

Offline GRS – User Guide

Field Office XII

Getting Started

The **Offline GRS System (OGRS)** aims to capture and resolve grievances effectively and expeditiously in a transparent manner. It is intended to provide a venue for beneficiaries and the public at large to air their concerns, complaints and suggestions to improve the program. Their queries and complaints will be responded appropriately.

ICTMS Contact Information

Cres Ocso

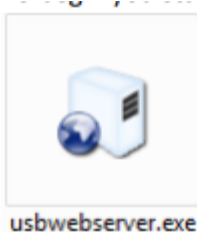
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Alden A. Quiñones

Pantawid RITO I / Offline GRS System Developer
aaquinones.fo12@dswd.gov.ph

HOW TO RUN THE APPLICATION

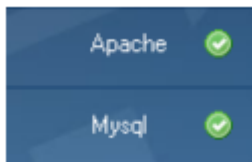
- ☐ 1. To begin you startusbwebserver.exe





- ☐ 2. The main screen of USBWebserver 8.0 appears.



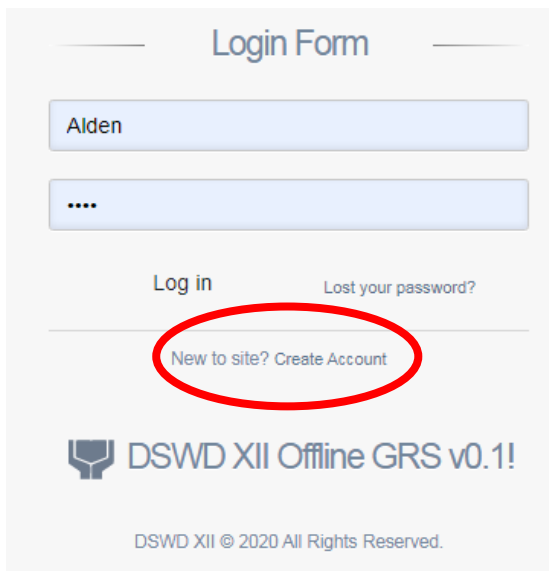
- ☐ 3. When the green sign appears by [Apache] en [MySQL], USBWebserver with his components are fully.



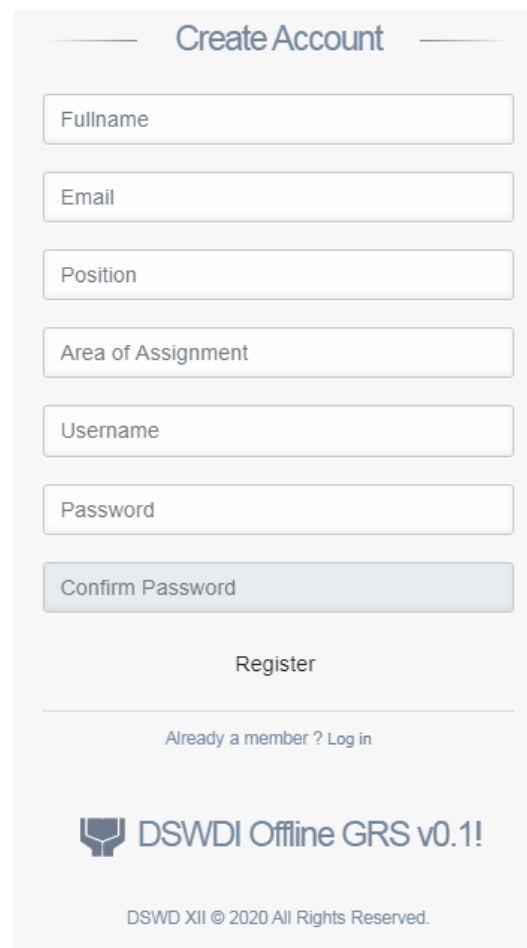
4. USBWebserver will be visible in the taskbar. With the symbols in the upper corner you can place USBWebserver in the taskbar () or in the system tray ().

How to access the system

- ❑ 1. Open “Goodle Chrome” web browser then navigate to <http://localhost:8080>
- ❑ 2. Create a user account for new user.



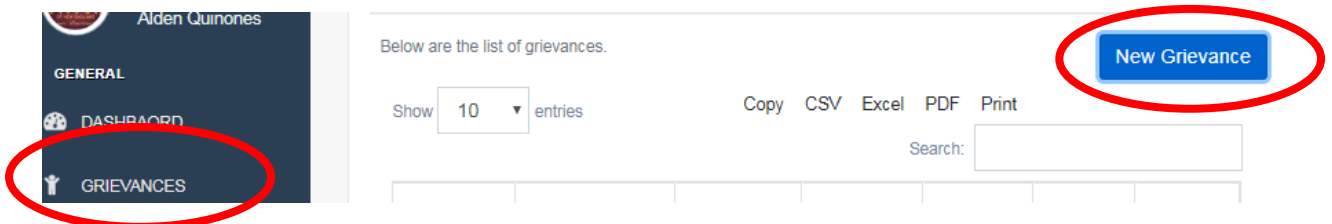
The screenshot shows the 'Login Form' interface. It has two input fields: the first contains the text 'Alden' and the second contains four dots '....'. Below these fields are two links: 'Log in' and 'Lost your password?'. A red circle highlights the text 'New to site? Create Account' located below the links. At the bottom of the form, there is a logo and the text 'DSWD XII Offline GRS v0.1!' and 'DSWD XII © 2020 All Rights Reserved.'



The screenshot shows the 'Create Account' form. It contains several input fields: 'Fullname', 'Email', 'Position', 'Area of Assignment', 'Username', 'Password', and 'Confirm Password'. Below the 'Confirm Password' field is a 'Register' button. At the bottom, there is a link 'Already a member ? Log in' and a logo with the text 'DSWDI Offline GRS v0.1!' and 'DSWD XII © 2020 All Rights Reserved.'

How to encode new grievance

- ❑ 1. Click Grievance Menu at the left pane of the page. The click New Grievance Button



The screenshot shows a dashboard interface. On the left sidebar, the 'GRIEVANCES' menu item is circled in red. The main content area shows a list of grievances. At the top right of the main content area, a blue button labeled 'New Grievance' is circled in red. The dashboard also includes a user profile 'Alden Quinones', a 'GENERAL' section, a 'DASHBOARD' section, and a 'GRIEVANCES' section. The main content area has a header 'Below are the list of grievances.' and a 'Show 10 entries' dropdown. There are also links for 'Copy', 'CSV', 'Excel', 'PDF', and 'Print'. A search bar is located at the bottom right of the main content area.

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- ❑ 2. Encode compliant information once the “New Grievance” modal appears.

Note: Entries with asterisk(*) are required fields



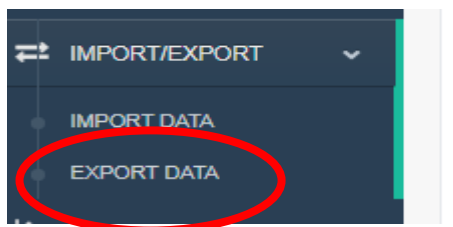
The screenshot shows a 'New Grievance' modal window with a close button (X) in the top right corner. Below the title bar, there are four tabs: 'COMPLAINANT INFO', 'GRIEVANCE INFO', 'ATTACHMENTS', and 'RESOLUTION INFORMATION'. The 'COMPLAINANT INFO' tab is active. It contains the following fields: 'Province *' (a dropdown menu with 'Select' as the placeholder), 'Municipality *' (a dropdown menu), 'Barangay *' (a dropdown menu), and 'Address' (a text input field).

- ❑ 3. Click save button.

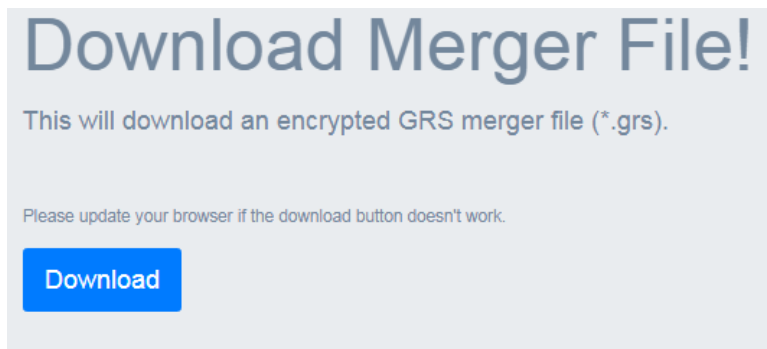
How to submit encoded grievances to RPMO

(For field workers only)

- ❑ 1. Click export button at the left pane of the page under import/export menu



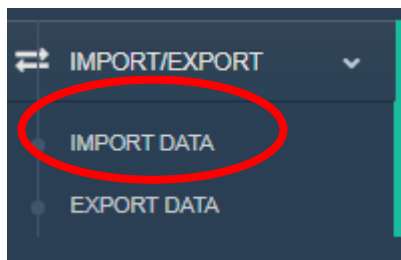
- ❑ 2. Click the download button to start downloading



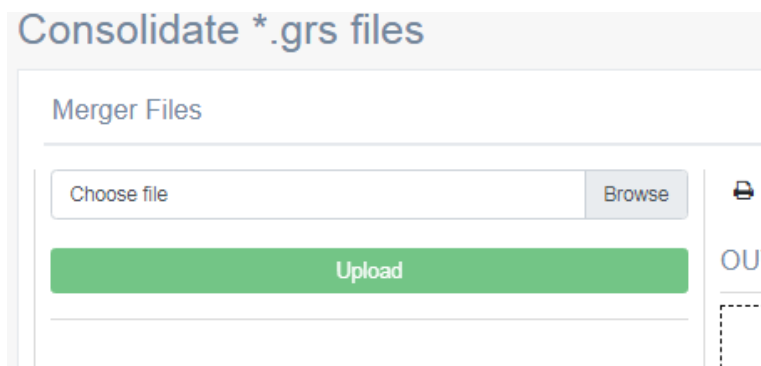
- ❑ **Note:** the system will download a GRS File (*.grs). Send the file via email for consolidation.

How to consolidate grievance file (*.grs)

- 1. Click import button at the left pane of the page under import/export menu



- 2. Browse for the files (*.grs) to consolidate then click upload button to start.



Note: (1) you can select multiple files at once; (2) Select only GRS Files.

How to generate reports

- 1. Click the reports button at the left pane.



- 2. Filter your data.

REGION	Select
PROVINCE	Select
MUNICIPALITY	Select
BARANGAY	Select

- ☐ **3.** Select the type report

TYPE OF REPORTS

List of captured grievances

Masterlists

List of captured grievances

List of ongoing grievances

List of resolved grievances

Pivot

Summary of grievances by classification

How to view grievance information

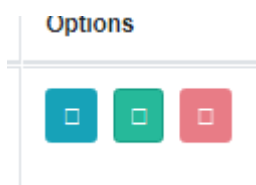
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- ❑ 1. Go to Grievances menu



- 2. Click the green button at the rightmost of the list



- 3. The grievance information modal appears.


Category: Health facility	Status: Open
Type: No Health facility	Duration: 5 days ago
EODB: Technical	Date Last Modified: 0000-00-00
Date Reported: 2020-04-07	Last Modified by:
Source: Social Media	
Assessed by: Anonymous	

Grievance Description

EDIT

CLOSE THIS WINDOW

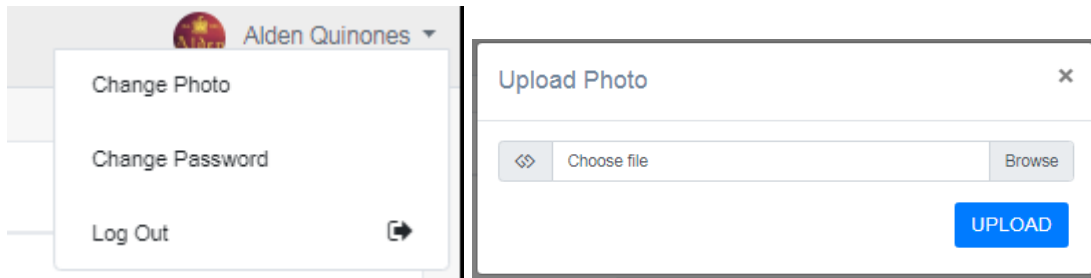
sira na ang health center dito sa barangay namin



diyanig ng magniture 6.6 na lindol

How to change profile photos

- 1. Click the name of the user at the upper right corner of the page. Then select **change photo** button.

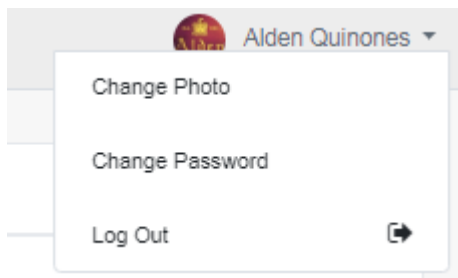


- 2. Browse for photo then click **upload** button.

Note: use small picture not larger than 300x300px.

How to change Password

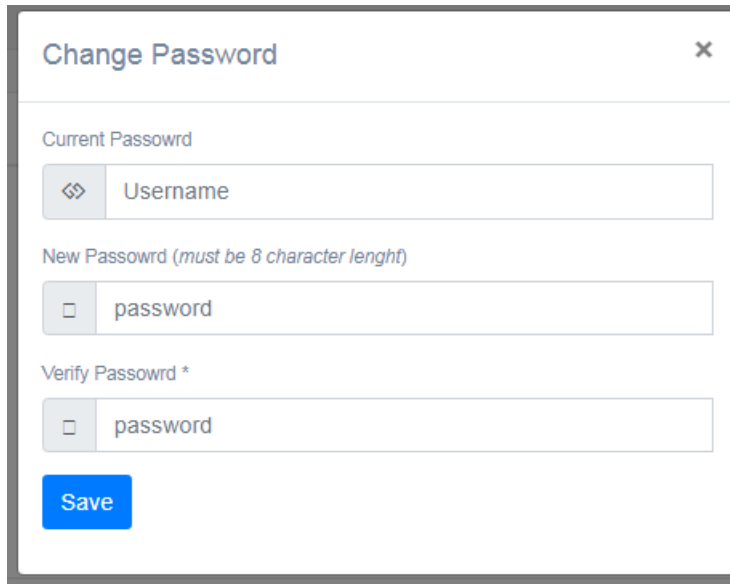
- 1. Click the name of the user at the upper right corner of the page. Then select **change password** button.



- 2. Type-in the **current password**, **new password**, and **verification of the new password**.

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A screenshot of a 'Change Password' dialog box. The dialog has a title bar with 'Change Password' and a close button (X). It contains three input fields: 'Current Passowrd' (with a key icon and the text 'Username'), 'New Passowrd (must be 8 character lenght)' (with a square icon and the text 'password'), and 'Verify Passowrd *' (with a square icon and the text 'password'). A blue 'Save' button is at the bottom left.

- ☐ **3.** Click Save button.