


# Grievance Management System(GMS)

For IOCL IOAOD



System to keep track of the grievance submitted by Channel Partners and resolve the same within the Target Date.

# System Requirements

## ■ For Submitting and Handling the Grievance

- Any suitable System with Internet connectivity and access to Google Forms and Email.

## Current Challenges

- Grievance is handled manually and the Grievance submitter has to wait without knowing the target date for resolution.
- Grievance information is not submitted to the right Department in real time and without any record.

## GMS- Work Flow and Design

- The Grievance is submitted by Submitter ➡ The details are sent by e-Mail to the HOD ➡ HOD assigns the FPR ➡ FPR Sets the Target Date ➡ The resolution is formulated ➡ HOD approves/Rejects/Reassigns ➡ The resolution is sent to the Grievance Submitter.
- The entire system works on Google Forms, Google Sheets and the Linked e-Mails, The system can be accessed by Smart Phone or a Computer with Internet enabled.
- Auto Reports will be sent to FPR, HOD and State Head as required.

# GMS- Solution

- The Channel Partner (Grievance Submitter) has the option to submit the grievance to the concerned Department using the Google form.
- Every Grievance is tracked by a Unique Grievance ID until the closure of the Resolution.
- Upon Submission the HOD of the Concerned Department will get an auto e-Mail with the details of the grievance and requesting to assign the FPR.
- Sample e-Mail Template received by the HOD of the Concerned Department

## Email after GMS Form Submission:

Data	Values
Time Stamp	Thu May 18 2023 13:55:08 GMT+0530 (India Standard Time)
Grievance ID	091997
mail ID	<a href="mailto:swa.hsd160784@gmail.com">swa.hsd160784@gmail.com</a>
Vendor Code	160784
Name of Firm	Sarawagi Corporation
Mobile No.	9476554686
Department	Finance
Grievance	Sir we applied SUBSIDY for PAVER BLOCK in the month of JANUARY 23 but due to non IOC standard as per our SM SIR.its rejected.After that we had a relaying Paver Block as per IOC standard and again we applied this on 9/2/23. But still subsidy not received.Sir please help us.
Link to assign FPR	<a href="#">Click Here to Assign FPR</a>

This link will open a google form to assign the FPR

Welcome to Grievance Management System

To keep Track of Grievances across all Departments of IOCL.

\* Required

Enter your email address \*

Your answer

Enter your Vendor Code \*

Your answer

Enter The Firm Name

Your answer

Mobile Number \*

Your answer

Select the Department you would want to report Grievance \*

Choose

Describe your Grievances in 160 words \*

Your answer

Submit

Clear form

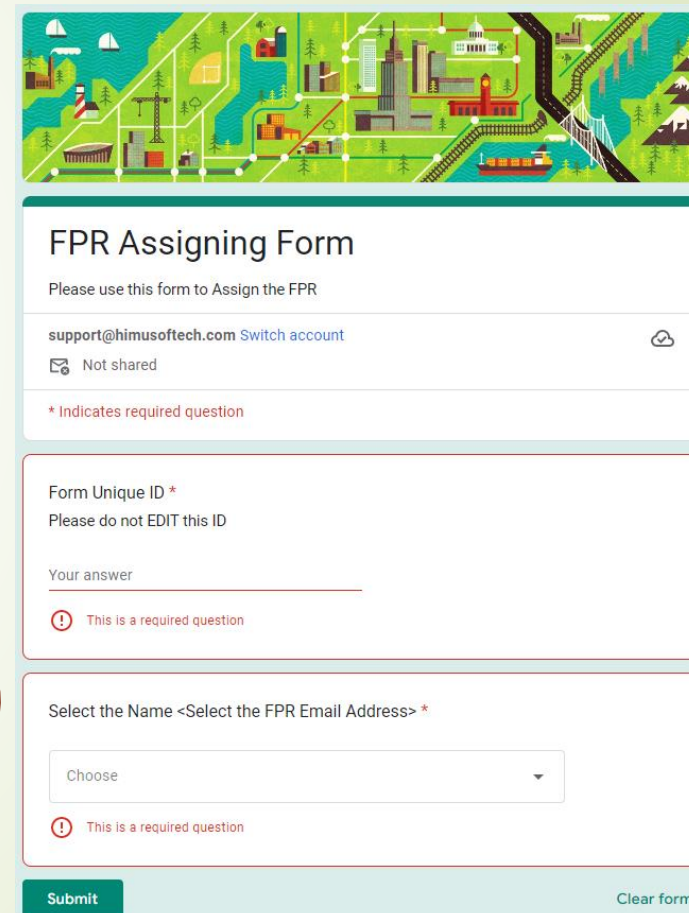
# HOD- Response

- Upon Selecting the FPR the Following e-Mail will be received by the FPR.
- The FPR has to Select the Target Date for Resolution.

## Email After FPR Assigned by HOD

Data	Values
Time Stamp	Thu May 18 2023 13:55:08 GMT+0530 (India Standard Time)
Grievance ID	091997
mail ID	<a href="mailto:swa.hsd160784@gmail.com">swa.hsd160784@gmail.com</a>
Vendor Code	160784
Name of Firm	Sarawagi Corporation
Mobile No.	9476554686
Department	Finance
Grievance	Sir we applied SUBSIDY for PAVER BLOCK in the month of JANUARY 23 but due to non IOC standard as per our SM SIR.its rejected.After that we had a relaying Paver Block as per IOC standard and again we applied this on 9/2/23. But still subsidy not received.Sir please help us.
FPR Name	Prasanta Haldar
FPR mail ID	<a href="mailto:HALDARP@INDIANOIL.IN">HALDARP@INDIANOIL.IN</a>
FPR Cell no	9433045710
Link to Select Target Date	<a href="#">Click Here To Select Target date</a>
Link to Reassign Department (To be used only if FPR is unable to post Resolution and has to refer another Department)	<a href="#">Click Here Reassign Department</a>

This link will open a google form to set the Target Date



The image shows a Google Form titled "FPR Assigning Form". At the top, there is a colorful illustration of an industrial site with a river, a bridge, and various buildings. Below the illustration, the form has a header section with the title "FPR Assigning Form" and a sub-header "Please use this form to Assign the FPR". There is a text input field for "support@himusofttech.com" with a "Switch account" link and a "Not shared" status. A red asterisk indicates a required question. The main body of the form contains two sections. The first section is for "Form Unique ID \*" with a sub-header "Please do not EDIT this ID" and a text input field. A red warning icon and text "This is a required question" are shown below the field. The second section is for "Select the Name <Select the FPR Email Address> \*" with a dropdown menu showing "Choose". A red warning icon and text "This is a required question" are shown below the dropdown. At the bottom of the form, there is a green "Submit" button and a "Clear form" link.

**FPR Assigning Form**

Please use this form to Assign the FPR

support@himusofttech.com [Switch account](#)

Not shared

\* Indicates required question

Form Unique ID \*

Please do not EDIT this ID

Your answer

! This is a required question

Select the Name <Select the FPR Email Address> \*

Choose

! This is a required question

Submit

Clear form

# FPR-Response

- Once the FPR is assigned the Details are forwarded to the assigned FPR e-Mail and requesting to set the Target date of Resolution.
- The Response of FPR will be sent to the HOD and State Head with an acknowledgement mail to the Grievance Submitter.

## Mail Format to post Draft Resolution

Data	Values
Time Stamp	Tue May 09 2023 12:16:41 GMT+0530 (India Standard Time)
Grievance ID	088649
mail ID	<a href="mailto:dutta_co1@yahoo.com">dutta_co1@yahoo.com</a>
Vendor Code	13228288
Name of Firm	Dutta and Co
Mobile No.	9433087600
Department	Finance
Grievance	With reference to the work order no: 26672224, Dated: 19.11.2020. Against Development of new 'A' site RO at location Boitamari, Dist: Bongaigaon, Assam under Guwahati DO. The work was completed on 10.04.2021. So we request you to release the S. D. & ISD Amount.
FPR Name	Prasanta Halder
FPR mail ID	<a href="mailto:HALDARP@INDIANOIL.IN">HALDARP@INDIANOIL.IN</a>
FPR Cell no	9433045710
Resolution Target Date	16/05/23
Link to Post Draft Resolution	<a href="#">Click Here To Post Draft Resolution</a>

Regards

GMS-IOCL IOAOD

This link will open a google form for the FPR to post the resolution

## Griever receives an acknowledgement

Hello!!!,

M/s Dutta and Co Greetings from IndianOil, Regarding your Grievance posted on GMS.

Data	Values
Time Stamp	Tue May 09 2023 12:16:41 GMT+0530 (India Standard Time)
Grievance ID	088649
Mail ID	<a href="mailto:dutta_co1@yahoo.com">dutta_co1@yahoo.com</a>
Vendor Code	13228288
Name Of Firm	Dutta and Co
Mobile No.	9433087600
Department	Finance
Grievance	With reference to the work order no: 26672224, Dated: 19.11.2020. Against Development of new 'A' site RO at location Boitamari, Dist: Bongaigaon, Assam under Guwahati DO. The work was completed on 10.04.2021. So we request you to release the S. D. & ISD Amount.
FPR Name	Prasanta Halder
FPR Mail ID	<a href="mailto:HALDARP@INDIANOIL.IN">HALDARP@INDIANOIL.IN</a>
FPR Cell no	9433045710
Resolution Target Date	16/05/23

Regards

GMS-IOCL IOAOD



# HOD – Response

## Department Reassigning

- If the resolution involves another Department, The HOD has the option to re submit the Grievance by selecting the Concerned Department.

## Resolution Approve/ Reject

- Upon Resolution Submission the HOD has the option to Approve or Reject the Resolution given by FPR

## Department Reassigning

Data	Values
Time Stamp	Tue May 09 2023 10:42:56 GMT+0530 (India Standard Time)
Grievance ID	088649
mail ID	<a href="mailto:dutta_co1@yahoo.com">dutta_co1@yahoo.com</a>
Vendor Code	13228288
Name of Firm	Dutta and Co
Mobile No.	9433087600
Department	Retail
Grievance	With reference to the work order no: 26672224, Dated: 19.11.2020. Against Development of new 'A' site RO at location Boitamari, Dist: Bongaigaon, Assam under Guwahati DO. The work was completed on 10.04.2021. So we request you to release the S. D. & ISD Amount.
Reason for reassignment	S. D. & ISD request to be initiated by retail.
Reassigned by	Prasanta Halder
Link to assign FPR	<a href="#">Click Here to Assign FPR</a>

## Email to HOD after Resolution Submitted to approve/Reject

Data	Values
Time Stamp	16/02/23
Grievance ID	075274
mail ID	<a href="mailto:djbgu64@gail.com">djbgu64@gail.com</a>
Vendor Code	11037823
Name of Firm	Debajyoti Bhuyan
Mobile No.	9435041691
Department	Finance
Grievance	Please release the payment of the pending Toll reimbursement .
FPR Name	Santosh Kr Shaw
FPR mail ID	<a href="mailto:SHAWSS@INDIANOIL.IN">SHAWSS@INDIANOIL.IN</a>
FPR Cell no	9073998113
Resolution Target Date	26/03/23
Resolution Proposed	Toll reimbursement upto Feb 23 has been done.

# Upon HOD Reject.

- The FPR will receive an e-Mail informing the Resolution has been rejected and a new resolution has to be formulated.
- The following e-Mail will be received by FPR

Data	Values
Time Stamp	23/11/22
Grievance ID	052892
mail ID	<a href="mailto:hazarikaspondon@gmail.com">hazarikaspondon@gmail.com</a>
Vendor Code	0011013149
Name of Firm	Tezpur Gas Agency
Mobile No.	9435080730
Department	LPG
Grievance	I have raised a grievance with ID 033359 but my issue has been settled in the system without an explanation from your end to me . Kindly let me know1) when can I expect my fast tag payments for packed transportation from NGBP?2) In case i have selected a wrong Department to report my grievance kindly direct me to the appropriate dept?
FPR Name	Santosh Kr Shaw
FPR mail ID	<a href="mailto:SHAWSS@INDIANOIL.IN">SHAWSS@INDIANOIL.IN</a>
FPR Cell no	9073998113
Resolution Target Date	24/11/22
Resolution Proposed	Payment made on 15/03/2023
Link to post fresh draft resolution	<a href="#">Click Here To Post a New Draft Resolution</a>

Email to FPR on the Status of the Resolution by HOD.

# Upon HOD Approve

- The FPR will receive an e-Mail informing the Resolution has been Approved.
- The following e-Mail will be received by FPR, State Head
- The Grievance Submitter will receive an e-Mail regarding the Resolution Given

## Email to FPR on the Status of the Resolution by HOD.

Data	Values
Time Stamp	12/01/23
Grievance ID	073169
mail ID	<a href="mailto:krcbokakhat.1965@gmail.com">krcbokakhat.1965@gmail.com</a>
Vendor Code	11046353
Name of Firm	Kashiram Choudhury & Co.
Mobile No.	9003750484
Department	Retail
Grievance	We haven't received the Xtra power component for T/T number AS 02CC 7338 against transportation bill number 11013693AS21001, 11013693AS21002 and 11013693AS21003 during the year 2021. We have informed this issue to all the departments in the Company. Our xtra Power customer ID is 1001933913. We have been trying to resolve this issue since 2021. Hope we can resolve it this time.
FPR Name	Akhil Paul
FPR mail ID	<a href="mailto:AKHILPAUL@INDIANOIL.IN">AKHILPAUL@INDIANOIL.IN</a>
FPR Cell no	9435477645
Resolution Target Date	13/02/23
Resolution Proposed	Issu resolved and pending CCMS Recovery will be credited to XP CID by tomorrow.
Link to approve/reject draft by State Head	<a href="#">Click Here To Approve/Reject Resolution by State Head</a>

## Email to Griever after resolution Approval

Hello!!!,

M/s MS Jyotsna Filling Station Greetings from IndianOil, Regarding your Grievance posted on GMS.

Data	Values
Time Stamp	26/04/23
Grievance ID	087872
Mail ID	<a href="mailto:jyotsnafillingstation2005@gmail.com">jyotsnafillingstation2005@gmail.com</a>
Vendor Code	11023563
Name of Firm	MS Jyotsna Filling Station
Mobile No.	9774093106
Department	Retail
Grievance	This is a very shameful thing to tell you that I have been port out of iocl sap system to sdms now neither we are able to give indenty nor we are able to submit dealers anual returne. were are being asked to make payment of 1500 to do it from officials.
FPR Name	Prasanta Halder
FPR mail ID	<a href="mailto:HALDARP@INDIANOIL.IN">HALDARP@INDIANOIL.IN</a>
FPR Cell no	9433045710
Resolution Target Date	30/04/23
Approved Resolution	Talked to the dealer. Dealer faced problem in submitting DAR thru SDMS, however, resolved. Dealer requested for more training on SDMS.

Regards

GMS-IOCL IOAOD



# MIS Reports (Triggered Everyday To HOD'S to monitor Performance)

Rep	Report List
REP1	GMS-MIS: No. of Grievances logged till date
REP2	GMS-MIS: No. of Grievances resolved
REP3	GMS-MIS: No. of Grievances pending resolution
REP4	GMS-MIS: Age of oldest grievance pending resolution
REP5	GMS-MIS: Average Age of grievances pending resolution
REP6	GMS-MIS: No of grievances yet to be assigned to FPR
REP7	GMS-MIS: Average Age (Days) of grievance yet to be assigned to FPR
REP8	GMS-MIS: Age (Days) of oldest grievance yet to be assigned to FPR
REP9	GMS-MIS: Average (Days) taken to assign FPR
REP10	GMS-MIS: No. of grievances yet to be acknowledged by FPR
REP11	GMS-MIS: Age (Days) of oldest grievance yet to be acknowledged by FPR
REP12	GMS-MIS: Average Age (Days) of grievance yet to be acknowledged by FPR
REP13	GMS-MIS: Average (Days) taken by FPR to acknowledge
REP14	GMS-MIS: No of grievances with expired target dates
REP15	GMS-MIS: Age (Days) of oldest expired target date
REP16	GMS-MIS: Average Age (Days) of expired target dates
REP17	GMS-MIS: No. of grievances pending closure veting by HOD
REP18	GMS-MIS: Average Age (Days) of pending closure veting by HODs
REP19	GMS-MIS: Oldest Age (Days) of pending closure by HOD
REP20	GMS-MIS: Age of farthest target Date assigned (Days)

# MIS Reports

## Consolidated MIS Report : No of Grievances logged till date

Date	Engg	Finance	HR	IB	IS	Law	LPG	Lubes	Ops	Retail	IOAOD
11-05-2023	7	11	2	2	0	0	18	1	1	19	61
21-04-2023	7	11	2	2	0	0	18	1	1	19	61

## Consolidated MIS Report : No of Grievances resolved

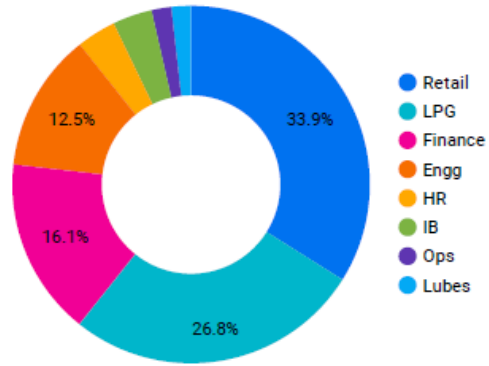
Date	Engg	Finance	HR	IB	IS	Law	LPG	Lubes	Ops	Retail	IOAOD
12-05-2023	7	10	2	2	0	0	6	1	1	17	46
22-04-2023	6	9	2	2	0	0	1	1	1	16	38

## Consolidated MIS Report : No. of Grievances pending resolution

Date	Engg	Finance	HR	IB	IS	Law	LPG	Lubes	Ops	Retail	IOAOD
13-05-2023	0	0	0	0	0	0	11	0	0	2	13
23-04-2023	1	2	0	0	0	0	16	0	0	0	19

# GMS DASHBOARD

## Department wise Grievance Logged



	Department	Unique Form ID ▾
1.	Retail	22
2.	LPG	18
3.	Finance	11
4.	Engg	7
5.	HR	2
6.	IB	2
7.	Ops	1
Grand total		64

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## Count Of GMS Usage by Griever

	Enter your email address	Record Count ▾
1.	snagesh4@gmail.com	4
2.	hazarikaspondon@gmail.com	4
3.	dicrangapara@gmail.com	2
4.	navadeepgasservice@gmail.com	2
5.	ms.kshbeikulsingh@gmail.com	2
6.	ratandeb9435@gmail.Com	2
7.	ruhulaminbarbhuiya45@gmail.com	2
8.	info@tccgonda.com	2

1 - 50 / 50 < >

HOD Email	Select the FP...	Target Date	Resolution	Approval Stat...	Record Count
rkshahab@in...	Sukumar Ray ...	15/03/23	The issue sta...	Approved	1
	Subir Paul <P...	21/03/23	Dear Channel ...	Approved	1
	Sanlang Sing...	09/03/23	Sir, as discuss...	Approved	1
	Rebecca Aze...	23/12/22	As per presen...	Approved	1
	Prasanta Hal...	Not Set	Not Set	Not Set	3
		30/04/23	Talked to the ...	Approved	1
	Naresh Kuma...	30/09/23	RO is in low ly...	Approved	1
	Mrinal Talukd...	08/02/23	Thank you ver...	Approved	1
	Mehedi Hass...	25/02/23	The RO is onli...	Approved	1
		16/05/23	Not Set	Not Set	1
	M. D. Kiran Ku...	30/04/24	The land own...	Approved	1
	K. Mohan <M...	14/11/22	1. The last loa...	Approved	1



**Thank you**