

Service Name: GRS

Number Of API: 8

List Of API:

- 1) Citizen Charter Service
- 2) GRO Information
- 3) AO Information
- 4) Cell Information
- 5) Grievance Information
- 6) Grievance tracker
- 7) Grievance Receiver
- 8) Announcer

OISF Shared Service Definition

Service Name: 'Citizen Charter Service' Info Provide

Service Metadata Definition

Serial No	Service Information	Description
1.	Reference Number	02.004.0001
2.	Service Name	Citizen Charter Service
3.	Description of Service	Citizen Charter contains the list of services that an office provides. This service returns the citizen charters of a particular office.
4.	Owner	GRS
5.	Output type (Data/Redirect)	Data
6.	Service Type (Core/Shared)	Shared
7.	Primary Consumer	Third party applications
8.	Service Invoking Parameter	1. Office id 2. Service type 3. Service id 4. Service name 5. Service procedure 6. Documents and location 7. Payment method 8. Service time 9. Sender S/W Application Code 10. Sender Application Token
9.	Mandatory Fields for service Invocation	1. Office id 2. Sender S/W Application Code 3. Sender Application Token
10.	Data Reference Model (DRM)	See 03.004.0001 of Data Standard
11.	Application Integration Reference Model (AIRM)	See 04.004.0001 of Integration Standard

Data Standard

Reference No	03.004.0001
Service Invoking Fields	
Mandatory Fields	Optional Fields
1. Office id	1. Service type

2. Sender S/W Application Code 3. Sender Application TokenService id	2. Service id 3. Service name 4. Service procedure 5. Documents and location 6. Payment method 7. Service time
Service Response Fields	
1.Office Id 2.Service type 3.Service id 4.Service name 5.Service procedure 6.Documents and location 7.Payment method 8. Service time	

Fields Details

Field Name	Field Type	Detail description
Office id	Number	Unique id of the requested office.
Service type	ENUM: 'NAGORIK', 'DAPTORIK', 'STAFF'	This field will hold the type of the service that requested. Only three kinds of service 'NAGORIK', 'DAPTORIK' and 'STAFF' are allowed for this field.
Service id	Number	Unique id of service
Service name	Varchar	This field will hold the name of the service. It indicates the specific service that has been requested.
Service procedure	Varchar	This field will hold the procedure of the service that means in which way the service will be served.
Documents and location	Varchar	This field will hold the necessary related documents and correspondent location for the service.
Payment method	Varchar	This field will hold the payment method for the service. It can be like “without charge” or with charge of a specific amount through a specific process.
Service time	Varchar	This field will indicate the days required for the service.

Sender S/W Application Code	Number	Unique code of sender Application
Sender Application Token	varchar	Generated authentication token of sender app

Integration Standard

Reference No	04.004.0001
Invoking Uri	GET: /api/office/{office_id}/citizen-charters/
Example of request	<p>Request Uri- /api/office/{office_id}/citizen-charters/</p> <p>Request Body:</p> <pre>{ Citizen_charter_service_info:{ office_id: 12, service_type: 'NAGORIK', Sender_App_Id:22 Sender_App_token:!!@#4fgthr56789EDf } }</pre>
Service Response	<p>Response code : 200 interpretation : Successful Return.</p> <p>Response code : 301 interpretation : Moved Permanently/Redirect.</p> <p>Response code : 400 interpretation : Bad Request(Required info not present).</p> <p>Response code : 401 interpretation : Unauthorized.</p> <p>Response code : 403 interpretation : Forbidden.</p> <p>Response code : 404 interpretation : Not Found.</p> <p>Response code : 405 interpretation : Request method not allowed.</p> <p>Response code : 406 interpretation : Not Acceptable.</p> <p>Response code : 408 interpretation : Request time out.</p> <p>Response code : 500 interpretation : Internal Server Error.</p>
Example of Response	<p>Response Body: (on success)</p> <pre>{ Response : { office_id: 12, service_type: 'NAGORIK', service_id: 34, service_name: 'Passport Renewal', service_procedure: 'By phone call', documents_and_location: 'Dask Number - 4', payment_method: 'Without Charge', service_time: 7 } }</pre> <p>Response Body: (on failure)</p> <pre>{</pre>

	Response Code: 401 Response{ Reason: "Token Mismatch" Source IP: "172.16.1.2" } } }
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Service Name: 'GRO information' Info Provide

Service Metadata Definition

Serial No	Service Information	Description
1.	Reference Number	02.004.0002
2.	Service Name	GRO Information
3.	Description of Service	Grievance Redress Officer (GRO) is the responsible person of an office to take required actions on complaint submission. This service provides GRO Information of a particular office.
4.	Owner	GRS
5.	Output type (Data/Redirect)	Data
6.	Service Type (Core/Shared)	Shared
7.	Primary Consumer	Third party applications
8.	Service Invoking Parameter	1) Office id 2) From date 3) To date 4) Sender S/W Application Code Sender Application Token
9.	Mandatory Fields for service Invocation	1) Office id 2) Sender S/W Application Code 3) Sender Application Token
10.	Data Reference Model (DRM)	See 03.004.0002 of Data Standard
11.	Application Integration Reference Model (AIRM)	See 04.004.0002 of Data Standard

Data Standard

Reference No	03.004.0002
Service Invoking Fields	
Mandatory Fields	Optional Fields
1. Office id 2. Sender S/W Application Code 3. Sender Application TokenService id	1. From date 2. To Date
Service Response Fields	
1. Id 2. Name 3. Designation 4. Phone number 5. Email	

Fields Details

Field Name	Field Type	Detail description
Office id	Number	Unique id of the requested office.
From Date	Date	This field will hold the starting date from which the GRO information has been asked to know.
To Date	Date	This field will hold ending date to which the GRO information has been asked to know.
Id	Number	Unique id of the requested GRO.
Name	Varchar	This field will hold the name of the GRO of the requested office.
Designation	Varchar	This field will hold the designation of the GRO of the requested office.
Phone number	Number	This field will hold the phone number of the GRO of the requested office.
Email	Varchar	This field will hold the email of the GRO of the particular office if s/he has an email.
Sender S/W Application Code	Number	Unique code of sender Application
Sender Application Token	varchar	Generated authentication token of sender app

Integration Standard

Reference No	04.004.0002
Invoking Uri	GET: /api/office/{office_id}/gro/
Example of request	<p>Request Uri- /api/office/{office_id}/gro/</p> <p>Request Body:</p> <pre>{ GRO_information_info:{ office_id: 12, from_date: '2015-05-15', to_date: '2016-11-30' Sender_App_Id:22 Sender_App_token:!!@#4fgthr56789EDf } }</pre>
Service Response	<p>Response code : 200 interpretation : Successful Return.</p> <p>Response code : 301 interpretation : Moved Permanently/Redirect.</p> <p>Response code : 400 interpretation : Bad Request(Required info not present).</p> <p>Response code : 401 interpretation : Unauthorized.</p> <p>Response code : 403 interpretation : Forbidden.</p> <p>Response code : 404 interpretation : Not Found.</p> <p>Response code : 405 interpretation : Request method not allowed.</p> <p>Response code : 406 interpretation : Not Acceptable.</p> <p>Response code : 408 interpretation : Request time out.</p> <p>Response code : 500 interpretation : Internal Server Error.</p>
Example of Response	<p>Response Body: (on success)</p> <pre>{ Response : { id: 364, name: Bishwajit Saha, designation: Director General, phone_number: 01521213243, email: bsaha@gmail.com } }</pre> <p>Response Body: (on failure)</p> <pre>{ Response Code: 401 Response{ Reason: "Token Mismatch" Source IP: "172.16.1.2" } }</pre>

Service Name: 'AO information' Info Provide

Service Metadata Definition

Serial No	Service Information	Description
1.	Reference Number	02.004.0003
2.	Service Name	AO Information
3.	Description of Service	Appeal Officer (AO) for an office is the GRO of its parent office (except Ministry level office, which has GRO and AO both in same office) responsible person of an office to take required actions on appeal against a complaint if complainer is not satisfied with decision made by GRO. This service provides AO Information of a particular office.
4.	Owner	GRS
5.	Output type (Data/Redirect)	Data
6.	Service Type (Core/Shared)	Shared
7.	Primary Consumer	Third party applications
8.	Service Invoking Parameter	1) Office id 2) From date 3) To date 4) Sender S/W Application Code 5) Sender Application Token
9.	Mandatory Fields for service Invocation	1) Office id 2) Sender S/W Application Code 3) Sender Application Token
10.	Data Reference Model (DRM)	See 03.004.0003 of Data Standard
11.	Application Integration Reference Model (AIRM)	See 04.004.0003 of Data Standard

Data Standard

Reference No	03.004.0003
Service Invoking Fields	
Mandatory Fields	Optional Fields

4. Office id 5. Sender S/W Application Code 6. Sender Application TokenService id	3. From date 4. To Date
Service Response Fields	
6. Id 7. Name 8. Designation 9. Phone number 10. Email	

Fields Details

Field Name	Field Type	Detail description
Office id	Number	Unique id of the requested office.
From Date	Date	This field will hold the starting date from which the AO information has been asked to know.
To Date	Date	This field will hold ending date to which the AO information has been asked to know.
Id	Number	Unique id of the requested AO.
Name	Varchar	This field will hold the name of the AO of the requested office.
Designation	Varchar	This field will hold the designation of the AO of the requested office.
Phone number	Number	This field will hold the phone number of the AO of the requested office.
Email	Varchar	This field will hold the email of the AO of the particular office if s/he has an email.
Sender S/W Application Code	Number	Unique code of sender Application
Sender Application Token	varchar	Generated authentication token of sender app

Integration Standard

Reference No	04.004.0003
Invoking Uri	GET: /api/office/{office_id}//ao/
Example of request	Request Uri- /api/office/{office_id}//ao/ Request Body: { AO_information_info:{ office_id: 12, from_date: '2015-05-15', to_date: '2016-11-30'

	<pre> Sender_App_Id:22 Sender_App_token:!@#4fgthr56789EDf } } </pre>
Service Response	<p>Response code : 200 interpretation : Successful Return. Response code : 301 interpretation : Moved Permanently/Redirect. Response code : 400 interpretation : Bad Request(Required info not present). Response code : 401 interpretation : Unauthorized. Response code : 403 interpretation : Forbidden. Response code : 404 interpretation : Not Found. Response code : 405 interpretation : Request method not allowed. Response code : 406 interpretation : Not Acceptable. Response code : 408 interpretation : Request time out. Response code : 500 interpretation : Internal Server Error.</p>
Example of Response	<pre> Response Body: (on success) { Response : { id: 364, name: Bishwajit Saha, designation: Director General, phone_number: 01521213243, email: bsaha@gmail.com } } Response Body: (on failure) { Response Code: 401 Response{ Reason: "Token Mismatch" Source IP: "172.16.1.2" } } } </pre>

Service Name: 'Cell information' Info Provide

Service Metadata Definition

Serial	Service Information	Description
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No		
1.	Reference Number	02.004.0004
2.	Service Name	Cell Information
3.	Description of Service	This service provides Cell Information of a particular office
4.	Owner	GRS
1.	Output type (Data/Redirect)	Data
2.	Service Type (Core/Shared)	Shared
3.	Primary Consumer	Third party applications
4.	Service Invoking Parameter	1) Sender S/W Application Code 2) Sender Application Token
5.	Mandatory Fields for service Invocation	Sender S/W Application Code Sender Application Token
6.	Data Reference Model (DRM)	See 03.004.0004 of Data Standard
7.	Application Integration Reference Model (AIRM)	See 04.004.0004 of Data Standard

Data Standard

Reference No	03.004.0004
Service Invoking Fields	
Mandatory Fields	Optional Fields
7.Sender S/W Application Code 8. Sender Application TokenService id	
Service Response Fields	
?	

Fields Details

Field Name	Field Type	Detail description
Sender S/W Application Code	Number	Unique code of sender Application
Sender Application Token	varchar	Generated authentication token of sender app

Integration Standard

Reference No	04.004.0004
Invoking Uri	GET: /api/office/cell/details
Example of request	<p>Request Uri- /api/office/cell/details</p> <p>Request Body:</p> <pre>{ Cell_information_info:{ Sender_App_Id:22 Sender_App_token:!!@#4fgthr56789EDf } }</pre>
Service Response	<p>Response code : 200 interpretation : Successful Return.</p> <p>Response code : 301 interpretation : Moved Permanently/Redirect.</p> <p>Response code : 400 interpretation : Bad Request(Required info not present).</p> <p>Response code : 401 interpretation : Unauthorized.</p> <p>Response code : 403 interpretation : Forbidden.</p> <p>Response code : 404 interpretation : Not Found.</p> <p>Response code : 405 interpretation : Request method not allowed.</p> <p>Response code : 406 interpretation : Not Acceptable.</p> <p>Response code : 408 interpretation : Request time out.</p> <p>Response code : 500 interpretation : Internal Server Error.</p>
Example of Response	<p>Response Body: (on success)</p> <pre>{ Response : { ? } }</pre> <p>Response Body: (on failure)</p> <pre>{ Response Code: 401 Response{ Reason: "Token Mismatch" Source IP: "172.16.1.2" } }</pre>

Service Name: 'Grievance information' Info Provide

Service Metadata Definition

Serial No	Service Information	Description
1	Reference Number	02.004.0005
2	Service Name	Grievance Information
3	Description of Service	This service provides details about a particular grievance.
4	Owner	GRS
5	Output type (Data/Redirect)	Data
6	Service Type (Core/Shared)	Shared
7	Primary Consumer	Third party applications
8	Service Invoking Parameter	1) Office grievance number 2) Sender S/W Application Code 3) Sender Application Token
9	Mandatory Fields for service Invocation	1. Office grievance number 2. Sender S/W Application Code 3. Sender Application Token
10	Data Reference Model (DRM)	See 03.004.0005 of Data Standard
11	Application Integration Reference Model (AIRM)	See 04.004.0005 of Data Standard

Data Standard

Reference No	03.004.0004
Service Invoking Fields	
Mandatory Fields 1. Office grievance number 2. Sender S/W Application Code 3. Sender Application Token Service id	Optional Fields
Service Response Fields	
1. Grievance Id 2. Grievance Date English 3. Grievance Subject 4. Grievance Tracking Number English 5. Grievance Case Number English 6. Grievance Submission Date English	

7. Grievance Type English
8. Grievance Status English
9. Service Name English
10. Service Officer Post English
11. Expected Date Of Closing English
12. Details
13. Service Procedure
14. Service Documents and Location
15. Service Payment Method
16. Service Deadline Days
17. Service Officer Name
18. Service Officer Phone Number
19. Service Office Name English
20. User Type
21. Complainant Name
22. Complainant Mobile Number
23. Complainant National ID
24. Complainant Present Address
25. Complainant Permanent Address
26. Complainant Occupation
27. Complainant Date of Birth
28. Files
29. Grievance Date Bangla
30. Grievance Tracking Number Bangla
31. Grievance Case Number Bangla
32. Grievance Submission Date Bangla
33. Grievance Type Bangla
34. Status Bangla
35. Grievance Service Name Bangla
36. Service Officer Post Bangla
37. Expected Date Of Closing Bangla
38. Service Officer Email
39. Service Office Name Bangla
40. Complainant Email
41. Complainant Guardian Name
42. Complainant Mother Name

Fields Details

Field Name	Field Type	Detail description
Grievance Id	Number	?
Grievance Date English	Datetime	This field will hold the date and time when the information of the particular grievance has been asked to know. This will show the date

		and time in English.
Grievance Subject	Varchar	This field will hold the subject of the grievance information query process.
Grievance Tracking Number English	Number	This field will hold the tracking number of the particular grievance in English.
Grievance Case Number English	Number	This field will hold the case number of the particular grievance in English.
Grievance Submission Date English	Datetime	This field will hold the date and time when the particular grievance was submitted. This will show the date and time in English.
Grievance Type English	Varchar	This will indicate the type of the particular grievance in English.
Grievance Status English	Varchar	This will indicate the current status of the particular grievance in English.
Service Name English	Varchar	This field will hold the service name of the particular grievance in English.
Service Officer Post English	Varchar	This field will hold the service officer post of the particular grievance in English.
Expected Date Of Closing English	Datetime	This field will hold the date and time when the particular grievance is expected to be closed. This will show the date and time in English.
Details	Text	This field will hold the details information regarding the correspondent grievance.
Service procedure	Text	This field will hold the procedure of the service that means in which way the service will be served.
Service Documents and location	Text	This field will hold the necessary related documents and correspondent location for the service.
Service Payment method	Text	This field will hold the payment method for the service. It can be like "without charge" or with charge of a specific amount through a specific process.
Service Deadline Days	Number	This field will indicate the days required for the service.
Service Officer Name	Varchar	This field will hold the name of the service officer of the particular office.
Service Officer Phone number	Number	This field will hold the phone number of the service officer of the particular office.
Service Office Name English	Varchar	This field will hold the name of the service office for the particular grievance in English.
User Type	Varchar	This field will indicate the type of the user that gets this service.
Complainant Name	Varchar	This field will hold the name of the complainant of the grievance.
Complainant Mobile Number	Number	This field will hold the mobile number of the complainant of the grievance.
Complainant National ID	Varchar	This field will hold the national ID of the complainant of the grievance.
Complainant Present	Varchar	This field will hold the present address of the

Address		complainant of the grievance.
Complainant Permanent Address	Varchar	This field will hold the permanent address of the complainant of the grievance.
Complainant Date of Birth	Date	This field will hold the date of birth of the complainant of the grievance.
Files	Varchar	??
Grievance Date Bangla	Datetime	This field will hold the date and time when the information of the particular grievance has been asked to know. This will show the date and time in Bangla.
Grievance Tracking Number Bangla	Number	This field will hold the tracking number of the particular grievance in Bangla.
Grievance Case Number Bangla	Number	This field will hold the case number of the particular grievance in Bangla.
Grievance Submission Date Bangla	Datetime	This field will hold the date and time when the particular grievance was submitted. This will show the date and time in Bangla.
Grievance Type Bangla	Varchar	This will indicate the type of the particular grievance in Bangla.
Grievance Status Bangla	Varchar	This will indicate the current status of the particular grievance in Bangla.
Service Name Bangla	Varchar	This field will hold the service name of the particular grievance in Bangla.
Service Officer Post Bangla	Varchar	This field will hold the service officer post of the particular grievance in Bangla.
Expected Date Of Closing Bangla	Datetime	This field will hold the date and time when the particular grievance is expected to be closed. This will show the date and time in Bangla.
Service Officer Email	Varchar	This field will hold the email of the service officer of the particular office if s/he has an email.
Service Office Name Bangla	Varchar	This field will hold the name of the service office for the particular grievance in Bangla.
Complainant Email	Varchar	This field will hold the email of the complainant of the particular office if s/he has an email.
Complainant Guardian Name	Varchar	This field will hold the name of the guardian of the complainant of the particular office if s/he has an email.
Complainant Mother Name	Varchar	This field will hold the name of the mother of the complainant of the particular office if s/he has an email.
Sender S/W Application Code	Number	Unique code of sender Application
Sender Application Token	varchar	Generated authentication token of sender app

Integration Standard

Reference No	04.004.0005
Invoking Uri	GET: /api/grievance/details
Example of request	Request Uri-/api/grievance/details Request Body: <pre>{ Grievance_information_service_info:{ office_grievance_number: 1234 Sender_App_Id:22 Sender_App_token:!@#4fgthr56789EDf } }</pre>
Service Response	Response code : 200 interpretation : Successful Return. Response code : 301 interpretation : Moved Permanently/Redirect. Response code : 400 interpretation : Bad Request(Required info not present). Response code : 401 interpretation : Unauthorized. Response code : 403 interpretation : Forbidden. Response code : 404 interpretation : Not Found. Response code : 405 interpretation : Request method not allowed. Response code : 406 interpretation : Not Acceptable. Response code : 408 interpretation : Request time out. Response code : 500 interpretation : Internal Server Error.
Example of Response	Response Body: (on success) <pre>{ Response : { "grievance": { "id": "53", "dateEnglish": "27-12-2017 02:50:26:PM", "dateBangla": "১৭-১২-১৩৮৬ ঃঃঃঃঃঃঃঃ ঃঃঃঃঃঃঃঃ", "subject": "Test Grievance Subject from Bishwa", "trackingNumberEnglish": "100000008", "trackingNumberBangla": "১০০০০০০০৮", "caseNumberEnglish": "201741300005", "caseNumberBangla": "২০১৭৪১৩০০০০৫", "submissionDateEnglish": "04-09-2017 12:00:00:AM", "submissionDateBangla": null, "typeBangla": "অন্যান্য ঃঃঃঃঃঃঃঃ", "typeEnglish": "NAGORIK", "statusBangla": "নতুন ঃঃঃঃঃঃঃঃ", "statusEnglish": "NEW", "serviceNameEnglish": "আপনার সার্বজনীন সেবা নাম" } } }</pre>

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"serviceNameBangla": "ଆଁଆଁଆଁ V ଆଁ ଜାଆଁଆଁ  

Xଆଁଆଁ Xଆଁଆଁ 2-ଆଁଆଁଆଁ ଆଁଆଁଆଁ ଜାଆଁଆଁ",

"serviceOfficerPostEnglish": "ADC",
"serviceOfficerPostBangla": " ଆଁଆଁଆଁଆଁ ଜାଆଁଆଁ X  

(ଆଁଆଁଆଁ X)",

"expectedDateOfClosingEnglish": "25-02-2018  

02:50:26:PM"
"expectedDateOfClosingBangla": "ଆଁ-ଆଁ-ଆଁ)  

ଆଁ:ଆଁ:ଆଁ: ଆଁଆଁK"
},

"details": "Test Grievance Subject from YounusTest Grievance Subject  

from YounusTest Grievance Subject from Younus",

"service": {
    "id": "6",
    "idBangla": "୨",
    "name": "ଆଁଆଁଆଁ V ଆଁ ଜାଆଁଆଁ Xଆଁଆଁ Xଆଁଆଁ  

2-ଆଁଆଁଆଁ ଆଁଆଁଆଁ ଜାଆଁଆଁ",

    "procedure": " ଆଁଆଁଆଁଆଁ t-ଆଁ W ଆଁX-ଆଁ-Y_ଜାଆଁ  

Vଆଁଆଁ T-ଆଁଆଁXଆଁଆଁ zଆଁଆଁଆଁଆଁଆଁ Xଆଁଆଁଆଁ-Y ଆଁଜାଆଁ",

    "documentsAndLocation": "ଆଁଆଁଆଁ Xଆଁଆଁଆଁ Vଆଁ ଆଁଆଁ-ଆଁ  

T-ଆଁଆଁ Xଆଁ-ଆଁଆଁଆଁଆଁ j-jଆଁଆଁ W ଆଁଆଁଆଁଆଁ",

    "payment": "ଆଁଆଁଆଁ ଆଁ-ଆଁ",
    "deadlineDays": 5,

    "responsible": [
        {
            "id": "80564",
            "name": "ଆଁଆଁ Xଆଁଆଁଆଁ ଆଁXଆଁଆଁ",
            "designation": " ଆଁଆଁଆଁଆଁ ଜାଆଁଆଁ X (ଆଁଆଁଆଁ X),ଆଁଆଁଆଁ X",
            "phoneNumber": "01785610631",
            "email": "adcbhola@gmail.com"
        }
    ]
},

"officeNameBangla": "ଆଁଆଁ ଜାଆଁଆଁ Xଆଁ Xଆଁଆଁଆଁଆଁଆଁ",
"officeNameEnglish": "Deputy Commissioners Office, Bhola",
"userType": "OISF_USER",

"complainant": {
    "name": "Sardar Younus".
}

```

	<pre> "mobileNumber": "01937252292", "nationalId": "34354", "email": "itsunus@gmail.com", "presentAddress": "test", "permanentAddress": "test", "occupation": "RETIRED", "dateOfBirth": "04-02-1980 12:00:00:AM", "guardianName": "", "motherName": " }, "files": [{ "url": "/api/file/upload/5sklaqekdp853u1qatgt06qsmn/20171227025007_12122 017145841_001.pdf", "thumbnailUrl": null, "deleteUrl": null, "deleteType": null, "name": "20171227025007_12122017145841_001.pdf", "size": null }], } } Response Body: (on failure) { Response Code: 401 Response{ Reason: "Token Mismatch" Source IP: "172.16.1.2" } } } </pre>
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Service Name: 'Grievance tracker' Info Provide

Service Metadata Definition

Serial No	Service Information	Description
1	Reference Number	02.004.0006
2	Service Name	Grievnace Tracker

3	Description of Service	This service provides status of a particular grievance
4	Owner	GRS
	Output type (Data/Redirect)	Data
5	Service Type (Core/Shared)	Shared
6	Primary Consumer	Third party applications
7	Service Invoking Parameter	1. Tracking number 2. Sender S/W Application Code 3. Sender Application Token
8	Mandatory Fields for service Invocation	1) Tracking number 2) Sender S/W Application Code 3) Sender Application Token
8	Data Reference Model (DRM)	See 03.004.0006 of Data Standard
9	Application Integration Reference Model (AIRM)	See 04.004.0006 of Data Standard

Data Standard

Reference No	03.004.0006
Service Invoking Fields	
Mandatory Fields	Optional Fields
1. Tracking number 2. Sender S/W Application Code 3. Sender Application Token	
Service Response Fields	
?	

Fields Details

Field Name	Field Type	Detail description
Tracking conumberde	varchar	Unique tracking numberfor the requested grievance.
Sender S/W Application Code	Number	Unique code of sender Application
Sender Application Token	varchar	Generated authentication token of sender app

Integration Standard

Reference No	04.004.0006
Invoking Uri	GET: /api/grievance/status/
Example of request	<p>Request Uri-/api/grievance/status/ Request Body:</p> <pre>{ Grievance_tracker_service_info:{ tracking_number: 1234 Sender_App_Id:22 Sender_App_token:!!@#4fgthr56789EDf } }</pre>
Service Response	<p>Response code : 200 interpretation : Successful Return. Response code : 301 interpretation : Moved Permanently/Redirect. Response code : 400 interpretation : Bad Request(Required info not present). Response code : 401 interpretation : Unauthorized. Response code : 403 interpretation : Forbidden. Response code : 404 interpretation : Not Found. Response code : 405 interpretation : Request method not allowed. Response code : 406 interpretation : Not Acceptable. Response code : 408 interpretation : Request time out. Response code : 500 interpretation : Internal Server Error.</p>
Example of Response	<p>Response Body: (on success)</p> <pre>{ Response : { } }</pre> <p>Response Body: (on failure)</p> <pre>{ Response Code: 401 Response{ Reason: "Token Mismatch" Source IP: "172.16.1.2" } }</pre>

Service Name: 'Grievance Receiver' Info Provide

Service Metadata Definition

Serial No	Service Information	Description
1	Reference Number	02.004.0007
2	Service Name	Grievance Receiver
3	Description of Service	Receives grievance submitted as required data for complaint submission or as DAK/POTRO
4	Owner	GRS
	Output type (Data/Redirect)	Data
5	Service Type (Core/Shared)	Shared
6	Primary Consumer	Third party applications
7	Service Invoking Parameter	<ol style="list-style-type: none"> 1. Submission date 2. Complaint type 3. Subject 4. Details 5. Tracking number 6. Current status 7. Complainant id 8. Is grs user 9. Office id 10. Service id 11. Is anonymous 12. Sender S/W Application Code 13. Sender Application Token
8	Mandatory Fields for service Invocation	<ol style="list-style-type: none"> 14. Submission date 15. Complaint type 16. Subject 17. Details 18. Tracking number 19. Current status 20. Complainant id 21. Is grs user 22. Office id 23. Service id 24. Is anonymous 1) Sender S/W Application Code 2) Sender Application Token
8	Data Reference Model (DRM)	See 03.004.0007 of Data Standard
9	Application Integration Reference Model (AIRM)	See 04.004.0007 of Data Standard

Data Standard

Reference No	03.004.0007
Service Invoking Fields	
Mandatory Fields <ol style="list-style-type: none"> 1.Submission date 2.Complaint type 3.Subject 4.Details 5.Tracking number 6.Current status 7.Complainant id 8. Is grs user 9.Office id 10.Service id 11.Is anonymous 12.Sender S/W Application Code 13.Sender Application Token 	Optional Fields
Service Response Fields	
<ol style="list-style-type: none"> 1. Status 2. Message 	

Fields Details

Field Name	Field Type	Detail description
Office id	Number	Unique id of the requested office.
Service id	Number	Unique id of the requested service.
Submission date	Date	This field will hold the submission date of the grievance.
Complaint type	varchar	This field indicates the type of the complaint ex. 'Nagorik'
Subject	Varchar	This field will hold the subject of the submitted grievance.
Details	Varchar	This field will hold the details information of the submitted grievance.
Current status	Varchar	This field indicates the current status of the submitted grievance ex. "Accepted"
Complainant id	Number	Unique Id of the complainant of the submitted grievance.
Is grs user	Number	A flag that indicates that if the service user is the grs user or not.
Is anonymous	Number	A flag that indicates that if the grievance is anonymous or not.
Tracking number	varchar	Unique tracking number for the requested

		grievance.
Sender S/W Application Code	Number	Unique code of sender Application
Sender Application Token	varchar	Generated authentication token of sender app
Status	varchar	This indicates if the grievance is received successfully or not
Message	varchar	Detail Description of success or error in receiving the grievance .

Integration Standard

Reference No	04.004.0007
Invoking Url	POST: /api/grievance/add/
Example of request	<p>Request Url: /api/grievance/add/</p> <p>Request Body:</p> <pre>{ Grievance_receiver_service_info:{ submission_date: '2017-10-26', complaint_type: 'NAGORIK', subject: 'Insulted in UNO Office', Details: 'Dear Sir,\n The PS of UNO insulted me during getting a service provided by UNO.\n\n Kind Regard,\n Abul Miah', tracking_number: '987654321', current_status: 'ACCEPTED' complainant_id: 321, is_grs_user: false, office_id: 130, service_id: 502, is_anonymous: false Sender_App_Id:22 Sender_App_token:!!@#4fgthr56789EDf } }</pre>
Service Response	<p>Response code : 200 interpretation : Successful Return.</p> <p>Response code : 301 interpretation : Moved Permanently/Redirect.</p> <p>Response code : 400 interpretation : Bad Request(Required info not present).</p> <p>Response code : 401 interpretation : Unauthorized.</p> <p>Response code : 403 interpretation : Forbidden.</p> <p>Response code : 404 interpretation : Not Found.</p> <p>Response code : 405 interpretation : Request method not allowed.</p> <p>Response code : 406 interpretation : Not Acceptable.</p> <p>Response code : 408 interpretation : Request time out.</p> <p>Response code : 500 interpretation : Internal Server Error.</p>
Example of	Response Body: (on success)

Response	<pre> { Response : { Status: success Msg: "Received successfully" } } Response Body: (on failure) { Response Code: 401 Response{ Reason: "Token Mismatch" Source IP: "172.16.1.2" } } }</pre>

Service Name: 'Announcer' Info Provide

Service Metadata Definition

Serial No	Service Information	Description
1	Reference Number	02.004.0008
2	Service Name	Announcer
3	Description of Service	Announces the outcomes of a grievance submitted with required data for complaint submission or as DAK/POTRO.
4	Owner	GRS
	Output type (Data/Redirect)	Data
5	Service Type (Core/Shared)	Shared
6	Primary Consumer	Third party applications
7	Service Invoking Parameter	4. Tracking code 5. Sender S/W Application Code 6. Sender Application Token
8	Mandatory Fields for service Invocation	4) Tracking code 5) Sender S/W Application Code 6) Sender Application Token

8	Data Reference Model (DRM)	See 03.004.0008 of Data Standard
9	Application Integration Reference Model (AIRM)	See 04.004.0008 of Data Standard

Data Standard

Reference No	03.004.0006
Service Invoking Fields	
Mandatory Fields	Optional Fields
4. Tracking number 5. Sender S/W Application Code 6. Sender Application Token	
Service Response Fields	
?	

Fields Details

Field Name	Field Type	Detail description
Tracking conumberde	varchar	Unique tracking numberfor the requested grievance.
Sender S/W Application Code	Number	Unique code of sender Application
Sender Application Token	varchar	Generated authentication token of sender app

Integration Standard

Reference No	04.004.0008
Invoking Uri	POST: /api/grievance/announce/
Example of request	Request Uri-/api/grievance/announce/ Request Body: <pre>{ Announcer_service_info:{ tracking_code: 1234 Sender_App_Id:22 Sender_App_token:!!@#4fgthr56789EDf } }</pre>
Service Response	Response code : 200 interpretation : Successful Return.

	<p>Response code : 301 interpretation : Moved Permanently/Redirect.</p> <p>Response code : 400 interpretation : Bad Request(Required info not present).</p> <p>Response code : 401 interpretation : Unauthorized.</p> <p>Response code : 403 interpretation : Forbidden.</p> <p>Response code : 404 interpretation : Not Found.</p> <p>Response code : 405 interpretation : Request method not allowed.</p> <p>Response code : 406 interpretation : Not Acceptable.</p> <p>Response code : 408 interpretation : Request time out.</p> <p>Response code : 500 interpretation : Internal Server Error.</p>
Example of Response	<p>Response Body: (on success)</p> <pre>{ Response : { } }</pre> <p>Response Body: (on failure)</p> <pre>{ Response Code: 401 Response{ Reason: "Token Mismatch" Source IP: "172.16.1.2" } }</pre>