

Public Grievance Redressal System





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About this Manual

Public Grievance Redressal System (PGRS) is for citizens to register their grievances and get them redressed in a timely and transparent manner. PGRS provides features to the officials to manage and redress the grievances in an organized manner.

Apart from the citizens, the following roles can use PGRS.

1. Grievance Officer
2. Grievance Redressal Official
3. Admin Officer
4. Grievance Routing Officer

Note: Roles can be added/modified in PGRS as per the requirements of the department.

Conventions

The following table describes the conventions used in this manual.

<i>Note:</i>	Note provides extra information about a step or concept. Notes are contained in grey boxes.
UI Element	To describe screen elements such as buttons, drop-down lists, the name of the element is in bold .
<i>References</i>	All references are in <i>italics</i> . Reference also contain hyperlinks and help you to quickly navigate to related content



<div data-bbox="488 226 716 304"><i>Navigation ></i></div>	<p data-bbox="732 205 1398 443">Arrow ‘>’ notation describes the flow of navigation in the application. For example, the following navigation means “on the Left Panel, Click Application and then click Grievance Redressal.”</p> <div data-bbox="732 493 1317 621"><i>Left Panel > Application > Grievance Redressal</i></div>
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Further Help

In case you need further help, please call +91 80 4125 5708 or send an email to contact@egovernments.org



Registering and Signing in

Home screen of PGRS enables officials to sign into the system. It also enables citizens to register themselves and sign into the system for availing various services online.

Home Screen of PGRS

Once you enter the correct URL in the internet browser, the Home screen of PGRS appears, as shown in

Figure 1.

Figure 1: Home page

Guntur Municipal Corporation **egovernments**

Create an account
Create an account to avail our online services

Register a grievance
Register your grievance

Check your grievance status
Grievance number: **Search**

Sign in
Username:
Password: **Forgot?**
Sign in

Guntur Municipal Corporation
Find us on google maps

0863 2224202
commissioner@gunturcorporation.org

Follow us on
[Facebook](#) [Twitter](#)



Home Screen consists of the following sections:

Create an account	Enables citizens to create an account to register a grievance and to avail other online services.
Register a grievance	Enables citizens to register a grievance directly from this option, without creating an account.
Check your grievance status	Enables citizens to check the status of their registered grievances with the help of the unique complaint number (CRN).
Sign in	Citizens as well as Grievance officers can sign in into PGRS using the Sign in section.

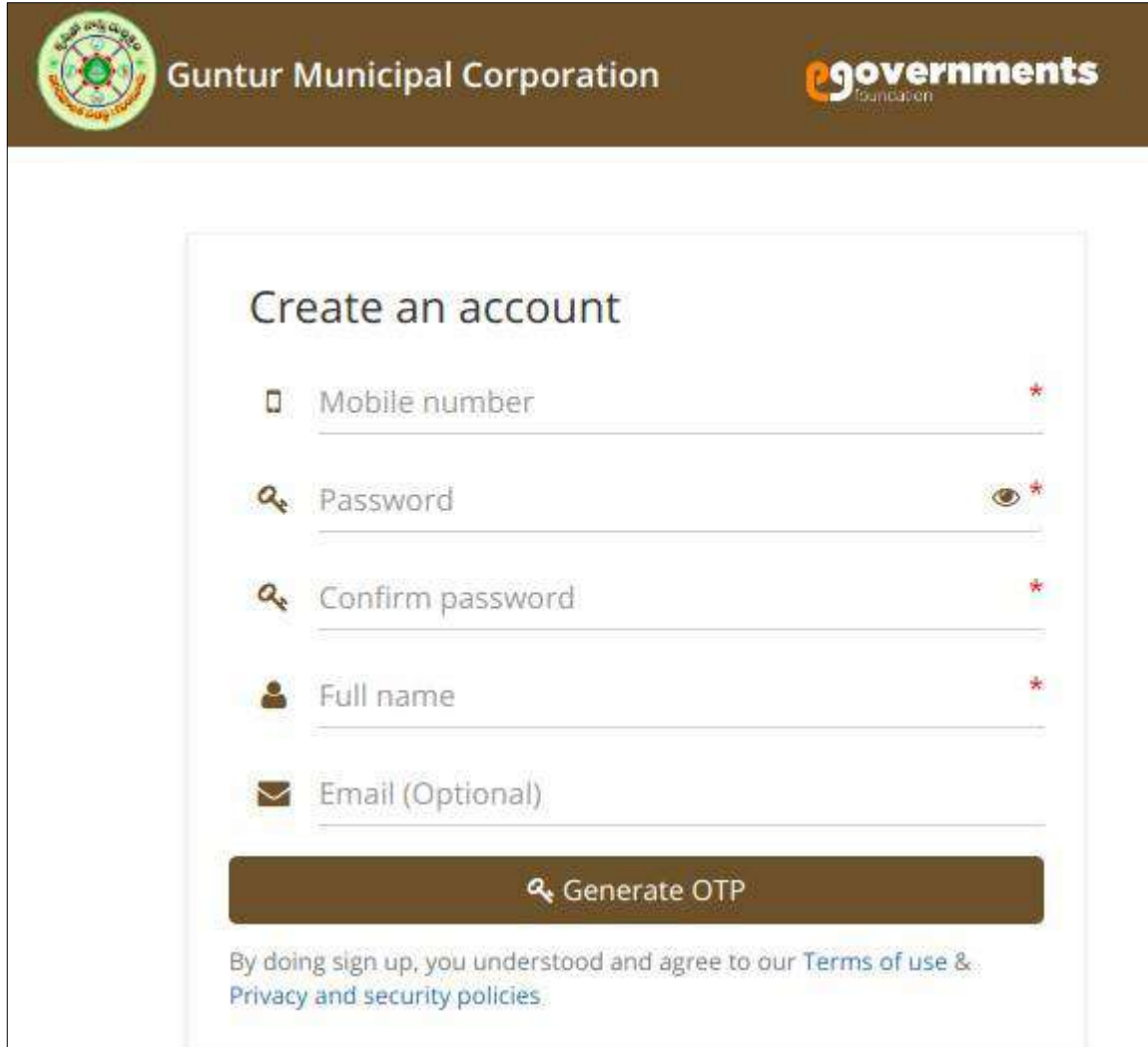
Creating an account

Citizens need to create an account to receive the username and password for signing in.

1. To create an account, select **Create an account** option on the Home Page.

Create an account page appears, as shown in *Figure 2*.

Figure 2: Create an account



Guntur Municipal Corporation **egovernment** foundation

Create an account

Mobile number *

Password *

Confirm password *

Full name *

Email (Optional)

By doing sign up, you understood and agree to our [Terms of use & Privacy and security policies](#).

2. Enter all your personal details, click Generate OTP.
3. Enter **Activation Code** received on your mobile or email and click **Sign-up**.

A message appears on the page confirming that you have successfully activated your portal account.

To sign into PGRS, you must use the login credentials entered while creating your account.



Signing into the System

You need to sign in before you can start using the system. The **Sign in** section in the Home Page is shown in *Figure 3*.

Figure 3: Signing into PGRS



To sign into PGRS, enter username, password, and click **Sign in**.

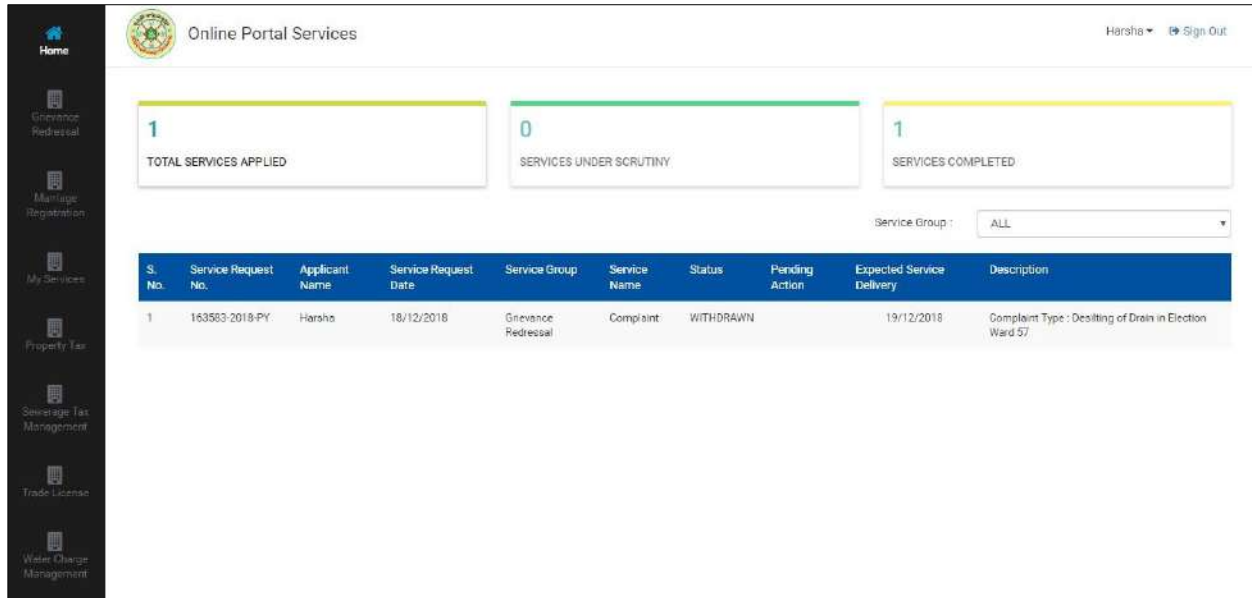
Citizen Portal

Citizen Portal enables citizens to sign into the system and avail various online services provided by the municipality, including grievance redressal.

Once a citizen signs in, a **Citizen Portal** page appears, as shown in *Figure 4*.



Figure 4: Citizen Portal



The key features of the citizen's portal are:

- Inbox

Inbox

Inbox contains all the messages and updates related to the citizen's requests. The status updates or actions taken on the grievances can be seen by the citizen here.

For example, if the Grievance is forwarded to some other department or official for processing, citizen is notified in the Inbox.



Registering a Grievance

Citizens need to register their grievances in PGRS in order to get them redressed quickly and in a transparent manner. PGRS provides multiple ways to citizens to register their grievances.

Methods of Registering Grievances

Grievances can be registered in the following two ways:

1. Citizens can directly register their grievances using the Citizen's portal. For more details refer *Home Screen of PGRS on page 6*.
2. Citizens can register a grievance by signing into the system. For more details on Signing into PGRS, refer *Signing into the System on page 9*.
3. Citizens can submit their grievances to the grievance officials through an email, a phone call, or directly walking into the municipality office. Grievance officials can then register the grievance in PGRS on behalf of the citizens.

Registering a Grievance without Sign In

A citizen can create a grievance without registering or signing into PGRS.

1. On the Home page, select **Register a grievance**.

A **Create Grievance** page appears, as shown in *Figure 5*.

Figure 5: Create Grievance Page

Register Grievance

Contact Information

Name *

Mobile-Number * +91 Mobile Email abc@xyz.com

Address

Grievance Information

Select from top grievance types

Disabling of Drain Non Functioning of Street Lights
Issues Related to Drinking Water Supply Dog manure
Water pipe leakage

OR

Grievance Type *

More Details

Grievance Details *

Give more details about the complaint to help us solve your issue.
Minimum 70 and maximum 500 characters.

Upload Photograph/Video

Grievance Location *

Start typing your Grievance location or select it from map.

Landmark (if any)

CAPTCHA

neters

Enter the above displayed text

Register Grievance Close


2. In the **Contact Information** section, enter your **Name**, **Mobile Number**, **Email**, and **Address**.
3. In the **Grievance Information** section, select a **Grievance Type** from the options provided.



As you type the first few letters in the Grievance Type box, the system automatically tries to complete the name from the list of Grievances Types available in the system.

4. In the **More Details** section, enter brief description about the grievance in **Grievance Details** box.
5. Select **Upload Photograph/Video** to upload Photo or Video related to the grievance.

If the photo is geo tagged and taken with “Location” option ON in a mobile, the location is identified and shows the address using Google maps.

6. In the **Grievance Location** box, enter grievance location by selecting on Map Icon . You can also directly enter the name of the location.



As you type the first few letters in the location box, the system automatically tries to complete the name from the list of location names available in the system.

7. If a landmark is available near the location of the grievance, enter its details in the **Landmark** box.
8. Enter the **Captcha** as shown in the box, and click **Create Grievance**.


A **View Grievance** page appears, as shown in *Figure 6*.



Figure 6: View Grievance

**View Grievance**

Grievance updated successfully
Complaint Registration Number(CRN) : 00527-2015-XR.Please use this number for all future references

Grievance Date	05-11-2015 12:53:57	Complainant Name	skumar
Phone Number	9032301352	Email	satyasrikanth6@gmail.com
Address	4-1-31/566, Sanath nagar, Hyderabad, Telangana		
Grievance Type	Dog menace	Grievance Details	Dear Sir, We would like to bring this to your kind notice that several stray dogs are there around near railway bridge to Edi bazar . Due to these dogs, the residents of whole area are facing regular problems. There are a lot of children playing in the locality. Before something serious happens, the authorities must deal with it. The dog squad must remove these dogs immediately. They even keep barking through out the night resulting in lack of sleep to us. please do the needfull
Grievance Location	 Adarashanagar-Election Ward No 6	Landmark (if any)	Near Swamy function hall

*You can either print via **View Grievance** page or can note the Complaint Registration Number (CRN) on the page for future reference.*

Registering a Grievance from Citizen Portal

Citizen Portal enables citizens to create different types of requests including creating and registering grievances. For more details refer *Citizen Portal on page 9*.

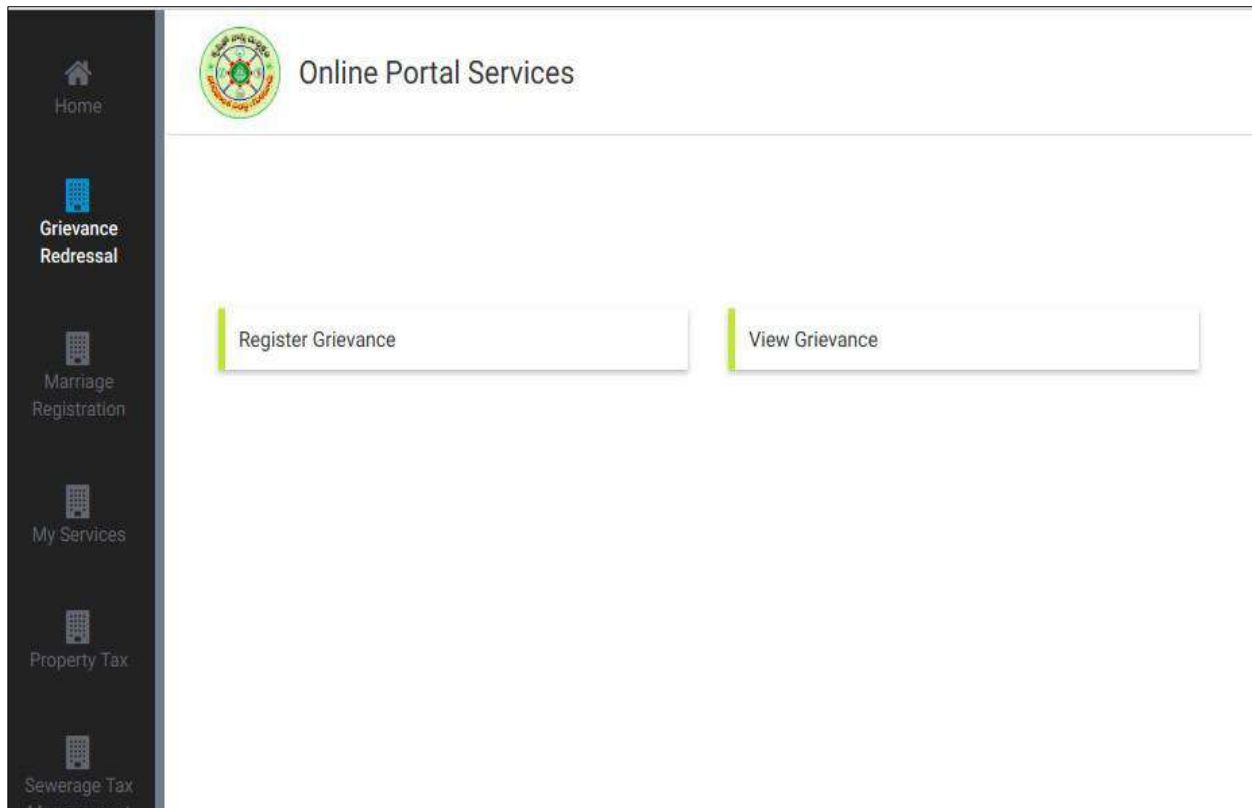
To register a grievance from citizen portal:

1. On the Citizen Portal, select **Grievance Redressal**.

Grievance Redressal page appears, as shown in *Figure 7*.



Figure 7 Register Grievance



2. Select **Register Grievance**. **Create Grievance** page appears, as shown in *Figure8*.

Figure 8: Create Grievance


3. In the **Grievance Information** section, select a **Grievance Type** from the options provided.

As you type the first few letters in the Grievance Type box, the system automatically tries to complete the name from the list of Grievances Types available in the system.

4. In the **More Details** section, enter brief description about the grievance in **Grievance Details** box.
5. Select **Upload Photograph/Video** to upload Photo or Video related to the grievance.



If the photo is geo tagged and taken with “Location” option ON in a mobile, then the location is identified and shows the address using Google maps.

6. In the **Grievance Location** box, enter grievance location, by selecting on Map Icon . You can also directly enter the name of the location.

As you type the first few letters in the location box, the system automatically tries to complete the name from the list of location names available in the system.

7. If a landmark is available near the grievance location, enter landmark details in the **Landmark** box. Same changes to be done as indicated above
8. Click **Create Grievance**. A **View Grievance** page appears, as shown in *Figure*.

*You can take print via **View Grievance** page or can note the Complaint Registration Number (CRN) on the page for future reference.*

Viewing Grievance

A citizen can view the grievances from the **View Grievance** option on the Citizen Portal page. For more details, refer *Citizen Portal on page 9*.

To view a grievance:

1. Select **View Grievance**.

A **Search Grievance** page appears, as shown in *Figure 9*.



Figure 9: Search Grievance

Search Grievance

Search name, Grievance number, Grievance type etc..

Location

When Select From Date To Date

Less..

Grievance Number Name Phone Number

Email Grievance Type Grievance Department

Status Receiving Mode

Search Reset Close

1. To search for a grievance, enter any of the details and click **Search**.

The search results appear as shown in *Figure 10*.

Figure 10: Search Grievance

Search Grievance

Status Receiving Mode

Search Reset Close

The search result is

Complaint Number	Grievance Type	Name	Location	Status	Department	Registration Date
00649-2015-SH	Mosquito menace	Tara kalyan	Election Ward No 1	REGISTERED	Health	13/11/2015
00650-2015-TN	Dog menace	Ramesh	Election Ward No 6	REGISTERED	Health	13/11/2015
00651-2015-WP	Electric Shock due to street light	Ram mohan	Election Ward No 6	REGISTERED	Electrical	13/11/2015
00658-2015-QI	Mosquito menace	Poonam gupta	Election Ward No 6	COMPLETED	Electrical	16/11/2015
00674-2015-LA	Shifting of garbage bin	Tester	Election Ward No 1	WITHDRAWN	Electrical	17/11/2015
00679-2015-KO	Stagnation of water	Poonam gupta	Election Ward No 1	REGISTERED	Electrical	18/11/2015
00680-2015-PN	Dog menace	poonam	Election Ward No 3	PROCESSING	Electrical	18/11/2015

Showing 1 to 10 of 37 entries

10 records per page

Excel PDF Print

< 1 2 3 4 >



Registering a Grievance by the Municipal Official

PGRS enable grievance redressal officials to register grievances on behalf of the citizens. Citizens can convey their grievances to the official through email, phone, or direct walk-in.

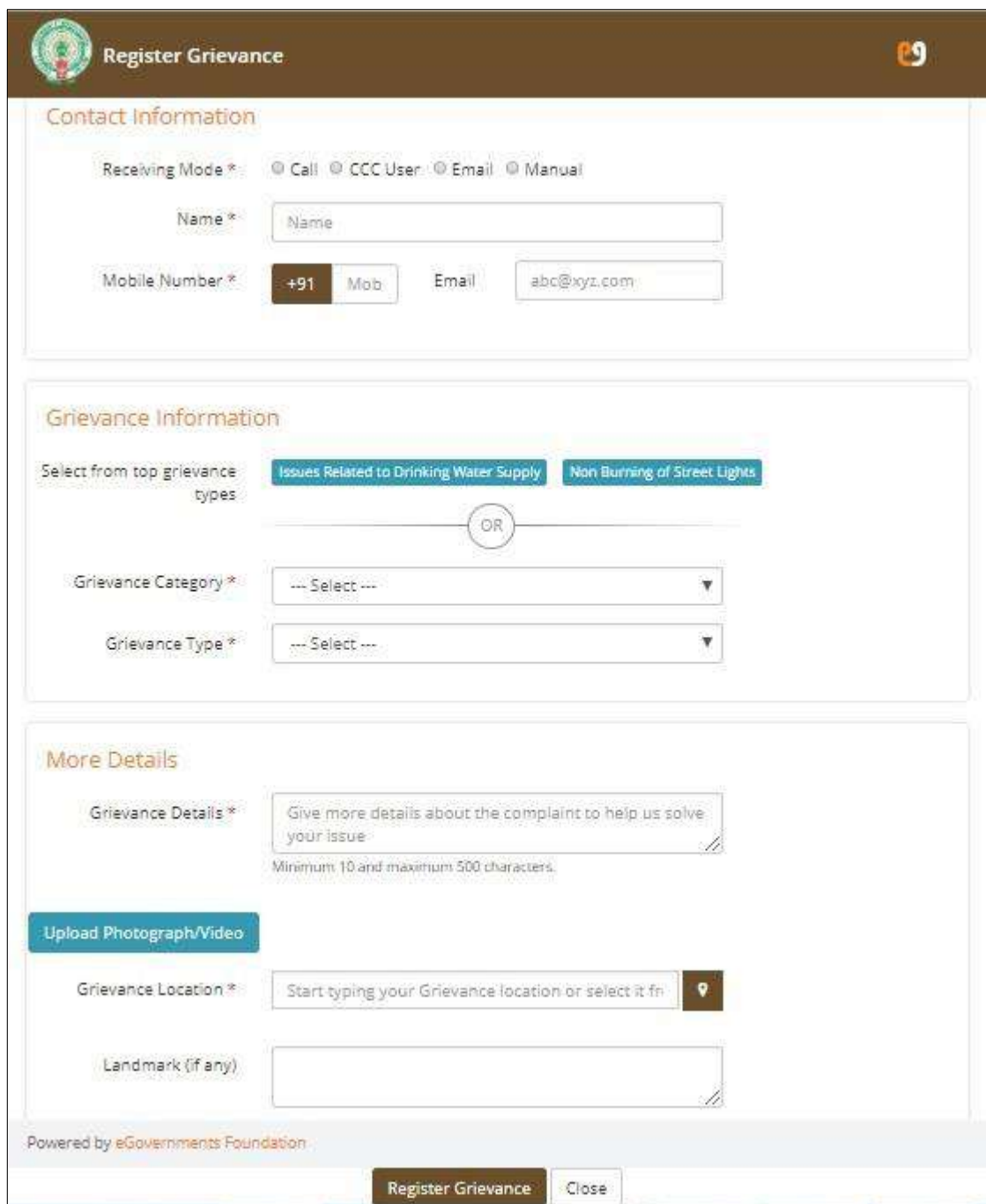
To register a grievance, perform the following steps:

1. Open **Create Grievance** screen using the following navigation.

Left Panel > Applications > Grievance Redressal > Grievance > Officials Register Grievance

A **Create Grievance** page appears, as shown in *Figure* .

Figure 11: Create Grievance



Register Grievance

Contact Information

Receiving Mode * ☐ Call ☐ CCC User ☐ Email ☐ Manual

Name *

Mobile Number * Email

Grievance Information

Select from top grievance types

OR

Grievance Category *

Grievance Type *

More Details

Grievance Details *
Minimum 10 and maximum 500 characters.

Grievance Location *

Landmark (if any)

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2. In **Contact Information** section, select a **Receiving Mode** option, depending on how the grievance was received from the citizen.

If you selected the **Receiving Mode** as CCCuser, a new **Receiving Centre** list appears, as shown in *Figure* .



Figure 12: Create Grievance Manual

Register Grievance

Contact Information

Receiving Mode * ☐ Call ☐ CCC User ☐ Email ☐ Manual

Receiving Center

Receiving Center Details

Name *

Mobile Number * Email

Grievance Information

Select from top grievance types

Grievance Category *

Grievance Type *

More Details

Grievance Details *
Minimum 10 and maximum 500 characters.

Grievance Location *

Landmark (if any)

3. Select from the **Receiving Center** list the receiving center from where the Grievance was received.
4. Enter the **Name**, **Mobile Number**, and **Email** of the citizen from whom the complaint was received.
5. Enter all the other details as mentioned in *Registering a Grievance from Citizen Portal on page 14*.
6. Click **Create Grievance**.



After the grievance is created, the Complaint Registration Number (CRN) is automatically sent to the citizen via SMS and email.

Checking of Grievance status by Citizen

PGRS enables citizens to check the status of their grievances at any time.

To check the grievance status:

On the Home Page, enter Complaint Registration Number (CRN) in the **Check your grievance status** box and click **Search**, as shown in *Figure* .

Figure 13: Grievance status

The screenshot displays the PGRS Home Page with three main service options, each with an icon and a description:



- Create an account**: Create an account to avail our online services. (Icon: Person)
- Register a grievance**: Register your grievance. (Icon: Pencil)
- Check your grievance status**: (Icon: Magnifying glass)

The 'Check your grievance status' option is highlighted with a red box. Below the title, there is a text input field containing the CRN '163583-2018-PY' and a blue 'Search' button.

A **Search Grievance** page appears, as shown in *Figure* . The page shows the status of the registered grievance.










Figure 14: Search Grievance

**Search Grievance**

Search Grievance

When

The search result is

Complaint Number 	Grievance Type 	Name 	Location 	Status 	Department 	Registration Date 
163583-2018-PY	Desilting of Drain	Harsha	Election Ward 57	WITHDRAWN	PUBLIC HEALTH AND SANITATION	18/12/2018

Showing 1 to 1 of 1 entries Show entries **1**



Redressing Grievances

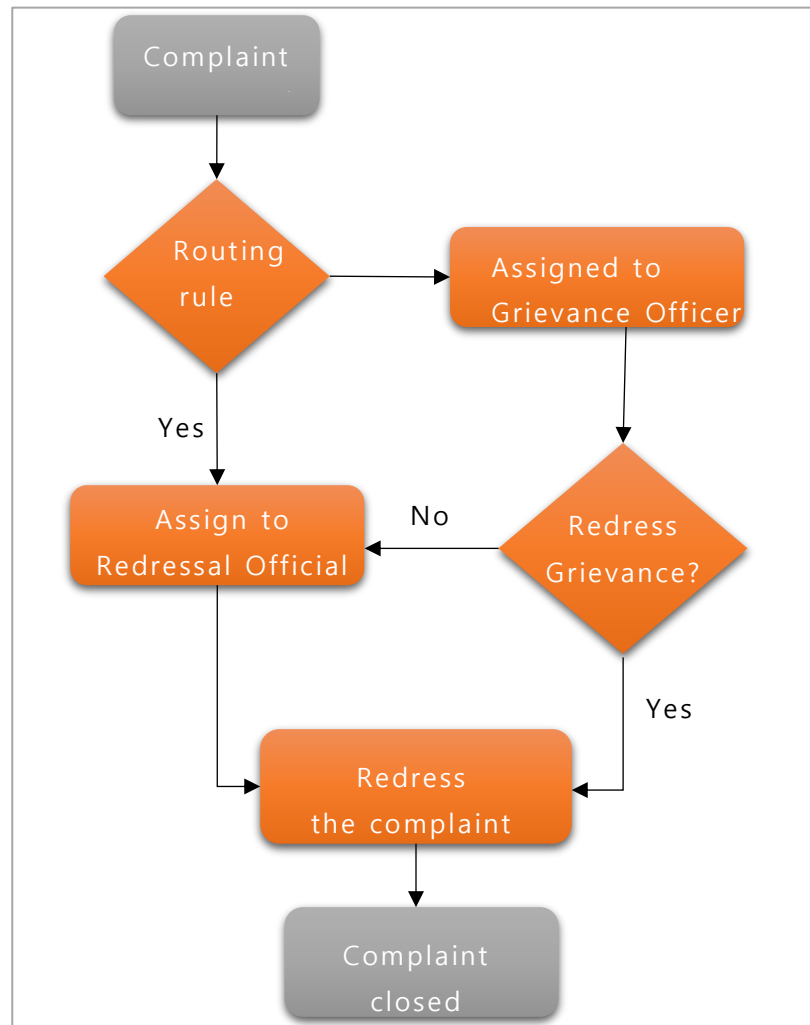
Once a grievance is registered, PGRS enables the redressal officials to monitor and redress the grievance. PGRS provides a transparent and efficient mechanism to ensure that public grievances are quickly redressed and disposed.

Note: Grievance Officer or PGRS admin can create routing rules to define a mapping between the type of complaint and the redressal officer. For more details, refer Router on page 49.

Grievance officers are responsible for redressal of all grievances for which they are responsible. If a routing rule has not been defined for any type of grievance, such grievances are automatically routed to the inbox of the Grievance Officer.



The following diagram shows the overall process of redressing citizen's grievances.

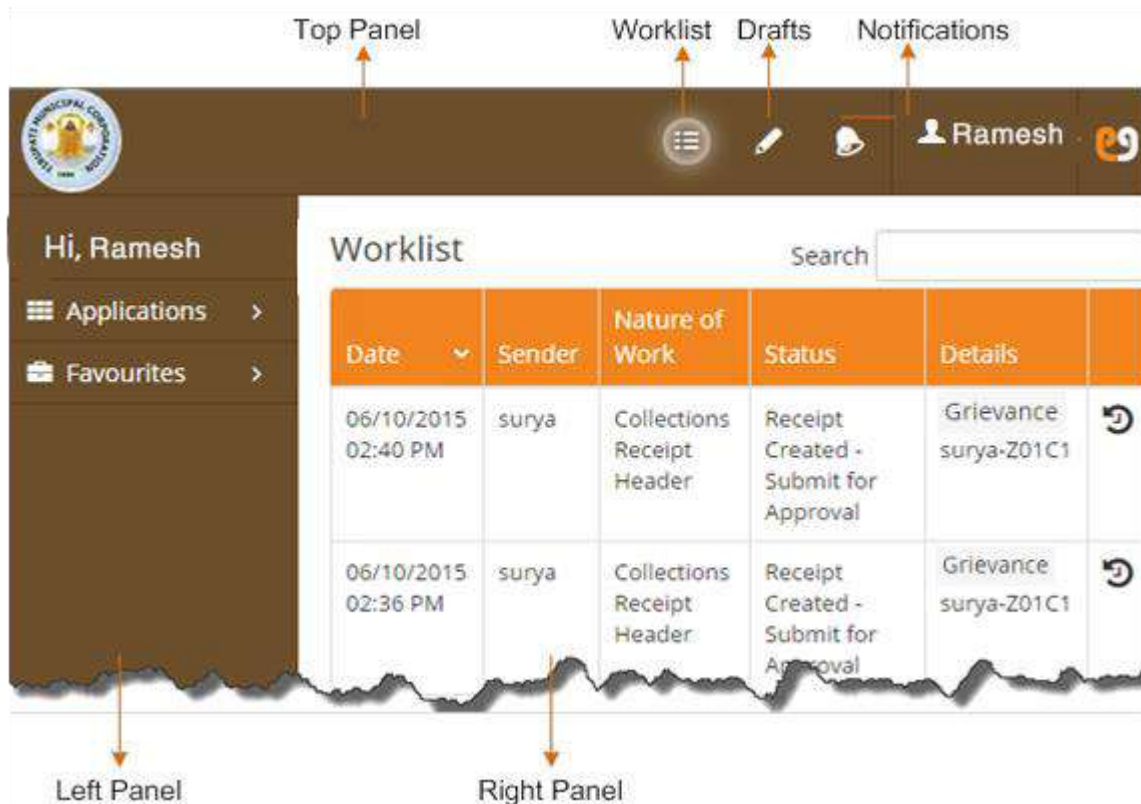




Home Screen for Officials

After signing into the system, the **Home Screen** appears, as shown in *Figure* .


Figure 15: Home Screen for Officials



Home screen consists of the following panels:

Left Panel	<p>Provides two options – Applications and Favourites.</p> <p>Applications enable you to carry out different tasks, view the reports and navigates through the menu options of various applications</p> <p>You can mark any task or report as your favourite. Once marked, the application or</p>
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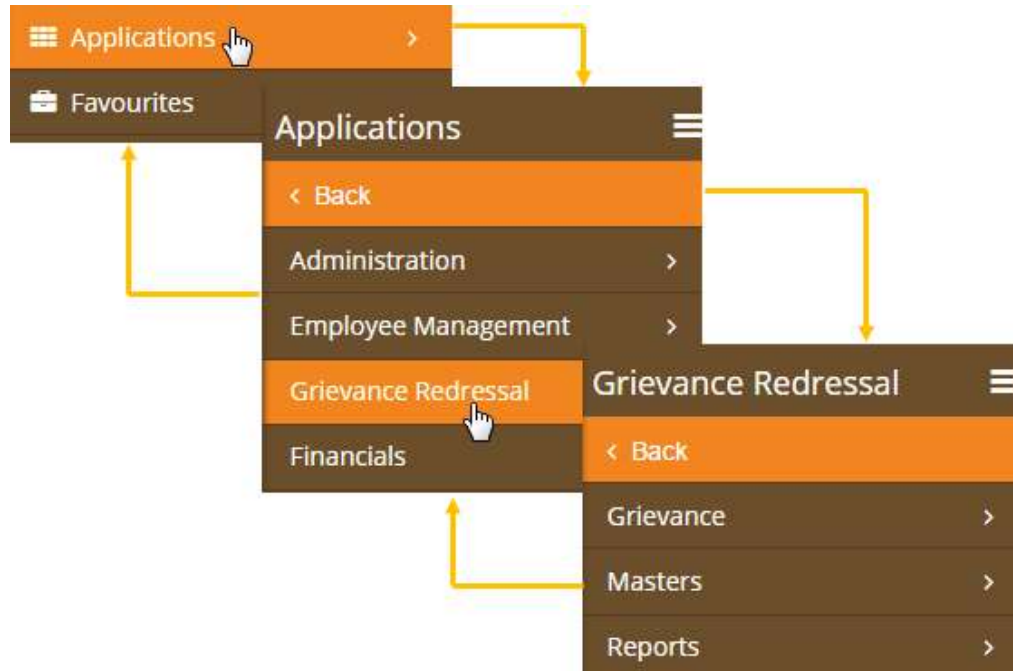


	reports shows up in Favourites for quick access.
Top Panel	<p>Enables you to view Worklist, Drafts, and Notifications.</p> <p>In addition, the Top Panel enables you to update your profile.</p>
Right Panel	<p>Shows Worklist, Drafts, and Notifications in List View sorted chronologically with most recent on top.</p> <p>Worklist contains all the tasks that are pending reviews or approval.</p> <p>Drafts contain the tasks that are under process and not yet ready for forward submission.</p> <p>Notification contain the tasks with any changes occurred</p> <p>The  icon on the right of each row enables you to view history of each task.</p>



From the **Applications** you can drill down to different options of PGRS, as shown in *Figure* .

Figure 16: Navigation Pane

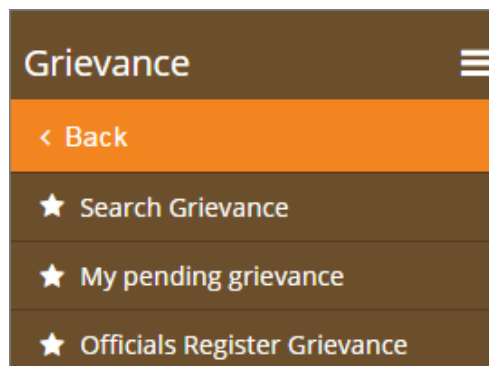


Grievance Redressing Options

To view the grievance redressal options, click **Grievance** on **Grievance Redressal** pane, as shown in *Figure* .

A **Grievance** pane appears, as shown in *Figure* .

Figure 17: Grievance Pane





Searching for a Grievance

To search for a grievance:

1. Open **Search Grievance** screen, using the following navigation.

Left Panel > Applications > Grievance Redressal > Grievance > Search Grievance

A **Search Grievance** page appears, as shown in *Figure* .

Figure 18: Search Grievance

The screenshot shows the 'Search Grievance' interface. It features a brown header bar with the title 'Search Grievance' and a logo on the right. Below the header, the form is organized into several sections. At the top, there is a large search bar labeled 'Search name, Grievance number, Grievance type etc..' and a 'Location' field. Below these, there is a 'When' section with a 'Select' dropdown menu, 'From Date' and 'To Date' input fields, and a blue 'Less...' button. The main body of the form contains several individual input fields: 'Grievance Number', 'Name', 'Phone Number', 'Email', 'Grievance Type', 'Grievance Department' (with a dropdown arrow), 'Status' (with a dropdown arrow), and 'Receiving Mode' (with a dropdown arrow). At the bottom right of the form are three buttons: 'Search' (in a brown box), 'Reset', and 'Close'.

2. To search for a grievance, enter any of the details and click **Search**.

The search results page appears, as shown in *Figure* .

The grievance details of a selected grievance are editable if the logged in user is the owner or has the role of GO (Grievance Officer). Else the grievance details appear non-editable.

Figure 19: Search Grievance Result

Search Grievance e9						
<div>Search Reset Close</div>						
The search result is						
Complaint Number	Grievance Type	Name	Location	Status	Department	Registration Date
23183-2018-DB	Unauthorised / Illegal construction	raghu	Election Ward No. 20	REGISTERED	TOWN PLANNING	19/12/2018
24453-2018-EA	Issues Related to Drinking Water Supply	Akhila	Election Ward No. 19	REGISTERED	ENGINEERING	22/11/2018
24454-2018-LJ	Issues Related to Drinking Water Supply	Akhila	Election Ward No. 19	COMPLETED	ENGINEERING	22/11/2018
24455-2018-PF	Issues Related to Drinking Water Supply	shweta	Election Ward No. 19	COMPLETED	ENGINEERING	22/11/2018
24486-2018-BH	Issues Related to Drinking Water Supply	Test	Election Ward No. 33	REGISTERED	ENGINEERING	26/11/2018
24504-2018-ZI	Issues Related to Drinking Water Supply	shweta	Election Ward No. 27	REGISTERED	ENGINEERING	28/11/2018
24560-2018-CZ	Non Burning of Street Lights	testing	Election Ward No. 27	REGISTERED	ENGINEERING	10/12/2018
24610-2018-FA	Non Burning of Street Lights	Harsha	Election Ward No. 19	REGISTERED	ENGINEERING	19/12/2018
238Z	Issues Related to Drinking Water Supply	Harikrishan	Election Ward No. 20	REGISTERED	ENGINEERING	10/12/2018
Showing 1 to 9 of 9 entries Show 10 entries Excel PDF Print Previous 1 Next						



Monitoring Pending Grievances

Redressal Officials can view all the pending grievances assigned to them.

To view pending grievances, use the following navigation.

Left Panel > Applications > Grievance Redressal > Grievance > My pending grievance

My Pending Grievance page appears, as shown in *Figure* .

The page shows list of all pending grievances assigned to you. It shows the status details of the grievances along with their due date. This helps the officials focus on those grievances that are approaching the due date.

Figure 20: My Pending Grievance

S.No	Complaint Number	Complaint Type	Department	Location	Status	Registration Date	Due Date
1	24619-2018-EV	Obstruction of water flow	ENGINEERING	Ameena Abbas Nagar - Election Ward No. 44	REGISTERED	20/12/2018	21/12/2018

Showing 1 to 1 of 1 entries

Show 10 entries

Previous 1 Next

Close

Acting on the Grievances

Redressal officials, who have grievances assigned to them, need to act on them in order to redress and close them.



To open a grievance for action:

1. Click on the grievance from the **My Pending Grievance** list. **Update Grievance** page appears, as shown in *Figure* .

Figure 21: Update Grievance

Grievance Details

Name	Harsha	Phone Number	9700886855
CRN	24619-2018-EV	Grievance Date	20/Dec/2018 12:16 PM
Grievance Department	ENGINEERING	Next Escalation Date	21/Dec/2018 12:16 PM
Grievance Type	Obstruction of water flow	Filed via	CCC User
Grievance Details	obstruction of water flow in our area please rectify as soon as possible.		
Photos/Video	No attachments found		
Location	Ameenah Abbas Nagar - Election Ward No. 44		
Landmark (if any)	Not applicable		

Grievance Processing History

Updated On	Updated By	Status	Process Owner	Department	Comments
Thu 20/Dec/2018 12:16 PM	Harsha	REGISTERED	R.Raja Sekhar (Assistant Executive Engineer)	ENGINEERING	Grievance registered with CRN : 24619-2018-EV

Actions

Change Status: Change Grievance Type:

Change Jurisdiction:

Forward Grievance To:

Include Message *

2. Enter the actions performed on the grievance, as described in the following table:



Actions	
Change Status	<p>Select Change Status from Change Status list –</p> <p>Select the status as:</p> <p>REGISTERED- If the Grievance is Registered.</p> <p>FORWARDED- If the Grievance is Forwarded to any other officer for Redressal</p> <p>PROCESSING- If the Grievance is under process.</p> <p>REJECTED- If the Grievance is Rejected, it will be removed from the inbox.</p> <p>COMPLETED- If the Grievance is Completed, it will be removed from inbox and citizen will be alerted.</p>
Change Grievance Type	Select Grievance Type from the list, in case you wish to change the Grievance Type.
Change Jurisdiction	Select the Jurisdiction from the list to change the jurisdiction.
Forward Grievance To	To forward a grievance to a specific user, select a department, designation, and user from the respective lists.
Include Message	Enter brief description about the action to be taken for the grievance.



Upload Photograph or Video	Select Upload Photograph or Video to upload photo or video of the grievance
----------------------------------	--

3. Click **Submit**, to update the grievance.

If you want to send email of the actions performed, click **Send Email**, Enter Email address, and then click **Send**.



Reports

Reports section provides clear and concise summary about the grievances registered both date-wise and boundary-wise.

PGRS provides the following type of reports:

- Boundarywise Drilldown Report
- Boundarywise Ageing Report
- Departmentwise Drilldown Report
- Departmentwise Ageing report
- Grievance Typewise Report
- Functionarywise Report
- Escalation Router Report

Opening Reports

To open reports perform the following steps:

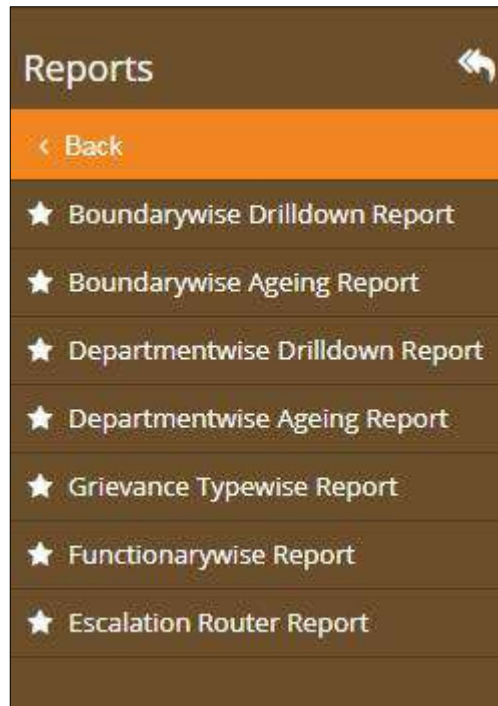
1. Open Reports section by using the following navigation.

Left Panel > Applications > Grievance Redressal > Reports

Reports section appears, as shown in *Figure* .



Figure 22: Reports



Boundarywise Drill Down Report

Boundarywise Drill Down Report gives details about total number of grievances registered and gives break-up of how many are In-process, disposed, rejected, within SLA, and beyond SLA for a boundary.

To open Boundary Wise Drill Down Report:

1. Open **Boundary Wise Drill Down Report** using the following navigation.

Left Panel > Applications > Grievance Redressal > Reports > Boundary Wise DrilldownReport

Boundary Wise Drill Down Report page appears, as shown in *Figure* .

Figure 23: Boundary Wise Drill Down Report

2. Select number of days from **Period** list and then click **Search**.

Drill Down report Details appear, as shown in *Figure* .

Figure 24: Boundary Wise Drill Down Report

Boundary Name	Status of grievance					Adherence of SLA		Total
	Registered	Inprocess	Completed	Rejected	Reopened	Within SLA	Beyond SLA	
Election Ward 1	2	1	7	1	0	7	4	11
Election Ward 10	1	0	0	0	0	1	0	1
Election Ward 11	0	1	2	0	0	2	1	3
Election Ward 12	3	0	2	0	0	4	1	5
Election Ward 13	0	0	1	0	0	0	1	1
Election Ward 14	0	0	1	0	0	1	0	1
Election Ward 15	0	0	2	0	0	2	0	2
Election Ward 16	0	0	3	0	0	2	1	3
Election Ward 17	0	1	1	1	0	2	1	3
Election Ward 18	2	1	2	0	0	3	2	5
Page Total(Total)	8 (72)	4 (59)	21 (168)	2 (39)	0 (1)	24 (190)	11 (149)	35 (339)

Showing 1 to 10 of 56 entries Show entries PDF XLS Previous **1** 2 3 4 5 6 Next



By Clicking on the name of a boundary you can drill down to Department Name > Grievance Type > then to User Name > Position Name > Complaint Number and its details.

Boundary Wise Ageing Report

Boundarywise Ageing report gives details about the age of the grievances. It shows processed and pending grievances, time-slab wise. For example, between 0-15 days, 15-45 days, 45-90, > 90 days.

Ageing Report boundary wise, shows the ageing report organized boundary wise.

1. Open BoundaryWise Ageing Report by using the following navigation.

Left Panel > Applications > Grievance Redressal > Reports > Boundary Wise Ageing Report

Boundary Wise Ageing Report page appears, as shown in *Figure* .

Figure 25: Boundary Wise Ageing Report

The screenshot displays the 'Ageing Report' page. The header is dark brown with a logo on the left and the text 'Ageing Report' in the center. The main content area is white and titled 'Ageing Report By Boundary Wise'. It features two dropdown menus: 'Period' with 'In Last 7 days' selected, and 'Grievance Status' with 'Completed' selected. Below these are 'Search' and 'Close' buttons.

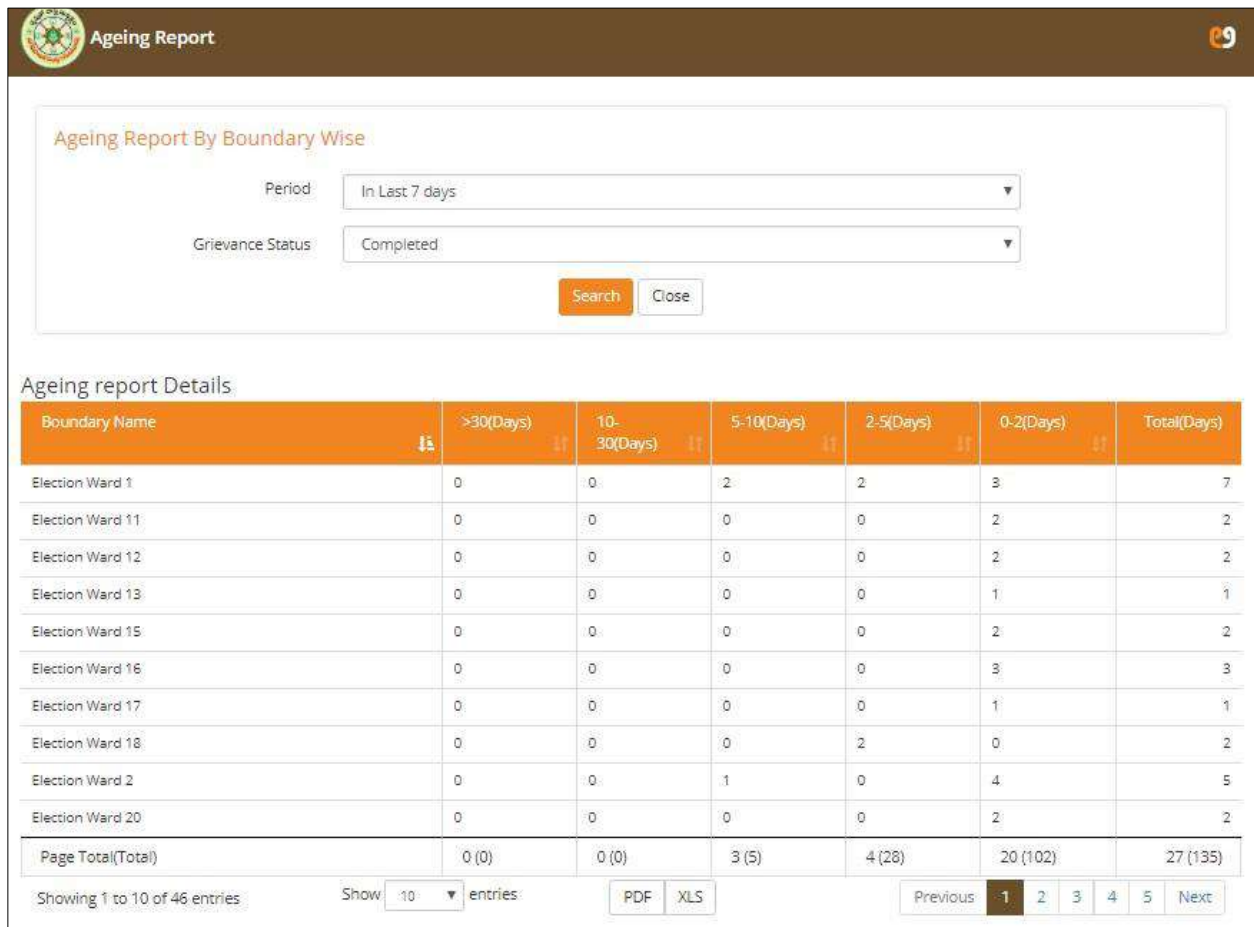
2. Select number of days from **Period** list.



3. Select pending or completed option from the **Grievance Status** list.
4. Click **Search**.

Ageing Report Details appears, as shown in *Figure* .

Figure 26: Boundary Wise Ageing Report



Department Wise Drill Down Report

Departmentwise Drill Down Report gives details about total number of grievances registered and gives break-up of how many are In-



process, disposed, rejected, within SLA, and beyond SLA for a department.

To open department wise drill down report:

1. Open the report using the following navigation.

*Left Panel > Applications > Grievance Redressal > Reports
> Department Wise Drilldown Report*

Drill Down Report By Department Wise page appears, as shown in *Figure* .

Figure 27: Department Wise Drill Down Report

Dril Down Report

Dril Down Report By Department Wise

Period

2. Select number of days from **Period** list and click **Search**.

Drill Down report Details appear, as shown in *Figure* .

Figure 28: Department Wise Drill Down Report

Drill Down Report								
<div> <div>Drill Down Report By Department Wise</div> <div> Period <div>In Last 7 days</div> </div> <div> <div>Search</div> <div>Close</div> </div> </div>								
Drill Down report Details								
Department Name	Status of grievance					Adherence of SLA		Total
	Registered	Inprocess	Completed	Rejected	Reopened	Within SLA	Beyond SLA	
ADMINISTRATION	5	0	1	0	0	4	2	6
ENGINEERING	41	14	78	34	0	114	53	167
PUBLIC HEALTH AND SANITATION	22	43	81	5	1	59	93	152
REVENUE	1	0	2	0	0	3	0	3
TOWN PLANNING	3	2	6	0	0	9	2	11
Page Total(Total)	72 (72)	59 (59)	168 (168)	39 (39)	1 (1)	189 (189)	150 (150)	339 (339)
<div> <div>Showing 1 to 5 of 5 entries</div> <div> <div>Show</div> <div>10</div> <div>entries</div> </div> <div> <div>PDF</div> <div>XLS</div> </div> <div> <div>Previous</div> <div>1</div> <div>Next</div> </div> </div>								

By Clicking on a the name of a department, you can drill to Grievance Type Name > User Name > Position Name > Complaint Number and its details.

Department Wise Ageing Report

Ageing Report department wise, shows the ageing report organized department wise.

1. To open Department wise ageing report, use the following navigation.

Left Panel > Applications > Grievance Redressal > Reports > Department Wise Ageing Report



Department Wise Ageing Report page appears, as shown in *Figure*

Figure 29: Department Wise Ageing Report

Ageing Report

Ageing Report By Department Wise

Period: In Last 7 days

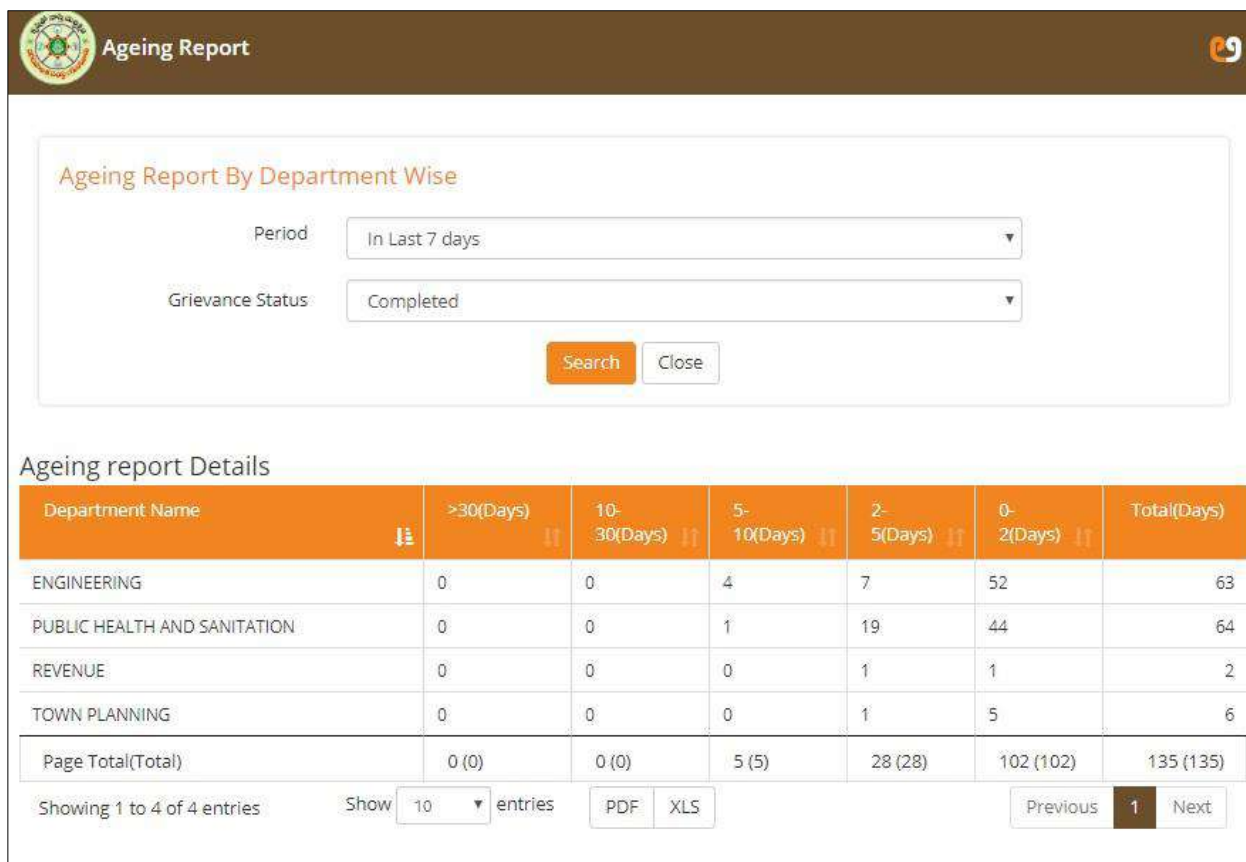
Grievance Status: Completed

Search Close

3. Select range of days from **Period** list.
4. Select Pending or Completed option from the **Grievance Status** list.
5. Click **Search**.

Ageing Report Details appears, as shown in *Figure* .

Figure 30: Department Wise Ageing Report



Grievance Type Wise Report

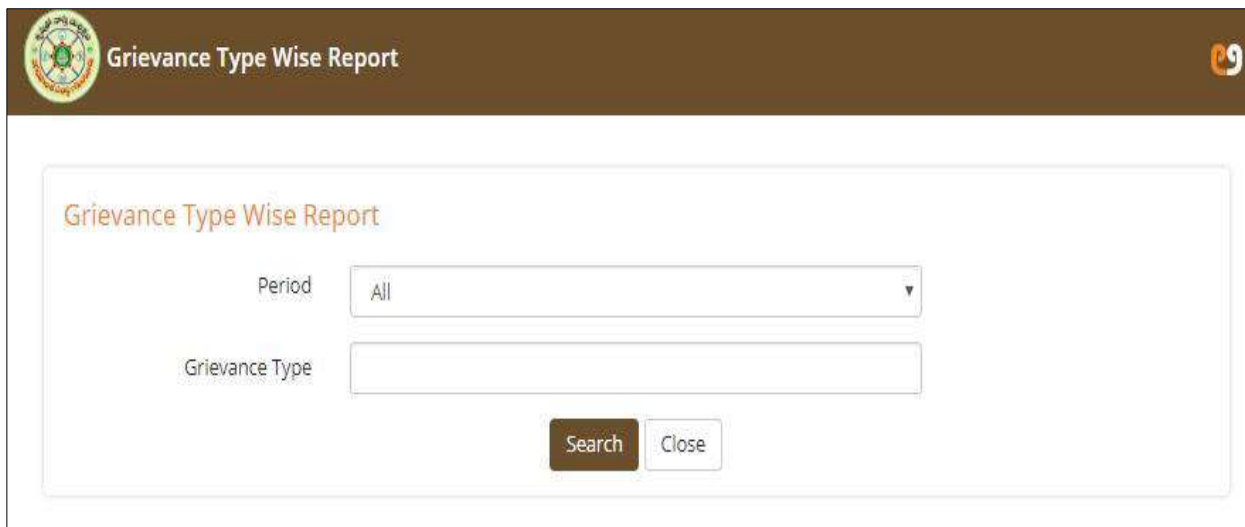
To open Grievance Type Wise Report:

1. Open grievance type wise report by using the following navigation.

Left Panel > Applications > Grievance Redressal > Reports > Grievance Type Wise Report

Grievance Type Wise Report section appears, as shown in *Figure*

Figure 31: Grievance Type Wise Report



Grievance Type Wise Report

Period: All

Grievance Type:

Search Close

2. Select number of days from **Period** list.
3. Enter Type of Grievance in **Grievance Type** box.
4. Click **Search**.

Grievance Type Wise report Details appears, as shown in *Figure* .

Figure 32: Grievance Type Wise report Details

Grievance Type Wise Report								
<div>Grievance Type <input type="text"/></div> <div>Search Close</div>								
Grievance Type Wise report Details								
Grievance Type Name	Status of grievance					Adherence of SLA		Total
	Registered	Inprocess	Completed	Rejected	Reopened	Within SLA	Beyond SLA	
Broken Bin	0	2	0	0	0	0	2	2
Over flowing of garbage bins	0	0	1	0	0	1	0	1
Unauthorised Road cutting	0	1	1	0	0	1	1	2
Mosquito menace	0	0	5	0	0	5	0	5
Poor quality of work	0	0	1	0	0	1	0	1
Encroachment on the public property	0	1	0	0	0	1	0	1
Repair Bore wells	0	0	1	0	0	0	1	1
Complaints regarding restaurants / Function halls	0	1	0	0	0	0	1	1
Bio Medical waste/Health hazard waste removal	0	0	3	0	0	2	1	3
Absenteesim of sweepers	0	1	1	0	0	2	0	2
Page Total(Total)	0 (72)	6 (60)	13 (172)	0 (39)	0 (1)	13 (193)	6 (151)	19 (344)
Showing 1 to 10 of 52 entries Show 10 entries PDF XLS Previous 1 2 3 4 5 6 Next								

FunctionaryWise Report

To open Functionary Wise Report:



1. Open FunctionryWise report by using the following navigation.

Left Panel > Applications > Grievance Redressal > Reports > FunctionaryWise Report

FunctionaryWise Report section appears, as shown in *Figure* .



Figure 33: Functionary Wise report

 **Functionary Wise Report** 

Functionary Wise Report

Period

2. Select number of days from **Period** list.
3. Click **Search**.

Grievance Type Wise report Details appears, as shown in *Figure*

Figure 34: Functionary Wise report details

Functionary Wise Report								
Functionary Wise Report Details								
Employee Name	Status of grievance					Adherence of SLA		Total
	Registered	Inprocess	Completed	Rejected	Reopened	Within SLA	Beyond SLA	
A.Bala Maddaiah	0	0	1	0	0	1	0	1
A.P.Sreenivasulu	1	0	256	0	0	195	62	257
A.Sreekanth	0	0	1	0	0	0	1	1
A.VENKATA SUBBAIAH	0	0	105	1	0	11	95	106
B.Anjaneyulu	0	0	21	0	0	17	4	21
B.DINESH KUMAR	1	0	0	0	0	0	1	1
B HIMA BINDU	1	0	0	0	0	1	0	1
Bijja Nagaraju	1	0	27	0	0	22	6	28
B.Nagavali	2	0	44	0	0	12	34	46
B.Sunil Raju	0	0	3	0	0	0	3	3
Page Total(Total)	6 (411)	0 (40)	458 (6,134)	1 (172)	0 (22)	259 (2,054)	206 (4,725)	465 (6,779)
Showing 1 to 10 of 86 entries								
Show <input type="text" value="10"/> entries <input type="button" value="PDF"/> <input type="button" value="XLS"/> <input type="button" value="Previous"/> <input type="button" value="1"/> <input type="button" value="2"/> <input type="button" value="3"/> <input type="button" value="4"/> <input type="button" value="5"/> ... <input type="button" value="9"/> <input type="button" value="Next"/>								



Escalation Router Report

To open Escalation Router Report:

1. Open Escalation Router report by using the following navigation.

*Left Panel > Applications > Grievance Redressal > Reports
> Escalation Router Report*

Escalation Router Report section appears, as shown in *Figure* .

Figure 3: Escalation Router report

Router Escalation Report

Router Escalation Report

Grievance Category

Grievance Type

Position

Ward

Active Complaint Type ☒

2. Select anyone from **Grievance Category, Grievance Type, Positon,ward.**
3. Click Search.

Escalation Router Report details section appears, as shown in *Figure*

Figure 36: Escalation Router report details

Router Escalation Report					
Router Escalation Report Details					
Grievance Type	Ward	Routed To	First Escalation	Second Escalation	Third Escalation
Repairs to the SWD	Election Ward No. 1	ENG_Assistant Engineer_3	ENG_Dy. Executive Engineer_3	ENG_Executive Engineer_2	ADM_Commissioner_1
Obstruction of water flow	Election Ward No. 1	ENG_Assistant Engineer_3	ENG_Dy. Executive Engineer_3	ENG_Executive Engineer_2	ADM_Commissioner_1
Pot hole fill up/Repairs to the damage surface	Election Ward No. 1	ENG_Assistant Engineer_3	ENG_Dy. Executive Engineer_3	ENG_Executive Engineer_2	ADM_Commissioner_1
Removal of shops in the footpath	Election Ward No. 1	TP_Junior Assistant_1	NA	NA	NA
Repairs to existing footpath	Election Ward No. 1	ENG_Assistant Engineer_3	ENG_Dy. Executive Engineer_3	ENG_Executive Engineer_2	ADM_Commissioner_1
Desilting of Drain	Election Ward No. 1	PHS_Sanitary Inspector_1	PHS_Sanitary Inspector_6	PHS_Municipal Health Officer_1	ADM_Commissioner_1
Electric Shock due to street light	Election Ward No. 1	ENG_Lighting Superintendent_1	ENG_Assistant Engineer_2	ENG_Dy. Executive Engineer_3	ADM_Commissioner_1
Non Burning of Street Lights	Election Ward No. 1	ENG_Junior Assistant_1	ENG_Senior Assistant_1	ENG_Dy. Executive Engineer_5	NA
Disposal of removed silt on the Road	Election Ward No. 1	PHS_Sanitary Inspector_1	PHS_Sanitary Inspector_6	PHS_Municipal Health Officer_1	ADM_Commissioner_1
Stagnation of water	Election Ward No. 1	PHS_Sanitary Inspector_1	PHS_Sanitary Inspector_6	PHS_Municipal Health Officer_1	ADM_Commissioner_1



Administering PGRS

Masters

Using the Masters Page, the Grievance Administrator can define the Routing system, define Escalation time and Escalation process.

To open the Masters page:

1. Open **Masters** by using the following navigation.

Left Panel > Applications > Grievance Redressal > Masters

Masters section appears, as shown in *Figure* .

Figure 37: Masters



Router

Router enables the Admin to create routing rules in PGRS. Routing rules identify the Redressal Official to whom a grievance should be assigned. Routing rules can be configured based on grievance type and/or boundary.

To open Router



1. Open **Router** by using the following navigation.

*Left Panel > Applications > Grievance Redressal > Masters
> Router*

Router section appears, as shown in *Figure* .

Figure 38: Router



Define Router

Define Router helps to create a new router in order to assign grievances to specific redressal officers.

To open Define Grievance Router

1. Open **Create Grievance Router** by using the following navigation.

*Left Panel > Applications > Grievance Redressal > Masters
> Router > Define Router*

Define Router page appears, as shown in *Figure* .



Figure 39: Define Router

2. Enter Position in the **Position** Box. Position is an attribute to identify the employee uniquely.

Position is a mandatory attribute to be entered while creating a Grievance Router

3. Enter **Grievance Type** or **Boundary Type** or both in the Create Grievance Router section and click **Submit**.

Create Grievance Router page appears, as shown in *Figure* .



Figure 40: Define Grievance Router

Grievance Router

Create Grievance Router

Grievance Type

Boundary Type

Boundary

Position *

Submit **Close**

The above setup defines the employee “R-ASSISTANT-1” as the redressal officer responsible to deal with all complaints (since Grievance type is empty) across a ward.

If the Grievance type is mentioned, the selected employee will be the redressal officer for the selected Grievance type and for the selected boundary (City, region, zone or ward).

Define Bulk Router

Define bulk Router helps to override grievances assigned to specific redressal officers.

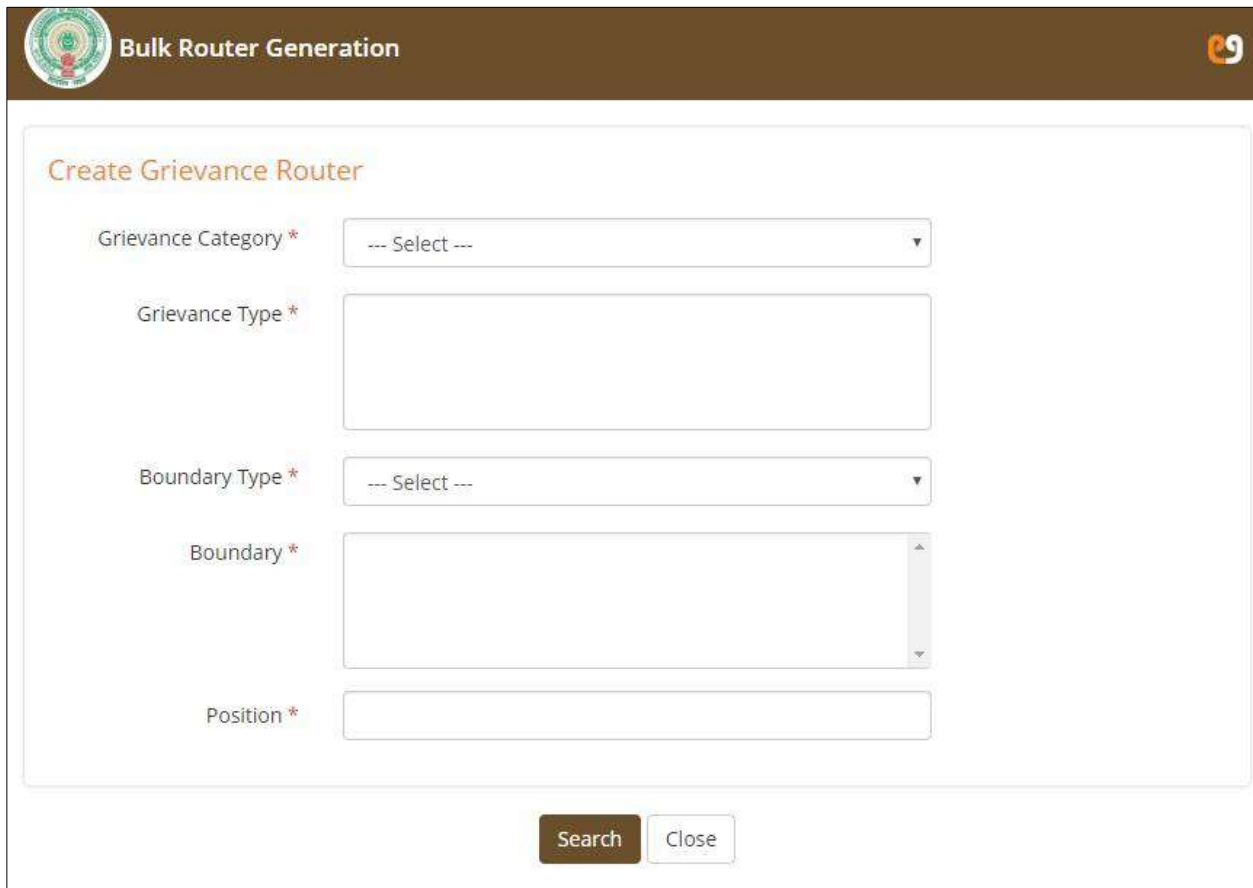
To open Define Bulk Grievance Router

1. Open **Define Bulk Router** by using the following navigation.

Left Panel > Applications > Grievance Redressal > Masters > Router > Define Bulk Router

Define Router page appears, as shown in *Figure* .

Figure 41: Define Router



The screenshot shows a web application interface for "Bulk Router Generation". At the top, there is a header bar with a logo on the left and the text "Bulk Router Generation" in the center. Below the header, the main content area is titled "Create Grievance Router". This section contains five form fields, each with a red asterisk indicating it is mandatory:

- Grievance Category ***: A dropdown menu with the text "--- Select ---".
- Grievance Type ***: A large, empty text input box.
- Boundary Type ***: A dropdown menu with the text "--- Select ---".
- Boundary ***: A large, empty text input box with a vertical scrollbar on the right.
- Position ***: A single-line text input box.

At the bottom of the form, there are two buttons: a brown "Search" button and a white "Close" button with a grey border.

2. Select the **Grievance category**, **Grievance Type**, **BoundaryType**, **Boundary**,
3. Enter **Position** in the **Position** Box. Position is an attribute to identify the employee uniquely.

Position is a mandatory attribute to be entered while creating a Grievance Router

4. click **Search**.

Define Bulk Router page appears, as shown in *Figure* .

Figure 42: Define Grievance Router

Bulk Router Generation

Grievance Category *

Grievance Type *

Boundary Type *

Boundary *

Position *

Grievance Type	Boundary Type	Boundary	Position
Non Burning of Street Lights	Ward	Election Ward 4	ENG_Assistant Engineer_7

Showing 1 to 1 of 1 entries

Show entries

1

5. Clicking on **Save** Button there appears a POP-UP with message “Existing Router Data will be overridden, Are you sure?”.

6. Click OK.

The above setup defines the employee “**ENG_Assistant Engineer_7**” as the redressal officer responsible to deal with all NON Burning of Street Lights for the ward no. 4.

Modify Router

Modify Router allows changing the officials to whom the grievance has been assigned.

To open Modify Router:



1. Open **Edit Router** by using the following navigation.

*Left Panel > Applications > Grievance Redressal > Masters
> Router > Modify Router*

Grievance Router page appears, as shown in *Figure* .

Figure 43: Search Grievance Router

2. Search for the Grievance Router by entering any of the details as shown in the following table:

Search Grievance Router	
Grievance Type	Enter the Grievance type in the Grievance Type box.
Boundary Type	Select the Boundary Type from the list
Boundary	Enter the Boundary name, in the Boundary box, type in a few letters, boundary names



	get auto populated. Select from the list
--	--

List of grievance routers appear that match your search criteria, as shown in *Figure* .

Figure 44: Search Grievance Router

Boundary Type	Boundary	Grievance Type	Position
City	Srikakulam Municipality	N/A	L-ASSISTANT ENGINEER-1
NA	NA	construction of buildings	R-ASSISTANT-1
Ward	Election Ward No 1	Complaints related to property tax	R-Revenue Inspector-1

Showing 1 to 3 of 3 entries

10 records per page

< 1 >

3. Click on any of the router row.

Create Grievance Router page appears, as shown in *Figure* .

4. Then follow the steps similar to Create Router section above, to **Edit** the Router.

View Router

View Router is used to view Grievance type and the position of the redressal officers who will be addressing the grievances of a particular grievance type.

To open View Router



1. Open **View Router** by using the following navigation.

*Left Panel > Applications > Grievance Redressal > Masters
> Router > View Router*

View Router page appears, as shown in *Figure* .

Figure 45: View Router

Grievance Router

Search Grievance Router

Grievance Type

Boundary Type



Boundary

Search for a Grievance Router by entering any of the following details:

- Grievance Type
- Boundary Type
- Boundary

List of Grievance Routers appears that match your search criteria, as shown in *Figure* .

Figure 46: Search Grievance Router


Grievance Router


Boundary Type: --- Select ---

Boundary:

Search Close

Boundary Type	Boundary	Grievance Type	Position
City	Guntur Municipal Corporation	Complaints regarding all Sanctioned loans	UPA_Project Officer_1
City	Guntur Municipal Corporation	Non Sanction of Bank Linkage to the group	UPA_Project Officer_1
City	Guntur Municipal Corporation	Hanging of Streetlight Wires	ENG_Assistant Engineer_2
City	Guntur Municipal Corporation	Non Burning of Street Lights	ENG_Assistant Engineer_2
City	Guntur Municipal Corporation	Disputes in SSG / SLF / TLF	UPA_Project Officer_1
City	Guntur Municipal Corporation	Non Receipt of Pensions (Disabled/ Old age/ Widow)	UPA_Project Officer_1
City	Guntur Municipal Corporation	N/A	ADM_Manager_2
City	Guntur Municipal Corporation	Electric Shock due to street light	ENG_Assistant Engineer_2
City	Guntur Municipal Corporation	Sanction of Gas Connection Under Deepam Scheme	UPA_Project Officer_1
City	Guntur Municipal Corporation	Provision of Placement after Training under ESTP	UPA_Project Officer_1

Showing 1 to 10 of 5,976 entries
Show 10 entries
PDF XLS Previous **1** 2 3 4 5 ... 598 Next

Escalation

Escalation is used to define the employee who should be intimated in case the concerned officer has not redressed a complaint within the stipulated time. For a position/employee, a superior user/employee is defined for every grievance type.

To open Escalation

1. Open **Escalation** by using the following navigation.

Left Panel > Applications > Grievance Redressal > Masters > Escalation



Escalation Time section appears, as shown in *Figure* .

Figure 47: Escalation Time



Define Escalation

Define Escalation is used to define new Escalation for a selected Grievance Type.

To open Define Escalation

1. Open **Define Escalation** by using the following navigation.

*Left Panel > Applications > Grievance Redressal > Masters
> Escalation > Define Escalation*

Escalation Section appears, as shown in *Figure* .

Figure 48: Escalation

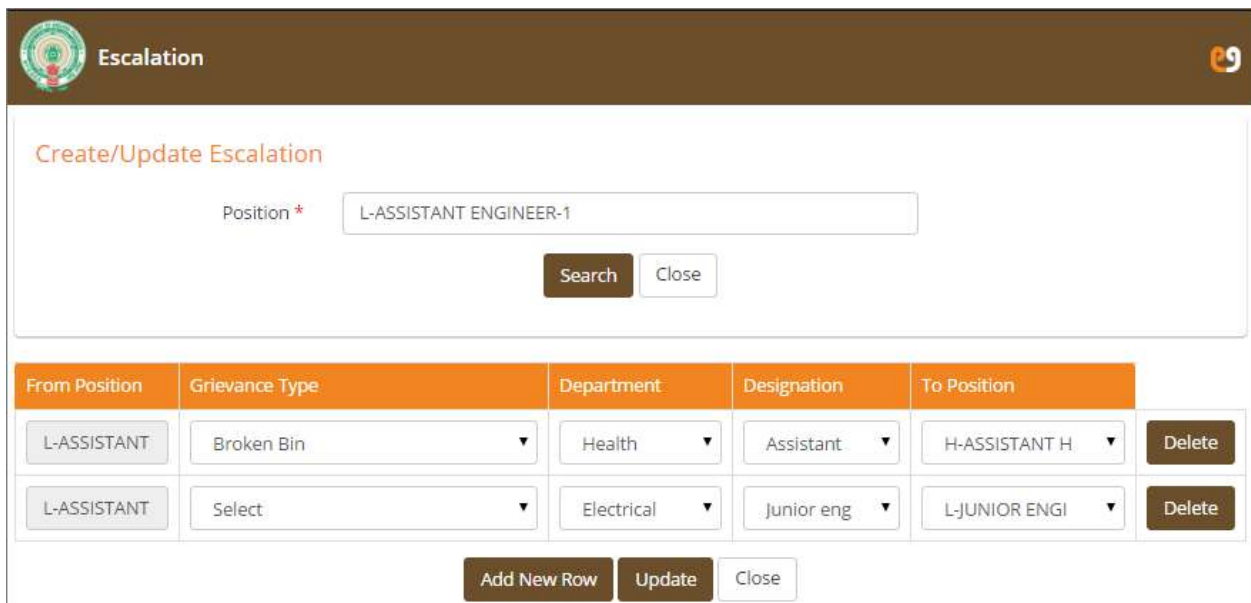


The form is titled "Escalation" and "Create/Update Escalation". It features a search bar labeled "Position *" with a text input field containing "L-ASSISTANT ENGINEER-1". Below the search bar are two buttons: "Search" and "Close".

1. Enter the **Position** of the official to whom next level Escalation has to be defined and then click **Search**.

Create/Update Escalation page appears, as shown in *Figure* .

Figure 49: Create/Update Escalation



The form is titled "Escalation" and "Create/Update Escalation". It features a search bar labeled "Position *" with a text input field containing "L-ASSISTANT ENGINEER-1". Below the search bar are two buttons: "Search" and "Close".

From Position	Grievance Type	Department	Designation	To Position	
L-ASSISTANT	Broken Bin	Health	Assistant	H-ASSISTANT H	Delete
L-ASSISTANT	Select	Electrical	Junior eng	L-JUNIOR ENGI	Delete

Below the table are three buttons: "Add New Row", "Update", and "Close".

2. Select Grievance Type from **Grievance Type** list.
3. Select a Department from **Department** list.
4. Select Designation from **Designation** list and **To Position** from the **Position** list of the official who will handle the next level Escalation.



5. Click **Add New Row**, if the selected officer handles other Grievance Types, enter the Grievance type and click Update.

Escalation updated successfully message appears.

An employee can be defined for all or rest of the Grievance types by adding a record without the Grievance type.

View Escalation

View Escalation is used to view list of all the Escalations - Position wise or Grievance Type wise.

To open View Escalation

1. Open **View Escalation** by using the following navigation.



Left Panel > Applications > Grievance Redressal > Masters > Escalation > View Escalation

Search Escalation page appears.

6. Enter Grievance Type or Position and then click **Search** to view list of all the Escalation Details

Escalation Details appears, as shown in *Figure* .

Figure 50: Escalation Details


Define Escalation


Search Escalation

Grievance Type
Position

Escalation Details

Grievance Type	From Position	To Position
Burning of Garbage	R-ASSISTANT-1	G-COMMISSIONER-1

Showing 1 to 1 of 1 entries

10
▼
records per page

<
1
>

Define Escalation Time

Define Escalation Time is used to define a new time frame within which a particular grievance type must be resolved.

To open Define Escalation Time

- Open **Define Escalation Time** by using the following navigation.

Left Panel > Applications > Grievance Redressal > Masters > Escalation > Define Escalation Time

Search Escalation Time page appears, as shown in **Error!**
Reference source not found..





Figure 51: Search Escalation Time

8. Enter **Grievance Type** and Click Search.

Search Escalation Time page appears, as shown in ***Error! Reference source not found..***

Figure 52: Search Escalation Time


Escalation Time


Search Escalation Time

Grievance Type *

Search **Close**

No.	Designation	Number of hours	Actions
1	<input type="text" value="Assistant Engineer"/>	<input type="text" value="24"/>	Delete
2	<input type="text" value="Deputy Executive Engineer"/>	<input type="text" value="24"/>	Delete
3	<input type="text" value="Executive Engineer"/>	<input type="text" value="24"/>	Delete
4	<input type="text" value="Commissioner"/>	<input type="text" value="48"/>	Delete
5	<input type="text" value="Examiner of Accounts"/>	<input type="text" value="48"/>	Delete

Add **Save**

9. Enter **Designation** of the official who has to address the Grievance, Enter the time frame in which the Grievance has to be resolved.
10. Click **Save** to save the Escalation Time in the system. You can view the newly created Escalation time in Search Escalation time.

Click Add to add next level of Escalation, if the mentioned Grievance has Escalation hierarchy.



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