



# User Manual-Grievance Management system(Employee)



## User Manual for Grievance Management System- Employee Module



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## 1 Summary

**This system is all about SMART Governance , about using technology to facilitate and support better planning and decision making. It is about improving democratic processes and transforming the ways that public services are delivered. It includes e-government, the efficiency agenda and mobile working.**



## 2 System work flow

### 2.1 Login

- Click on URL for employee login:  
<http://180.149.240.130:8085/PMCGrievance/citizen/>. Click on PMC user login.

The screenshot shows the homepage of the Grievance Management System for the Pune Municipal Corporation. The top navigation bar includes links for LOGIN, REGISTER, Marathi, and English. Below the header, there's a section for 'CITIZEN USER GUIDE' and 'PMC USER GUIDE'. The main content area features a central yellow box for the 'Feedback & Monitoring Cell (FMC)'. It contains contact information such as email (complaint.pune corporation.org), Facebook (facebook/pmcfmc), Twitter (@pmcpune), and Instagram (@pmcfmc). It also lists phone numbers (+91-9669900002 and +91-9669900002) and a website (www.punecorporation.org). To the left is a sidebar with links for 'Check Complaint Status', 'Register Your Complaint', 'Dashboard', 'Social Media', and 'Feedback'. To the right, there are four blue boxes showing statistics: 5173 Grievance Received, 4766 Grievance Resolved, 5971 Citizen Registered, and a 'PMC User Login' button. At the bottom, there are social media icons for various platforms like Facebook, Twitter, Google+, LinkedIn, etc., and a note about working hours (10.00 am to 05.45 pm).

Image:1.1 Grievance Management System



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- Enter your **login** credentials as per created by admin. A dashboard will appear as shown in the image for admin login with set up rights.

## 2.2 Grievances

- Click on **grievances option** to get a list of all grievances.

Token	Citizen	Subject	Date	Due Date	Status	Media	Change Status	Forward
-------	---------	---------	------	----------	--------	-------	---------------	---------

Image:1.2 Grievance Management System

- Click on **reports** tab and ‘**Goshaware**’ option from the dropdown list.. Select the mandatory options to get the details.



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The screenshot shows the homepage of the Grievance Management System. At the top, there is a logo for 'Pune Municipal Corporation - Grievance' and a welcome message 'Welcome! Grievance Cell Users'. There are links for 'Helps' and 'LogOut'. Below the header, there are navigation tabs: 'Grievances', 'Report', 'User Rights', and 'Setup'. A search bar with dropdown menus for 'Choose One' and a magnifying glass icon is also present. The main content area is titled 'Goshwara' and contains fields for 'Ward Office/Peth', 'Department', 'Stage', and 'Select Year', each with a dropdown menu. Below these fields are three buttons: 'Stage Count', 'Stage Details', and 'Reset'.

Image:1.3 Grievance Management System

The screenshot shows a report page titled 'पुणे महानगर पालिका' (Pune Municipal Corporation) with the subtitle 'आर्थिक वर्ष 2015-2016 तुमारा विभाग Birth And Death नियंत्री NEW'. The page includes a 'Back' button and a 'Grand Total' table. The table has columns for 'आर्थिक वर्ष' (Financial Year), 'विभागी' (Department), 'विभाग' (Section), and 'Grand Total'. The table shows data for three categories: 'मासीन' (Male), 'चालू' (Female), and 'एकुण' (Total). At the bottom left, the date 'Mar 10, 2016 5:31 PM' is displayed.

Image:1.4 Grievance Management System



## 2.3 Reports

### 2.3.1 Pending Reports

- Click on pending reports from the drop down list of reports tab.

The screenshot shows a web-based application interface for the Grievance Management System. At the top, there is a header bar with the logo of the Pune Municipal Corporation, the text "Pune Municipal Corporation - Grievance", and language selection buttons for "Marathi" and "English". Below the header, a navigation menu includes links for "Grievances", "Report", "User Rights", and "Setup". A search bar with a dropdown menu labeled "Choose One" and a magnifying glass icon is also present. The main content area displays a modal dialog titled "All Events Pending Detail". This dialog contains three dropdown menus for filtering: "Ward Office", "Department", and "Complaint Type", all currently set to "Choose One". Below these are date selection fields: "From Date" (01/01/2013) and "To Date" (10/03/2016), each with a calendar icon. At the bottom of the dialog are three buttons: "Count", "Show", and "Cancel".

Image:1.5 Grievance Management System

- A filter options will appear on the screen. Select the mandatory options from the available options. Click on count to get a detail count of each department. Click on show option to get the detailed report.



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The screenshot shows a report titled "पुणे महानगर पालिका प्रलंबित तकारीची माहिती" (Pending Grievances Report). The report displays 15 entries of pending grievances categorized by location and type. The columns include 'क्र.क्र.', 'स्थानीय कार्यालय / भौतिक', 'तकारीचा विभाग', and 'एकूण' (Count).

क्र.क्र.	स्थानीय कार्यालय / भौतिक	तकारीचा विभाग	एकूण
1	Aundh	Water Supply	14
2	Head Office	Land & Estate	12
3	Hadapsar	Water Supply	11
4	Head Office	Health (H.O)	11
5	Head Office	Traffic-Planning	10
6	Warje	Property Tax	8
7	Bibwewadi	Property Tax	8
8	Hadapsar	Garbage (Solid Waste Management)	8
9	Ghole Road	Encroachment	7
10	Nagar Road(Wadgaon Sheri)	Road Project(H.O)	6
11	Yerwada	Water Supply	6
12	Nagar Road(Wadgaon Sheri)	Water Supply	6
13	Bibwewadi	Garbage (Solid Waste Management)	5
14	Hadapsar	Health	5
15	Ghole Road	Illegal construction removal	5

Image:1.6 Grievance Management System

- Click on Back option to navigate backwards. The user can toggle page table of content, run report, export data, export report, print report and print report on server option

The screenshot shows a detailed view of a grievance record. The top section displays the report title and date range. Below is a table with columns: व.क्र., विभाग, उपविभाग, टोकन क्रमांक, तकार दिनांक, तकारदाराचे नाव, पत्ता, संपर्क तपशील, and विवर.

व.क्र.	विभाग	उपविभाग	टोकन क्रमांक	तकार दिनांक	तकारदाराचे नाव	पत्ता	संपर्क तपशील	विवर
1	Bhavan (H.O)	Other	T140	12/02/2016	Sumita Kale	,Pune		Please fix Broken Parking Lot 1st Fl
2	Bhavan (H.O)	Other	T67	21/01/2016	V K Mundhe	,Tingre Nagar		Water flowing con savarkar bhavan 2
3	Bhavan (H.O)	Other	W16995	06/03/2016	kiran narhar sardeshpande	, 672 budhwar peth, pune 411002	9422037710 24435518 sardeshpande.kiran@gmail.com	nana wada yethe bharat shala, jhye academy, abhyasil pradarshan zalyas wada yethil prada pradarshan lal ma nagrik baghoo sha
4	Building Construction (BHAVAN)	Other	W12672	28/06/2015	Poonam Ketan Botre	702 C2, shivsagar city,C2, shivsagar citySuncity road AnandnagarPune 411051	8408817821 poonam1botre@gmail.com	Bhaji mandal suru
5	Building Construction	Short supply of water	W16929	03/03/2016	shankar surya khake	,	9552529098 shankhake@gmail.com	No water in the toi

Image:1.7 Grievance Management System



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### 2.3.2 Pending Complaint

- Click on pending complaint review from the report tab. Select date ‘from and to’ from the given tab. Click on show option.

The screenshot shows the 'Pune Municipal Corporation - Grievance' web application. At the top, there is a header with the logo, the text 'Welcome! Grievance Cell Users', and links for 'Helps' and 'LogOut'. Below the header, there are language options ('Marathi', 'English') and a search bar with a dropdown menu ('Choose One'). The main content area has tabs for 'Grievances', 'Report', 'User Rights', and 'Setup'. A modal window titled 'All Events Pending Detail' is open, showing date selection fields ('From Date: 01/05/2015' and 'To Date: 10/03/2016'), and two buttons: 'Show' and 'Cancel'.

Image:1.8 Grievance Management System



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- Select on the colored highlighted number option to get more details.

The screenshot shows the 'Pune Municipal Corporation - Grievance' interface. At the top right, it says 'Welcome! Grievance Cell Users' and has links for 'Helps' and 'LogOut'. Below that are language options 'ગુરાતી' and 'English'. The main menu includes 'Grievances', 'Report', 'User Rights', and 'Setup'. Under 'Report', there are links for 'Change Password' and 'User'. A search bar with 'Choose One' and a magnifying glass icon is also present. The main content area displays a table titled 'All Events Pending Detail Goshwara Report' under 'Goshwara'. The table has four columns: એકૂણ પ્રાપ્ત (5175), નિકાસી (4793), પ્રલબિત (382), and પૂર્તતા ટનકેવારી (93). A 'Back' button is located above the table.

Image:1.9 Grievance Management System

The screenshot shows the 'Pune Municipal Corporation - Grievance' interface. At the top right, it says 'Welcome! Grievance Cell Users' and has links for 'Helps' and 'LogOut'. Below that are language options 'ગુરાતી' and 'English'. The main menu includes 'Grievances', 'Report', 'User Rights', and 'Setup'. Under 'Report', there are links for 'Change Password' and 'User'. A search bar with 'Choose One' and a magnifying glass icon is also present. The main content area displays a table titled 'All Pending Detail Ward Wise Report' under 'Ward Wise Complaint Details'. It has two tables side-by-side. The left table lists 13 wards with their pending times: Ghole Road (17), Hadapsar (15), Bibwewadi (14), Aundh (9), Nagar Road(Wadgaon Sheri) (8), Kasba-VishramBaug Wada (9), Kondhwa-Wanvadi (8), Kothrud (4), Dhole Patil Road (6), Tilak Road (5), Yerwada (2), SahakarNagar (6), and Warje-Karve Nagar (4). The right table lists various departments with their pending times: Property Tax (66), Water Supply (54), Building Permission (42), Garden (19), Road Project(H.O) (18), Traffic-Planning (17), Land & Estate (12), Health (H.O) (11), Bhavan (H.O) (3), and Drainage Project(H.O) (1). A 'Back' button is located above the tables.

Image:2.0 Grievance Management System



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- Click on the highlighted numbers to get into more details.

The screenshot shows a web-based application for grievance management. At the top, there is a logo and the text "Pune Municipal Corporation - Grievance". The header includes links for "Grievances", "Report", "User Rights", "Setup", "Choose One", "Helps", "LogOut", and language options "Marathi" and "English". Below the header, a title bar says "All Pending Detail Ward Wise Department Report" and "Department Wise Complaint Report". A table displays the following data:

Sr.No	Complaint Department	Pending
1	Encroachment	5
2	Road	4
3	Electrical	3
4	Health Kitak	2
5	Drainage	1
6	Garbage (Solid Waste Management)	1
7	illegal construction removal	1
	एकूण प्राप्त	17

Image:2.1 Grievance Management System

- User can print using print option in the left hand corner. User can navigate back using back button. User can print using print option on left hand side of web page.

The screenshot shows a "PRINT" button at the top left and a "Back" link at the top right. Below the header, it says "कालावडी-नुसार प्रांगिन संघर्ष" and "All Events Pending Report". It displays the date range "From Date : 2015-05-01 To Date : 2016-03-10". A table provides the following data:

Sr No	Complaint Type	1 ते ७ दिवस		८ ते १५ दिवस		१६ ते २१ दिवस		२२ ते ३० दिवस		३१ दिवसां पेक्षा जास्त		Total Pending
		Count	Points(1)	Count	Points(2)	Count	Points(5)	Count	Points(10)			
1	Others	2	2	2	1	2	0	0	0	0	5	5
	Total Sum	2	2	2	1	2	0	0	0	0	5	5

Image:2.2 Grievance Management System



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## 2.4 User Rights

### 2.4.1 Change Password

- Click on user rights to and select change password to change password and new user.

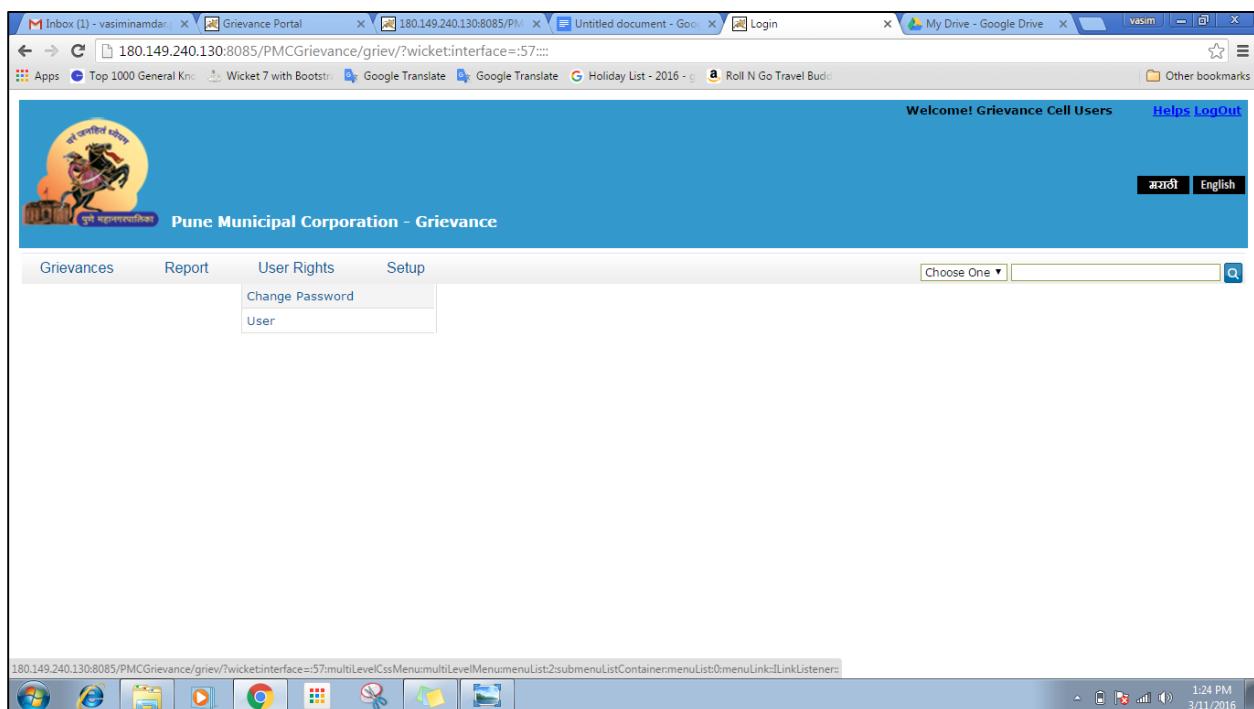


Image:2.3 Grievance Management System



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- Enter old **password**, **new password** and **confirm password**. Click **submit**. Click **reset** to reset all fields to null value.

The screenshot shows a web-based application interface for the Pune Municipal Corporation's Grievance Management System. At the top, there is a logo and the text "Pune Municipal Corporation - Grievance". The header includes links for "Welcome! Grievance Cell Users", "Helps", and "LogOut". There are also language selection buttons for "ગ્રામીણ" and "English". Below the header, a navigation menu offers "Grievances", "Report", "User Rights", and "Setup". A search bar with a dropdown menu ("Choose One") and a magnifying glass icon is positioned on the right. The main content area displays a "Change Password" form with three input fields: "Old Password", "New Password", and "Confirm Password", each preceded by a red asterisk indicating it is a required field. Below the form are "Submit" and "Reset" buttons. The entire interface is set against a light blue background.

Image:2.4 Grievance Management System



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### 2.4.2 User

- User can add new user according to the hierarchy planned from the user rights tab. This tab is visible/accessible only for **admin login**.

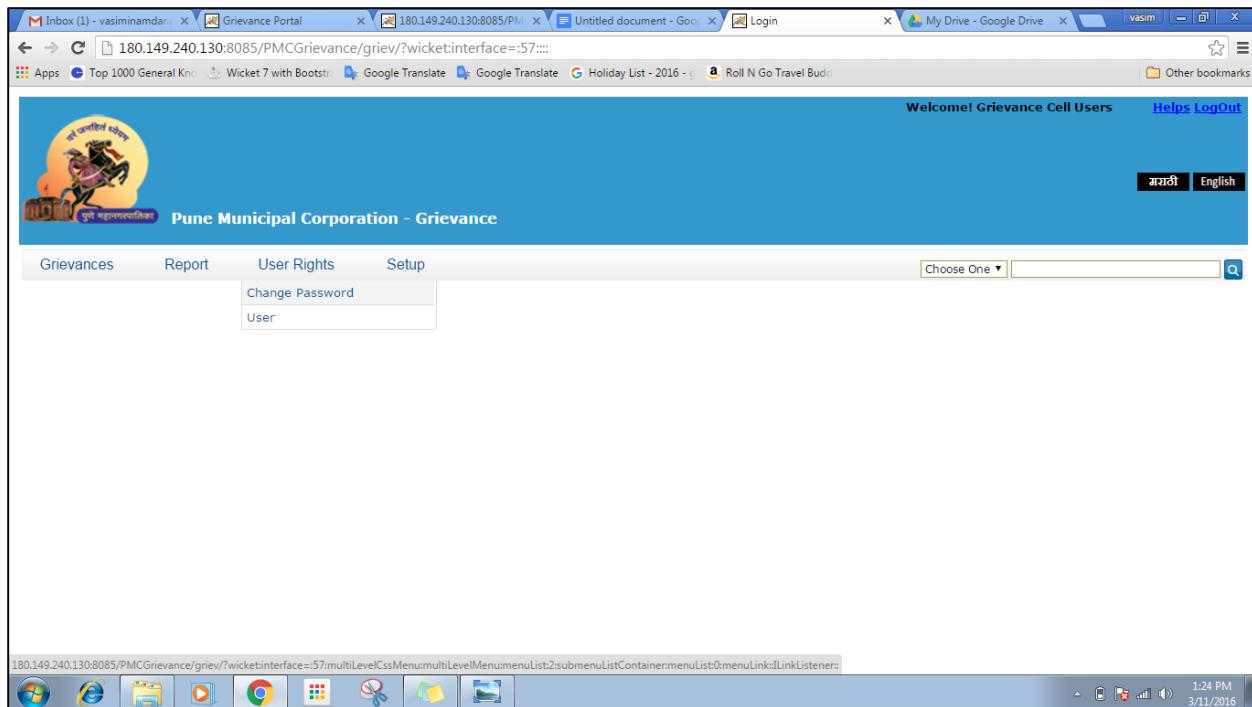


Image:2.4 Grievance Management System

- Admin can assign the request to a particular department and its employees by selecting user from user rights tab.



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### 2.5 Setup

**Note: Setup tab/module is only visible to admin login.**

#### 2.5.1 Area Master

- Click on **setup** from the horizontal tab. Click on **area master**.

The screenshot shows a web browser window for the 'Pune Municipal Corporation - Grievance' portal. The URL is <http://180.149.240.130:8085/PMCGrievance/griev/?wicket:bookmarkablePage=:com.probity.grievance.page.FrmDeptProfileNew>. The page title is 'Welcome! Grievance Cell Users'. The main menu at the top includes 'Grievances', 'Report', 'User Rights', and 'Setup'. The 'Setup' menu is expanded, showing 'Area Master', 'Department Profile', and 'Search User'. The 'Department Profile' section is currently active, displaying a table with five rows for 'First Receiver', 'Second Receiver', 'Third Receiver', and 'Fourth Receiver'. Each row contains fields for 'Ward Office' (dropdown), 'Designation' (dropdown), 'Mobile' (text input), and 'Create Employee' (checkbox). The 'First Receiver' row has its 'Mobile' field filled with '9876543210'. The 'Second Receiver' row has its 'Mobile' field filled with '9876543211'. The 'Third Receiver' row has its 'Mobile' field filled with '9876543212'. The 'Fourth Receiver' row has its 'Mobile' field filled with '9876543213'. The bottom status bar shows the date and time as '4:22 PM 3/11/2016'.

Image:2.5 Grievance Management System



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Grievances Report User Rights Setup Choose One ▾

**Area Master**

Prabhag No :	77
* Area Name Marathi :	<input type="text"/>
* Area Name English :	<input type="text"/>
* Ward Office:	Choose One <input type="button"/>
<input type="button"/> Save <input type="button"/> Reset <input type="button"/> Cancel	

Sr.No	Area	Ward Office	Action
1	धानोरी गावठाण, विद्यानगर	Yerwada	Edit Delete
2	खराडी गावठाण, घटननगर	Nagar Road(Wadgaon Sheri)	Edit Delete
3	विमाननगर	Nagar Road(Wadgaon Sheri)	Edit Delete
4	4 नागपूर याळ, येरवडा करामगळ	Nagar Road(Wadgaon Sheri)	Edit Delete
5	5 विश्रातवाडी, भोमननगर झोपडपडी	Yerwada	Edit Delete
6	6 घोपडी - फिल्सिकर इंजिन ऑफिल	Aundh	Edit Delete
7	7 पुणे विद्यापीठ	Aundh	Edit Delete
8	8 औंध गावठाण, सिध कलंनी	Aundh	Edit Delete
9	9 यात्र - आलेपती गावठाण	Aundh	Edit Delete

Image:2.6 Grievance Management System

- Select different options like **token**, **citizen** etc from the choose tab so that the admin can view any request status from any page. The admin can add a **new area** by adding its **name** and other details as shown in the below image. The admin can **edit** and **delete** the details anytime.

Inbox - vasmiminamdar.pro Grievance Portal http://180.149.240.130:8080 Untitled document - Google Chrome 180.149.240.130:8085/PM Grievance/griev/?wicket(bookmarkablePage=:com.probity.grievance.page.AreaMaster) vasim Apps Top 1000 General Knowledge Wicket 7 with Bootstrap Google Translate Google Translate Holiday List - 2016 - Roll N Go Travel Buddy Other bookmarks **Pune Municipal Corporation - Grievance** **Marathi English**

Grievances Report User Rights Setup Choose One ▾ Choose One Token Citizen User Subject Date Event Stage Media Mobile Landline

**Area Master**

Prabhag No :	77
* Area Name Marathi :	<input type="text"/>
* Area Name English :	<input type="text"/>
* Ward Office:	Choose One <input type="button"/>
<input type="button"/> Save <input type="button"/> Reset <input type="button"/> Cancel	

Sr.No	Area	Ward Office	Action
1	धानोरी गावठाण, विद्यानगर	Yerwada	Edit Delete
2	खराडी गावठाण, घटननगर	Nagar Road(Wadgaon Sheri)	Edit Delete
3	विमाननगर	Nagar Road(Wadgaon Sheri)	Edit Delete
4	4 नागपूर याळ, येरवडा करामगळ	Nagar Road(Wadgaon Sheri)	Edit Delete
5	5 विश्रातवाडी, भोमननगर झोपडपडी	Yerwada	Edit Delete
6	6 घोपडी - फिल्सिकर इंजिन ऑफिल	Aundh	Edit Delete
7	7 पुणे विद्यापीठ	Aundh	Edit Delete
8	8 औंध गावठाण, सिध कलंनी	Aundh	Edit Delete



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Image:2.7 Grievance Management System

The screenshot shows the 'Area Master' section of the Grievance Management System. At the top, there is a navigation bar with links for 'Grievances', 'Report', 'User Rights', and 'Setup'. A search bar is also present. Below the navigation, a sub-menu bar has 'Choose One' and a search icon. The main area is titled 'Area Master' and contains a form with the following fields:

Prabhag No :	<input type="text" value="1"/>
*Area Name Marathi :	<input type="text" value="1. धानोरी गावठाण, विट्यानगर"/>
*Area Name English :	<input type="text"/>
*Ward Office:	<input type="text" value="Yerwada"/>

Below the form is a table listing existing areas:

Sr.No	Area	Ward Office	Action
1	1. धानोरी गावठाण, विट्यानगर	Yerwada	Edit Delete
2	2. खराडी गावठाण, घंडननगर	Nagar Road(Wadgaon Sheri)	Edit Delete
3	3 विमाननगर	Nagar Road(Wadgaon Sheri)	Edit Delete
4	4 नागपूर शाळ, वेरवडा करामग़ह	Nagar Road(Wadgaon Sheri)	Edit Delete
5	5 विश्रातवडाई, भीमनगर झापडपट्टी	Yerwada	Edit Delete
6	6 वोणी - विलासकर इंजिन ऑफिल	Aundh	Edit Delete
7	7 पुणे विट्यानगर	Aundh	Edit Delete
8	8 अंधेर गावठाण, स्थिर कॉलनी	Aundh	Edit Delete
9	9 आपोर - वारावडी गावठाण	Aundh	Edit Delete

Image:2.8 Grievance Management System

- Add new area by adding details like ‘prabhag number’ etc.The added details can be edited and deleted as shown in the below image.

The screenshot shows the 'Area Master' section of the Grievance Management System. At the top, there is a navigation bar with links for 'Grievances', 'Report', 'User Rights', and 'Setup'. A search bar is also present. Below the navigation, a sub-menu bar has 'Choose One' and a search icon. The main area is titled 'Area Master' and contains a form with the following fields:

Prabhag No :	<input type="text" value="1"/>
*Area Name Marathi :	<input type="text" value="1. धानोरी गावठाण, विट्यानगर"/>
*Area Name English :	<input type="text"/>
*Ward Office:	<input type="text" value="Yerwada"/>

Below the form is a table listing existing areas:

Sr.No	Area	Ward Office	Action
1	1. धानोरी गावठाण, विट्यानगर	Yerwada	Edit Delete
2	2. खराडी गावठाण, घंडननगर	Nagar Road(Wadgaon Sheri)	Edit Delete
3	3 विमाननगर	Nagar Road(Wadgaon Sheri)	Edit Delete
4	4 नागपूर शाळ, वेरवडा करामग़ह	Nagar Road(Wadgaon Sheri)	Edit Delete
5	5 विश्रातवडाई, भीमनगर झापडपट्टी	Yerwada	Edit Delete
6	6 वोणी - विलासकर इंजिन ऑफिल	Aundh	Edit Delete
7	7 पुणे विट्यानगर	Aundh	Edit Delete
8	8 अंधेर गावठाण, स्थिर कॉलनी	Aundh	Edit Delete
9	9 आपोर - वारावडी गावठाण	Aundh	Edit Delete



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Image:2.9 Grievance Management System

### 2.5.2 Department Profile

- Click on **department profile** from setup tab from the dashboard .

Welcomet Grievance Cell Users [Helps](#) [LogOut](#)

Pune Municipal Corporation - Grievance

Grievances Report User Rights Setup

Choose One

Area Master Department Profile Search User Role Menu Master Ward Master Department Citizen Feedback Department Profile Category Create Employee

Grievance List

There is no Record for such criteria

Date Due Date Status Media Change Status Forward

History Of Token No.: 180.149.240.130:8085/PMCGrievance/griev/?wicket:interface=:97:multiLevelCssMenu:multiLevelMenu:menuList:3:submenuListContainer:menuList1:menuLink1:LinkListener:

Last Comment : 5:12 PM 3/11/2016

Image:3.0 Grievance Management System

- Enter the **new area** details and all mandatory details according to the displayed form.



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The screenshot shows the 'Department Profile' section of the Grievance Management System. At the top, there are tabs for 'Grievances', 'Report', 'User Rights', and 'Setup'. On the right, there are language selection buttons for 'Marathi' and 'English', and links for 'Helps' and 'LogOut'. Below the tabs, there is a search bar with a dropdown menu labeled 'Choose One' and a magnifying glass icon. The main area contains a table with five rows for 'Ward Office', 'First Receiver', 'Second Receiver', 'Third Receiver', and 'Fourth Receiver'. Each row has fields for 'Complaint Regarding To', 'Electoral Ward', 'Mobile', and 'Emp - Designation :-'. At the bottom of the table are three buttons: 'Save', 'Reset', and 'Cancel'.

Image:3.1 Grievance Management System

- Click save after entering the details. Enter the employee details and the other department related information. Click search after filling the details. A list will be displayed according to the set filter.

The screenshot shows the 'Search User' section of the Grievance Management System. At the top, there are tabs for 'Grievances', 'Report', 'User Rights', and 'Setup'. On the right, there are language selection buttons for 'Marathi' and 'English', and links for 'Helps' and 'LogOut'. Below the tabs, there is a search bar with a dropdown menu labeled 'Choose One' and a magnifying glass icon. The main area contains a search form with fields for 'Emp Code', 'Department' (with a dropdown menu), 'Ward Office' (with a dropdown menu), and buttons for 'Search', 'New', and 'Cancel'. Below the search form is a table with columns: No, EmpCode, Name, Department, User Name, Mobile No, EmailID, and Action. There is also a navigation link '<< < > >>'.

Image:3.2 Grievance Management System



## User Manual for Grievance Management System- Employee Module

The screenshot shows the 'Pune Municipal Corporation - Grievance' website. At the top, there's a navigation bar with links for 'Grievances', 'Report', 'User Rights', and 'Setup'. A dropdown menu for language ('Choose One') and a search icon are also present. The main content area is titled 'Search User' and contains fields for 'Emp Code' and 'Department'. A dropdown menu for 'Department' lists several options, with 'Building Construction (BHAVAN)' selected. Another dropdown for 'Department' shows the same list. Below these are dropdown menus for 'Ward Office' and 'Action'. A table displays search results with columns: No, EmpCode, Name, Department, User Name, Mobile No, EmailID, and Action. The table shows 10 entries related to Building Construction (BHAVAN). The bottom of the screen shows standard Windows taskbar icons and system status.

Image:3.3 Grievance Management System

This screenshot shows a list of users from the 'Grievance' module. The top navigation bar is identical to the previous screenshot. The main content area displays a table of users with columns: No, EmpCode, Name, Department, User Name, Mobile No, EmailID, and Action. The table lists 10 users, all belonging to the 'Building Construction (BHAVAN)' department. The users are: 1. संदीप नवनाथ धोडे (hadapsar\_jep42), 2. पवार शितराम हवालदार (hadapsar\_jep44), 3. विजया मलोहर राठोड (hadapsar\_jep43), 4. संदीप नवनाथ धोडे (17937), 5. संदीप नरहरी रातुरकर (dholepatil\_jep23), 6. शशिकल गोविंद निवेदिकर (bibwewadi\_jep70), 7. अमित वसत भोडे (bibwewadi\_jep64), 8. रामदास तुळशीराम आडारी (warje\_jep30), 9. अनुलकुमार पांडरग कडे (kondhwa\_jep63), and 10. यापु रघुनाथ बारवकर (kondhwa\_jep62). The bottom of the screen shows pagination controls (<< < 1 2 3 > >>).

Image:3.4 Grievance Management System



## User Manual for Grievance Management System- Employee Module

- Click on **edit** to edit the details from the appeared list.

The screenshot shows a web browser window with multiple tabs open. The active tab is titled 'Grievance Portal' and has the URL <http://180.149.240.130:8085/PMCGrievance/grev/?wicketbookmarkedPage=:com.probity.grievance.page.MstUserSearch>. The page displays a search form titled 'Search User' with fields for 'Emp Code', 'Department' (set to 'Building Construction (BHAVAN)'), 'Department' (another dropdown), and 'Ward Office' (set to 'Choose One'). Below the form is a table listing 10 user records:

No	EmpCode	Name	Department	User Name	Mobile No	EmailID	Action
1	23239	संदिप नवनाथ थोळे	Building Construction (BHAVAN)	hadapsar_jep42	9689931833		Edit
2	9540	प्रकाश सिंलाराम हवालदार	Building Construction (BHAVAN)	hadapsar_jep44	9922508807		Edit
3	20953	विजया मनोहर राठोड	Building Construction (BHAVAN)	hadapsar_jep43	9689931883		Edit
4	17937	संदीप नवनाथ थोळे	Building Construction (BHAVAN)	17937	989931633	hadapsarwardoffice@puneorporation.org	Edit
5	22099	संदिप नरहरी राजुरकर	Building Construction (BHAVAN)	dholepatil_jep23	9763370892		Edit
6	22620	शशिकात गोविंद निवेदिकर	Building Construction (BHAVAN)	bibwewadi_jep70	9689936335		Edit
7	23285	अमित वसत भोडवे	Building Construction (BHAVAN)	bibwewadi_jep64	9689931567		Edit
8	22258	गणदास तुळशीलिंगम आढारी	Building Construction (BHAVAN)	warje_jep30	9689934867		Edit
9	27978	अंतुलकुमार पांडिग कर्कु	Building Construction (BHAVAN)	kondhwa_jep63	9689937594		Edit
10	20812	वाणु रघुनाथ वारेकर	Building Construction (BHAVAN)	kondhwa_jep62	9689937434		Edit

Image:3.5 Grievance Management System



## User Manual for Grievance Management System- Employee Module

### 2.5.3 Role Menu Master

- Click on **role menu master** to add a new role/work profile of an employee.

The screenshot shows a web-based application for managing grievances. At the top, there's a header with the logo of the Pune Municipal Corporation and the text "Pune Municipal Corporation - Grievance". Below the header, a navigation bar includes links for "Grievances", "Report", "User Rights", and "Setup". A dropdown menu labeled "Choose One" is open. The main content area is titled "Assign Menu To Role". It contains two tables: one for "Available Menu" and one for "Assigned Menu". The "Available Menu" table lists various grievance-related tasks like "Pending Report", "Pending Complaint Review", etc., each with a checkbox. The "Assigned Menu" table shows which tasks have been assigned to a specific role. The URL in the browser is <http://180.149.240.130:8085/PMCGrievance/griev/?wicket:bookmarkablePage=:com.probity.grievance.page.MstRoleMenu>.

Image:3.6 Grievance Management System



## User Manual for Grievance Management System- Employee Module

- Choose role from the drop down list appeared.

Sr.No.	Menus	Role
1	Setup	Administrator
2	Escalation Profile	Grievance Cell User
3	Department Profile	Department User
4	Ward Master	Department Head
5	Master	Commissioner
6	Create Employee	Citizen
7	Area Master	Commissioner User
8	Role Menu Master	Ward User
9	Citizen Feedback	Help Line
10	Category	PA User
11	Event	Secretary User

Image:3.7 Grievance Management System

- Assign the **rights and permissions** for the selected role.

Menus	Role
My Grievances	Administrator
Goshawara	Administrator
Change Password	Administrator
New Grievance	Administrator
Pending Report	Administrator
Pending Complaint Review	Administrator

Sr.No.	Menus	Sr.No.	Menus
1	Setup	51	Pending Report
2	Escalation Profile	52	Pending Complaint Review
3	Department Profile	53	Grievance Summary >>
4	Ward Master	54	Departmentwise
5	Master	55	Print Token



## User Manual for Grievance Management System- Employee Module

- Click on **save** after selecting the **permission** and rights **checkboxes**.

Welcome! Grievance Cell Users    Help LogOut    Marathi    English

Pune Municipal Corporation - Grievance

Grievances   Report   User Rights   Setup   Choose One   Q

**Assign Menu To Role**

Role: Administrator

Menus	Role
<input checked="" type="checkbox"/> My Grievances	Administrator
<input checked="" type="checkbox"/> Goshawara	Administrator
<input checked="" type="checkbox"/> Change Password	Administrator
<input checked="" type="checkbox"/> New Grievance	Administrator
<input checked="" type="checkbox"/> Pending Report	Administrator
<input checked="" type="checkbox"/> Pending Complaint Review	Administrator

**Available Menu**

Sr.No.	Menus	Sr.No.	Menus
1	<input checked="" type="checkbox"/> Setup	51	<input type="checkbox"/> Pending Report
2	<input type="checkbox"/> Escalation Profile	52	<input type="checkbox"/> Pending Complaint Review
3	<input type="checkbox"/> Department Profile	53	<input checked="" type="checkbox"/> Grievance Summary >>
4	<input type="checkbox"/> Ward Master	54	<input type="checkbox"/> Departmentwise
5	<input type="checkbox"/> Master	55	<input type="checkbox"/> Print Token

Save   Reset   Cancel

- A pop up will appear asking permission to save the new role and its **user permissions** as shown in the figure.

180.149.240.130:8085/PMCGrievance/griev/?wicket:interface=:106:::

180.149.240.130:8085 says:

Are You Sure To Save This Record?

OK   Cancel

Welcome! Grievance Cell Users    Help LogOut    Marathi    English

Pune Municipal Corporation - Grievance

Grievances   Report   User Rights   Setup   Choose One   Q

**Assign Menu To Role**

Role: Administrator

Menus	Role
<input checked="" type="checkbox"/> My Grievances	Administrator
<input checked="" type="checkbox"/> Goshawara	Administrator
<input checked="" type="checkbox"/> Change Password	Administrator
<input checked="" type="checkbox"/> New Grievance	Administrator
<input checked="" type="checkbox"/> Pending Report	Administrator
<input checked="" type="checkbox"/> Pending Complaint Review	Administrator

**Available Menu**

Sr.No.	Menus	Sr.No.	Menus
1	<input checked="" type="checkbox"/> Setup	51	<input type="checkbox"/> Pending Report
2	<input type="checkbox"/> Escalation Profile	52	<input type="checkbox"/> Pending Complaint Review
3	<input type="checkbox"/> Department Profile	53	<input checked="" type="checkbox"/> Grievance Summary >>
4	<input type="checkbox"/> Ward Master	54	<input type="checkbox"/> Departmentwise
5	<input type="checkbox"/> Master	55	<input type="checkbox"/> Print Token

Save   Reset   Cancel



## User Manual for Grievance Management System- Employee Module

### 2.5.4 Ward Master

- Click on **ward master** from the **setup** tab to get details.

The screenshot shows a web browser window for the 'Grievance Portal' at <http://180.149.240.130:8085/PMCGrievance/grieve/?wicket:interface=:107::>. The page title is 'Welcome! Grievance Cell Users'. The main menu includes 'Grievances', 'Report', 'User Rights', and 'Setup'. The 'Setup' tab is active, displaying a table of menu items under 'Area Master' and 'Department'. A modal dialog box titled 'Assign Menu To Role' is open, showing a dropdown for 'Choose One' and a list of 'Menus' (Pending Report, Pending Complaint Review, Grievance Summary >>, Departmentwise, Print Token, Review >>, Review, Comm Meeting Report, Goshawara, Closed Complaint). Below the dialog is a table titled 'Availabe Menu' with columns for Sr.No., Menus, and another column for Sr.No. and Menus. The 'Ward Master' row in the main table has a checked checkbox next to 'Setup'. The status bar at the bottom right shows the date and time: 5:17 PM 3/11/2016.

- Select the options from the dropdown in order to **update/add** new details. Click on **save** after adding the details.



## User Manual for Grievance Management System- Employee Module

The screenshot shows a Windows desktop with a browser window open to the 'Grievance Portal' at <http://180.149.240.130:8085/PMCGrievance/griev/?wicket:bookmarkablePage=:com.probity.grievance.page.WardMaster>. The page title is 'Welcome! Grievance Cell Users'. The main content area is titled 'WardWise Master' and contains fields for 'Update/Add' (set to 'Choose One'), 'Ward Name' (set to 'Ward Office'), and 'Is\_Active' (checkbox). Below these are 'Save', 'Reset', and 'Cancel' buttons. At the bottom of the screen, there is a taskbar with various icons and the system clock showing 5:18 PM on 3/11/2016.

- Click on **save** to get details.

The screenshot shows the same 'WardWise Master' form as above, but with 'Update/Add' set to 'Ward Office'. Below the form is a table listing 14 Ward Offices with their names and actions (Edit, Delete) for each.

Sr.No	Ward Office Name	Action
1	Aundh	Edit Delete
2	Bhavani Peth	Edit Delete
3	Bibwewadi	Edit Delete
4	Dhankawadi	Edit Delete
5	Dhole Patil Road	Edit Delete
6	Ghole Road	Edit Delete
7	Hadapsar	Edit Delete
8	Kasba-VishramBaug Wada	Edit Delete
9	Kondhwa-Wanvadi	Edit Delete
10	Kothrud	Edit Delete
11	Nagar Road(Wadgaon Sheri)	Edit Delete
12	SahakarNagar	Edit Delete
13	Tilak Road	Edit Delete
14	Warje-Karve Nagar	Edit Delete



## User Manual for Grievance Management System- Employee Module

### 2.5.5 Department

- Click on **department** from the **setup** tab.

The screenshot shows a web browser window with the URL <http://180.149.240.130:8085/PMCGrievance/griev/?wicket:bookmarkablePage=:com.probity.grievance.page.DepartmentMaster>. The page title is "Pune Municipal Corporation - Grievance". The top navigation bar includes links for "Grievances", "Report", "User Rights", and "Setup". The "Setup" tab is active, showing a dropdown menu with options like "Area Master", "Department Profile", "Search User", etc. A sub-menu titled "Department Master" is open, containing fields for "Department" (selected), "Citizen Feedback", "Department Profile", and checkboxes for "View to Citizen" and "Centrally Handled". Below this is a table listing departments:

Sr.No	Department	Action
1	Drainage	Edit Delete
2	Garbage (Solid Waste Management)	Edit Delete

- Select **department** from dropdown. Click on **save** to save the details. **Admin** can edit and delete the added **department** and its details.



## User Manual for Grievance Management System- Employee Module

The screenshot shows a web-based application interface for the Pune Municipal Corporation's Grievance Management System. At the top, there is a header bar with the logo of the Pune Municipal Corporation, the text "Pune Municipal Corporation - Grievance", and language selection buttons for "ગુરાતી" and "English". Below the header, there is a navigation menu with links for "Grievances", "Report", "User Rights", and "Setup". A search bar with a dropdown menu and a magnifying glass icon is also present.

The main content area contains a form titled "Department Master". The form includes fields for "Department Name" (text input), "Department" (dropdown menu with options "Choose One", "Choose One", "H.O Department", and "W.O Department"), "View to Citizen" (checkbox), "Centrally Handled" (checkbox), and "Is Active" (checkbox). Below the form are three buttons: "Save", "Reset", and "Cancel".

Below the form is a table titled "Department Master" showing a list of departments:

Sr.No	Department	Action
1	Drainage	Edit Delete
2	Garbage (Solid Waste Management)	Edit Delete
3	Encroachment	Edit Delete
4	Electrical	Edit Delete
5	Property Tax	Edit Delete
6	Garden	Edit Delete
7	License-Skysign	Edit Delete



## User Manual for Grievance Management System- Employee Module

### 2.5.6 Citizen Feedback

- Click on citizen feedback from setup tab to view all the feedback from the citizens.

Sr.No	Token No.	Citizen Name	Mobile No.	Entry Date	Closed Date	Stage	Ratings	Feedback
1	W15562	RAJU PAIGUDE	942001085	08/01/2016	13/01/2016	CLOSED	Excellent	excellent..
2	W12967	RAJU PAIGUDE	942001085	18/07/2015	26/07/2015	CLOSED	Excellent	EXCELLENT.
3	W16349	Sanjay Jadhav	9890901075	12/02/2016	20/02/2016	CLOSED	Excellent	
4	W17136	ajay mukund avasarikar	9420234460	09/03/2016	11/03/2016	CLOSED	Excellent	
5	W17138	ajay mukund avasarikar	9420234460	09/03/2016	11/03/2016	CLOSED	Excellent	
6	W15422	Madan Mohan	9850049078	02/01/2016	06/02/2016	ASSIGNED	Excellent	
7	W15011	Abhay Vinayak Nagarkar	9850049078	21/01/2016	06/02/2016	ASSIGNED	Excellent	
8	W17048	Sachin A Pawar	9890099756	07/03/2016	12/03/2016	ASSIGNED	Excellent	
9	W15896	Sunil Maruti Wadghule	9552537923	27/01/2016	20/02/2016	CLOSED	Excellent	
10	W14529	Tanmay Ambre	9860306111	17/11/2015	02/12/2015	CLOSED	Excellent	
11	W13696	SURVEY OF INDIA	9890756176	15/09/2015	29/09/2015	CLOSED	Excellent	
12	W16214	Sudhindra Nath Chatterjee	9823077234	07/02/2016	09/02/2016	CLOSED	Excellent	Test
13	T67	V K Mundhe	0	21/01/2016	06/02/2016	ASSIGNED	Excellent	werw
14	W13057	Tanmay Ambre	9860306111	25/07/2015	06/08/2015	CLOSED	Excellent	
15	W16563	Abhay Vinayak Nagarkar	9850049078	20/02/2016	24/02/2016	CLOSED	Excellent	Good work done

Sr.No	Token No.	Citizen Name	Mobile No.	Entry Date	Closed Date	Stage	Ratings	Feedback
1	W15562	RAJU PAIGUDE	942001085	08/01/2016	13/01/2016	CLOSED	Excellent	excellent..
2	W12967	RAJU PAIGUDE	942001085	18/07/2015	26/07/2015	CLOSED	Excellent	EXCELLENT.
3	W16349	Sanjay Jadhav	9890901075	12/02/2016	20/02/2016	CLOSED	Excellent	
4	W17136	ajay mukund avasarikar	9422034460	09/03/2016	11/03/2016	CLOSED	Excellent	
5	W17138	ajay mukund avasarikar	9422034460	09/03/2016	11/03/2016	CLOSED	Excellent	
6	W15422	Madan Mohan	9850196149	02/01/2016	08/02/2016	ASSIGNED	Excellent	
7	W15011	Abhay Vinayak Nagarkar	9850049078	06/12/2015	22/12/2015	CLOSED	Excellent	
8	W17048	Sachin A Pawar	9890099756	07/03/2016	12/03/2016	ASSIGNED	Excellent	
9	W15896	Sunil Maruti Wadghule	9552537923	27/01/2016	20/02/2016	CLOSED	Excellent	
10	W14529	Tanmay Ambre	9860306111	17/11/2015	02/12/2015	CLOSED	Excellent	
11	W13696	SURVEY OF INDIA	9890756176	15/09/2015	29/09/2015	CLOSED	Excellent	
12	W16214	Sudhindra Nath Chatterjee	9823077234	07/02/2016	09/02/2016	CLOSED	Excellent	Test
13	T67	V K Mundhe	0	21/01/2016	06/02/2016	ASSIGNED	Excellent	werw
14	W13057	Tanmay Ambre	9860306111	25/07/2015	06/08/2015	CLOSED	Excellent	
15	W16563	Abhay Vinayak Nagarkar	9850049078	20/02/2016	24/02/2016	CLOSED	Excellent	Good work done



## User Manual for Grievance Management System- Employee Module

### 2.5.7 Department Profile

- Click on department profile from setup. Select the sub menu options from the dropdown to view all the grievances department wise, area wise etc.

The screenshot displays the 'Setup' section of the Grievance Management System. The 'Department Profile' option is selected in the dropdown menu. The main content area shows a table with columns for Sr.No., W.O.Department, Ward Office, and four receiver fields (First Receiver, Second Receiver, Third Receiver, Fourth Receiver) along with an Action column. The bottom of the screen shows the Windows taskbar and system tray.



## User Manual for Grievance Management System- Employee Module

Sr.No.	W.O.Department	Ward Office :	Electoral Ward	First Receiver	Second Receiver	ThirdReceiver	Fourth Receiver	Action
1	Building Construction (BHAVAN)	Kothrud	26 केळेवाडी, एमआयटी	VINOD SONAR ( kothrud_jep26 )	DHANANJAY JADHAV ( kothrud_deivil )	JAYANT BHOSEKAR ( kothrud_amc )	SUNIL KESARI ( dmc1 )	<a href="#">Edit</a> <a href="#">Delete</a>
2	Building Construction (BHAVAN)	Kothrud	27 लिंगकामानगर, शिवलोधीनगर	HARISHCHANDRA RAUT ( kothrud_jep27 )	DHANANJAY JADHAV ( kothrud_deivil )	JAYANT BHOSEKAR ( kothrud_amc )	SUNIL KESARI ( dmc1 )	<a href="#">Edit</a> <a href="#">Delete</a>
3	Building Construction (BHAVAN)	Kothrud	29 घारापान खुदू, बेदभवन	VIJAY KASHID ( kothrud_jep29 )	DHANANJAY JADHAV ( kothrud_deivil )	JAYANT BHOSEKAR ( kothrud_amc )	SUNIL KESARI ( dmc1 )	<a href="#">Edit</a> <a href="#">Delete</a>
4	Building Construction (BHAVAN)	Kothrud	28 परमहंस नगर, वनाज कम्पनी	VIDNYAN GAIKWAD ( kothrud_jep28 )	DHANANJAY JADHAV ( kothrud_deivil )	JAYANT BHOSEKAR ( kothrud_amc )	SUNIL KESARI ( dmc1 )	<a href="#">Edit</a> <a href="#">Delete</a>
5	Building Construction (BHAVAN)	Kothrud	34 यशवंतराव घडळण नाट्यगृह	HARISHCHANDRA RAUT ( kothrud_jep34 )	DHANANJAY JADHAV ( kothrud_deivil )	JAYANT BHOSEKAR ( kothrud_amc )	SUNIL KESARI ( dmc1 )	<a href="#">Edit</a> <a href="#">Delete</a>
6	Building Construction	Nagar Road(Wadgaon	30 वाराणसी नगर, वाराणसी	SANTOSH GAIKWAD (	SUNIL PAWAR (	VASANTRAO PATIL (	DNYANESHWAR MOLAK (	<a href="#">Edit</a> <a href="#">Delete</a>

### 2.5.8 Category

- Click on Category from the setup tab from the dropdown. The admin can search the citizen request.

Sr.No	Create Employee Complaints Regarding To	Complaint Regarding For	Expected completion days.	Action
<< < > >>				



## User Manual for Grievance Management System- Employee Module

Welcome! Grievance Cell Users      [Helps](#) [LogOut](#)

Pune Municipal Corporation - Grievance

Grievances   Report   User Rights   Setup   [Choose One](#)  [Q](#)

Search complaint Category

\* Complaint Regarding To : [Choose One](#)

Complaint Category No :

\*Complaint Regarding For :

\*Expect Complete Days :

[Search](#) [Save](#) [Reset](#) [Cancel](#)

Sr.No	Complaint Regarding To	Complaint Regardint For	Expected completion days.	Action
<<	<>	>>		

PMC Connect DB St... X PMC Connect DB St... X Grievance Portal X http://180.149.240.130:8085/PMCGrievance/griev/?wicket:bookmarkablePage=:com.probity.grievance.page.SubdepartmentMaster 180.149.240.130:8085 X Untitled document - X 180.149.240.130:8085 X My Drive - Google C... vasim X

← → C 180.149.240.130:8085/PMCGrievance/griev/?wicket:bookmarkablePage=:com.probity.grievance.page.SubdepartmentMaster Apps Top 1000 General Knowledge Wicket 7 with Bootstrap Google Translate Google Translate Holiday List - 2016 Roll N Go Travel Buddy Other bookmarks

Welcome! Grievance Cell Users      [Helps](#) [LogOut](#)

Pune Municipal Corporation - Grievance

Grievances   Report   User Rights   Setup   [Choose One](#)  [Q](#)

Search complaint Category

\* Complaint Regarding To : [Choose One](#)

Complaint Category No : [Choose One](#)

\*Complaint Regarding For : [Garbage \(Solid Waste Management\)](#)

\*Expect Complete Days :

[Search](#)

Sr.No	Complaint Regarding To	Selected completion days.	Action
	Drainage		
	Encroachment		
	Electrical		
	Property Tax		
	Garden		
	License-Skysign		
	Building Construction (BHAVAN)		
	Building Permission		
	Traffic-signal(Electrical)		
	Traffic-Planning		
	Road		
	Drainage Project(H.O)		
	Road Project(H.O)		
	Water Supply		
	Land & Estate		
	Bhavan (H.O)		
	Health		
	Health Kitak		



## User Manual for Grievance Management System- Employee Module

Pune Municipal Corporation - Grievance

Choose One ▾

Search complaint Category

\* Complaint Regarding To : Drainage  
Complaint Category No : 326  
\*Complaint Regarding For :  
\*Expect Complete Days :

Search Save Reset Cancel

Sr.No	Complaint Regarding To	Complaint Regarding For	Expected completion days.	Action
1	Drainage	Stopping chamber overflow	3	Edit Delete
2	Drainage	Clearing choked drainage line	2	Edit Delete
3	Drainage	Stopping leakage of drainage water in nalla	2	Edit Delete
4	Drainage	Repairing broken chamber cover on road	2	Edit Delete
5	Drainage	Closing open manhole	2	Edit Delete
6	Drainage	drainage problem	2	Edit Delete
7	Drainage	Overflowing drains or manholes	2	Edit Delete
8	Drainage	Odour(Foul smell) from drains	2	Edit Delete
9	Drainage	Replacement of missing/damaged manholes/inspection	3	Edit Delete
10	Drainage	Raising of manhole(except in monsoon)	2	Edit Delete

<< < 1 2 > >>



## User Manual for Grievance Management System- Employee Module

### 2.5.9 Create Employee

- Click on **employee** from the dropdown of setup tab.

Sr.No	Complaint Regarding To	Complaint Regarding For	Expected completion days.	Action
1	Drainage	Stopping chamber overflow	3	Edit Delete
2	Drainage	Clearing choked drainage line	2	Edit Delete
3	Drainage	Stopping leakage of drainage water in nalla	2	Edit Delete
4	Drainage	Repairing broken chamber cover on road	2	Edit Delete
5	Drainage	Closing open manhole	2	Edit Delete
6	Drainage	drainage problem	2	Edit Delete
7	Drainage	Overflowing drains or manholes	2	Edit Delete
8	Drainage	Odour(Foul smell) from drains	2	Edit Delete
9	Drainage	Replacement of missing/damaged manholes/inspection	3	Edit Delete
10	Drainage	Raising of manhole(except in monsoon)	2	Edit Delete

- Enter all the mandatory details to create a **employee** record. Click **save** after entering the details. Click **reset** to reset the form. Click **cancel** to cancel the function.

*Emp Code	99011	
*First Name	Middle Name	*Last Name
*First Name(Mr)	Middle Name(Mr)	*Last Name(Mr)
*Mobile No :	*Email Id :	



## User Manual for Grievance Management System- Employee Module