

### Complaint Management



*Complaints Management*

*Developed by: Tech Mahindra Ltd*



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## 1 Module Description:

Complaints Management deals with maintaining details of complaints filed by any person anywhere in the state against WRD employees of any class. It also facilitates viewing of statistics regarding complaints.

Basic functionalities of complaints management module are:

- Facilitates to lodge complaints
- View complaints status.

Basic Definitions:

**Investigation Officer:** Authority to handle grievance on behalf of WRD

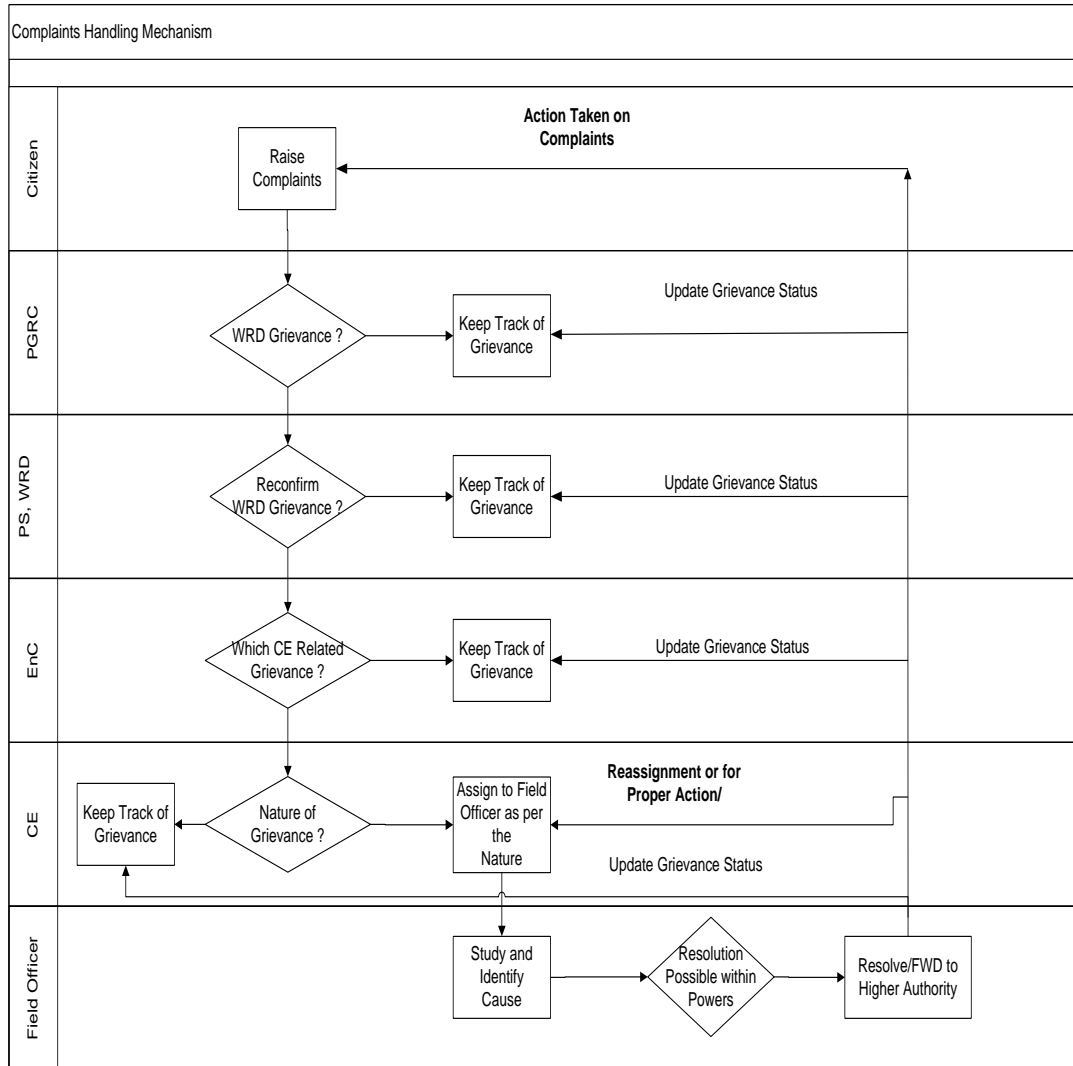
**PGRC** – Public Grievance Redress Cell is a part of state secretariat and acts as a gate for handling

Of all grievances cases in the state

## 2 Process Diagram

**Complaints Management Process:**

Year	Percentage (%)
2007	10
2008	15
2009	25
2010	35
2011	45
2012	55
2013	65
2014	75
2015	85
2016	90
2017	95
2018	98
2019	100



### 3 Module Features

The key features of the modules are listed below:

### 3.1 Security Feature

The module has access. It means no login information required to access this module.

### 3.2 Search

EIMS gives search facilities for retrieval of data. On the search screen the user is required to enter key phrases to enable search. The various search screens available in Complaints Management module are as follows:

- **Complaint Id:** facility to search Complaint with Complaint ID.



- **Date of Complaint:** facility to search Complaint with date.

## Upload/Download Files and other data

- Here we can upload supporting document with respect to case. In .doc, pdf format.

## 3.3 Hindi/English Support

The module has provision to switch between Hindi and English. For data entry forms, the data entry is possible in English only. The form fields can toggle between Hindi and English.

## 3.4 View Complaints Details.

This feature allows viewing complaints and their status as Pending or Resolved.

## 3.5 Reporting Features

The module provides following reports

- **Complaint Status** – This report displays a total of **Complaint** Registered to WRD with their status.

**Note to the user:** The reports can be downloaded in pdf/excel format for taking print outs or keeping office records.

## 3.6 Dependency with other Module:

- Grievance Management

## 4 Roles and Permissions

This module has role based access and permissions for the screens are listed below for reference:

Process / Access Permissions	Provisioned Roles
	Citizen / Public User
Complaints	Register
Complaints Status	Search, View

**Note to the user:** Please note that based on the user privileges some screens may or may not be visible

# Complaints Management

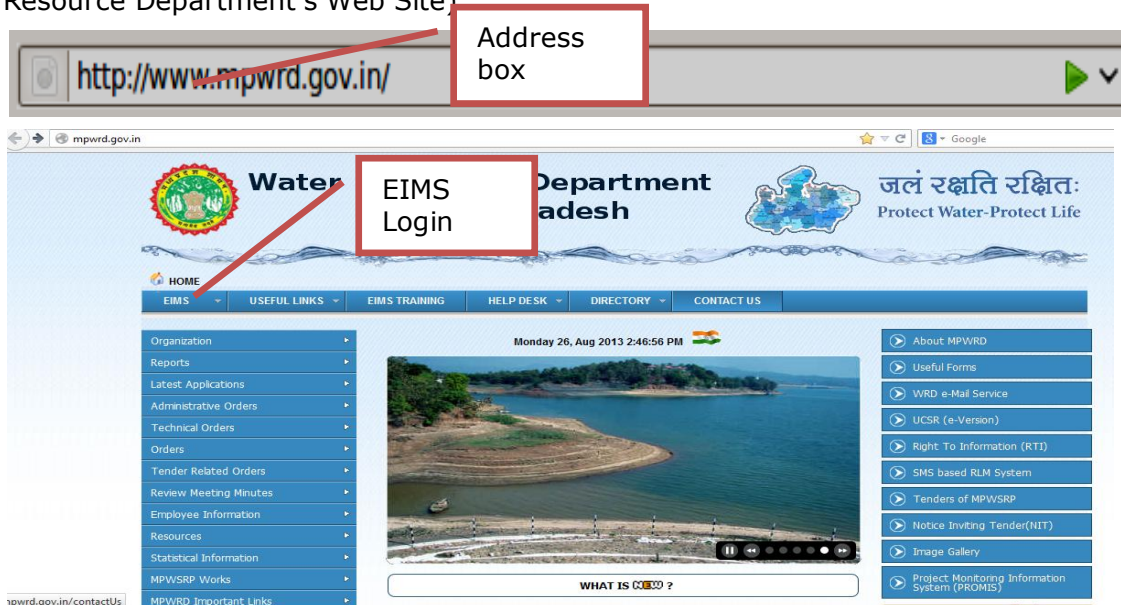


## 5 How to Access Complaints Management Module

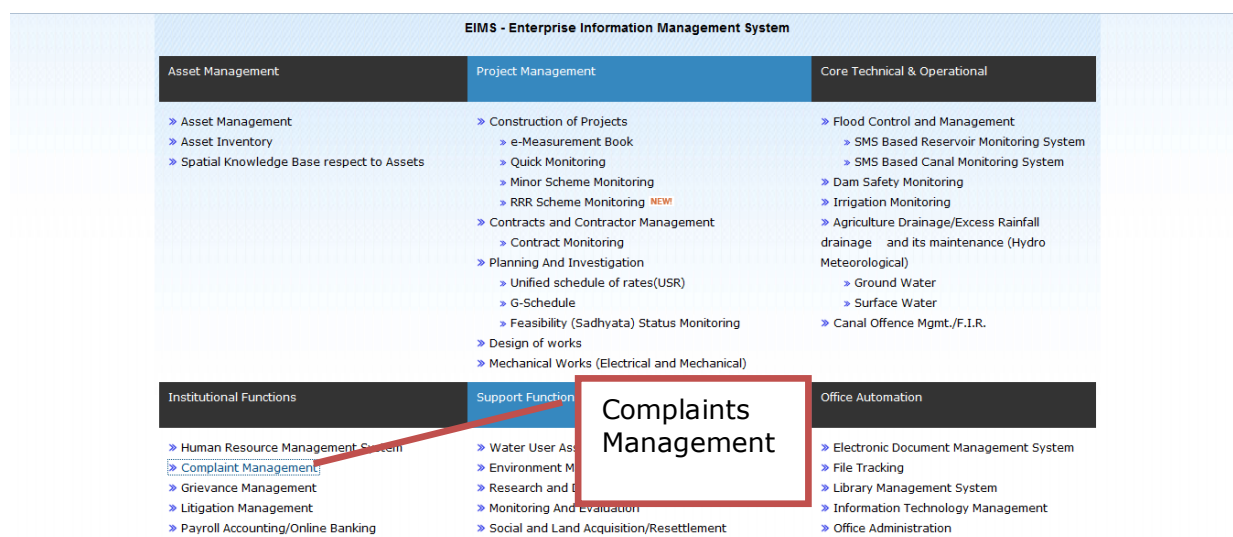
### 5.1 From EIMS Home Page

EIMS के अंतर्गत Complaints Management Module Access करने के लिये निम्न steps का अनुसरण करें—

Address box में [www.mpwr.gov.in](http://www.mpwr.gov.in) type करें और enter button press करें। (In the address bar type [www.mpwr.gov.in](http://www.mpwr.gov.in) then press enter button to visit Water Resource Department's Web Site)



Complaints Management Module open करने के लिये home page में EIMS Login option click करें। (To open Complaints management module Select EIMS login from home page).



# Complaints Management



On click 'Complaints Management' see below screen.

## 5.2 Using a direct link

Click on this link to access module <https://eims1.mpwrd.gov.in/generalcomplaints/control/main>

## 5.3 Role Based Screen Access

The roles in EIMS can be any of the following:

- Citizen / Public User role – for register complaints.

The various screens as per role are listed in the sections below.

### 5.3.1 Data Entry Screen (Role : Citizen / Public User)

The module admin role has access to the following screens:

#### 5.3.1.1 Screen: Register Complaints

Role	Citizen / Public User
Access Permissions	Create



# Complaints Management



**Register Complaint** | **Check Status**

**Register Complaint**

NOTE : Fields marked with \* (asterisk) are mandatory.

Complaint Id  (This is your Reference Id)

---

**Details Of Person Filing Complaint**

Name \*  Postal Address \*   
 Contact Number \*  Email Address \*

**Details Of Office/Person You Have Grievance/Complaint Against**

Sub Division   
 Division   
 Circle   
 Basin   
 Person(S)


**Complaint Log**

Complaint Registered On \*  Nature Of Grievance   
 Subject \*   
 Description \*   
 Supporting Documents

## 5.3.2 Monitoring Screens (Role : Citizen / Public User)

### 5.3.2.1 Check Status

<b>Role</b>	Citizen / Public User
<b>Access Permissions</b>	Search, View

 **Water Resources Department**  
Madhya Pradesh

---

**Register Complaint** | **Check Status**

**Check Status**

Complaint Id \*  Date Of Complaint \*

## 6 Case Study

### 6.1 Steps in Complaints Management Module

The following are the steps in registration of complaint and its progress:

- 1) Register Complaints
- 2) Check Status.

#### 6.1.1 Register Complaints

Primary Role: Citizen/ Public User

Operations:

1. Open Complaints Management module
2. Click on '**Register Complaints**' button.

# Complaints Management



Register Complaint | Check Status

Register Complaint

NOTE: Fields marked with \* (asterisk) are mandatory.

Complaint Id: 13863 (This is your Reference Id)

Details Of Person Filing Complaint

Name \*: Ramakant Postal Address \*: Bhopal  
Contact Number \*: 9201666644 Email Address \*: helpdesk@gmail.com

Details Of Office/Person You Have Grievance/Complaint Against

Sub Division: Select Sub Division  
Division: Select Division  
Circle: Basin:  
Person(S):

Complaint Log

Complaint Registered On \*: 16/09/2013 Nature Of Grievance: Others  
Subject \*: require information through RTI  
Description \*: require information through RTI 13863  
Supporting Documents: Browse Reset

Save Cancel

On click 'Save' button see below screen.

Water Resources Department  
Madhya Pradesh

Register Complaint | Check Status

Check Status

Complaint Id \*: Date Of Complaint \*: Search Cancel

## 6.1.2 Check Status

Primary Role: Citizen/ Public User

Operations:

1. Open Complaints Management module
2. Click on '**Check Status**' button.

Water Resources Department  
Madhya Pradesh

Register Complaint | Check Status

Check Status

Complaint Id \*: Date Of Complaint \*: Search Cancel

On click 'Search' button see below

# Complaints Management



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**Grievance Search Results**

Grievance Id	Grievance Category	Grievance Filed On	Grievance By	Grievance Against	Nature Of Grievance	Name Of Basin	Sub Basin Name	Division Name	Status / Update
13863	Will be decided by PIO soon	16/09/2013		Not Specified	Others	NA	NA	NA	Raise Investigation
13860	Will be decided by PIO soon	16/09/2013		Not Specified	Water Demand	NA	NA	NA	Raise Investigation
13855	Will be decided by PIO soon	16/09/2013		ANKUR	Water Demand	NA	NA	NA	Raise Investigation
13852	Will be decided by PIO soon	16/09/2013		ANKUR	Water Demand	NA	NA	NA	Raise Investigation
13851	Will be decided by PIO soon	16/09/2013		Not Specified	Water Demand	NA	NA	NA	Raise Investigation
10022	Moderate	05/01/2011	Global Admin	RAJINDER SINGH CHOUHARY	Others	Chief Engineer Chambal Betwa Basin, Bhopal	Water Resources Circle Bhopal	Water Resources Division Bhopal	INVESTIGATION RAISED

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**Note to the user:** Complaints Management के अंतर्गत दर्ज किए गए Complaints की process dependency 'Litigation Management' module में design की गई है। अर्थात Complaints से संबंधित process 'Litigation Management' module के अंतर्गत होती है।

## 7 References

S. No.	Reference Documents
1	EIMS Task 1 – 4 Reports, TechM
2	MTR I – III, DHV
3	A Compilation of Technical Circulars for Irrigation Works in Madhya Pradesh, B.R. Banga.
4	Department Structure, Proposal Documents provided by WRD
5	Discussions and Minutes of Meetings from various discussions and suggestions.
6	Feedback received from online Trac < <a href="http://mpwrd.gov.in/itmgmt">http://mpwrd.gov.in/itmgmt</a> >
7	SRS and Design Documents of the module.