



# User Manual Public Grievance Redressal Module - PGR

# Public Grievance Redressal User Manual (Web App)

The purpose of this document is to help the municipal employees operate the Public Grievance Redressal System (PGR). The PGR application's employee interface supports three employee roles:

Assigning officer – A central or ULB specific employee who assigns the incoming complaints to the concerned field employee (Last Mile)

Last Mile employee – A ULB specific field employee who receives the complaint and resolves it on the ground

Help Desk employee – A central or ULB specific employee who files complaints on the citizens' behalf. The help desk employee files complaints coming over phone, SMS, Email and other online channels, Handwritten applications and letters

This document will cover all the use cases identified in the PGR system and will be updated and reshared on any updates in the system

## Use Cases:

Sr No	Use Case	Type of User
1	<a href="#">Login into the PGR System</a>	All
2	<a href="#">Forgot Password</a>	All
3	<a href="#">Edit Profile</a>	All
4	<a href="#">Change Password</a>	All
5	<a href="#">Assign a complaint</a>	Assigning officer
6	<a href="#">Reject a complaint</a>	Assigning officer
7	<a href="#">Re-assign a complaint</a>	Assigning officer
8	<a href="#">Call an employee/citizen</a>	All
9	<a href="#">Leave a comment</a>	All
10	<a href="#">Resolve a complaint</a>	Last Mile employee
11	<a href="#">Request Re-assign</a>	Last Mile employee
12	<a href="#">File a complaint on citizen's behalf</a>	Help Desk employee
13	<a href="#">Search for a complaint</a>	Help Desk employee

## 1. Login into the PGR System

To login, please go to the following link: <https://bihar-uat.egovernments.org/employee/user/login>

Credentials for all the users respective to their roles are already shared with the concerned person.

### LOGIN

**User Name \***  
Enter your Employee ID

---

**Password \***  
Enter your Password

---

**City \***  
Select your city

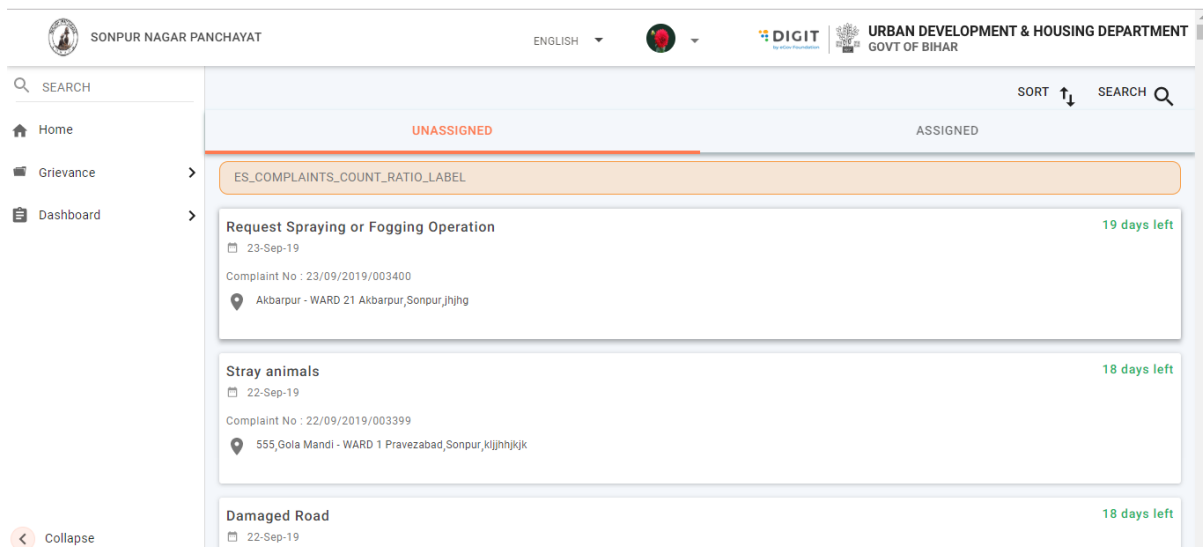
[FORGOT PASSWORD?](#)

**LOGIN**

User enters credentials,  
Selects his/her city and  
logs in

User sees a Landing Page with functionality mapped to his/her role

### Assigning Officer/ Grievance Redressal Officer



Assigning officer/GRO sees a Landing page with two main tabs. 'UNASSIGNED' and 'ASSIGNED'. The left panel menu has navigation to 'Open Complaints', 'Closed Complaints' and 'PGR Reports'

All the complaints filed within the Jurisdiction of the Assigning officer are seen in the 'UNASSIGNED' tab and all the complaints that have been assigned to a Last Mile employee are seen in the 'ASSIGNED' tab. Both Assigned and Unassigned complaints fall under 'Open Complaints' and all the complaints that have been resolved or rejected fall under 'Closed Complaints'. 'PGR Reports' navigates the Assigning officer to five kinds of reports: Departments, Assigning Officers, Source, ULB Employees and Complaint Types

## Last Mile employee

The screenshot shows the 'Open Complaints' page for a Last Mile employee. The page has a header with the Sonpur Nagar Panchayat logo, language selection (English), and user profile. The sidebar on the left contains 'Grievance', 'Open Complaints', 'Closed Complaints', and 'Grievance Reports'. The main content area is titled 'Open Complaints' and features a search bar with fields for 'Citizen Mobile No.' and 'Complaint No.'. Below the search bar is a table of open complaints. The first complaint is 'Block/Overflowing sewage' filed on 19-Sep-19, with a status of '15 days left'. The second complaint is 'Illegal Usage Of Plastic Bags' filed on 18-Sep-19, with a status of '14 days left'. A 'Collapse' button is visible in the sidebar.

Last Mile employee sees a Landing page with all the open complaints assigned to him/her. The left panel menu has navigation to 'Open Complaints' and 'Closed Complaints'

All the open complaints Assigned to the Last Mile employee fall under 'Open Complaints' and all the complaints that have been resolved or rejected (by the Assigning officer) fall under 'Closed Complaints'.

## Customer Support Representative (CSR)

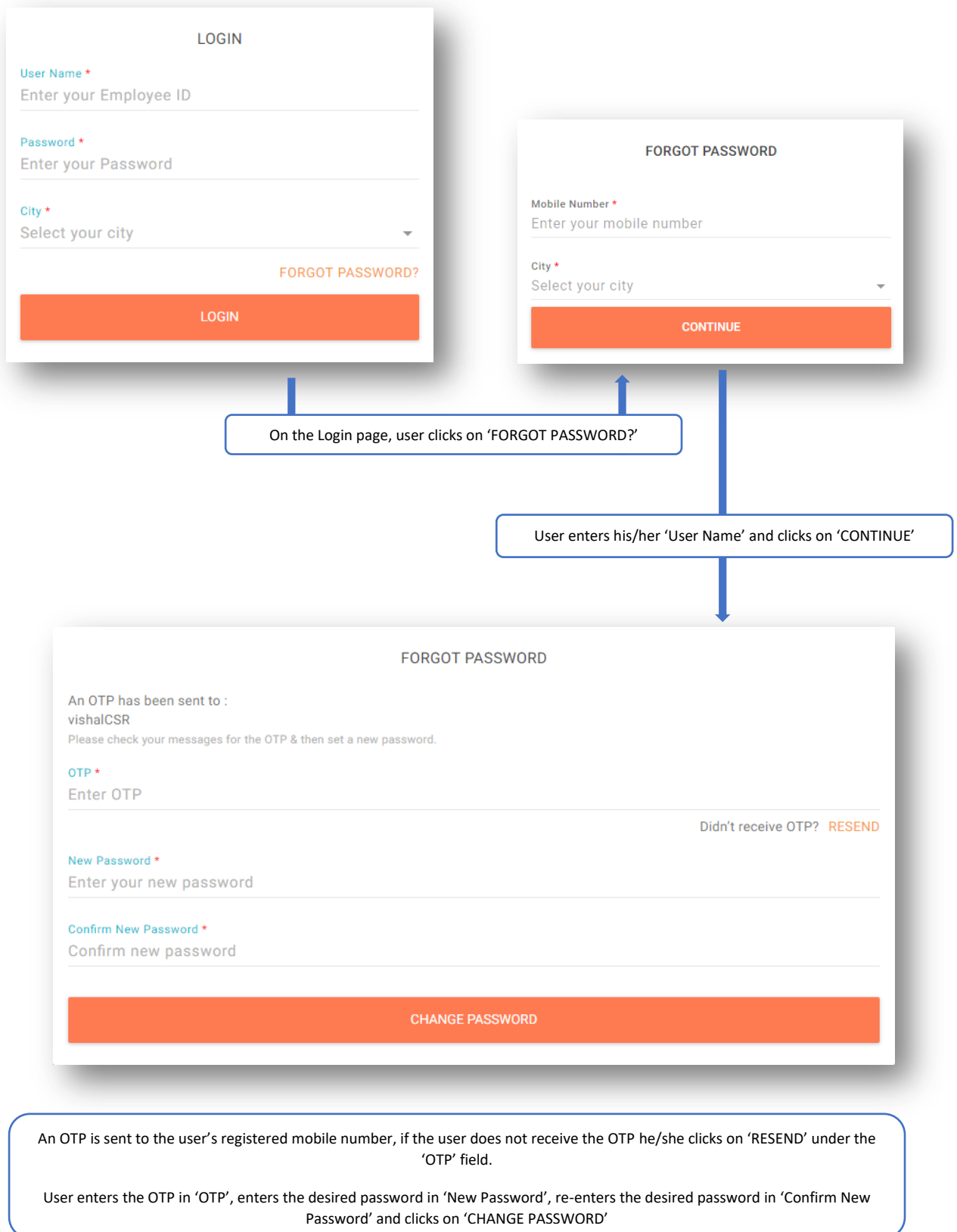
The screenshot shows the 'All Complaints' page for a Customer Support Representative (CSR). The page has a header with the Sonpur Nagar Panchayat logo, language selection (English), and user profile. The sidebar on the left contains 'SEARCH', 'Home', and 'Grievance'. The main content area is titled 'All Complaints (200)' and features a search bar with fields for 'Citizen Mobile No.' and 'Complaint No.'. Below the search bar is a table of all complaints. The first complaint is 'Request Spraying or Fogging Operation' filed on 23-Sep-19, with a status of '19 days left'. The second complaint is 'Stray animals' filed on 22-Sep-19, with a status of '18 days left'. A red circular button with a '+' sign is visible in the bottom right corner of the table.

CSR employee sees a Landing page with all the complaints filed by him/her on citizen's behalf, a 'Search Complaint' section on the top of the page and a '+' (Plus) sign on the bottom right of the page to add a new complaint. The left panel menu has navigation to 'All Complaints' and 'Create Complaint'

All the complaints filed by the Help Desk employee fall under 'All Complaints' and 'Create Complaint' navigates to a new complaint form

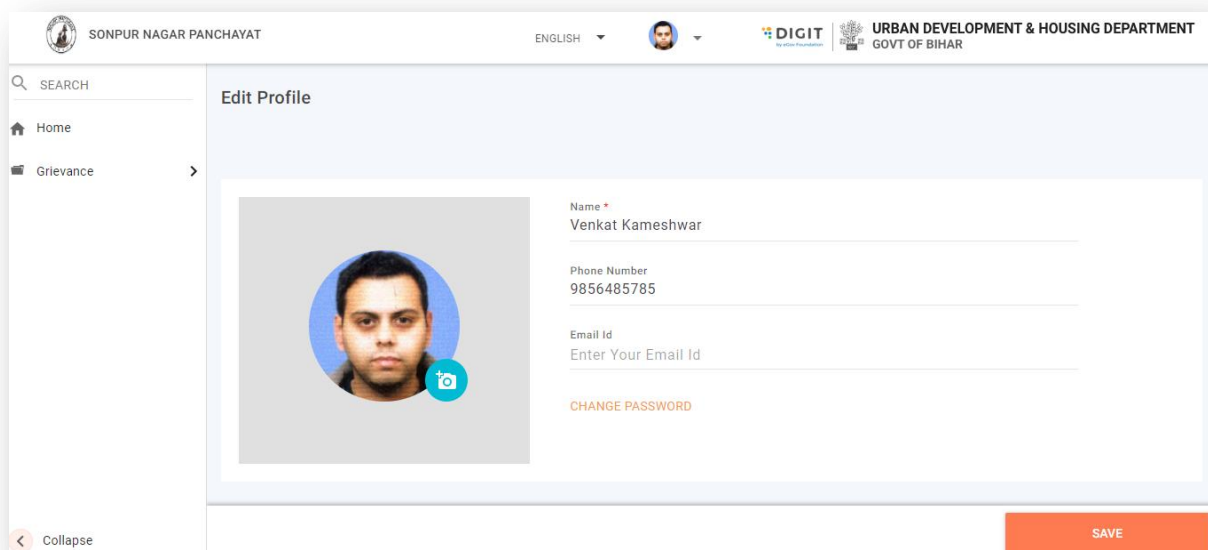
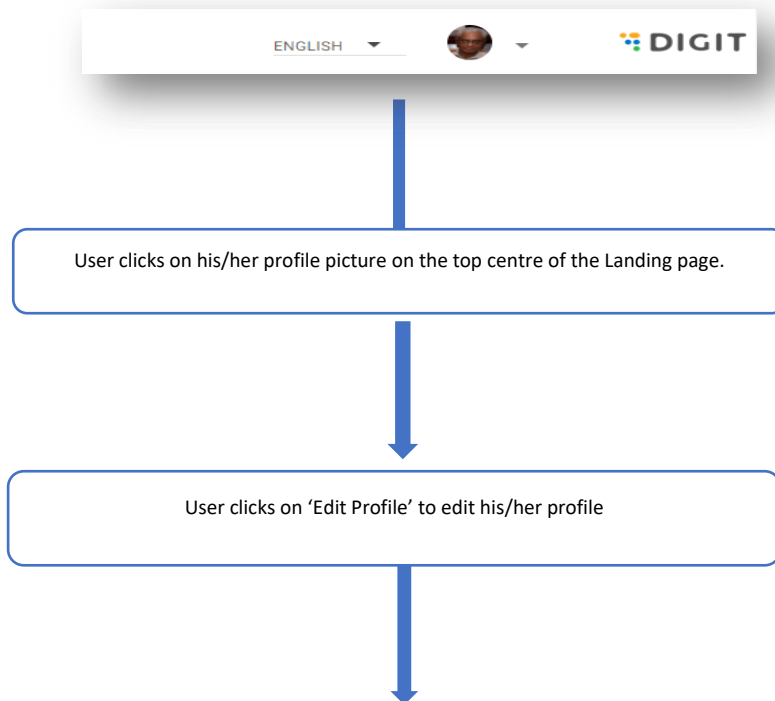
## 2. Forgot Password

Follow the steps shown by the screenshots below to reset your forgotten password

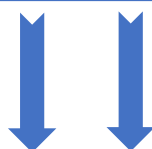


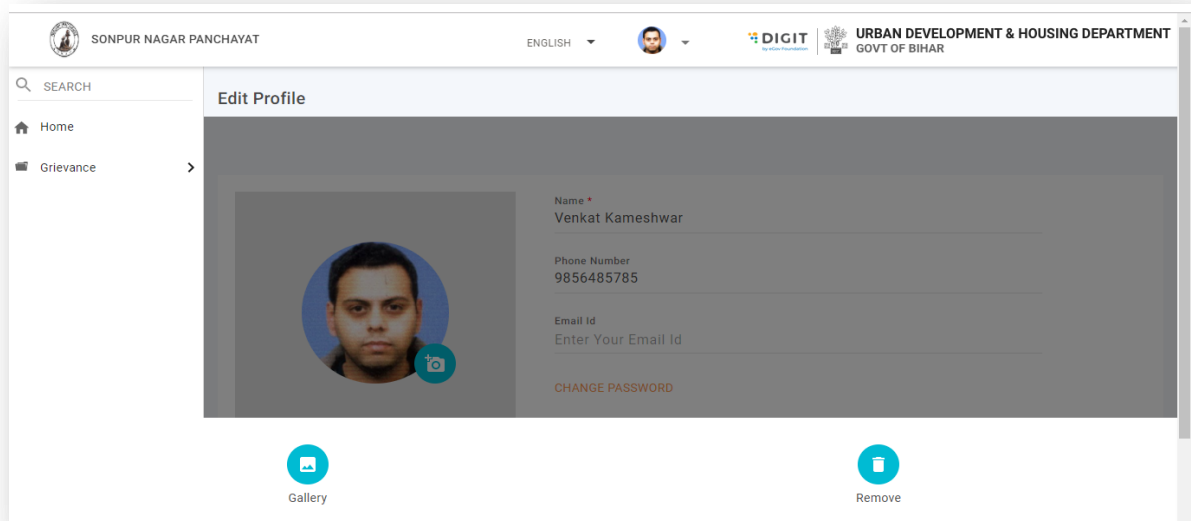
### 3. Edit Profile

Follow the steps shown by the screenshots below to edit your profile.



User sees the 'Edit Profile' page where he/she can upload a new profile picture, edit his/her name, Phone Number and Email Id  
To change or remove the Profile picture, user clicks on the camera icon on his/her picture





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ENGLISH

DIGIT

URBAN DEVELOPMENT & HOUSING DEPARTMENT  
GOVT OF BIHAR

SEARCH

Home

Grievance

Edit Profile

Name \*

Venkat Kameshwar

Phone Number

9856485785

Email Id

Enter Your Email Id

CHANGE PASSWORD

Gallery

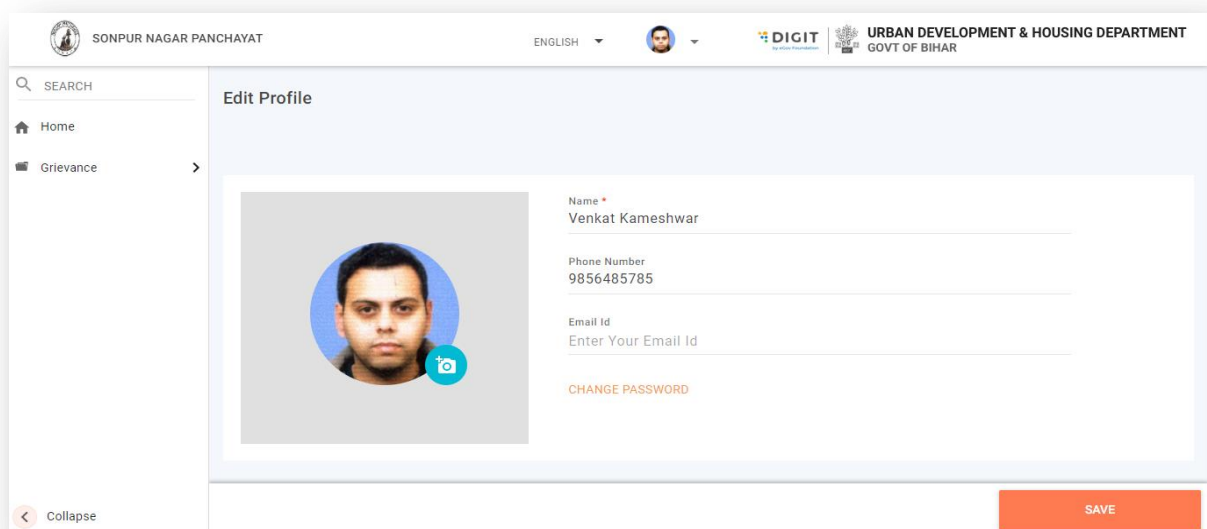
Remove

Two options appear on the screen: 'Gallery' and 'Remove'

User clicks on 'Remove' to remove the present Profile picture and clicks on 'Gallery' to upload a new picture from the computer. Once the user is done editing his/her profile, user clicks on 'SAVE' button in the bottom right of the page to save the changes.

#### 4. Change Password

Follow the steps shown by the screenshots below to change your password.



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SEARCH

Home

Grievance

Edit Profile

Name \*

Venkat Kameshwar

Phone Number

9856485785

Email Id

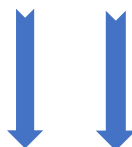
Enter Your Email Id

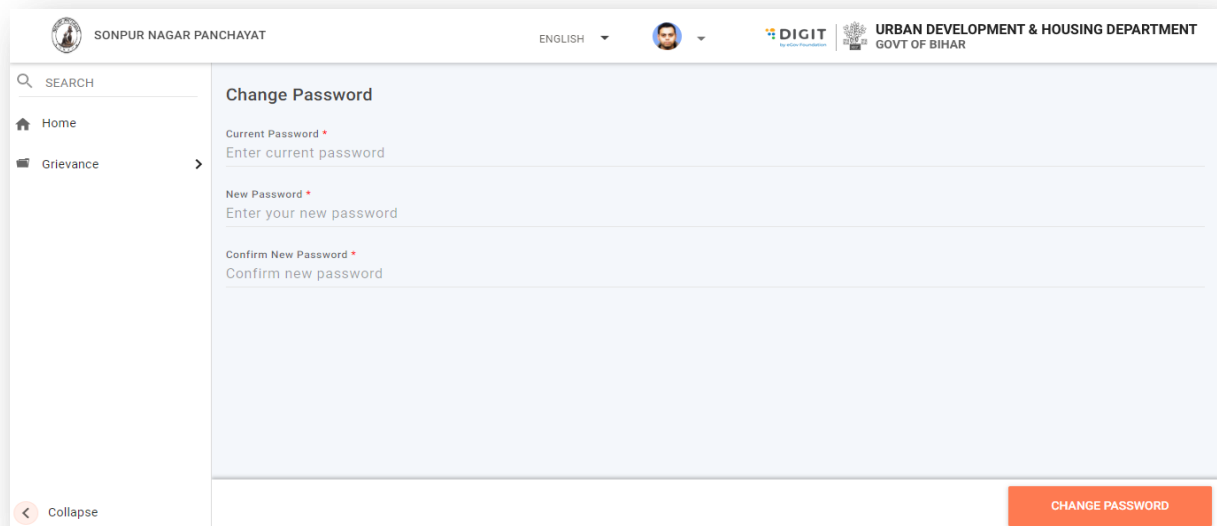
CHANGE PASSWORD

SAVE

Collapse

To change the password, user goes to the 'Edit Profile' page and clicks on 'CHANGE PASSWORD'

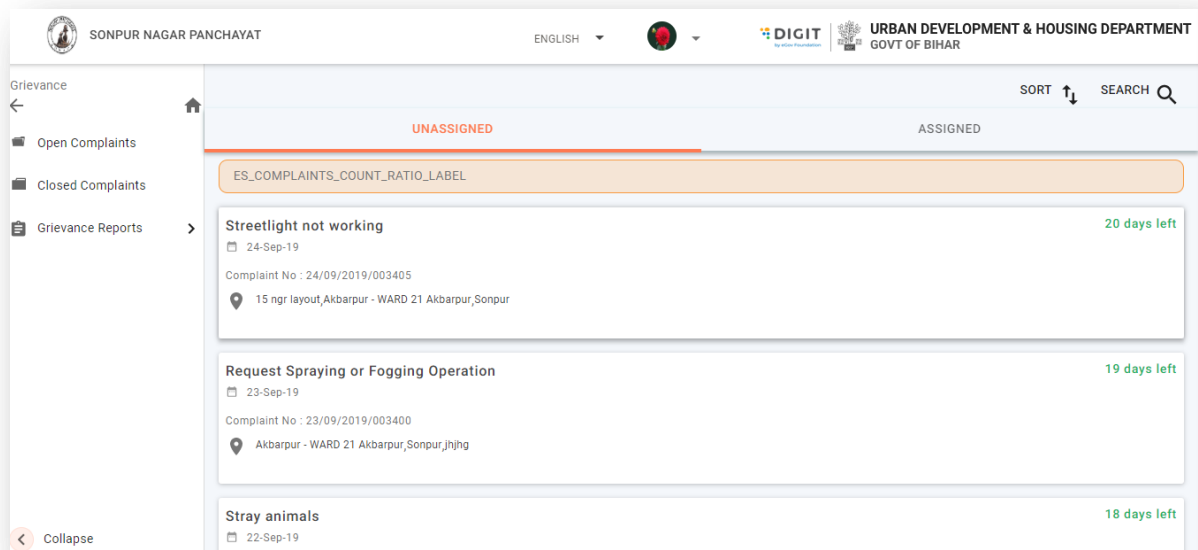




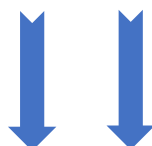
User sees the 'Change Password' page, here the user enters the current password in 'Current Password', enters the desired new password in 'New Password', re-enters the desired password in 'Confirm New Password' and clicks on 'CHANGE PASSWORD' to save the changes

## 5. Assign a complaint


Follow the steps shown by the screenshots below to assign a complaint to a Last Mile employee.





Assigning officer logs into the system and sees the Landing Page. In the 'UNASSIGNED' tab, Assigning officer clicks on the complaint that he/she wants to assign






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SEARCH

Home

Grievance

Dashboard

### Complaint Summary

Complaint Details

#### Stray animals

Complaint No 22/09/2019/003399

Current Status Filed

Filed Date 22-Sep-19

Complaint Additional Details kjkjkj

#### Address Details

House/Street No 555

Mohalla/City Gola Mandi - WARD 1 Pravezabad, Sonpur

Landmark kljjhhjkjk

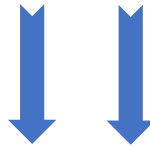
Complaint Timeline
18 days left


REJECT

ASSIGN



The Assigning officer sees the 'Complaint Summary' page. Here the Assigning officer sees the following sections: 'Complaint Details' (contains all the details of the complaint entered by the citizen), 'Complaint Timeline' (Shows all the actions taken on the complaint), 'Comments' (Lets the Assigning officer interact with the citizen who filed the complaint and the Last Mile employee through comments)

The Assigning office clicks on the 'ASSIGN' button to assign the complaint to a Last Mile employee




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SEARCH

Home

Grievance

Dashboard


### Stray animals

555, Gola Mandi - WARD 1 Pravezabad, Sonpur, kljjhhjkjk


Choose Employee to assign complaint to from the list

Search Employee


**PUBLIC HEALTH AND SANITATION**


**Manju Devi**  
Lower Divisional Clerk

+918459659847


**Rahul Raj**  
Engineer

+917986548592

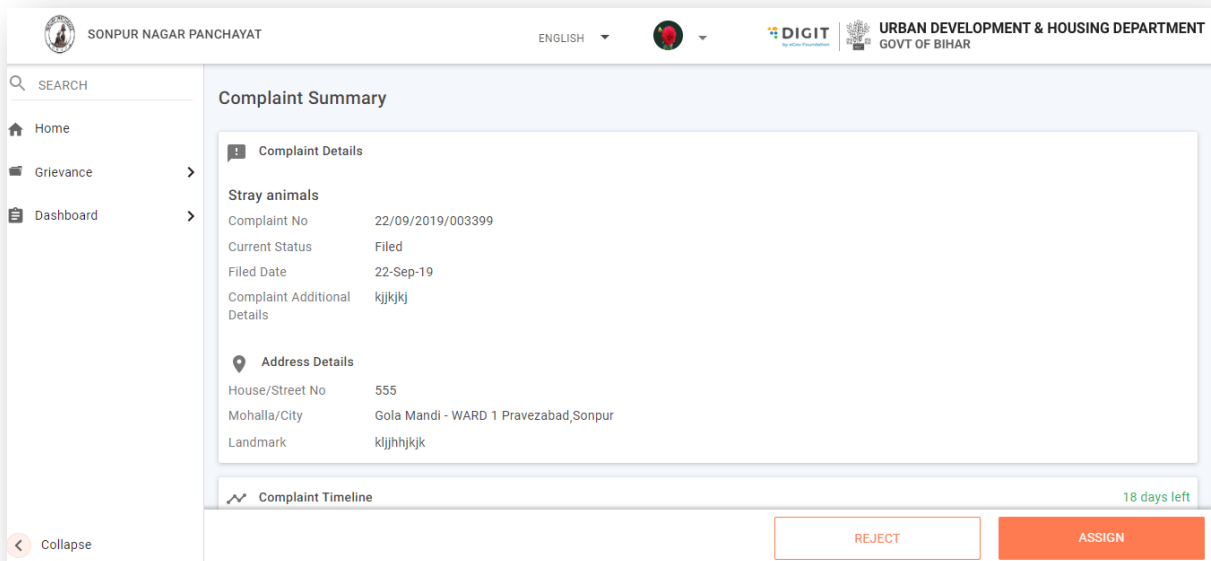

**Manju**  
Lower Divisional Clerk

+919700339989

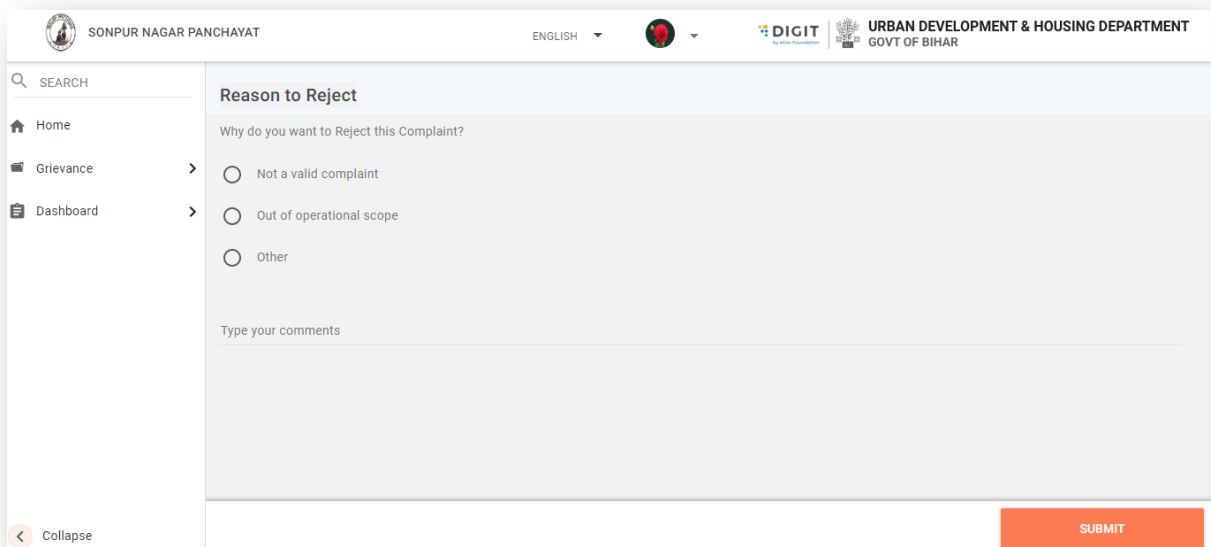
ASSIGN

## 6. Reject a complaint

Follow the steps shown by the screenshots below to reject a complaint.



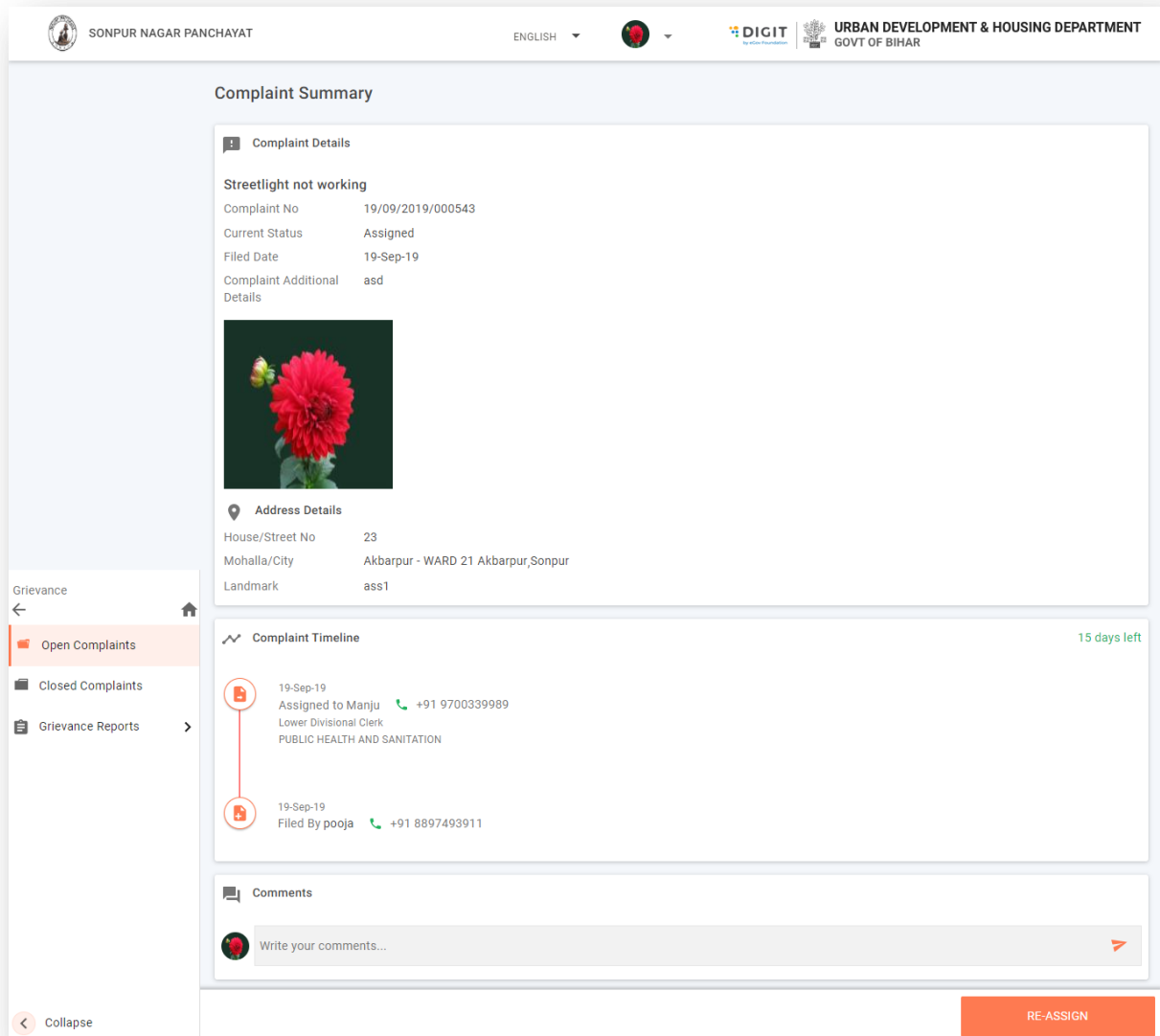
Assigning officer logs into the system and goes to the 'Complaint Summary' page of the complaint he/she wants to reject. Here, the Assigning officer clicks on 'REJECT' button at the bottom of the page

On the 'Reason to Reject' page, Assigning officer specifies a reason to reject by selecting one of the given options, enters a comment if required and clicks on 'SUBMIT' on the bottom right of the page.

The Rejected complaint will move to 'Closed Complaints' and will stay there until the citizen re-opens it

Follow the steps shown by the screenshots below to re-assign a complaint.



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### Complaint Summary

**Complaint Details**


**Streetlight not working**

Complaint No 19/09/2019/000543

Current Status Assigned

Filed Date 19-Sep-19

Complaint Additional Details asd



**Address Details**

House/Street No 23

Mohalla/City Akbarpur - WARD 21 Akbarpur, Sonpur

Landmark ass1

**Complaint Timeline** 15 days left

19-Sep-19  
Assigned to Manju +91 9700339989  
Lower Divisional Clerk  
PUBLIC HEALTH AND SANITATION

19-Sep-19  
Filed By pooja +91 8897493911

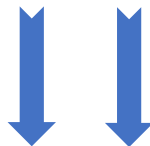
**Comments**

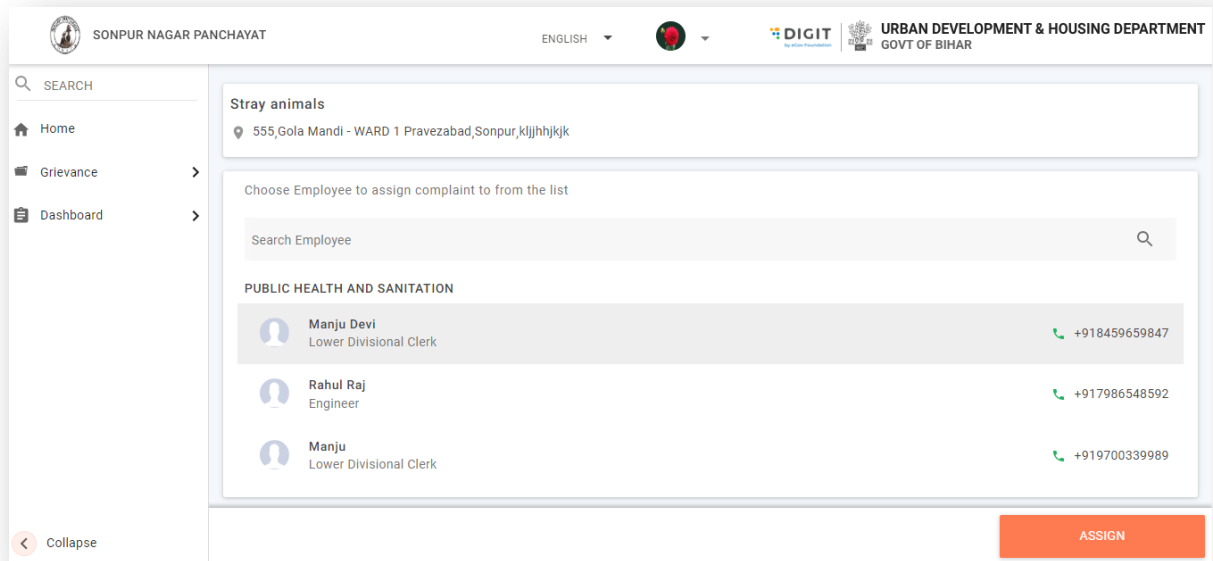
Write your comments...

[RE-ASSIGN](#)

The Last Mile employee can request for a complaint to be re-assigned to some other employee using the system. In this case the complaint will reappear in the 'UNASSIGNED' tab of the Assigning officer.

Assigning officer comes to the 'Complaint Summary' page of the complaint that has to be reassigned and clicks on 'RE-ASSIGN' button at the bottom right of the page

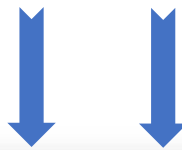
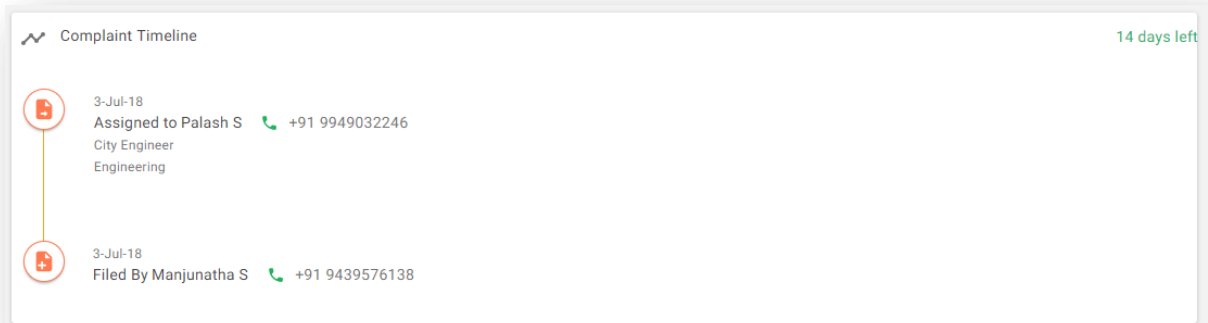




In the 'Assign to Employee' page, Assigning officer selects a different Last Mile employee or the same employee who requested the re-assign and click on 'ASSIGN' button at the bottom right of the page to assign the complaint

## 8. Call an employee/citizen

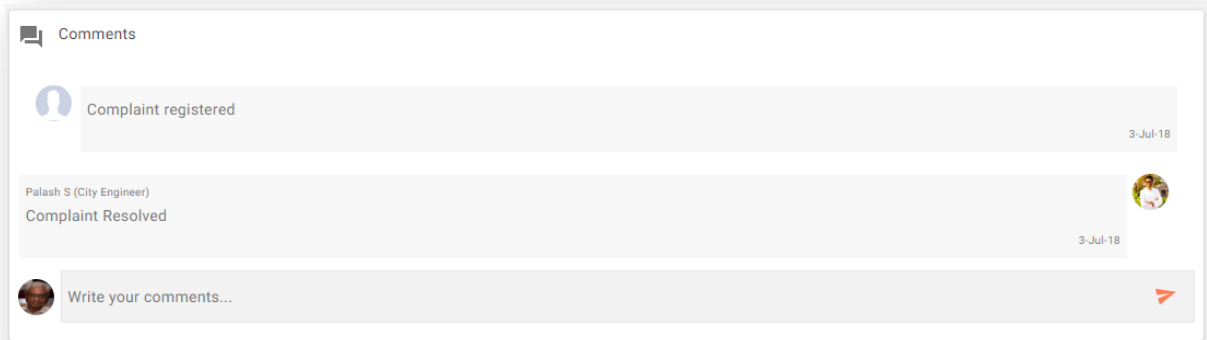
Follow the steps shown by the screenshots below to call an employee or citizen.

User can call the concerned employee (Assigning officer, Last Mile employee) or the citizen who has filed the complaint by opening the 'Complaint Summary' page and dialling the contact number present in the 'Complaint Timeline' section

## 9. Leave a comment

Follow the steps shown by the screenshots below to edit ULB name.

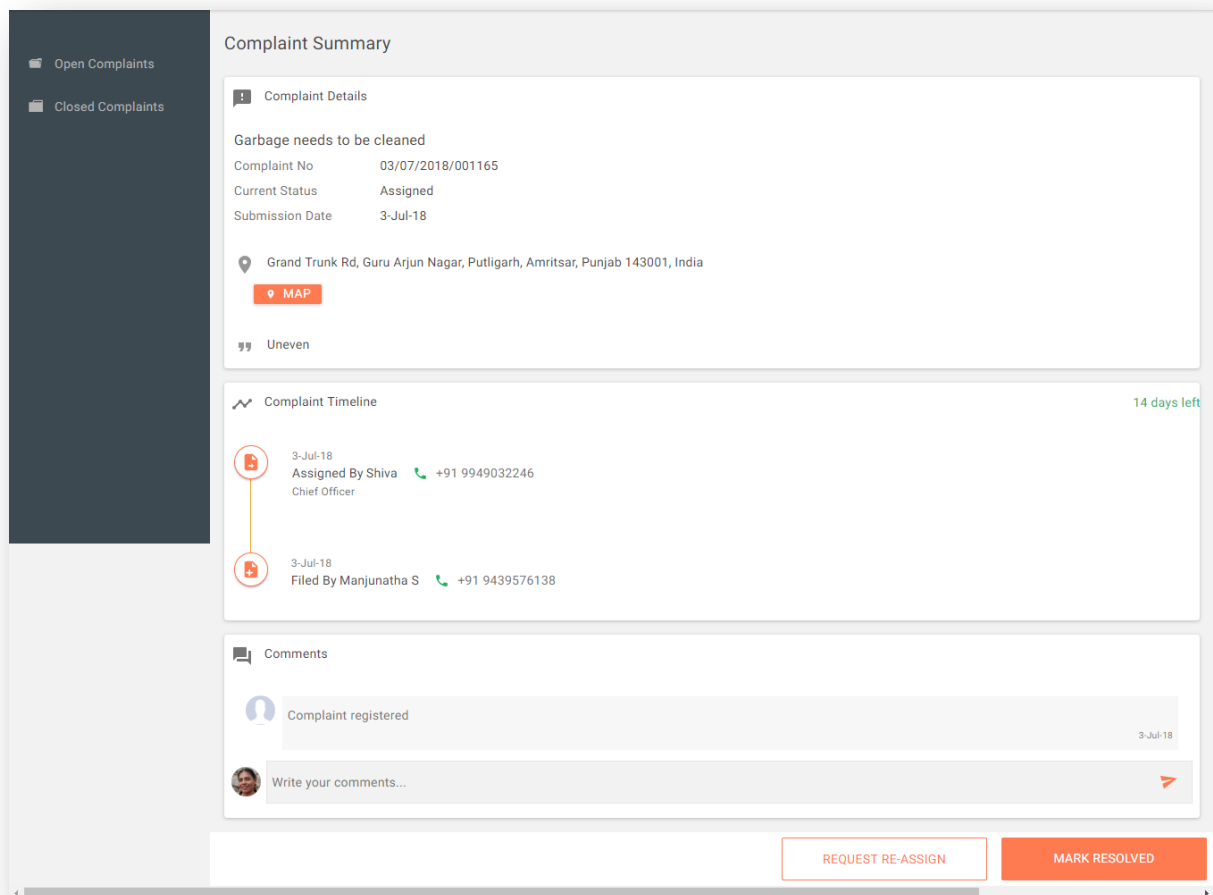


The screenshot shows a 'Comments' section with a header 'Comments' and a sub-header 'Complaint registered' dated '3-Jul-18'. Below this, a user profile for 'Palash S (City Engineer)' is shown with the status 'Complaint Resolved' dated '3-Jul-18'. At the bottom, there is a text input field labeled 'Write your comments...' with a red arrow icon to the right.

User can also comment on the complaint by opening the 'Complaint Summary' page and writing a comment in the 'Comments' section. The comment will be visible to the citizen and all the employees (Assigning officer, Last Mile employee)

## 10. Resolve a complaint

Follow the steps shown by the screenshots below to mark a complaint as resolved.




The screenshot shows the 'Complaint Summary' page. On the left, there is a sidebar with 'Open Complaints' and 'Closed Complaints'. The main content area is titled 'Complaint Summary' and contains several sections: 'Complaint Details' with fields for 'Garbage needs to be cleaned', 'Complaint No' (03/07/2018/001165), 'Current Status' (Assigned), 'Submission Date' (3-Jul-18), and a location map for 'Grand Trunk Rd, Guru Arjun Nagar, Putligarh, Amritsar, Punjab 143001, India'. Below this is a 'Complaint Timeline' section showing two events: 'Assigned By Shiva Chief Officer' on 3-Jul-18 and 'Filed By Manjunatha S' on 3-Jul-18. At the bottom, there is a 'Comments' section with a text input field labeled 'Write your comments...' and a red arrow icon. At the very bottom right, there are two buttons: 'REQUEST RE-ASSIGN' and 'MARK RESOLVED'.

Last Mile employee logs into the system and opens the 'Complaint Summary' page of the complaint he/she wants to mark as resolved. Here the Last Mile employee clicks on the 'MARK RESOLVED' button at the bottom right of the page.

Open Complaints
Closed Complaints

### Resolution Evidence


  
UPLOAD PHOTOS

Type your comments

MARK RESOLVED

In the 'Resolution Evidence' page, the Last Mile employee uploads the picture of the fixed complaint subject as an evidence of his/her work, enters his/her comments and clicks on the 'MARK RESOLVED' button at the bottom right of the page

The complaint will get updated as resolved on the system and will move to the 'Closed Complaints' page for Last Mile employee and the Assigning officer

## 11. Request Re-assign

Follow the steps shown by the screenshots below to request for re-assignment of a complaint.

Open Complaints
Closed Complaints

### Complaint Summary

Complaint Details

Garbage needs to be cleaned

Complaint No 03/07/2018/001165

Current Status Assigned

Submission Date 3-Jul-18

Grand Trunk Rd, Guru Arjun Nagar, Putligarh, Amritsar, Punjab 143001, India

MAP

Uneven

Complaint Timeline

3-Jul-18  
Assigned By Shiva  
Chief Officer  
+91 9949032246

3-Jul-18  
Filed By Manjunatha S  
+91 9439576138

Comments

Complaint registered

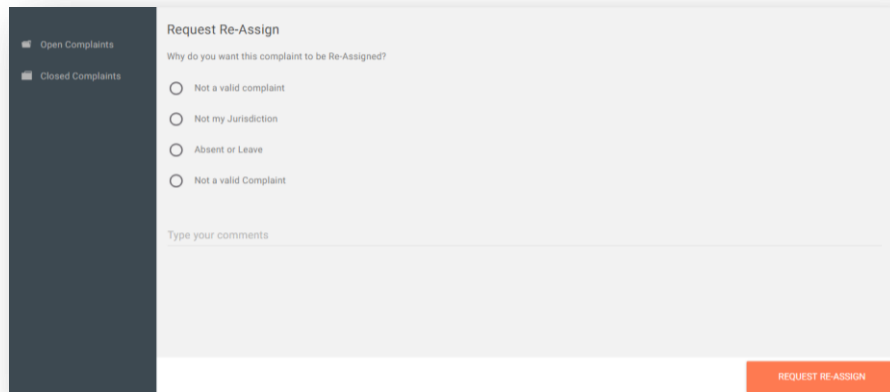
3-Jul-18

Write your comments...

REQUEST RE-ASSIGN

MARK RESOLVED

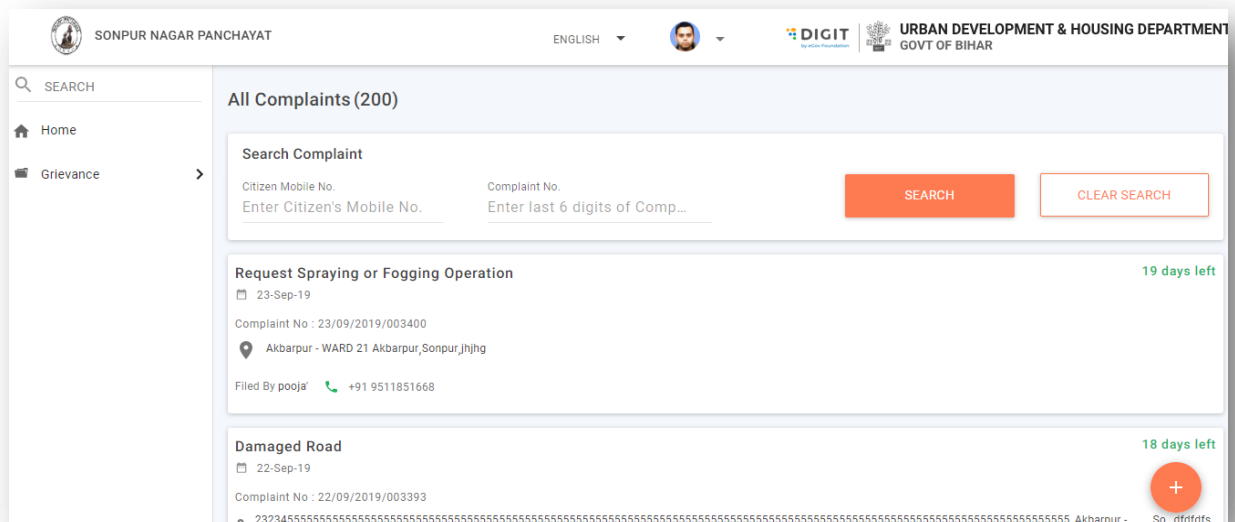
Last Mile employee logs into the system and opens the 'Complaint Summary' page of the complaint he/she wants to request a re-assign for. Here the Last Mile employee clicks on the 'REQUEST RE-ASSIGN' button at the bottom of the page.



In the 'Request Re-Assign' page, the Last Mile employee selects a reason for requesting for re-assignment, enters his/her comments and clicks on the 'REQUEST RE-ASSIGN' button at the bottom right of the page

## 12. File a complaint on citizen's behalf

Follow the steps shown by the screenshots below to file a complaint on citizen's behalf.



The Help Desk/ CSR employee logs into the system and clicks on the + (Plus) button on the bottom right of the Landing page or clicks on the 'Create Complaint' option from the Left panel menu

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SEARCH

Home

Grievance

### Complaint Submission

Citizen Name \*  
Enter citizen name

Citizen Mobile No. \*  
Enter citizen mobile no.

Complaint Type \*  
Select complaint type

Complaint Additional Details  
Enter Complaint additional details

City \*  
Select

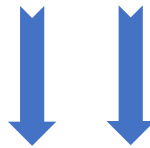
Locality/Mohalla \*  
Choose Locality/Mohalla

House No. and Street Name  
Enter House No. and Street Name

Landmark  
Enter landmark

SUBMIT COMPLAINT

In the 'Complaint Submission' page, Help Desk employee enters name of the citizen who wants to lodge the complaint in 'Citizen Name', enters the citizen's mobile number in 'Citizen Mobile No.', selects the type of complaint in 'Complaint Type', enters 'Additional Complaint Details if provided by the citizen', enters the address of the complaint subject in 'Address', selects the city in 'City', selects the locality of the complaint subject in 'Mohalla', enters any landmark in 'Landmark' if provided by the citizen and clicks on the 'SUBMIT COMPLAINT' button at the bottom right of the page



All Complaints

+ Create Complaint

Complaint Registered Successfully

Complaint No 04/07/2018/001168

Please share the complaint no. with the citizen.

CONTINUE

Help Desk employee sees an acknowledgement screen which says 'Complaint Registered Successfully' and displays the complaint number. **The Help Desk employee shares the complaint number with the citizen for future reference** and clicks on 'CONTINUE' to finish the process



The Help Desk employee clicks on 'CLEAR SEARCH' button to go back to the Landing page



**Please Note:**

For any query, support and suggestion kindly drop an email to [biharsupport@egovernments.org](mailto:biharsupport@egovernments.org)

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