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Registration Process:

Steps involved:

- User has to click on 'REGISTER' on Website Homepage



- *Now Four Validation fields will be displayed for input:*

- PF Number
- Date of Birth (It must be in DD/MM/YYYY format)
- Email
- Phone Number
- After entering the particulars, the User has to click on 'Register' button



Salem Division

Register

PF Number
15605260784

Phone Number
1234567890

Email
helloworld022020@gmail.com

Date of Birth
01/03/1961

OTP
| | | |

verify

Login

Home

- If details are matched, OTP will be sent on the provided mobile number which has to be fed to **VERIFY OTP**.
- After confirmation of OTP, the system will prompt for **SETTING PASSWORD**, set the password and press Register Button.

Salem Division

Set Password

Name
SREEDHARAN.A.R.

Password

Confirm Password

Register

- Now the **USER** is ready to **LOG-IN** with PF Number Password as set in the Registration process.



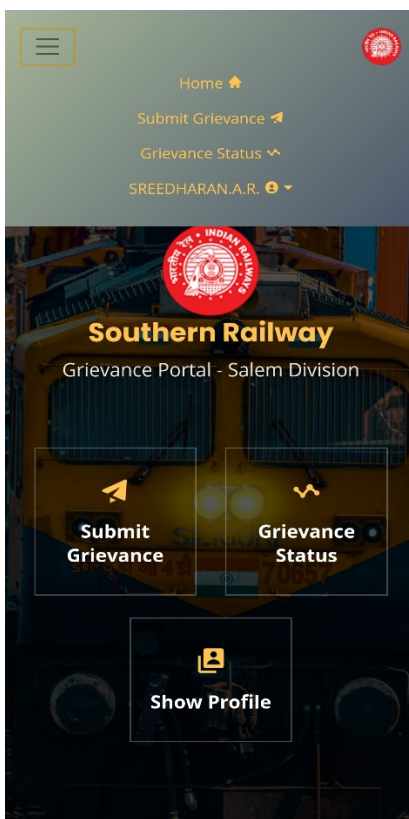
Log-in & Dashboard:

USER must go to the Log-in Page

Enter the user credentials:

- PF Number
- Password as REGISTERED

Now the Side-bar MENU will be available for view on the left side.



You will find 4 items in the Menu for navigation:

Home (To view the Basic particulars fetched from backend database).

Submit Grievance (To submit the Grievance).

Grievance Status (To track the status of the grievance after it has been submitted).

Profile (To view the User's Basic particulars fetched from backend Database and change the password)



GRIEVANCE SUBMISSION:

Grievance Submission

User Name :
John

PF Number :
777888999

Department :
ACCOUNTS

Station :
SA

Email Address :
Email Address

Phone Number* :
Phone Number

Select Grievance Category :

- ☐ Date of Appointment
- ☐ Seniority
- ☐ Promotion
- ☐ MACP
- ☐ Fixation
- ☐ Arrears
- ☐ Allowances
- ☐ IPAS Related Corrections
- ☐ Income Tax
- ☐ Transfer
- ☐ Provident Fund(PF)
- ☐ National Pension System (NPS)
- ☐ Quarters
- ☐ Staff Benefit Fund

USER must LOG-IN to the Grievance Portal:

- Go to the MENU bar and click on SUBMIT GRIEVANCE.

GRIEVANCE SUBMISSION Form: It is a simple form, and it requires bare minimum fields since the most of the required information is already maintained in the backend data.

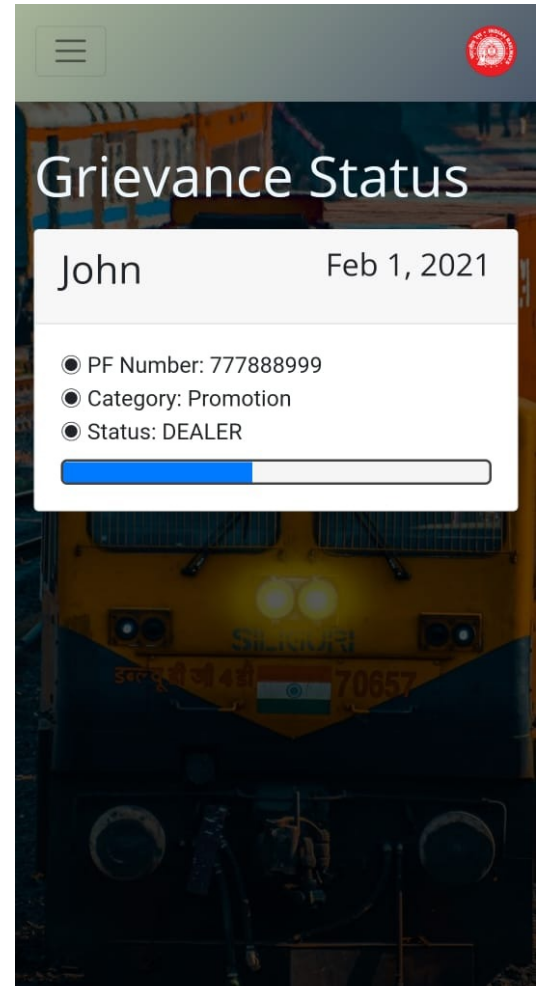
- This form requires input for 4 fields only. They are Email, Phone Number, Grievance category, and Description.
- After entering the details, USER can proceed to UPLOAD DOCUMENTS.
- To UPLOAD DOCUMENTS the USER has to select the files from Mobile or a PC. Maximum of 3 documents can be uploaded in PENSIONER form.
- USER has to click the upload button after selecting the file.
- Now the form has been submitted, and the status of the application can be tracked under 'MY GRIEVANCE STATUS' in the Menu.



GRIEVANCE STATUS:

How to your Grievance Status

- Login as USER
- Go to Menu bar and click on MY GRIEVANCE STATUS.
- Status of all the user submitted grievance can be seen with progress bar denoting the status of grievance.





Southern Railway – Grievance Portal

CHANGE PASSWORD:

The screenshot shows a mobile application interface. At the top, there is a menu icon (three horizontal lines) and a small circular logo. Below the menu, there is a section titled 'Department ACCOUNTS' with a sub-section 'Grievance Submitted' showing the number '1'. The main part of the screen displays a 'Change Password' form. The form has three input fields: 'Old Password*', 'New Password*', and 'Confirm Password*'. Below these fields is a blue button labeled 'Update Password'.

Steps involved

- Login as USER
- Go to Menu bar and click on PROFILE
- Enter the old password and new password
- Click on UPDATE PASSWORD button to change your password



Southern Railway – Grievance Portal

FORGET PASSWORD:

Salem Division

Login

PF Number

PF Number

Password

[Forgot Password](#)

Login

Register

Steps involved.

- FORGOT PASSWORD Procedure
- Go to LOG-IN page
- Click on FORGOT PASSWORD (at the bottom of the log-in box.)
- Enter VALIDATION Particulars:
- PF Number
- Click on SEND OTP button
- Enter OTP and VERIFY
- Set NEW PASSWORD and confirm by clicking on RESET.
- Now the USER can login with new credentials.

Forgot Password

Enter your PFNumber

Send OTP

PF Number

Password

[Forgot Password](#)

Login

Register

Forgot Password

15605260784

Send OTP

Enter OTP

Change Password