

MMLSAY Grievance Redressal Mechanism

অসম চৰকাৰ



सत्यमेव जयते
GOVERNMENT OF ASSAM

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Document Details

Name	Version Number	Description
User Manual	1.0	This document describes the processes and steps to use the MMLSAY Grievance redressal portal.

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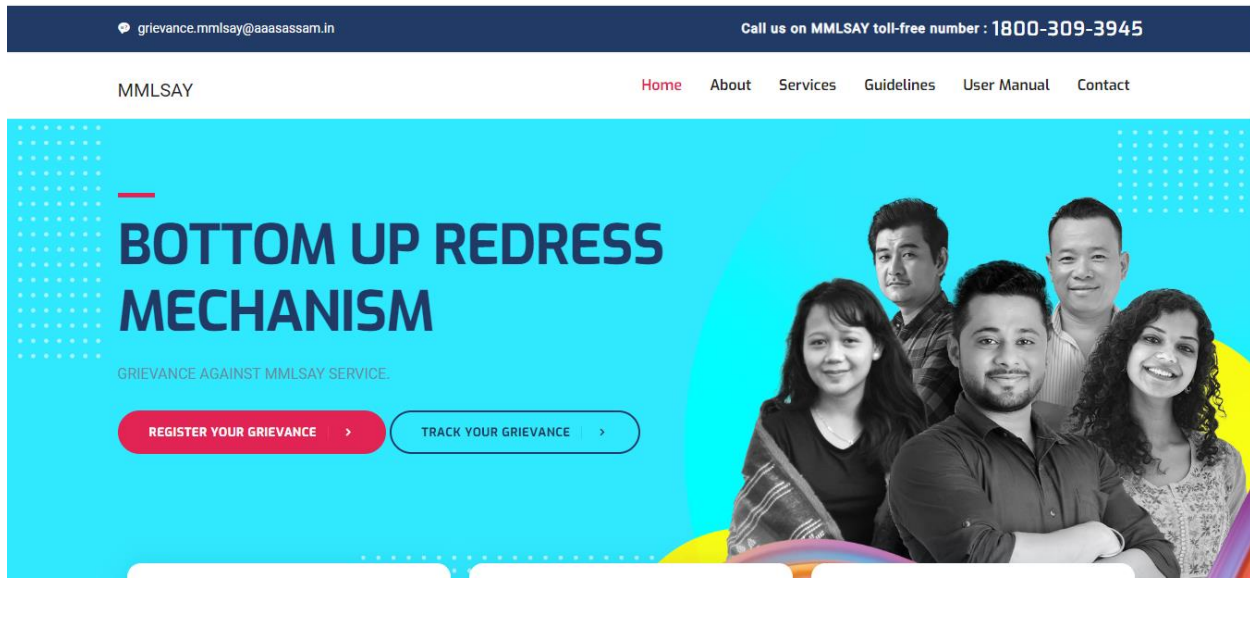
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1.0 Abbreviations

Abbreviation	Expansion
MMLSAY	Mukhya Mantri Lok Sevak Arogya Yojana

1.1 Grievance Registration

STEP 1: Click on “Register Your Grievance” button on the home page



- STEP 2: Fill Online Grievance Form

 The screenshot shows the 'GRIEVANCE FORM' page. The header is identical to the homepage. The main heading is 'GRIEVANCE FORM' with a note: 'Fields marked * are mandatory.' The form is divided into two columns. The left column contains: 'Are You Enrolled under MMLSAY ?' (dropdown), 'PAN NUMBER' (text), 'Employment Type ?' (dropdown), 'Gender' (dropdown), 'Select District' (dropdown), 'Address' (text), 'Support Document' (with a 'Choose File' button and 'No file chosen' text), and 'Grievance Description' (text area). The right column contains: 'Full Name' (text), 'Contact Number' (text), 'Select Grievance Category' (dropdown), and 'Support Video' (with a 'Choose File' button and 'No file chosen' text). At the bottom left, there is a 'SUBMIT' button.

2. B. Are you enrolled under MMLSAY – if the beneficiary is already registered/enrolled under MMLSAY then choose “Yes” from the drop down and provide **MEMBER ID** of the applicant. If the beneficiary is not registered/enrolled under MMLSAY then choose “No”.

2. C. PAN number and Full Name is mandatory fields.

2. D. Employment Type – if the beneficiary is currently serving choose “EMPLOYEE” from the drop down. If the beneficiary is retired then choose “PENSIONER” and provide **PPO Number** of the applicant

2.E. Gender, Contact Number (Mobile Number), District, Grievance Category, Address and Grievance Description are mandatory fields.

2.F. Support Document Field accepts file formats jpg, jpeg, PNG, bmp & pdf

Support Video Field accepts video file formats avi, mp4 & quicktime

These two fields are not mandatory fields.

2.G. After entering all mandatory fields, click on submit button to raise the grievance.


Note: The petitioner will receive SMS alerts on

✚ Submission of grievance with Grievance Registration Number and

✚ Whenever the status of grievance is resolved.

Also, a link to track the status of grievance is provided in the SMS

3. Track your Grievance

 grievance.mmlsay@aaasassam.in

Call us on MMLSAY toll-free number : 1800-309-3945

MMLSAY

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Enter Grievance Registration Number :

SUBMIT >

Enter the Grievance Registration Number you have received through SMS and click on submit button to get the current status of your grievance.

Thank You

For any technical assistance, please write to it@aaasassam.in