

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.

Note:	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 .
References	All references are in <i>italics</i> . Reference also contain hyperlinks and help you to quickly navigate to related content



<i>Navigation ></i>	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. ” <i>Left Panel > Application > Grievance Redressal</i>
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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

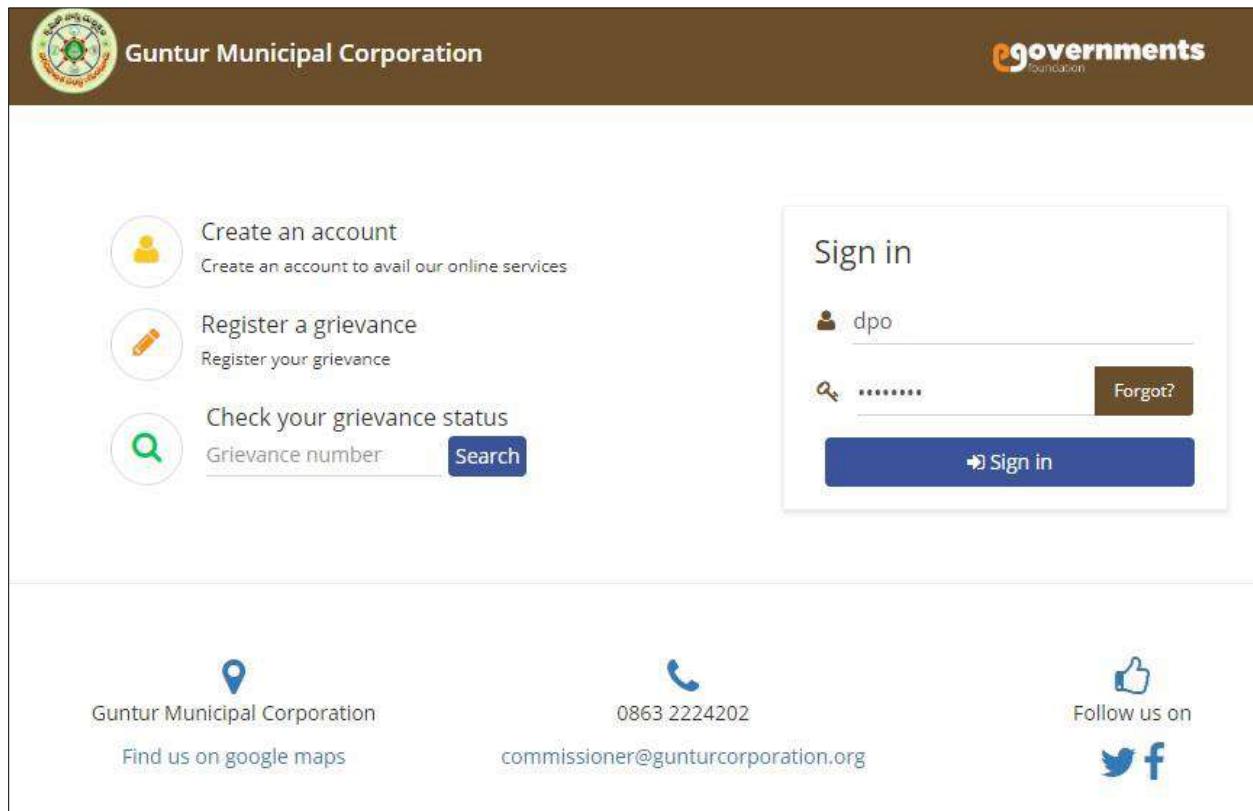
Home screen of PGRS enables officials to sign into the system. It also enables citizens to register themselves and sign into the system for availing various services online.

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





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

Create an account

Mobile number *

Password *

Confirm password *

Full name *

Email (Optional)

Generate OTP

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 screenshot shows the Citizen Portal homepage. On the left is a vertical sidebar with icons for various services: Home, Grievance Redressal, Marriage Registration, My Services, Property Tax, Sanitation Tax Management, Trade License, and Water Charge Management. The main content area has a header 'Online Portal Services' and a user 'Harsha' with a 'Sign Out' link. It displays three summary boxes: '1 TOTAL SERVICES APPLIED', '0 SERVICES UNDER SCRUTINY', and '1 SERVICES COMPLETED'. A dropdown menu 'Service Group:' is set to 'ALL'. Below is a table with one row of data:

S. No.	Service Request No.	Applicant Name	Service Request Date	Service Group	Service Name	Status	Pending Action	Expected Service Delivery	Description
1	163583-2018-PY	Harsha	18/12/2018	Grievance Redressal	Complaint	WITHDRAWN		19/12/2018	Complaint Type : Desilting of Drain in Election Ward 57

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

The screenshot shows a web-based grievance registration form. At the top, there is a logo and the text "Register Grievance".

Contact Information (Top Section):

- Name:
- Mobile Number:
- Address:

Grievance Information (Middle Section):

- Select from top grievance types:
 - Dealing of Drain
 - Non Burning of Street Lights
 - Issues Related to Drinking Water Supply
 - Pollution
 - Water pipe leakage
- Grievance Type:

More Details (Bottom Section):

- Grievance Details:
Minimum 20 and maximum 500 characters
- Upload Photograph/Video
- Grievance Location:
- Landmark (if any):

Text CAPTCHA: *reates*

Buttons:

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 *Figure6*.



Figure 6: View Grievance

View Grievance			
<p>Grievance updated successfully Complaint Registration Number(CRN) : 00527-2015-XR. Please use this number for all future references</p>			
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	Adarshanagar-Election Ward No 6	Landmark (if any)	Near Swamy function hall
<p style="text-align: right;">Print Close</p>			

*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*.

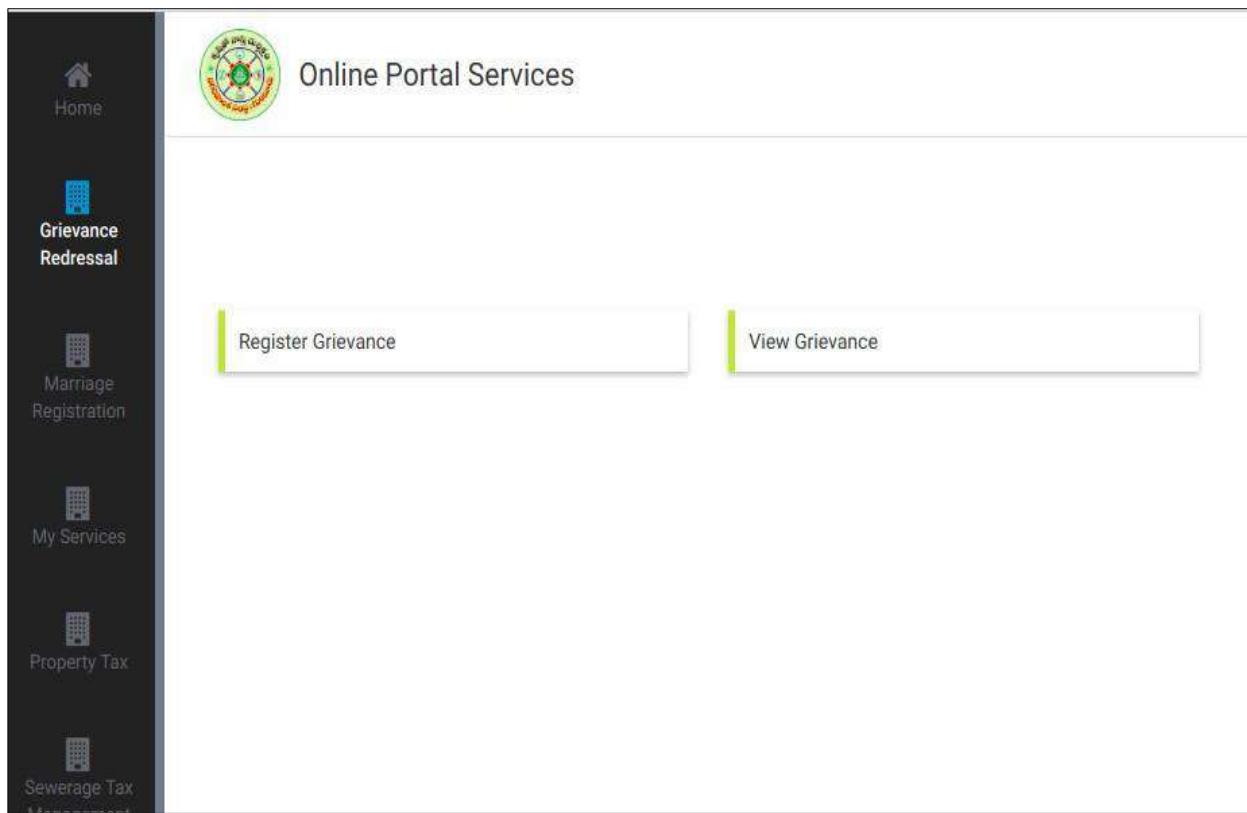
To register a grievance from citizen portal:

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* .

Figure 10:Search Grievance

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 * +91 Mob Email abc@xyz.com

Grievance Information

Select from top grievance types Issues Related to Drinking Water Supply Non Burning of Street Lights

OR

Grievance Category * --- Select ---

Grievance Type * --- Select ---

More Details

Grievance Details * Give more details about the complaint to help us solve your issue
Minimum 10 and maximum 500 characters.

Upload Photograph/Video

Grievance Location * Start typing your Grievance location or select it from

Landmark (if any)

Powered by eGovernments Foundation

Register Grievance Close

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

Contact Information

Receiving Mode: Call CCC User Email Manual

Receiving Center:

Receiving Center Details: Give more details about receiving center (if Any)

Name:

Mobile Number: +91 Email:

Grievance Information

Select from top grievance types: Issues Related to Drinking Water Supply Non Burning of Street Lights

OR

Grievance Category:

Grievance Type:

More Details

Grievance Details: Give more details about the complaint to help us solve your issue
Minimum 10 and maximum 500 characters.

Upload Photograph/Video

Grievance Location: Start typing your Grievance location or select it from

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.

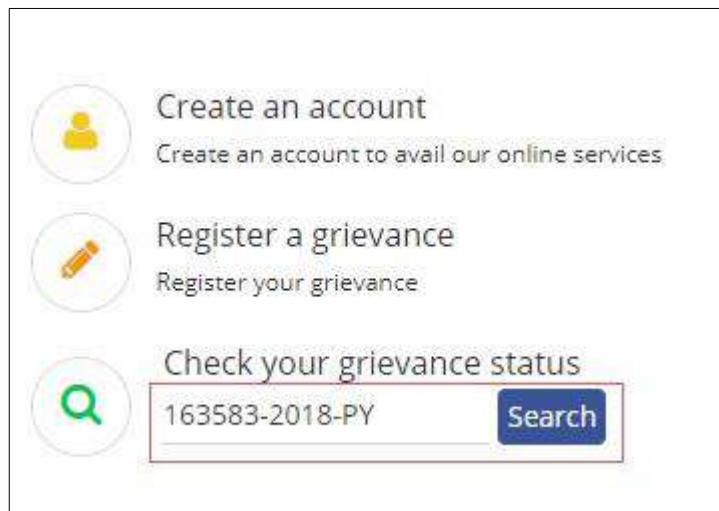
Checking of Grievance status by Citizen

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



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



Figure 14: Search Grievance

Search Grievance

163583-2018-PY Location

When --- Select --- From Date To Date

[More..](#)

[Search](#) [Reset](#) [Close](#)

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 [Excel](#) [PDF](#) [Print](#) Previous Next



Redressing Grievances

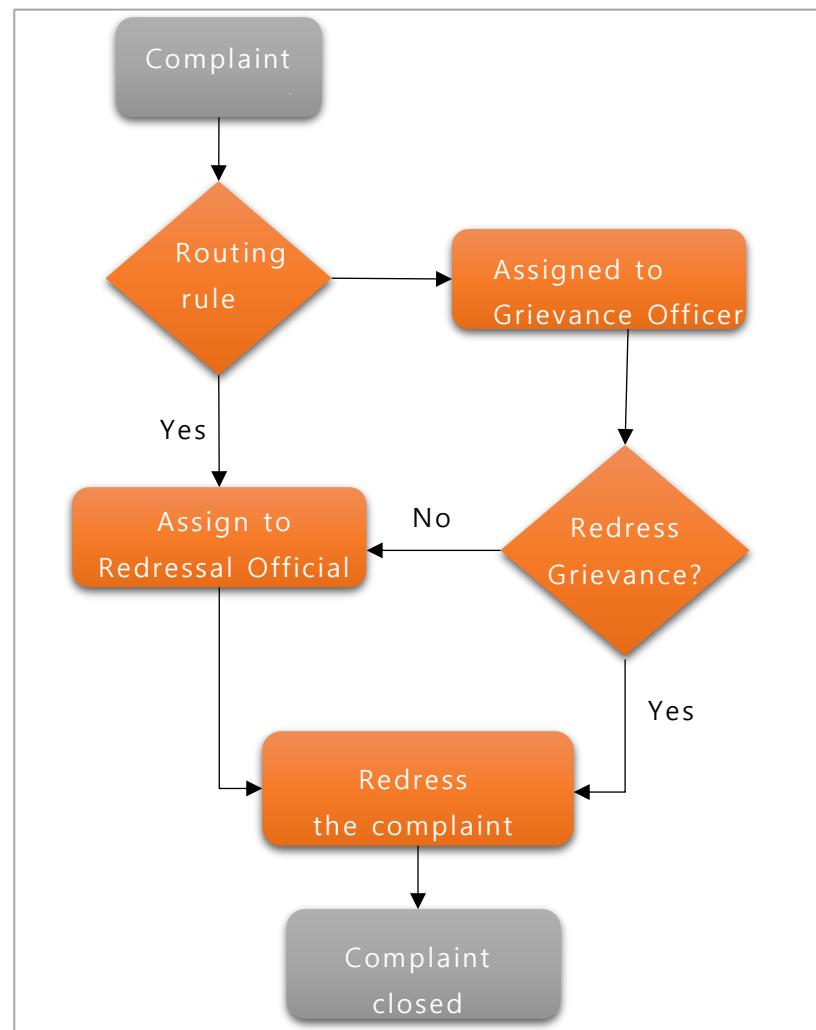
Once a grievance is registered, PGRS enables the redressal officials to monitor and redress the grievance. PGRS provides a transparent and efficient mechanism to ensure that public grievances are quickly redressed and disposed.

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.

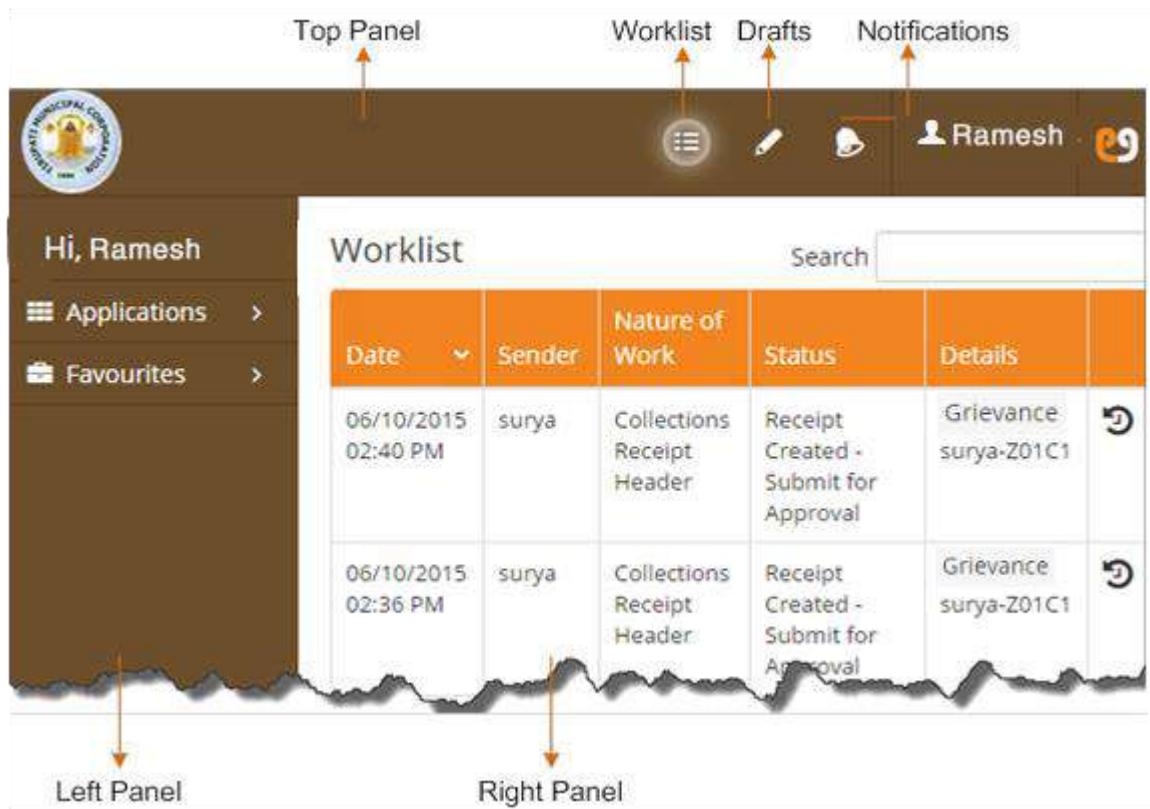




Home Screen for Officials

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

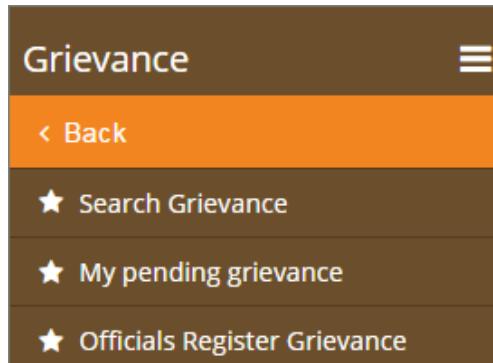


Grievance Redressing Options

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' page. At the top, there is a search bar with placeholder text 'Search name, Grievance number, Grievance type etc.'. To its right is a 'Location' input field. Below the search bar are two dropdown menus: 'When' (with 'Select' and 'From Date/To Date' options) and 'Less..'. There are several input fields for specific details: 'Grievance Number', 'Name', 'Phone Number', 'Email', 'Grievance Type', 'Grievance Department', 'Status', and 'Receiving Mode'. At the bottom right are three buttons: 'Search' (in a dark 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

[Search](#) [Reset](#) [Close](#)

The search result is

Complaint Number	Grievance Type	Name	Location	Status	Department	Registration Date
23183-2018-DB	Unauthorised / Illegal construction	raghu	Elector Ward No. 20	REGISTERED	TOWN PLANNING	19.12/2018
24453-2018-EK	Issues Related to Drinking Water Supply	Akhila	Elector Ward No. 19	REGISTERED	ENGINEERING	22.11/2018
24454-2018-LD	Issues Related to Drinking Water Supply	Akhila	Elector Ward No. 19	CCMPLETED	ENGINEERING	22.11/2018
24455-2018-PF	Issues Related to Drinking Water Supply	shweta	Elector Ward No. 19	CCMPLETED	ENGINEERING	22.11/2018
24486-2018-BH	Issues Related to Drinking Water Supply	Test	Elector Ward No. 33	REGISTERED	ENGINEERING	26.11/2018
24504-2018-Z/	Issues Related to Drinking Water Supply	shweta	Elector Ward No. 27	REGISTERED	ENGINEERING	28.11/2018
24560-2018-CZ	Non Burning of Street lights	testing	Elector Ward No. 27	REGISTERED	ENGINEERING	10.12/2018
24610-2018-FA	Non Burning of Street lights	Harsha	Elector Ward No. 19	REGISTERED	ENGINEERING	19.12/2018
238Z	Issues Related to Drinking Water Supply	Harikrishan	Elector 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 entries

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

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.	Receiving Center Details	commissioner office
Photos/Video	No attachments found		
Location	Ameena Abbas Nagar - Election Ward No. 44		
Landmark (if any)	Not applicable		

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	REGISTERED	Change Grievance Type	Obstruction of w		
Change Jurisdiction	Election Ward N	Ameena Abbas			
Forward Grievance To	Select Department	Select Designation	Select User		
Include Message *	<input type="text"/>				
Upload Photograph/Video					
Submit Send Email Reset Close					

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



Actions	
Change Status	Select Change Status from Change Status list – Select the status as: REGISTERED - If the Grievance is Registered. FORWARDED - If the Grievance is Forwarded to any other officer for Redressal PROCESSING - If the Grievance is under process. REJECTED - If the Grievance is Rejected, it will be removed from the inbox. COMPLETED - If the Grievance is Completed, it will be removed from inbox and citizen will be alerted.
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:

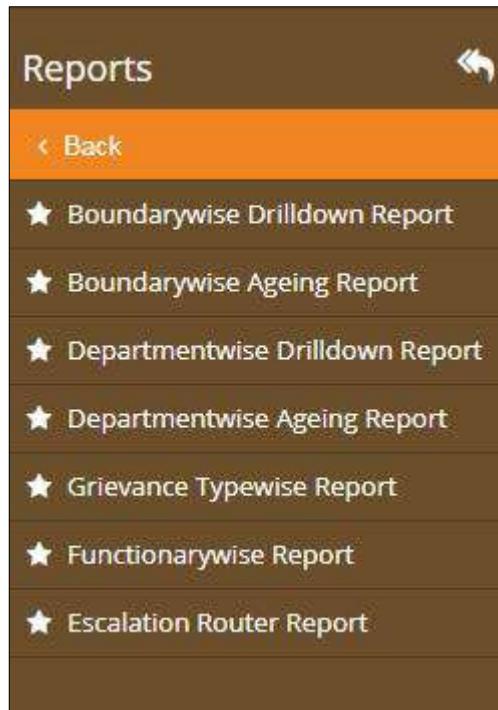
1. Open Reports section by using the following navigation.

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

Drill Down Report By Boundary Wise

Period: In Last 7 days

Search Close

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

Drill Down report Details

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	10	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

Ageing Report By Boundary Wise

Period: In Last 7 days

Grievance Status: Completed

Search Close

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

Boundary Name	>30(Days)	10-30(Days)	5-10(Days)	2-5(Days)	0-2(Days)	Total(Days)
Election Ward 1	0	0	2	2	3	7
Election Ward 11	0	0	0	0	2	2
Election Ward 12	0	0	0	0	2	2
Election Ward 13	0	0	0	0	1	1
Election Ward 15	0	0	0	0	2	2
Election Ward 16	0	0	0	0	3	3
Election Ward 17	0	0	0	0	1	1
Election Ward 18	0	0	0	2	0	2
Election Ward 2	0	0	1	0	4	5
Election Ward 20	0	0	0	0	2	2
Page Total(Total)	0 (0)	0 (0)	3 (5)	4 (28)	20 (102)	27 (135)

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

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

Drill Down Report By Department Wise

Period: In Last 7 days

Search Close

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)

Showing 1 to 5 of 5 entries Show 10 entries PDF XLS Previous 1 Next

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 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

Ageing Report By Department Wise

Period: In Last 7 days

Grievance Status: Completed

Search Close

Department Name	>30(Days)	10-30(Days)	5-10(Days)	2-5(Days)	0-2(Days)	Total(Days)
ENGINEERING	0	0	4	7	52	63
PUBLIC HEALTH AND SANITATION	0	0	1	19	44	64
REVENUE	0	0	0	1	1	2
TOWN PLANNING	0	0	0	1	5	6
Page Total(Total)	0 (0)	0 (0)	5 (5)	28 (28)	102 (102)	135 (135)

Showing 1 to 4 of 4 entries

Show 10 entries

PDF XLS

Previous 1 Next

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

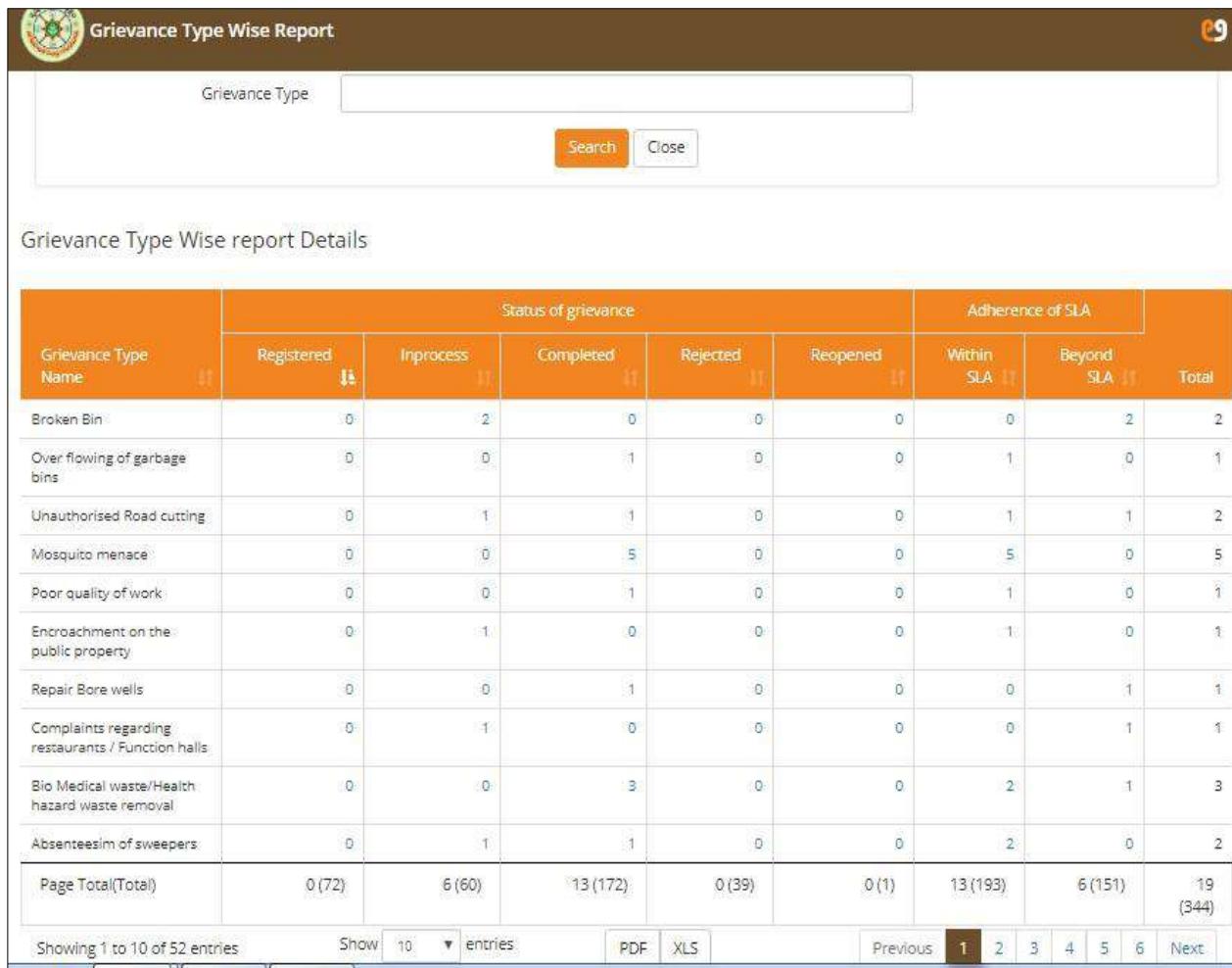
Grievance Type

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



The screenshot shows a web-based application for managing grievances. At the top, there is a header bar with the title 'Grievance Type Wise Report' and a search bar. Below the header, the main content area is titled 'Grievance Type Wise report Details'. A table is displayed, showing the status of various grievances categorized by type. The table includes columns for grievance type name, registered, inprocess, completed, rejected, reopened, within SLA, beyond SLA, and total. The data shows 10 entries, with a total of 52 entries. At the bottom, there are navigation links for showing 10 entries, PDF/XLS export, and page navigation (1 to 6).

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	0	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

Period: All

Search Close

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

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.Nagavalli	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 10	entries	PDF	XLS	Previous	1	2	3	4	5	...	9	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

Grievance Category:

Grievance Type:

Position:

Ward:

Active Complaint Type:

Search Close

2. Select anyone from **Grievance Category, Grievance Type, Position, Ward**.
3. Click Search.

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



Figure 36: Escalation Router report details

The screenshot shows a web-based application titled "Router Escalation Report". The header includes the Odisha government logo and the title. Below the header is a search bar with "Search" and "Close" buttons. The main content area is titled "Router Escalation Report Details" and contains a table with the following data:

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

Create Grievance Router

Grievance Type

Boundary Type

Boundary

Position *

Submit **Close**

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 Type	
Boundary Type	Ward
Boundary	Election Ward No 2
Position *	R-ASSISTANT-1

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

Create Grievance Router

Grievance Category * --- Select ---

Grievance Type *

Boundary Type * --- Select ---

Boundary *

Position *

Search Close

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 *	Engineering
Grievance Type *	Maintenance of Parks Maintenance of Playground Non Burning of Street Lights Obstruction of water flow
Boundary Type *	Ward
Boundary *	Election Ward 1 Election Ward 2 Election Ward 3 Election Ward 4
Position *	ENG_Assistant Engineer_9-Rama Raju Venkata Srinivasarao-06522

Search **Close**

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 10 entries **Previous** **1** **Next**

Save **Close**

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

Search Grievance Router

Grievance Type

Boundary Type

Boundary

Search **Close**

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

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

The screenshot shows a search interface titled 'Search Grievance Router'. It features three input fields: 'Grievance Type' (text input), 'Boundary Type' (dropdown menu with 'Select' option), and 'Boundary' (text input). Below these fields are two buttons: 'Search' (dark brown button) and 'Close' (light gray button). The background is white, and the overall layout is clean and organized.

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 Grievacne 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

Escalation

Create/Update Escalation

Position *

Search 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

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

Add New Row Update 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

The screenshot shows a web-based application titled 'Define Escalation'. At the top, there is a search bar with the placeholder 'Search Escalation'. Below the search bar, there are two input fields: 'Grievance Type' (empty) and 'Position' (containing 'R-ASSISTANT-1'). To the right of these fields are two buttons: 'Search' (orange) and 'Close' (white). Below the search area, the title 'Escalation Details' is displayed. A table is shown with one row of data:

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

Below the table, the text 'Showing 1 to 1 of 1 entries' is displayed, along with a dropdown for 'records per page' set to '10', and a page navigation control showing '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

7. 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

Escalation Time

Search Escalation Time

Grievance Type *

Search Close

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 * Non Burning of Street Lights

Search Close

No.	Designation	Number of hours	Actions
1	Assistant Engineer	24	Delete
2	Deputy Executive Engineer	24	Delete
3	Executive Engineer	24	Delete
4	Commissioner	48	Delete
5	Examiner of Accounts	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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