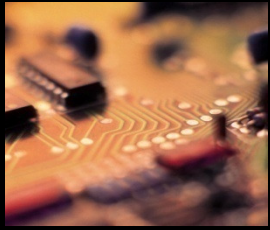


# **PPT for Centralized Public Grievances Redress And Monitoring System (CPGRAMS) Administrator**

**Centralized Public Grievances Redress And Monitoring System is developed by National Informatics Centre with cooperation of the Chief Minister's office Orissa.**



Home/Login :

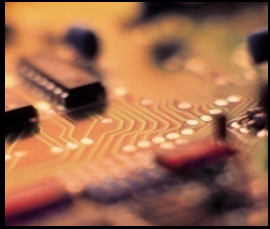
This is the Login page for all sort of administrative work of CPGRAMS.

The screenshot shows the login page for the Chief Minister Grievance Redressal Portal. At the top, there is a banner with a portrait of a man on the left, the Government of Orissa emblem in the center, and a group of people on the right. Below the banner, the text reads "Chief Minister Grievance Redressal Portal" and "Government Of Orissa". A sub-header states "A Collaborative Endeavour of Department of AR&PG, Government of India & Government of Orissa".

The main content area features two login options:

- Login for Public Grievance Officers**: Includes a sub-header "(For official use)", fields for "Username:" and "Password:", and a "Login" button.
- For Citizens**: Includes buttons for "Lodge Grievance", "Lodge Reminder/Clarification", and "View Action Status", along with a "Change Password" link.

The footer contains navigation links: "Government of Orissa | Contact Us | FeedBack | National Portal of India". Below this, it states "Designed, developed and hosted by National Informatics Centre" and features the NIC logo with the tagline "THE IT SUPPORT PROFESSIONALS".



After login to the Administrative part of CPGRAMS it shows all the details of the grievances.

Administration | Grievance Abstract | Monitoring Desk | Correspondence Letters | Search | Reports | Logout

Welcome Bijayananda Pattnaik Office of the Chief Minister

**Pick a category:**

- New Grievance**
- Pending Grievance**
  - Under Examination at our level
  - Forwarded to subordinate organisation

**Utilities:**

- Case Reports Received
- Overdue Case(s)
- Feedback Received

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

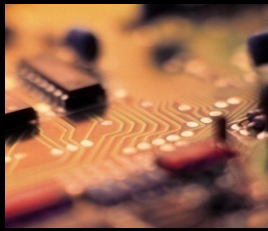
**Search**

[Print](#)

New Grievances			
Registration No.	Registration Date	Name	Status/Remarks/(Target Date)
CMOFF/E/2010/00002	20-02-2010	P. K. Sahoo	Received from Citizen
CMOFF/E/2010/00009	07-05-2010	Krushna Chandra Majhi	Received from Citizen
CMOFF/P/2010/00003	12-05-2010	c.mohapatra	Received from Citizen
CMOFF/E/2010/00015	24-05-2010	Biswajit	Received from Citizen

**Total number of records :4**

Click on a new Grievance to see the details and further actions.



NIC Orissa State Center

Administration | Grievance Abstract | Monitoring Desk | Correspondence Letters | Search | Reports | Logout

Welcome Bijayananda Pattnaik Office of the Chief Minister

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

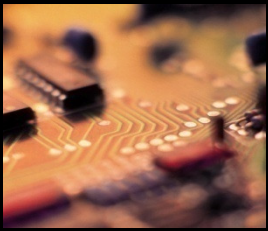
**Details :**

<b>Registration No.</b>	CMOFF/E/2010/00002	<b>Received By</b>	Office of the Chief Mini
<b>Name</b>	P. K. Sahoo	<b>Received Date</b>	20-02-2010
<b>Address</b>	Aryapalli Bhubaneswar Orissa India	<b>Attachment</b>	None
<b>Contact No</b>		<b>Current Status</b>	RECEIVED THE GRIEVANCE
<b>Email Address</b>	pk_sahoo@yahoo.com		
<b>Grievance Details</b>	Regarding land mutation case		
<b>Remedial Action Suggested</b>	Tahasildar may be instructed to do the needful		

**Take Action**

<b>Grievance Category</b>	----- Select -----	<b>Grievance Redress Time(in days)</b>	30
<b>Local File No.</b>			
<b>Decision</b>	---Select---		
	<input type="button" value="Submit"/>		

Action Date	Description	Sent By	Case Presently With	Case Report Attachment
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	



## Select the appropriate grievance category.

[Administration](#) [Grievance Abstract](#) [Monitoring Desk](#) [Correspondence Letters](#) [Search](#) [Reports](#) [Logout](#)

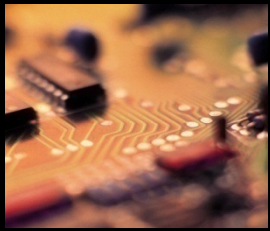
Welcome Bijayananda Pattnaik

Office of the Chief Minister

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

### Details :

<b>Registration No.</b>	<input type="text" value="CMOFF/E/2010/00002"/>	<b>Received By</b>	<input type="text" value="Office of the Chief Mini:"/>
<b>Name</b>	<input type="text" value="P. K. Sahoo"/>	<b>Received Date</b>	<input type="text" value="20-02-2010"/>
<b>Address</b>	<input type="text" value="Aryapalli&lt;br/&gt;Bhubaneswar&lt;br/&gt;Orissa&lt;br/&gt;India"/>	<b>Attachment</b>	<input type="text" value="None"/>
<b>Contact No</b>	<input type="text"/>	<b>Current Status</b>	<input type="text" value="RECEIVED THE GRIEVANCE"/>
<b>Email Address</b>	<input type="text" value="pksahoo@yahoo.com"/>		
<b>Grievance Details</b>	<input type="text" value="Regarding land mutation case"/>		
<b>Remedial Action Suggested</b>	<input type="text" value="to do the needful"/>		
<b>Take Action</b>			
<b>Grievance Category</b>	<input type="text" value="----- Select -----"/> <ul style="list-style-type: none"><li>contaminated water supply</li><li>Civic amenities/Quality of service</li><li>Law &amp; Order</li><li>Revenue/Land/Tax</li><li>Compensations/Refunds</li><li>Social Evils</li><li>Retirement dues</li><li>Service matters</li><li>Requests</li><li>Allegation of corruption/malpractices</li><li>Allegation of harrassment/misbehaviour</li><li>Scheduled castes/STs/Backward</li><li>Central Govt : Miscellaneous</li><li>Allegation of corruption/malpractices</li><li>Legal Redress</li><li>Urgent</li></ul>	<b>Grievance Redress Time(in days)</b>	<input type="text" value="30"/>
<b>Local File No.</b>	<input type="text"/>		
<b>Decision</b>	<input button"="" type="text" value="Submit"/>		



## Select the appropriate Decision

[New Grievance\(s\)](#) | 
 [Pending Grievance\(s\)](#) | 
 [Disposed Grievance\(s\)](#) | 
 [Action Taken Report Sent](#) | 
 [All Grievances](#)

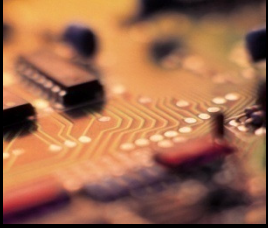
### Details :

<b>Registration No.</b>	CMOFF/E/2010/00002	<b>Received By</b>	Office of the Chief Mini
<b>Name</b>	P. K. Sahoo	<b>Received Date</b>	20-02-2010
<b>Address</b>	Aryapalli Bhubaneswar Orissa India	<b>Attachment</b>	None
<b>Contact No</b>		<b>Current Status</b>	RECEIVED THE GRIEVANCE
<b>Email Address</b>	pkasahoo@yahoo.com		
<b>Grievance Details</b>	Regarding land mutation case		
<b>Remedial Action Suggested</b>	Tahasildar may be instructed to do the needful		

### Take Action

<b>Grievance Category</b>	----- Select -----	<b>Grievance Redress Time(in days)</b>	30
<b>Local File No.</b>			
<b>Decision</b>	---Select--- ---Select--- Examined at our Level Forwarded to Subordinate Organisation No Action Required		

Action Date	Description	Sent By	Case Presently With	Case Report Attachment
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	

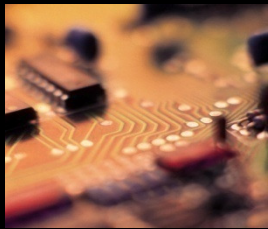


Suppose the grievance is related to Land, then select the Revenue/Land/Tax option at the grievance category select box.

If the grievance is to be handled with any sub-ordinate organization then select “Forward to the subordinate Organization” from decision select box.

Select the appropriate subordinate organization from the list.

Mention any other details regarding to the grievance as the “Forwarding Remark”.



# NIC Orissa State Center

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

### Details :

<b>Registration No.</b>	<input type="text" value="CMOFF/E/2010/00002"/>	<b>Received By</b>	<input type="text" value="Office of the Chief Mini"/>
<b>Name</b>	<input type="text" value="P. K. Sahoo"/>	<b>Received Date</b>	<input type="text" value="20-02-2010"/>
<b>Address</b>	<input type="text" value="Aryapalli&lt;br/&gt;Bhubaneswar&lt;br/&gt;Orissa&lt;br/&gt;India"/>	<b>Attachment</b>	<input type="text" value="None"/>
<b>Contact No</b>	<input type="text"/>	<b>Current Status</b>	<input type="text" value="RECEIVED THE GRIEVANCE"/>
<b>Email Address</b>	<input type="text" value="pksahoo@yahoo.com"/>		
<b>Grievance Details</b>	<input type="text" value="Regarding land mutation case"/>		
<b>Remedial Action Suggested</b>	<input type="text" value="Tahasildar may be instructed to do the needful"/>		

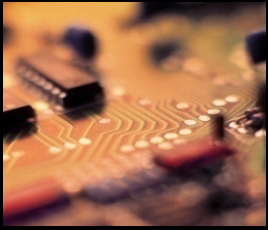
### Take Action

<b>Grievance Category</b>	<input type="text" value="Revenue/Land/Tax"/>	<b>Grievance Redress Time(in days)</b>	<input type="text" value="30"/>
<b>Local File No.</b>	<input type="text"/>		
<b>Decision</b>	<input type="text" value="Forwarded to Subordinate Organisation"/>		
<b>Sub Ordinate</b>	<input type="text" value="Collectorate Malkangiri"/> <input type="button" value="Add Organisation"/>		
<b>Whether Follow-up Required or not?</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No		

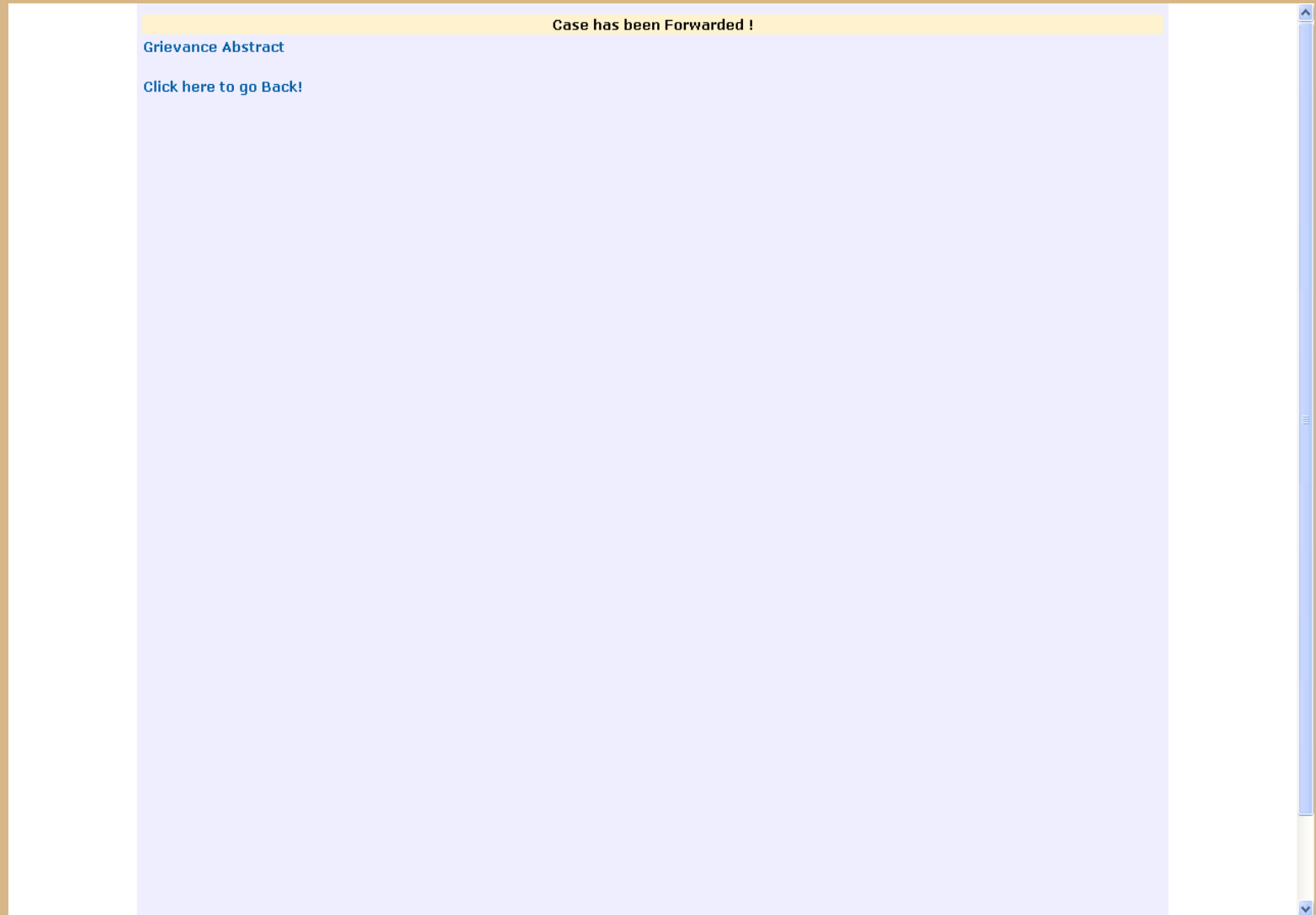
### Forwarding Remarks

Action Date	Description	Sent By	Case Presently With	Case Report Attachment
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	

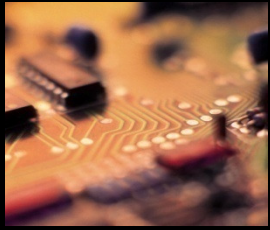




Click on the Submit Button and the Grievance is forwarded to the sub-ordinate Organization (Collectorate Malkangiri).



Now the Grievance is under the Collector Malkangiri as new grievance.



Collector Malkangiri enters the username and password on the login panel of the Home page.

Chief Minister Grievance Redressal Portal  
Government Of Orissa

A Collaborative Endeavour of Department of AR&PG, Government of India & Government of Orissa

**Login for Public Grievance Officers**

(For official use)

Username:

Password:

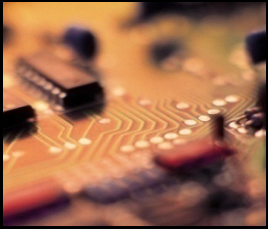
**For Citizens**

[Change Password](#)

Government of Orissa | [Contact Us](#) | [FeedBack](#) | [National Portal of India](#)

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NATIONAL INFORMATICS CENTRE  
**NIC**  
THE IT SUPPORT PROFESSIONALS



The received grievance appears as new grievance on the first page. It also shows the expected date by which the grievance has to be solved (shown in red color).

Administration | Grievance Abstract | Monitoring Desk | Correspondence Letters | Search | Reports | Logout

Welcome Shri R. Vineel Krishna IAS Collectorate Malkangiri

**Pick a category:**

- [New Grievance](#)
- [Pending Grievance](#)
  - Under Examination at our level
  - Forwarded to subordinate organisation

**New Grievance(s) | Pending Grievance(s) | Disposed Grievance(s) | Action Taken Report Sent | All Grievances**

**Search**

type keyword here

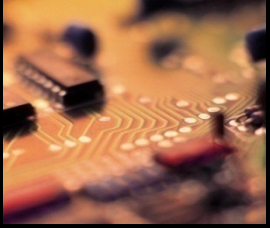
[Print](#)

New Grievances			
Registration No.	Registration Date	Name	Status/Remarks/(Target Date)
CMOFF/E/2010/00002	20-02-2010	P. K. Sahoo	Received from Office of the Chief Minister Remarks: Action to be taken at Tahsil level <b>(25-06-2010)</b>

Total number of records :1

**Utilities:**

- [Case Reports Received](#)
- [Overdue Case\(s\)](#)



By clicking on the grievance it shows the details of the grievance submitted by the citizen and forwarded by CM office.

The action details of the grievance can also be viewed at the bottom panel of the page.

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

**Details :**

<b>Registration No.</b>	CMOFF/E/2010/00002	<b>Received By</b>	Office of the Chief Mini
<b>Name</b>	P. K. Sahoo	<b>Received Date</b>	20-02-2010
<b>Address</b>	Aryapalli Bhubaneswar Orissa India	<b>Attachment</b>	None
<b>Contact No</b>		<b>Current Status</b>	TAKEN UP WITH SUBORDINATE ORGANISATION
<b>Email Address</b>	pksahoo@yahoo.com	<b>Target Date</b>	25-06-2010
<b>Grievance Details</b>	Regarding land mutation case		
<b>Remedial Action Suggested</b>	Tahasildar may be instructed to do the needful		

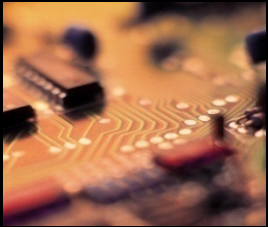
**Forwarding Remarks**

Action to be taken at Tahsil level

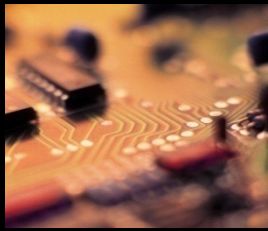
**Take Action**

**Decision**

Action Date	Description	Sent By	Case Presently With	Case Report Attachment
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Office of the Chief Minister	Collectorate Malkangiri	
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	



NIC Orissa State Center



If the grievance can be solved at the current level then after the required action done for the grievance, select “Examined at our level” from the decision select box which forwards the grievance back to the CM office.

Administration | Grievance Abstract | Monitoring Desk | Correspondence Letters | Search | Reports | Logout

Welcome Shri R. Vineel Krishna IAS Collectorate Malkangiri

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

**Details :**

<b>Registration No.</b>	CMOFF/E/2010/00002	<b>Received By</b>	Office of the Chief Mini:
<b>Name</b>	P. K. Sahoo	<b>Received Date</b>	20-02-2010
<b>Address</b>	Aryapalli Bhubaneswar Orissa India	<b>Attachment</b>	None
<b>Contact No</b>		<b>Current Status</b>	TAKEN UP WITH SUBORDINATE ORGANISATION
<b>Email Address</b>	pksahoo@yahoo.com	<b>Target Date</b>	25-06-2010
<b>Grievance Details</b>	Regarding land mutation case		
<b>Remedial Action Suggested</b>	Tahasildar may be instructed to do the needful		

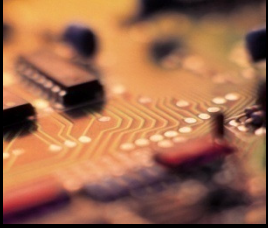
**Forwarding Remarks**  
Action to be taken at Tahsil level

**Take Action**

**Decision** Examined at our Level

**Remarks**  
We have examined the case

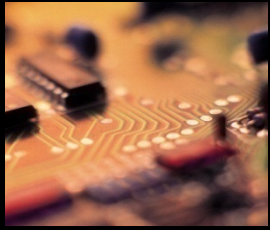
Action Date	Description	Sent By	Case Presently With	Case Report Attachment
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Office of the Chief Minister	Collectorate Malkangiri	
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	



If the grievance is to be handled by any further subordinate organization then select “Forwarded to subordinate organization” from the decision select box.

Select the appropriate subordinate organization from the Sub ordinate select box (Sub Collector Office).

Provide some forwarding remarks, if any.



# NIC Orissa State Center

India

**Contact No**

**Email Address**

**Grievance Details**

**Current Status**

**Target Date**

**Remedial Action Suggested**

**Forwarding Remarks**

**Take Action**

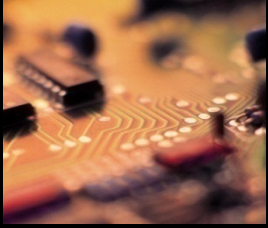
**Decision**

**Sub Ordinate**

**Forwarding Remarks**

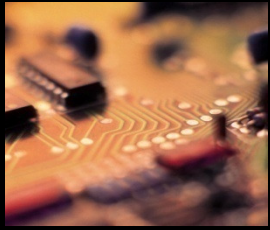
Action Date	Description	Sent By	Case Presently With	Case Report Attachment
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Office of the Chief Minister	Collectorate Malkangiri	
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	





After providing Forwarding remarks click on the Submit.





Sub Collector Malkangiri enters the username and password on the login panel of the Home page.

Chief Minister Grievance Redressal Portal  
Government Of Orissa

A Collaborative Endeavour of Department of AR&PG, Government of India & Government of Orissa

**Login for Public Grievance Officers**

(For official use)

Username:

Password:

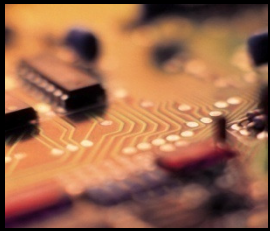
**For Citizens**

[Change Password](#)

Government of Orissa | [Contact Us](#) | [FeedBack](#) | [National Portal of India](#)

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INFORMATICS  
CENTRE  
THE IT SUPPORT PROFESSIONALS



The received grievance appears as new grievance on the first page of Sub collector Malkangiri.

Administration | **Grievance Abstract** | Monitoring Desk | Correspondence Letters | Search | Reports | Logout

Welcome Sub Collector Malkangiri Sub Collector Office

**Pick a category:**

- [New Grievance](#)
- [Pending Grievance](#)
  - Under Examination at our level
  - Forwarded to subordinate organisation

**New Grievance(s) | Pending Grievance(s) | Disposed Grievance(s) | Action Taken Report Sent | All Grievances**

**Search**

type keyword here

[Print](#)

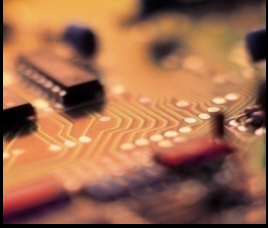
**New Grievances**

Registration No.	Registration Date	Name	Status/Remarks/(Target Date)
CMOFF/E/2010/00002	20-02-2010	P. K. Sahoo	Received from Collectorate Malkangiri Remarks: Please take necessary action <b>(25-06-2010)</b>

Total number of records :1

**Utilities:**

- [Case Reports Received](#)
- [Overdue Case\(s\)](#)

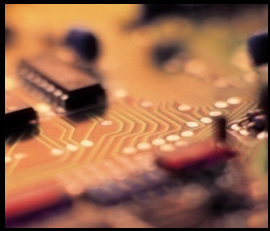


Click on the grievance to view the details.

If the grievance is to be handled by any further subordinate organization then select “Forwarded to subordinate organization” from the decision select box.

Select the appropriate subordinate organization from the Sub ordinate select box (say, Tahasil Malkangiri).

Provide some forwarding remarks, if any.



# NIC Orissa State Center

Contact No	<input type="text"/>	Current Status	TAKEN UP WITH SUBORDINATE ORGANISATION
Email Address	pkasahoo@yahoo.com	Target Date	25-06-2010
Grievance Details	Regarding land mutation case		
Remedial Action Suggested	Tahasildar may be instructed to do the needful		

**Forwarding Remarks**  
Please take necessary action

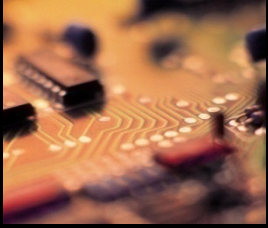
**Take Action**

Decision: Forwarded to Subordinate Organisation

Sub Ordinate: Tehsil Office Malkangiri

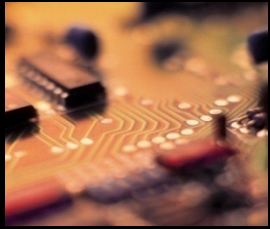
Forwarding Remarks: Please take the necessary

Action Date	Description	Sent By	Case Presently With	Case Report Attachment
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Collectorate Malkangiri	Sub Collector Office	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Office of the Chief Minister	Collectorate Malkangiri	
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	



After providing Forwarding remarks click on the Submit.





The received grievance appears as new grievance on the first page of Tahasil Office Malkangiri.

Administration | Grievance Abstract | Monitoring Desk | Correspondence Letters | Search | Reports | Logout

Welcome Tehsildar Malkangiri Tehsil Office Malkangiri

**Pick a category:**

- [New Grievance](#)
- [Pending Grievance](#)
  - Under Examination at our level
  - Forwarded to subordinate organisation

**New Grievance(s) | Pending Grievance(s) | Disposed Grievance(s) | Action Taken Report Sent | All Grievances**

**Search**

[Print](#)

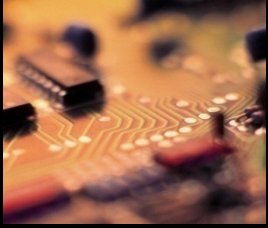
**New Grievances**

Registration No.	Registration Date	Name	Status/Remarks/(Target Date)
CMOFF/E/2010/00002	20-02-2010	P. K. Sahoo	Received from Sub Collector Office Remarks: Please take the necessary action at your end <b>(25-06-2010)</b>

Total number of records :1

**Utilities:**

- [Case Reports Received](#)
- [Overdue Case\(s\)](#)



The upper level office can also send reminders to its subordinate office for any delay.

Say the Tahasil office Malkangiri is delaying the processing of a particular grievance, the Sub Collector office Malkangiri can put a reminder by choosing it from the pending grievance(s) option.

Clicking on a grievance shows the option “Remainder sent to Forwarded Organization” in the Decision box.

After selecting the option “Remainder sent to Forwarded Organization” and giving any forwarding remarks, click submit to give a reminder.



[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

**Details :**

<b>Registration No.</b>	CMOFF/E/2010/00002	<b>Received By</b>	Office of the Chief Mini:
<b>Name</b>	P. K. Sahoo	<b>Received Date</b>	20-02-2010
<b>Address</b>	Aryapalli Bhubaneswar Orissa India	<b>Attachment</b>	None
<b>Contact No</b>		<b>Current Status</b>	EXAMINED AT OUR LEVEL
<b>Email Address</b>	pksahoo@yahoo.com	<b>Target Date</b>	25-06-2010
<b>Grievance Details</b>	Regarding land mutation case		
<b>Remedial Action Suggested</b>	Tahasildar may be instructed to do the needful		

**Forwarding Remarks**

Please take necessary action

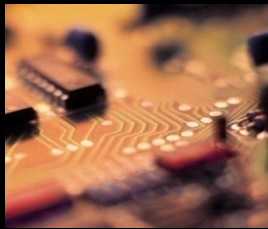
**Take Action**

**Decision**

**Reminder Details**

The grievance is getting delayed. So please do the needful as soon as possible.

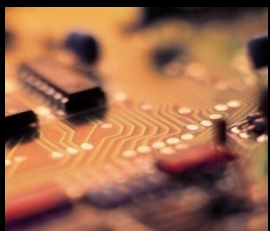
Action Date	Description	Sent By	Case Presently With	Case Report Attachment
27-05-2010	EXAMINED AT OUR LEVEL	Tehsil Office Malkangiri	Tehsil Office Malkangiri	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Sub Collector Office <i>Forwarding Remarks:</i> Please take the necessary action at your end	Tehsil Office Malkangiri	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Collectorate Malkangiri	Sub Collector Office	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Office of the Chief Minister	Collectorate Malkangiri	
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	



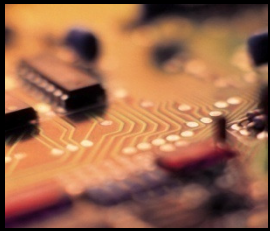
NIC Orissa State Center

Reminder Sent Successfully!

Grievance Abstract



**NIC Orissa State Center**



The reminder of the grievance appears along with the pending grievance at Tahasil Office Malkangiri.

Pick a category:

[New Grievance](#)

Pending Grievance

[Under Examination at our level](#)

[Forwarded to subordinate organisation](#)

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

Search

[Print](#)

Pending Grievances

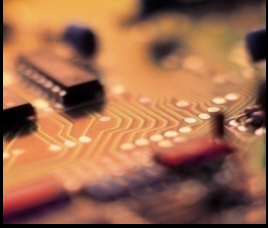
Registration No.	Registration Date	Name	Status/Remarks/(Target Date)
CMOFF/E/2010/00002 <span>Reminder Received</span>	20-02-2010	P. K. Sahoo	EXAMINED AT OUR LEVEL <span>(25-06-2010)</span>

Total number of records :1

Utilities:

[Case Reports Received](#)

[Overdue Case\(s\)](#)



Click on the grievance to view the details.

If the grievance is to be handled by any further subordinate organization then select “Forwarded to subordinate organization” from the decision select box.

Here no more subordinate offices are available. Hence the list box is empty.

Take the necessary action at the current level and close the further processing of the grievance by selecting the option “Examined at our level” from decision select box.

Provide some forwarding remarks, if any.

It will move the grievance to its Higher Organization. (Sub Collector’s office)

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

**Details :**

<b>Registration No.</b>	CMOFF/E/2010/00002	<b>Received By</b>	Office of the Chief Mini
<b>Name</b>	P. K. Sahoo	<b>Received Date</b>	20-02-2010
<b>Address</b>	Aryapalli Bhubaneswar Orissa India	<b>Attachment</b>	None
<b>Contact No</b>		<b>Current Status</b>	TAKEN UP WITH SUBORDINATE ORGANISATION
<b>Email Address</b>	pksahoo@yahoo.com	<b>Target Date</b>	25-06-2010
<b>Grievance Details</b>	Regarding land mutation case		
<b>Remedial Action Suggested</b>	Tahasildar may be instructed to do the needful		

**Forwarding Remarks**

Please take the necessary action at your end

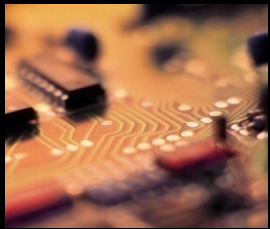
**Take Action**

**Decision**

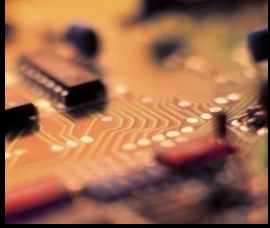
**Remarks**

Disposed at our level

Action Date	Description	Sent By	Case Presently With	Case Report Attachment
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Sub Collector Office	Tehsil Office Malkangiri	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Collectorate Malkangiri	Sub Collector Office	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Office of the Chief Minister	Collectorate Malkangiri	
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	



NIC Orissa State Center

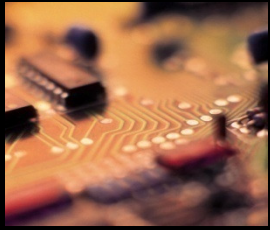


After submitting, the screen shows “Case has been taken up for Examination”.

It means the case/grievance is now disposed from the current level and forwarded to the Higher Organization for next action

Case has been taken up for Examination

Grievance Abstract



The case is now with the sub collector's office.

The sub collector can now close the grievance for his level by choosing "Forward the report to Higher Organization" option from Decision list.

**Remedial Action Suggested**

Tahasildar may be instructed to do the needful

---

**Action taken Report : 1 Received from :** Tehsil Office Malkangiri **On :** 27-05-2010

**Attachment** None

**Whether the Case has been Disposed of** Disposed Of

Case disposed at our level

**Details of Action Taken**

---

**Forwarding Remarks**

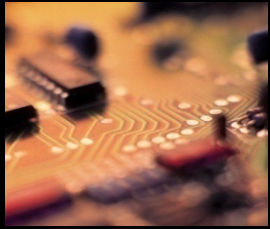
Please take necessary action

---

**Decision**

---Select---  
 ---Select---  
 Seek Clarification from Subordinate Organisation  
 Seek Clarification from Complainant  
**Forward the Report to Higher Organisation**

Action Date	Description	Sent By	Case Presently With	Case Report Attachment
27-05-2010	CASE REPORT SENT AND DISPOSED LOCALLY	Tehsil Office Malkangiri	Sub Collector Office	
27-05-2010	REMINDER SENT TO FORWARDED ORGANISATION	Sub Collector Office	Tehsil Office Malkangiri	
27-05-2010	EXAMINED AT OUR LEVEL	Tehsil Office Malkangiri	Tehsil Office Malkangiri	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Sub Collector Office Forwarding Remarks: Please take the necessary action at your end	Tehsil Office Malkangiri	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Collectorate Malkangiri	Sub Collector Office	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Office of the Chief Minister	Collectorate Malkangiri	
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	



After choosing the “Forwarded to Higher Organization” will ask for different options.

Choose the appropriate options and submit by providing some Remarks (optional)

Whether the Case has been Disposed of  Disposed Of

Details of Action Taken

Case disposed at our level

**Forwarding Remarks**

Please take necessary action

Decision

Whether the Case has been Disposed of  Pending  Disposed Of

Disposal Type  Accepted  Rejected  Partially Accepted

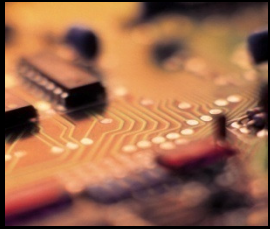
Whether the Complainant has been informed Accordingly?  Yes  No

Attachment of Case Report

Remarks

Action Date	Description	Sent By	Case Presently With	Case Report Attachment
27-05-2010	CASE REPORT SENT AND DISPOSED LOCALLY	Tehsil Office Malkangiri	Sub Collector Office	
27-05-2010	REMINDER SENT TO FORWARDED ORGANISATION	Sub Collector Office	Tehsil Office Malkangiri	
27-05-2010	EXAMINED AT OUR LEVEL	Tehsil Office Malkangiri	Tehsil Office Malkangiri	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Sub Collector Office	Tehsil Office Malkangiri	
	Forwarding Remarks: Please take the necessary action at your end			
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Collectorate Malkangiri	Sub Collector Office	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Office of the Chief Minister	Collectorate Malkangiri	
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	





For example we choose the following options and added some Remarks.

**Whether the Case has been Disposed of** Disposed Of

Case disposed at our level

**Details of Action Taken**

**Forwarding Remarks**

Please take necessary action

**Decision** Forward the Report to Higher Organisation

**Whether the Case has been Disposed of**  Pending  Disposed Of

**Disposal Type**  Accepted  Rejected  Partially Accepted

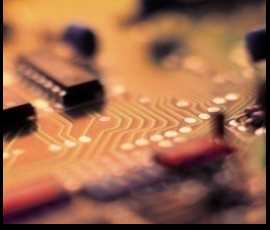
**Whether the Complainant has been informed Accordingly?**  Yes  No

**Attachment of Case Report**

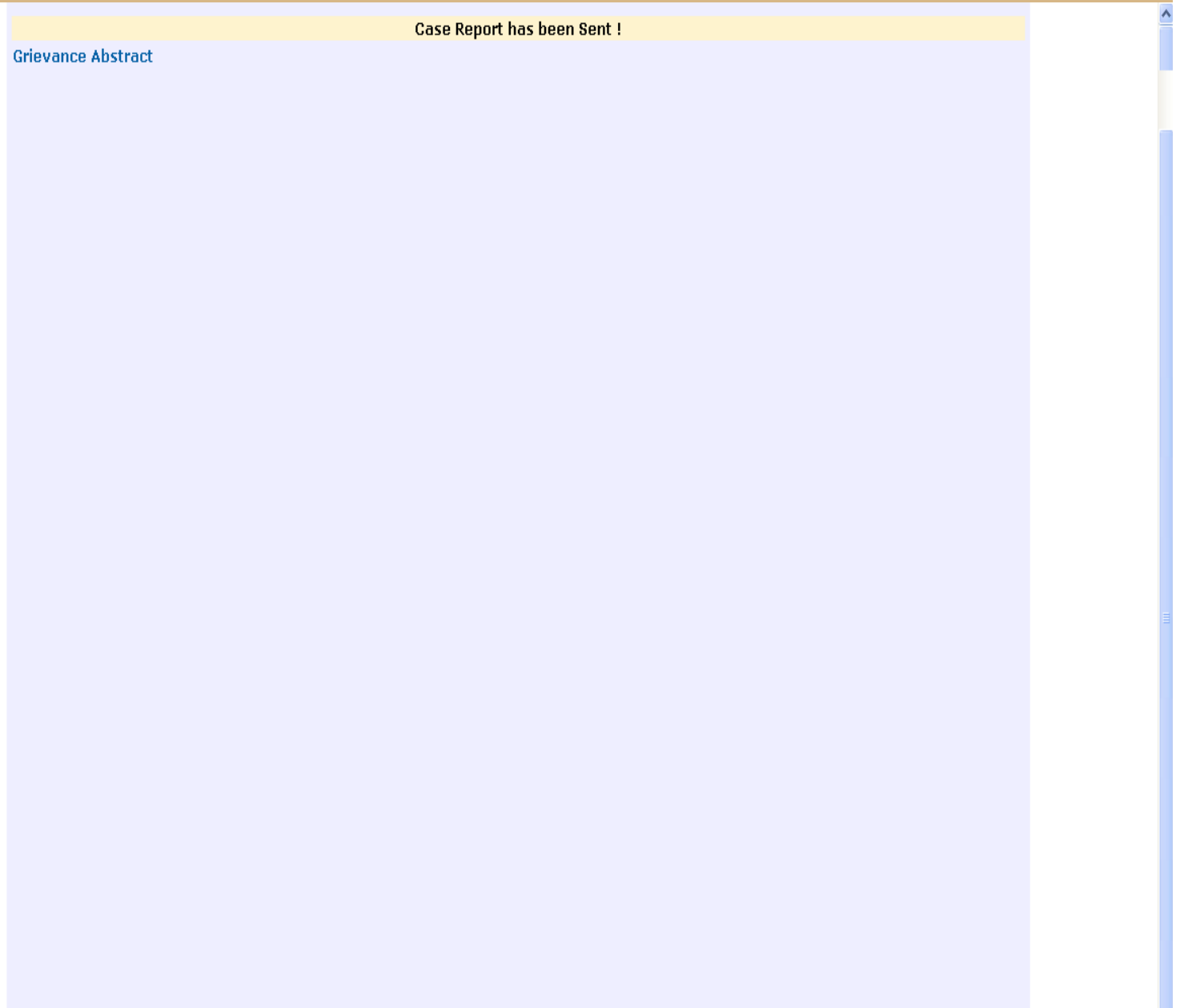
**Remarks**

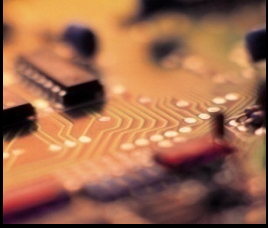
Case disposed at sub collector's office

Action Date	Description	Sent By	Case Presently With	Case Report Attachment
27-05-2010	CASE REPORT SENT AND DISPOSED LOCALLY	Tehsil Office Malkangiri	Sub Collector Office	
27-05-2010	REMINDER SENT TO FORWARDED ORGANISATION	Sub Collector Office	Tehsil Office Malkangiri	
27-05-2010	EXAMINED AT OUR LEVEL	Tehsil Office Malkangiri	Tehsil Office Malkangiri	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Sub Collector Office Forwarding Remarks: Please take the necessary action at your end	Tehsil Office Malkangiri	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Collectorate Malkangiri	Sub Collector Office	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Office of the Chief Minister	Collectorate Malkangiri	
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	



It shows “Case Report has been Sent” on successful submission.

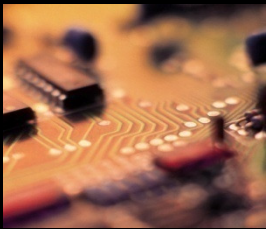




The case moves to the next Higher Organization(i.e., Collectors office”).

The grievance is now available as the pending grievance in Collector’s office.

The grievance is flashed with the tag “Report Received” (in green color).



# NIC Orissa State Center

**Pick a category:**

[New Grievance](#)

**Pending Grievance**

Under Examination at our level

Forwarded to subordinate organisation

**Utilities:**

[Case Reports Received](#)

[Overdue Case\(s\)](#)

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

**Search**

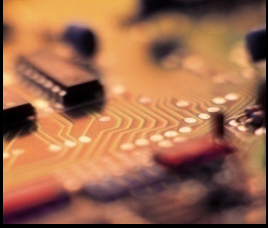


[Print](#)

**Pending Grievances**

Registration No.	Registration Date	Name	Status/Remarks/(Target Date)
CMOFF/E/2010/00002 <small>Report Received</small>	20-02-2010	P. K. Sahoo	TAKEN UP WITH Sub Collector Office Remarks: Please take necessary action <b>(25-06-2010)</b>
CMOFF/E/2010/00013	12-05-2010	s k mallick	TAKEN UP WITH Sub Collector Office Remarks: please examine <b>(11-06-2010)</b>
CMOFF/E/2010/00014	12-05-2010	Rushi Majhi	TAKEN UP WITH Sub Collector Office Remarks: examine <b>(11-06-2010)</b>

Total number of records :3

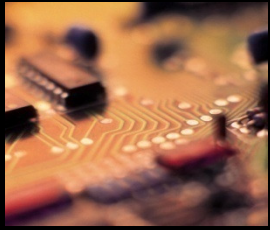


The grievance is now taken up by the Collector for further actions.

Lets assume that the grievance requires no more actions at Collector level.

So to dispose the grievance from collector to the Higher Organization, choose “Forward the report to Higher Organization” option from Decision list.

Provide the appropriate details, remark and submit.



# NIC Orissa State Center

**Details :**

<b>Registration No.</b>	CMOFF/E/2010/00002	<b>Received By</b>	Office of the Chief Mini:
<b>Name</b>	P. K. Sahoo	<b>Received Date</b>	20-02-2010
<b>Address</b>	Aryapalli Bhubaneswar Orissa India	<b>Attachment</b>	None
<b>Contact No</b>		<b>Current Status</b>	CASE REPORT SENT AND DISPOSED LOCALLY
<b>Email Address</b>	pksahoo@yahoo.com	<b>Target Date</b>	25-06-2010
<b>Grievance Details</b>	Regarding land mutation case		
<b>Remedial Action Suggested</b>	Tahasildar may be instructed to do the needful		

**Action taken Report : 2 Received from :** Sub Collector Office **On :** 27-05-2010

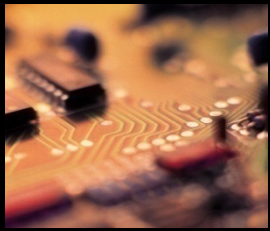
<b>Attachment</b>	None
<b>Whether the Case has been Disposed of</b>	Disposed Of
<b>Details of Action Taken</b>	disposed

**Forwarding Remarks**  
Action to be taken at Tahsil level

**Decision** Forward the Report to Higher Organisation

<b>Whether the Case has been Disposed of</b>	<input type="radio"/> Pending <input checked="" type="radio"/> Disposed Of <input checked="" type="radio"/> Accepted <input type="radio"/> Rejected <input type="radio"/> Partially Accepted
<b>Disposal Type</b>	<input checked="" type="radio"/> Yes <input type="radio"/> No
<b>Whether the Complainant has been informed Accordingly?</b>	<input type="text"/> <input type="button" value="Browse..."/>
<b>Attachment of Case Report</b>	
<b>Remarks</b>	Case Disposed from collector

Action Date	Description	Sent By	Case Presently With	Case Report Attachment
27-05-2010	CASE REPORT SENT AND DISPOSED LOCALLY	Sub Collector Office	Collectorate Malkangiri	
27-05-2010	CASE REPORT SENT AND DISPOSED LOCALLY	Tehsil Office Malkangiri	Sub Collector Office	
27-05-2010	REMINDER SENT TO FORWARDED ORGANISATION	Sub Collector Office	Tehsil Office Malkangiri	
27-05-2010	EXAMINED AT OUR LEVEL	Tehsil Office Malkangiri	Tehsil Office Malkangiri	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Sub Collector Office	Tehsil Office Malkangiri	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Collectorate Malkangiri <i>Forwarding Remarks:</i> Please take necessary action	Sub Collector Office	
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Office of the Chief Minister	Collectorate Malkangiri	
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister	



The grievance is now taken up with the CM office.

Pick a category:

New Grievance

Pending Grievance

Under Examination at our level

Forwarded to subordinate organisation

Utilities:

Case Reports Received

Overdue Case(s)

Feedback Received

New Grievance(s) | Pending Grievance(s) | Disposed Grievance(s) | Action Taken Report Sent | All Grievances

Search

type keyword here

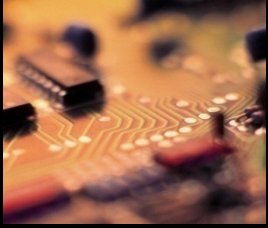
Search

Print

Pending Grievances

Registration No.	Registration Date	Name	Status/Remarks/(Target Date)
CMOFF/E/2010/00002 <small>Report Received</small>	20-02-2010	P. K. Sahoo	TAKEN UP WITH Collectorate Malkangiri Remarks:Action to be taken at Tahsil level (25-06-2010)
CMOFF/E/2010/00006 <small>Reminder Received</small>	26-03-2010	K K Patro	TAKEN UP WITH SP Office Khurda BBSR Remarks:From CM to SP Khordha (02-06-2010)
CMOFF/E/2010/00008	03-05-2010	B Kumar	TAKEN UP WITH Home Remarks:Take action ASAP (02-06-2010)
CMOFF/E/2010/00009	07-05-2010	Krushna Chandra Majhi	TAKEN UP WITH Collectorate Nuapada Remarks:Do the needful at the earliest (03-06-2010)
CMOFF/E/2010/00012	12-05-2010	S. K. Mallick	TAKEN UP WITH SP Office Malkangiri Remarks:SP to enquire and take action (11-06-2010)
CMOFF/E/2010/00013	12-05-2010	s k mallick	TAKEN UP WITH Collectorate Malkangiri Remarks:Please examine (11-06-2010)
CMOFF/E/2010/00014	12-05-2010	Rushi Majhi	TAKEN UP WITH Collectorate Malkangiri Remarks:pl. examine (11-06-2010)
CMOFF/P/2010/00001 <small>Report Received</small>	10-05-2010	SambitkumarPanda	TAKEN UP WITH Collectorate Nuapada Remarks:Please forward the grv to Tahasil Nuapada acct (09-06-2010)
CMOFF/P/2010/00002 <small>Report Received</small>	11-05-2010	RadhamadhabRao	TAKEN UP WITH Collectorate Ganjam Remarks:Please inquire and submit report (18-05-2010)
CMOFF/P/2010/00004	21-05-2010	SwarupkumarGiri	TAKEN UP WITH Rural development Remarks:Pl. examine & repot. (20-06-2010)

Total number of records :10

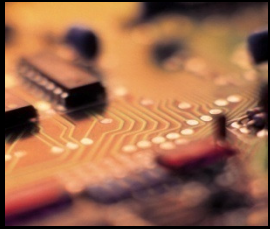


If no more action is required for the grievance then it can be “disposed of”.

To dispose a particular grievance choose the “Case Disposed Of” from the Decision option box.

On successful disposal one screen appears showing “Case Disposed Successfully”.





**Remedial Action Suggested**

Tahasildar may be instructed to do the needful

**Action taken Report : 3 Received from :**Collectorate Malkangiri **On :** 27-05-2010

**Attachment** None

**Whether the Case has been Disposed of** Disposed Of

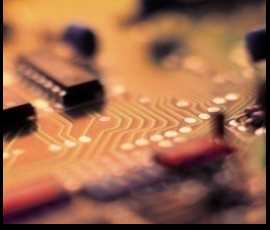
Case Disposed from collector

**Details of Action Taken**

**Decision**

- Select---
- Select---
- Interim Reply to Complainant
- Seek Clarification from Subordinate Organisation
- Seek Clarification from Complaninant
- Case Disposed Of**

Action Date	Decision	Case Presently With	Case Report Attachment
27-05-2010	CASE REPORT SENT AND DISPOSED LOCALLY	Collectorate Malkangiri	Office of the Chief Minister
27-05-2010	CASE REPORT SENT AND DISPOSED LOCALLY	Sub Collector Office	Collectorate Malkangiri
27-05-2010	CASE REPORT SENT AND DISPOSED LOCALLY	Tehsil Office Malkangiri	Sub Collector Office
27-05-2010	REMINDER SENT TO FORWARDED ORGANISATION	Sub Collector Office	Tehsil Office Malkangiri
27-05-2010	EXAMINED AT OUR LEVEL	Tehsil Office Malkangiri	Tehsil Office Malkangiri
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Sub Collector Office	Tehsil Office Malkangiri
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Collectorate Malkangiri	Sub Collector Office
26-05-2010	TAKEN UP WITH SUBORDINATE ORGANISATION	Office of the Chief Minister	Collectorate Malkangiri
		Forwarding Remarks: Action to be taken at Tahsil level	
20-02-2010	RECEIVED THE GRIEVANCE	Citizen	Office of the Chief Minister

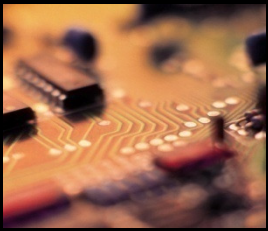


# NIC Orissa State Center

Case Disposed Successfully!

Grievance Abstract

After a grievance is disposed, it can be now available under the Disposed Grievance Category.



NIC Orissa State Center

[Administration](#) [Grievance Abstract](#) [Monitoring Desk](#) [Correspondence Letters](#) [Search](#) [Reports](#) [Logout](#)

Welcome Bijayananda Pattnaik

Office of the Chief Minister

Pick a category:

[New Grievance](#)

[Pending Grievance](#)

[Under Examination at our level](#)

[Forwarded to subordinate organisation](#)

Utilities:

[Case Reports Received](#)

[Overdue Case\(s\)](#)

[Feedback Received](#)

[New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

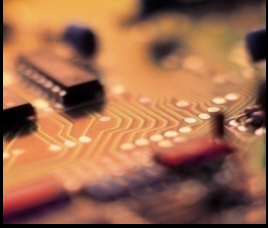
Search

[Print](#)

[Disposed Grievances](#)

Registration No.	Registration Date	Name	Status/Remarks/(Target Date)
CMOFF/E/2010/00001	09-02-2010	p k mohanty	Disposed of on 07/05/2010
CMOFF/E/2010/00002	20-02-2010	P. K. Sahoo	Disposed of on 27/05/2010
CMOFF/E/2010/00003	20-02-2010	P. K. Das	Disposed of on 20/02/2010
CMOFF/E/2010/00004	20-02-2010	Nitai Bhoi	Disposed of on 20/02/2010
CMOFF/E/2010/00005	20-02-2010	P K Mishra	Disposed of on 20/02/2010
CMOFF/E/2010/00007	08-04-2010	Rama Bhoi	Disposed of on 08/04/2010
CMOFF/E/2010/00010	11-05-2010	ram hari majhi	Disposed of on 11/05/2010
CMOFF/E/2010/00011	11-05-2010	Jayashree Mohapatra	Disposed of on 11/05/2010

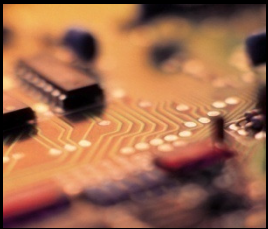
Total number of records :8



## NIC Orissa State Center

Once the grievance is disposed, the Acknowledgement letter can be send by post to the citizen by taking a printout (hard copy).

This facility is present on the Correspondence Letters tab of the page.



NIC Orissa State Center

Pick a category:

Acknowledgement Letter

[Date Wise](#)

[Registration Number Wise](#)

Final Reply Letter

[Date Wise](#)



[Registration Number Wise](#)

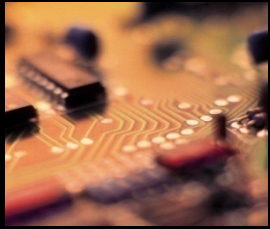
Acknowledgement Letter

Date Wise

From

To

Registration No	Name	Address	Print
CMOFF/E/2010/00002	P. K. Sahoo	Aryapalli Bhubaneswar	
CMOFF/E/2010/00009	Krushna Chandra Majhi	Nuapadaat-po Nuapada	



After the case is disposed the citizen can view the status of his grievance as follows by providing the registration number into the citizen centric part of the main page.



Registration Number	: CMOFF/E/2010/00002
Name of Complainant	: P. K. Sahoo
Received By	: Office of the Chief Minister
Received On	: 20-02-2010
Case Presently with	: Office of the Chief Minister
Current Status	: FINAL DISPOSAL
Details	: Case solved