



# **Citizen Grievance Resolution**

## **User Manual**

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### Contents

• Overview.....	3
• How to raise an issue .....	3
• Types of issues.....	5
○ Correction in Certificate labels.....	6
○ Merging multiple first dose certificates.....	8
○ Addition of Passport details for travel abroad.....	10
○ Report an unknown member.....	11
○ Transfer registered members to another account.....	12
• Track Issues.....	13

### Overview

Government of India is taking all necessary steps to ensure that the nation is prepared to face the challenge and threat posed by the growing contagion of COVID-19. At present, the priority is to make COVID-19 vaccine available to all, ensuring vaccine traceability and beneficiary tracking from production to last mile administration.

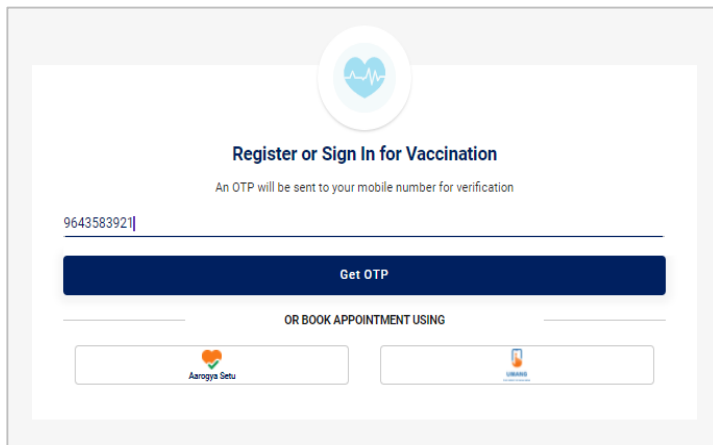
Along with orchestration of vaccination at such a wide scale, certain challenges are being faced by the beneficiaries. In order to streamline these challenges and resolve them in a smooth manner, grievance redressal mechanism has been created under the vaccination program through Co-WIN.

The objective of the document is to handhold the beneficiaries in raising issues and grievances related to the vaccination and tracking them for a timely resolution.

### How to raise an issue?

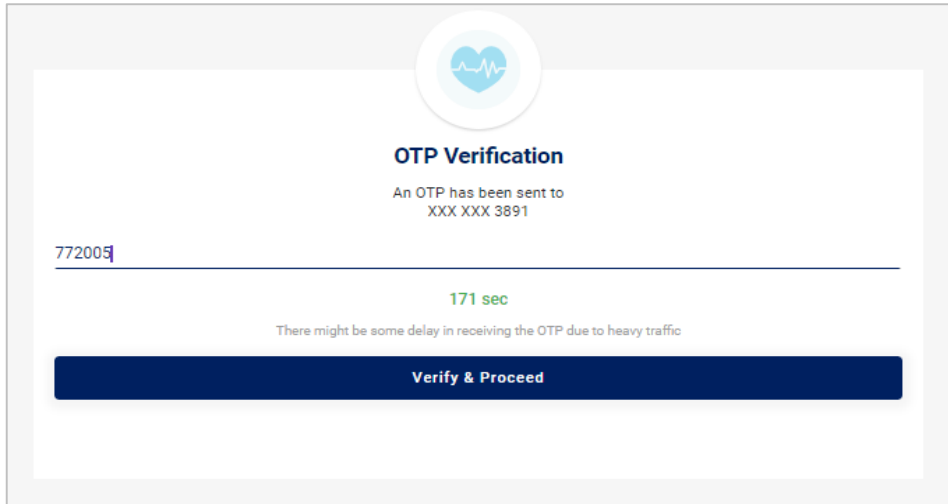
In order to raise an issue being faced by the beneficiary, related to the vaccination, the following steps may be followed:

1. Visit the url  
[www.cowin.gov.in](http://www.cowin.gov.in)
2. Click on “Register/Sign” in tab
3. Enter mobile number and click on “Get OTP”



The screenshot shows the Co-WIN web interface. At the top, there is a heart icon with a pulse line. Below it, the text reads "Register or Sign In for Vaccination". A subtext states "An OTP will be sent to your mobile number for verification". A text input field contains the number "9643583921". Below the input field is a large blue button labeled "Get OTP". Underneath this button, it says "OR BOOK APPOINTMENT USING". At the bottom, there are two buttons: "Aarogya Setu" with a heart icon and "UMANG" with a person icon.

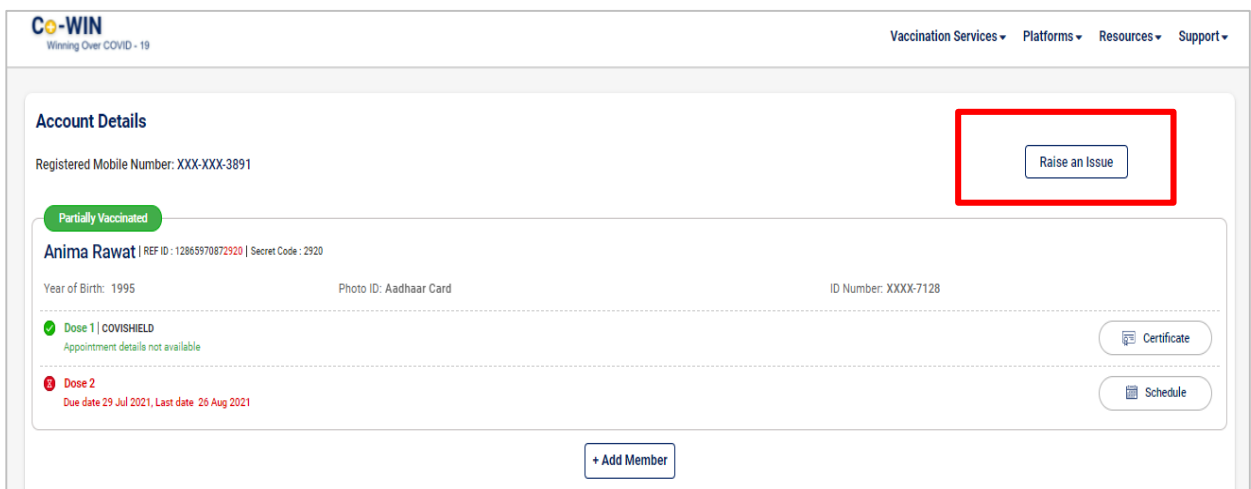
4. Enter the OTP received on the mobile number and click on “Verify & Proceed”



The screenshot shows the 'OTP Verification' screen. At the top, there is a circular icon with a heart and a pulse line. Below it, the text 'OTP Verification' is displayed. Underneath, it says 'An OTP has been sent to XXX XXX 3891'. A text input field contains the number '772005'. Below the input field, a green timer shows '171 sec'. A message states 'There might be some delay in receiving the OTP due to heavy traffic'. At the bottom, there is a large blue button labeled 'Verify & Proceed'.

After verification of the OTP, Account details page will appear on the screen.

5. Click on “Raise an issue” tab



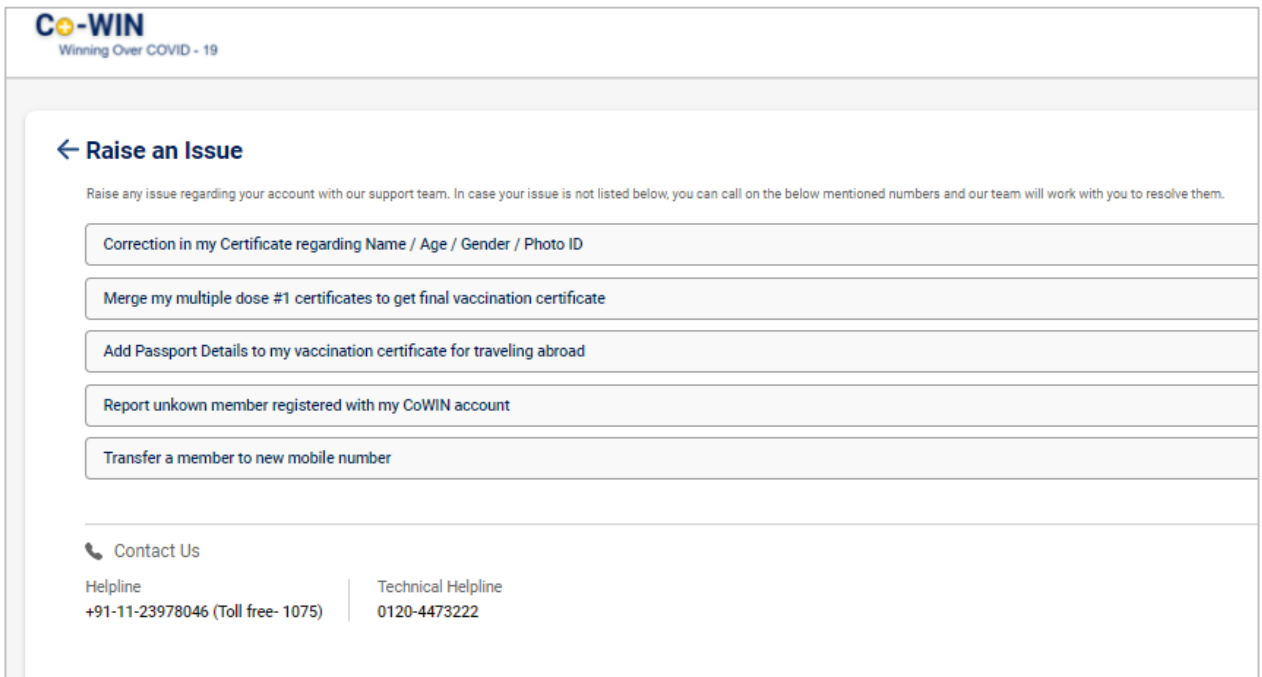
The screenshot shows the 'Account Details' page. At the top left is the Co-WIN logo with the tagline 'Winning Over COVID - 19'. At the top right are navigation links: 'Vaccination Services', 'Platforms', 'Resources', and 'Support'. The main content area has a header 'Account Details' and a sub-header 'Registered Mobile Number: XXX-XXX-3891'. On the right side, there is a red rectangular box highlighting a button labeled 'Raise an Issue'. Below this, there is a section for 'Partially Vaccinated' with the name 'Anima Rawat', a reference ID, and a secret code. It shows vaccination details for 'Dose 1 | COVISHIELD' and 'Dose 2' with due and last dates. At the bottom, there is a '+ Add Member' button.

Only those beneficiaries who have received at least first dose of vaccination can raise an issue in the Co-WIN portal.

## Types of Issues

Currently, Co-WIN portal gives an option of raising the following 5 types of issues:

1. Correction in certificate labels – Name, Age, Gender and Photo Identity number
2. Merging of multiple certificates received for first dose and get final certificate
3. Addition of Passport details for foreign travel
4. Report any unknown member that has been registered to your Co-WIN Registration account
5. Transfer registered members to another account with a new mobile number



The screenshot shows the 'Co-WIN' logo at the top left with the tagline 'Winning Over COVID - 19'. Below it is a section titled '← Raise an Issue'. A message states: 'Raise any issue regarding your account with our support team. In case your issue is not listed below, you can call on the below mentioned numbers and our team will work with you to resolve them.' There are five buttons for different issue types: 'Correction in my Certificate regarding Name / Age / Gender / Photo ID', 'Merge my multiple dose #1 certificates to get final vaccination certificate', 'Add Passport Details to my vaccination certificate for traveling abroad', 'Report unknown member registered with my CoWIN account', and 'Transfer a member to new mobile number'. At the bottom, there is a 'Contact Us' section with a phone icon, a 'Helpline' number '+91-11-23978046 (Toll free- 1075)', and a 'Technical Helpline' number '0120-4473222'.

**Co-WIN**  
Winning Over COVID - 19

**← Raise an Issue**

Raise any issue regarding your account with our support team. In case your issue is not listed below, you can call on the below mentioned numbers and our team will work with you to resolve them.

Correction in my Certificate regarding Name / Age / Gender / Photo ID

Merge my multiple dose #1 certificates to get final vaccination certificate

Add Passport Details to my vaccination certificate for traveling abroad

Report unknown member registered with my CoWIN account

Transfer a member to new mobile number

**Contact Us**

Helpline  
+91-11-23978046 (Toll free- 1075)

Technical Helpline  
0120-4473222

### 1 Correction in certificate labels

Correction in certificate is a one time correction feature which is applicable for the following labels in the vaccination certificate

- Name
- Age
- Gender and
- Photo Identity number

Changes in the certificate can be made by following the given steps:

1. Click on “Raise an issue” tab
2. Click on the first option “Correction in my Certificate regarding Name/ Age/ Gender/ Photo ID”
3. Select Member who needs to make changes in the certificate
4. Click on “View Certificate”

← Correction In Vaccine Certificate

**Important** Vaccine certificate can only be changed 1 time. All changes are permanent. **⚠** Changing the name and ID to create a fake vaccine certificate will have legal consequences, if detected.

Select a Member  
Anima Rawat

**VIEW CERTIFICATE**





# User Manual


## Citizen Grievance Resolution

The screen will display the following fields:

- Name
- Year of Birth
- Gender and
- Photo ID

**Anima Rawat**  
Note: You can request upto 2 changes maximum in a certificate

Name Anima Rawat	CHANGE 
Year of Birth	CHANGE 
Gender Female	CHANGE 
Photo ID 1 / XXXXXXXXX7128	CHANGE 



 • Changes in vaccination certificates can take upto 24 Hours.


CONTINUE →

5. Click on “Change” tab to edit the certificate details

6. Enter correct details and click on “Continue”

**Anima Rawat**  
Note: You can request upto 2 changes maximum in a certificate

Name Anima Rawat	Anamika Rawat × CANCEL
Year of Birth	CHANGE 
Gender Female	CHANGE 
Photo ID 1 / XXXXXXXXX7128	123456781234 × CANCEL

 • Changes in vaccination certificates can take upto 24 Hours.

CONTINUE →

- Beneficiary can make maximum 2 changes in the certificate
- New labels should match minimum 60% of the characters in the old certificate labels

### 2 Merging multiple first dose certificates

Beneficiaries who register themselves with two different mobile numbers receive two dose 1 certificates even at the event of dose 2 vaccination. In such cases, they can choose option 2 under “Raise an issue” tab and request for merging of two dose 1 certificates to avail of final vaccination certificate.

Certificates can be merged by following the given steps:

1. Click on “Raise an issue” tab
2. Click on the second option “Merge Multiple Dose #1 Provisional Certificate”
3. Select Member who needs to merge the certificates


As soon as the member name is selected, Vaccination Dose #1 details get populated automatically

← Merge Multiple Dose #1 Provisional Certificate

In case you have multiple provisional certificate for Dose #1 generated through different accounts, you can merge them here to generate your final vaccination certificate.

⚠ Certificates are merged by matching Beneficiary Name, Age, & Gender. In case you need correction in your certificate, click "Correction in Certificate".

⚠ We only accept CoWIN generated certificates at the moment. State generated certificates will not be accepted in this request. Make sure your certificates have the official CoWIN mark. **Co-WIN** Winning Over Covid-19

Member Details	Select a Member Anima Rawat	How to find beneficiary ref. ID on the certificate 
Vaccination Dose #1	Enter Beneficiary Ref. ID From 1st Certificate 12865970872920 Date of 1st Vaccination 06/05/2021	
Vaccination Dose #2	Enter Beneficiary Ref. ID From 1st Certificate Beneficiary Ref. ID is required Mobile No Mobile No is required	

☐ I declare that I have received both dose of the COVID-19 vaccination and that both certificates have been issued to me. By submitting this request, I give up my right to apply for the 2nd dose of vaccination. Read [Terms of Service](#) for more information

SUBMIT REQUEST




# User Manual


## Citizen Grievance Resolution

5. Enter details for Vaccination Dose #2 certificate – Enter Beneficiary Ref. ID from the second Certificate and enter Mobile number used at the time of second dose vaccination
6. Click on the declaration stating that you have received both doses of vaccination and you give up your right to second dose by submitting the merge request.
7. Click on “Submit Request” tab

[← Merge Multiple Dose #1 Provisional Certificate](#)

In case you have multiple provisional certificate for Dose #1 generated through different accounts, you can merge them here to generate your final vaccination certificate.

 Certificates are merged by matching Beneficiary Name, Age, & Gender. In case you need correction in your certificate, click "Correction in Certificate".

 We only accept CoWIN generated certificates at the moment. State generated certificates will not be accepted in this request. Make sure your certificates have the official CoWIN mark.

**Member Details**

Select a Member  
Anima Rawat

**Vaccination Dose #1**

Enter Beneficiary Ref. ID From 1st Certificate  
12865970872920


Date of 1st Vaccination  
06/05/2021

**Vaccination Dose #2**

Enter Beneficiary Ref. ID From 1st Certificate  
123455689373

Mobile No  
9647878787

How to find beneficiary ref. ID on the certificate



☒ I declare that I have received both dose of the COVID-19 vaccination and that both certificates have been issued to me. By submitting this request, I give up my right to apply for the 2nd dose of vaccination. Read ["Terms of Service"](#) for more information

**SUBMIT REQUEST**

### 3 Addition of Passport details for travel abroad


Beneficiaries who wish to travel abroad can request for addition of passport details in their vaccine certificate.

Such request can be raised by following the given steps:

1. Click on “Raise an issue” tab
2. Click on the third option “Add Passport Details to my vaccination certificate for traveling abroad”
3. Select Member who needs to update passport details in the certificate
4. Enter Passport Number
5. Click on the declaration that the passport belongs to you and the name in the Passport and Certificate is the same
6. Click on “Submit Request” tab

[← Add Passport Details](#)

Submit this form to link your Vaccination Certificate with your Passport for travel purposes.

 Certificates are merged by matching Beneficiary Name, Age, & Gender. In case you need correction in your certificate, click "Correction in Certificate".

Passport Details

Select a Member

Anima Rawat

Enter Beneficiary's Passport Number

Note: You can not make changes to the passport details after submitting this request. Be careful!

☐ I declare that this passport belongs to the beneficiary. The name of the passport holder is same as mentioned on the vaccine certificate.

SUBMIT REQUEST

### 4 Report an unknown member

If beneficiaries find an unknown member added to their Registration account who has received vaccination using your mobile number, such unknown members may be reported using this feature.

Such request can be raised by following the given steps:

1. Click on “Raise an issue” tab
2. Click on the fourth option “Report unknown member registered with my CoWIN account”
3. Select Member who needs to be removed from the account
4. Click on the declaration that the request will revoke vaccination certificates and remove members from your account
5. Click on “Submit Request” tab

← Report Unknown Member In Your Account

Use this form for in case you have an unknown member added to your account.

Unknown Member Details

Select a Member  
Anima Rawat

⚠ This action is irreversible. Be careful!

☒ I understand that submitting this request will revoke vaccination certificate(s) and/or remove members from my account. Read [Terms of service](#) for more information.

SUBMIT REQUEST

### 5 Transfer registered members to another account

Beneficiaries can transfer a member from their account to a new mobile number.

Such request can be raised by following the given steps:

1. Click on “Raise an issue” tab
2. Click on the fifth option “Transfer a member to new mobile number”
3. Select Member who needs to be transferred
4. Enter the new Mobile Number and click on the declaration
5. Click on “Continue” tab and an OTP will be received
6. Enter OTP and click on “Submit Request”

[← Transfer a Member to New Mobile Number](#)  
Submit this form in case you want to transfer a member from this account to another account

Member Details

Select a Member to Transfer  
Anima Rawat

Transfer Member

Current Mobile Number

xxxxx xxxxx 3891

Transfer to

↔

Enter New Mobile Number

Enter your mobile number

Note: Transferring of member is an irreversible process. Be careful!

☒ I understand that the selected member will be removed from my account in the transfer process and that this process is irreversible.

CONTINUE

***All requests raised on the portal are resolved within 24 hours.***

In case of any grievance/issue not falling in one of the five categories explained in this manual, beneficiaries may reach out to the below contact details:

**Helpline: +91-11-23978046 or Technical Helpline: 0120-4473222**  
**Email address: support@cowin.gov.in**

### Track Issues

Once an issue has been raised by the beneficiary, a new tab “Track Request” appears on the Account details page. Beneficiaries can track the status of the raised issues using this feature.

Tracking can be done by clicking on “Track Request” tab

The screenshot shows the 'Account Details' page. At the top, there's a 'Track Request (1)' tab highlighted with a red box. Below it, the 'Raise an Issue' button is visible. The page displays the user's name 'Nidhi Rai', their registered mobile number 'XXX-XXX-1864', and their vaccination status 'Partially Vaccinated'. It also shows the 'Dose 1' status as 'COVISHIELD' and the 'Dose 2' status as 'Left for Dose 2' with '66 Days' remaining. The 'Dose 1' was administered at 'Sunchiti Hospital' on '16 Jul 2021, 03:00PM-06:00PM'. The 'Dose 2' is due on '08 Oct 2021' and the last date is '05 Nov 2021'. There are buttons for 'Certificate' and 'Schedule'.

Details of the issues raised will appear on the screen along with its status.

The screenshot shows the 'Your Grievance Request' screen. It features an 'Important' notice: 'Vaccine Certificate can only be changed 1 time. All changes are permanent.' Below this is a table with the following data:

REF ID	Member Name	Issues	Status
55824733367280	Nidhi Rai	Move account	Your request for correction of vaccination digital certificate for member Nidhi Rai has been updated successfully. Kindly download your certificate now.

At the bottom, there is a message: 'In case you have any further concerns, reach out to us at "0120-4473222"' and a 'Close' button.

“ दवाई भी और कड़ाई भी।

Together, India will defeat COVID-19 ”

- *Prime Minister Narendra Modi*

