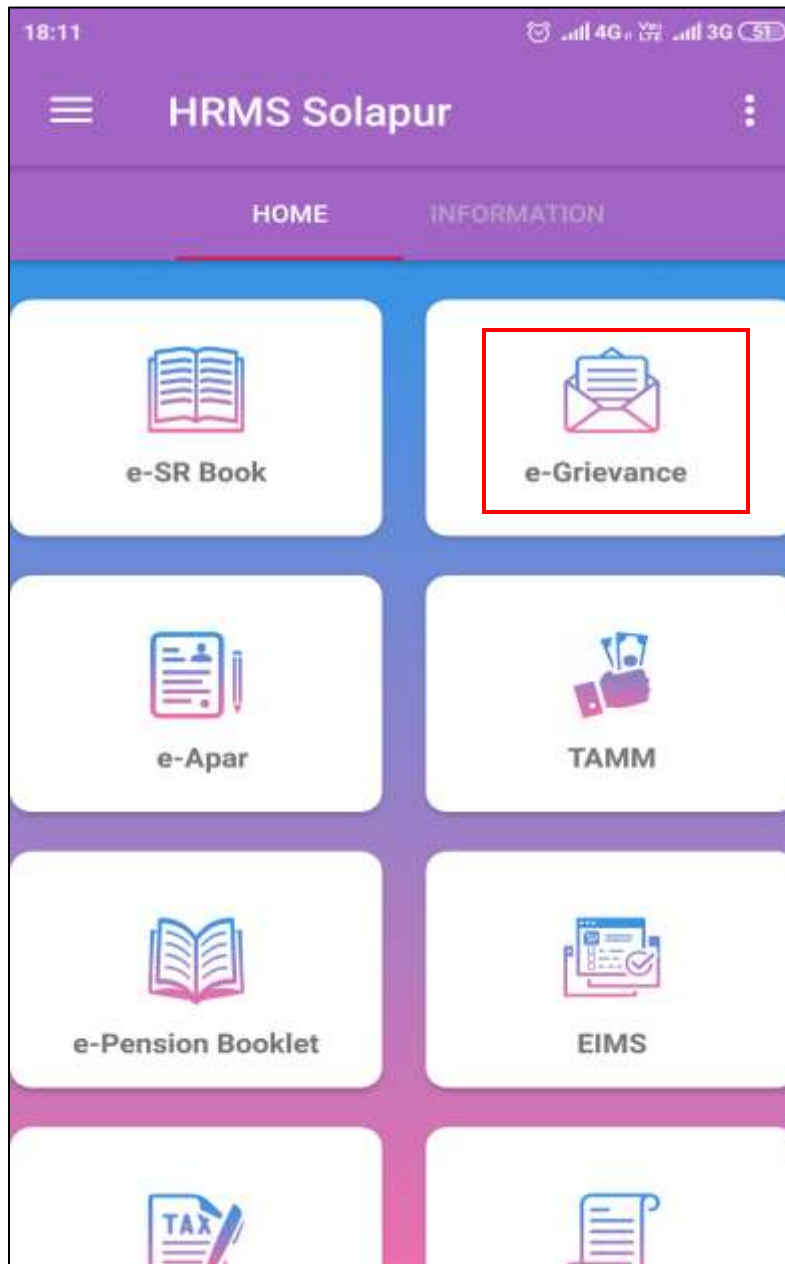# CENTRAL RAILWAY

SOLAPUR DIVISION

RailSathi

## HUMAN RESOURCE MANAGEMENT SYSTEM

(HRMS)

e-Grievance

Step 1: After you login to HRMS app, you will see home page containing all the modules. Click on **e-Grievance** tab to see all grievance records (Fig- 1).
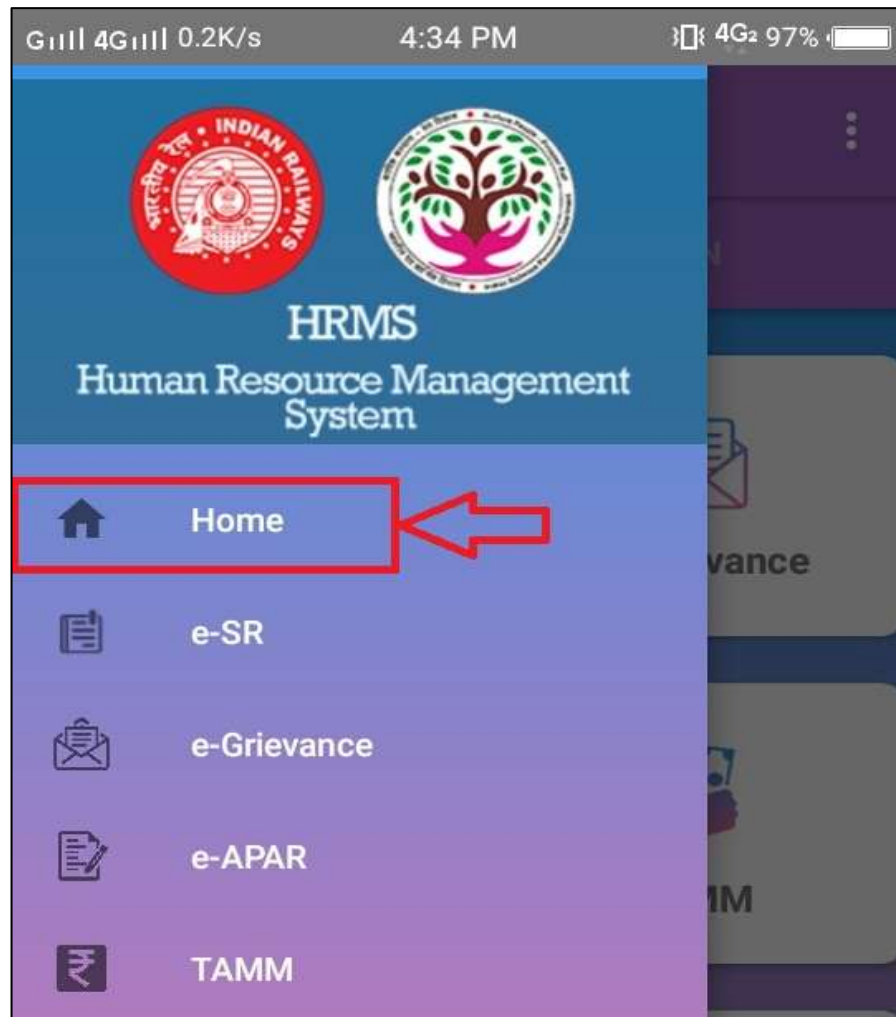
(Fig- 1)

Step 2: When you click on e-grievance, e-grievance dashboard will get displayed (Fig- 2).If you want to get back to the home page, press **back key** of your phone OR go to navigation bar by clicking on three lines given at the top of the left corner of the page.From navigation bar click on **Home** to go to home page (2.1).
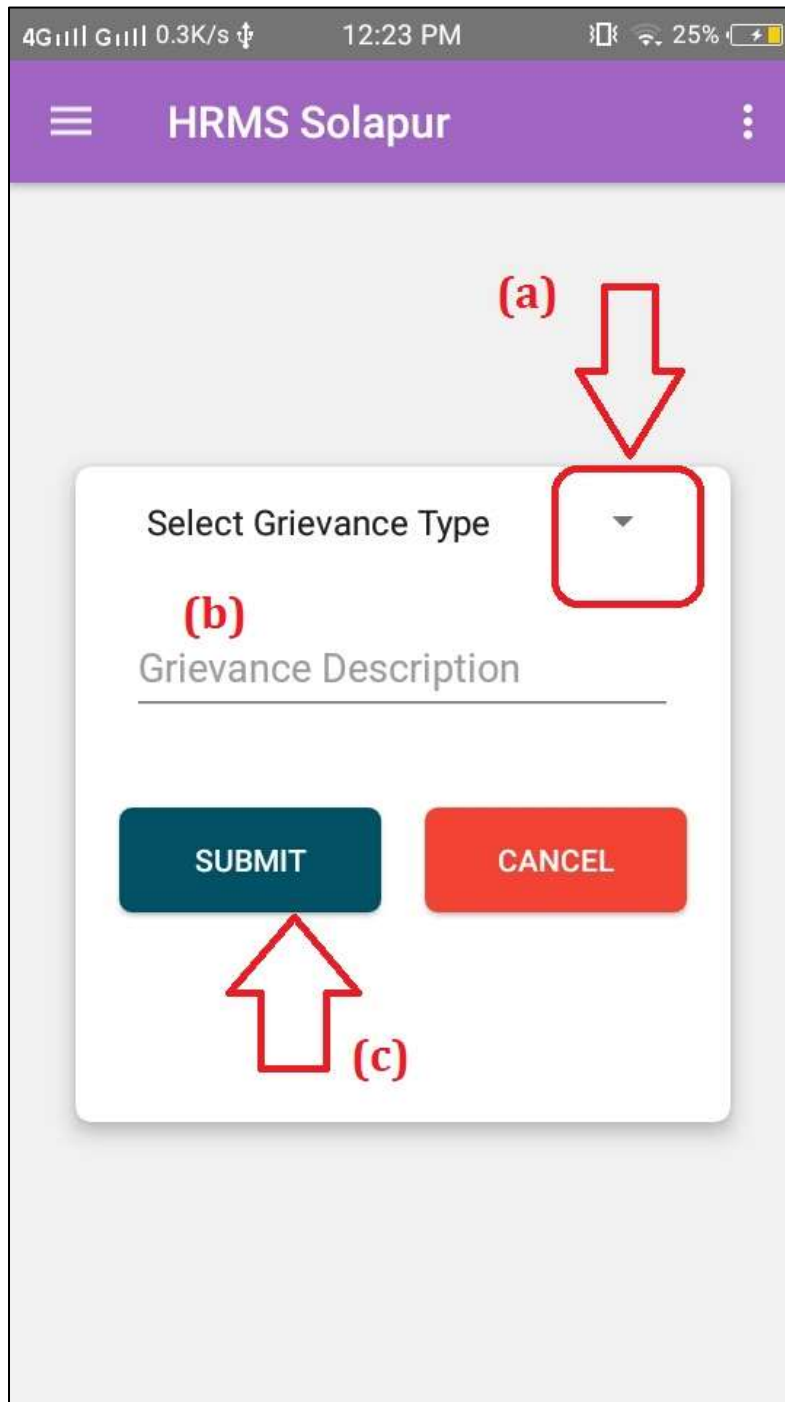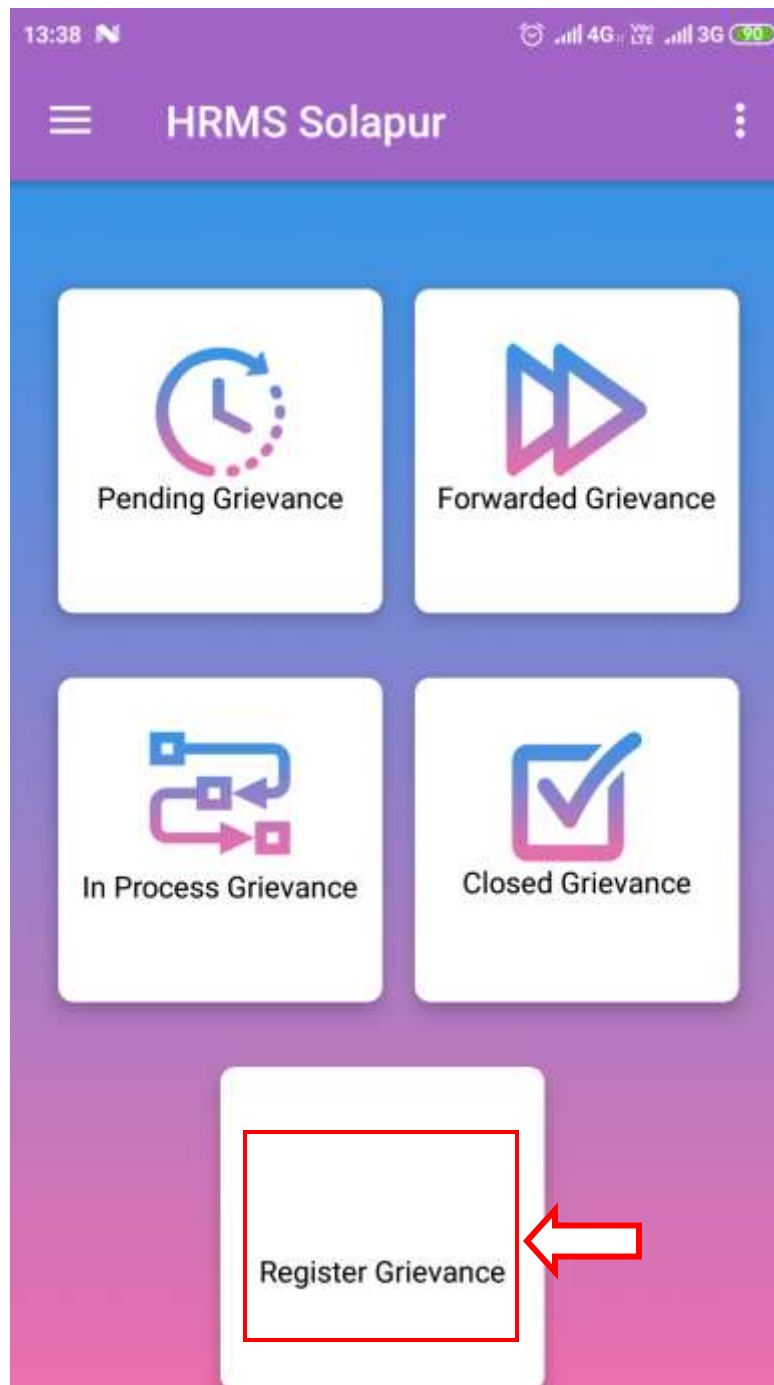
(Fig- 2)
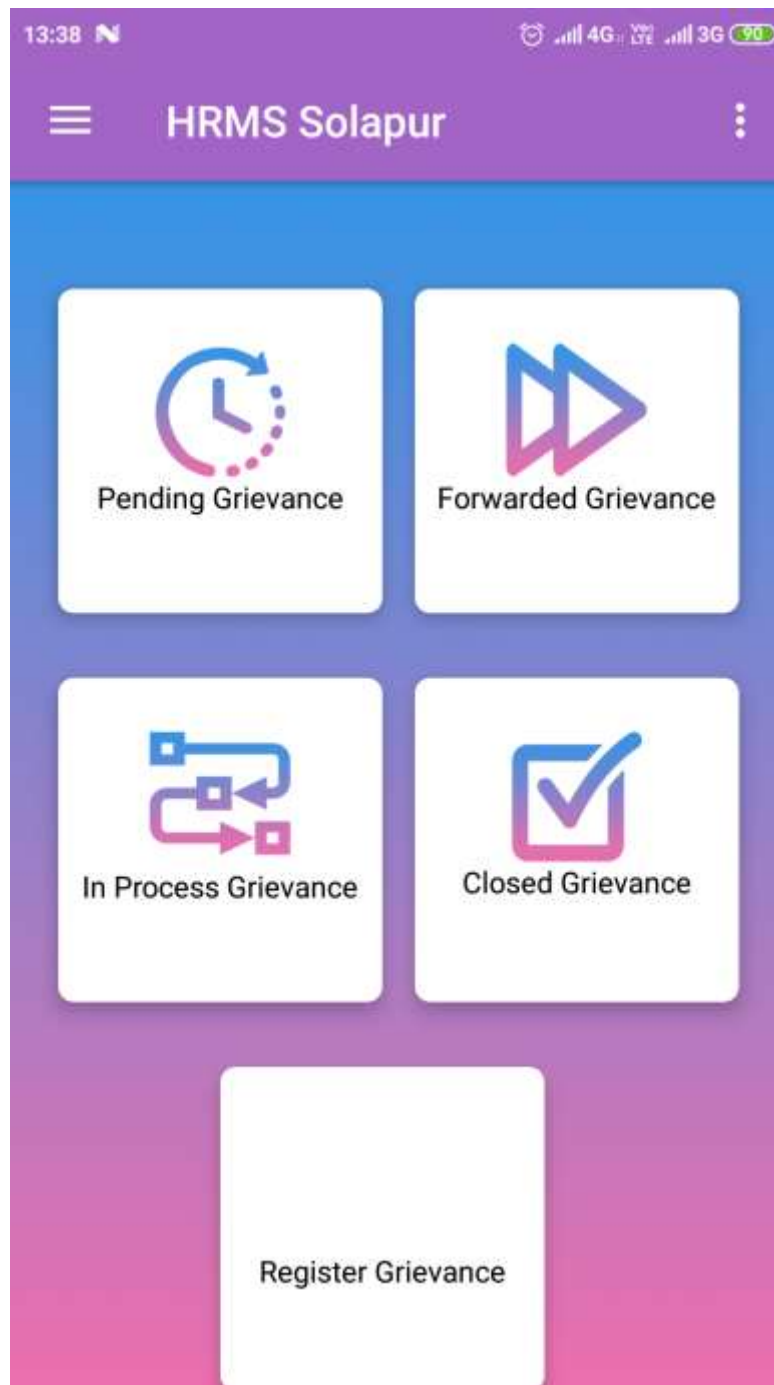
(Fig- 5.1)

Step 3: Click on the **Register Grievance** given at the bottom of the page to add new grievance (Fig- 3).

(Fig- 3)

Step 4: When you click on register button, grievance form will appear on screen. Select grievance type (a), write description (b) and click on submit button(c).

(Fig- 4.1)

To get back on e-grievance Dashboard press Back Key of your mobile OR go to navigation bar by clicking on three lines given at the top of the left corner of the page from navigation bar click on **e-Grievance** (Fig- 4.2).

(Fig- 4.2)

Step 5: Click on **Pending Grievances**(a) to see the pending grievance list. **Forwarded Grievance** to see the grievances which got forwarded to higher authorities **(Fig- 5)**. **Forwarded grievance** (b) will get added to the list of **in process grievance** (c). Closed grievance list you can see by clicking on **closed grievance** (d).

(Fig- 5)
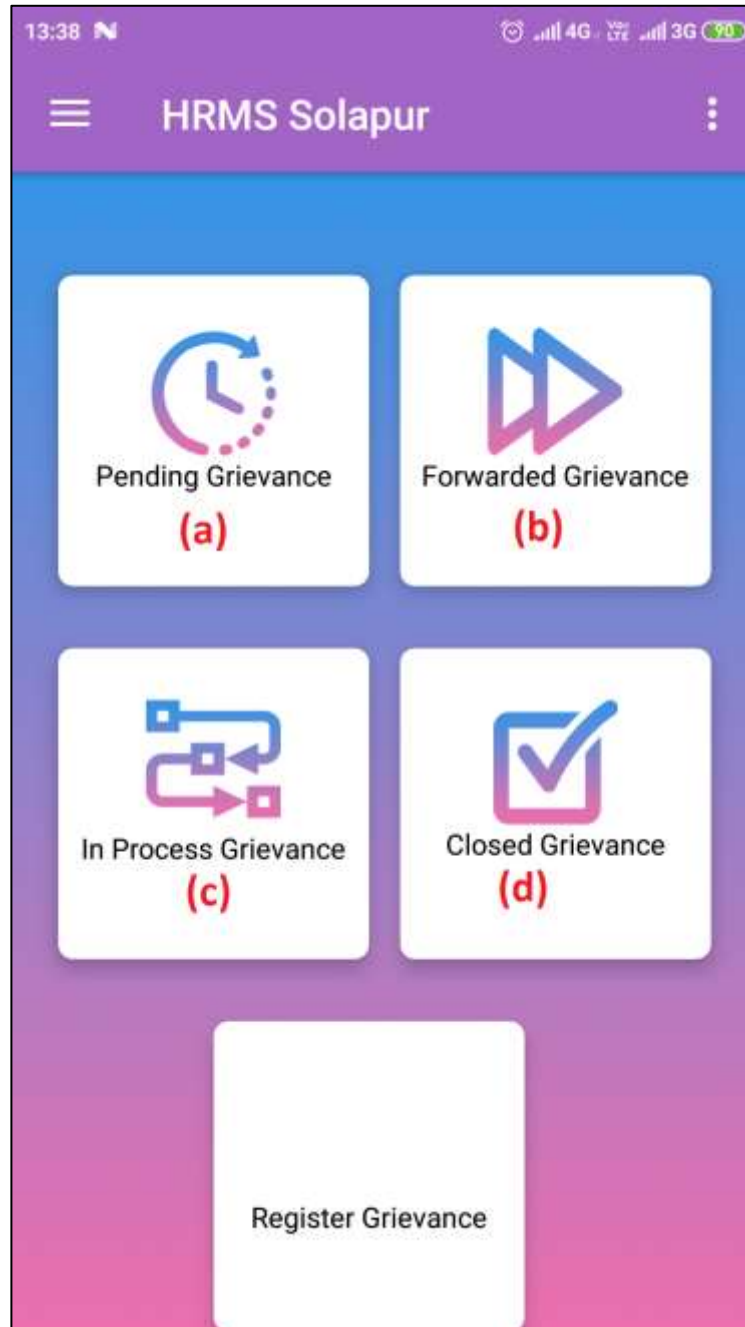
Logout: To logout from the app click on the 3 dots given at the top of the right corner of the page. And then click on **Logout**.