New India 2022. The Department of Administrative Reforms and Public Grievances (DARPG) has developed a framework called 'Sevottam', which essentially means Excellence in Public Service wherein every Government Department must have a Citizens' Charter outlining the main services with service standards and timelines, a Public Grievance Redress Mechanism, and a system with assessment and improvement of public service delivery standards. The Government of India has established an internet based Centralised Public Grievances Redress and Monitoring System (CPGRAMS) to facilitate all citizens to lodge grievances for redressal. Along with alternate dispute redressal mechanism like, lok adalat, jan sunwais and social audit, CPGRAMS can be an effective tool for addressing public grievances in a centralized, transparent, accountable and efficient manner. CPGRAMS does not cover topics/ subjects like RTI Matters, Court related / Subjudice matter and Religious matters.

The World Bank financed Assam Citizen-Centric Service Delivery Project (ACCSDP) has put special emphasis on receiving and responding adequately to key grievances of citizens particularly relevant with service delivery. A mechanism has been developed in the RTPS Portal wherein the grievances lodged in the Portal will be forwarded to the concerned Public Grievance Officer of the Service Delivery Department/Line Department for redressal. The GRM has been integrated with CPGRAMS at the backend for processing of the grievance smoothly.

The project has supported in establishment of a Call Centre with a Toll Free Helpline No: 1800-345-3574 that would register, collate and forward any reported grievances to the RTPS Portal for further processing. Ease of use of the channels which will be receiving grievance namely, the departments, field offices, call centre and the RTPS Portal would be the key drivers of the Grievance Redressal Mechanism (GRM), so that it can be easily accessed by the people of the state, specially living in remote areas. All grievances received through any of the above mechanisms would then be routed to the CPGRAMS portal for redressal of the grievances within its existing mechanism.

<https://darpg.gov.in/relatedlinks/sevottam>
<https://pgportal.gov.in/>
<https://www.rtps.assam.gov.in/>

2. CATEGORIZATION OF GRIEVANCES

There may be various types of grievances mostly pertaining to service delivery, Corruption and malpractices, irregularities etc. Grievances may further be categorized into following broad categories:

A. Grievances related to Services notified under RTPS Act.

These grievances will be routed to the concerned departments in the concerned district. Mentioned below are some examples of grievances:

- a) Delay in getting RTPS service from Designated Public Servant within stipulated time.
- b) Rejection of application for an invalid reason or without any reason mentioned.
- c) Non-disposal of appeal by Appellate authority within time
- d) Non response on status of petitions/appeals
- e) Printing error in the certificate issued
- f) Charging more than the prescribed fees or demanding favour in lieu of service

B. Grievances related to PFC matters.

These grievances will be routed to the concerned technical person in the concerned district with a copy to technical coordinator at ACCSDP. Mentioned below are some examples of grievances:

- a) Non-operational of PFCs during the official hours
- b) Related to attitude of the PFC operators
- c) Higher user charge paid/asked than the government stipulated fees
- d) Related to office maintenance or stationary stocks in the PFCs
- e) Grievances related to server and internet connection in the PFCs
- f) Absence of facilities mandated for a PFC like, drinking water facility, seating arrangement, suggestion box, ramp for people with disability, etc.

C. Grievances Related to RTPS/GRM/Departmental portals. These grievances will be routed to the technical person at NIC. Mentioned below are some examples of grievances:

- a) Unable to register in the portal
- b) Unable to track the status of the grievance
- c) Failure of the link
- d) Unavailability of any services' name in the website

- e) Mistakes in published documents, application forms, reports, data, etc. in the portal

D. Other type of Grievances

Any other grievances not mentioned above in pt. A, B, C and D will be routed to the PG Officer, AR&T department.

3. MODE OF SUBMISSION OF GRIEVANCES

A citizen will have the provision to register a grievance through five different ways as per their convenience, which are listed below:-

- a. **Call Center:** A citizen can register a grievance by giving a call to the call center. IVRS system will be inbuilt for language, name, dist., department, grievance, etc. After the registration, s/he will be provided with a grievance registration number. Call centre will be integrated with the RTPS portal.
- b. **Help Desk:** A citizen can submit their grievance visiting a help desk counters in the DC offices and autonomous council offices. The grievances will get uploaded simultaneously in the web-portal (RTPS) by a designated person in the offices.
- c. **RTPS portal:** Citizens who are conversant with computers can register a grievance directly in the RTPS Portal. They would need to register themselves in the portal providing basic information before submitting the grievance.

The RTPS portal would also have a mechanism to store various parameters relating to Grievance Redressal for the purpose of generating various MIS reports as and when required.

Keeping the above points in mind, the Government of Assam has decided to develop a system for collection of grievances related to RTPS services so as to be able to route this data to the already existing CPGRAMS portal. The same will be undertaken under the World Bank funded project called 'Assam Citizen-Centric Service Delivery Project (ACCSDP).

4. INSTITUTIONAL ARRANGEMENT

Institutional arrangement starting from the Apex level to the grass root level is a must for an effective GRM. This involves various departments including various sub-ordinate organizations down the line.

- a. Administrative Reforms and Training Department
- b. RTPS Performance Management Unit
- c. Department of Pension and Public Grievances (P&PG)
- d. Grievance Redressal Officer at various levels as mentioned below.
 - State Nodal Officer – P&PG Deptt.

- Nodal Officer (RTPS Services) – AR&T Deptt.
- State level Departmental GRO (every line department)
- State level Directorate GRO (in each Directorate)
- District level Departmental GRO

5. PROSPECTIVE USERS

1. Citizen / Anyone who intends to lodge any Grievance
2. Officials who is responsible for Redressal / Monitoring / Forward Grievances lodged

6. MAIN FEATURES

1. Lodging of the grievance by a citizen directly or through Call Center, Help Desk, Web-portal, Complaint Box and Email.
2. Tracking of the lodged grievance by a citizen.
3. Acknowledgment of acceptance of grievance and redressal of grievance by concerned Departments.
4. Disposal of the Grievances.
5. Role based Access to the System: Nodal Grievance Officer can now create new user accounts with similar facilities except for creation new subordinate organization and new category. The role for creation of new subordinate organisation lies with prime nodal officer.
6. Horizontal Grievance flow: The local grievance (grievance lodged directly with the concerned office) can be transferred to other Departments. Only three such transfers are permitted during the life cycle of a grievance.
7. Multi-forwarding Mechanism: The grievance can be forwarded to more than one office (maximum 5 offices) at a time. Such grievances will be transferred in taken up mode only. It means such grievance would only be closed by the office which has taken multi-forwarding action. It is available in 'Utilities' menu.
8. Bulk Disposal of similar cases: This option has been introduced for closing multiple grievances at a time which have same final reply.
9. Search Mechanism with facility to take action: Any grievance can be searched through this option. If the grievance is pending for the concerned office, the appropriate action can be taken thereon in the same form.
10. Data Export: This feature has been introduced to export the data shown in the grid views and reports to MS-Excel, PDF, CSV formats besides copy and print options. This will enable the department to send the reports of pending cases to the concerned police stations/departments
11. Update Final Reply: This option is provided to update the final reply and its uploaded document (if any) within 3 days from the date of closure. It is available in 'Utilities' menu.
12. Search Grievance: Grievance dealt by the concerned user can be searched on various parameters. If the case is pending, then further action can be taken at the same time from same form.

13. Monitoring of Grievances by Higher Authority.

14. Various MIS Reports

7. PROCESS FLOW

#	Steps	Actor
1	<p>A citizen can submit a grievance through five different ways as per their convenience, which are listed below:-</p> <ol style="list-style-type: none"> Call Center: A citizen can register a grievance by giving a call to the call center. IVRS system will be inbuilt for language, name, dist., department, grievance, etc. After the registration, s/he will be provided with a grievance registration number. Help Desk: A citizen can submit their grievance visiting a help desk counters in the DC offices and autonomous council offices. The grievances will get uploaded simultaneously in the GRM portal by a designated person in the offices on behalf of the citizen. Web-portal: Citizens who are conversant with computers can register a grievance directly in the GRM Portal. They would need to register themselves in the portal providing basic information before submitting the grievance. Complaint Box: There will be complaint box in every PFCs as well as departmental and council offices. One can submit a complaint in these complaint boxes. A designated person in the office would gather the complaints and upload in the web-portal regularly. Email: Citizens who can write an email can also submit a grievance by emailing through his/her account. There will be a specific email address for grievance and complaints like artpsgrm@nic.in. The State nodal officer will be responsible for uploading these grievances in the portal regularly. <p>On submission of a grievance by any way, it will get in to the GRM system and a unique auto generated registration no will be assigned for the same. The Registration No. will uniquely identify the Grievance and for any future reference this no will be required.</p>	Anyone who submit a grievance
2	<p>Once a grievance is submitted, Concerned Nodal officer or Apex organization receive the grievance and forward it to concerned department / organization depending on the category of the grievance it falls under. Viz.:</p> <ol style="list-style-type: none"> Service Related Grievances: Should address by concerned service delivery department PFC related: Should address by Administrative Reforms & Training Department Portal related: Should address by Administrative Reforms & Training Department Other : Depending upon the matter it will go to concerned department 	Nodal officer/Apex organization
3	<p>Assessment of Grievance by PG Officer and either take action at their office or forward it to concerned subordinate organization else send back to origin in case grievance does not pertain to them.</p>	PG Officer
4	<p>Process the grievance and report to immediate upper level of office (Parent organization/ Nodal officer or Apex organization)</p>	PG Officer
5	<p>Upload the final resolution report and close the grievance</p>	PG Officer

8. LODGING OF THE GRIEVANCE BY A CITIZEN

STEP 1: Log on to <http://103.8.249.17/rtps/grievance>

STEP 2: Enter mobile number

STEP 3: After entering mobile number click on 'Verify' button

ASSAM RIGHT TO PUBLIC SERVICES
ADMINISTRATIVE REFORMS AND TRAINING
GOVERNMENT OF ASSAM

Grievance Registration Form All Fields marked with * are mandatory

Personal and Communication Details

Mobile Number *
Enter your mobile number and verify
Provide Mobile number in order to receive SMS alerts related to your grievance.

Name * Gender *
 Male Female Others

Country * State *

District * Address 1 *

Address 2 Address 3

Pincode Email ID *

Grievance Details

Grievance Category *

Grievance Description *

Maximum 2000 characters are allowed in description (2000 Remaining)

Attach relevant/Supporting Documents (If any)
 No file chosen
Only PDF file upto 2 MB allowed.

I hereby state that the fact mentioned above are true to the best of my knowledge and belief.

STEP 4: Fill up all the fields with the appropriate data at Personal and Communication Details section.

STEP 5: Select the appropriate grievance category (Service related/ PFC related/ Portal related/ other), Grievance description and upload relevant/ supporting documents (if any) at Grievance Details section.

STEP 6: Click on Submit button for submission of the grievance.

On submission of the form a unique registration no. will be generated and SMS will be sent to the registered mobile number. The Registration No. will uniquely identify the Grievance and for any future reference this no will be required.

9. FOR TRACKING GRIEVANCE STATUS

STEP 1: Log on to <http://103.8.249.17/rtps/grievance/status/view>

STEP 2: Enter grievance registration number which was received while submitting a particular grievance

STEP 3: Enter registered email ID or mobile number

ASSAM RIGHT TO PUBLIC SERVICES
ADMINISTRATIVE REFORMS AND TRAINING
GOVERNMENT OF ASSAM

Grievance Status

Registration Number Email/ Mobile

Enter registration number Enter registered email id or mobile number

Submit

NIC National Informatics Centre

This is the State Portal for Assam Right to Public Service (ARTPS) Act- 2012 amended in 2019. This portal is designed and developed by National Informatics Centre (NIC), Assam Centre, Ministry of Electronics & Information Technology, Government of India with an objective to provide information about the ARTPS Act and access to the services notified under the ARTPS Act for the citizens of Assam.

STEP 4: Click on Submit button

10. STEPS FOR OFFICIALS WHO ARE RESPONSIBLE FOR REDRESSAL / MONITORING / FORWARD GRIEVANCES LODGED

Every Department will designate an Officer as Public Grievance Office (PGO), who will be responsible for receiving of Grievances Submitted/Forwarded to the Department. The PGO will take action of each Grievances received by the Department. She/he will forward the Grievance to his Sub-Ordinate Office if necessary. The PGO will dispose Grievance which is applied directly to the Department and will forward to the Higher Authority if the grievance is forwarded to him by Higher Authority.

1. Log on to <http://164.100.230.114/cpgoffice> and the following web page will be appearing. User is required Username and Password to login to the system.

Government Of India
Ministry Of Personnel, Public Grievances & Pensions
Department Of Administrative Reforms & Public Grievances
Centralized Public Grievance Redress And Monitoring System (CPGRAMS)

Digital India
Power To Empower

PG Officer Login

Username

Password

Security Code

604185

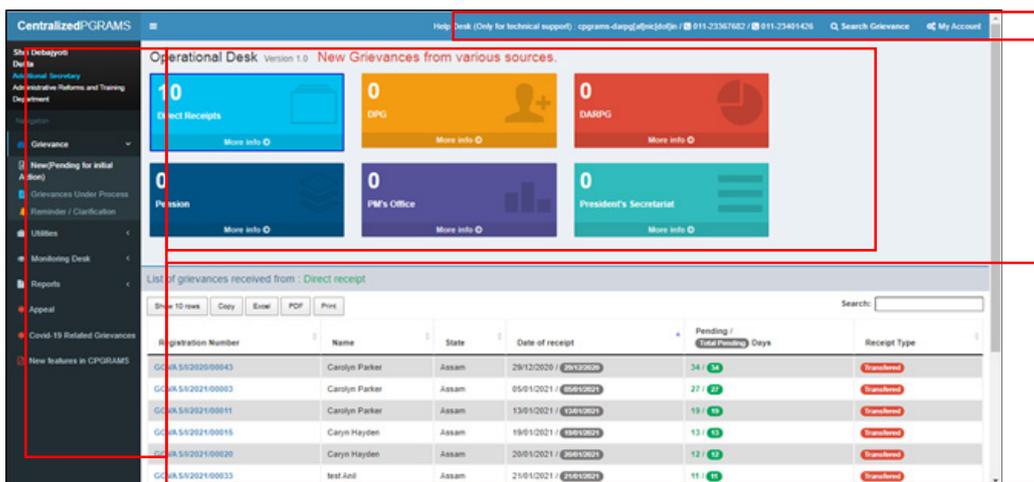
Forgot password

Login

Training Nomination
Help Desk (Only for technical support) : cpgrams-darpg[at]nic[dot]in

2. On successful login, page will be redirected to Operational Desk, which looks like the screen as below with the following salient features.

- a) At the top of the screen, it will display contact details of Helpdesk, Search and My Account option
- b) Left part of the screen shows official's name, department's name and a navigation pan which helps the official to go to any section she/he wish to, such as Grievance, Utilities, Monitoring Desk, Reports, Appeal, Covid-19 Related Grievances and New features in CPGRAMS. The PGO can also view Pending Grievances, various reports and utilities by clicking the links on navigation pan.
- c) The screen shows Operational Desk, which shows summery of any new Grievances from various sources in tile view.
- d) The new Grievances received and grievance not yet addressed will display the Registration no, Name, State, Date of Receipt, Pending/ Total pending days and receipt info type.



3. New (Pending for initial Action) Grievance–New (Pending For Initial Action)

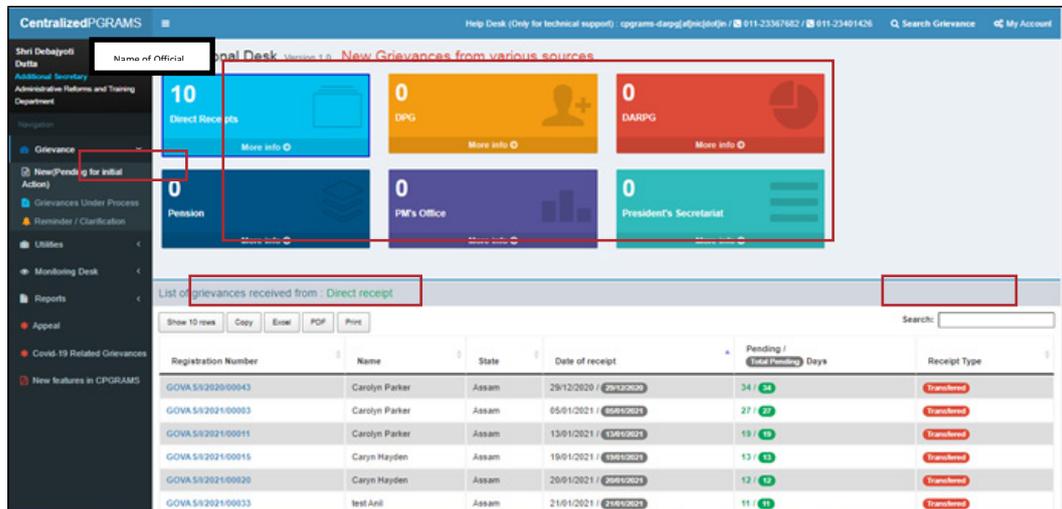
This option facilitates PG Officer to take various actions like forwarding grievances to subordinate units, sending action taken reports to higher authorities, sending reminders, seeking clarifications, disposing of grievances etc. It is also facilitates the registration of locally received grievances (through post) to the system and attach scanned copy of grievance. Global search facility is available in all desks. The moment a new grievance gets in, it will be available under New (Pending and initial action) in Grievances.

New grievance will be shown from various sources in tile view as shown below. Sources are like :

- **Direct Receipt:** Grievance received directly from complainant.
- **DPG:** Grievance forwarded by DPG.
- **DARPG:** Grievance forwarded by DARPG.

- **Pension:** Grievance forwarded by Pension.
- **PM Office:** Grievance forwarded by PM Office.
- **President Secretariat:** Grievance forwarded by President Secretariat.

Upon clicking on grievance source, it will display list of pending grievance as show in the below snapshot.



Few other small but effective features in the above snapshot are:

Export Grievance List feature:

Grievance list can be exported in excel, PDF and take print by clicking on print button as shown above.

Show Row feature:

Default grievance list show 10 rows this may be increase by click on “Show 10 Rows” button.

Copyfeature:

All Grievance List can be copied by clicking on “Copy” button and paste this to any clipboard.

Search feature:

This facility is used only to search or filter grievance from current grievance list. To search grievance, user have to type text to search box.

4. Action on New Grievance:

To take any action against the grievance, user should follow following steps:

- Click on grievance source to view list of grievance.
- Click on registration number from list to view detail of grievance (snapshot is given below).

Centralized PGRAMS

Operational Desk Version 1.0 New Grievances from various sources.

10 Direct Receipts 0 DPG 0 DARPG

0 Pension 0 PM's Office 0 President's Secretariat

List of grievances received from - Direct Receipts

Registration Number	Name	State	Date of receipt	Pending / <small>(Days)</small>	Days	Receipt Type
GOVAS/2020/00043	Carolyn Parker	Assam	29/12/2020	36	24	Transferred
GOVAS/2021/00003	Carolyn Parker	Assam	05/01/2021	29	27	Transferred
GOVAS/2021/00011	Carolyn Parker	Assam	13/01/2021	21	21	Transferred
GOVAS/2021/00015	Caryn Hayden	Assam	19/01/2021	15	15	Transferred
GOVAS/2021/00020	Caryn Hayden	Assam	20/01/2021	14	14	Transferred
GOVAS/2021/00033	test Ant	Assam	21/01/2021	13	13	Transferred
GOVAS/2021/00034	Carolyn Parker	Assam	21/01/2021	13	13	Transferred

➤ User can print all detail by clicking on print button.

Details of grievance with registration number : GOVAS/2020/00043

Grievance Details Action History

Registration number: GOVAS/2020/00043 

Name: Carolyn Parker

Date of receipt: 29/12/2020

Address: 155 West Milton Avenue Labore a qui invento illum ipsam ut temp

District name: Dhamaji

State name: Assam

Mobile no: 985486723

Email id: hiranya.sarma44.hs@gmail.com

Attached supporting document (if any): 

Grievance description: Description for demo purpose only

Name of organisation(s) where grievance is pending: 1. Administrative Reforms and Training Department

Type of receipt: Transferred

Forwarding remarks: Auto Forwarded - Ri Web API

Grievance Action

Registration number: GOVAS/2020/00043

Action:

➤ Click on Action History tab to view grievance history.

Details of grievance with registration number : GOVAS/2020/00043

Grievance Details Action History

Search:

Sr	Action Taken	Date Of Action	From	To	Remarks	Action Taken by	#
1	RECEIVED THE GRIEVANCE	29/12/2020	COMPLAINANT - (CITZN)	Government of Assam - (GOVAS)	Grievance received through Ri Web API		
2	TAKEN UP WITH SUBORDINATE ORGANISATION	29/12/2020	Government of Assam - (GOVAS)	Administrative Reforms and Training Department - (ARTAS)	Auto Forwarded - Ri Web API		

➤ Take any of the following action on the new grievances.

- * (Upon taking action, new grievances count will reduce by 1 and pending grievances increments by 1)

Briefing of each action item is given below:

1. **Examine at our level:** Take this action if the case is to be redressed within the office. It cannot be forwarded to any subordinate unit. The case will get transfer to PENDING grievance list.

Action to be taken:

- To take action choose “Examined at our level” option from action dropdown list
- Choose required grievance category and type valid remark to remark textbox
- Click on submit button.

Output/Result: Grievance would be moved to pending grievances. (New grievances count reduced by 1 and pending grievances incremented by 1)

2. **Take up with subordinate organization:** Take this action if the case is to be redressed at any of your subordinate organization(s). The case will get transfer to PENDING grievance list.

Action to be taken:

- Choose “Taken up with subordinate organization” from Action list.
- Select appropriate Grievance Category
- Click on subordinate organization list and choose multiple subordinate one by one.
- On clicking subordinate name this will add automatically.



Check radio button for case close.



Click on submit button to forward grievance.

Output/Result: The grievance will get forwarded to the subordinate office/s.

- Case dispose off:** Take this action if the case has already been disposed off. This action item will be available only if you are the owner of the grievance (Direct recipient of the case).

Action to be taken:



Choose "Case dispose off" from Action list.



Select appropriate Grievance Category



Click on disposal type and choose any one of the option.



If available, PG officer can upload supporting document by clicking on browse button. After choosing PDF file, do not forget to click on upload button to upload file.



Click on submit button to close the case.

Output/Result: The grievance will be disposed.

- Not pertaining to this organization:** If the case is forwarded by Parent Org/ Nodal Agency and it is not at all related this organization or its subordinate organizations, this option can be taken. The case will get return back to higher authority who has forwarded it.

Action to be taken:

- Choose “Not Pertaining to this Organization” from Action list.
- Select appropriate grievance category.
- Type valid reason for returning the grievance and click submit button.

Output/Result: The grievance is returned to organization who has forwarded the grievance.

- Grievances Under Process:** This menu item facilitate the user to have a detailed view on the grievances which are under process.

Registration Number	Name	Date Of Receipt	Pending Days	Receipt Type	Returned By
GOVAS/2020/00044	Carolyn Parker	29/12/2020 / 29/12/2020	36 / 35	Transferred	Assam Right to Public Service
GOVA S/12020/00049	Ig	30/12/2020 / 30/12/2020	35 / 35	Transferred	Assam Right to Public Service

Pending grievances will be shown from various sources. Such as:

- **At Our Office:** Shows pending cases which is examined at your level.
- **With Subordinate:** Shows all pending cases with subordinate office(s).
- **Pension Cases:** All pending pension related cases for concern organization.

- **Returned:** Shows returned cases from subordinate cases (not pertaining from organization).
- **Re- forward by higher authority:** Shows redirected cases by the higher authority.
- **ATR from Subordinate (Case Report):** Shows case report which is send by subordinate office(s).
- **ATR send to Higher Authority (pending with higher authority):** Here shows all cases which is already closed and send the closure report to the higher authority. These grievance are pending with higher authority. But you allowed to send any additional report especially when forgot to attached document.

On clicking on the Grievance (Registration Number) the following actions are possible:

1. **Seek Reminder/Clarification From Subordinate Organization:** Additional information can be sought from subordinate organizations where case has been forwarded. A corresponding alert will be available to the subordinate organization.
2. **Seek Clarification/Suppl. Info from Complainant:** If organization wants to seek any more information from the complainant regarding the grievance, the text can be entered. A corresponding letter can be Generated and send back to complainant.
3. **Case Disposed off:** if the case received directly by the organization/forwarded with closure permission, this option can be taken. Give correct final reply text while disposing of the case.

Required Action:

- Select appropriate disposal type from list.
- Upload supporting document if required.
- Type valid disposed remark in text box.

Output/Result:

Case has been disposed.

4. **Interim Reply to Complainant:** In case of direct cases/Local Grievances reply may be send to the complainant.
5. **Not pertaining to this organization:** If the case is forwarded by Parent Org/ Nodal Agency and it is not at all related this organization or its subordinate organizations, this option can be taken. The case will get return back to higher authority who has forwarded it.
6. **Redirect to other Organization:** If the Grievance cannot resolve at one organization then it can be redirected to any other subordinate organization by the parent organization, after selecting the name of organization presently pending with and selecting new subordinate organization's name to whom the PG officer wish to forward a particular Grievance. (snapshot given below).

6. **Reminder / Clarification:** This shows you the reminders/clarification received from various sources. Sources can be:

- **Reminder from Higher Authority:** Additional information send by higher authority.
- **Forwarded To Subordinate:** Here shows grievance which is requested additional information by you.
- **Reminder from Complainant:** Received reminder by complainant.
- **Remark from DPG:** Any remark received from DPG.

7. Utilities

7.1. **Lodge Local Grievance:** Using this option it is possible to lodge a locally received grievances (by post/email etc) into the system.

Required Action:

- Fill all required complainant detail like Grievance Source, Name, Gender, etc.
- Fill Grievance detail like letter date, letter number, client status, VIP reference, grievance description and attach related document if available and save the Grievance.

CentralizedPGRAMS

Help Desk (Only for technical support) : cpgrams-dapp@nic.gov.in | 011-23367802 / 011-23401426

Search Grievance My Account

Shri Debajyoti Datta

Additional Secretary
Administrative Reforms and Training Department

Grievance

Fields marked with * are mandatory.

Grievance Source Type: Manual/Postal

Complainant Name: *

Gender: Male Female Transgender

Date of Receiving: * 04/02/2021

Language: English Hindi Others

Country: * India

State: * --Select State--

District: --Select District--

Pincode:

Address: *

Phone Number:

Mobile Number:

Email Address:

Grievance Details

Letter Number:

Letter Date:

Client Status: General Public

VP Reference: No VP Reference

Grievance Description: * Maximum 4000 characters are allowed in grievance description. Only special characters ., -, /, @ are allowed.

Document (if any): Only PDF upto 4 MB

Select file:

7.2. Edit Grievances: Here Officer can edit locally lodged grievances and also can attached scanned PDF document (if required).

CentralizedPGRAMS

Help Desk (Only for technical support) : cpgrams-dapp@nic.gov.in | 011-23367802 / 011-23401426

Search Grievance My Account

Shri Debajyoti Datta

Name of Official

Additional Secretary
Administrative Reforms and Training Department

Edit Grievance

List of grievances received

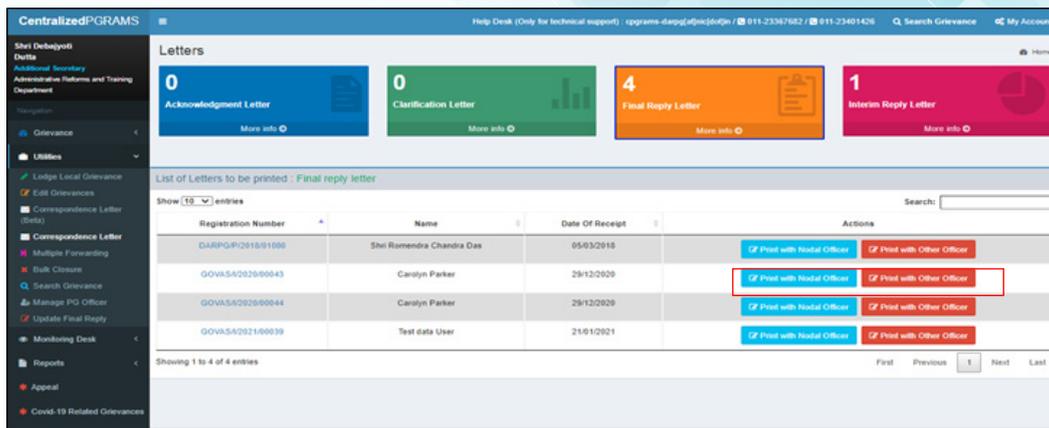
Show 10 entries

Registration Number	Name	Date Of Receipt	Actions
ARTAS/P/2021/00001	Test	04/02/2021	<input type="button" value="Edit"/> <input type="button" value="Attach Document"/>
ARTAS/P/2021/00002	Test	04/02/2021	<input type="button" value="Edit"/> <input type="button" value="Attach Document"/>

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

7.3. Correspondence Letter: Using the option it is possible to generate preformatted acknowledge letter, clarification letter, final reply letter, interim reply letter, etc. to the complainant.



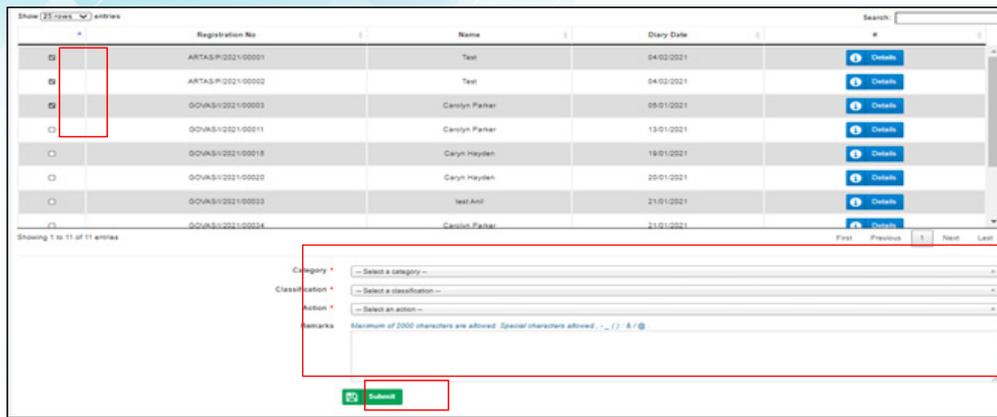
7.4. Multiple Forwarding: Using this option officer can forward multiple grievances.

Required Action:

- Grievance can be search by following parameter.
 - Name of complainant:** Enter full/part name of complainant / Select source of grievance from list / Fill range of registration / Text of Grievance
- Click on “Submit” button to get list of grievances.

- Check one or multiple grievance to take action.
 - Choose grievance category from category list.
 - Choose appropriate grievance classification from list box.
 - Take appropriate action and choose action from list. Actions can be one of the following:

- Type remarks to text box.
- Click on “Submit” button to dispose/forward all the selected grievances at a go.



7.5. Bulk Closure: Using this option officer can dispose multiple grievances.

Required Action:

Grievance can be search by following parameter.

- Name of complainant: Enter full/part name of complainant / Select source of grievance from list / Fill range of registration / Text of Grievance
- Click on "Submit" button to get list of grievances.

Multiple forward

Please provide at least one of the following information.

Name of complainant (Part/Full)

Source of grievance

Registration number range From To

Text of grievance

- Check one or multiple grievance to take action.
- Choose grievance category from category list.
- Choose appropriate grievance classification from list box.
- Take appropriate action and choose action from list. Actions can be one of the following:

Please select a disposal type.

- Please select a disposal type.
- Favourably redressing the grievance.
- Partially redressing the grievance.
- Rejecting the grievance.

- Upload supporting document (if any).
- Type remarks to text box.
- Click on "Submit" button to dispose all the selected grievances at a go.

	Registration No	Name	Diary Date	#
<input checked="" type="checkbox"/>	ARTAS/P/2021/00001	Test	04/02/2021	
<input checked="" type="checkbox"/>	ARTAS/P/2021/00002	Test	04/02/2021	
<input type="checkbox"/>	GOVAS/2020/00049	tg	30/12/2020	
<input type="checkbox"/>	GOVAS/2021/00003	Carolyn Parker	05/01/2021	
<input type="checkbox"/>	GOVAS/2021/00011	Carolyn Parker	13/01/2021	
<input type="checkbox"/>	GOVAS/2021/00015	Caryn Hayden	19/01/2021	
<input type="checkbox"/>	GOVAS/2021/00020	Caryn Hayden	20/01/2021	
<input type="checkbox"/>	GOVAS/2021/00027	Hiranya Sama	30/01/2021	

Showing 1 to 15 of 15 entries

Category * -- Select a category --

Classification * PUBLIC GRIEVANCE

Action * CASE DISPOSED OF

Disposal Type * Please select a disposal type.

Document (if any) After choosing PDF file, do not forget to click on upload button to upload file.
 Select file...
(Only pdf file with size upto 10MB is required)

Remarks Maximum of 2000 characters are allowed. Special characters allowed: -, (,), & / @.

7.6. Search Grievance: This is a global search facility user can search grievance using different parameter.

Grievance Search

Provide maximum information available to get appropriate result.

Part/Full Registration number

Include only Covid-19 cases? Yes (include only Covid-19 Cases) No

Status of Grievance Both(Pending/Closed) Pending Closed

Name of complainant

Address of complainant

State

Grievance Text

Is ex-serviceman case? Both(Yes/No) No Yes

Parameters can be registration Number, status of grievance, name of complainant, covid19 pertaining issues or grievance related to Ex-service name etc. Also grievance can be search by address, status, state, grievance text and zone. Result list format is shown below.

Grievance Search

Search result

Show 15 entries

Registration number	Name	Diary Date	Closed/Pending	#
No data available in table				

Showing 0 to 0 of 0 entries

Manage PG Officer: Using this option PG officer can be added to the organization.

PG Officer

List of PG officers

Show 15 entries

S.N.	Name	Designation	Username	Status	Last Login
1	GOVAS2	Admn	ipoom	Active	03-06-2020 13:12:37

Showing 1 to 1 of 1 entries

Nodal PG officer can add additional user to operate this account. No need to sharing own user id and password to other user. It is possible to track the user action on any grievance.

- Click on “Add New” button for add new PG officer.
- Fill all required detail like name, gender, designation, address etc

The screenshot shows a web form titled "Add a PG Officer". It contains several input fields: Name, Gender (with radio buttons for Male, Female, Transgender), Designation, Address, Pincode, Email, Mobile (10 digit mobile number), Phone number (with STD Code), Username, Password, and Confirm password. There are also two sets of radio buttons for "Will user get notification on mobile and email?" and "Status of user (is active?)". A green "Create" button is located at the bottom of the form.

Click on “create” button for add new PG officer (snapshot is given below).

- Use password policy to make your password stronger (given below).
 - It should be at least 6 characters in length.
 - It should contain at least one capital letter (A-Z).
 - It should contain at least one small letter (a-z).
 - It should contain at least one number (0-9).
 - It should contain at least one special character.
- List of PG officers is shown below snapshot.

The screenshot shows a table titled "List of PG officers". The table has columns for S.N., Name, Designation, Username, Status, and Last Login. There is one entry with S.N. 1, Name Anamika Das, Designation Dy Director, Username Anamikaart, and Status Active. Below the table, there are buttons for "Details", "Edit", and "Reset Password".

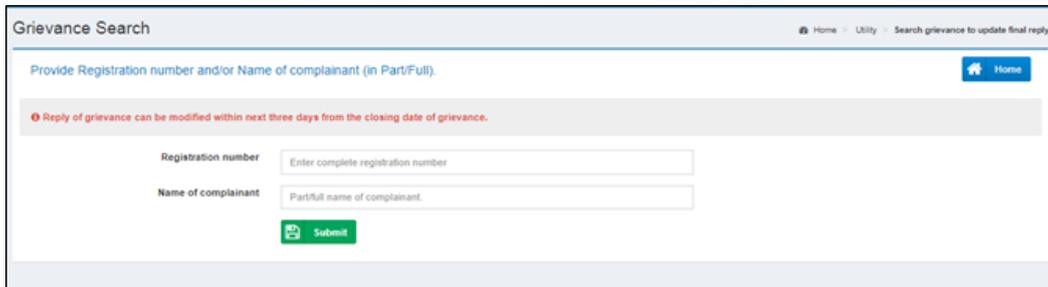
S.N.	Name	Designation	Username	Status	Last Login
1	Anamika Das	Dy Director	Anamikaart	Active	

- PG officer can be modifying by clicking on “Edit” and password can be reset by clicking on “Reset password” button. Also can be removed by clicking on “Delete” button.

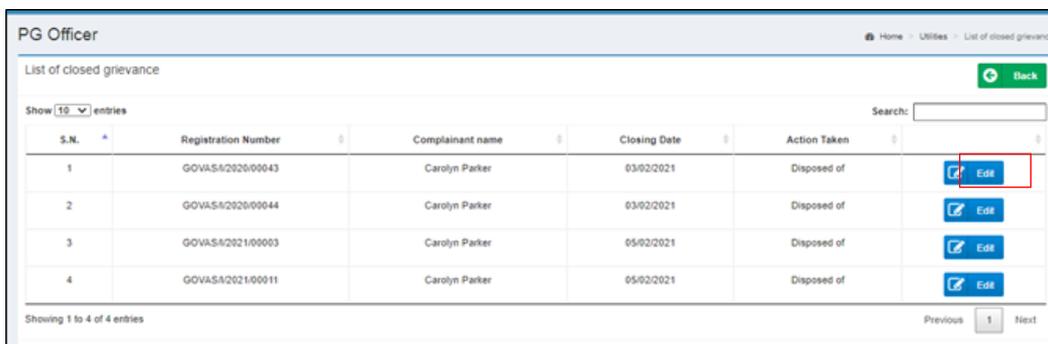
7.7. Update Final Reply: Disposed grievance can be modifying by this link within next three days from the closing date of grievance.

Required for Action:

- Enter registration number or name of complainant and click on “Submit” button to search grievance.

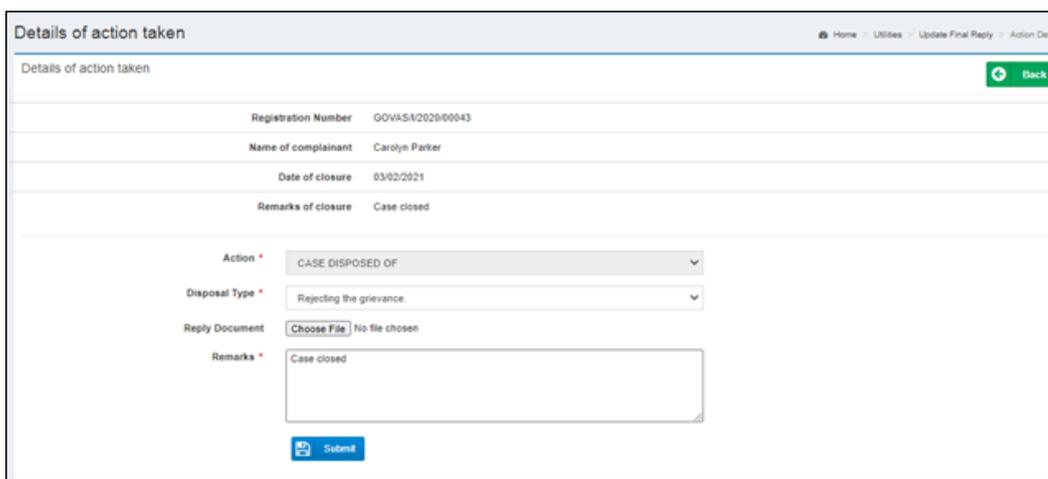


- List of closed grievance will be show.



S.N.	Registration Number	Complainant name	Closing Date	Action Taken	
1	GOVAS/2020/00043	Carolyn Parker	03/02/2021	Disposed of	Edit
2	GOVAS/2020/00044	Carolyn Parker	03/02/2021	Disposed of	Edit
3	GOVAS/2021/00003	Carolyn Parker	05/02/2021	Disposed of	Edit
4	GOVAS/2021/00011	Carolyn Parker	05/02/2021	Disposed of	Edit

- Click on Edit button to modify a particular grievance. The resulting screen is shown below.



- Choose Disposal Type from list.
- Attach reply document (if required) by click “Choose File” button.
- Type remark to remark text-box after that click on “Submit” button to make change.

8. Monitoring Desk

- 8.1 Task-Grievance Monitor:** This option facilitate the PG Officer to monitor a summarized view of the organization wise new, pending and closed grievances count.

Grievance Monitoring

For Administrative Reforms and Training Department

Show 10 rows Copy Email PDF Print Search:

Organisation	New	Pending	Closed
assam administrative staff college	0	0	0
Assam Right to Public Service	0	0	0
Assam State Information Commission	1	0	1

Showing 1 to 3 of 3 entries Previous 1 Next

8.2. Manage Subordinate Organization: For forwarding grievance to subordinate first subordinate organization must be created. This option facilitate PG Officer to create new subordinate organizations and to manage existing subordinate organizations. To do that expand Monitoring Desk menu and click on Manage Subordinate Organization. It will take you to a screen as like below screenshot with the list of existing subordinate organization (if there is already have subordinate organization).

Other actions a PG Officer can perform are:

- **Details/Edit/Reset Password:** Subordinate organization may be modified by using these options. Click on Detail button to view subordinate detail, click on "Edit" button to modify subordinate and click on "Reset Password" to change login password of selected organization (snapshot given below).

List of Subordinates

Home > Monitoring Desk > Subordinate Organisation > List of Subordinates

Show 10 entries Search:

Code	Name	Officer	Designation	IsActive?	
AASC1	assam administrative staff college	Kajol Rajkhowa ACS	Joint Director of Training	✓	Details Edit Reset Password
ARTPS	Assam Right to Public Service	Tapan Gogoi	STD	✓	Details Edit Reset Password
ASIC1	Assam State Information Commission	Shri Pranjit Gogoi ACS	Secretary in charge	✓	Details Edit Reset Password

Showing 1 to 3 of 3 entries Previous 1 Next

- **Create a subordinate organization:**
 - Click on "Add New Subordinate" button. Add new subordinate organization web form is divided in 3 parts in a single window.
- Organization Details:** This section captures all organization related information. Like Organization Code, Organization Name, Type, Address, State and Pin Code. Organization code must be of 5 characters. Only Alphabet A-Z Number 0-9 is allowed.

Add new subordinate organisation

Home > Monitoring Desk > Subordinate Organisation > Add New Subordinates

Fields marked with * are mandatory

Back to list

Organisation Details

Organisation code *

Organisation name *

Organisation type * --Select Organisation Type--

Organisation address *

Country * India

State * --Select a state--
Please select a state

Pincode *

Nodal Officer Details: This section captures officer detail. Fill all mandatory details.

Login Details: This section allows creating password for subordinate officer. To make password stronger please follow password policy. Click on submit button to save all detail.

The screenshot shows a web form with two sections: 'Nodal Officer Details' and 'Login Details'. The 'Nodal Officer Details' section includes fields for Nodal officer name, Gender (Male/Female), Designation, Email, Mobile number (with a red error message 'Please enter mobile number of nodal officer.'), Alternative Mobile number, and Phone number. There is a radio button for 'Will nodal officer will get alerts?' with 'Yes' selected. The 'Login Details' section includes a radio button for 'Is allowed to login immediately?' with 'Yes' selected, and fields for Password and Confirm password. At the bottom, there are 'Back to list' and 'Submit' buttons.

8.3. Subordinate Login (Usages): This option use to view login detail of subordinate organization and no of attempt login between given date.

The screenshot shows a table titled 'List of Subordinates' with the following data:

Organisation Name	Total Login	Last Login
assam administrative staff college	6	18-11-2019 12:47:27 PM
Assam Right to Public Service	12	27-01-2021 12:50:46 PM
Assam State Information Commission	2	12-09-2019 03:54:37 PM

8.4. Manage Grievance Category: Grievance categories help group the grievances. This facilitates various analytical and statistical reports. It also helps in identifying problem areas.

The screenshot shows a table titled 'List of Grievance Category' with the following data:

S.N.	Monitoring Text	Category Text	Redress Time (Days)
1	Allegation Of Corruption/Malpractices - D/O Financial Services	Test	15
2	Allegation Of Corruption/Malpractices - M/O Power	Test	4

Nodal agencies have already categorized the grievances into some pre-defined categories. You may add your own grievance categories. This will help you analyses your grievances based on these categories. When a grievance is assessed for the first time, a grievance category is required to be allocated to it.

To add new Category: Grievance category can be added by clicking on "Add New" Button (snapshot is given above).The grievance code has already been generated by the system. Code could not be change. It is always generated by the system.

Select Monitoring Category from list, fill category description and fill redress time of grievance (not mandatory). Click on submit button to save grievance category.(snapshot is given below).

Modify Grievance Category Description: Description can be change by Edit option which is placed at grievance category list.

9. Reports: This option helps you in generating various statistical reports. These reports can be generated based on different period and domains (Local, DPG/ DPG or Parent).

9.1. Query Based Report: This report can customized by user as per requirement.

Report can be filter by: Date / Grievance received from (Source) / Grievance forwarded to Subordinate) / Type of forwarding by nodal agencies (DPG/DARPG) /Grievance category/ VIP reference /Whether is Ex-servicemen? / State of complainant / Grievance current status.

Choose filter as per requirement and click on submit button to generate report. All report can be export in pdf, excel and print at same time. Report can sort by column just click on column name like registration number, name, date etc.

Screenshot is given below:

Registration Number	Name	Received Date	Dairy Date	Current Status	Pending with	Redress Time (in days)	Mode Of Transfer
GOVA S/2020/00044	Carolyn Parker	2020-12-29	2020-12-29	Final Closure	Grievance is closed.	36	NA
GOVA S/2020/00049	Ig	2020-12-30	2020-12-30	Pending	1. Administrative Reforms and Training Department	Pending since 37 days	NA
GOVA S/2021/00016	Cayn Hayden	2021-01-19	2021-01-19	Final Closure	Grievance is closed.	0	NA
GOVA S/2021/00027	Hiranya Sarma	2021-01-20	2021-01-20	Pending	1. Administrative Reforms and Training Department	Pending since 16 days	NA

9.2. Age wise pendency report: Show all pending grievance by pending days. One can view grievance detail list by click on number of grievance.

Brought Forward	Grievance(s) Received	Grievance(s) Disposed	Average Disposal Time(Days)	#	#	Pending 0-15 Days	Pending 16-30 Days	Pending 31-60 Days	Pending 61-90 Days	Pending 91-150 Days	Pending 151-365 Days	Pending from more than a year
	21	8 (38%)	16	Pending as of now	13	9	3	1	0	0	0	0
				Based on Diary Date	13	9	3	1	0	0	0	0

9.3. Subordinate-Age Wise Pendency Report: This report show pending grievance with your subordinate organization. Report can filter by Section/div, only subordinate and both. You can choose multiple subordinate office(s) and generate report for long period or short period (snapshot given below).

Name	Brought Forward	Received During	Disposed During	Average Disposal Days	Total Pending As On ToDate	Between 0 to 15Days	Between 16 to 30Days	Between 31 to 60Days	Between 61 to 90Days	Between 91 to 180Days	Between 181 to 365Days	More Than 1 Year
AASC1 - assam administrative staff college												
ARTPS - Assam Right to Public Service												
ASIC1 - Assam State Information Commission												

9.4. Progress Report: This report shows progress of grievance by various grievance source.

Grievance Source	Brought Forward	Receipt During Period	Total Receipt	Case Disposed During Period	Closing Balance	Yet to Assess	At Our Office	With Subordinate
DARPG	0	0	0	0	0	0	0	0
Local/Internet	0	21	21	8	13	9	4	0
President Secretariat	0	0	0	0	0	0	0	0
PMO	0	0	0	0	0	0	0	0
Total	0	21	21	8	13	9	4	0

9.5. Subordinate Wise Feedback Report: This report show grievance feedback rating by customer of all subordinate.

Subordinate Wise Feedback Report Home > Reports > Subordinate Wise Feedback Report

From Date: To Date:

Grievance Category:

Grievance Type:

Subordinate wise feedback report.

Organisations	Excellent	Very Good	Good	Average	Poor
---------------	-----------	-----------	------	---------	------

9.6. Category Wise Report: This report show data by Grievance Category.

Category Wise Report Home > Reports > Category Wise Report

From Date: To Date:

Forward To:

Grievance Category:

Category Wise Report

Search:

Grievance Category	Brought Forward	Received During	Disposed During	Pending During
Test	0	0	0	0
Test	0	0	0	0
Category Not Assigned	0	21	8	13
Total	0	21	8	13

9.7. State Wise Received Report: State wise report show Number of Bought forward, Receive During, Pending During, Disposed During data of grievance category for all state.

State Wise Received Report Home > Reports > State Wise Received Report

From Date: To Date:

Grievance Category:

State Wise Received Report List

Search:

State Name	Brought Forward	Received During	Pending During	Disposed During
Andaman And Nicobar Islands	0	0	0	0
Andhra Pradesh	0	0	0	0
Arunachal Pradesh	0	0	0	0
Assam	0	21	13	8
Bihar	0	0	0	0
Chandigarh	0	0	0	0
Chhattisgarh	0	0	0	0
Dadra and Nagar Haveli	0	0	0	0
Daman and Diu	0	0	0	0

9.8. Subordinate Wise Summary Report: This report show grievance list of subordinate office(s). This report can be filter by grievance source and subordinate officer.

9.9. VIP Reference Cases Report: Here shows all referred cases by state minister, central minister, Prime Minister Office etc.

9.10. Grievance Feedback: This report shows rating of grievance by graph.

9.11. Received Grievance List: This report showNumber of Bought forward, Receive During, Pending During, Disposed During data of grievance category.

9.12. Disposal Type Report: This report shows summery of cases grouping into Accepted, Partially accepted and Rejected grievances.

Dispatched Type	No. of Cases
Accepted	6
Partially Accepted	1
Rejected	1

9.13. Subordinate Wise Covid-19 Cases: This report showgrievances related to Covid-19 cases.

10. Appeal: This option facilitates the PG officer to get information about the Appeals submitted.

11. Covid-19 Related Grievances: This link directly shows the list of Grievances pertaining only to Covid-19 cases.

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ARIAS Society (Autonomous Body of the Govt. of Assam)

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