

“e-Chhawani”

Online Management of Cantonment

Boards



Public Grievance Redressal

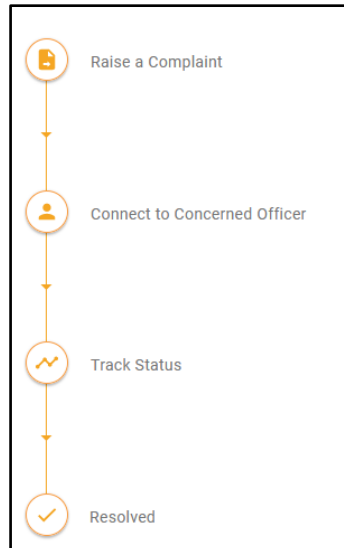
User Manual

Contents

About this Manual	3
1. General Functions	4
1.1 Login into the Application	4
1.2 Editing the Profile	7
1.2.1 Enter/Update Name, Cantonment and Email ID	7
1.2.2 Update Profile Photo	8
1.3 Logout	8
2. Complaints	9
2.1 File Complaint	9
2.2 View the Complaint	11
2.3 Reopen the Complaint	12
2.4 Rate the Complaint	13
2.5 View Notifications	14

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.

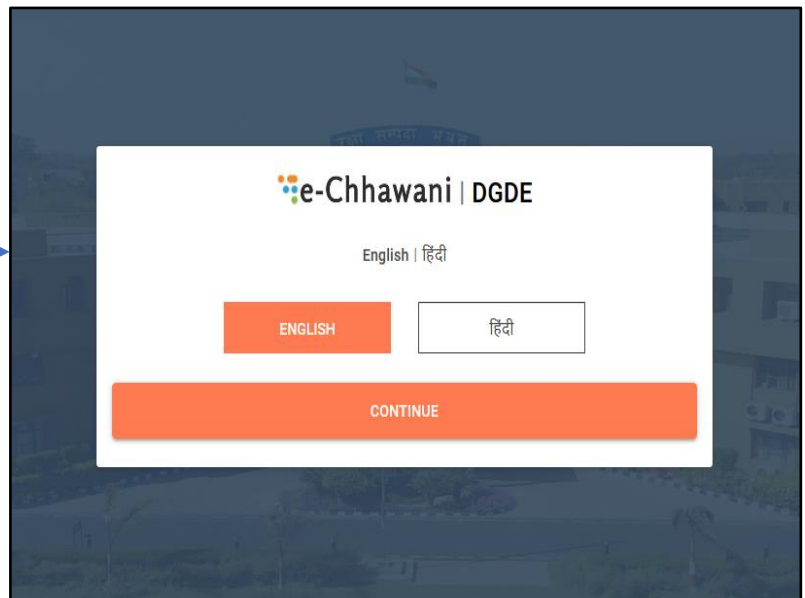
1. General Functions

1.1 Login into the Application

To login, please go to the following link:

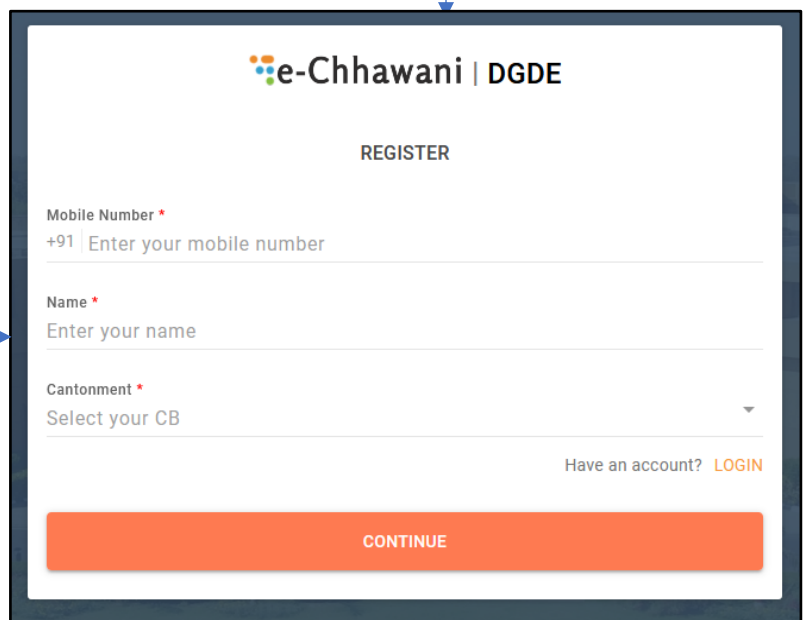
<https://echhawani.gov.in/citizen/>

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



The screenshot shows the 'e-Chhawani | DGDE' login interface. At the top, there's a header with the logo and text. Below it, the language selection is shown as 'English | हिंदी'. There are two buttons: 'ENGLISH' (orange) and 'हिंदी' (white with black border). At the bottom, there is a large orange 'CONTINUE' button.

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




The screenshot shows the 'e-Chhawani | DGDE' registration interface. The title is 'REGISTER'. It has three input fields: 'Mobile Number *' with a placeholder '+91 | Enter your mobile number', 'Name *' with a placeholder 'Enter your name', and 'Cantonment *' with a dropdown menu 'Select your CB'. At the bottom right, there is a link 'Have an account? LOGIN'. At the bottom, there is a large orange 'CONTINUE' button.

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



SEARCH

Home

+ Complaints >

Trade License

BillGenie

Receipts

Citizen Services

Complaints

Trade License

Local Information

My Cantonment

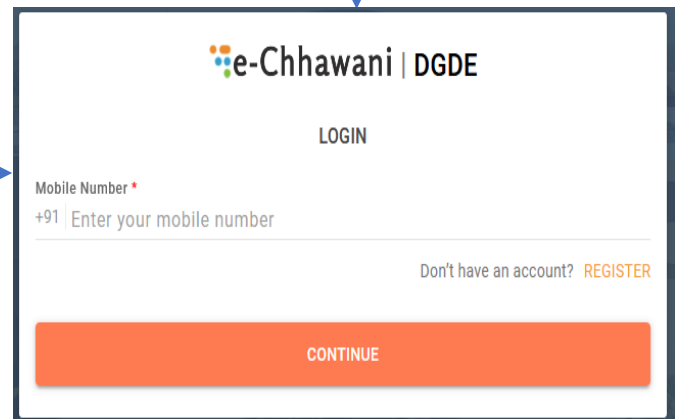
For an already registered user, click on “**Login**”.



The REGISTER screen displays the following fields and options:

- Mobile Number ***: +91 | Enter your mobile number
- Name ***: Enter your name
- Cantonment ***: Select your CB
- Have an account?**: [LOGIN](#)
- CONTINUE** button

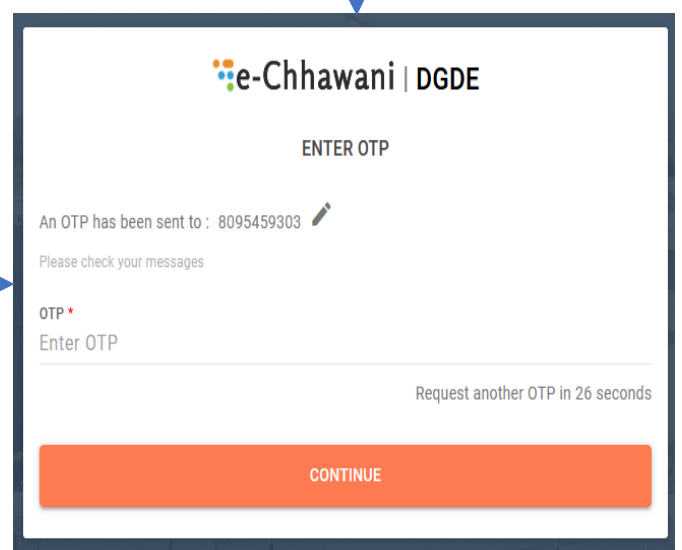
Enter the registered Mobile Number and click **CONTINUE**.



The LOGIN screen displays the following fields and options:

- Mobile Number ***: +91 | Enter your mobile number
- Don't have an account?**: [REGISTER](#)
- CONTINUE** button

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



The ENTER OTP screen displays the following information and fields:

- An OTP has been sent to**: 8095459303
- Please check your messages**
- OTP ***: Enter OTP
- Request another OTP in 26 seconds**
- CONTINUE** button

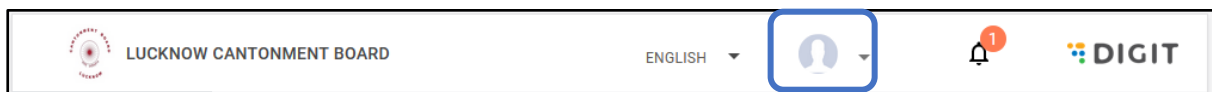
On login in, the homepage will be displayed on the citizen screen.

1.2 Editing the Profile

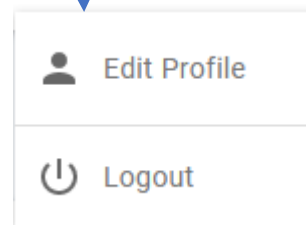
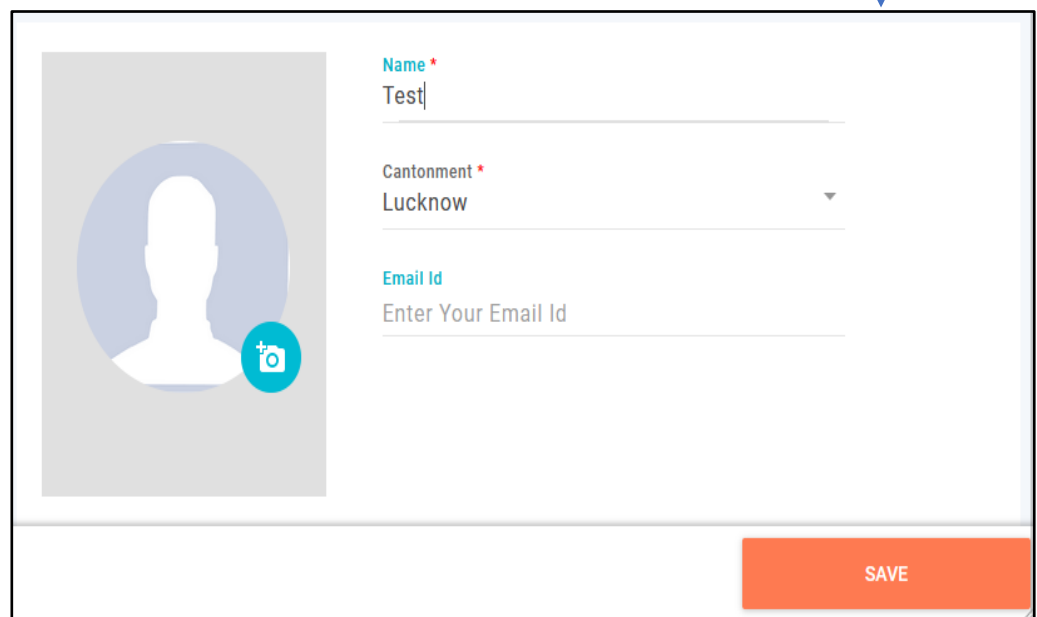
Follow the steps shown below to edit your profile. You can:

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

1.2.1 Enter/Update Name, Cantonment and Email ID

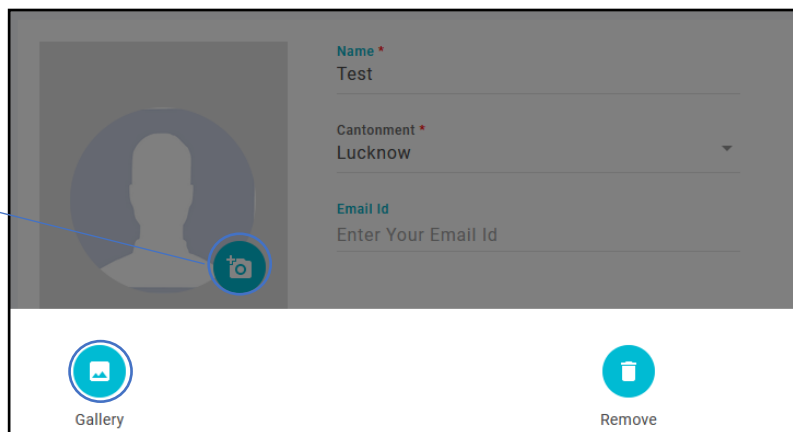


User sees the “Edit Profile” page where he/she can upload a new profile picture, edit his/her name, Phone Number and Email Id.

1.2.2 Update Profile Photo

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

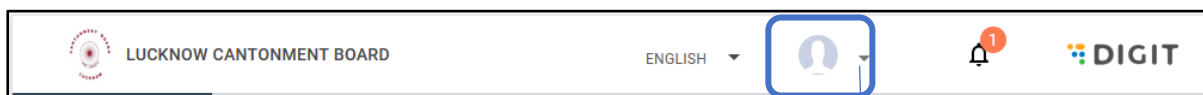


The form displays a profile picture placeholder with a camera icon. To the right, there are input fields for 'Name' (containing 'Test'), 'Cantonment' (a dropdown menu with 'Lucknow' selected), and 'Email Id' (with the placeholder text 'Enter Your Email Id'). At the bottom, there are two buttons: 'Gallery' (with a camera icon) and 'Remove' (with a trash can icon).

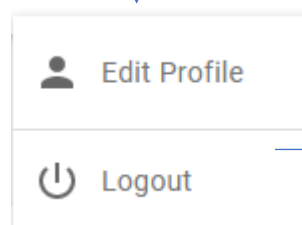
Two options appear on the screen:
“Gallery” and “Remove”.

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

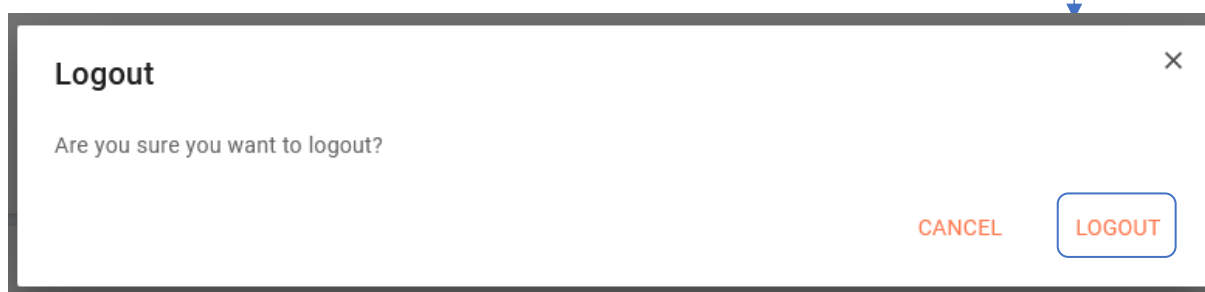
1.3 Logout



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



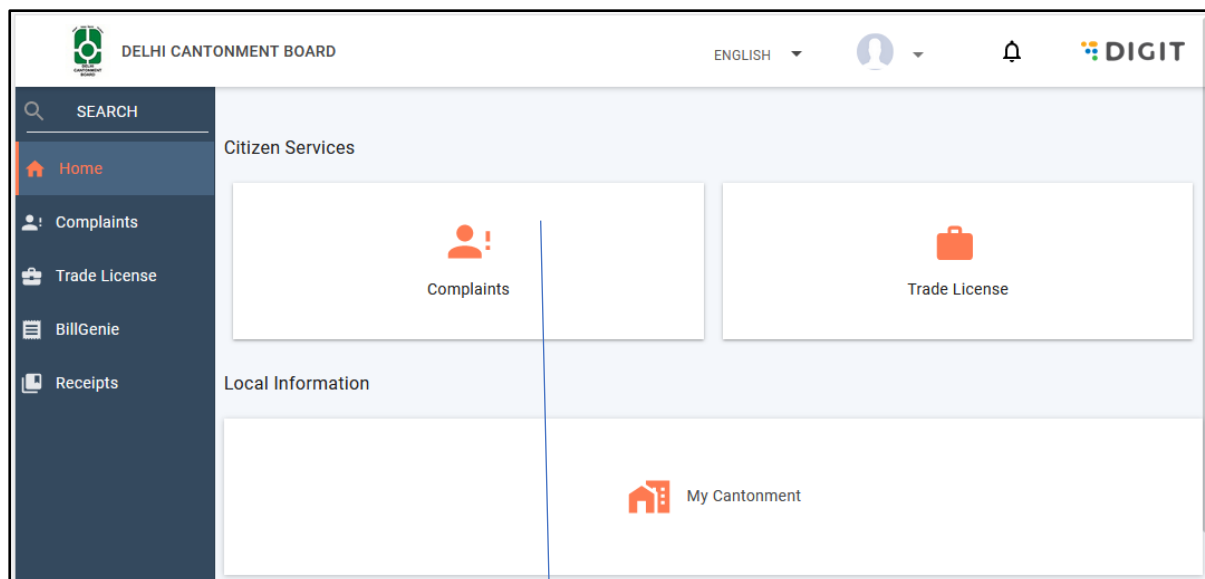
A dropdown menu appears below the user profile icon, containing two options: 'Edit Profile' (with a person icon) and 'Logout' (with a power button icon).



A modal dialog box titled 'Logout' is displayed. It contains the text 'Are you sure you want to logout?' and two buttons at the bottom right: 'CANCEL' and 'LOGOUT'.

2. Complaints

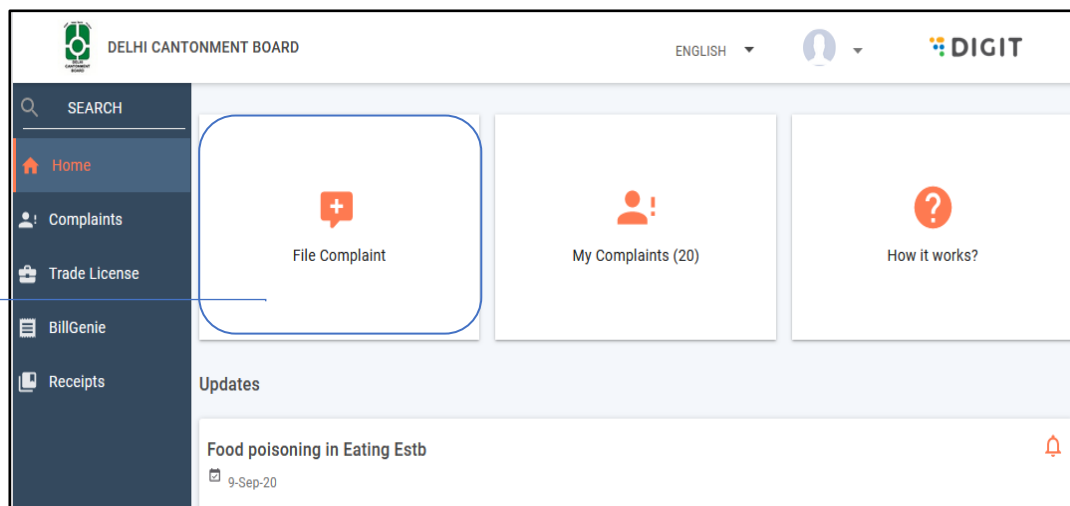
2.1 File Complaint



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

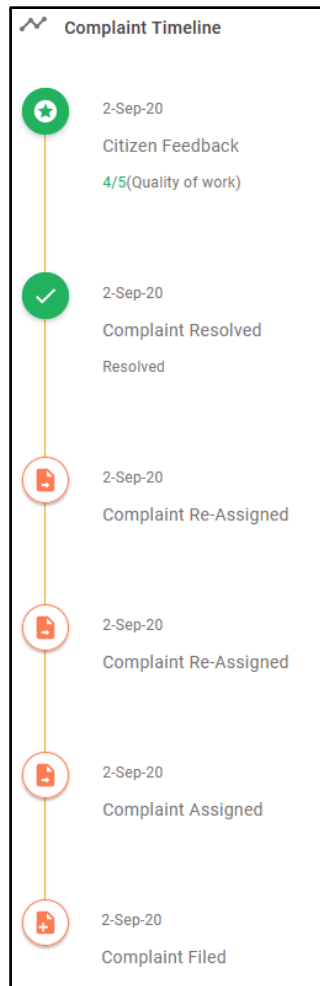
The above form will be displayed. You can Upload the photo, select the Complaint type, City, Mohalla and fill other additional details.
Click on **“FILE COMPLAINT”** to add a new complaint.

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

2.2 View the Complaint

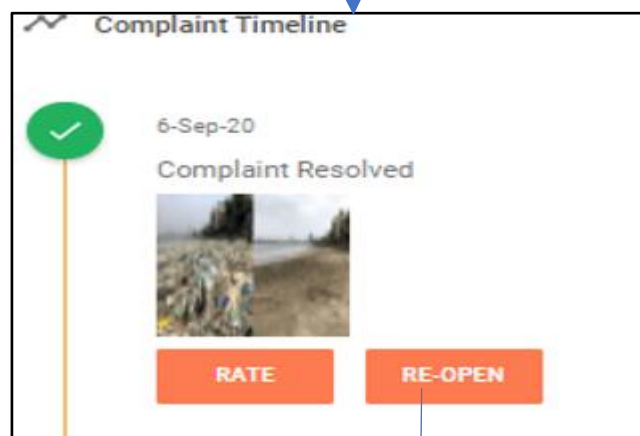


The complete Timeline of a complaint is as below.

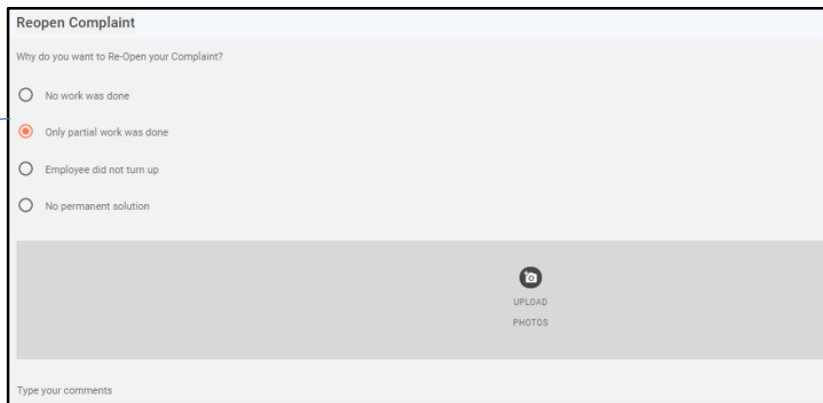


2.3 Reopen the Complaint

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?

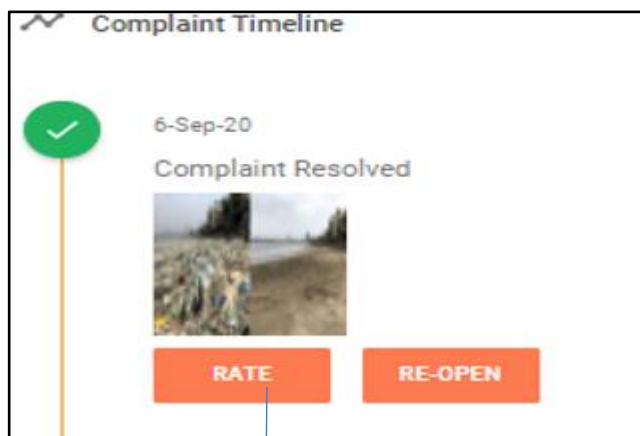
- ☐ No work was done
- ☒ Only partial work was done
- ☐ Employee did not turn up
- ☐ No permanent solution

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



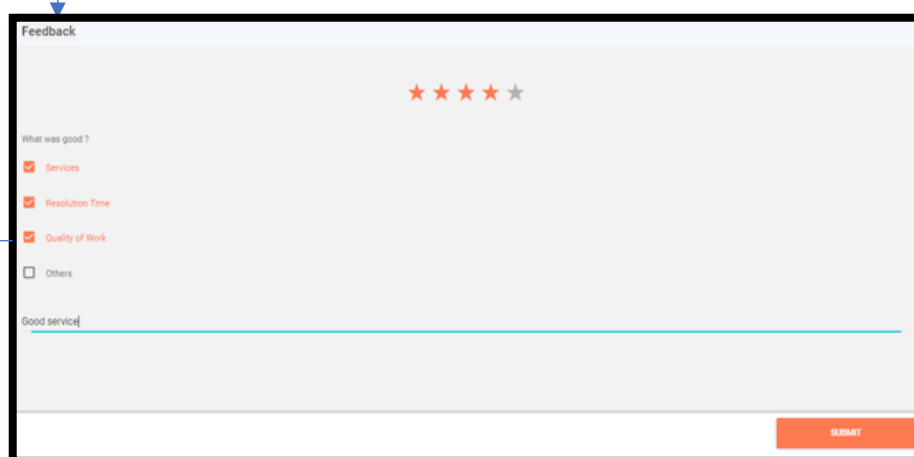
Complaint Timeline

6-Sep-20

Complaint Resolved

RATE RE-OPEN

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



Feedback

★★★★★

What was good?

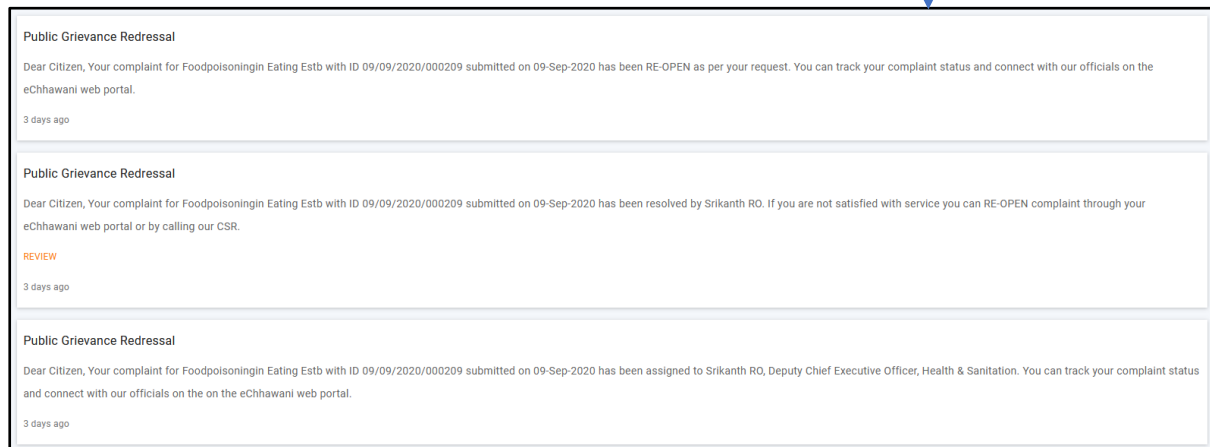
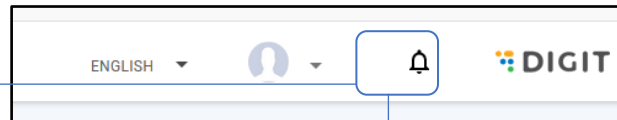
- ☒ Services
- ☒ Resolution Time
- ☒ Quality of Work
- ☐ Others

Good service

SUBMIT

2.5 View Notifications

Click on the bell icon to view all the notifications.



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