

Features of

GRM

1

User Management

User Registration
Roles Mapping

2

Query Management

Query Submission
- Known
- Not Known

Query Receiving/Assigning
Query Attending
Query Status

3

Notification Management

SMS Notification
Email Notification
Whatsapp Notification

4

Query Management

Data Analysis

5

System Configuration

Setting up the preloaded data
- Query Categories
- Query Status
- Document types etc