



Grievance Redressed System

User Guide (Complainant)

Online Grievance Management and Follow up Procedure

Version 0.0.1

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Planning and Implementation

Cabinet Division, a2i

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1.0 What is the grievance redressed mechanism?

The Grievance Redressed Mechanism (GRS) is a platform designed to ensure the quality of services provided by various government departments. It allows citizens of the

People's Republic of Bangladesh to lodge complaints expressing their dissatisfaction or grievances regarding any service offered at offices covered by the GRS system. This system also includes keeping the complaining citizen informed about the progress or decisions made regarding their complaint and valuing their valuable opinions or suggestions on any matter. Government officials or employees can also report their grievances against any service through this system.

Within the Grievance Redressed Mechanism, citizens can file complaints related to the services they are entitled to as citizens, either by registering or anonymously while keeping their personal information confidential. However, please note that complaints related to religious matters, those pending in any court, right to information, departmental cases brought against government officials, or those subject to review or appeal under law or rules will not be accepted.

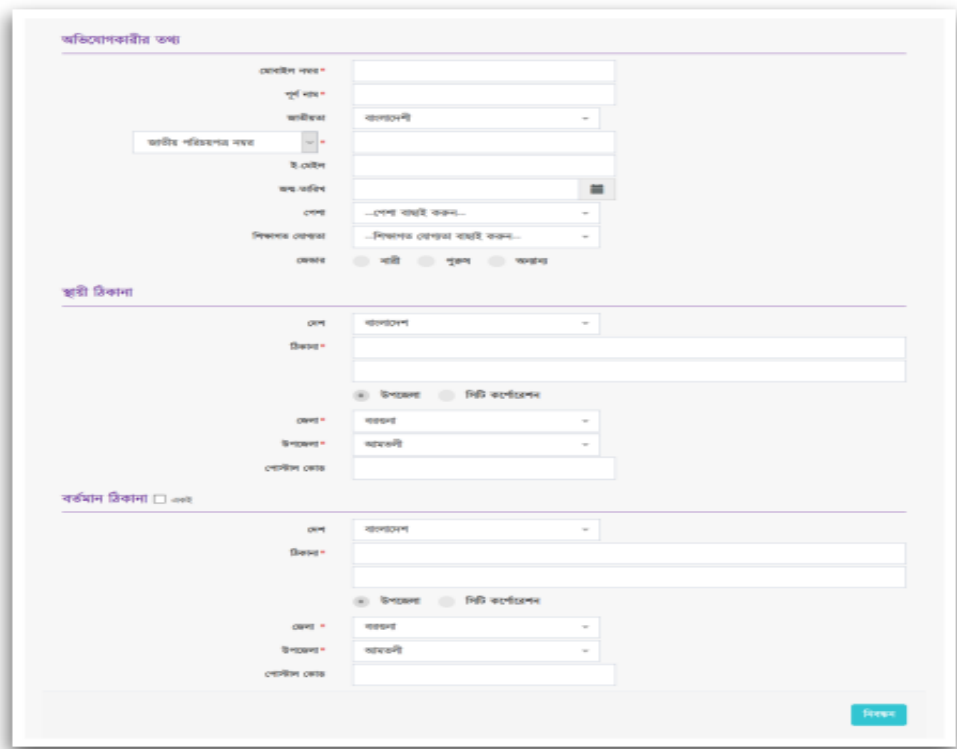
2.0 Registration and Login

2.1 Registration

To access Grievance Redressed services, you need to register with GRS. Follow these steps:

1. Go to the complainant login page and click on the "Registration" link.
2. Fill in the required details in the complainant information form, such as your mobile number, full name, national identity card number/birth certificate number/passport number, permanent address, and current address.
3. After providing the information, click on the registration button at the bottom of the form.
4. Once registered, you will receive a confirmation via SMS and email, along with a PIN number sent to your mobile number. Use the PIN number to log in as a complainant.

Note: If the mobile number you provide for registration is already registered in GRS, you will only be asked for the PIN number during login. Multiple registrations using the same mobile number are not allowed.



অভিযোগকারীর তথ্য

যোগাযোগ নম্বর

পূর্ণ নাম

জাতীয়তা

জাতীয় পরিচয়পত্র নম্বর

ই-মেইল

আবাসনিক

সেপার

নিম্নলিখিত বৈশিষ্ট্য

সেপার

জাতীয়তা

দেশ

প্রকার

☐ উপজেলা ☐ সিটি কর্পোরেশন

জেলা

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ওয়ার্ড নম্বর

বর্তমান ঠিকানা ☐ একই

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প্রকার

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ওয়ার্ড নম্বর

Figure 2.1: Complainant Registration Form

2.2 Login

To log in as a complainant, follow these steps:

1. On the GRS homepage, click on the "Complainant Login" button located at the top right corner.
2. This will take you to the login page (similar to Fig-1.2).
3. Enter your username and PIN number correctly.
4. Click on the login button.
5. If the details are correct, you will be redirected to your complaint list page. Otherwise, a warning message will appear on the screen.



GRS
অভিযোগ প্রতিকার ব্যবস্থা
GRIEVANCE REDRESS SYSTEM

To submit a grievance, login using your mobile number and the pin number sent to your mobile

Complainant Login

[NEW ACCOUNT](#) | [Retrieve Pin Code](#)

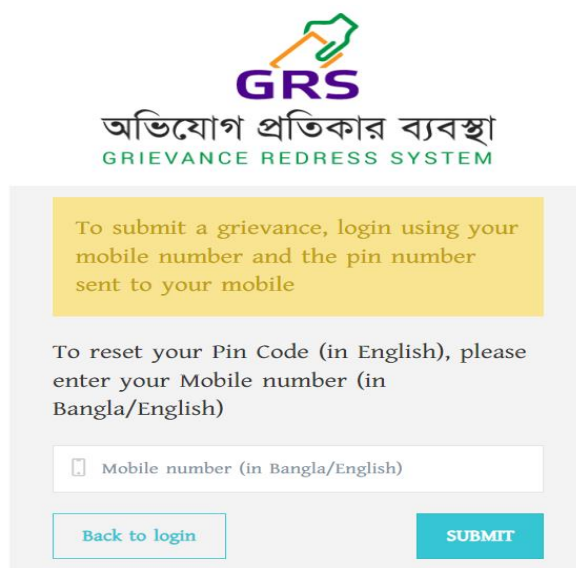
Figure 2.2: Complainant Login Form

If you are already logged in, you will see buttons named "My Panel" and "Logout" instead of the login buttons on the homepage. Clicking on the "My Panel" button will take you to your complaint list page.

2.3 Forgotten Pin code (Change PIN)

If you forget your PIN number or want to change it, follow these steps:

1. Below the login form, click on the "Recover PIN" option.
2. Enter your mobile number correctly.
3. A new PIN code will be sent to your mobile number.
4. Use the new PIN code to log in easily.



The screenshot shows the GRS (Grievance Redress System) logo at the top, which includes a green hand icon and the text 'GRS' in purple, followed by 'অভিযোগ প্রতিকার ব্যবস্থা' and 'GRIEVANCE REDRESS SYSTEM' in green. Below the logo is a yellow box with the text: 'To submit a grievance, login using your mobile number and the pin number sent to your mobile'. Underneath this is a grey box with the text: 'To reset your Pin Code (in English), please enter your Mobile number (in Bangla/English)'. This is followed by a white input field with a mobile phone icon and the placeholder text 'Mobile number (in Bangla/English)'. At the bottom of the form are two buttons: a light blue 'Back to login' button and a teal 'SUBMIT' button.

Figure 2.3: Forgotten Pin Code Form

2.4 Logout

To log out, follow these steps:

5. After logging in, click on the username displayed on the top menu bar.
6. An option called "Logout" will appear. Click on that option to log out of your current session.
7. Alternatively, a "Log Out" button will be available on the homepage while you are logged in. Clicking on that button will also log you out.
8. Once properly logged out, you will be redirected to the GRS homepage.

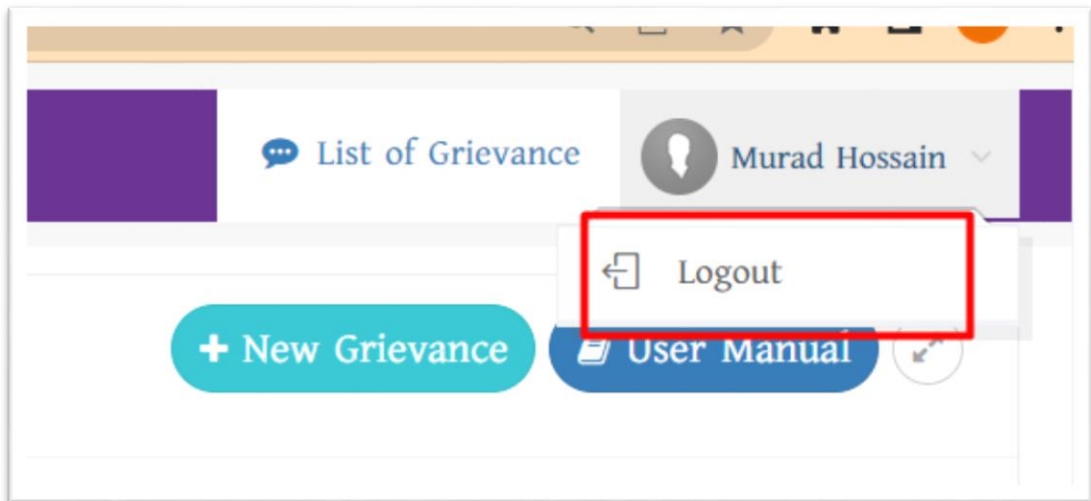


Figure-1.3: Log out option

3.0 Complaints Filed

You can file a complaint through the Grievance Redressed Mechanism using two methods.

3.1 Filing of Citizen Complaints

To file a citizen complaint, log in to the complaint redressal system and click on the "New Complaint" button on the complaint list page. This will open a form (similar to Figure-3.1). You can also click on the "Complaint" button on the homepage and select the "Citizen Grievance" option to lodge a complaint. If you are already logged in, a complaint filing form will appear (as shown in Figure-3.1). If not logged in, the complainant registration form will appear. After registration and login, you can access the Citizen Complaint Filing Form.

 A screenshot of a web form titled 'Citizen Complaint Filing Form'. The form contains several sections:

- Service Tracking Number (if any):** A text input field with a placeholder: 'Provide the tracking number obtained from the online form for the while applying for the service'.
- Select office from the list below:** A dropdown menu.
- Select the type of office:** A dropdown menu.
- Date of service application:** A date picker.
- Relationship with Complainant:** Radio buttons for 'Self', 'Other person's service', and 'Other relation (parent, offspring, spouse)'.
- Name of Service:** A text input field.
- Complaint Subject:** A text input field.
- Complaint Details:** A large text area with a rich text editor toolbar (bold, italic, underline, link, unlink, list, etc.).
- File Attachment:** A section with a '+ Add File' button.

 At the bottom right, there are two buttons: 'Cancel the process' and 'Submit complaint'.

Figure-3.1: Citizen Complaint Filing Form

In the complaint submission form, select the concerned department and service, enter the date of service application, your name, subject of the complaint, description, and attach necessary files. Finally, click on the "Submit Complaint" button to send the complaint to the complaint resolution officer of that department. Before submission, you can preview and print the complaint. Once successfully sent, a receipt will be displayed with the tracking number of the complaint.

Note: Save the tracking number to track the progress and latest status of your complaint. The complaint handling time limit is **60 days**.

3.2 Complaints submitted anonymously

If you want to file a complaint anonymously, click on the "**Complaint**" button on the homepage and select the "**Complaint as Anonymous**" option. A complaint submission form will be displayed anonymously, similar to the citizen complaint submission form in Figure 3.1. Select the concerned office and service, enter the date of service application, subject of the complaint, description, and attach necessary files. After clicking on the "**Submit Complaint**" button, a preview will be shown to confirm the complaint. You can print the preview before sending.

Important: When submitting an anonymous complaint, please note that you will not receive information about the grievance redressal officer or a tracking number. Therefore, you will be unable to track the progress and status of the complaint.

You will not be given any information about the Grievance Redressal Officer and will not be provided with a tracking number after filing a complaint. As a result, it will not be possible to know any information regarding the latest progress and status of the complaint.

4.0 View information related to the complaint

4.1 Grievance List

After successfully logging in as a complainant in the Grievance Redressal System, you will see a list of grievances filed by you (Figure 4.1). The list displays the most recently filed complaints, usually up to 10. To view other complaints, use the navigation options below the list.

LIST OF GRIEVANCE

New Grievance

User Manual

#	Tracking number	Grievance Subject	Grievance Date	Related Service	Grievance Current Status	Possible close date
1	1756888319105	test	31-05-2023	Others	নতুন	30-06-2023
2	1756888319104	test	31-05-2023	Others	নতুন	30-06-2023
3	1756888319101	ভুক্তিকেট আবেদনায় ত্রুটি অনিয়ম	16-04-2023	অন্যান্য	অপিলকৃত	16-05-2023
4	1756888319102	বিশ্বাস বিরোধী চাঁদপুর	18-04-2023	অন্যান্য	নিষ্পত্তি	18-05-2023
5	1756888319103		14-05-2023	অন্যান্য	নতুন	13-06-2023
6	1756888319100	Finance	13-04-2023	অন্যান্য	নতুন	13-05-2023

6 Items total and 1-6 is shown

Page 1 of

1

The page is being shown

Figure-4.1: Grievance list

4.2 Details of Grievance

To view the details of a specific complaint, click on the relevant complaint information from the list. This will open the complaint details section (similar to Figure 4.2). Here, you can find information about the complainant, service details, complaint description, tracking number, latest status, attached files, and other relevant information. You can also print the complaint details if needed.

DETAILS OF GRIEVANCE

Description

History

Go Back to List

To,

Grievance Redress Officer

Grievance submission date:

Tracking number:

Status:

Subject:

Mr./Ms.,

Faithfully yours,

Mobile number:

File attachment

Complaint attached file list (0)

Attached file list in history (0)

Attachments

Figure-4.2: Grievance list

History: All the steps taken since filing the complaint till now can be seen by clicking on **Actions taken** part as shown in Figure-4.3.

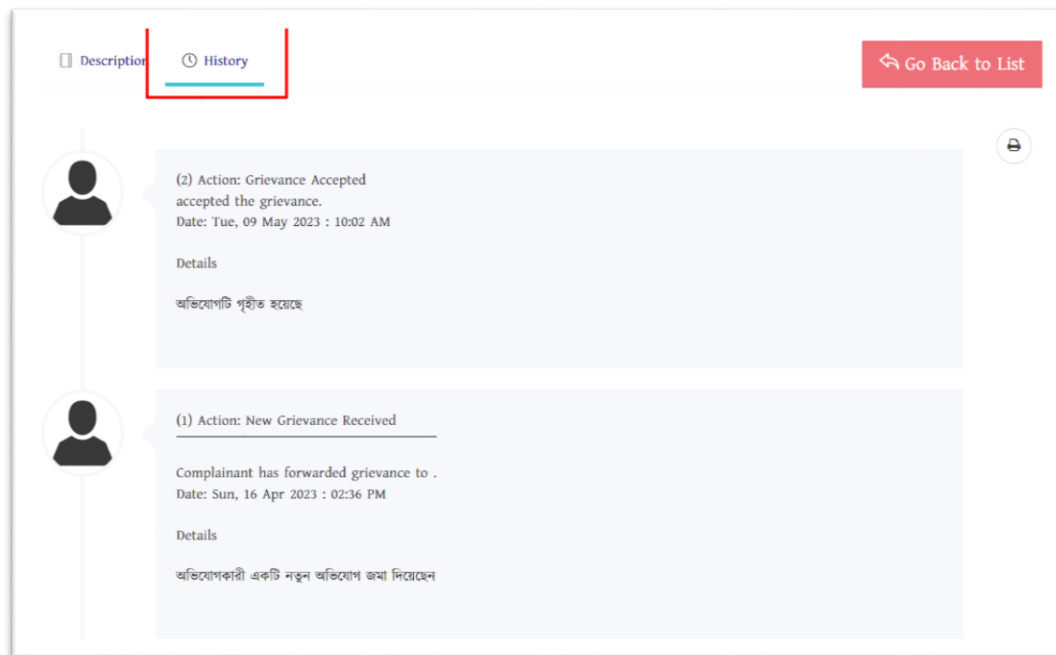


Figure-4.3: Some steps taken in grievance redressal process

5.0 Appeals

Once your submitted complaint is resolved, you will receive notifications through SMS and email. If you are dissatisfied with the action taken by the Grievance Redressal Officer, you have the option to appeal.

You can appeal even if your complaint has been recorded for any reason. To appeal, click on the **"Appeal"** button located on the right side above the details of the complaint (Figure 5.1). Your appeal will be automatically sent to the concerned Appellate Officer, and you will be provided with the details of the Appellate Officer. The deadline for completing the appeal process is **30 days**.

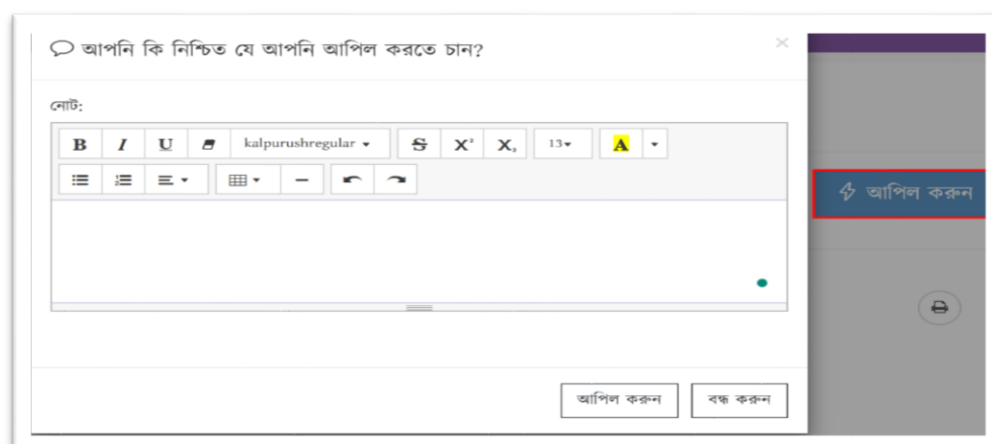


Figure-5.0: Appeal Button

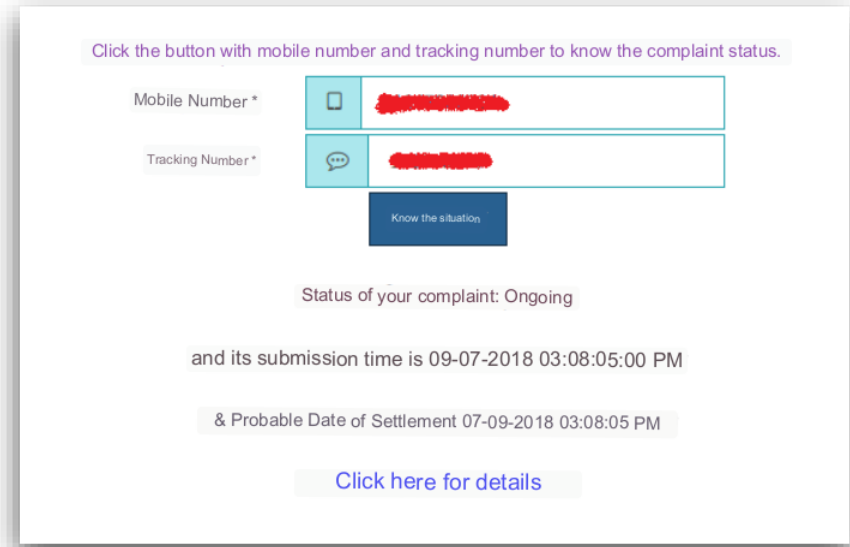
6.0 Complaints and Appeals along the Cell

If you want to file a complaint with the Cell, select "Cell" in the office selection section when filing the complaint. Your complaint will be directly submitted to the Cell. In case of re-appeal, your appeal will also be forwarded directly to the Cell. The time limit for handling complaints by the Cell is **90 days**, and for appeals, it is **30 days**.

7.0 Complaint Tracking

You can easily track the progress and latest status of your filed complaint in the grievance redressed system. As a registered complainant, you can track your complaint without logging in. Here's how:

1. Go to the homepage and click on the "Complaint Status" option.
2. A complaint tracking form will appear. Enter your mobile number and the tracking number of the complaint you want to check.
3. Click on the "Check Status" button.
4. The system will display the latest status of the complaint, along with the filing time and possible date of disposal.
5. Please note that anonymous complaints cannot be tracked.



Click the button with mobile number and tracking number to know the complaint status.

Mobile Number *

Tracking Number *

[Know the situation](#)

Status of your complaint: Ongoing

and its submission time is 09-07-2018 03:08:05 PM

& Probable Date of Settlement 07-09-2018 03:08:05 PM

[Click here for details](#)

Figure-7.0: Complaint Tracking

8.0 Rating

Once your complaint or appeal is resolved, you have the option to provide a rating to express your satisfaction with the resolution process and action taken. Follow these steps:

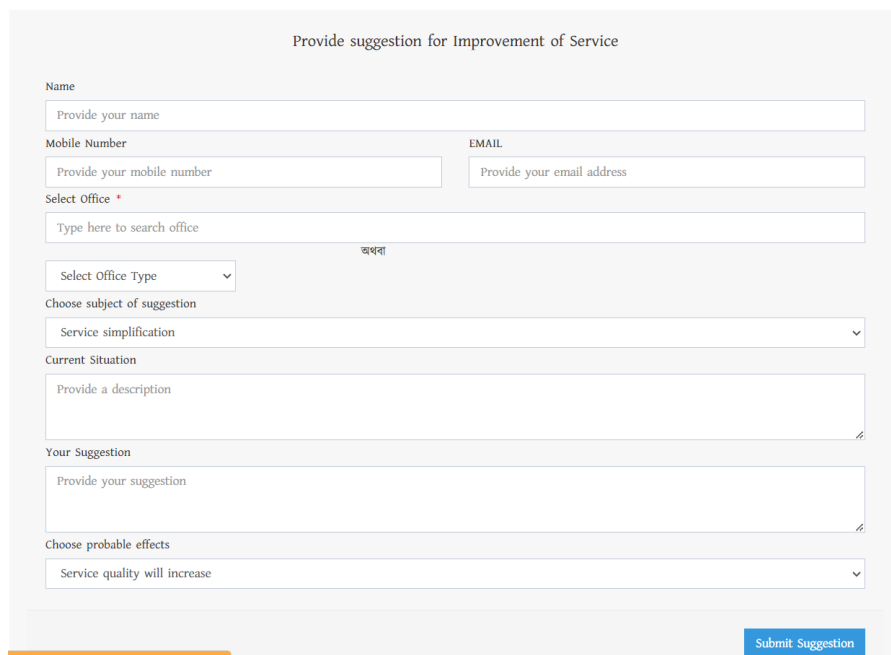
1. Click on the "Feedback" section.
2. Rate your experience on a scale of 0 to 5, with intervals of 0.5. You can give ratings for both complaint settlement and appeal settlement.
3. Additionally, you can provide feedback regarding the rating you have given.

The image shows a web-based feedback form titled "your response". It features a star rating interface with five stars, where the first four are fully yellow and the fifth is half-yellow, indicating a "Four & Half Stars" rating. Below the stars is a text input field labeled "your comment" containing the text: "Measures taken for redressal of grievances are satisfactory. I got the service I expected. It would have been nice if the service could have been a little faster." At the bottom right of the form are two buttons: a grey "cancel" button and a blue "send" button.

Figure-8.0: Rating

9.0 Suggestions for Service Quality Improvement

In the Grievance Redressed Mechanism, you have the opportunity to provide your opinion or valuable suggestions for improving service quality, service facilitation, and relevant law/rule reforms. To share your opinion or suggestion, click on the "Suggestion for Service Improvement" link on the homepage. A form will appear where you can provide your input along with any additional information.



The form is titled "Provide suggestion for Improvement of Service". It contains the following fields and sections:

- Name:** A text input field with the placeholder "Provide your name".
- Mobile Number:** A text input field with the placeholder "Provide your mobile number".
- EMAIL:** A text input field with the placeholder "Provide your email address".
- Select Office:** A dropdown menu with the placeholder "Type here to search office". Below it is a "অথবা" (Or) label and a "Select Office Type" dropdown menu.
- Choose subject of suggestion:** A dropdown menu with "Service simplification" selected.
- Current Situation:** A text area with the placeholder "Provide a description".
- Your Suggestion:** A text area with the placeholder "Provide your suggestion".
- Choose probable effects:** A dropdown menu with "Service quality will increase" selected.
- Submit Suggestion:** A blue button at the bottom right.

Figure-9.0: Suggestion for Service Improvement

10.0 Citizen's Charter

To view the service commitment and citizen charter of any department under the GRS system, click on the "**Service Commitment**" link on the homepage or select "**View Citizen Charter**" from the top left menu bar. By selecting the office, you can access the Citizen Charter, which contains the list of services provided by that office, expectations from the service recipient, grievance redressal officer, and appeal officer. Next to each service in the Citizen Charter, there will be an option to file complaints against that service easily.

