# "e-Chhawani"
# <u>Online Management of Cantonment Boards</u>

# *Public Grievance Redressal*

## User Manual

# Contents

## 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:

    **a.**    **File a Complaint**

    **b.**    **Rate the Complaint**

    **c.**    **Reopen the Complaint**

    **d.**    **View the complaint**

    **e.**    **Call an Employee**

    f.    **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
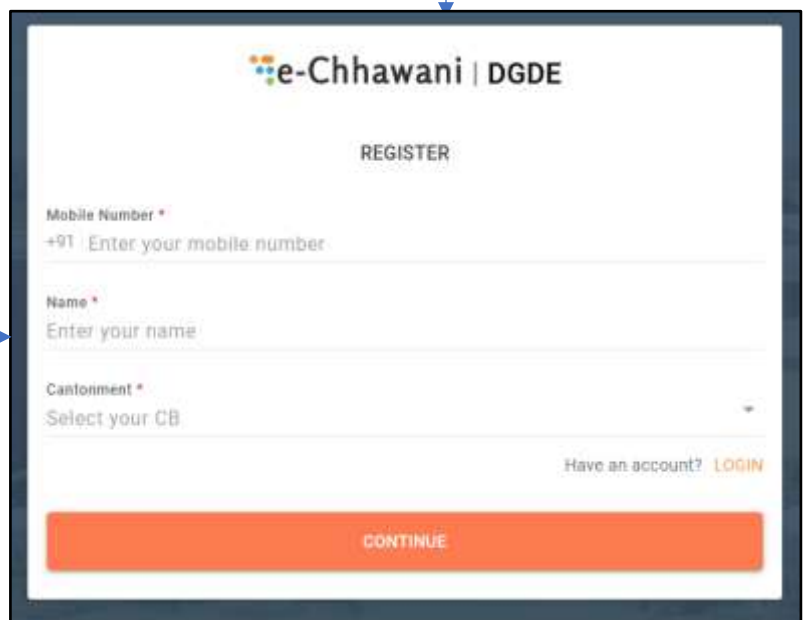
## 1.1 Login into the Application

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.**



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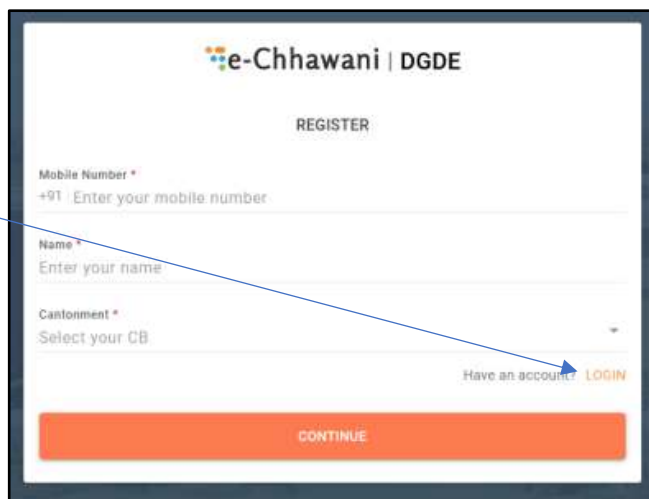


An OTP will be sent to the entered Mobile Number.

**:::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**

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

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

LUCKNOW CANTONMENT BOARD

ENGLISH ▼

**::DIGIT**

Q  Search

🏠 Home

👥 Complaints

💼 Trade License

📋 Bill Genie

👥 Lease

📖 Receipts

Citizen Services

Complaints

Trade License

Lease

Local Information

My Cantonment

What's New                                                                                                    VIEW ALL

Trade License

TL apl no: TL-APP-TEST-2020-12-14-005006 is approved. Subject to fee payment of INR 1430 pay @ https://13.71.65.215.nip.io/egov-url-shortening/cpJ

PAY NOW

19 hrs ago

For an already registered user, click on "**Login**".
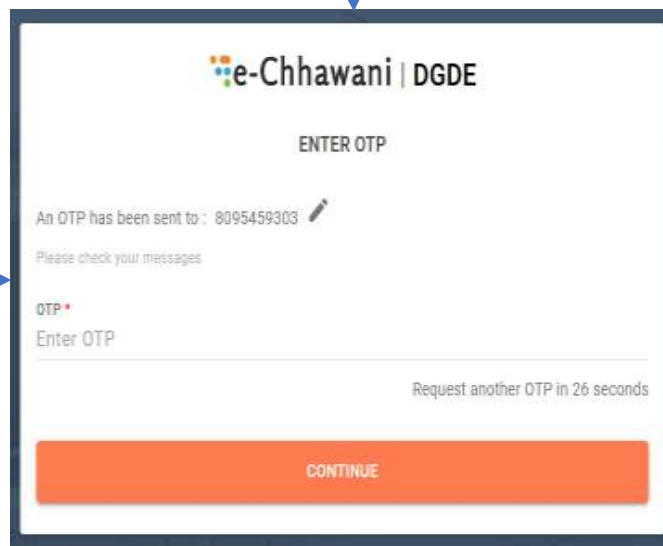
Enter the registered Mobile Number and click **CONTINUE**.

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

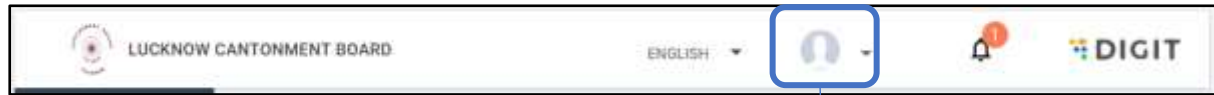On login, the homepage will be displayed on the citizen screen.

## 1.2 Editing the Profile

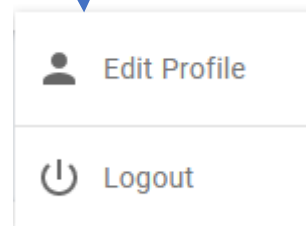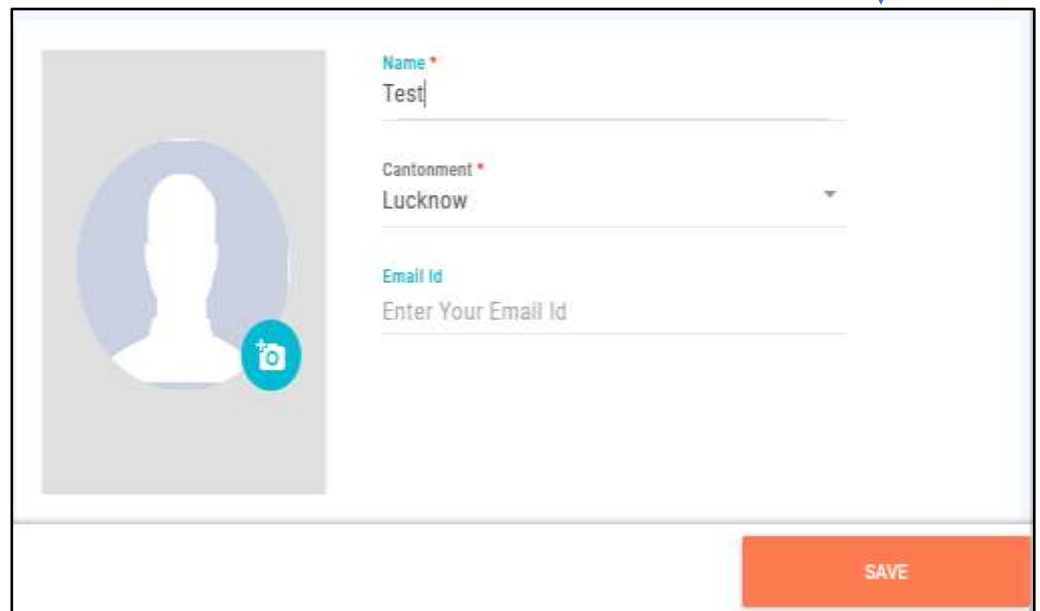Follow the steps shown below to edit your profile. You can:

    a) Enter/Update Name, Cantonment and Email ID

b) Upload Profile Photo

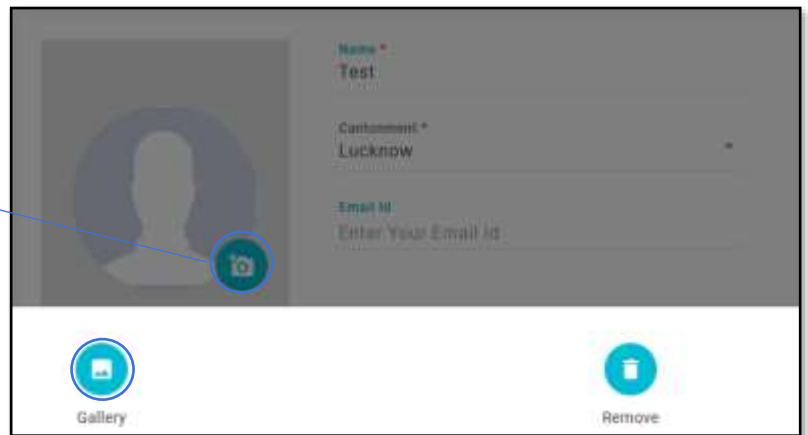### 1.2.1    Enter/Update Name, Cantonment and Email ID



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.

Two options appear on the screen:
**"Gallery" and "Remove".**
Clicks on "Remove" to remove the present profile picture and click on "Gallery" to upload a new picture from the computer.
Once the user is done editing his/her profile, click on "SAVE" button in the bottom right of the page to save the changes
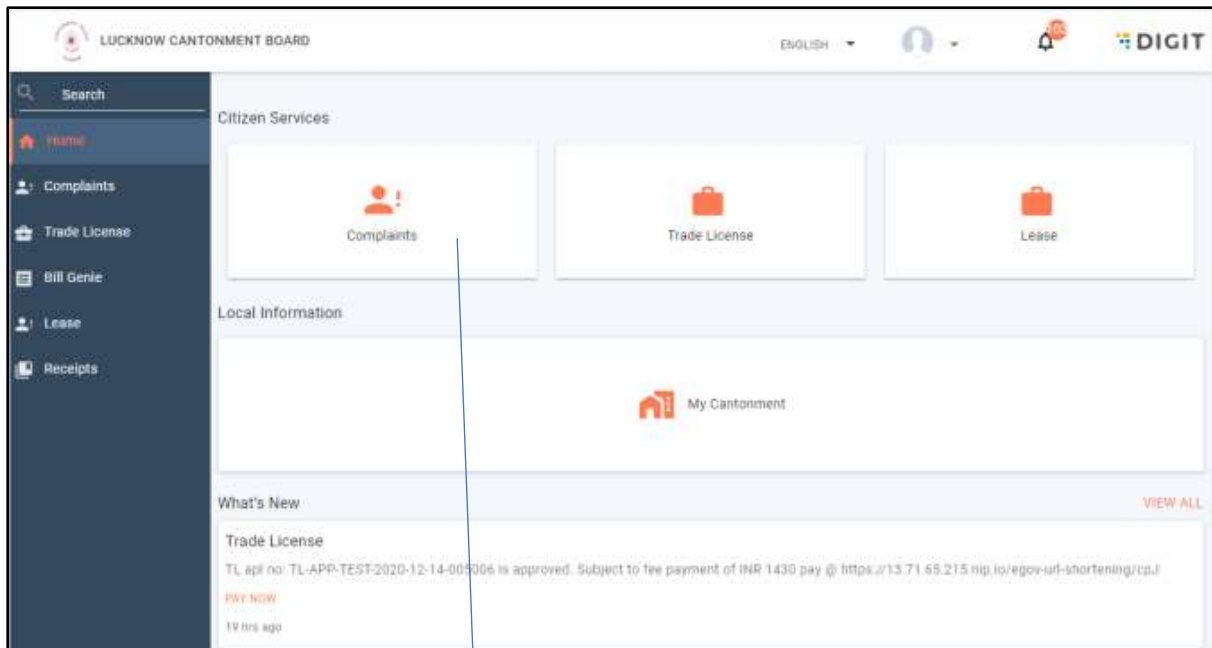
## 1.3 Logout



- 👤 Edit Profile
- ⏻ Logout

**Logout** ✕

Are you sure you want to logout?

CANCEL    LOGOUT
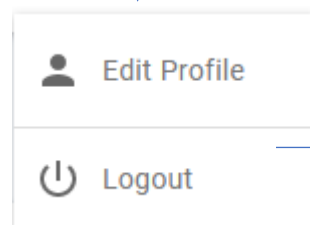
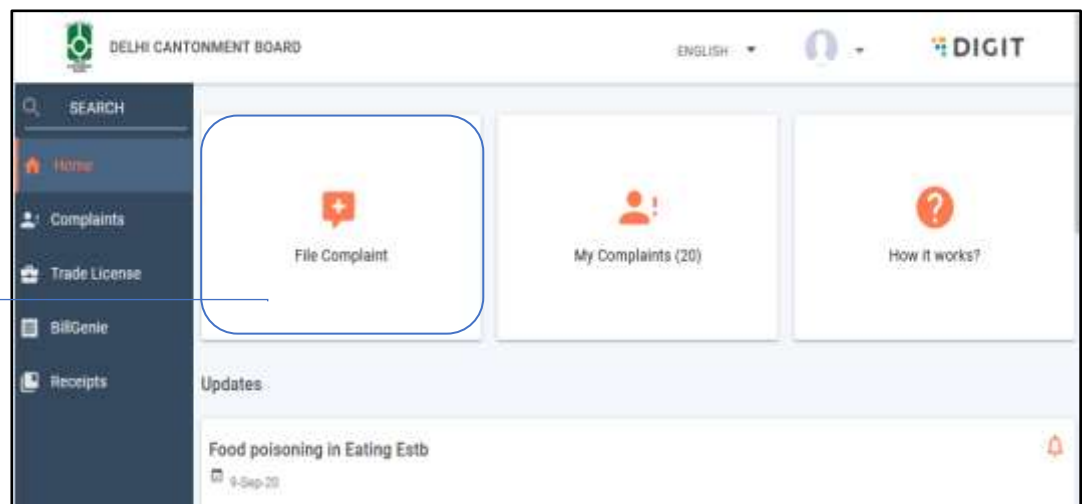Click on "LOGOUT" to logout of the application

# 2. Complaints

## 2.1 File Complaint



> On the Landing page, click on "Complaints" to proceed.

> Three options appear on the screen:
> **"File Complaint",**
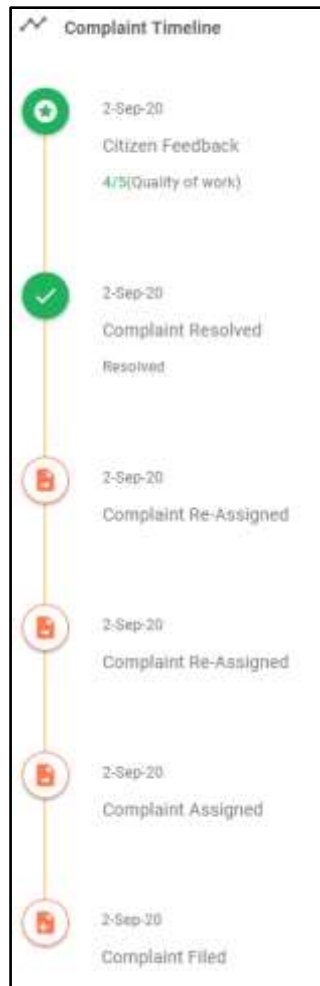> **"My Complaints" and**
> **"How it Works?".**

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 Routing Officer of the CB.

## 2.2   View the Complaint



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

Click on the complaint to view the Complaint Summary.

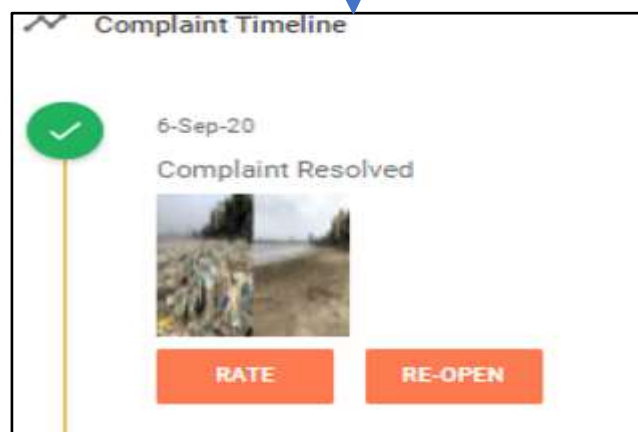To Chat/Leave a Comment to the employee enter here.

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**"
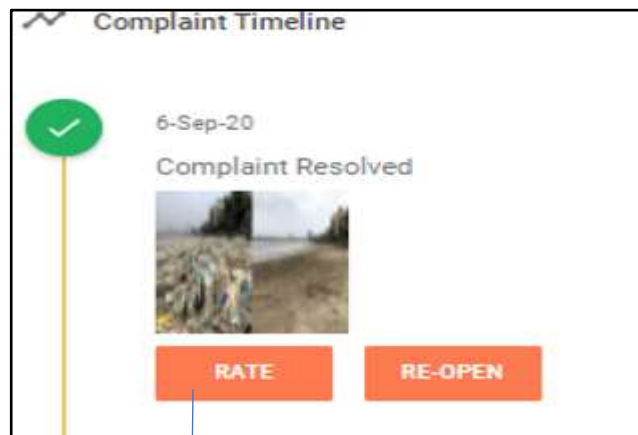
On reopening the complaint, the complaint is sent to again Grievance Redressal Officer of the CB.
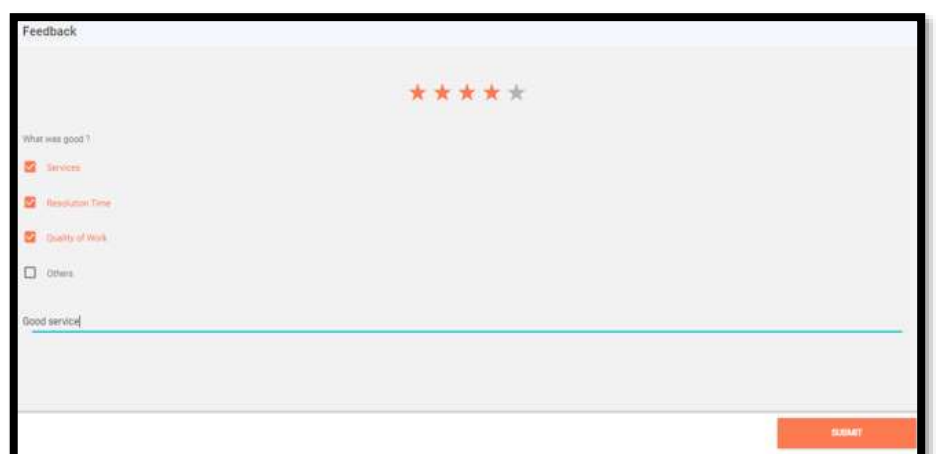
## 2.4 Rate the Complaint



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

## 2.5   View Notifications

Click on the bell icon to view all the notifications.
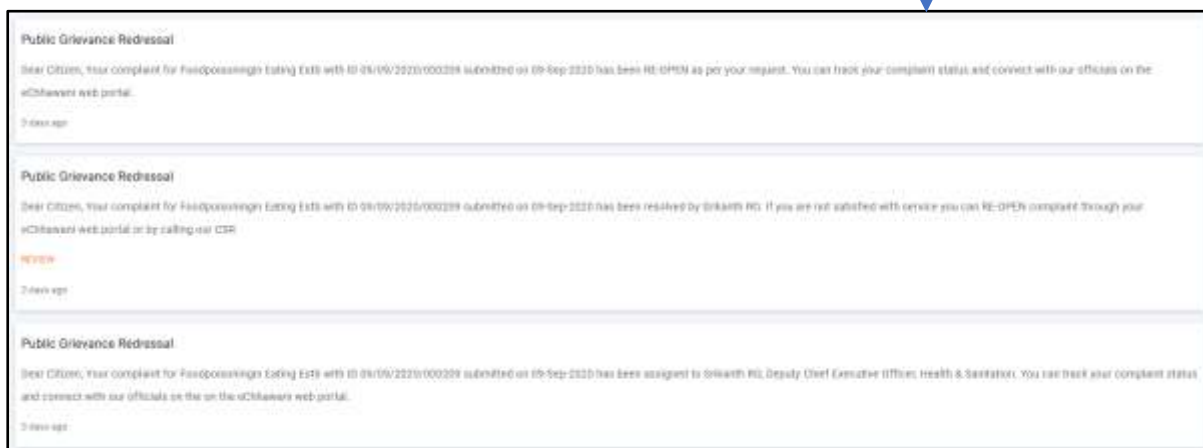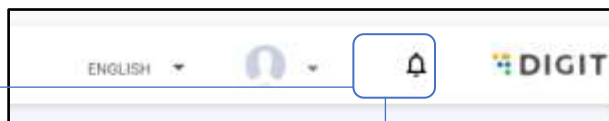


All notifications are sent to the registered email id and mobile number. The same can be viewed in the notification section.

***************************END OF DOCUMENT***************************