

Odisha State Grievances Redressal And Monitoring System (e-Abhijoga)



USER MANUAL



Government of India
Ministry of Communication and Information Technology
Department of Information Technology,
National Informatics Centre
Orissa State Centre, Bhubaneswar

Version 2.0

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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/ Organizations 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]

<http://164.100.140.61>

[**Live Application**]

<http://cmgcodisha.gov.in>

in the address bar and press enter. The following web page will open:



Click here if you wish to change your grievance password



PUBLIC GRIEVANCE OFFICERS

(For official use)

User Name

Password

Login



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 screenshot displays the 'Grievance Registration Form' with the following fields and sections:

- Header:** Grievance Registration Form
- Instructions:** Entries Prefixed with * are Mandatory!
- Form Fields:**
 - * Select Department to which the grievance pertains: Dropdown menu (value: -----Select-----)
 - Have you earlier lodged the grievance to the above Department on the same subject?: Radio buttons (Yes, No)
 - * Name: Text input field
 - * Gender: Radio buttons (Male, Female, Others(If not an Individual), Transgender)
 - * Complainant Category: Dropdown menu (value: -----Select-----)
 - Do You want a Password for this Grievance?: Radio buttons (Yes, No)
 - Address of correspondence:**
 - * At: Text input field
 - * Post: Text input field
 - * Block: Text input field
 - Pincode: Text input field
 - * Country: Dropdown menu (value: India)
 - * State / UT: Dropdown menu (value: Odisha)
 - * District: Dropdown menu (value: ---select---
 - Phone No.: Text input field; Mobile No.: Text input field
 - E-Mail Id.: Text input field
 - Identity proof: Dropdown menu (value: -----Select-----)
 - Identity Proof Number/Detail: Text input field
 - * Please Enter Specific Details about Your Grievance here (4000 Characters Left): Large text area
 - Remedial Action (optional) (1000 Characters Left): Text area
 - Upload(Relevant Document): File upload button (Choose File), status (No file chosen), and restriction (only(.pdf) upto 2MB)
 - * Enter Security Code as Shown: Image showing security code '92388' and a text input field
- Buttons:** Submit, Reset

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.


LODGE REMINDER FORM

Enter Your Registration Number :

Password (if any): :

Type of Followup : Reminder Clarification

Description of Clarification/Remarks (upto 1000 Charaters) :

Enter Security Code as Shown : 

[Forgot Password](#)

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.

STATUS QUERY FORM

Enter Your Registration Number :

Password (if any) : [Forgot Password](#)

Enter Security Code as Shown : 

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



Your Grievance Status	
Registration No.	: CMOFF/D/2013/01220
Name of Complainant	: Rama Chandra Rana
Received By	: Office of the Chief Minister
Received On	: 16-10-2013
Case Presently with	: Office of the Chief Minister
Current Status	: UNDER PROCESS
Case Presently Handled By:	
Officer Name	: Chief Ministers Office
Designation	: Joint Secretary
Address	: Grievance Cell, Qrs No VIII-DS-I,Unit-V, Bhubaneswar
Phone No.	: 0674-2530700
E-Mail Address	:

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.



FOR CITIZEN Lodge Grievance Lodge Reminder Clarification View Action Status Click here if you wish to change your grievance password



PUBLIC GRIEVANCE OFFICERS

(For official use)

User Name

Password

india.gov.in

odisha.gov.in

oddistricts.nic.in

Guidelines for Government website

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

New Grievances

Registration No.	Registration Date	Name	Subject Details	Status	Remarks	Target Date
CMOFF/E/2015/00994	09-07-2015	Kanishka Narayan Bhanja Deo	Madhuban has a low lying area which is always vulnerable of rain water. The runnels or the channels...more	Received from Citizen		08-08-2015
CMOFF/E/2015/00995	09-07-2015	DITRICT ANGANWADI WORKERS ASSOCIATION, KENDRAPARA	Rwss office Kendrapara donot pass any bill or payment without office pc. For latrine bill they cla...more	Received from Citizen		08-08-2015
CMOFF/E/2015/00993	08-07-2015	Mohamme Faiz	sir With Due Respect We Sadar Block Primary Teacher Balasore, Orissa Have Not Received Our Salary in...more	Received from Citizen		07-08-2015
CMOFF/E/2015/00988	07-07-2015	RAMAKANTA DASH	To The Honourable Chief Minister, Odisha, Sub-Requesting for addressing major traffic rela...more	Received from Citizen		06-08-2015
CMOFF/E/2015/00987	07-07-2015	Bhabani Shankar Biswal	Respected Sir T S Alloys Pvt Ltd , Bhubaneswar Power are the three companies I...more	Received from Citizen		06-08-2015
CMOFF/E/2015/00970	05-07-2015	Narayan Pati	I have submitted a grievance CMOFF/E/2013/00203	Received from Citizen		04-08-2015

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.

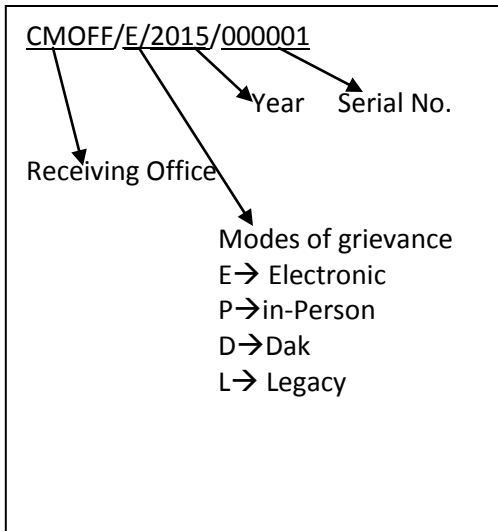
Pick a category:

New Grievance
 CM Office
 Parent office

Pending Grievance
 Under Examination at our level

Forwarded to subordinate organisation

Returned Back Cases
 Returned Back from Forwarded Organisation(s)



Utilities:

Action Taken Reports Received
 Overdue Case(s)(Target date expired)
 Feedback Received

Last Login History

Status : Login unsuccessfully
 Time: 2015-07-09 15:08:32
 Audit Manager

Legends

- Clarification sought from forwarded organisation
- Clarification sought from the Complainant
- Interim reply to the Complainant
- Reminder Recieved
- Report Recieved

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

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

Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout


Welcome Principal Secretary to Govt G.A. General Administration


Pick a category: New Grievance(s) | Pending Grievance(s) | Disposed Grievance(s) | Action Taken Report Sent | All Grievances


4.6. Administration:


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


 **Lodge Postal(Manually Received) Grievance**
Submit a new Grievance

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

 **Grievance Category Details**
Create/Modify Grievance Category

 **Deactivation / Activation Sub Organisation**
Deactivation / Activation Sub/Organisation

 **Change Password**
Change Organisation Password

 **Reset Password**
Reset Subordinate Organisation Password

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

- 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

[Administration](#) » [Grievance Categories](#)

Click on a category to edit it's properties

Grievance Category	Grievance Classification
e-Grievance	State Govt : Miscellaneous
Kidnapping	Allegation of harrassment/misbehaviour
NHRC/OHRC	State Govt : Miscellaneous

Create new Grievance Category:

Grievance Classification

Grievance Category (Maximum of 100 Characters)

- Change Password –
Change Dept/Organization Password

Enter Existing password:

Enter New password:

Enter Confirm password:

Enter Security Code as Shown: 

- Reset Password –
Reset Subordinate Organization Password

Select subordinate organisation:

Enter New password:

Enter Confirm password:

Enter Security Code as Shown: 

[Reset Password](#)

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

Administration » Organisation

[Create new Organisation](#)

Search Organisation(s)

--Select Search Parameter-- [search](#)

Click on a Organisation to edit it's properties

Org Name	Address	Parent Organisation	P.G.Officer Name	P.G.Officer Designation
CDMO Office Cuttack	CDMO	Collector Cuttack	CDMO Cuttack	CDMO
DD Agriculture Office	DD Agriculture	Collector Cuttack	DD Agriculture Cuttack	DD Agriculture
Office of Ex Engr RB	Ex Engr RB	Collector Cuttack	Ex Engr RB Cuttack	Ex Engr RB
Office of Ex Engr RD	Ex Engr RD	Collector Cuttack	Ex Engr RD Cuttack	Ex Engr RD
PDDRDA office Cuttack	PDDRDA	Collector Cuttack	PDDRDA Cuttack	PDDRDA Cuttack
Sub Collector Athagarh	Sub Collector Athagarh	Collector Cuttack	Sub Collector Athagarh	Sub Collector
Sub Collector Banki	Sub Collector Banki	Collector Cuttack	Sub Collector Banki	Sub Collector Cuttack
Sub collector Office Sadar Cuttack	Sub Collector Office Cuttack	Collector Cuttack	Sri Jyoti Prakash Das	Sub Collector
Superintending Engineer Rural Works Circle Cuttack	O/o the Superintending Engineer, Rural Works Circl	Collector Cuttack	Superintending Engineer Rural	Superintending Engg

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

Org Name	Address	Parent Organisation	P.G.Officer Name	Activation / Deactivation
Agriculture	Secretariat	Agriculture	Office of the Chief Minister	Deactivate Organisation
Commerce and Transport T	Secretariat	Commerce and Transport T	Office of the Chief Minister	Deactivate Organisation
Commerce and Transport C	Secretariat	Commerce and Transport C	Office of the Chief Minister	Deactivate Organisation
Co operation	Secretariat	Co operation	Office of the Chief Minister	Deactivate Organisation
Energy	Secretariat	Energy	Office of the Chief Minister	Deactivate Organisation
Excise	Secretariat	Excise	Office of the Chief Minister	Deactivate Organisation
Food Supply and CW	Secretariat	Food Supply and CW	Office of the Chief Minister	Deactivate Organisation
Fisheries and ARD	Secretariat	Fisheries and ARD	Office of the Chief Minister	Deactivate Organisation
Forest and Environment	Secretariat	Forest and Environment	Office of the Chief Minister	Deactivate Organisation
Finance	Secretariat	Finance	Office of the Chief Minister	Deactivate Organisation
General Administration	Secretariat	General Administration	Office of the Chief Minister	Deactivate Organisation
Higher Education	Secretariat	Higher Education	Office of the Chief Minister	Deactivate Organisation
Housing and urban Development	Secretariat	Housing and urban Development	Office of the Chief Minister	Deactivate Organisation

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.

Office of the Chief Minister
CM Grievance Cell Orissa Secretariate Bhubaneswar-751001

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.

Pick a category:

New Grievance
CM office
Parent office

Pending Grievance
Under Examination at our level
Forwarded to

Search

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.

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

Select Grievance Preference: All

Search

Abstract Report as on 09/07/2015

Please give Registration Date:
 From Date 09/07/2015 To Date 09/07/2015 ---Grievance Lodge Types---
 Select Grievance Category ----- All Grievance Category ----- Submit

Unattended (New)	Clarification Report Received	Clarification Sought	Interim Reply to complainant
1664	238	377	1

Action Taken Reports Received

Registration No.	Registration Date	Report Date/Rcvd From	Name	Subject Details	Status	Remarks	Target Date
CMOFF/P/2014/30460	24-12-2014	08-07-2015 Block Office Tangi Chowdwar	Brahmananda Mahapatra	The P.H. petitioner prays for financial assistance. .more	Action Taken Report Received	Forwarded for appropriate action...more	(23-01-2015)
CMOFF/P/2015/04283	30-03-2015	08-07-2015 Block Office Athgarh	Lalit Naik	The poor petitioner prays for sanction of financial assistance...more	Action Taken Report Received	Forwarded for appropriate action...more	(29-04-2015)
CMOFF/P/2015/04289	30-03-2015	08-07-2015 Block Office Banki Dampara	Bimala Behera	The widow petitioner prays for sanction of financial assistance...more	Action Taken Report Received	Forwarded for appropriate action...more	(29-04-2015)
CMOFF/P/2015/04408	30-03-2015	08-07-2015 Block Office	Santanu Kumar Nayak	The P.H. petitioner prays for sanction of financial assistance for starting	Action Taken Report Received	Forwarded for appropriate	(29-04-2015)

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.

Periodic Progress Report

From Date: To Date:
e.g. 31/10/2010 e.g. 31/10/2010

Gender : ▼

Complainant Category : ▼

Grievance Lodged As : ▼

- 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

From Date: To Date:
e.g. 31/10/2010 e.g. 31/10/2010

District : ▼

Gender : ▼



Complainant Category : ▼

Grievance Lodged As : ▼

- Particular Organization wise Report–

Detailed grievance report according to the departments or organizations.

Particular Organisation wise Report

Date From  Date To 
e.g. 31/10/2010 e.g. 31/10/2010

Organisation :

Gender : ▼

Complainant Category : ▼


Grievance Lodged as : ▼

- Pendency Report –

Display list of grievances within a time span from a particular date.

Age wise Pendency Report



Less Than 30 Days
 30-60 Days
 60-90 Days
 90-120 Days
 Greater than 120 Days

As on Date : 
e.g. 31/10/2010

- Age Wise New Grievance –

Display list of grievances (yet to be entertained) within a time span from a particular date

New Grievance Report

From Date :  To Date : 
e.g. 31/10/2010



OR

Number Of Days

- Grievance Category wise Report –

Display list of grievances based upon their category

Grievance Category wise Report



Date From  Date To 
e.g. 31/10/2010 e.g. 31/10/2010

Citizen District: ▼

Grievance Type: ▼

- Complainant Category Wise Report –
Display list of grievances based upon their complainant category

Complainant Category Wise Report



From Date  To Date 
e.g. 31/10/2010 e.g. 31/10/2010

Gender : ▼

Grievance Lodged As : ▼

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

Reminders Lodged Report

Date From  Date To 
e.g. 31/10/2010 e.g. 31/10/2010

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:

Step No.	Option selected	Action required	Output / Result	Comments
1	Examined at our level	<ol style="list-style-type: none"> 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
2	Forwarded to subordinate organization	<ol style="list-style-type: none"> 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 	Grievance would be moved to pending grievances and The grievance has been forwarded to the organization	New grievances reduced by 1 while pending grievances incremented by 1

		Remarks if any.	.	
3	No action required	<p>1. Select appropriate Grievance category.</p> <p>2. Enter local file no. if any.</p> <p>3. Select 'No Action Required' as decision.</p> <p>4. Give disposing Remarks if any.</p>	The grievance has been disposed off.	Available only for the grievance receiving office.

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.

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

Do's and Dont'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/> for any hands on experience
5. Do not experiment with Live website .