



User Manual:Greivance Management System

# USER MANUAL FOR GRIEVANCE MANAGEMENT SYSTEM

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## 1 SUMMARY

This system is all about providing a easier way to communicate citizens with PMC and register their complains and issues with PMC in a smarter way and in a simple manner. A citizen should be able to raise his query in a more easier way from anywhere in this world via internet and web portal .The citizen is also able to track its complain right from the day the complain is raised till it is completed. This minimizes the citizen's effort and increases transparency with every step. This system also updates the citizen and responsible government employee via email and sms notification.



## 2 SYSTEM WORK FLOW

### 2.1 HOME PAGE

- URL: <http://180.149.240.130:8085/PMCGrievance/citizen>. The user will land on the home page as displayed below image 2.1.

### 2.2 CHECK COMPLAIN TOKEN STATUS

- This enables the user to check token status if user has the token details without login.

### 2.3 REGISTER YOU COMPLAIN

- The user can register an individual complain by clicking this tab. The tab navigates to login page to **login** and register a complain .

### 2.4 DASHBOARD

- The dashboard tab describes more about the total grievance details and complete analysis. The analysis is displayed in the form of **graphs and diagrams**.

### 2.5 SOCIAL MEDIA

- The user get to know more about social connect.

### 2.6 FEEDBACK

- The user can give feedback on the current services and valuable suggestions for improvement.

### 2.7 LANGUAGE

- User can change language from the **top right side** corner of the page.

**\*Note: The other side of the dash board shows the analysis of all the grievances.**

### 2.8 REGISTRATION AND LOGIN

- Please enter the following URL to log in the system
- URL: <http://180.149.240.130:8085/PMCGrievance/citizen>. The user will land on the home page as displayed below.



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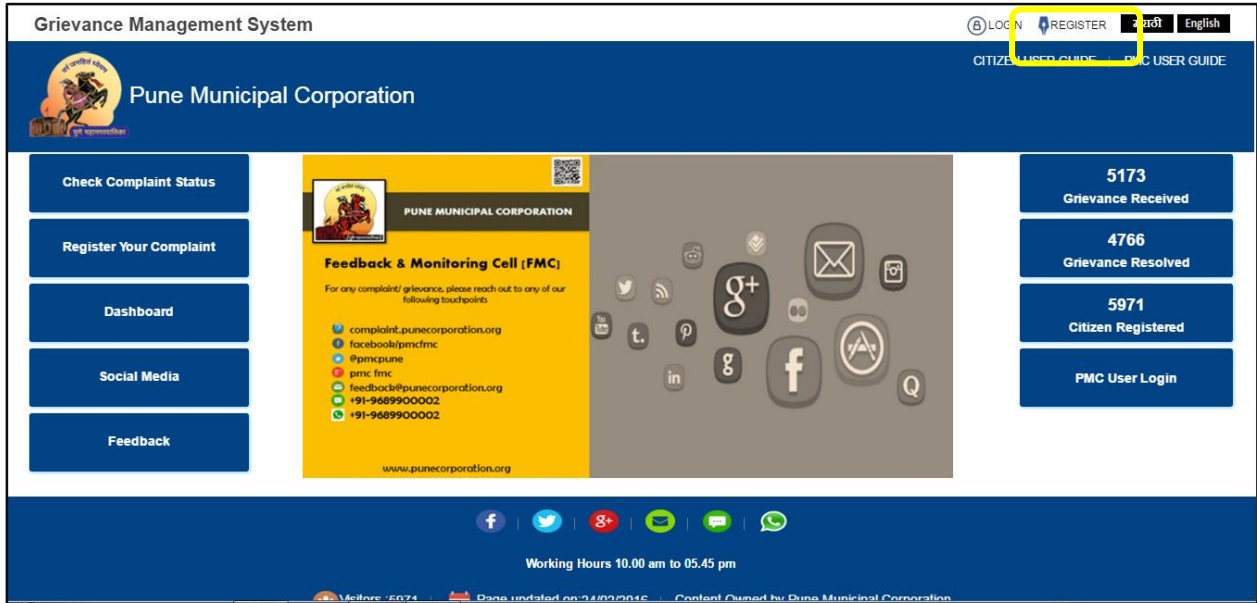


Image 1.1: Home Page: Grievance Management System

- Click on **Register** button on the left hand corner so register for the first time. Click **on save** after filling the registration details. Login credentials are sent to user via sms and email.

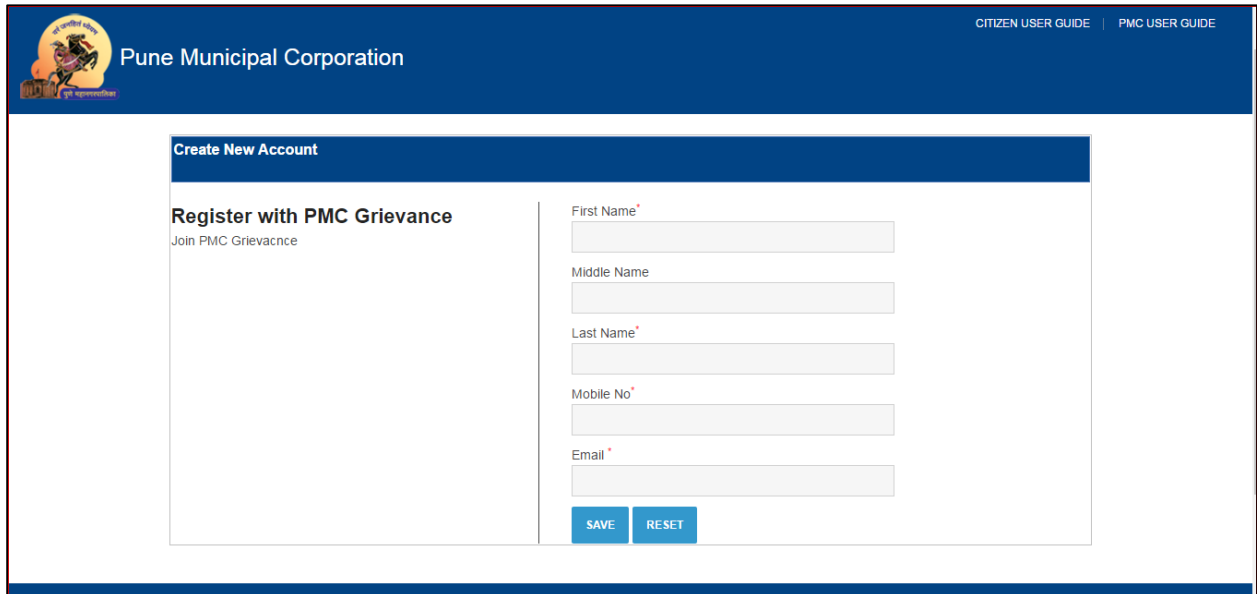


Fig:2.2 Registration Page



### 3 MY GRIEVANCE AND DASHBOARD

- The **user dashboard** appears in the following manner after signing in. Choose token, subject, date stage and media. Click on search option.

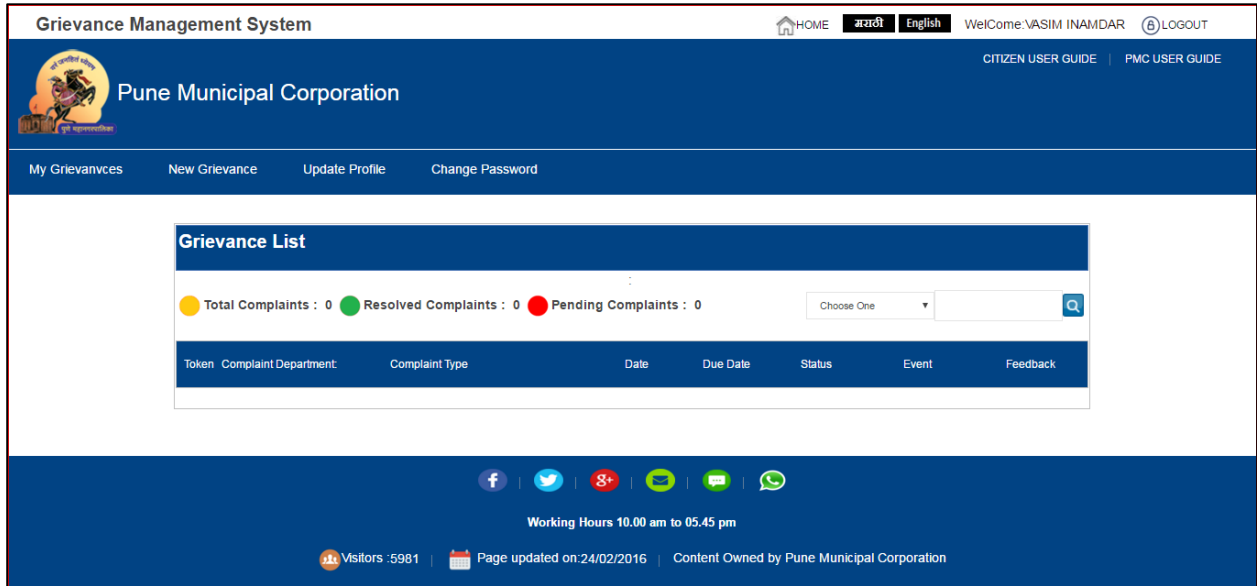


Image:2.9 Grievance Management system



## 4 NEW GRIEVANCE

- Click on new grievance tab to enter a new request. Fill the mandatory details to process the request. Click on save to save the request. Click on reset to reset all the fields. Click on cancel button to cancel request.

The screenshot shows the 'Register My Grievance' form. The form has the following fields:

- \*Complaint Category : Choose One
- \*Complaint Type : Choose One
- \*Ward Office : Choose One
- Assigned To :
- \*Problem Description :
- Complainant Name : VASIM S INAMDAR
- Address :

Image:4.1 Grievance Management system

The screenshot shows the 'Upload Files' section. It includes the following elements:

- Assigned To :
- \*Problem Description :
- Complainant Name : VASIM S INAMDAR
- Address :
- \*Location :
- Upload Files : Choose file No file chosen Upload
- ( only PDF or JPEG or png )
- Sr.No. File Name
- SAVE RESET CANCEL

Image:4.2 Grievance Management system



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- A token number is generated as a reference number.

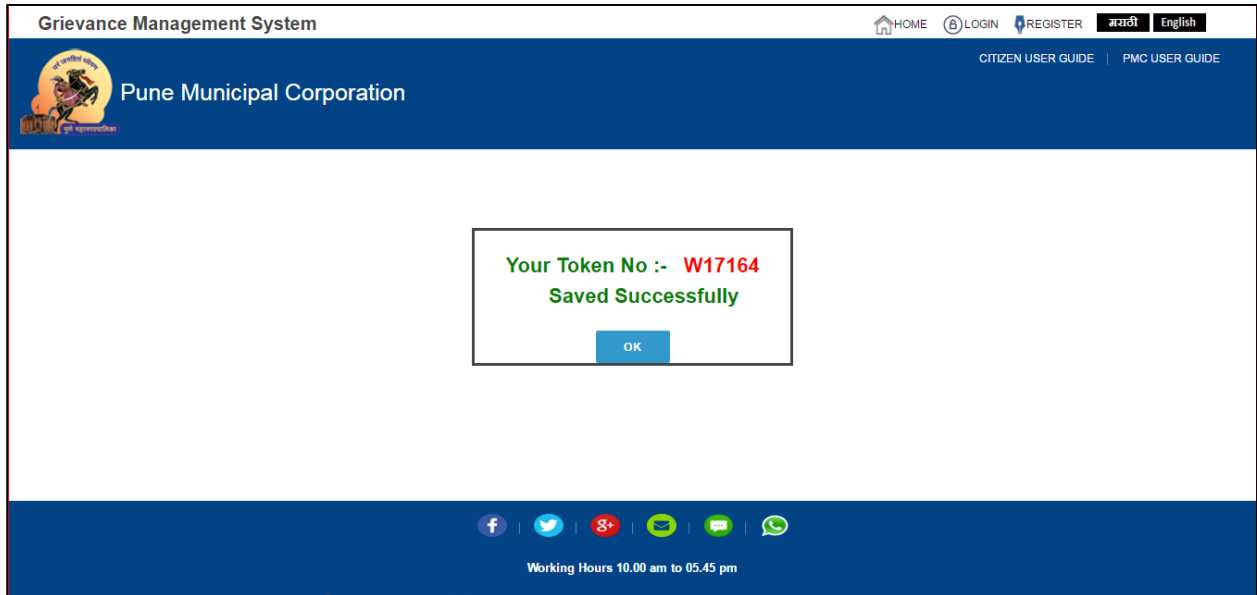


Image:4.3 Grievance Management system





## 5 UPDATE PROFILE

- Click on 'update profile tab' to update profile details. Fill all the mandatory details.

Grievance Management System

HOME मराठी English Welcome:VASIM INAMDAR LOGOUT

Pune Municipal Corporation

CITIZEN USER GUIDE | PMC USER GUIDE

My Grievances New Grievance Update Profile Change Password

**Citizen Profile**

Mobile No\* 9860139004

First Name\* VASIM

Middle Name S

Last Name\* INAMDAR

Email : \* vasiminamadar.probity@gmail.com

Address :

Area :

Zip :

Image:5.1 Grievance Management system

Mobile No\* 9860139004

First Name\* VASIM

Middle Name S

Last Name\* INAMDAR

Email : \* vasiminamadar.probity@gmail.com

Address :

Area :

Zip :

SAVE RESET

Working Hours 10.00 am to 05.45 pm

Visitors :5981 | Page updated on:24/02/2016 | Content Owned by Pune Municipal Corporation



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Image:5.2 Grievance Management system

- A pop up will appear after saving the details as shown below.

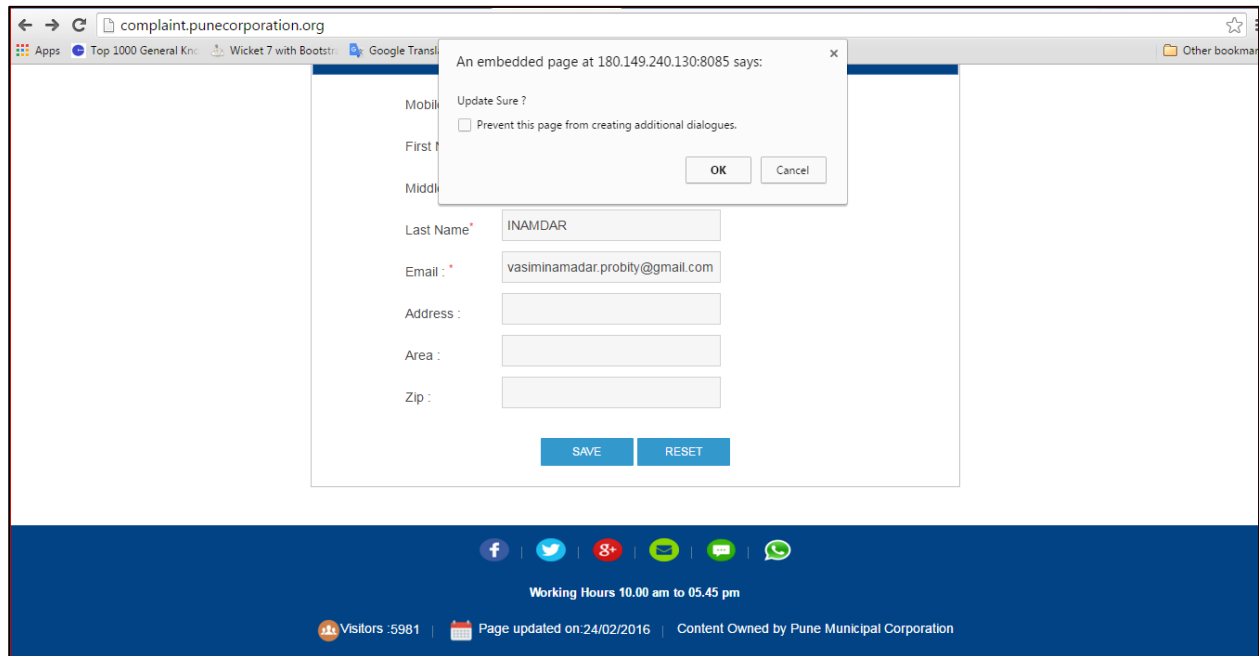


Image:5.3 Grievance Management system

## 6 CHANGE PASSWORD

- Click on the **change password** tab to change the login password. Enter the **old and new password** and click on the submit button.



## User Manual:Grievance Management System

The screenshot displays the 'Grievance Management System' interface for the Pune Municipal Corporation. The header includes navigation links for HOME, language options (Marathi, English), user information (Welcome: VASIM INAMDAR), and a LOGOUT button. Below the header, there are links for CITIZEN USER GUIDE and PMC USER GUIDE. The main navigation bar contains 'My Grievances', 'New Grievance', 'Update Profile', and 'Change Password'. The central content area features a 'Change Password' form with three input fields: 'Old Password', 'New Password', and 'Confirm Password', each with a red asterisk indicating a required field. Below the input fields are 'SUBMIT' and 'RESET' buttons. The footer contains social media icons for Facebook, Twitter, Google+, Email, and WhatsApp, along with the text 'Working Hours 10.00 am to 05.45 pm'.

Image:6.1 Grievance Management system

## 7 CONCLUSION

- The user can **raise and track** request by just logging to his/her account with login credentials provided to user by mail and sms service.