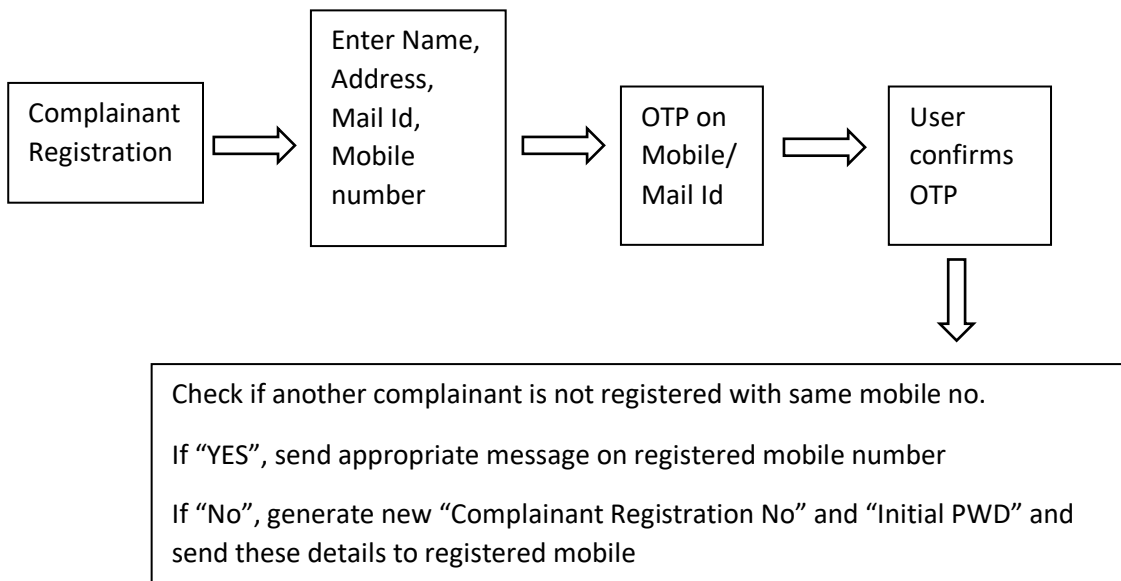


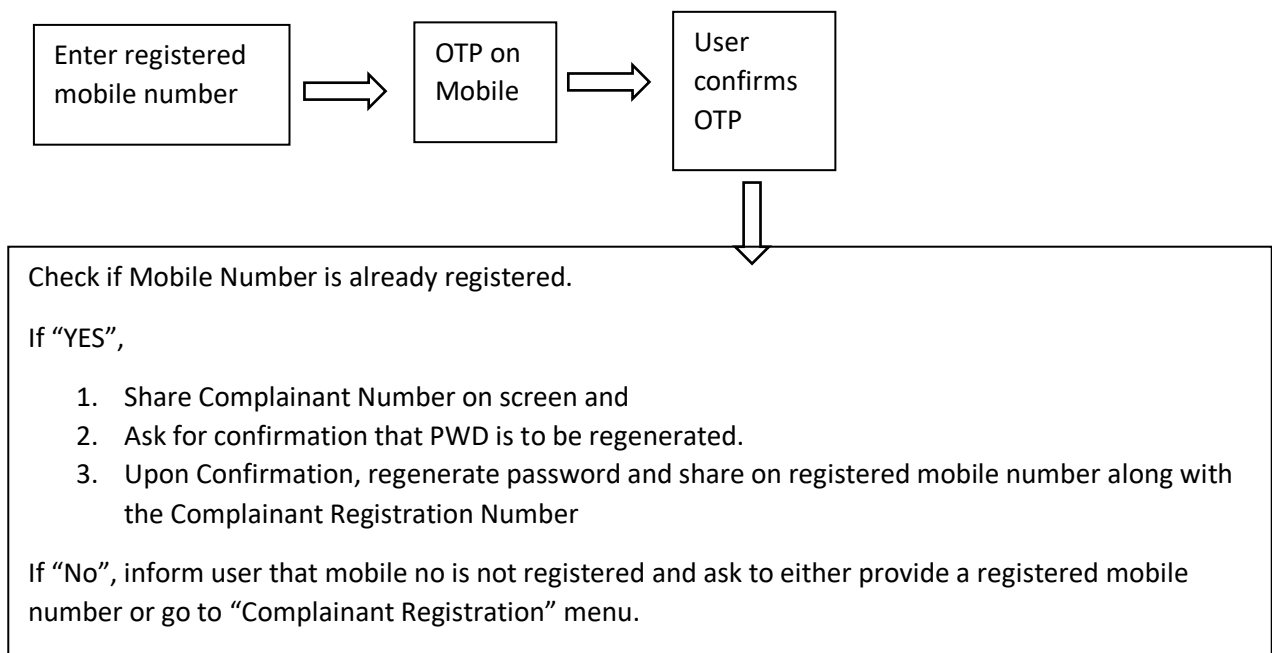
FRMC Portal

1. Registration of Complainant/Forgot Password etc
2. Registration of new Complain Or Updation of ongoing complaint
3. Updation by Nodal Officer
4. Updation by the office of FCO
5. Reports

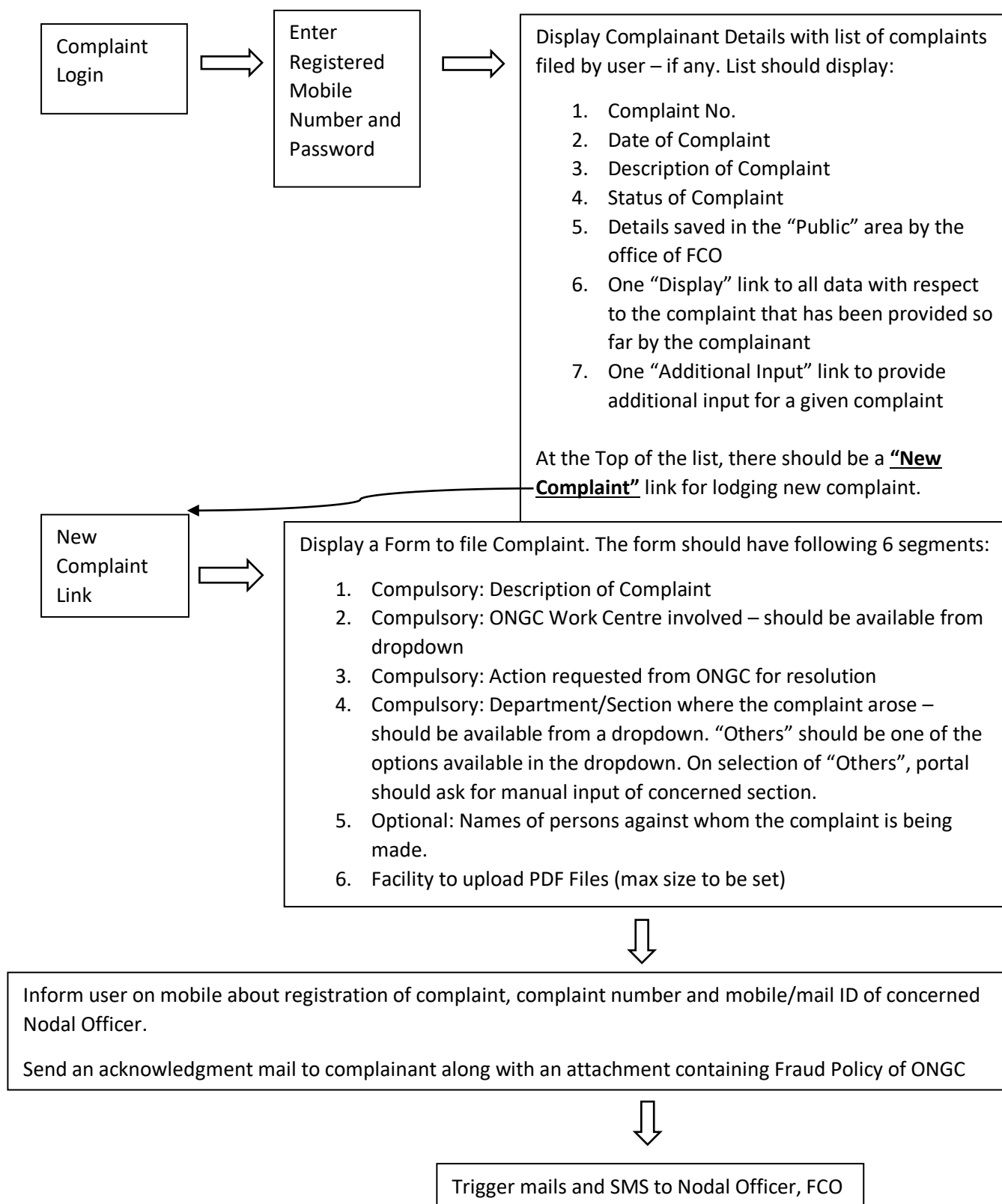
1. Registration of Complainant:



Forgot Password/Complainant Registration Number



2. Registration of new Complain Or Updation of ongoing complaint:



3. Updation by Nodal Officer:

- (i) Nodal Officer should be able to view only those complaints that pertain to him/her.
- (ii) Nodal Officer should have the option of uploading preliminary report.
- (iii) Nodal Officer should have the option of other related documents along with facility to provide descriptions of the uploaded documents.

4. Updation by the office of FCO:

Updation by the
office of FCO



Users from the office of FCO should be able to

1. Update “Detailed Status” of each complaint under two sections
 - a) Public – Visible to all users
 - b) Private – Visible to only the users associated with the office of FCO
2. Only mark a given Status update as “Withdrawn – to be ignored” without being able to delete it.
3. Update details of Nodal Officers, FCO and mapping of Work Centres to Nodal Officers
4. Change “Work Centre” or “Nodal Officer” marked against any open Complaint
5. Mark each complaint as
 - a) “With Nodal Officer”
 - b) “With FCO”
 - c) “Under FRMC deliberations for Closure/Investigation
 - d) “Under Investigation”,
 - e) “Fraud Not Established after FRMC Deliberation” – Complaint archived
 - f) “Fraud Established after FRMC Deliberation” – Complaint archived
 - g) “Fraud Established after FRMC Deliberationas” – Complaint kept open for follow up purposes

Change history – User name, Changes made, Time stamp – should be available for all changes done by the office of FCO

5. Reports

Users from the office of FCO should be able to download all underlying data and attachments.