

“e-Chhawani” Online Management of Cantonment Boards



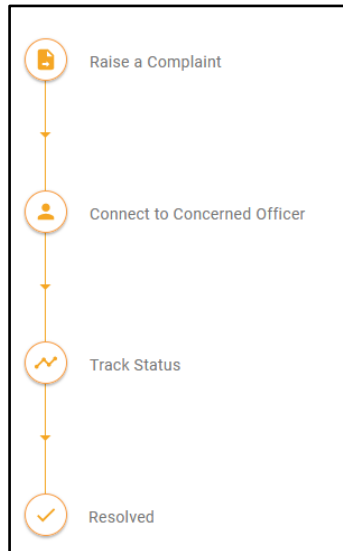
Public Grievance Redressal **User Manual**

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About this Manual

The purpose of this document is to help citizen to operate the Public Grievance Redressal System (PGR). The product provides a digital interface, allowing citizens to raise the complaint and track the status of the complaint till it is resolved. The following is the time line of activities



The PGR allows the citizens to:

- File a Complaint
- Rate the Complaint
- Reopen the Complaint
- View the complaint
- Call an Employee
- Chat or leave a comment

This manual covers up the various features of PGR and every feature is defined with a screenshot for user assistance.

1. General Functions

1.1 Login into the Application

To login, please go to the following link:

<https://echhawani.gov.in/citizen/>

The citizen lands on the following page. Select the language of choice and click on **Continue**.



e-Chhawani | DGDE

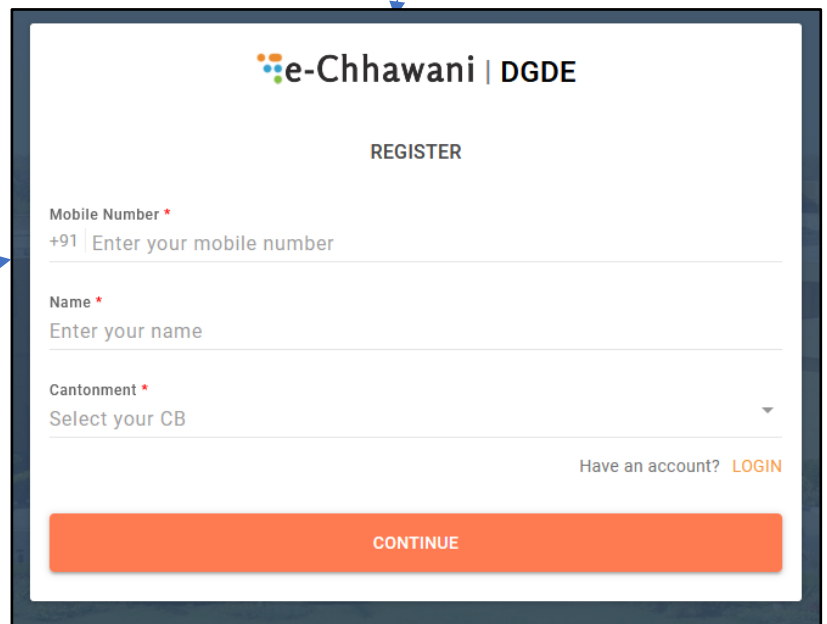
English | हिंदी

ENGLISH

हिंदी

CONTINUE

To Register, Enters Mobile Number, Name and selects his/her CB and click on **Continue**.



e-Chhawani | DGDE

REGISTER

Mobile Number *

+91 | Enter your mobile number

Name *

Enter your name

Cantonment *

Select your CB

Have an account? [LOGIN](#)

CONTINUE

An OTP will be sent to the entered Mobile Number.

Enter the received OTP and click on **Continue**.

e-Chhawani | DGDE

ENTER OTP

An OTP has been sent to : 8095459303 ✎

Please check your messages

OTP *

Enter OTP

Request another OTP in 26 seconds

CONTINUE

On login in, the homepage will be displayed on the citizen screen.

LUCKNOW CANTONMENT BOARD

ENGLISH

1

DIGIT

SEARCH

Home

Complaints

Trade License

BillGenie

Receipts

Citizen Services

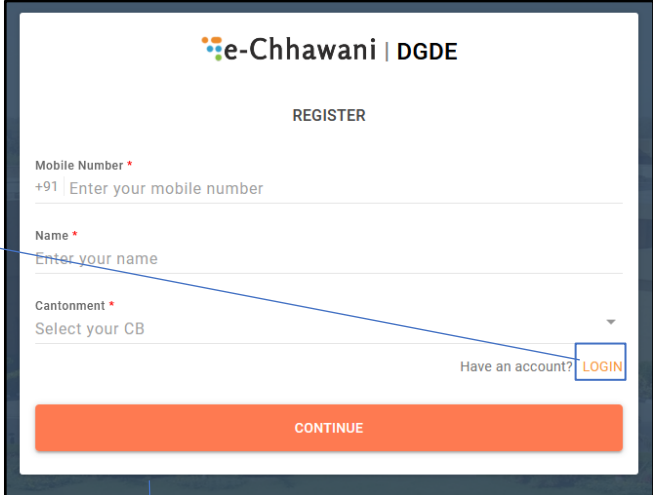
Complaints

Trade License

Local Information

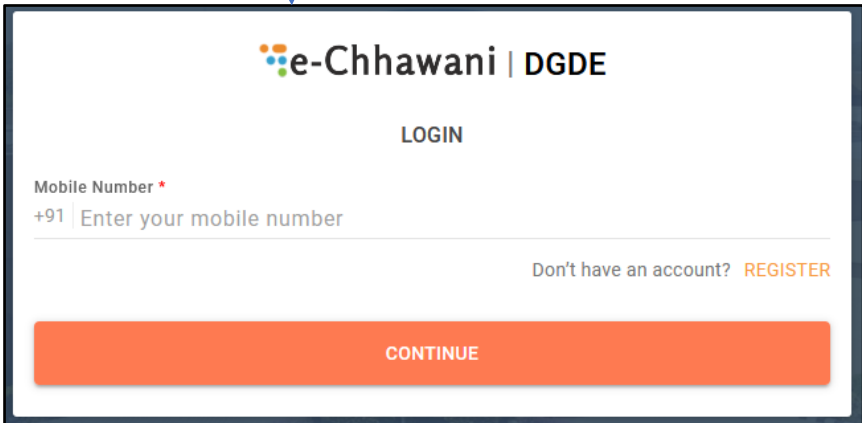
My Cantonment

For an already registered user, click on “Login”.



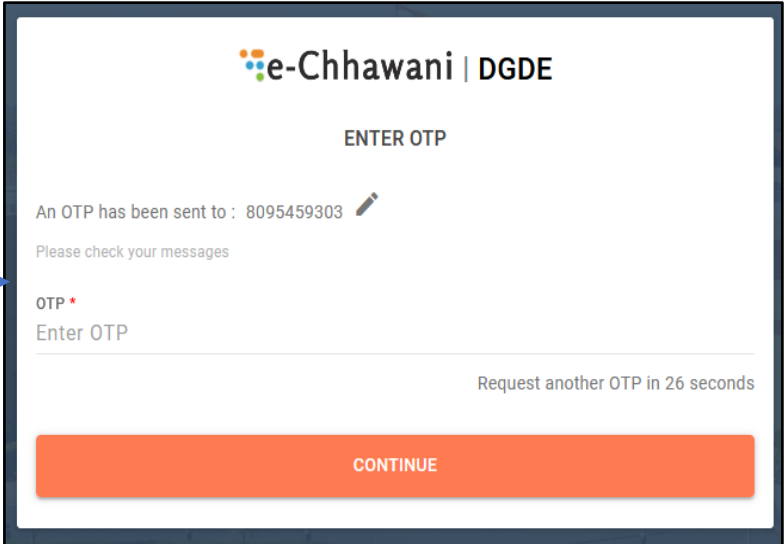
The REGISTER screen displays the e-Chhawani | DGDE logo at the top. Below the logo is the title 'REGISTER'. The form includes three input fields: 'Mobile Number *' with a placeholder '+91 | Enter your mobile number', 'Name *' with a placeholder 'Enter your name', and 'Cantonment *' with a placeholder 'Select your CB' and a dropdown arrow. To the right of the Cantonment field is a link 'Have an account? LOGIN'. At the bottom is an orange 'CONTINUE' button.

Enter the registered Mobile Number and click **CONTINUE**.



The LOGIN screen displays the e-Chhawani | DGDE logo at the top. Below the logo is the title 'LOGIN'. The form includes a 'Mobile Number *' input field with a placeholder '+91 | Enter your mobile number'. To the right of the input field is a link 'Don't have an account? REGISTER'. At the bottom is an orange 'CONTINUE' button.

Enter the received OTP and click on **Continue**.



The ENTER OTP screen displays the e-Chhawani | DGDE logo at the top. Below the logo is the title 'ENTER OTP'. The form shows a message 'An OTP has been sent to : 8095459303' with a pencil icon, followed by 'Please check your messages'. Below this is an 'OTP *' input field with a placeholder 'Enter OTP'. To the right of the input field is a link 'Request another OTP in 26 seconds'. At the bottom is an orange 'CONTINUE' button.

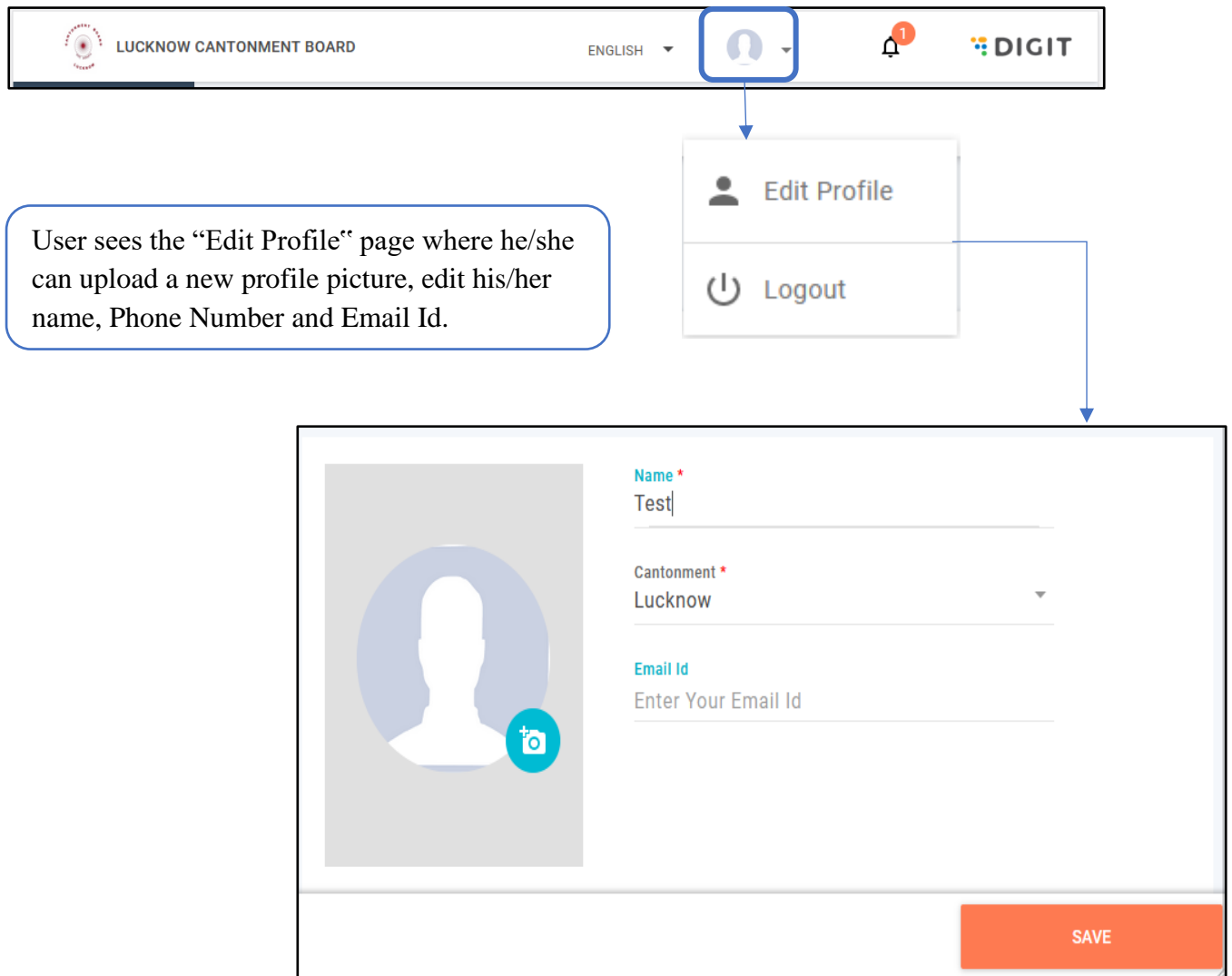
On login in, the homepage will be displayed on the citizen screen.

1.2 Editing the Profile

Follow the steps shown below to edit your profile. You can:

- Enter/Update Name, Cantonment and Email ID
- Upload Profile Photo

1.2.1 Enter/Update Name, Cantonment and Email ID

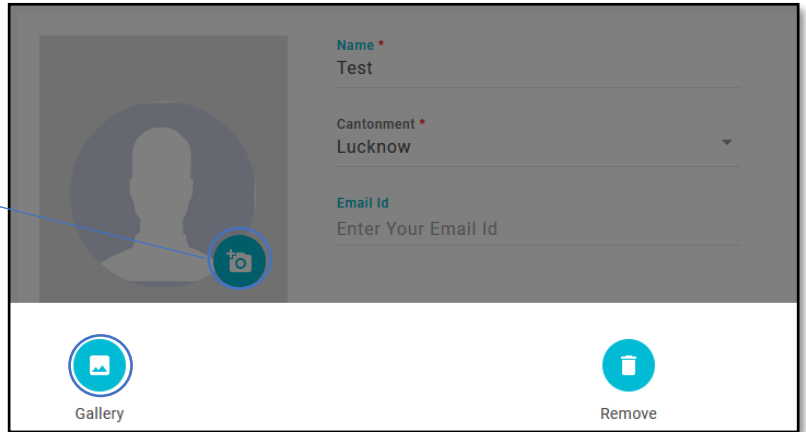


The screenshot shows the LUCKNOW CANTONMENT BOARD user interface. The top navigation bar includes the board's logo, the text 'LUCKNOW CANTONMENT BOARD', a language dropdown set to 'ENGLISH', a user profile icon, a notification bell with a red '1', and the 'DIGIT' logo. A blue box highlights the user profile icon, with an arrow pointing down to a dropdown menu. This menu contains two options: 'Edit Profile' (with a person icon) and 'Logout' (with a power icon). A blue arrow points from the 'Edit Profile' option to the 'Edit Profile' form below. The form has a large circular profile picture placeholder on the left with a camera icon. To the right of the placeholder are three input fields: 'Name *' with the text 'Test', 'Cantonment *' with a dropdown menu showing 'Lucknow', and 'Email Id' with the placeholder text 'Enter Your Email Id'. A red 'SAVE' button is located at the bottom right of the form.

User sees the “Edit Profile” page where he/she can upload a new profile picture, edit his/her name, Phone Number and Email Id.

1.2.2 Update Profile Photo

To update the profile photo, click on the Camera Icon.



The profile editing screen shows a user profile with the following fields:


- Name ***: Test
- Cantonment ***: Lucknow
- Email Id**: Enter Your Email Id

At the bottom, there are two buttons: **Gallery** (with a camera icon) and **Remove** (with a trash icon).

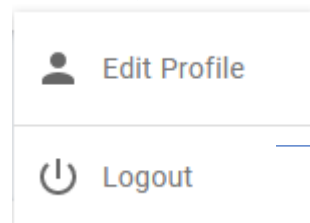
Two options appear on the screen:
“Gallery” and “Remove”.

User clicks on “Remove” to remove the present Profile picture and clicks on “Gallery” to upload a new picture from the computer.
 Once the user is done editing his/her profile, user clicks on “SAVE” button in the bottom right of the page to save the changes

1.3 Logout



The navigation bar includes the LUCKNOW CANTONMENT BOARD logo, a language dropdown set to ENGLISH, a user profile icon, a notification bell with 1 alert, and the DIGIT logo.



The user menu dropdown shows two options:

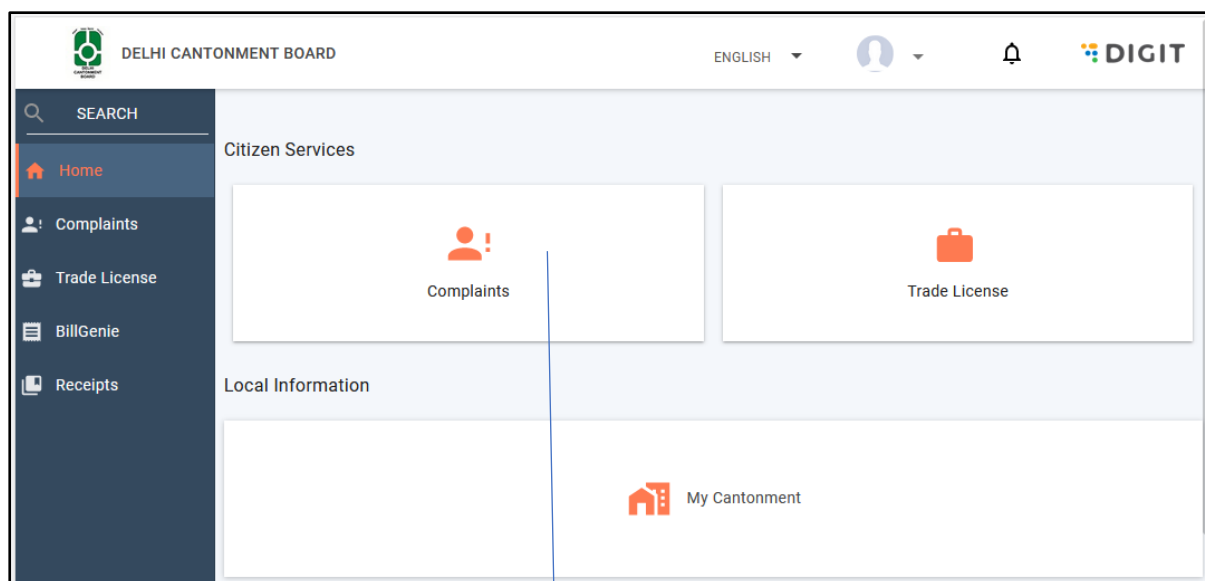
- Edit Profile** (with a person icon)
- Logout** (with a power icon)



The Logout confirmation dialog asks: **Are you sure you want to logout?** It has two buttons: **CANCEL** and **LOGOUT**.

2. Complaints

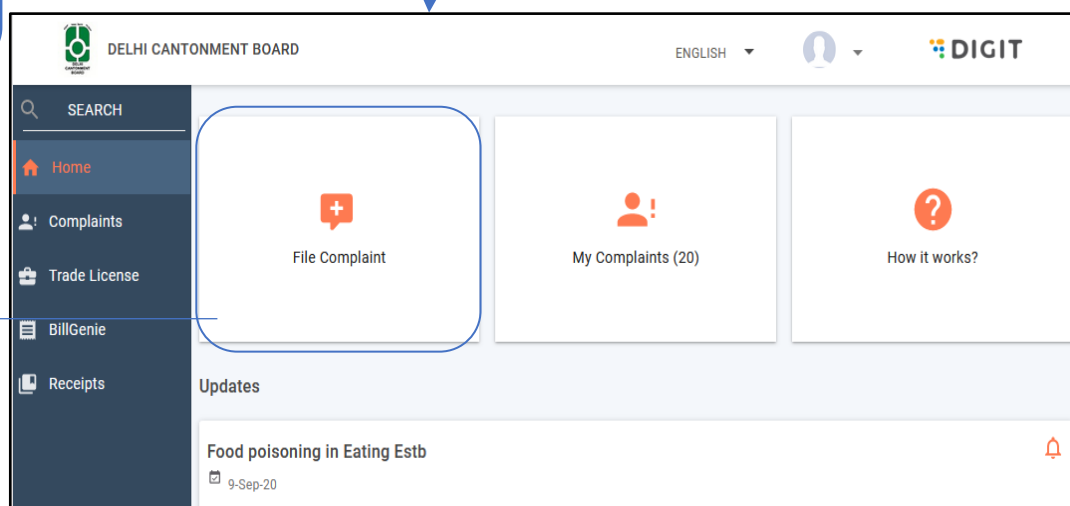
2.1 File Complaint




On the Landing page, click on “Complaints” to proceed.

Three options appear on the screen:

**“File Complaint”,
“My Complaints” and
“How it Works?”.**



File Complaint



UPLOAD
PHOTOS

Complaint Type *
Select complaint type

Complaint Additional Details
Enter Complaint additional details

Complaint Location
Enter Complaint Location

City *
Select

Locality/Mohalla *
Choose Locality/Mohalla

House No. and Street Name
Enter House No. and Street Name

Landmark
Enter a landmark (E.g. Central mall)

FILE COMPLAINT

The above form will be displayed. You can Upload the photo, select the Complaint type, City, Mohalla and fill other additional details.


Click on “**FILE COMPLAINT**” to add a new complaint.

On filing a complaint, the complaint is sent to Grievance Redressal Officer of the CB.


2.2 View the Complaint

SEARCH


Home
Complaints
Trade License
BillGenie
Receipts



File Complaint



My Complaints (20)



How it works?

Updates

Food poisoning in Eating Estb
9-Sep-20
Your Complaint has been Assigned

Illegal Cutting Of Trees
9-Sep-20

All Complaints filed by the citizen can be viewed along with the Status (Open/Closed).

My Complaints (20)

<p>Food poisoning in Eating Estb</p> <p>9-Sep-20</p> <p>Complaint No : 09/09/2020/000209</p> <p>Your Complaint has been Assigned</p>	OPEN
<p>Illegal Cutting Of Trees</p> <p>9-Sep-20</p> <p>Complaint No : 09/09/2020/000208</p> <p>Your Complaint has been Filed</p>	OPEN

Click on the complaint to view the Complaint Summary.

Complaint Summary

Complaint Details

Default

Complaint No : 09/09/2020/000183

Current Status : Filed

Filed Date : 9-Sep-20

Address Details

Mohalla/City : URI Enclave - Ward 2, Delhi

Complaint Timeline

Complaint pending at GRO

9-Sep-20

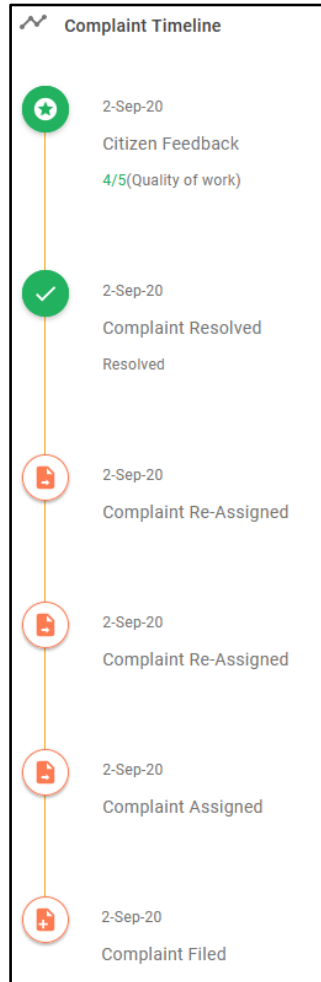
Complaint Filed

Comments

Write your comments...

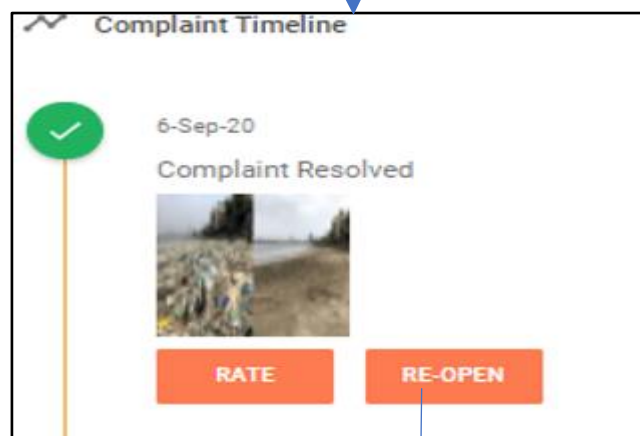
To Chat/Leave a Comment to the employee enter here.

The complete Timeline of a complaint is as below.

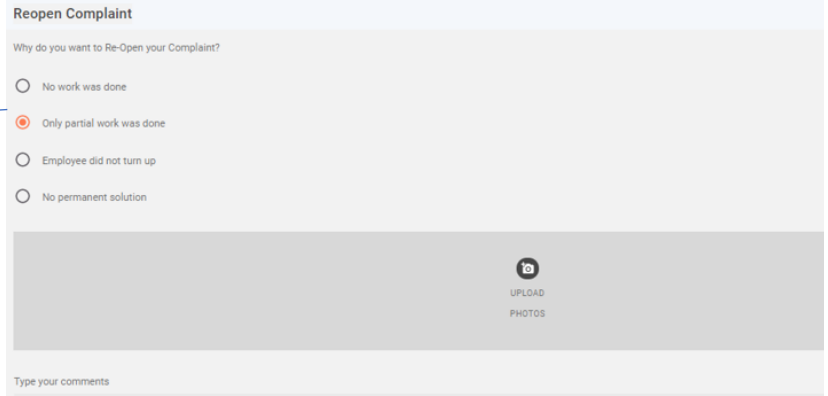


2.3 Reopen the Complaint

Once the complaint is resolved by the CB employee, in the Complaint timeline “Rate” and “Reopen” option is shown



On RE-OPEN, select/enter the reason for re-opening, upload photo (if any) and click on **"CONTINUE"**



Reopen Complaint

Why do you want to Re-Open your Complaint?

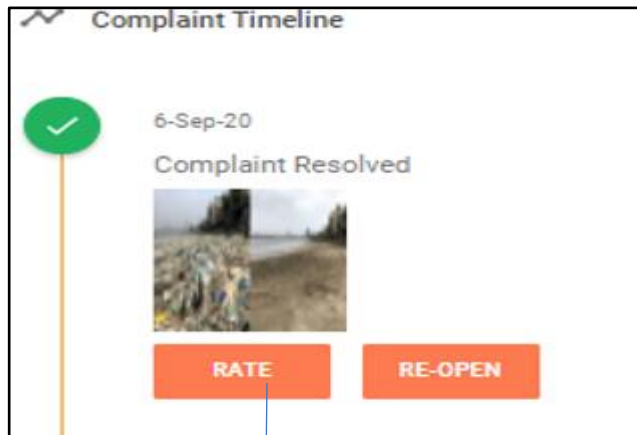
- ☐ No work was done
- ☒ Only partial work was done
- ☐ Employee did not turn up
- ☐ No permanent solution

UPLOAD PHOTOS

Type your comments

On reopening the complaint, the complaint is sent to again Grievance Redressal Officer of the CB.

2.4 Rate the Complaint



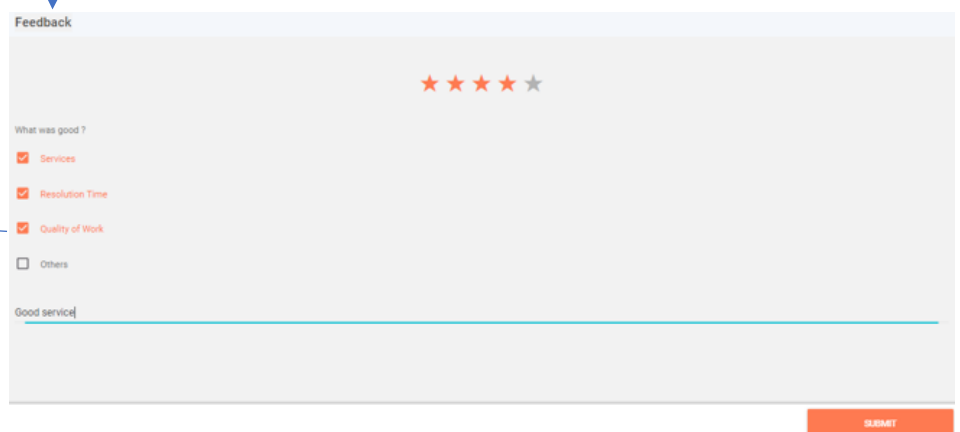
Complaint Timeline

6-Sep-20

Complaint Resolved

RATE RE-OPEN

On **RATE**, rate and select/enter the comments and click on **"SUBMIT"**



Feedback

★★★★☆

What was good ?

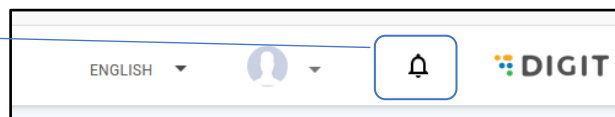
- ☒ Services
- ☒ Resolution Time
- ☒ Quality of Work
- ☐ Others

Good service

SUBMIT

2.5 View Notifications

Click on the bell icon to view all the notifications.



ENGLISH

USER PROFILE

BELL ICON

DIGIT

Public Grievance Redressal

Dear Citizen, Your complaint for Foodpoisoningin Eating Estb with ID 09/09/2020/000209 submitted on 09-Sep-2020 has been RE-OPEN as per your request. You can track your complaint status and connect with our officials on the eChhawani web portal.

3 days ago

Public Grievance Redressal

Dear Citizen, Your complaint for Foodpoisoningin Eating Estb with ID 09/09/2020/000209 submitted on 09-Sep-2020 has been resolved by Srikanth RO. If you are not satisfied with service you can RE-OPEN complaint through your eChhawani web portal or by calling our CSR.

[REVIEW](#)

3 days ago

Public Grievance Redressal

Dear Citizen, Your complaint for Foodpoisoningin Eating Estb with ID 09/09/2020/000209 submitted on 09-Sep-2020 has been assigned to Srikanth RO, Deputy Chief Executive Officer, Health & Sanitation. You can track your complaint status and connect with our officials on the on the eChhawani web portal.

3 days ago

All notifications are sent to the registered email id and mobile number. The same can be viewed in the notification section.