

“e-Chhawani” Online Management of Cantonment Boards



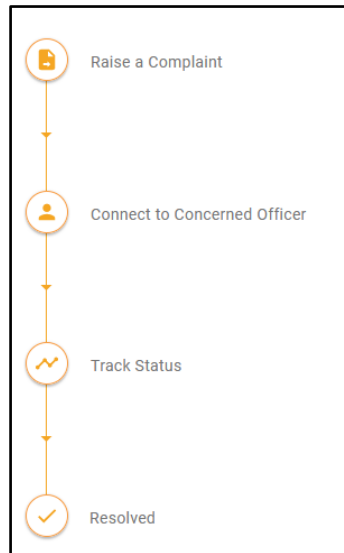
Public Grievance Redressal **User Manual**

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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:

- 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:

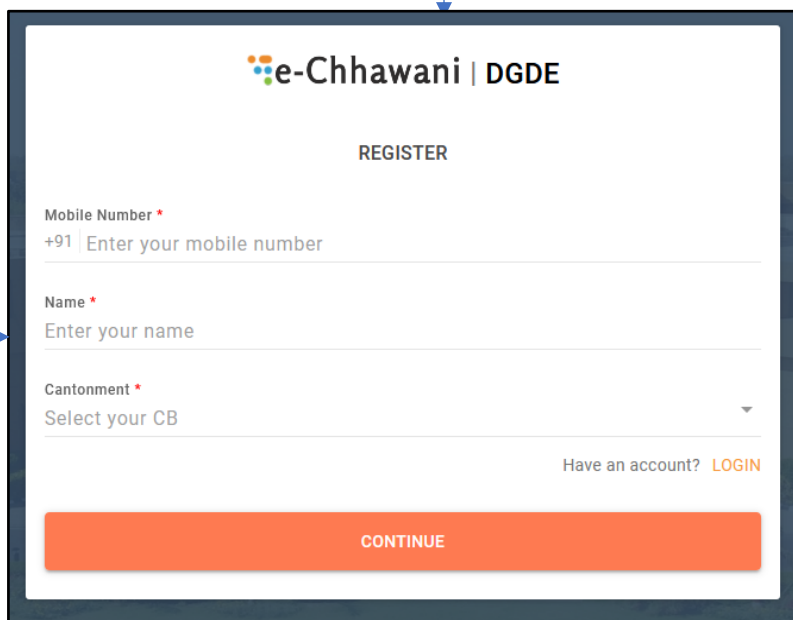
<https://echhawani.gov.in/citizen/>

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'. There are three main 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**.

The screenshot shows the 'e-Chhawani | DGDE' login interface. At the top, it says 'ENTER OTP'. Below this, a message states 'An OTP has been sent to : 8095459303' with a small icon of a hand holding a pen. Underneath, it says 'Please check your messages'. There is a text input field labeled 'OTP *' with the placeholder text 'Enter OTP'. To the right of the input field, it says 'Request another OTP in 26 seconds'. At the bottom, there is a large orange button labeled 'CONTINUE'.

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

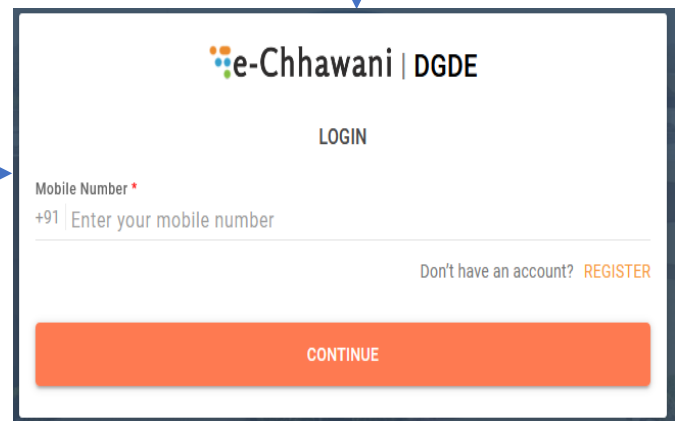
The screenshot shows the homepage of the AGRA CANTONMENT BOARD. The header includes the board's logo and name, a language dropdown set to 'ENGLISH', a user profile icon, a notification bell, and the 'DIGIT' logo. A left sidebar contains a search bar and a list of services: Home, Complaints, Trade Licence, Bill Genie, Water & Sewerage, Lease Renewal, and Receipts. The main content area is divided into sections: 'Citizen Services' with four tiles for Complaints, Trade Licence, Water & Sewerage, and Lease Renewal; 'Local Information' with a 'My Cantonment' tile; and 'What's New' with a 'Challan' announcement. The announcement text reads: 'Challan No: CH-CB-AGRA-2021-004063 for Compensation in lieu of concessions INR 100 generated. Pay @ https://13.71.65.215.nlp.io/egov-url-shortening/doY . PAY NOW 1 day ago'. A 'VIEW ALL' link is present at the end of the 'What's New' section.

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

The screenshot shows the 'e-Chhawani | DGDE' registration interface. At the top, it says 'REGISTER'. Below this, there are 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.



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



e-Chhawani | DGDE

LOGIN

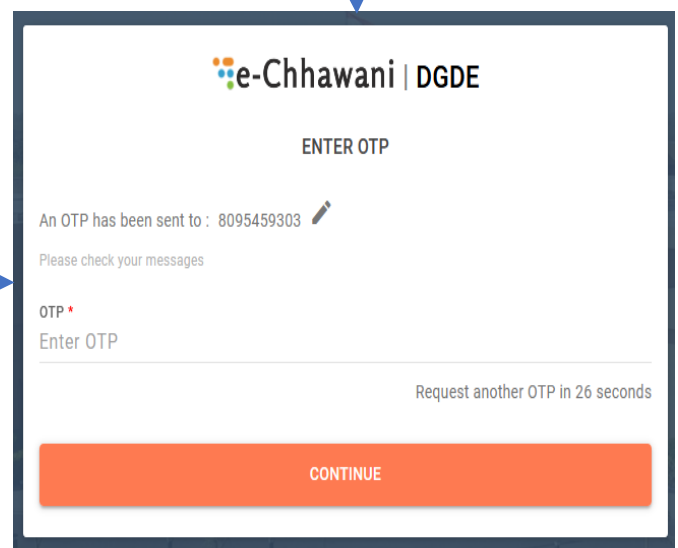
Mobile Number *

+91 | Enter your mobile number

Don't have an account? [REGISTER](#)

CONTINUE

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, 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



LUCKNOW CANTONMENT BOARD

ENGLISH ▾



DIGIT

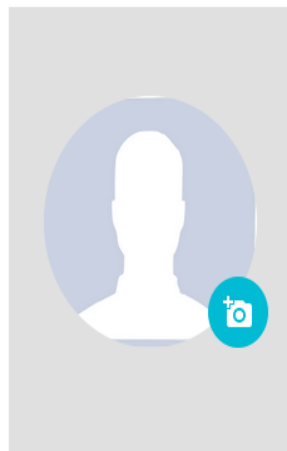
User sees the “Edit Profile” page where he/she can upload a new profile picture, edit his/her name, Phone Number and Email Id.



Edit Profile



Logout



Name *

Test

Cantonment *

Lucknow ▾

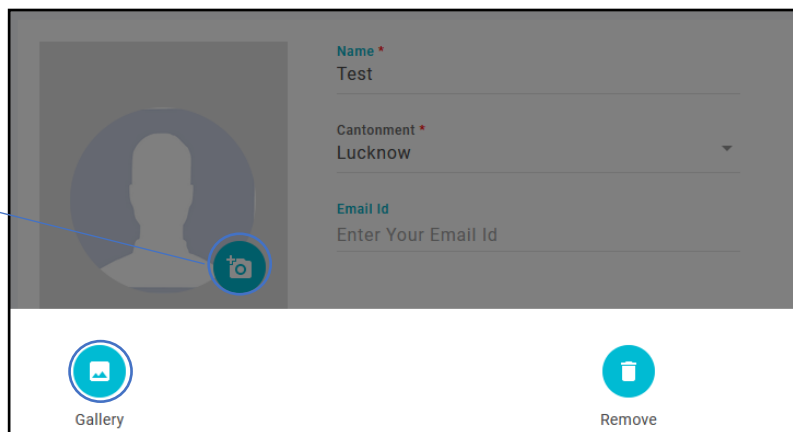
Email Id

Enter Your Email Id

SAVE

1.2.2 Update Profile Photo

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



The form contains the following fields and buttons:

- Name ***: Test
- Cantonment ***: Lucknow
- Email Id**: Enter Your Email Id
- Gallery**: Button with a camera icon to upload a new photo.
- Remove**: Button with a trash icon to remove the current photo.

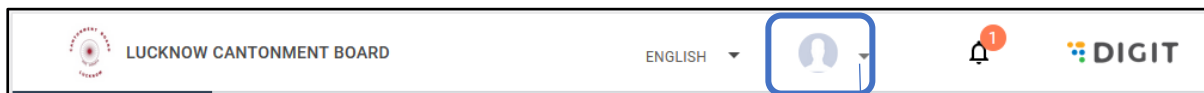
Two options appear on the screen:

“Gallery” and “Remove”.

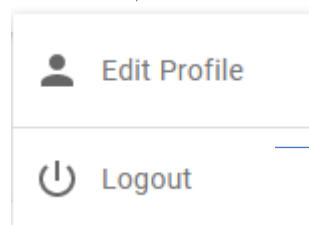
Clicks on “Remove” to remove the present profile picture and click on “Gallery” to upload a new picture from the computer.

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




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 menu shows two options:

- Edit Profile**: With a person icon.
- Logout**: With a power icon.

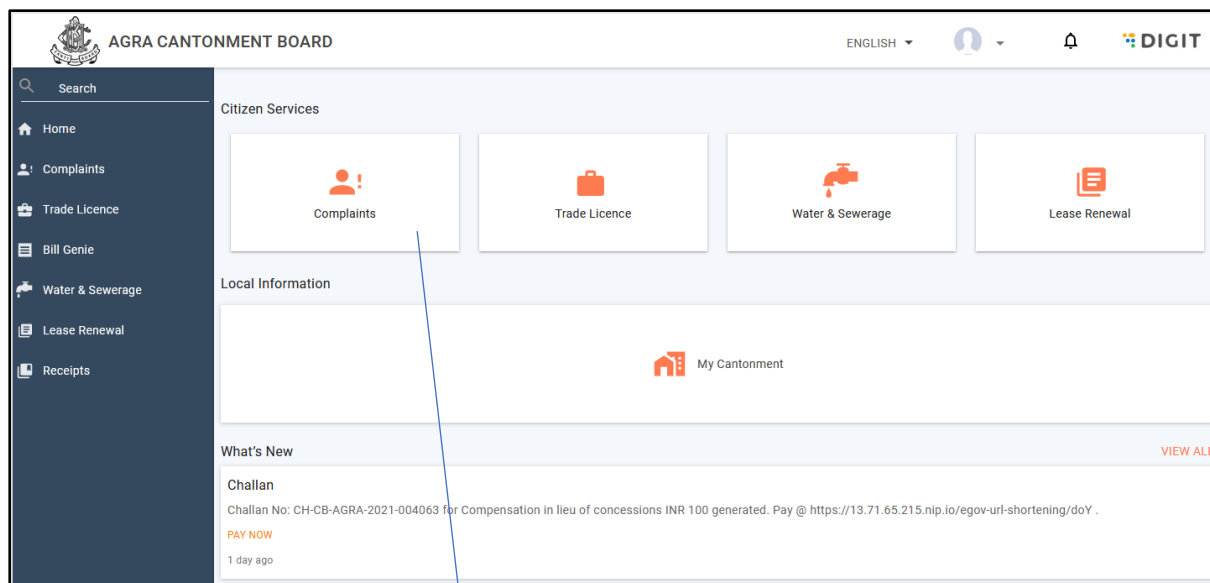


The dialog box is titled "Logout" and contains the text "Are you sure you want to logout?". It has two buttons: "CANCEL" and "LOGOUT".

Click on “LOGOUT” to logout of the application

2. Complaints

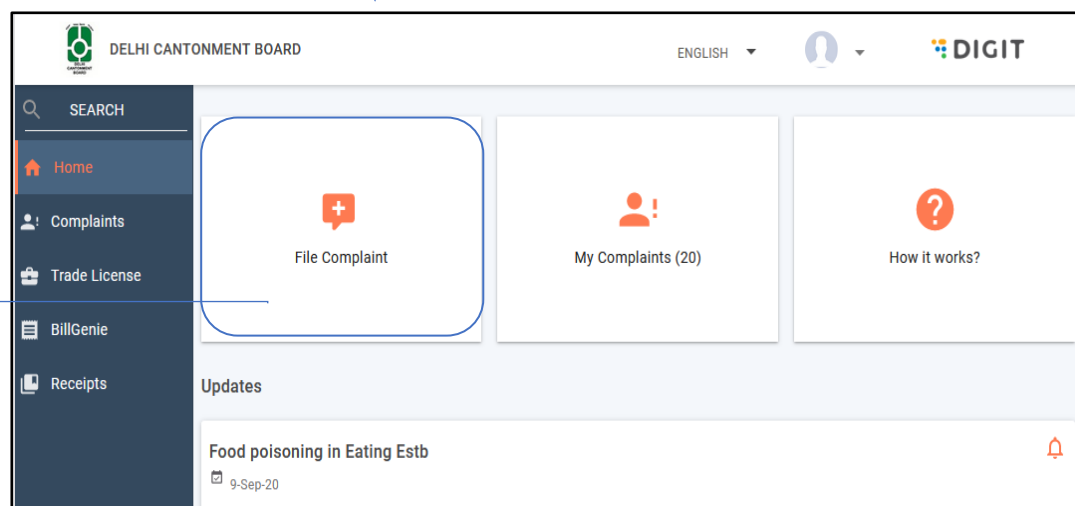
2.1 File Complaint




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

Three options appear on the screen:

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



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 Routing 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

My Complaints (20)

Food poisoning in Eating Estb
9-Sep-20
Complaint No : 09/09/2020/000209
Your Complaint has been Assigned

Illegal Cutting Of Trees
9-Sep-20
Complaint No : 09/09/2020/000208
Your Complaint has been Filed

OPEN

OPEN

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

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

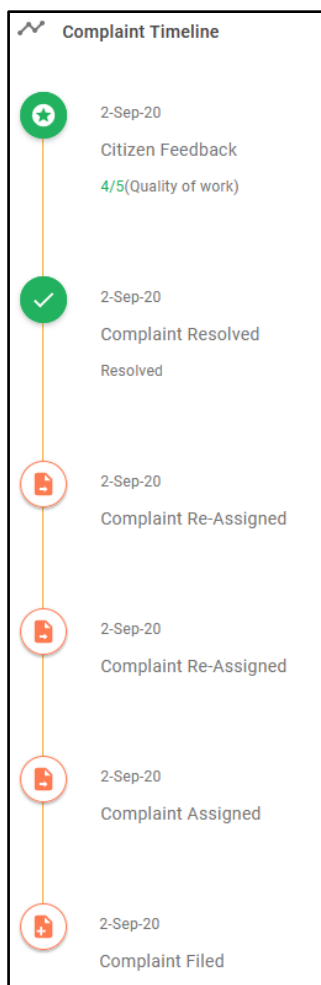
9 Sep 20
Complaint Filed

Comments

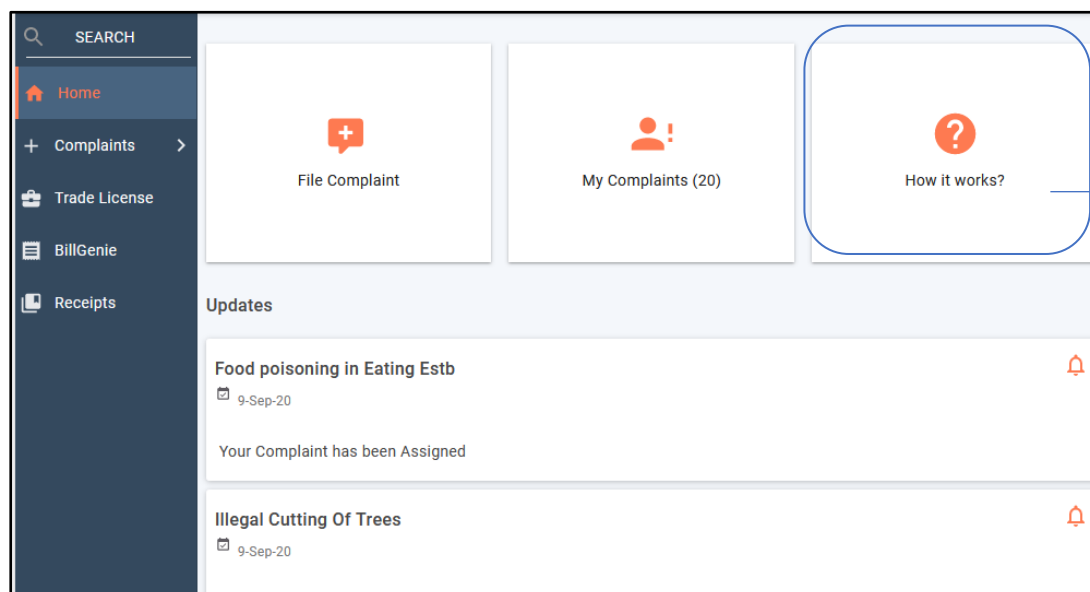
Write your comments...

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

The complete Timeline of a complaint is as below.



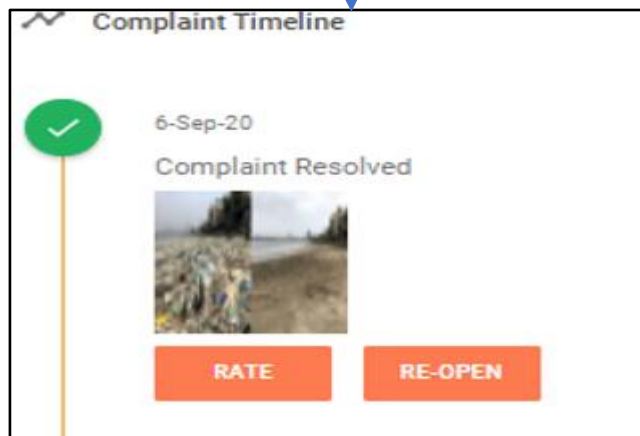
2.3 How it Works



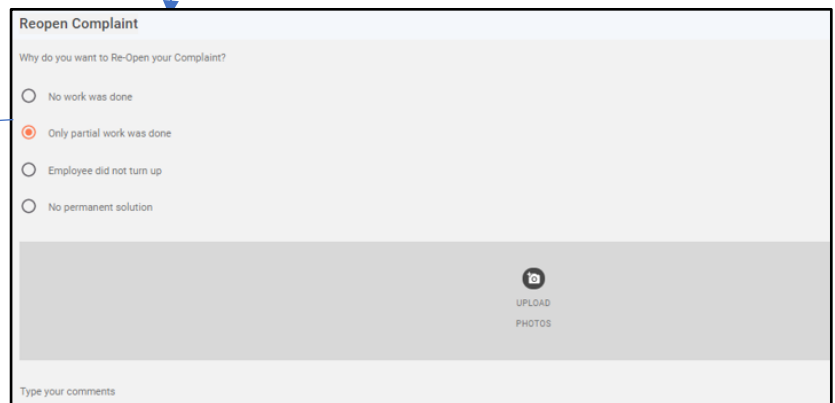
To view the PGR user manual, click on “How it Works?”

2.4 Reopen the Complaint

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



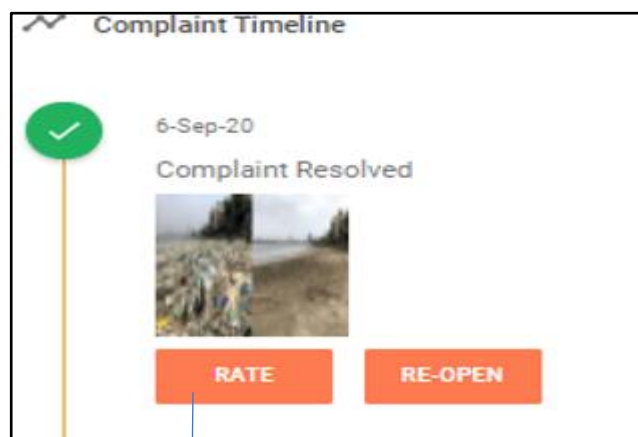
On RE-OPEN, select/enter the reason for re-opening, upload photo (if any) and click on “**CONTINUE**”



The 'Reopen Complaint' form asks 'Why do you want to Re-Open your Complaint?' with four radio button options: 'No work was done', 'Only partial work was done' (selected), 'Employee did not turn up', and 'No permanent solution'. Below the options is a section for 'UPLOAD PHOTOS' with a camera icon. At the bottom, there is a text input field labeled 'Type your comments'.

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

2.5 Rate the Complaint



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

Feedback

★★★★☆

What was good ?

☒ Services

☒ Resolution Time

☒ Quality of Work

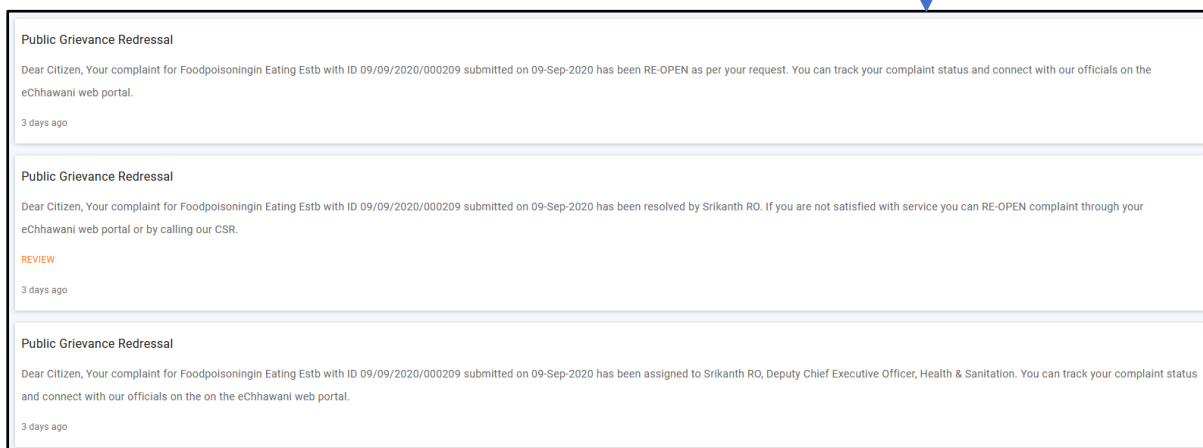
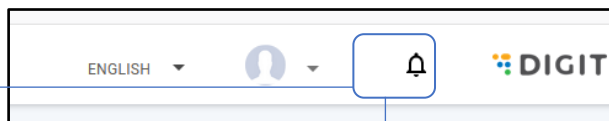
☐ Others

Good service

SUBMIT

2.6 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*****