

Document Last Updated On : 17 Feb 2021

# DIGIT-PGR Demo Script



## Table of Contents

|   |                  |
|---|------------------|
| <b><u>Objective</u></b>   | <b><u>3</u></b>  |
| <b><u>Key Features</u></b>  | <b><u>3</u></b>  |
| <b><u>User Function Mapping</u></b>                                     | <b><u>4</u></b>  |
| <b><u>PGR Demo Scenarios</u></b>  | <b><u>5</u></b>  |
| <b><u>How to get the PGR app and register as a citizen user?</u></b>    | <b><u>5</u></b>  |
| <b><u>Scenario 1 - File Complaints as a Citizen</u></b>                 | <b><u>6</u></b>  |
| 1.1 To view the filed complaints  | 10               |
| <b><u>Scenario 2 - File complaint as a CSR or as a ULB employee</u></b> | <b><u>12</u></b> |
| <b><u>Scenario 3 - Review, assign or reject complaints as a GRO</u></b> | <b><u>15</u></b> |
| 3.1 View and search for complaints                                      | 18               |
| <b><u>Scenario 4 - Resolve complaints as LME</u></b>                    | <b><u>22</u></b> |
| <b><u>Scenario 5 - Reassign a grievance</u></b>                         | <b><u>24</u></b> |
| <b><u>Scenario 6 - Reopen a grievance</u></b>                           | <b><u>26</u></b> |
| <b><u>Scenario 7 - Rate a complaint</u></b>                             | <b><u>30</u></b> |

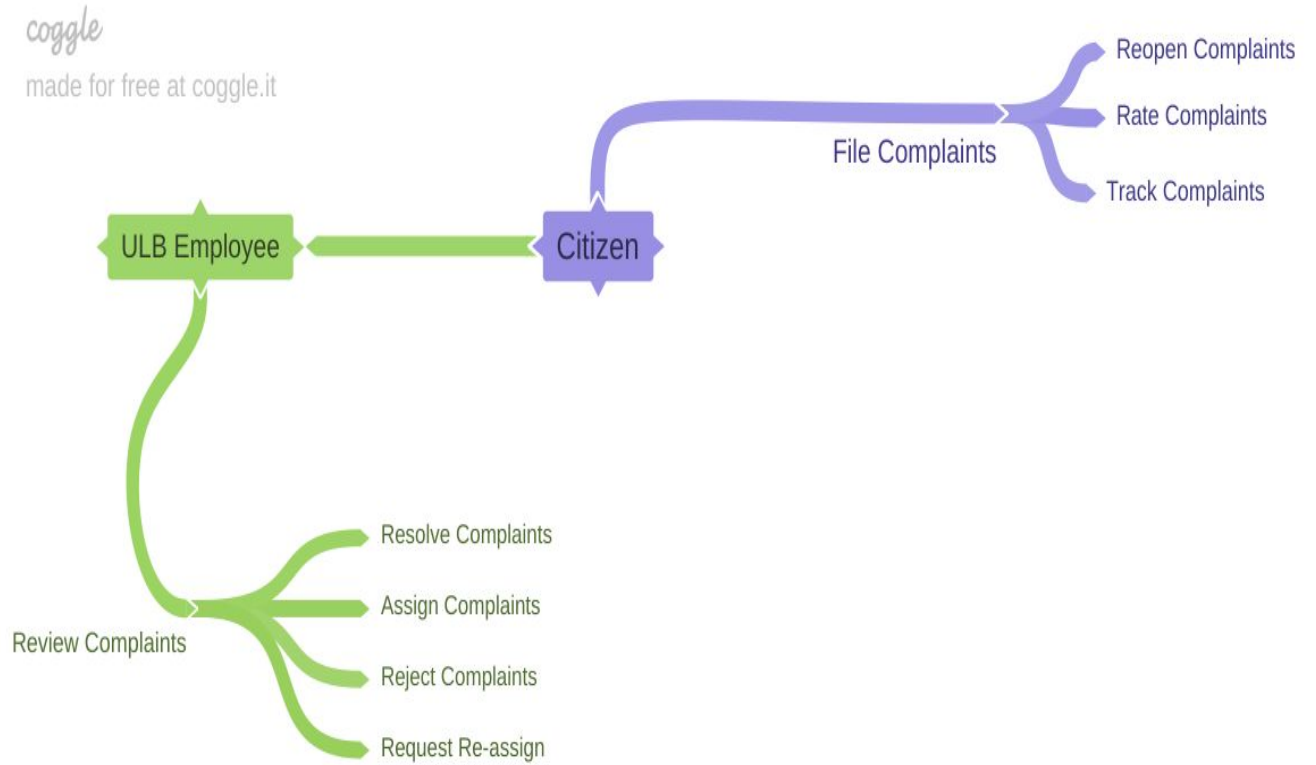
## Objective

Welcome to the Public Grievances and Redressal or PGR product demo script. This document is meant to guide DIGIT implementation partners and demo planners through the module demo. The key objective of the demo is to walk users through the PGR module and the key features supported by the module.

## Key Features

| Citizens   | Employees at the ULB level   |
|--|--|
| <ul style="list-style-type: none"><li>• File Complaints</li><li>• Reopen Complaints</li><li>• Track Complaint Status</li><li>• Rate the complaints</li></ul> | <ul style="list-style-type: none"><li>• Review the complaints and assign these to last-mile employees</li><li>• Work on and resolve complaints</li></ul> |

## User Function Mapping



## **PGR Demo Scenarios**

Demo scenarios covered in this document -

1. File complaints as a citizen
2. File complaints as an employee
3. Assign or reject complaints as a Grievance Routing Officer (GRO)
4. Resolve complaints as the Last Mile Employee (LME)
5. Reopen complaints as a citizen
6. Rate complaints as a citizen

## **How to get the PGR app and register as a citizen user?**

Access the PGR app on the local governing body website or Download the app on your mobile from the Google Play Store.

Key in your -

- Mobile number
- Name and
- City

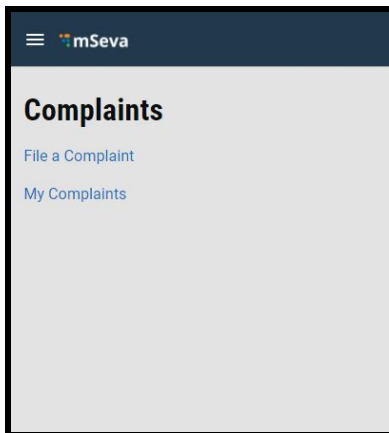
to register and create your account.

Use the OTP received on your registered mobile number to log in to your account.

## 1. Scenario 1 - File Complaints as a Citizen

Citizens can lodge complaints, track, reopen and rate complaints through the web portal or the mobile application.

Filing a complaint using the PGR module is very easy. Select the complaint type, provide the location details and share a photo as evidence. The complaint is filed. Consider a scenario where a citizen wants to file a complaint about the broken garbage bin in your locality. You take a photo of the broken bin and file a complaint on the PGR website.



### 01

**Log in to the Application using the following URL:**

<https://nugp-demo.niua.org/citizen/>

---

Click on File Complaint



### 02

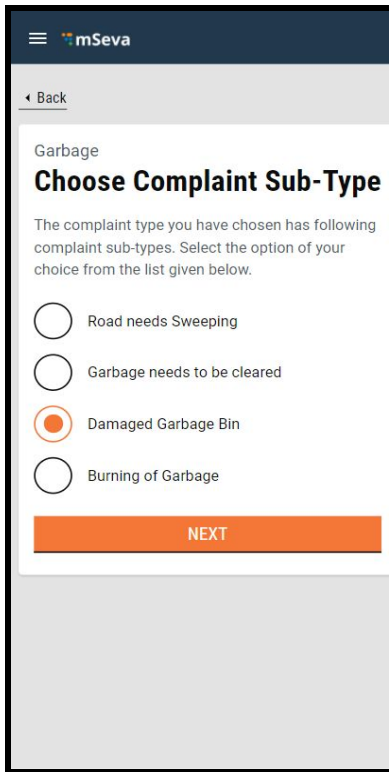
**Choose the complaint type as garbage and click on the Next button**

---

Citizen complaints can be categorized into the items listed in the subtype list.

In case, complaint type is not listed, then select others.

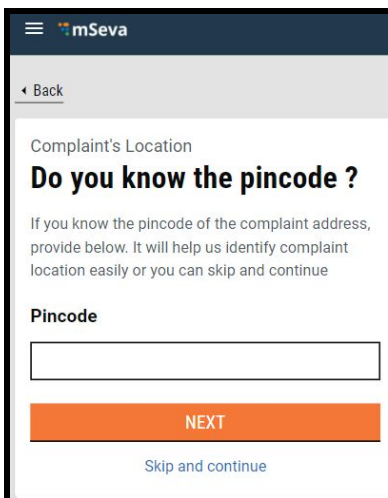
*Note: The order of the selection is based on the most-used options for a specific ULB/state. This order will change for each ULB/state.*

**03**

### Select complaint subtype as damaged garbage bin

---

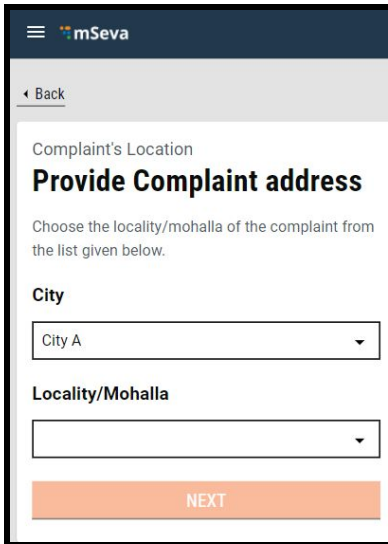
Complaint subtype list depends on the complaint type selected.

**04**

### Enter the Pincode of the area where the garbage bin is located

---

Click on Skip and Continue in case you do not have the Pincode details

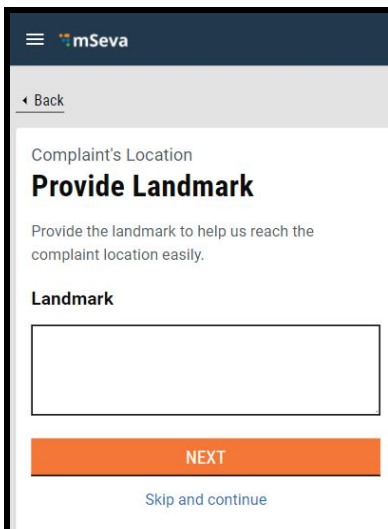


## 05

### Select city and locality from the drop-down list

---

Use the drop-down list to select the city. Mohalla details are available for the selected city.



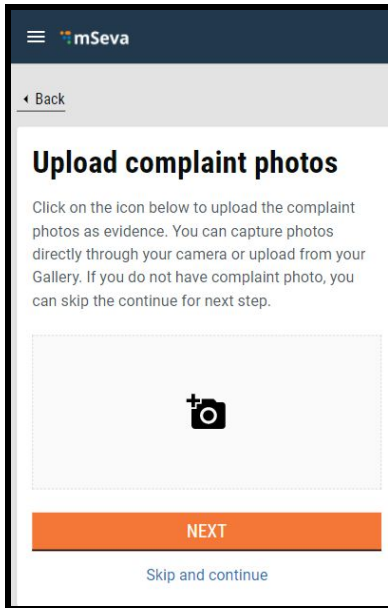
## 06

### Enter any landmark to pinpoint the location

---

This is an optional field.



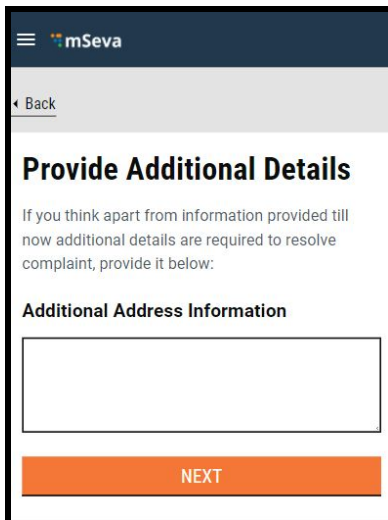


## 07

### Upload photo as evidence

---

Use the camera icon to click pictures and upload it directly.



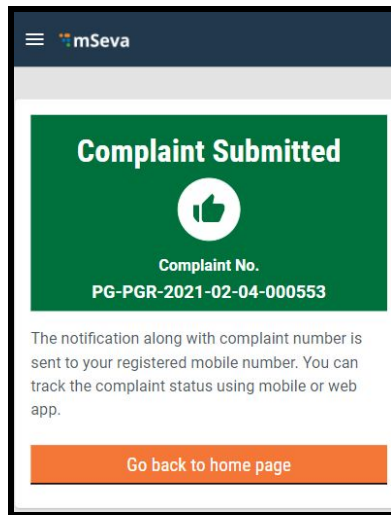
## 08

### Enter any additional information if required

---

Citizens can provide additional details required to solve a complaint. For instance the add-on info in case of garbage can be :

Garbage pickup is pending from last one week causing foul smell in the neighbourhood.

**09**

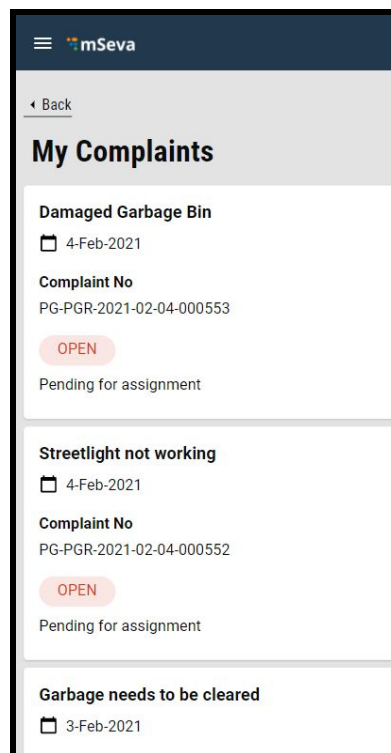
## The complaint is filed and submitted

---

Note down the complaint number. The complainant receives a notification along with the complaint number on the registered mobile number.

### 1.1 To view the filed complaints

Once the complaint is filed users can view their complaints and its status on their mobile apps or website.

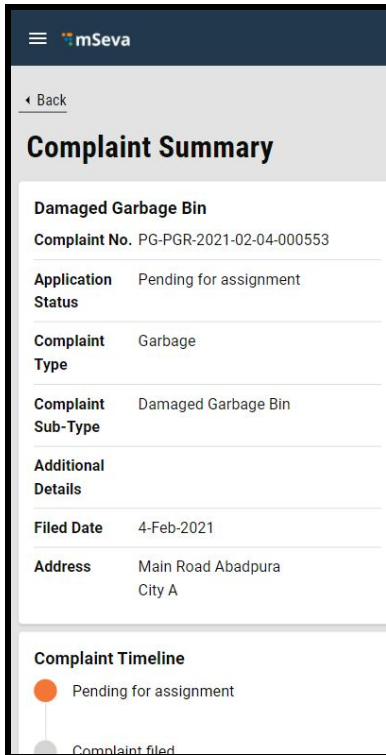
**01**

## Go to the Home Page and click on My complaints

---

My complaints provide a snapshot of Citizen's complaint history (both open and resolved).

Citizens can tap on the particular complaint card to view timeline and action related to the same.



mSeva

← Back

### Complaint Summary

**Damaged Garbage Bin**

Complaint No. PG-PGR-2021-02-04-000553

|                    |                        |
|--------------------|------------------------|
| Application Status | Pending for assignment |
| Complaint Type     | Garbage                |
| Complaint Sub-Type | Damaged Garbage Bin    |

**Additional Details**

|            |                              |
|------------|------------------------------|
| Filed Date | 4-Feb-2021                   |
| Address    | Main Road Abadpura<br>City A |

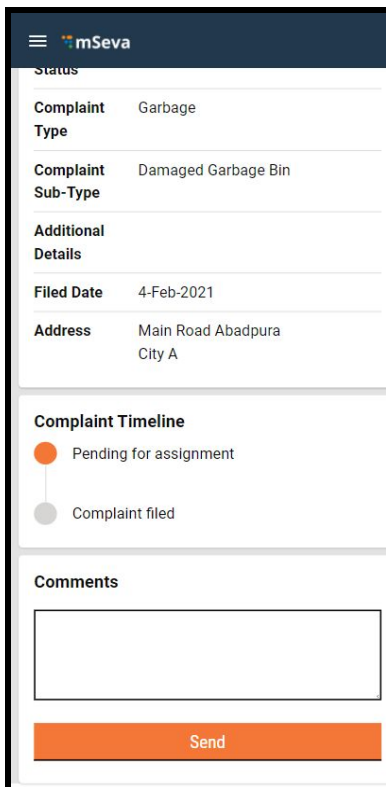
**Complaint Timeline**

- Pending for assignment
- Complaint filed

## 02

Click on Open to view the complaint

The complaint timeline displays the current status



mSeva

Status

|                    |                     |
|--------------------|---------------------|
| Complaint Type     | Garbage             |
| Complaint Sub-Type | Damaged Garbage Bin |

**Additional Details**

|            |                              |
|------------|------------------------------|
| Filed Date | 4-Feb-2021                   |
| Address    | Main Road Abadpura<br>City A |

**Complaint Timeline**

- Pending for assignment
- Complaint filed

**Comments**

Send

## 03

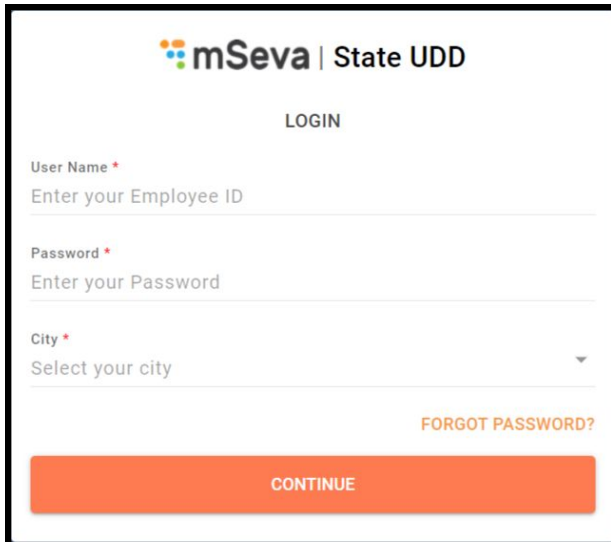
Update comments if required

The Comments section is included to have a transparent and robust communication channel between Citizens and its Municipality employees.

You have now successfully filed a complaint about a broken dustbin in your locality.

## 2. Scenario 2 - File complaint as a CSR or as a ULB employee

In case the citizens are unable to file complaints on their own, they can file the complaint at the local ULB office. Consider a scenario where a citizen calls the ULB office to complain about street lamps not working. ULB counter employees or CSRs can register complaints on behalf of the citizen.



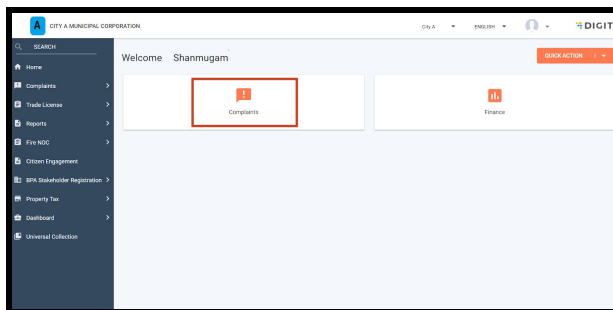
The image shows the login page of the mSeva State UDD portal. At the top, it says 'mSeva | State UDD'. Below that is the word 'LOGIN'. There are three input fields: 'User Name \*' with the placeholder 'Enter your Employee ID', 'Password \*' with the placeholder 'Enter your Password', and 'City \*' with a dropdown menu showing 'Select your city'. To the right of the City field is a link that says 'FORGOT PASSWORD?'. At the bottom is a large orange button labeled 'CONTINUE'.

**01**

Log in to the portal

<https://nugp-demo.niua.org/employee/> with  
your employee credentials

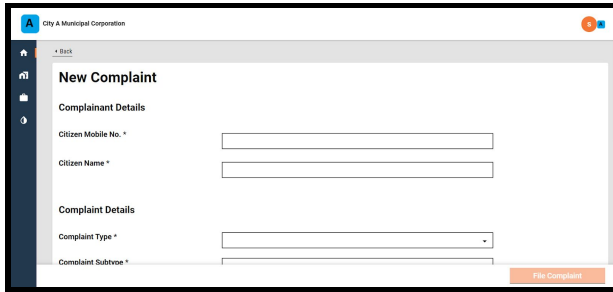
---



**02**

Click on the Complaints card

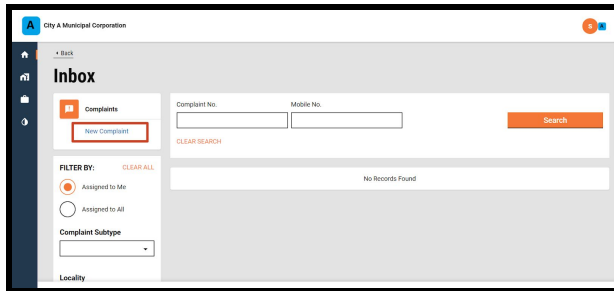
---



## 03

### Click on New Complaint

---

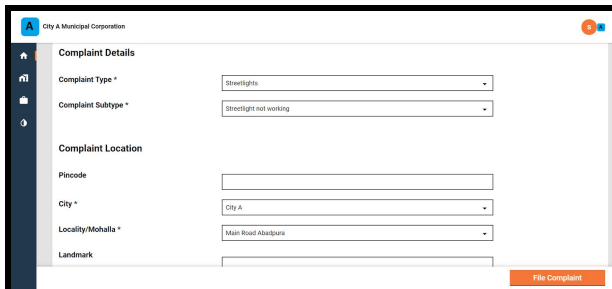


## 04

### Enter the Citizen Mobile Number and Citizen Name

---

The Citizen Mobile Number and Name are mandatory, for unique identification and reachability

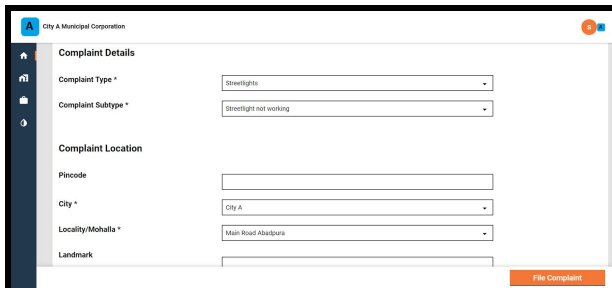


## 05

### Select the Complaint Type as Streetlight and Complaint Sub Type as Streetlight not working from the drop-down list.

---

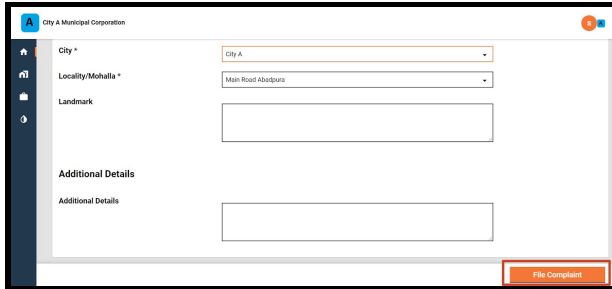
The Complaint Type is the Master category of complaints and Complaint Subtype acts as the subset to the Master category.



## 06

### Enter the Pincode, City, Mohalla, and landmark details to specify the complaint location

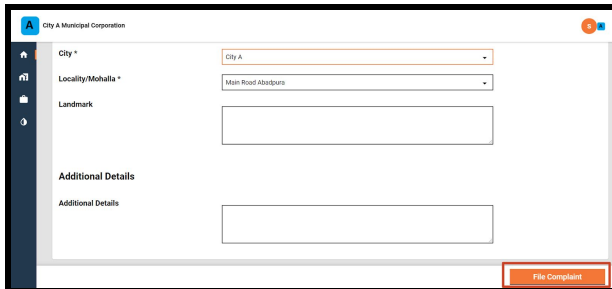
---

**07****Enter any additional details as required to provide more information about the complaint**

---

Citizens can provide additional details required to solve a complaint

For instance, the addon info in case of Streetlight can be : Streetlight has not been working since last month, affecting the safety of residents in the area.

**08****Click on the File Complaint button**

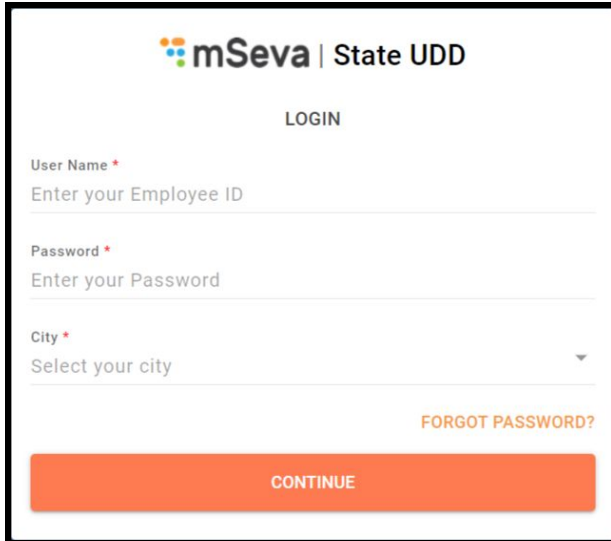
---

The complaint is filed and submitted.

### 3. Scenario 3 - Review, assign or reject complaints as a GRO

The GRO or the grievance routing officer reviews the complaints filed by the citizens. After reviewing the complaints are assigned or rejected depending on the nature of the complaint.

To review and assign complaints



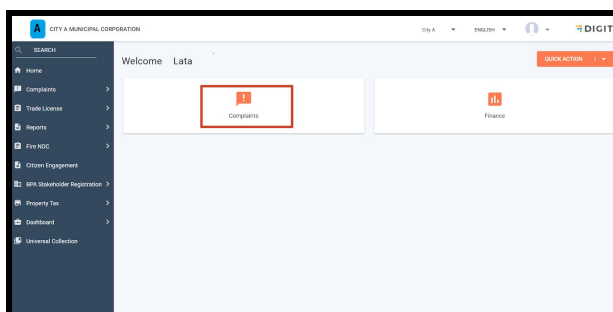
The image shows a login form for the mSeva | State UDD portal. It includes fields for User Name (labeled 'Enter your Employee ID'), Password (labeled 'Enter your Password'), and City (a dropdown menu labeled 'Select your city'). There is a 'FORGOT PASSWORD?' link and a large orange 'CONTINUE' button at the bottom.

## 01

Log in to the portal

<https://nugp-demo.niua.org/employee/> with your employee credentials

---

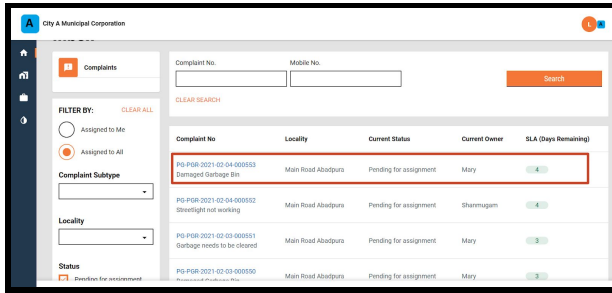


## 02

Click on the Complaints card

---

Use the Pending for Assignment filter to fetch the list of complaints that have been logged, but not reviewed or assigned



City A Municipal Corporation

Complaints

Complaint No. Mobile No. Search

CLEAR SEARCH

FILTER BY: CLEAR ALL

Assigned to Me

Assigned to All

Complaint Subtype

Locality

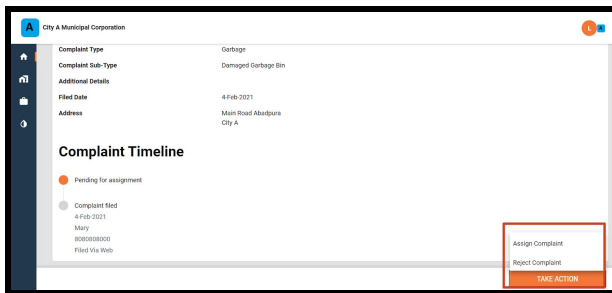
Status

| Complaint No             | Locality           | Current Status         | Current Owner | SLA (Days Remaining) |
|--------------------------|--------------------|------------------------|---------------|----------------------|
| PG-PGR-2021-02-04-000592 | Main Road Abadpura | Pending for assignment | Mary          | 4                    |
| PG-PGR-2021-02-04-000592 | Main Road Abadpura | Pending for assignment | Sharmugan     | 4                    |
| PG-PGR-2021-02-03-000551 | Main Road Abadpura | Pending for assignment | Mary          | 3                    |
| PG-PGR-2021-02-03-000590 | Main Road Abadpura | Pending for assignment | Mary          | 3                    |

## 03

Click on a complaint to open and view the complaint details

The list view helps the GRO view complaints in order of SLA.



City A Municipal Corporation

Complaint Type: Garbage

Complaint Sub-Type: Damaged Garbage Bin

Additional Details

Filed Date: 4 Feb 2021

Address: Main Road Abadpura, City A

Complaint Timeline

Pending for assignment

Complaint filed: 4 Feb 2021, Mary, 8000000000, Filed Via Web

Assign Complaint

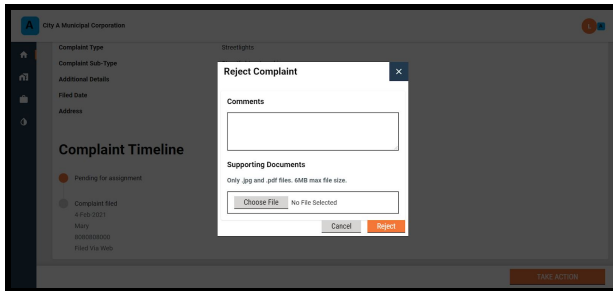
Reject Complaint

TAKE ACTION

## 04

Click on the Take Action button and then click on the Reject Complaint option

If you find the complaint is not valid or applicable



City A Municipal Corporation

Complaint Type: Garbage

Complaint Sub-Type: Damaged Garbage Bin

Additional Details

Filed Date: 4 Feb 2021

Address: Main Road Abadpura, City A

Complaint Timeline

Pending for assignment

Complaint filed: 4 Feb 2021, Mary, 8000000000, Filed Via Web

Reject Complaint

Comments

Supporting Documents

Only .jpg and .pdf files, 5MB max file size.

Choose File No File Selected

Cancel Reject

TAKE ACTION

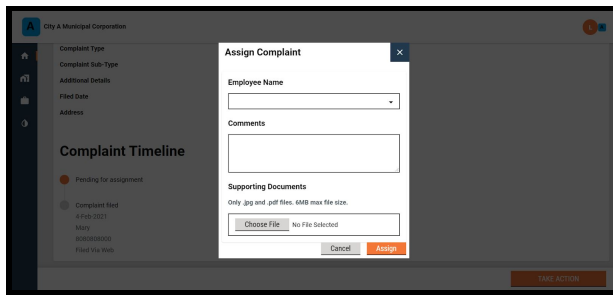
## 05

Select a reason for rejection and add additional comments if any

Upload files to support the reason for the rejection. Click on the Reject button.

The complaint is rejected.





## 06

**To assign the complaint to any employee click on the Take Action button and click on Assign Complaint**

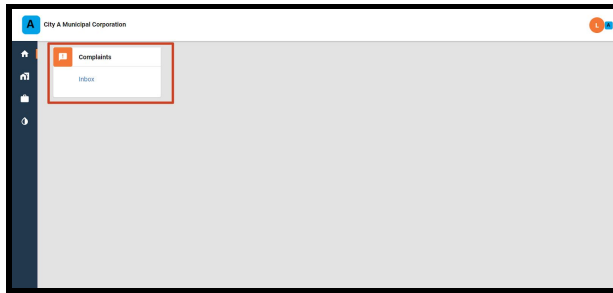
---

Select an LME who will attend to this complaint. Enter any additional comments or information as required. Upload any files in context to the complaint if required.

Click on the Assign button to assign the complaint.

The complaint is assigned and will be visible in the assigned employee's inbox.

### 3.1 View and search for complaints



**01**

**Go back to the homepage and click on the Inbox option to view the registered complaint**

---

The employee inbox contains the list of complaints assigned to the logged-in employees for further action

**FILTER BY:** **CLEAR ALL**

☒ Assigned to Me

☐ Assigned to All

**Complaint Subtype**

**Locality**

**Status**

☐ Pending for assignment (50)

☐ Pending for reassignment (4)

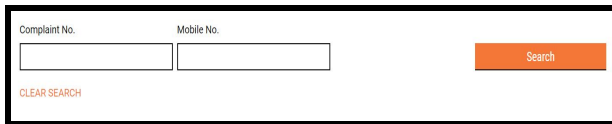
☐ Pending at LME (3)

## 02

Use the filters provided on the panel to search for specific complaints or types of complaints

---

The Filters are helpful in sorting out complaints from a large volume of data.



Complaint No. Mobile No.

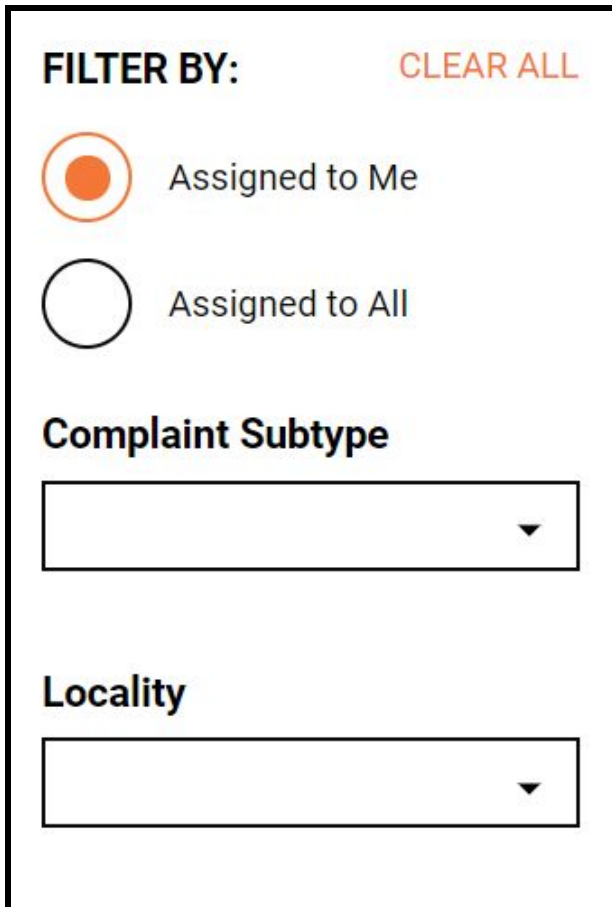
[CLEAR SEARCH](#)

### 03

**Filter the view of complaints by citizen mobile number or complaint number to fetch complaints filed by a specific user**

---

Useful to locate a citizen's complaint directly with the valid mobile/ complaint number.



**FILTER BY:** [CLEAR ALL](#)

☒ Assigned to Me

☐ Assigned to All

**Complaint Subtype**

**Locality**

### 04

**Use the Locality filter to view complaints registered for selected localities**

---

The Complaint subtype filter enables you to view complaints filed for the selected category

### Status

- ☐ Pending for assignment (50)
- ☐ Pending for reassignment (4)
- ☐ Pending at LME (3)
- ☐ Rejected (5)
- ☐ Resolved (4)
- ☐ Closed after rejection (4)
- ☐ Closed after resolution (7)

## 05

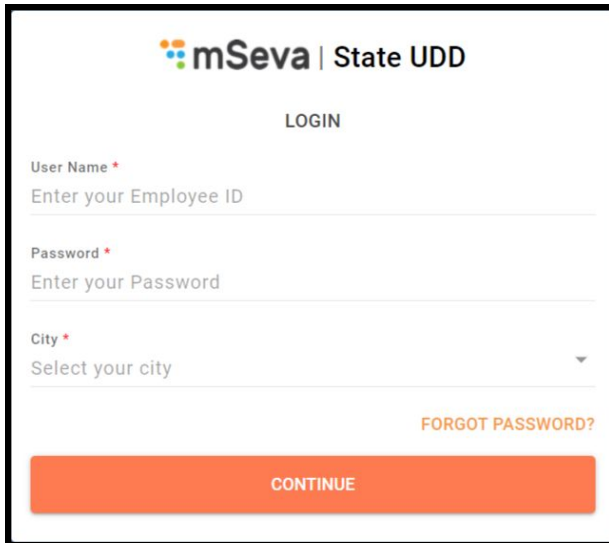
Use the Status filter to view complaints pending in different states of action

---

## 4. Scenario 4 - Resolve complaints as LME

LME or last-mile employees attend to the complaints assigned to them. The LMEs can either close the complaint after resolving it or reassign the complaints to other employees in case they are unable to resolve it for some reason.

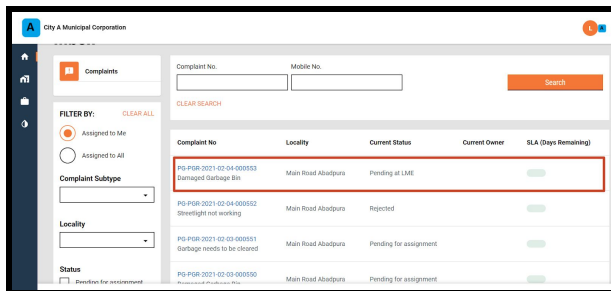
Once you have worked on the complaint and resolved it, you can update the complaint details on the PGR module.



### 01

Log in to the portal

<https://nugp-demo.niua.org/employee/> with your employee credentials

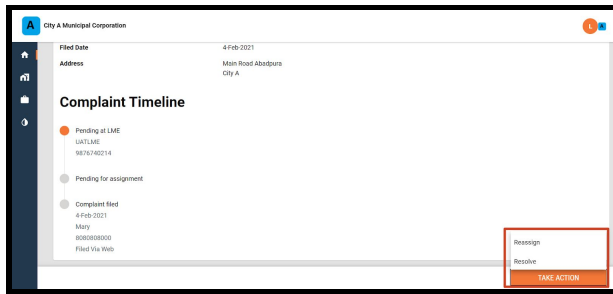


| Complaint No.   | Locality           | Current Status         | Current Owner | SLA (Days Remaining) |
|---|--------------------|------------------------|---------------|----------------------|
| PG-PGR-2021-02-04-000553<br>Damaged Garbage Bin         | Main Road Abadpura | Pending at LME         |               |                      |
| PG-PGR-2021-02-04-000552<br>Streetlight not working     | Main Road Abadpura | Rejected               |               |                      |
| PG-PGR-2021-02-03-000551<br>Garbage needs to be cleared | Main Road Abadpura | Pending for assignment |               |                      |
| PG-PGR-2021-02-03-000550<br>Damaged Garbage Bin         | Main Road Abadpura | Pending for assignment |               |                      |

### 02

Search for the complaint using the complaint number

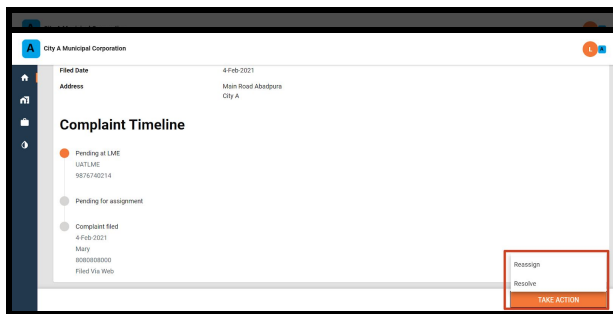
Or, the list of complaints assigned to the LME is available on the panel - click on the specific complaint



**03**

**Click on the Take Action button and then click on Resolve**

Enter any comments and upload files as evidence as required



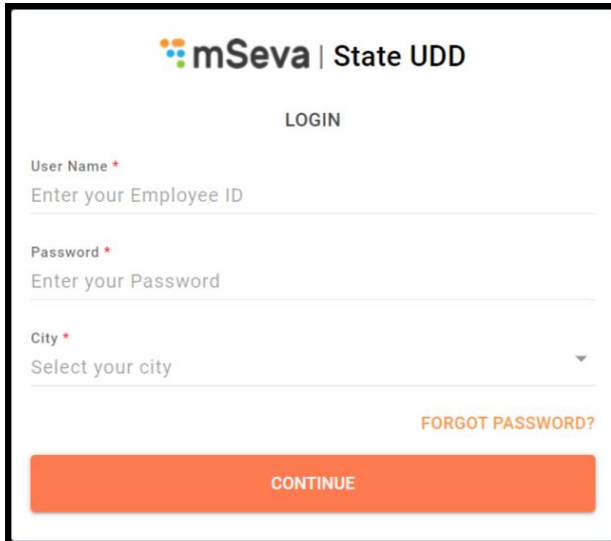
**04**

**Click on the Resolved button to close the complaint**

The complaint timeline is updated to Resolved. A notification is also sent to the citizen stating that the complaint is resolved.

## 5. Scenario 5 - Reassign a grievance

Employees can request the GRO to reassign complaints for various reasons. Scenario: You realise that a complaint has been wrongly assigned to you and you send it back to the GRO for reassigning.



**mSeva | State UDD**

LOGIN

User Name \*  
Enter your Employee ID

Password \*  
Enter your Password

City \*  
Select your city

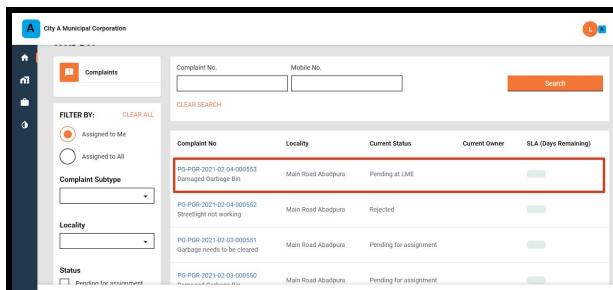
[FORGOT PASSWORD?](#)

**CONTINUE**

### 01

Log in to the portal

<https://nugp-demo.niua.org/employee/> with your employee credentials



City A Municipal Corporation

Complaints

Complaint No. Mobile No. Search

CLEAR SEARCH

FILTER BY: CLEAR ALL

☒ Assigned to Me

☐ Assigned to All

Complaint Subtype

Locality

Status ☐ Questions for assignment

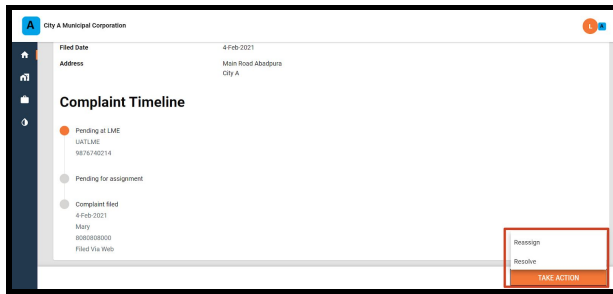
| Complaint No.            | Locality           | Current Status         | Current Owner | SLA (Days Remaining) |
|--------------------------|--------------------|------------------------|---------------|----------------------|
| PG-PGR-2021-02-04-000033 | Main Road Abadpura | Pending at LME         |               |                      |
| PG-PGR-2021-02-04-000032 | Main Road Abadpura | Rejected               |               |                      |
| PG-PGR-2021-02-03-000051 | Main Road Abadpura | Pending for assignment |               |                      |
| PG-PGR-2021-02-03-000050 | Main Road Abadpura | Pending for assignment |               |                      |

### 02

Search for the complaint using the complaint number

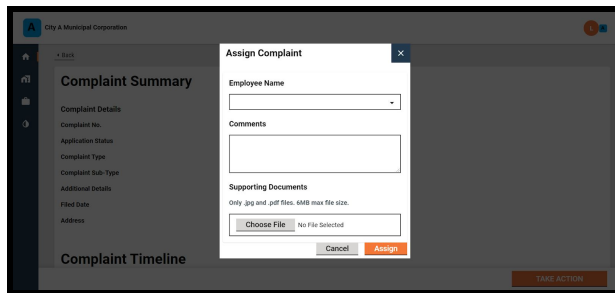
Open the complaint assigned to you



**03**

**Click on the Take Action button and then click on Reassign option**

---

**04**

**Click on the Reassign button to complete request**

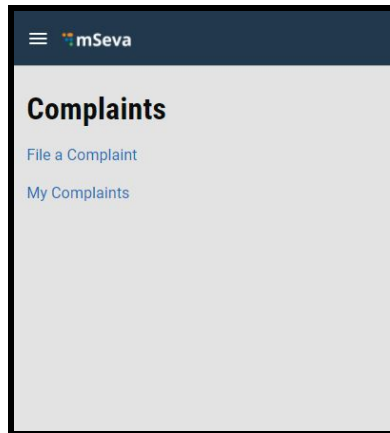
---

Select the employee (GRO in this case) to send the complaint back in the assignment queue. Enter any comments and upload files as evidence as required

The complaint is redirected to the GRO Inbox for reassignment.

## 6. Scenario 6 - Reopen a grievance

Scenario: You are a citizen of City 1. You complained about the street lamps in your locality but only a few lamps were replaced. The ULB has closed the complaint as Resolved and you want to reopen it.

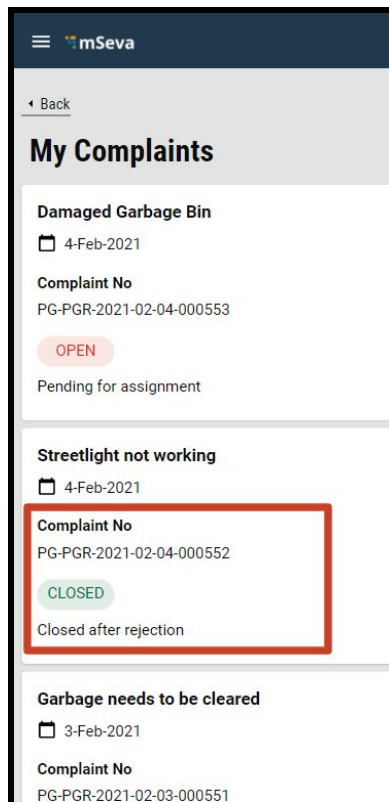


### 01

Log in to the Application using the following URL:

<https://nugp-demo.niua.org/citizen/>

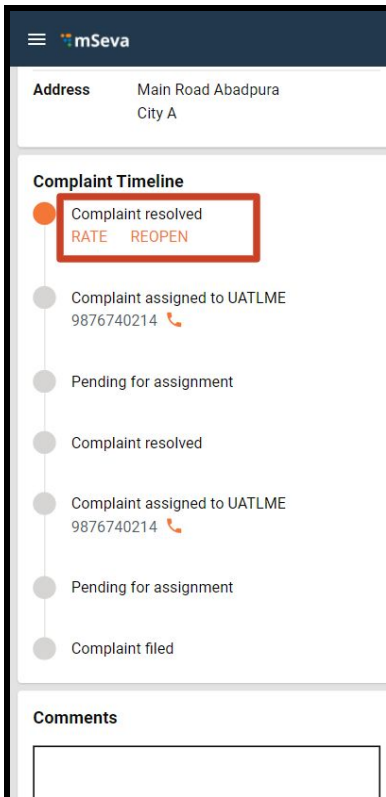
Click on My Complaints



### 02

Click on the complaint you want to reopen

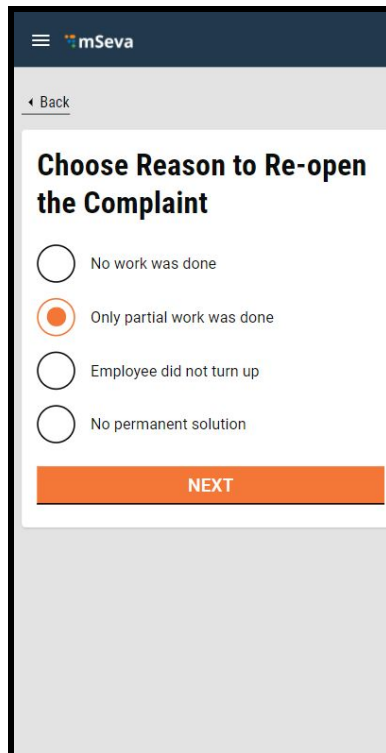
In case a Citizen is not satisfied with the redressal, he/she can proceed to reopen the complaint by tapping on the particular complaint card in My Complaints.



## 03

Scroll down the complaint page. Click on the Reopen button available in the complaint timeline.

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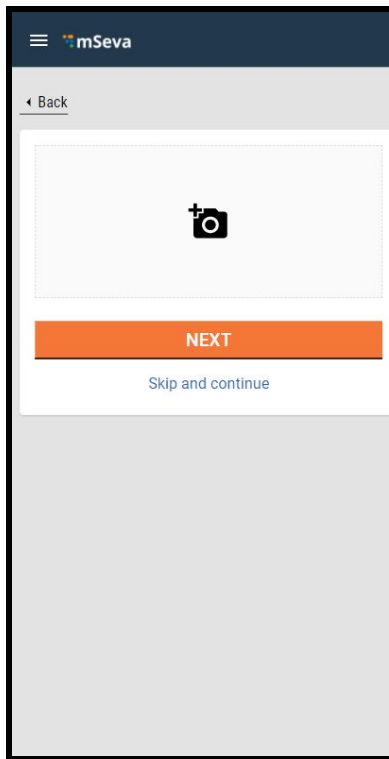
## 04

Choose the applicable reason for reopening the complaint.

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In our case, we select the reason as Only Partial Work was Done. Click on the Next button.

The Citizens can select from predefined options on the reason why the complaint requires to be reopened.

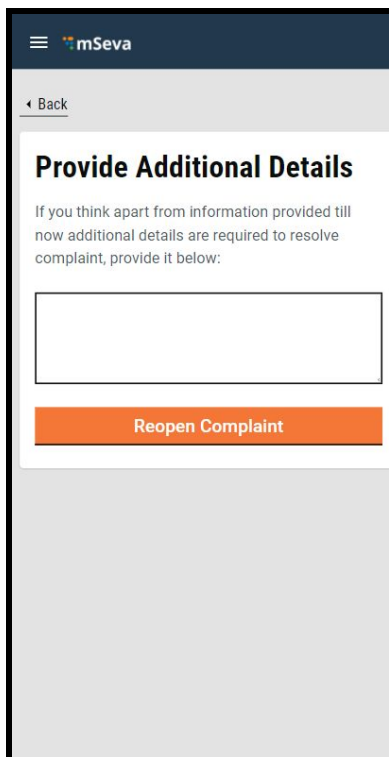


## 05

**Click on the camera icon to capture a photo of the issue or upload photos you have taken to validate your complaint reopening.**

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Click on skip and continue if photo upload is not required.



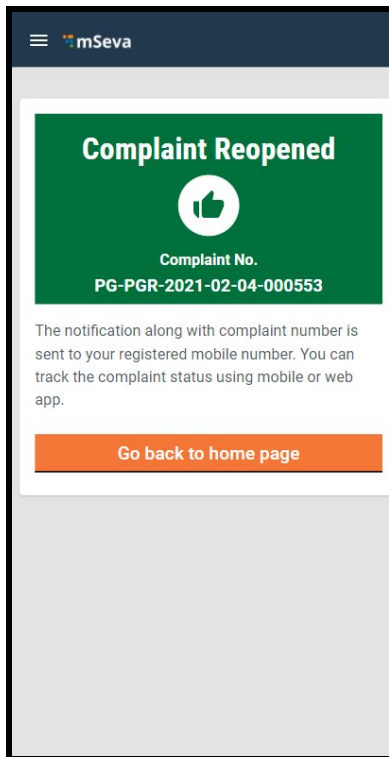
## 06

**Add any additional details in context to reopening the complaint**

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Citizens can fill in additional details, other than the selected predefined options. This helps the municipality employees to have an understanding on why the complaint has been reopened.

Click on the Reopen Complaint button.



## 07

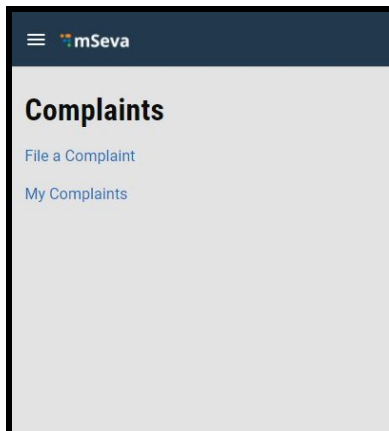
### The complaint is reopened

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The notification along with the complaint number is sent to your registered mobile number. You can track the complaint status using a mobile or web app.

## 7. Scenario 7 - Rate a complaint

Scenario: The ULB has resolved your complaint and you want to rate the quality of the complaint resolution.

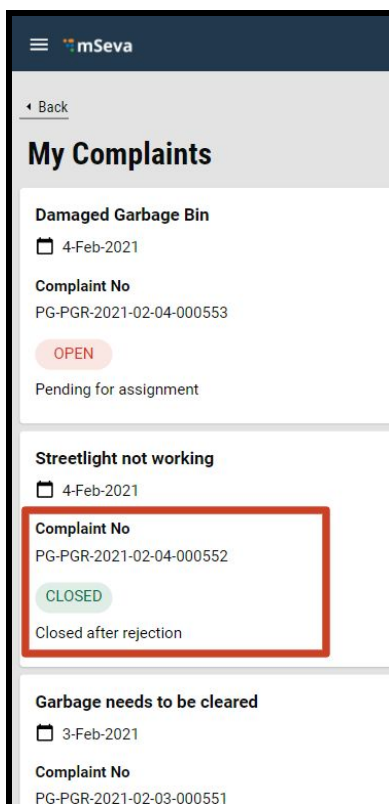


### 01

Log in to the Application using the following URL:

<https://nugp-demo.niua.org/citizen/>

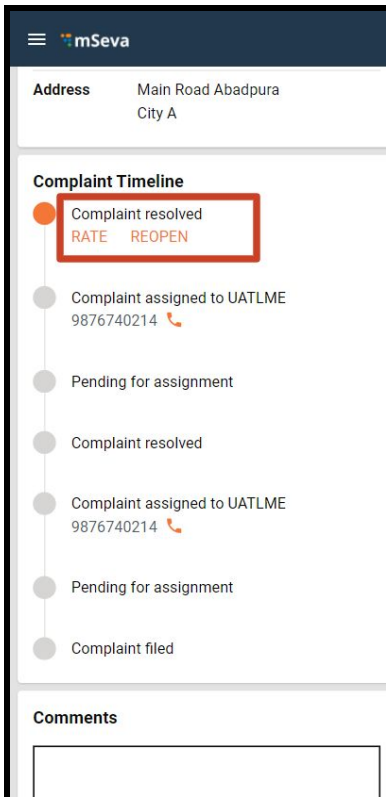
Click on My Complaints



### 02

Click on the complaint you want to rate

In case a Citizen is not satisfied with the redressal, he/she can proceed to reopen the complaint by tapping on the particular complaint card in My Complaints.



mSeva

Address Main Road Abadpura  
City A

**Complaint Timeline**

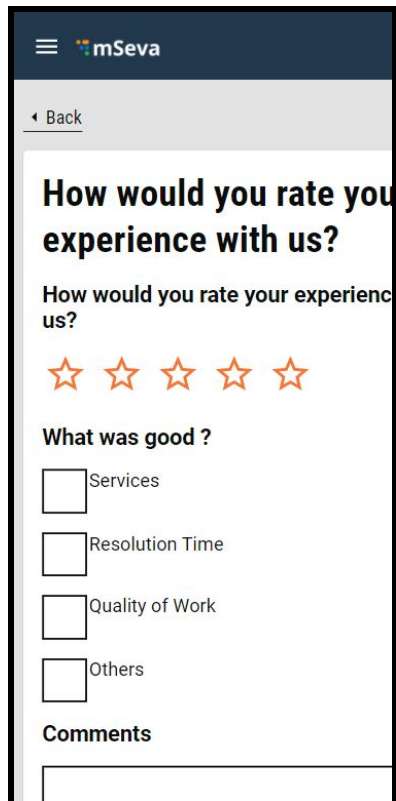
- Complaint resolved  
RATE REOPEN
- Complaint assigned to UATLME  
9876740214
- Pending for assignment
- Complaint resolved
- Complaint assigned to UATLME  
9876740214
- Pending for assignment
- Complaint filed

**Comments**

## 03

Scroll down the complaint page. Click on the Rate button available in the complaint timeline.

---



mSeva

Back

**How would you rate your experience with us?**

How would you rate your experience with us?

☆☆☆☆☆

**What was good ?**

☐ Services

☐ Resolution Time

☐ Quality of Work

☐ Others

**Comments**

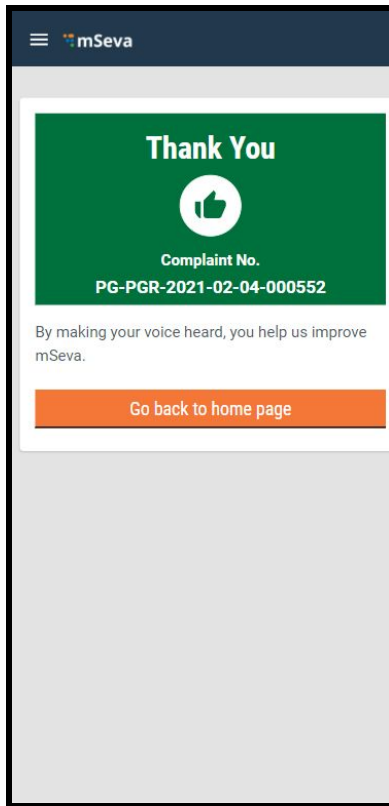
## 04

Click on the number of stars on the screen to rate the work on the complaint on five.

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Click on the most appropriate feedback statement to rate the work. Enter any additional comments to provide detailed feedback.

Click on the Submit button.



## 05

### The ratings are submitted.

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Citizens can provide feedback on grievance redressal service, which helps to evaluate on quality of service as well as citizen experience.