Contents

1. Introduction
   1.1. Audience
   1.2. Purpose

2. System requirement to run the application software

3. Product Features

4. Application Modules & Operating Instructions
   4.1 Home (Citizen)
   4.2 Lodge Grievance
   4.3 Lodge Reminder/Clarification
   4.4 View Action Status
   4.5 Home (Administrator)
   4.6 Administration
   4.7 Grievance Abstract
   4.8 Monitoring Desk
   4.9 Correspondence letter
   4.10 Search
   4.11 Reports
   4.12 Case Report Received
   4.13 Logout
1. **Introduction:**

1.1 Audience

This user manual has been provided for the users of CPGRAMS application software. It has been assumed that the user has basic working knowledge of computers as well as internet browsing experience and is well versed with grievance redress mechanism.

1.2 Purpose

The purpose of this document is to provide an interface between the users and the application software. It will help users to understand various features of the application and will enable them to operate the software. The objective of the application is to provide an online grievance redress and monitoring system to the citizens and various Departments/Organizations of Government of Orissa.

2. **System requirement to run the application software**

Being a web enabled application any client machine equipped with internet connectivity could run the application software.

3. **Product Features**

The highlights and important features of CPGRAMS application software are as under:

3.1. It is an integrated application system, based on web technology which primarily aims at submission of grievances by the aggrieved citizens from anywhere and any time (24x7) basis for instant and easy communication between the CM Office and citizens resulting in the speedy redress of their grievances.

3.2. CPGRAMS facilitates the system generated unique registration number upon the online submission of grievances from the citizens to the Chief minister’s office through Internet using any Browser Interface.

3.3. Automatic Online Data transmission between Departments/Organisations and the subordinate organizations is facilitated by CPGRAMS.

3.4. CPGRAMS has been designed and developed with a view to achieve the uniform and systematic approach towards monitoring of procedures by adopting a comprehensive classification and standardisation of grievances and redress actions across the government organisations.
3.5. CPGRAMS facilitates the monitoring reports and queries as per the requirement of Departments/Organizations for effective monitoring for pending grievances.

3.6. CPGRAMS facilitates the generation of automated letters like Acknowledgement and Final reply letters etc. for official correspondence with complainants.

4. Application Modules & Operating Instructions

4.1. Home:

Citizen:

In order to access the application from an internet browser, open your internet browser and type http://164.100.42.70/pgrams/or in the address bar and press enter. The following web page will open:

![Image of the application interface]

This is the general interface of the application. The major links (buttons) available on this page would lead you to the following interfaces:

- Lodge Grievance
- Lodge Reminder/Clarification
- View Action Status
4.2. Lodge Grievance:

To register a grievance a citizen has to click on the Lodge Grievance Button and the screen appears as follows:
The citizen has to enter his/her details along with the description of the grievance and can also upload any relevant document in support of the grievance (in PDF format only). The form has some mandatory fields marked as *.

4.3. Lodge Reminder/Clarification:

In case of any delay in the processing of the grievance, a citizen can put a reminder for his/her lodged grievance. In order to put a reminder the citizen has to click on the Lodge reminder/Clarification button on the home page.
4.4. View Action Status:

A citizen can view the status of his/her grievance by clicking on the View Action Status button on the home page and has to provide the details as per the form.

After giving the details the citizen can view the action report/status as follows:

<table>
<thead>
<tr>
<th>Registration Number</th>
<th>:</th>
<th>CMOFF/E/2010/00008</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Complainant</td>
<td>:</td>
<td>B. Kumar</td>
</tr>
<tr>
<td>Received By</td>
<td>:</td>
<td>Office of the Chief Minister</td>
</tr>
<tr>
<td>Received On</td>
<td>:</td>
<td>03-05-2010</td>
</tr>
<tr>
<td>Case Presently with</td>
<td>:</td>
<td>Home</td>
</tr>
<tr>
<td>Current Status</td>
<td>:</td>
<td>UNDER PROCESS</td>
</tr>
<tr>
<td>Reply Received</td>
<td>:</td>
<td>From CM Office</td>
</tr>
</tbody>
</table>

Case Presently Handled By:

<table>
<thead>
<tr>
<th>Officer Name</th>
<th>:</th>
<th>Sri B.K. Behara OAS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designation</td>
<td>:</td>
<td>Joint Secretary</td>
</tr>
<tr>
<td>Address</td>
<td>:</td>
<td>Secretariat</td>
</tr>
<tr>
<td></td>
<td>:</td>
<td>Bhubaneswar</td>
</tr>
<tr>
<td>Phone No.</td>
<td>:</td>
<td></td>
</tr>
<tr>
<td>E-Mail Address</td>
<td>:</td>
<td></td>
</tr>
</tbody>
</table>
Administrator

4.5. Home:

Login Form for CM Office/Departments/Organisations:

The application uses form based authentication security architecture for access control. All users are required to login using a username and password.

After entering the username and password the following screen appears where the list of New grievances is displayed (if any). It also have the feature to navigate to different grievance options like:

- New Grievance(s)
- Pending Grievance(s)
- Disposed Grievance(s)
- Action Taken Report Sent
- All Grievances
Click on the Registration Number to forward the grievance to sub-ordinate Office or to take action;
On the left panel of the screen lists the following categories:

- **Under Examination at our level** - It lists the grievances which are examined at the particular Dept/Org.
- **Forwarded to subordinate organisation** – It lists the grievances which are forwarded to the subordinate organization for further processing.

After Login the top panel of the screen has the following tabs:

- Administration
- Grievance abstract
- Monitoring desk
- Correspondence letters
- Search
- Reports
- Logout

4.6. **Administration:**

The administration panel contains the different options/links as follows:

- **Lodge Postal(Manually Received) Grievance** – Submit a new grievance received by post or manually received.
- **Grievance Category Details** – Create/Modify Grievance Category
• **Change Password**
  - Change Dept/Organisation Password

![Password Change Form](image1)

• **Reset Password**
  - Reset Subordinate Organisation Password

![Password Reset Form](image2)
• **Add/View Organisation** –
  Create/Modify Sub-Organisation

![Add New Organisation form](image)

• **Deactivation / Activation Sub Organisation** –
  Deactivation / Activation Sub-Organisation

![Deactivation form](image)
4.7. Grievance abstract:

It displays all the received grievances.

4.8. Monitoring desk:

It displays the statistics of all grievances (total received, disposed and pending) Organization wise.
4.9. Correspondence letters:

It shows all the correspondence letters issued to the citizen in printable format. It has the options to view the letters in date wise and registration number wise in 2 different categories viz. Acknowledgement and Final Reply.

4.10. Search:

It provides the facility to search any grievance(s) status by providing any keyword like grievance registration number or complaint name.

4.11. Reports:

This section displays the overall statistic of the grievances. The administrator can customize the report as follows:

- **Progress Report with Parameter** –
  
  Display the grievance(s) details within a particular time span.

- **Query Based Report** –
  
  Display the grievance(s) details within a particular time span with an additional feature of grievance status wise (all, new, pending and disposed grievance).

- **Department / Office wise Report** –
  
  Detailed grievance report according to the departments or organisations.
• **Age wise Pendency Report** –

Display reports within a time span from a particular date.

4.12 Case Report Received:

On the left panel under Utilities section **case report received** option is available, on selection of this, Administrator will get the detail about the case which it receives from the subordinate organisation.
4.13. Logout:

The administrator comes out of the application using this link after completion.

**How to process the received grievances?**

In order to assess a new grievance read the grievance content (Grievance Details and Remedial Action Suggested) carefully and decide the action out of the following available options:

- Examined at our level
- Forwarded to subordinate organisation
- No action required

Grievance category needs to be selected only if the grievance has been assessed for the first time. If the grievance needs to be examined at the subordinate organisation then the parent organisation forwards it to the subordinate organisation. The table given below would further explain the actions required and results obtained while assessing the grievances.
Assessing a new grievance:

<table>
<thead>
<tr>
<th>Step No.</th>
<th>Option selected</th>
<th>Action required</th>
<th>Output / Result</th>
<th>Comments</th>
</tr>
</thead>
</table>
| 01       | Examined at our level          | 1. Select appropriate Grievance category.  
2. Enter local file no. if any.  
3. Select Examined at our level as Decision.  
4. Give Remarks if any.                                                                 | Grievance would be moved to pending grievances                                                        | New grievances reduced by 1 while pending grievances incremented by 1.                           |
| 02       | Forwarded to subordinate organisation | 1. Select appropriate Grievance category.  
2. Enter local file no. if any.  
3. Select Forwarded to subordinate organisation as Decision.  
4. Select appropriate subordinate organisation.  
5. Give Forwarding Remarks if any.                                                                 | Grievance would be moved to pending grievances and The grievance has been forwarded to the subordinate organisation. | -DO-                                                                                          |
| 03       | No action required             | 1. Select appropriate Grievance category.  
2. Enter local file no. if any.  
3. Select no action required as Decision.  
4. Select appropriate reason from the list & submit.                                                                 | The grievance has been disposed off.                                                                      | Available only for the CM office.                                                             |
Working with pending grievances:

As soon as a new grievance has been assessed as examined at our level or Forwarded to subordinate organisation, it would be transferred to pending grievances.

<table>
<thead>
<tr>
<th>Step No.</th>
<th>Option selected</th>
<th>Action required</th>
<th>Output / Result</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>01</td>
<td>Examined at our level</td>
<td>1. Select Examined at our level as Decision.</td>
<td>Grievance would be moved to pending grievances</td>
<td>New grievances reduced by 1 while pending grievances incremented by 1.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Give Remarks of the examination result.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>02</td>
<td>Forwarded to subordinate organisation</td>
<td>1. Select Forwarded to subordinate organisation as Decision.</td>
<td>Grievance would be moved to pending grievances and The grievance has been forwarded to the subordinate organisation.</td>
<td>-DO-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Select appropriate subordinate organisation.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Give Forwarding Remarks if any.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>