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 Case Report Received
5. Reports
1. **Introduction:**

1.1. **Audience**

This user manual has been provided for the users of E-ABHIJOGA 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 and java-script enabled browser could run the application software.

3. **Product Features**

The highlights and important features of E-ABHIJOGA 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. E-ABHIJOGA 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/Organization s and the subordinate organizations is facilitated by E-ABHIJOGA.
3.4. E-ABHIJOGA 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 standardization of grievances and redress actions across the government organizations.

3.5. E-ABHIJOGA facilitates the monitoring reports and queries as per requirement of Departments/Organizations for effective monitoring for Pending grievances.

3.6. E-ABHIJOGA 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. Website landing Page

In order to access the application from an internet browser, open your internet browser and type

[Demo Application Website]  [Live Application]

in the address bar and press enter. The following web page will open:
This is the general interface of the application. The available links on this page are:

a. Lodge Grievance
b. Lodge Reminder/Clarification
c. 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:

![Grievance Officer](image1)

**Grievance Officer**

4.5. Home:

**Login Form for CM Office/Departments/Organizations:**

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). Available menus to navigate to different grievance options are:

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

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 organization –
  - 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**
  - For Creation/Modification of Grievance Category kindly contact website coordinator.

- **Change Password**
  - Change Dept/Organization Password

- **Add/View Organisation**
  - Create/Modify Sub/Organization

- **Deactivation / Activation Sub Organisation**
  - Deactivation / Activation Sub/Organization

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

- **Modify Postal(Manually Received) Grievance**
  - Submit a new grievance

- **Grievance Category Details**
  - For Creation/Modification of Grievance Category kindly contact website coordinator.

<table>
<thead>
<tr>
<th>Grievance Category</th>
<th>Grievance Classification</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-Grievance</td>
<td>State Govt : Miscellaneous</td>
</tr>
<tr>
<td>Kidnapping</td>
<td>Allegation of harassment/misbehaviour</td>
</tr>
<tr>
<td>NHRC/OHRC</td>
<td>State Govt : Miscellaneous</td>
</tr>
</tbody>
</table>

- **Change Password**
  - Change Dept/Organization Password
• Reset Password – Reset Subordinate Organization Password

Select subordinate organisation:  
Enter New password:  
Enter Confirm password:  
Enter Security Code as Shown: 82898

• Add/View Organization – Create/Modify Sub-Organization

• Deactivation / Activation Sub Organization - Deactivation / Activation Sub-Organization

4.7. Grievance abstract: This is the landing page for a grievance officer after login. It displays all the received grievances which has not be entertained yet.
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.
Dated: 26-05-2010

To

P. K. Sahoo
Aryapalli Bhubaneswar
Khordha Orissa India - 751001

Subject: Revenue/Land/Tax - Acknowledgement Letter

Dear Sir/Madam,

We are in receipt of your representation registered on 20-02-2010

Your representation has been forwarded to the following for appropriate remedial action.

Shri R Vineel Krishna IAS
Collector and DM
Collectorate Malkangiri

Kindly note that your representation has been registered with the registration number CMOFF/E/2010/00002, which should be quoted in all your future correspondence with us.

Principal
Secretary
Phone No. : 0674-2390055
Email : cpgrams@nic.in

4.10. Search:
It provides the facility to search any grievance(s) status by providing any keyword like grievance registration number or complaint name.
Left Side Panel

4.11. Under Examination at our level
Displays the list of grievances which has been marked as Examined at our Level. These are grievances which need action from you.

4.12. Forwarded to subordinate organization
Displays the list of grievances which has been forwarded to subordinates for necessary action till date. [Organization with huge transaction are advised not to click the link unless it is necessary to view the list]

4.13. Returned Back from Forwarded Organization(s)
Displays the list of grievances which has been returned back by subordinates to you as they felt that the grievance pertains to other office. Now these will need forward to appropriate office or take charge yourself to dispose the grievance.

4.14. Case Report Received:

On the left panel under Utilities section Action Taken Reports Received option is available using it officer can get the detail about the case which it receives from the subordinate organization. These grievances are waiting for your action to forward the Action Taken Report (ATR) to grievance forwarding organization or dispose it, if applicable.

5. 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.

  ![Progress Report](image)

- **Citizen District wise Report** –
  Display the grievance(s) details within a particular time span with additional feature like complainant residence, gender, Complainant Category and Grievance Lodged mode.

  ![Citizen District wise Report](image)

- **Particular Organization wise Report** –
  Detailed grievance report according to the departments or organizations.
• Pendency Report –
Display list of grievances within a time span from a particular date.

• Age Wise New Grievance –
Display list of grievances (yet to be entertained) within a time span from a particular date

• Grievance Category wise Report –
Display list of grievances based upon their category
Complainant Category Wise Report – Display list of grievances based upon their complainant category

Reminders Lodged Report – Display list of reminders lodged during a duration by the organization

6. 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
- Forward to subordinate organization
- 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 organization then the receiving organization forwards it to the subordinate organization. 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>
<tbody>
<tr>
<td>1</td>
<td>Examined at our level</td>
<td>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.</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>2</td>
<td>Forwarded to subordinate organization</td>
<td>1. Select appropriate Grievance category. 2. Enter local file no. if any. 3. Select Forward to subordinate organization as decision. 4. Select appropriate subordinate organization. 5. Give Forwarding</td>
<td>Grievance would be moved to pending grievances and The grievance has been forwarded to the organization</td>
<td>New grievances reduced by 1 while pending grievances incremented by 1</td>
</tr>
<tr>
<td></td>
<td>Remarks if any.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-----------------</td>
<td>---</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>No action required</td>
<td>1. Select appropriate Grievance category.</td>
<td>The grievance has been disposed off.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Enter local file no. if any.</td>
<td>Available only for the grievance receiving office.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Select 'No Action Required' as decision.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Give disposing Remarks if any.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Working with pending grievances:

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

<table>
<thead>
<tr>
<th>Grievance Category</th>
<th>Action available</th>
<th>Output / Result</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Examined at our level</td>
<td>1. Interim Reply To Complainant</td>
<td>Follow the screen instructions as available</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Clarification/Suppl. info. Sought From Complainant</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Send Action Taken Report</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Forwarded To subordinate organization</td>
<td>1. Send Reminder to forwarded organization</td>
<td></td>
<td>Undo last action pulls back the forwarded grievance to user.</td>
</tr>
<tr>
<td></td>
<td>2. Undo last action</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Do’s and Don’t’s

1. Do not send ‘Not pertaining/related to this organization’ as Action Taken Report.
2. Before taking any action check the status of the grievance by searching it on your home page.
3. Do not send reminder if ATR has been received.
4. Use Demo URL [http://164.100.140.61/](http://164.100.140.61/) for any hands on experience.
5. Do not experiment with Live website.