**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** |
|  | Reference Number | 02.004.0001 |
|  | Service Name | Citizen Charter Service |
|  | Description of Service | Citizen Charter contains the list of services that an office provides. This service returns the citizen charters of a particular office. |
|  | Owner | GRS |
|  | Output type (Data/Redirect) | Data |
|  | Service Type ( Core/Shared) | Shared |
|  | Primary Consumer | Third party applications |
|  | 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 |
|  | Mandatory Fields for service Invocation | 1. Office id 2. Sender S/W Application Code 3. Sender Application Token |
|  | Data Reference Model (DRM) | See 03.004.0001 of Data Standard |
|  | Application Integration Reference Model (AIRM) | See 04.004.0001 of Integration Standard |

**Data Standard**

|  |  |
| --- | --- |
| Reference No | 03.004.0001 |
| Service Invoking Fields | |
| **Mandatory Fields**   1. Office id 2. Sender S/W Application Code 3. Sender Application TokenService id | **Optional Fields**   1. Service type 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 | Request Uri- /api/office/{office\_id}/citizen-charters/  Request Body:  {  Citizen\_charter\_service\_info:{  office\_id: 12,  service\_type: 'NAGORIK',  Sender\_App\_Id:22  Sender\_App\_token:!@#4fgthr56789EDf  }    } |
| 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)  {  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  }  }  Response Body: (on failure)  {  Response Code: 401  Response{  Reason: “Token Mismatch”  Source IP: “172.16.1.2”  }    }  } |

**Service Name: ’GRO information’ Info Provide**

**Service Metadata Definition**

|  |  |  |
| --- | --- | --- |
| **Serial No** | **Service Information** | **Description** |
|  | Reference Number | 02.004.0002 |
|  | Service Name | GRO Information |
|  | 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. |
|  | Owner | GRS |
|  | Output type (Data/Redirect) | Data |
|  | Service Type ( Core/Shared) | Shared |
|  | Primary Consumer | Third party applications |
|  | Service Invoking Parameter | 1. Office id 2. From date 3. To date 4. Sender S/W Application Code Sender Application Token |
|  | Mandatory Fields for service Invocation | 1. Office id 2. Sender S/W Application Code 3. Sender Application Token |
|  | Data Reference Model (DRM) | See 03.004.0002 of Data Standard |
|  | Application Integration Reference Model (AIRM) | See 04.004.0002 of Data Standard |

**Data Standard**

|  |  |
| --- | --- |
| Reference No | 03.004.0002 |
| Service Invoking Fields | |
| **Mandatory Fields**   1. Office id 2. Sender S/W Application Code 3. Sender Application TokenService id | **Optional Fields**   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 | Request Uri- /api/office/{office\_id}//gro/  Request Body:  {  GRO\_information\_info:{  office\_id: 12,  from\_date: '2015-05-15',  to\_date: '2016-11-30'  Sender\_App\_Id:22  Sender\_App\_token:!@#4fgthr56789EDf  }    } |
| 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)  {  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”  }    }  } |

**Service Name: ’AO information’ Info Provide**

**Service Metadata Definition**

|  |  |  |
| --- | --- | --- |
| **Serial No** | **Service Information** | **Description** |
|  | Reference Number | 02.004.0003 |
|  | Service Name | AO Information |
|  | 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. |
|  | Owner | GRS |
|  | Output type (Data/Redirect) | Data |
|  | Service Type ( Core/Shared) | Shared |
|  | Primary Consumer | Third party applications |
|  | Service Invoking Parameter | 1. Office id 2. From date 3. To date 4. Sender S/W Application Code 5. Sender Application Token |
|  | Mandatory Fields for service Invocation | 1. Office id 2. Sender S/W Application Code 3. Sender Application Token |
|  | Data Reference Model (DRM) | See 03.004.0003 of Data Standard |
|  | Application Integration Reference Model (AIRM) | See 04.004.0003 of Data Standard |

**Data Standard**

|  |  |
| --- | --- |
| Reference No | 03.004.0003 |
| Service Invoking Fields | |
| **Mandatory Fields**   1. Office id 2. Sender S/W Application Code 3. Sender Application TokenService id | **Optional Fields**   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 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'  Sender\_App\_Id:22  Sender\_App\_token:!@#4fgthr56789EDf  }    } |
| 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)  {  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”  }    }  } |

**Service Name: ’Cell information’ Info Provide**

**Service Metadata Definition**

|  |  |  |
| --- | --- | --- |
| **Serial No** | **Service Information** | **Description** |
| 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 |
|  | Output type (Data/Redirect) | Data |
|  | Service Type ( Core/Shared) | Shared |
|  | Primary Consumer | Third party applications |
|  | Service Invoking Parameter | 1. Sender S/W Application Code 2. Sender Application Token |
|  | Mandatory Fields for service Invocation | Sender S/W Application Code Sender Application Token |
|  | Data Reference Model (DRM) | See 03.004.0004 of Data Standard |
|  | Application Integration Reference Model (AIRM) | See 04.004.0004 of Data Standard |

**Data Standard**

|  |  |
| --- | --- |
| Reference No | 03.004.0004 |
| Service Invoking Fields | |
| **Mandatory Fields**   1. Sender S/W Application Code 2. Sender Application TokenService id | **Optional Fields** |
| 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 | Request Uri- /api/office/cell/details  Request Body:  {  Cell\_information\_info:{  Sender\_App\_Id:22  Sender\_App\_token:!@#4fgthr56789EDf  }    } |
| 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)  {  Response :  {  ?  }  }  Response Body: (on failure)  {  Response Code: 401  Response{  Reason: “Token Mismatch”  Source IP: “172.16.1.2”  }    }  } |

**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 TokenService 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 Address | Varchar | This field will hold the present address of the 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:  {  Grievance\_information\_service\_info:{  office\_grievance\_number: 1234  Sender\_App\_Id:22  Sender\_App\_token:!@#4fgthr56789EDf  }    } |
| 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)  {  Response :  {  "grievance": {  "id": "53",  "dateEnglish": "27-12-2017 02:50:26:PM",  "dateBangla": "২৭-১২-২০১৭ ০২:৫০:২৬:অপরাহ্ন",  "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": "নাগরিক",  "typeEnglish": "NAGORIK",  "statusBangla": "নতুন",  "statusEnglish": "NEW",  "serviceNameEnglish": "বিসিএস প্রশাসন ক্যাডার কর্মকর্তাদের উচ্চশিক্ষার অনুমতি প্রদান”  "serviceNameBangla": "বিসিএস প্রশাসন ক্যাডার কর্মকর্তাদের উচ্চশিক্ষার অনুমতি প্রদান ",  "serviceOfficerPostEnglish": "ADC",  "serviceOfficerPostBangla": "অতিরিক্ত জেলা প্রশাসক (সার্বিক)",  "expectedDateOfClosingEnglish": "25-02-2018 02:50:26:PM"  "expectedDateOfClosingBangla": "২৫-০২-২০১৮ ০২:৫০:২৬:অপরাহ্ন"  },  "details": "Test Grievance Subject from YounusTest Grievance Subject from YounusTest Grievance Subject from Younus",  "service": {  "id": "6",  "idBangla": "৬",  "name": "বিসিএস প্রশাসন ক্যাডার কর্মকর্তাদের উচ্চশিক্ষার অনুমতি প্রদান ",  "procedure": "অনুমতিপত্র ইমেইল ও ডাকযোগে প্রেরণ। এছাড়া আবেদনকারীর চাহিদা মোতাবেক ফ্যাক্স যোগে পত্র প্রেরণ",  "documentsAndLocation": "যথাযথ কর্তৃপক্ষ এর মাধ্যমে আবেদন কোর্সের বিজ্ঞপ্তি প্রস্পেক্টাস ও অফার লেটার",  "payment": "বিনা মূল্যে",  "deadlineDays": 5,  "responsible": [  {  "id": "80564",  "name": "সুব্রত কুমার সিকদার",  "designation": "অতিরিক্ত জেলা প্রশাসক (সার্বিক),সার্বিক",  "phoneNumber": "01785610631",  "email": "adcbhola@gmail.com"  }  ]  },  "officeNameBangla": "জেলা প্রশাসকের কার্যালয়, ভোলা",  "officeNameEnglish": "Deputy Commissioners Office, Bhola",  "userType": "OISF\_USER",  "complainant": {  "name": "Sardar Younus",  "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\_12122017145841\_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”  }    }  } |

**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**   1. Tracking number 2. Sender S/W Application Code 3. Sender Application Token | **Optional Fields** |
| 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 | Request Uri-/api/grievance/status/  Request Body:  {  Grievance\_tracker\_service\_info:{  tracking\_number: 1234  Sender\_App\_Id:22  Sender\_App\_token:!@#4fgthr56789EDf  }    } |
| 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)  {  Response :  {      }  }  Response Body: (on failure)  {  Response Code: 401  Response{  Reason: “Token Mismatch”  Source IP: “172.16.1.2”  }    }  } |
|  |  |

**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 | 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 | 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 | 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**   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 | |
| 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 | Request Url: /api/grievance/add/  Request Body:  {  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  }    } |
| 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)  {  Response :  {  Status: success  Msg: “Received successfully”      }  }  Response Body: (on failure)  {  Response Code: 401  Response{  Reason: “Token Mismatch”  Source IP: “172.16.1.2”  }    }  } |
|  |  |

**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 | 1. Tracking code 2. Sender S/W Application Code 3. Sender Application Token |
| 8 | Mandatory Fields for service Invocation | 1. Tracking code 2. Sender S/W Application Code 3. 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**   1. Tracking number 2. Sender S/W Application Code 3. Sender Application Token | **Optional Fields** |
| 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:  {  Announcer\_service\_info:{  tracking\_code: 1234  Sender\_App\_Id:22  Sender\_App\_token:!@#4fgthr56789EDf  }    } |
| 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)  {  Response :  {      }  }  Response Body: (on failure)  {  Response Code: 401  Response{  Reason: “Token Mismatch”  Source IP: “172.16.1.2”  }    }  } |