



Citizen Grievance Resolution

User Manual

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Overview

Government of India is taking all necessary steps to ensure that the nation is prepared to face the challenge and threat posed by the growing contagion of COVID-19. At present, the priority is to make COVID-19 vaccine available to all, ensuring vaccine traceability and beneficiary tracking from production to last mile administration.

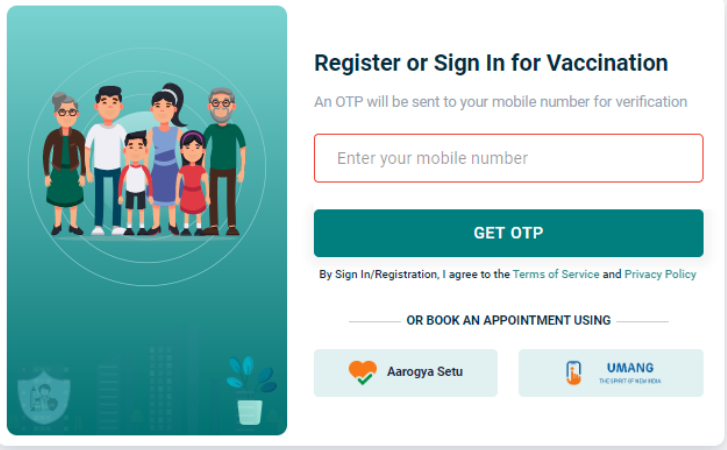
Along with orchestration of vaccination at such a wide scale, certain challenges are being faced by the beneficiaries. In order to streamline these challenges and resolve them in a smooth manner, grievance redressal mechanism has been created under the vaccination program through Co-WIN.

The objective of the document is to handhold the beneficiaries in raising issues and grievances related to the vaccination and tracking them for a timely resolution.

How to Raise an Issue?

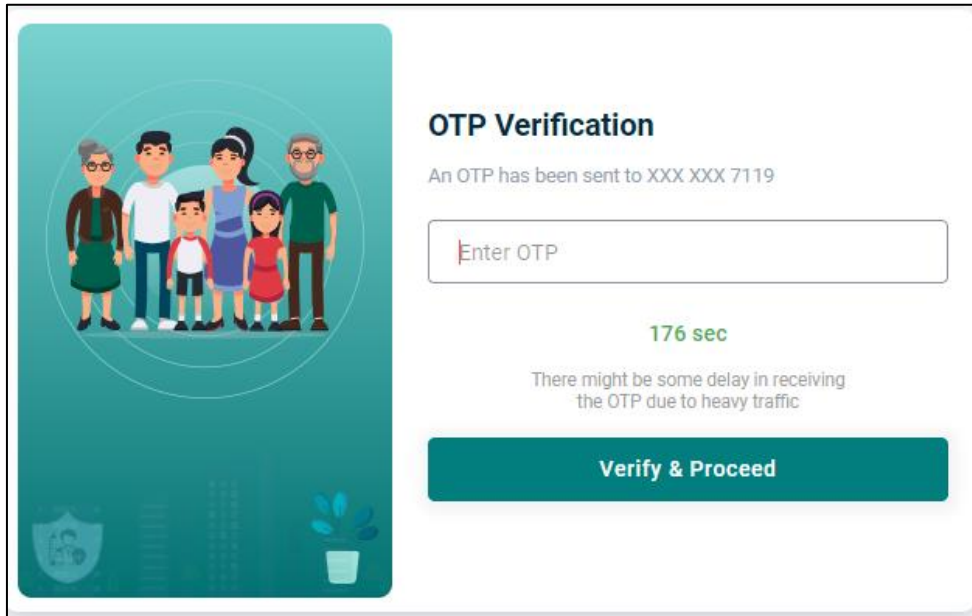
In order to raise an issue being faced by the beneficiary, related to the vaccination, the following steps may be followed:

1. Visit the URL www.Cowin.gov.in
2. Click on Register/Sign in tab.
3. Enter Mobile number and click on GET OTP.



The screenshot displays the CoWIN user interface for registration or sign-in. On the left, there is a teal illustration of a family of six (two adults and four children) standing together. To the right of the illustration, the text reads 'Register or Sign In for Vaccination' followed by 'An OTP will be sent to your mobile number for verification'. Below this is a red-outlined input field labeled 'Enter your mobile number'. Underneath the input field is a large teal button labeled 'GET OTP'. Below the button, a line of text states 'By Sign In/Registration, I agree to the Terms of Service and Privacy Policy'. Further down, there is a section titled 'OR BOOK AN APPOINTMENT USING' which contains two buttons: 'Aarogya Setu' with a heart icon and 'UMANG' with a smartphone icon.

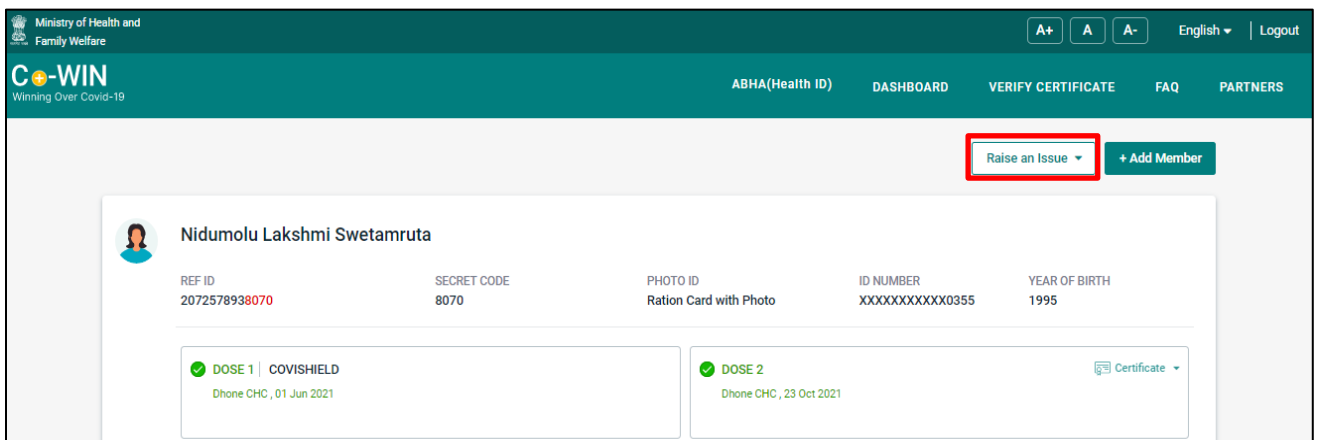
4. Enter the OTP received on the mobile number and click on “Verify & Proceed”



The image shows a screenshot of the 'OTP Verification' screen. On the left, there is a teal background with a circular illustration of a family of five (two adults and three children). Below the illustration is a small potted plant. On the right, the text 'OTP Verification' is displayed in bold. Below it, a message states 'An OTP has been sent to XXX XXX 7119'. There is a text input field with the placeholder 'Enter OTP'. Below the input field, a green timer shows '176 sec'. A message below the timer says 'There might be some delay in receiving the OTP due to heavy traffic'. At the bottom, there is a large teal button labeled 'Verify & Proceed'.

After the Verification of the OTP, Account details page will appear on the screen.

Click on “Raise an issue “tab as shown below:



The image shows a screenshot of the 'Account details' page. The header includes the Ministry of Health and Family Welfare logo, the C+WIN logo, and navigation links: ABHA(Health ID), DASHBOARD, VERIFY CERTIFICATE, FAQ, and PARTNERS. The user's name, Nidumolu Lakshmi Swetamruta, is displayed. Below the name, there are fields for REF ID (2072578938070), SECRET CODE (8070), PHOTO ID (Ration Card with Photo), ID NUMBER (XXXXXXXXXXXX0355), and YEAR OF BIRTH (1995). There are two buttons: 'Raise an Issue' (highlighted with a red box) and '+ Add Member'. Below these, there are two sections for vaccine doses. The first section, 'DOSE 1 | COVISHIELD', shows a green checkmark and the text 'Dhone CHC, 01 Jun 2021'. The second section, 'DOSE 2', shows a green checkmark and the text 'Dhone CHC, 23 Oct 2021'. A 'Certificate' link is visible next to the second dose.

Only those beneficiaries who have received at least first dose of vaccination can raise an issue in the Co-WIN portal.

Types of Issues

Currently, Co-WIN portal gives an option of raising the following 8 types of issues:

1. Correction in certificate labels – Name, Age, Gender, and Photo
Identity number
2. Merging of multiple certificates received for first dose and get final certificate
3. Addition of Passport details for foreign travel
4. Report any unknown member that has been registered to your Co-WIN
Registration account
5. Transfer registered members to another account with a new mobile
number
6. Final certificate can be regenerated if there is any incorrect information
provided on the certificate
7. Vaccination date correction
8. Vaccination status can be revoked if their vaccination status is showing
incorrectly.

← Raise an Issue

Raise any issue regarding your account with our support team. In case your issue is not listed below, you can call on the below mentioned numbers and our team will work with you to resolve them.

Correction in my Certificate regarding Name / Age / Gender / Photo ID →

Merge Two Dose #1 Certificate →

Add Passport Details to my vaccination certificate →

Report unknown member registered with my CoWIN account →

Transfer a member to new mobile number →

Regenerate Your Final Certificate →

Vaccination Date Correction →

Revoke Vaccination →

1 Correction in certificate labels

Correction in certificate feature which is applicable for the following labels in the vaccination certificate

- Name
- Age
- Gender
- Photo Identity number

Changes in the certificate can be made by following the given steps:

1. Click on “Raise an Issue” tab
2. Click on the first option “Correction in my Certificate regarding Name/ Age/ Gender/ Photo ID”
3. Select Member who needs to make changes in the certificate

← Correction In Vaccine Certificate

- ⚠ **Important** Vaccine certificate can only be changed 1 time. All changes are permanent.
- ⚠ Changing the name and ID to create a fake vaccine certificate will have legal consequences, if detected.
- 🕒 Changes in vaccination certificates can take upto 48 Hours.

Select a Member ▼

Continue →

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The screen will display the following fields:

- Name
- Year of Birth
- Gender and
- Photo ID

Nidumolu Lakshmi Swetamruta
Note: You can request upto 2 changes maximum in a certificate

Name Nidumolu Lakshmi Swetamruta	Change
Year of Birth 1995	Change
Gender Female	Change
Photo ID Ration Card with Photo / XXXXXXXXXXXX0355	Change

Upload Photo ID

[Upload File](#)

Upload a Photo ID document as a proof of requested change.

[Continue →](#)

4. Click on “Change” tab to edit the certificate details
5. Enter correct details and click on “Continue”

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Nidumolu Lakshmi Swetamruta

Note: You can request upto 2 changes maximum in a certificate

Name	Sweta	X
Nidumolu Lakshmi Swetamruta		
Year of Birth	Change	
Gender	Change	
Female		
Photo ID	Change	
Aadhaar Card / XXXXXXXX7138		

Upload Photo ID
certificate (11).pdf X

[Upload File](#)

Upload a Photo ID document as a proof of requested change.

[Continue →](#)

- Beneficiary can make maximum 2 changes in the certificate
- New labels should match minimum 60% of the characters in the old certificate labels

2 Merging multiple first dose certificates

Beneficiaries who register themselves with two different mobile numbers receive two dose 1 certificates even at the event of dose 2 vaccination. In such cases, they can choose option 2 under “Raise an issue” tab and request for merging of two dose 1 certificates to avail of final vaccination certificate.

Certificates can be merged by following the given steps:

1. Click on “Raise an Issue” tab
2. Click on the second option “Merge Two Dose #1 Certificate”
3. Select Member who needs to merge the certificates
4. As soon as the member name is selected, Vaccination Dose #1 details to get populated automatically

← Merge Two Dose #1 Certificate

In case you have multiple provisional certificate for Dose #1 generated through different accounts, you can merge them here to generate your final vaccination certificate.

⚠ Certificates are merged by matching Beneficiary Name, Age, & Gender. In case you need correction in your certificate, click “Correction in Certificate”.

⚠ We only accept CoWIN generated certificates at the moment. State generated certificates will not be accepted in this request. Make sure your certificates have the official CoWIN mark.



* All fields are mandatory

Member Details

Select a Member
Nidumolu Lakshmi Swetamruta

Details of First Dose Certificate

Beneficiary Ref. ID
76459962395570

Date of 1st Vaccination
03/07/2021

Photo ID
1

Photo ID Number
XXXXXXXXXX7138

Upload Photo Id

Upload File

Details of Second First Dose Certificate

Enter Beneficiary Ref. ID From 1st Certificate

This certificate will be merged with your

How to find beneficiary ref. ID on the certificate



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5. Enter details for Vaccination Dose #2 certificate – Enter Beneficiary Ref. ID from the second Certificate and enter Mobile number used at the time of second dose vaccination
6. Click on the declaration stating that you have received both doses of vaccination and you give up your right to second dose by submitting the merge request.
7. Click on “Submit Request” tab

* All fields are mandatory

Member Details

Select a Member
Nidumolu Lakshmi Swetamruta

Details of First Dose Certificate

Beneficiary Ref. ID
76459962395570

Date of 1st Vaccination
03/07/2021

Photo ID
1

Photo ID Number
XXXXXXXX7138

Upload Photo Id

Upload File

Details of Second First Dose Certificate

Enter Beneficiary Ref. ID From 1st Certificate

This certificate will be merged with your first dose certificate

☒ I declare that I have recieved both dose of the COVID-19 vaccination and that both certificates have been issued to me. By submitting this request, I give up my right to apply for the 2nd dose of vaccination. Read ["Terms of Service"](#) for more information

Submit Request

How to find beneficiary ref. ID on the certificate



3 Addition of Passport details for travel abroad

Beneficiaries who wish to travel abroad can request for addition of passport details in their vaccination certificate.

Such request can be raised by following the given steps:

1. Click on “Raise an Issue” tab
2. Click on the third option “Add Passport Details to my vaccination certificate”
3. Select Member who needs to update passport details in the certificate
4. Enter Passport Number
5. Click on the declaration that the passport belongs to you and the name in the Passport and Certificate is the same
6. Click on “Submit Request” tab

[← Add Passport Details](#)

⚠ Submit this form to link your Vaccination Certificate with your passport number for International travel.

⚠ Fully vaccinated citizens can update existing photo identity to passport number and date of birth to get International Certificate.

* All fields are mandatory

Passport Details

Select a Member

Nidumolu Lakshmi Swetamruta

Date of Birth

Enter Passport Number

Note: You can not make changes to the passport details after submitting this request.

☐ I declare that this passport belongs to the beneficiary. The name of the passport holder is same as mentioned on the vaccine certificate.

Submit Request

4 Report an unknown member

If beneficiaries find an unknown member added to their registration account who has received vaccination using your mobile number, such unknown members may be reported using this feature.

Such request can be raised by following the given steps:

1. Click on “Raise an Issue” tab
2. Click on the fourth option “Report unknown member registered with my Co-WIN account”
3. Select Member who needs to be removed from the account
4. Click on the declaration that the request will revoke vaccination certificates and remove members from your account
5. Click on “Submit Request” tab

← Report Unknown Member In Your Account


Use this form for in case you have an unknown member added to your account.

* All fields are mandatory

Unknown Member Details

Select a Member

Nidumolu Lakshmi Swetamruta

 This action is irreversible.

☐ I understand that submitting this request will revoke vaccination certificate(s) and/or remove members from my account. Read [Terms of service](#) for more information.

Submit Request

5 Transfer registered members to another account

Beneficiaries can transfer a member from their account to a new mobile number.

Such request can be raised by following the given steps:

1. Click on “Raise an Issue” tab
2. Click on the fifth option “Transfer a member to new mobile number”
3. Select Member who needs to be transferred
4. Enter the new Mobile Number and click on the declaration
5. Click on “Continue” tab and an OTP will be received
6. Enter OTP and click on “Submit Request”

← **Transfer a Member to New Mobile Number**

Submit this form in case you want to transfer a member from this account to another account

* All fields are mandatory

Member Details

Select a Member to Transfer
Nidumolu Lakshmi Swetamruta

Transfer Member

Current Mobile Number

xxxx xxxx 7119

Transfer to

↔

Enter New Mobile Number

Enter your mobile number

Note: Transferring of member is an irreversible process.

☐ I understand that the selected member will be removed from my account in the transfer process and that this process is irreversible.

Continue

6 Regenerate final certificate

Beneficiaries can regenerate the final certificate if the date or batch number is not same in the final certificate

Such request can be raised by the following steps:

1. Click on “Raise an Issue” button
2. Click on “Regenerate your final certificate”
3. Select member who would like to regenerate the final certificate.
4. Click on “Generate certificate” button as shown below.

[← Regenerate Your Final Certificate](#)

⚠ Kindly select the member and dose required for receiving the certificate.

⚠ If vaccination date or batch number is not same as in your final certificate, you can correct this error by regenerate the certificate

* All fields are mandatory

Member Details

Select a Member
Nidumolu Lakshmi Swetamruta

Generate Certificate

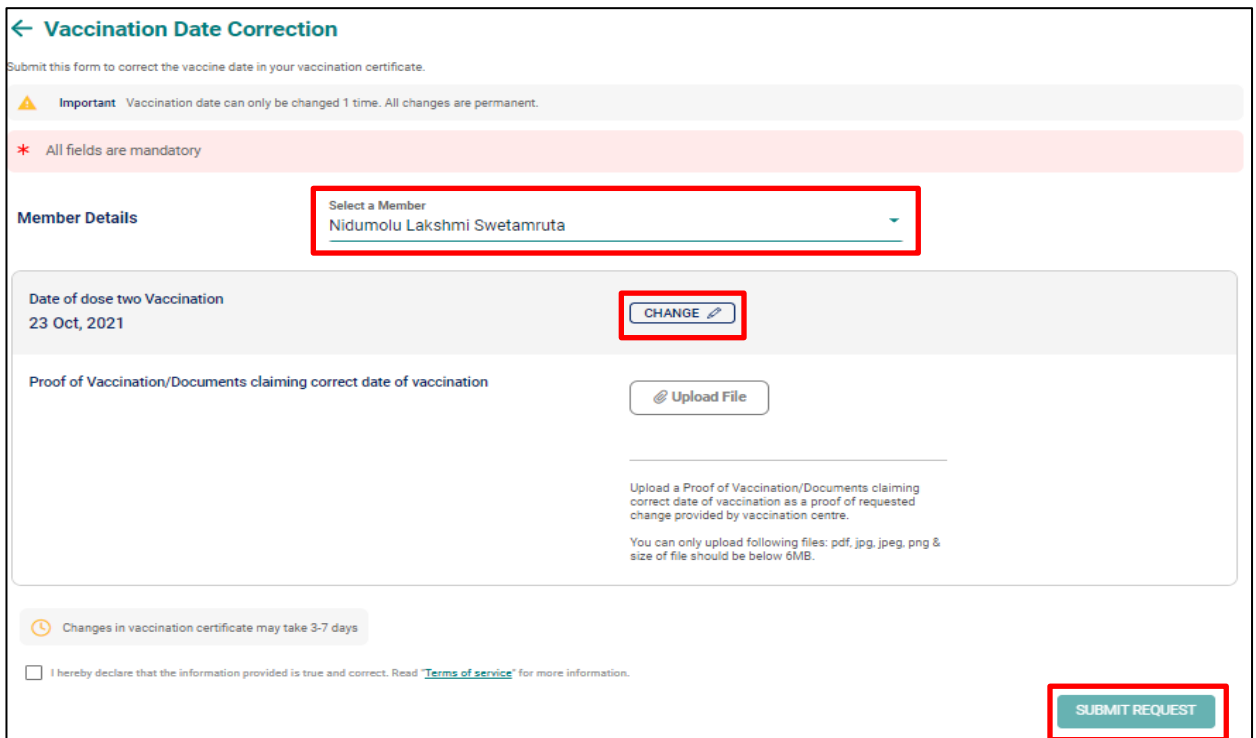
7 Vaccination Date Correction

Beneficiaries can request for date vaccination date correction if latest vaccination date is showing incorrectly

- Vaccination date correction is applicable for latest dose only

Such request can be raised by following steps:

1. Click on “Raise an Issue” button
2. Click on “Vaccination Date Correction” option
3. Select member who need to correct date of vaccination.



← Vaccination Date Correction

Submit this form to correct the vaccine date in your vaccination certificate.

Important Vaccination date can only be changed 1 time. All changes are permanent.

* All fields are mandatory

Member Details

Select a Member
Nidumolu Lakshmi Swetamruta

Date of dose two Vaccination
23 Oct, 2021

CHANGE

Proof of Vaccination/Documents claiming correct date of vaccination

Upload File

Upload a Proof of Vaccination/Documents claiming correct date of vaccination as a proof of requested change provided by vaccination centre.

You can only upload following files: pdf, jpg, jpeg, png & size of file should be below 6MB.

Changes in vaccination certificate may take 3-7 days

☐ I hereby declare that the information provided is true and correct. Read [Terms of service](#) for more information.

SUBMIT REQUEST

4. Select the correct vaccination date from the date picker.
5. Beneficiary need to upload valid proof of vaccination /document claiming correct date of vaccination
6. Check the declaration check box

7. Click on “Submit Request” as shown below.
8. The request would be submitted to respective District Immunization Officer (DIO) who would further examine the matter and may be able to resolve the issue.
9. The beneficiary would be able to download vaccination certificate with corrected date if issue resolved successfully.

8 Revoke Vaccination Status

Beneficiaries can revoke vaccination status if the status is showing incorrectly.

- Vaccination status can be revoked from “Precaution Dose” status to “fully vaccinated”
- Vaccination status can be revoked from “fully vaccinated” status to “partially vaccinated”
- Vaccination status can be revoked from “partially vaccinated” to “not vaccinated” status.

Such request can be raised by following steps:

1. Click on “Raise an Issue” button
2. Click on “Revoke Vaccination” option
3. Select member who need to revoke vaccination status.
4. Click on change button to select status from the drop down.
5. After selecting the vaccination status, need to click on declaration.
6. Click on “Submit Request” as shown below.

← Revoke Vaccination

Submit this form to revoke vaccination data from your vaccination certificate.

⚠ Important Revoke Vaccination can only be changed 1 time. All changes are permanent.

★ All fields are mandatory

Member Details

Select a Member
Goguboyani ediga Naveen Simha

Current Vaccination Status
Vaccinated

Select Status
Partially Vaccinated

🕒 Changes in vaccination certificate may take 3-7 days

☒ I hereby declare that the information provided is true and correct. Read [Terms of service](#) for more information.

Submit Request

All requests raised on the portal are resolved within 24 hours.

In case of any grievance/issue not falling in one of the five categories explained in this manual, beneficiaries may reach out to the below contact details:

Helpline: +91-11-23978046 or Technical Helpline: 0120-4473222

Email address: support@cowin.gov.in

Track Issues

Once an issue has been raised by the beneficiary, a new tab “Track Request” appears on the Account details page. Beneficiaries can track the status of the raised issues using this feature.

Tracking can be done by clicking on “Track Request” tab

The screenshot shows a user profile for Goguboyani ediga Naveen Simha. The profile includes fields for REF ID (81429107468600), SECRET CODE (8600), PHOTO ID (Passport), ID NUMBER (XXXX4135), and YEAR OF BIRTH (1992). Below these fields are two vaccine status cards: DOSE 1 | COVAXIN (Medicover Htex Workplace 1, 08 Jun 2021) and DOSE 2 (Medicover Htex Workplace 1, 08 Jul 2021). A 'Certificate' link is next to the DOSE 2 card. At the bottom, there is a 'Share Your Vaccination Status' button and a 'Create ABHA' button. In the top right corner, a dropdown menu is open, showing 'Raise an Issue' and 'Track Request' (highlighted with a red box).

Details of the issues raised will appear on the screen along with its status.

The screenshot shows the 'Your Grievance Request' page. It features a header with a back arrow and the title 'Your Grievance Request'. Below the header is an important notice: 'Important Vaccine Certificate can only be changed 1 time. All changes are permanent.' A table displays the details of the raised issue:

Member Name	Issues	District Name	Status
Goguboyani ediga Naveen Simha	Update Id To Passport	Rangareddy	Updated

At the bottom, there is a contact information line: 'In case you have any further concerns, reach out to us at "0120-4783222"'

“ दवाई भी और कड़ाई भी।

Together, India will defeat COVID-19 ”

- *Prime Minister Narendra Modi*

