



Integrated Grievance Redressal System (IGRS)

USER'S MANUAL

November 5, 2009

Revision History

Date	Version	Description	Author
5-Nov-09	1.0	User's Manual	Deepak Mishra



1.0 CITIZEN ACTIVITIES

Registering Complaints through

- a. Toll Free Number – 155335
- b. Fax – 0674 - 2393262
- c. E – mail – fscw@sanjogheline.in
- d. Website - www.sanjogheline.in

2.0 ACTIVITIES AT State Call Center at Bhubaneswar

Registration and forwarding of Complaints

3.0 ACTIVITIES AT THE LEVEL OF SI / MI

STEP 1: SI / MI receives SMS on registration of complaint in the below format

Format: Grievance received against <Dealer Name> on <Nature of Complain> in <GP>, <Village> by <Complainant Name>, Consumer Number: <Consumer number> Ticket id: <Ticket Id>.

Example: Grievance received against Damodar Mahapatra on HIGHER PRICE OF KEROSENE in DALEIPUT, KURADHAMALLA by Madhaba Sahoo, Consumer No: 3258 Ticket id: 1894

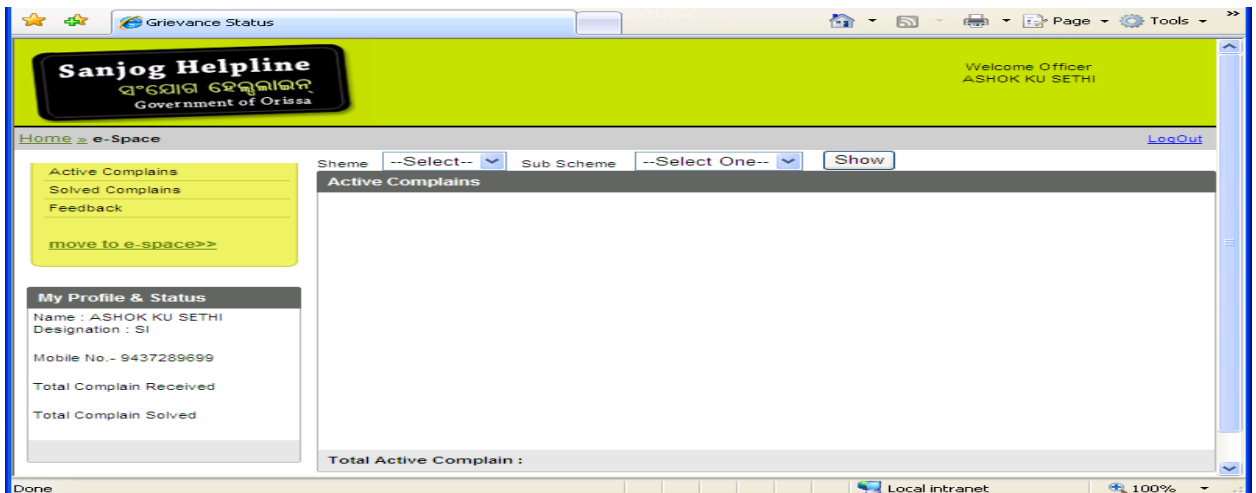
STEP 2: SI / MI receives Fax at the end of the day containing total complaint. BDO and CSO also get fax as cc.

STEP 3: SI / MI logs into the system (www.sanjogheline.in) to view details of complain in the following process.

1. Open the internet explorer in the computer
2. Type www.sanjogheline.in in the address bar and press enter button as shown in the picture in page 3.



3. Go to login section and click on officer's login.
4. Provide UID as your designation (si) and password as your mobile number (for example : 9861780456)
5. Click on Login. The following Screen will open



6. Select Scheme as "FSCW"
7. All grievances will show.
8. Select Sub-scheme to view the grievances sub-scheme wise.



STEP 4: In case SI/ MI is unable to receive the letter through fax, then the letter can be viewed in the following process.

1. Click on the “move to espace” link.

GRIEVANCE LETTERS (E-SPACE)	
District :	--Select--
Scheme	No of Letters
RWSS	2806
NREGS	21083
PMGSY	611
FLOOD-08	121
move to e-space>>	

2. Select scheme as “FSCW” and click on “Show” button. On clicking the “Show’ button, details of fax sent will be shown in the screen.
3. Click on the view letter link to view.

STEP 5: SI / MI visits field to attend the grievance.

STEP 6: SI / MI takes required action against the grievance.

STEP 7: After attending the grievance, SI / MI is submits report to BDO mentioning the action taken within 7 days from the date of registration of the grievance.

STEP 8: After getting the report from SI/MI, BDO may cause reinquiry if required.

STEP 9: SI / MI again attends the grievance.

STEP 10: After reverification, SI / MI submits required report is sending the same letter to BDO mentioning action taken within 7 days from receiving the letter from BDO.

4.0 ACTIVITIES AT THE LEVEL OF BDO

STEP 1: At the end of the day, BDO receives a consolidated e-mail / fax on grievance(s) received.

STEP 2: BDO receives report from SI / MI mentioning action taken details on each complaint within 7 days from registration of grievance.

STEP 3: BDO is verifying whether the grievance has been addressed properly or not.

STEP 4: If grievance has not been addressed properly, BDO asks SI / MI for reverification. In the same time, BDO updates the status by logging into the sanjog helpline.

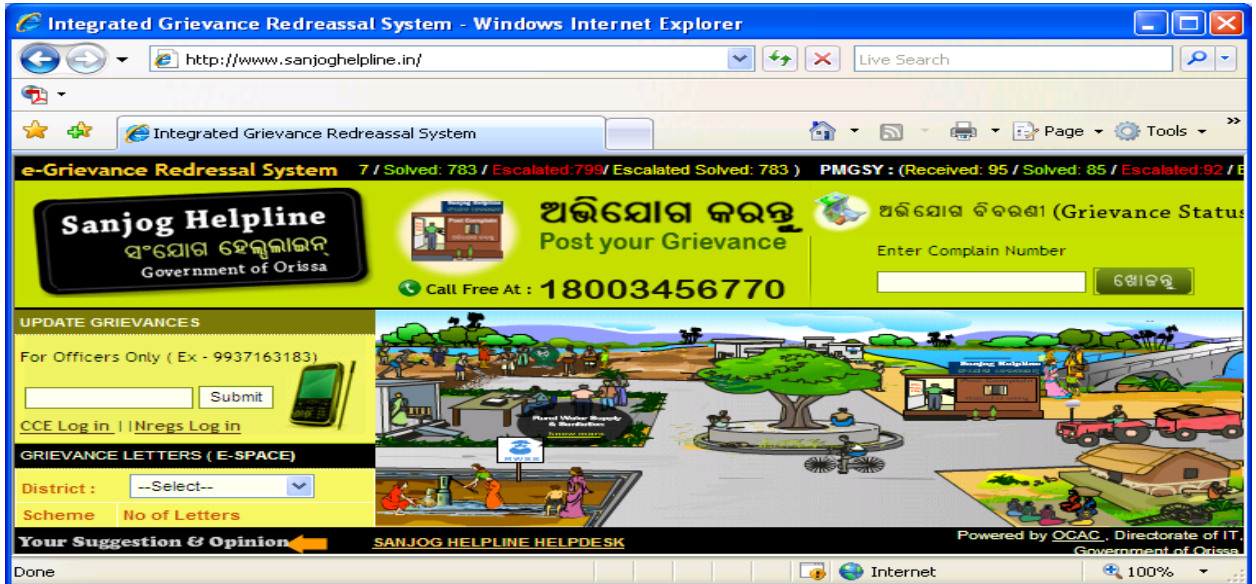
STEP 5: If BDO does not updates the status in sanjog helpline, then the grievance will be escalated to CSO.

STEP 6: If BDO finds grievance has been properly addressed, then he/she closes the grievance by logging into the sanjog helpline as below process.

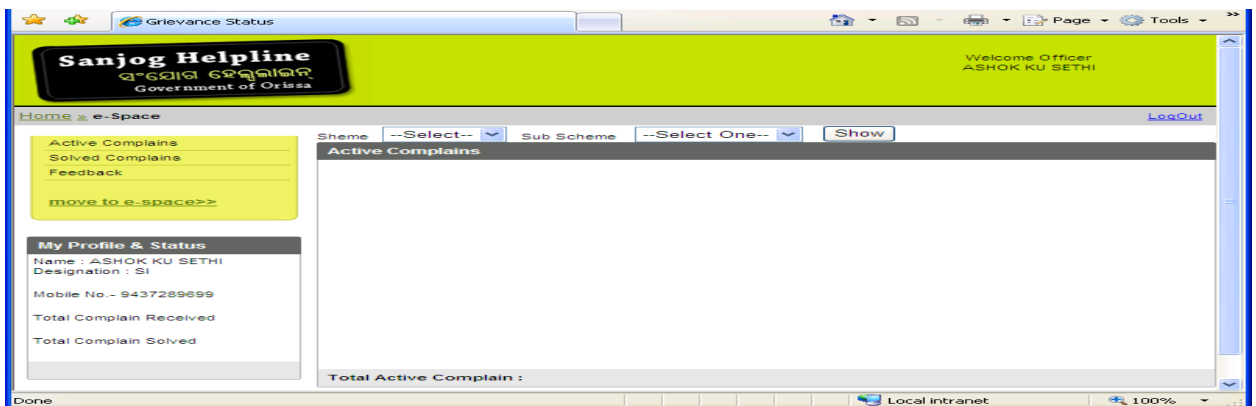
1. Open the internet explorer in the computer



2. Type www.sanjoghelpline.in in the address bar and press enter button as shown in below picture



3. Go to login Section and click on officer's login.
4. Provide UID as your designation (bdo) and password as your mobile number (9861780456)
5. Click on Login. The following Screen will open



6. Select Scheme as "FSCW"
7. All grievances will be shown.
8. Select Sub-scheme to view the grievances sub-scheme wise.
9. Click on Complaint Number to view details of the complaint
10. .



11. Select the status as Complete / Enquiry required, provide details of action taken, upload the letter/report which has been received from SI/MI by scanning the letter against the complaint.
12. Click on “Save” button.

Date	Complain No	Complain Type	Status	Details	Upload File	
21-Oct-2009	1910	CHARGING MORE THAN 2 RUPEES	Enquiry Required		<input type="text"/> Browse...	Save
21-Oct-2009	1909	CHARGING MORE THAN 2 RUPEES	Not Completed		<input type="text"/> Browse...	Save
21-Oct-2009	1908	CHARGING MORE THAN 2 RUPEES	Not Completed		<input type="text"/> Browse...	Save
21-Oct-2009	1907	CHARGING MORE THAN 2 RUPEES	Not Completed		<input type="text"/> Browse...	Save

STEP 7: In case BDO is unable to receive the fax, then the letter can be viewed in the following process.

1. Click on the “move to espace” link.

GRIEVANCE LETTERS (E-SPACE)	
District :	--Select--
Scheme	No of Letters
RWSS	2606
NREGS	21083
PMGSY	611
FLOOD-08	121
move to e-space>>	

2. Select scheme as “FSCW” and click on “Show” button. On clicking the “Show” button the details of the letter will be shown in the screen.
3. Click on the view letter link to view the letter.

5.0 ACTIVITIES AT THE LEVEL OF CSO

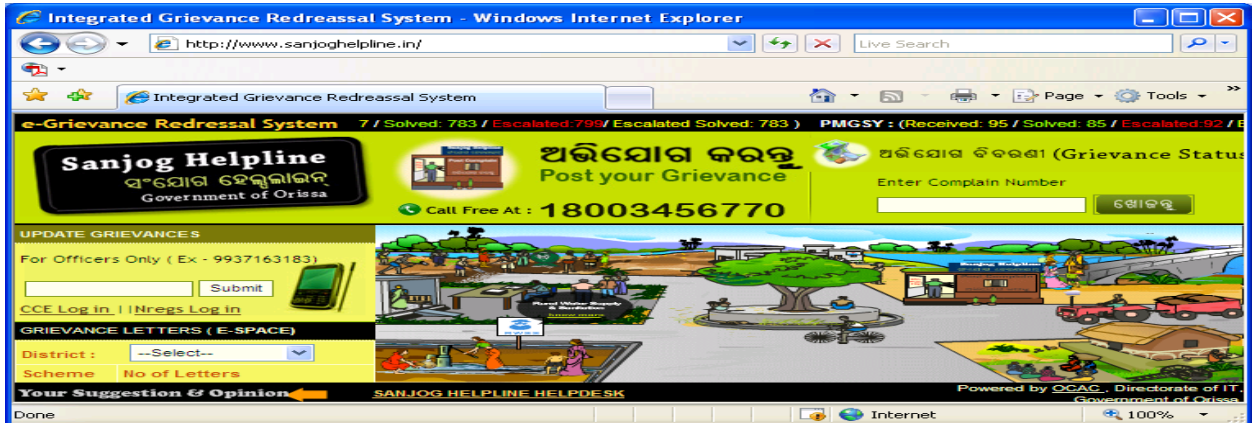
STEP 1: CSO receives the consolidated grievance received in his district at the end of the day via fax for his information.

STEP 2: CSO logs into the sanjog help line to get the grievance details as per the following process.

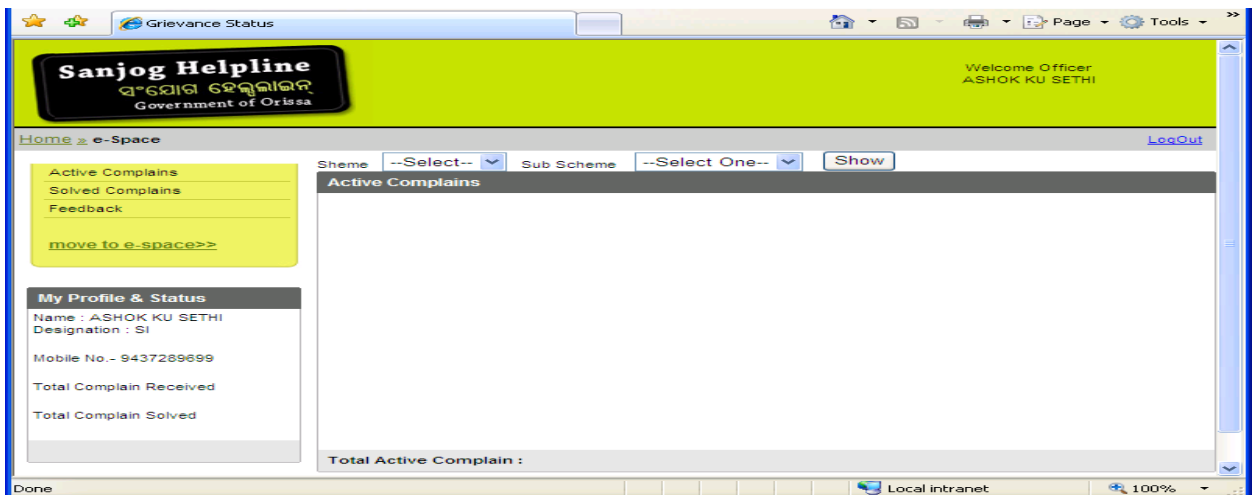
1. Open the internet explorer in the computer



2. Type www.sanjoghelpline.in in the address bar and press enter button as shown in below picture



3. Go to login Section and click on officer's login.
4. Provide UID as your designation (cso) and password as your mobile number (9861780456)
5. Click on Login. The following Screen will open



6. Select Scheme as "FSCW"
7. All grievances will be shown.
8. Select Sub-scheme to view the grievances sub-scheme wise.

STEP 4: CSO can also get a copy of the letter from the sanjog helpline espace in the following process.



1. Click on the “move to espace” link.

GRIEVANCE LETTERS (E-SPACE)	
District :	--Select--
Scheme	No of Letters
RWSS	2606
NREGS	21083
PMGSY	611
FLOOD-08	121
move to e-space>>	

2. Select scheme as “FSCW” and click on “Show” button. On clicking the “Show’ button the fax details will be shown in the screen.
3. Click on the view letter link to view the fax/letter.

STEP 5: If SI / MI or BDO is not attending the grievance within 7 days from the registration of grievance, then CSO receives a fax to attend to the grievance.

STEP 6: After getting the escalation fax, CSO takes action against the grievance.

STEP 7: After attending the grievance CSO sends letter to Collector mentioning the details of action taken within 7 days from the grievance escalation date.

STEP 8: After getting the letter from CSO, if required Collector can request CSO for reverification.

STEP 9: CSO again attending the grievance.

STEP 10: After reverification, CSO submits fresh report to Collector mentioning the action taken with in 7 days from receiving the letter from Collector.

6.0 ACTIVITIES AT THE LEVEL OF COLLECTOR

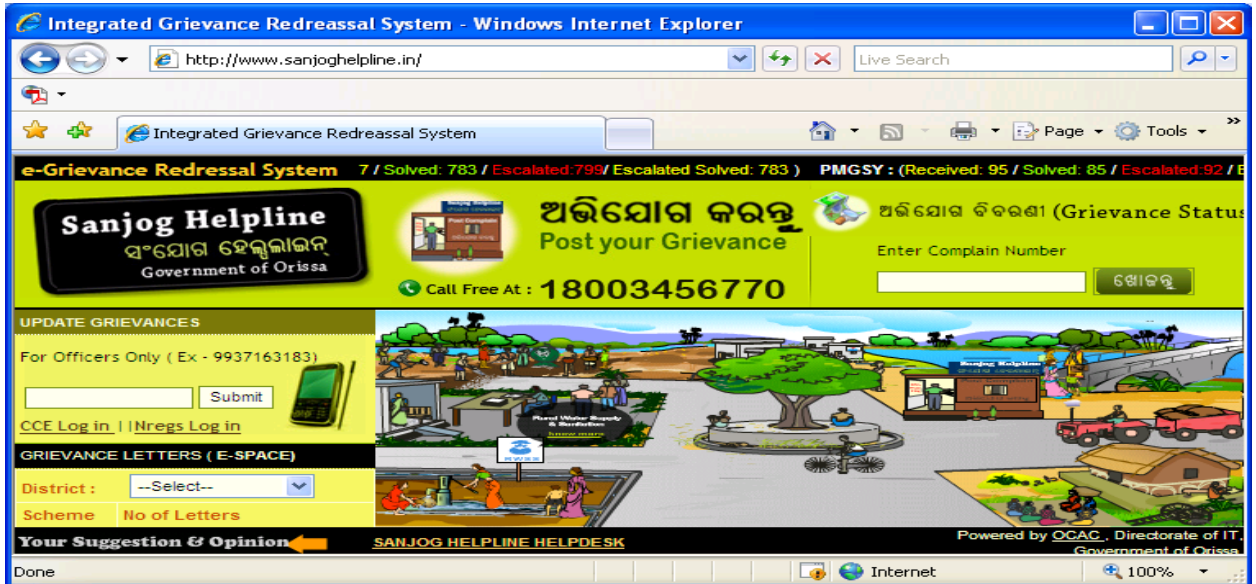
STEP 1: Collector receives report from CSO mentioning action taken on each complaint within 7 days from escalation of details of grievance.

STEP 2: Collector verifies whether the grievance has been addressed properly or not.

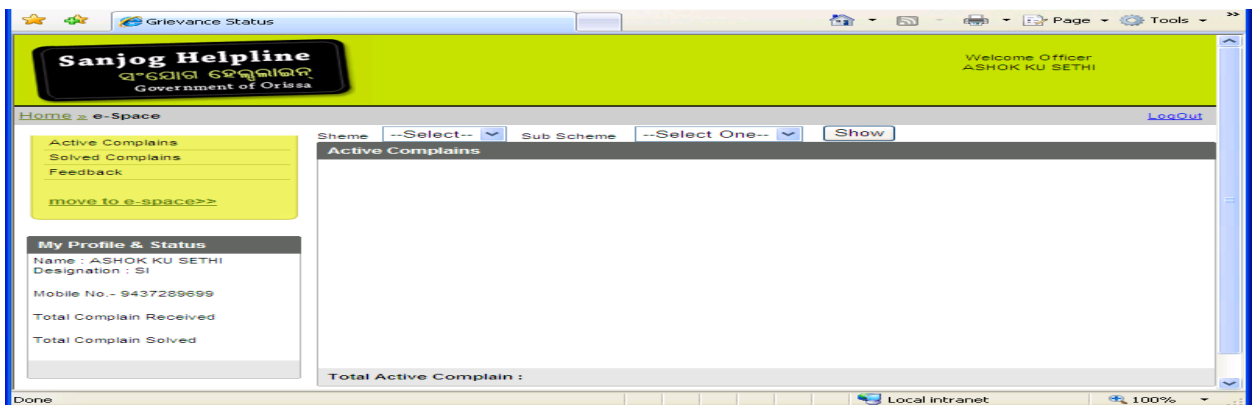
STEP 3: If grievance has not been addressed properly, then Collector may asks CSO for reverification. In the same time, Collector is updating the status by logging into the sanjog helpline.

STEP 4: If Collector finds grievance has been properly addressed, then he/she closes the grievance by logging into the sanjog helpline as below process.

1. Open the internet explorer in the computer
2. Type www.sanjoghelpline.in in the address bar and press enter button as shown in below picture



3. Go to login Section and click on officer's login.
4. Provide UID as your designation (collector) and password as your mobile number (9861780456)
5. Click on Login. The following Screen will open



6. Select Scheme as "FSCW"
7. All grievances will be shown.
8. Select Sub-scheme to view the grievances sub-scheme wise.
9. Click on Complain Number to view the complaint details.
10. Select the status as Complete / Enquiry required, provide details of action taken, upload the report which has been received from CSO by scanning the letter against the complaint number.



11. Click on “Save” button.

Date	Complain No	Complain Type	Status	Details	Upload File	
21-Oct-2009	1910	CHARGING MORE THAN 2 RUPEES	Enquiry Required		<input type="text"/> Browse...	Save
21-Oct-2009	1909	CHARGING MORE THAN 2 RUPEES	Not Completed		<input type="text"/> Browse...	Save
21-Oct-2009	1908	CHARGING MORE THAN 2 RUPEES	Not Completed		<input type="text"/> Browse...	Save
21-Oct-2009	1907	CHARGING MORE THAN 2 RUPEES	Not Completed		<input type="text"/> Browse...	Save

STEP 5: Collector can view the letter in the espace in the following process.

4. Click on the “move to espace” link.

GRIEVANCE LETTERS (E-SPACE)	
District :	--Select--
Scheme	No of Letters
RWSS	2606
NREGS	21083
PMGSY	611
FLOOD-08	121
move to e-space>>	

5. Select scheme as “FSCW” and click on “Show” button. On clicking the “Show’ button, details of letter will be shown in the screen.
6. Click on the view letter link to view the fax.