

“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

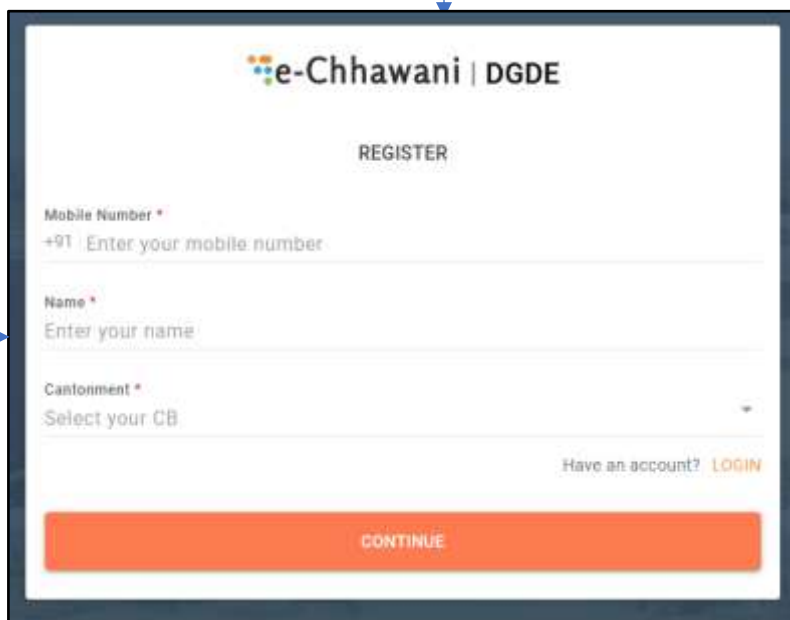
To login, please go to the following link:

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

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



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.

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

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

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

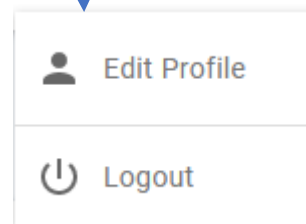
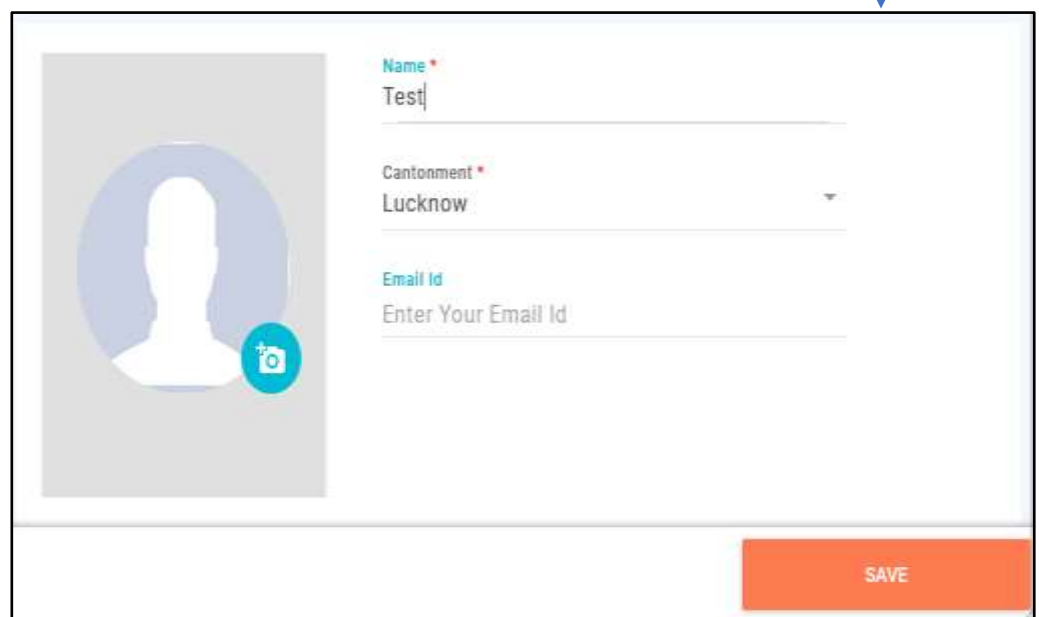
Follow the steps shown below to edit your profile. You can:

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

1.2.1 Enter/Update Name, Cantonment and Email ID

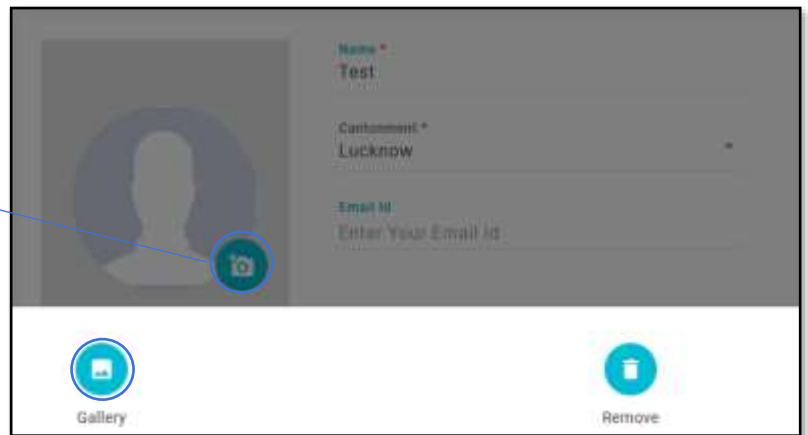


User sees the “Edit Profile” page where he/she can upload a new profile picture, edit his/her name, Phone Number and Email Id.

1.2.2 Update Profile Photo

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

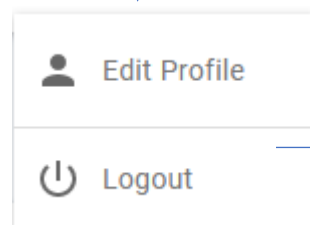


Two options appear on the screen:

“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

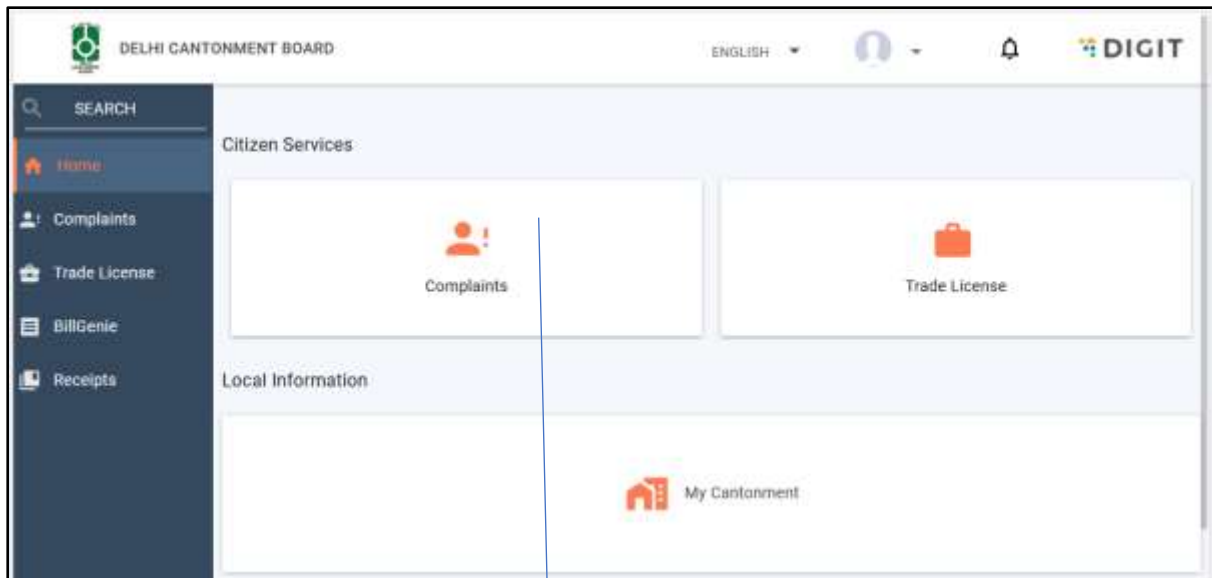
1.3 Logout



Click on “LOGOUT” to logout of the application

2. Complaints

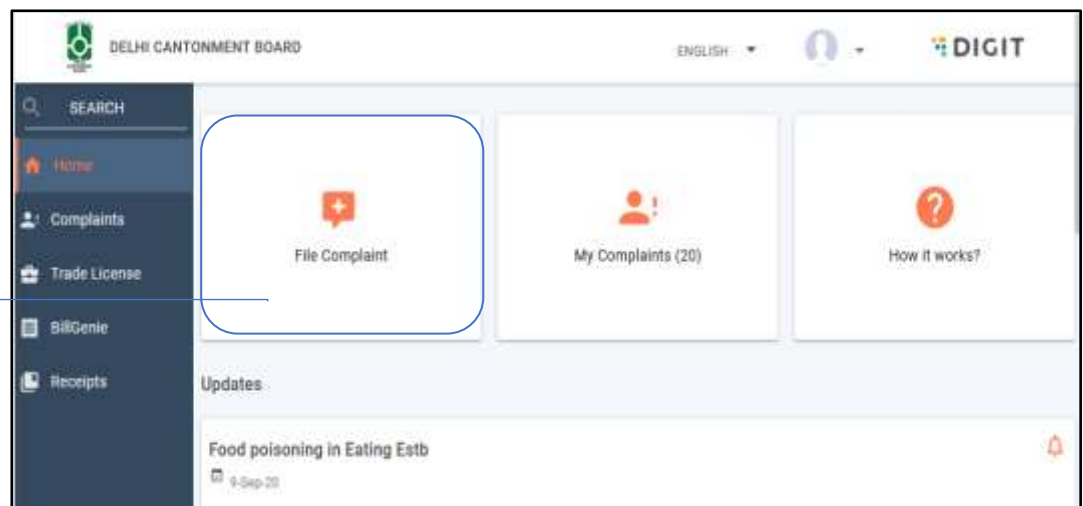
2.1 File Complaint



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 (If 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.

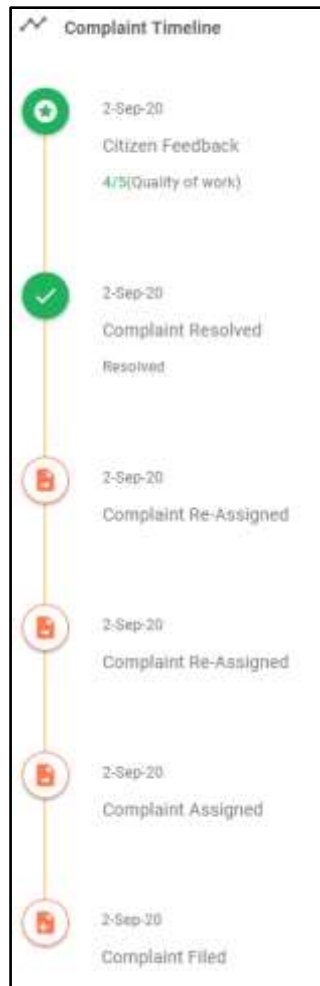
Click on **“FILE COMPLAINT”** to add a new complaint.

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

2.2 View the Complaint

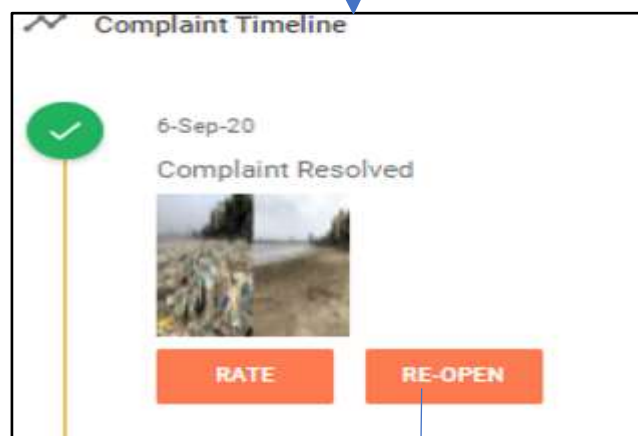


The complete Timeline of a complaint is as below.



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"**

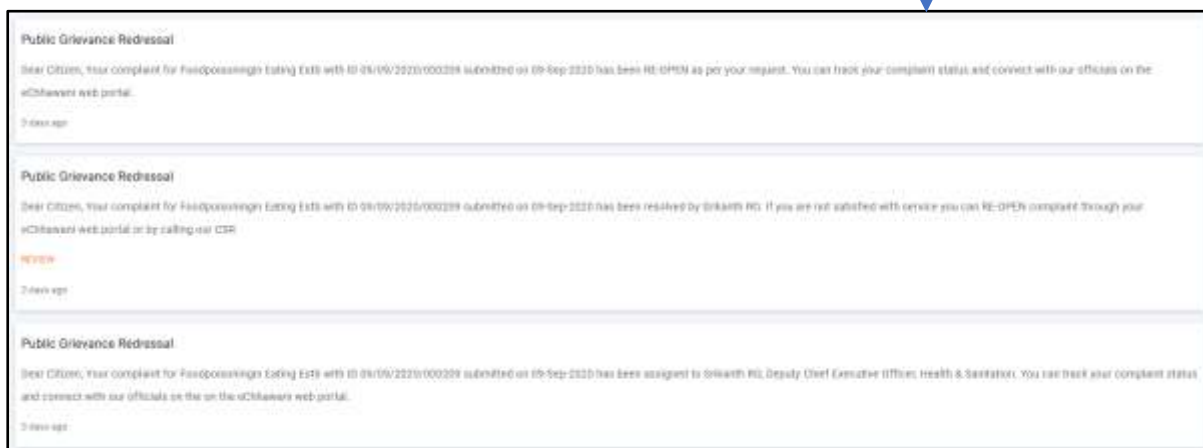
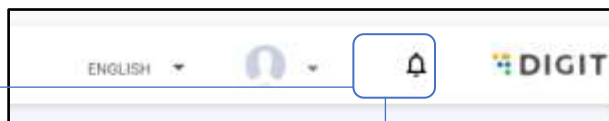
On reopening the complaint, the complaint is sent to again Grievance Redressal Officer of the CB.

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*****