



User Manual:Greivance Management System

# USER MANUAL FOR GRIEVANCE MANAGEMENT SYSTEM

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## 1 SUMMARY

This system is all about providing a easier way to communicate citizens with PMC and register their complains and issues with PMC in a smarter way and in a simple manner. A citizen should be able to raise his query in a more easier way from anywhere in this world via internet and web portal .The citizen is also able to track its complain right from the day the complain is raised till it is completed. This minimizes the citizen's effort and increases transparency with every step. This system also updates the citizen and responsible government employee via email and sms notification.



## 2 SYSTEM WORK FLOW

### 2.1 HOME PAGE

- URL: <http://180.149.240.130:8085/PMCGrievance/citizen>. The user will land on the home page as displayed below image 2.1.

### 2.2 CHECK COMPLAIN TOKEN STATUS

- This enables the user to check token status if user has the token details without login.

### 2.3 REGISTER YOU COMPLAIN

- The user can register an individual complain by clicking this tab. The tab navigates to login page to **login** and register a complain .

### 2.4 DASHBOARD

- The dashboard tab describes more about the total grievance details and complete analysis. The analysis is displayed in the form of **graphs and diagrams**.

### 2.5 SOCIAL MEDIA

- The user get to know more about social connect.

### 2.6 FEEDBACK

- The user can give feedback on the current services and valuable suggestions for improvement.

### 2.7 LANGUAGE

- User can change language from the **top right side** corner of the page.

**\*Note: The other side of the dash board shows the analysis of all the grievances.**

### 2.8 REGISTRATION AND LOGIN

- Please enter the following URL to log in the system
- URL: <http://180.149.240.130:8085/PMCGrievance/citizen>. The user will land on the home page as displayed below.



## User Manual:Grievance Management System

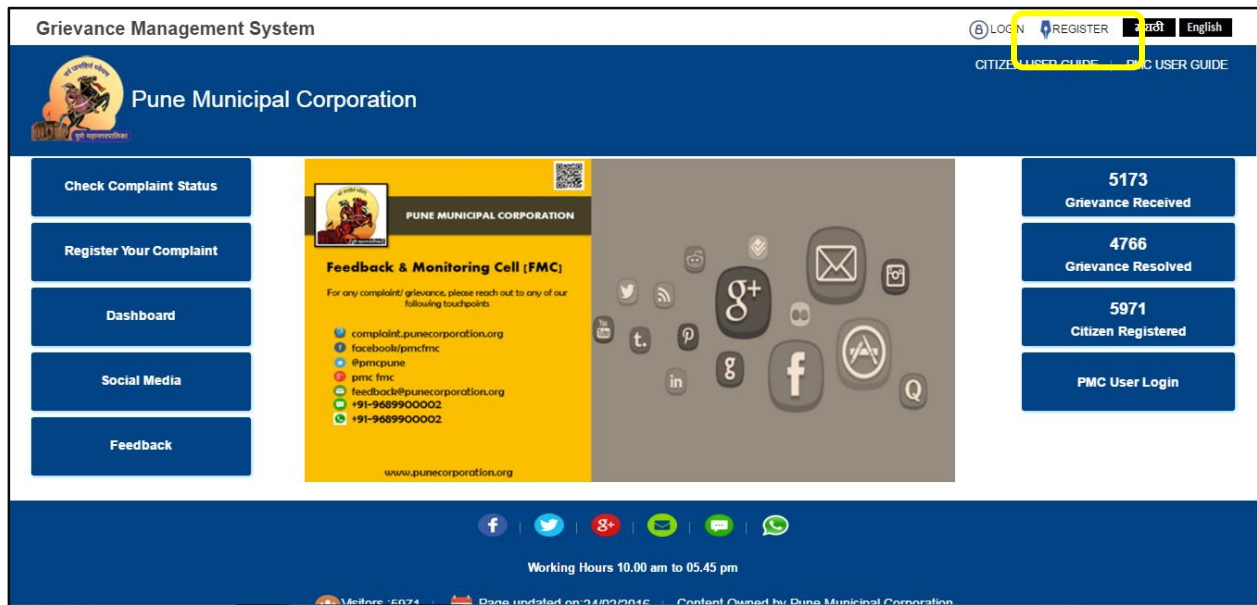


Image 1.1: Home Page: Grievance Management System

- Click on **Register** button on the left hand corner so register for the first time. Click **on save** after filling the registration details. Login credentials are sent to user via sms and email.

Fig:2.2 Registration Page



### 3 MY GRIEVANCE AND DASHBOARD

- The **user dashboard** appears in the following manner after signing in. Choose token, subject, date stage and media. Click on search option.

Grievance Management System

HOME | **ગ્રાહકી** | English | Welcome: VASIM INAMDAR | LOGOUT

Pune Municipal Corporation

CITIZEN USER GUIDE | PMC USER GUIDE

My Grievances | New Grievance | Update Profile | Change Password

#### Grievance List

Total Complaints : 0 | Resolved Complaints : 0 | Pending Complaints : 0

Choose One

Token	Complaint Department	Complaint Type	Date	Due Date	Status	Event	Feedback
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Working Hours 10.00 am to 05.45 pm

Visitors : 5981 | Page updated on: 24/02/2016 | Content Owned by Pune Municipal Corporation

Image:2.9 Grievance Management system



## 4 NEW GRIEVANCE

- Click on new grievance tab to enter a new request. Fill the mandatory details to process the request. Click on save to save the request. Click on reset to reset all the fields. Click on cancel button to cancel request.

The screenshot shows the 'Grievance Management System' interface. At the top, there is a header with the system name, a home icon, language options (Marathi, English), a welcome message for 'VASIM INAMDAR', and a logout button. Below this is a navigation bar with 'My Grievances', 'New Grievance', 'Update Profile', and 'Change Password'. The main content area displays the 'Register My Grievance' form. The form includes fields for 'Complaint Category', 'Complaint Type', and 'Ward Office', each with a 'Choose One' dropdown. There is an 'Assigned To' field, a 'Problem Description' text area, and fields for 'Complainant Name' (pre-filled with 'VASIM S INAMDAR') and 'Address'. The form is styled with a blue header and a light blue background.

Image:4.1 Grievance Management system

This screenshot shows the lower portion of the 'Register My Grievance' form. It includes the 'Assigned To' field, the 'Problem Description' text area, and the 'Complainant Name' field (pre-filled with 'VASIM S INAMDAR'). Below these are the 'Address' and 'Location' fields. A file upload section is present with a 'Choose file' button, a 'No file chosen' status, and an 'Upload' button. A note specifies '( only PDF or JPEG or png)'. Below the upload section is a table with columns 'Sr.No.' and 'File Name'. At the bottom of the form are three buttons: 'SAVE', 'RESET', and 'CANCEL'. The footer of the page contains social media icons, working hours (10.00 am to 05.45 pm), visitor count (5981), page update date (24/02/2016), and content ownership information (Pune Municipal Corporation).

Image:4.2 Grievance Management system



## User Manual:Grievance Management System

- A token number is generated as a reference number.

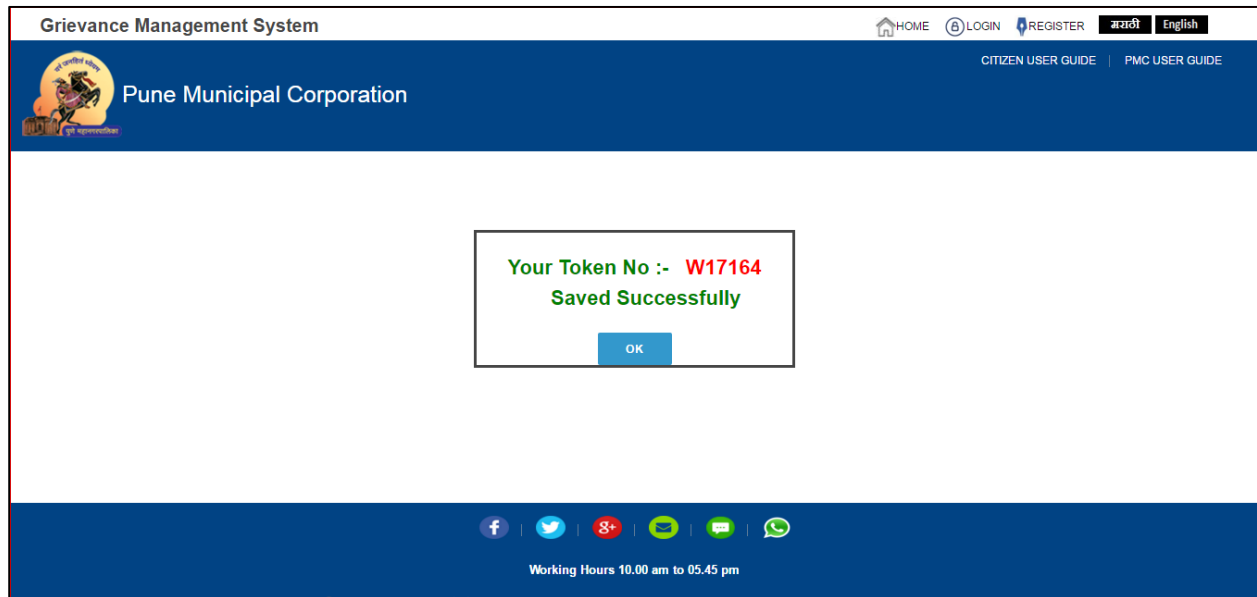


Image:4.3 Grievance Management system





## 5 UPDATE PROFILE

- Click on 'update profile tab' to update profile details. Fill all the mandatory details.

Grievance Management System

HOME **मराठी** English WelCome:VASIM INAMDAR LOGOUT

Pune Municipal Corporation

CITIZEN USER GUIDE | PMC USER GUIDE

My Grievanvces New Grievance **Update Profile** Change Password

**Citizen Profile**

Mobile No\* 9860139004

First Name\* VASIM

Middle Name S

Last Name\* INAMDAR

Email : \* vasiminamadar.probity@gmail.com

Address :

Area :

Zip :

Image:5.1 Grievance Management system

Mobile No\* 9860139004

First Name\* VASIM

Middle Name S

Last Name\* INAMDAR

Email : \* vasiminamadar.probity@gmail.com

Address :

Area :

Zip :

SAVE RESET

Working Hours 10.00 am to 05.45 pm

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## User Manual:Grievance Management System

Image:5.2 Grievance Management system

- A pop up will appear after saving the details as shown below.

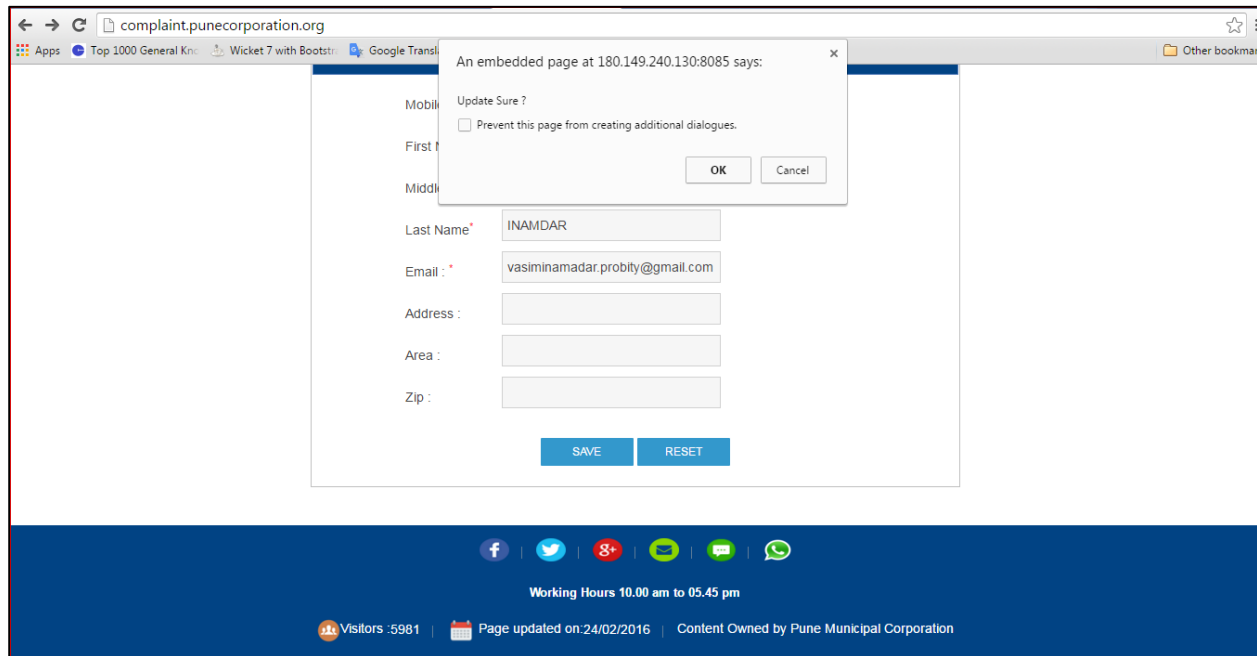


Image:5.3 Grievance Management system

## 6 CHANGE PASSWORD

- Click on the **change password** tab to change the login password. Enter the **old and new password** and click on the submit button.



## User Manual:Grievance Management System

Grievance Management System

HOME | **मराठी** | English | WelCome:VASIM INAMDAR | **LOGOUT**

Pune Municipal Corporation

CITIZEN USER GUIDE | PMC USER GUIDE

My Grievanvces | New Grievance | Update Profile | Change Password

**Change Password**

Old Password \*

New Password \*

Confirm Password \*

SUBMIT RESET

Working Hours 10.00 am to 05.45 pm

Image:6.1 Grievance Management system

## 7 CONCLUSION

- The user can **raise and track** request by just logging to his/her account with login credentials provided to user by mail and sms service.