

Odisha e-Municipality

Grievance Redressal System

Training Manual

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Notice

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About this Manual

Purpose

This manual has been written to help you understand and use the Grievance System application. It presents the functional capabilities and operational details of Grievance System, and contains the procedures that you should know for performing your business tasks using Grievance System.

The System Administration and Database Maintenance tasks have not been covered in this manual. For more information about these functions, please refer to the Administrator's Guide for the Grievance System application.

Intended Audience

This manual is primarily intended for Grievance officers who will use the Grievance System application to handle Accounting and risk management services. This guide can also be used by system administrators responsible for configuring and maintaining the application.

Pre-requisites for Use

Following are the prerequisites for understanding this manual:

Functional – Basic understanding of Grievance Practice and other Accounting related areas is required.

Technical - Basic understanding of Windows and GUI operations. You are expected to be familiar with operations such as using the mouse and keyboard to select, click or choose menu options and buttons and enter values in text boxes. Familiarity with the process of loading and using ABC, an external application used for comparing accounting quotes from multiple companies, is required.

Organization of the Manual

This manual is organized as follows:

Introduction provides an overview of Grievance System. It also details the hardware and software requirements, and interfaces with other systems.

Getting Started takes you on a quick tour of Grievance System. It gives a brief introduction about the general working features of Grievance System that you should keep in mind while working.

Contents

Getting Started	3
1.1 Introduction.....	3
1.2 Log in to Grievance Module	3
1.3 To check outstanding amount before raising new Grievance	3
1.4 Section Officer to ward mapping	4
1.5 Reverse Grievance Work-flow Functionality	4
1.6 Raise New Grievance (ULB User)	5
1.7 Raise New Grievance (Citizen Services)	5
1.8 Search Grievance	5
1.9 Assign Grievance	6
1.10 Resolve Grievance	6
1.11 Grievance Fake	6
1.12 Grievance Rejected.....	7

Getting Started

1.1 Introduction

This chapter includes details such as the purpose of the application, features, summary of functionality and environment (hardware and software) of the application. Include details such as the objective of the application, the major business functions automated by the application and the major modules of the application.

The Grievance System application will help you provide quotes for customers in the Grievance business. This application is integrated with ABC to make the process of providing a quote easy and flexible. The additions or changes made to the ABC data are immediately reflected in this application

Access to the Grievance System application is limited only to authorized Trainings. To use it, you must first log on to Grievance System using your Training ID and password. On logging in, Grievance System allows you to start any of the modules to which you have access rights.

1.2 Log in to Grievance Module

1. Open the Link of e-Municipality
2. Choose your location from drop down
3. Click on the link for 'Employee Login'
4. Give your user credentials and click on login
5. Navigate to Grievance
6. The "ORISSA ULB Grievance SYSTEM" will display

1.3 To check outstanding amount before raising new Grievance

1. Login as "Counter Officer" → Fill mandatory fields → Put Valid Consumer Number (PH Consumer number/Trade License Number/Holding tax number)
2. If any user has outstanding amount, "**Consumer Status**" field will display as "**Payment Due**" and certain outstanding amount will display on "**Consumer Outstanding**" field. A pop will block the citizen to raise a complaint.
3. If all the outstanding dues are cleared citizen can proceed and raise a new complaint. Please refer "**Grievance Raise**" section given in afterward slides.

1.4 Section Officer to ward mapping

1. **A new mapping Tab "Section Officer To ward Mapping" is added to Grievance admin role, please follow the steps below:**

Login as "Grievance Admin" → Grievance → Grievance Category → Add → Fill mandatory fields → Choose "Officer Name" → Submit/Reset

2. **Section Officer to Ward Mapping**

Login as "Grievance Admin" → Grievance → SO to Ward Mapping → Fill mandatory fields (as per the requirement) → select required ward number from respective pan → Insert

3. **To check mapped officers for a particular ward:**

Login as "Counter Officer" → Grievance → Grievance Entry → Grievance Ward Number → view "Officer Name"

1.5 Reverse Grievance Work-flow Functionality

1. **Login as "Counter Officer" → Fill mandatory fields → as per given "Sub Category", it will be assigned to the "Section Officer" first according to the Sub-Category chosen by the citizen.**
2. **Click on "Submit" → SMS will be fired to both citizen and the Section Officer with whom the grievance is pending.** Citizen will be notified with the details of the Section Officer as name and contact number as well as the grievance number and the SLA date.
3. If the grievance needs any intervention of the Section Head, while it is pending with the Section Officer, he can put Remarks and send the Grievance to the Head's Worklist. Else he will have to resolve the grievance. Later, Section Officer will check if it is actually completed and close the grievance.
4. **Login as "Section Officer" → Grievance → Grievance Search → Can be searched by putting Grievance number/From date-To date → Put Resolution comments → Resolve the grievance**
5. Complaint Redressal Deadline is the most vital parameter for reverse grievance flow. If no action has been taken for the particular grievance and SLA not met, then a second SMS will be fired to the Section Officer and Section Head two days before the SLA.
6. Suppose the SLA for a certain category of grievance is 7 days, SMS will be fired on 5th day to the Section Officer. If the Section Head re-assigns the grievance to another Section Officer from the pool of officers, SLA date will be counted from the date of grievance raised rather than the re-assignment date.
7. Once re-assignment is done, SMS will again be fired to Citizen mentioning the details of the new Section Officer as name and contact number

1.6 Raise New Grievance (ULB User)

- 1 Open the Link of e-Municipality
- 2 Choose your location from drop down
- 3 Click on the link for 'Employee Login' Give your user credentials and click on login Click Login
- 4 Navigate to Grievance From the drop down click on Grievance Entry
- 5 Fill the required grievance details, click on the 'Submit button'

1.7 Raise New Grievance (Citizen Services)

1. Open the following ULB Odisha link: <https://www.ulbodisha.gov.in/or/ulb>, get into respective "District" and "ULB".
2. Go to "Citizen Services" → Grievance → Raise Grievance
3. Fill mandatory fields → Set Security Question → Submit → Get Grievance Number
4. Login to particular "ULB Admin" after selecting the respective "District" and "ULB" → Login as "Section Head"
5. Put the Grievance Number → Search → Select → Put comment in Head Office remarks → Assign to (Section Officer) → Assign → Msg will display as follows: **Grievance has been Successfully Assigned to "GRSectionOfficer "**
6. Switch to "Section Officer" User → Grievance → Search → Put the Grievance Number → Select → Put comment → Assign to "Section Head" – Submit
7. Switch back to "Section Head" user id → Grievance → Search → Put the Grievance Number → Put comment → Resolved.

1.8 Search Grievance

- 1 Open the Link of e-Municipality
- 2 Choose your location from drop down
- 3 Click on the link for 'Employee Login'
- 4 Give your user credentials and click on login (ULB Section Officer Login/Section Head)
- 5 Navigate to Grievance
- 6 From drop down click on Grievance Search
- 7 Fill the various search criteria

1.9 Assign Grievance

1. Open the Link of e-Municipality
2. Choose your location from drop down
3. Click on the link for 'Employee Login'
4. Give your user credentials and click on login(Section Head)
5. Navigate to Grievance
6. From drop down click on Grievance Search
7. Select a grievance from the search result
8. Fill the Head Officer Remark Field and choose one officer name from the drop down of 'Assign To'
9. Click on the 'Assign button'

1.10 Resolve Grievance

1. Open the Link of e-Municipality
2. Choose your location from drop down
3. Click on the link for 'Employee Login'
4. Give your user credentials and click on login(Section Officer)
5. Navigate to Grievance
6. From drop down click on Grievance Search
7. Select a grievance from the search result
8. Fill the ULB Officer Remark Field (Section Officer), Click on the 'Resolved button'

1.11 Grievance Fake

1. Open the Link of e-Municipality
2. Choose your location from drop down
3. Click on the link for 'Employee Login'
4. Give your user credentials and click on login (Section Head)
5. Navigate to Grievance
6. From drop down click on Grievance Search
7. Select a grievance from the search result
8. Fill the Head Officer 'Remark Field'
9. Click on Fake button

1.12 Grievance Rejected

- 1 Open the Link of e-Municipality
- 2 Choose your location from drop down
- 3 Click on the link for 'Employee Login'
- 4 Give your user credentials and click on login (Section Officer)
- 5 Navigate to Grievance
- 6 From drop down click on Grievance Search
- 7 Select a grievance from the search result, fill the ULB Officer 'Remark Field'
- 8 Click on Rejected button

