

AMNEX

User Manual

Grievance Module

Selection of System Integrator for design, development, implementation and maintenance of an Integrated IT-based MIS Platform for the Department of Agriculture, Maharashtra and SMART Project along with design and development of new modules in the MIS application as per the requirements of SMART



AMNEX INFOTECHNOLOGIES PRIVATE LIMITED
B-1301, MONDEAL HEIGHTS, S. G. HIGHWAY,
AHMEDABAD, GUJARAT, INDIA
WEBSITE: www.amnex.com

Table Of Contents

1. Introduction	5
2. Functionality For Citizen Users:	6
2.1 Lodge Grievance	7
2.2 Track Grievance	14
2.3 Appeal Grievance	18
3. Functionality For Admin(SMART Team) Users:	25
3.1 Grievance Redressal Officer (DIU Level)	26
3.1.1 Login	26
3.1.2 Forgot Password	27
3.1.3 Grievance List Dashboard	27
3.1.3.1 Purpose of Action Buttons:	30
3.1.3.1.1 Resolve Button	30
3.1.3.1.2 Forward Button	32
3.1.3.1.3 Assign Button	33
3.1.3.1.4 Transfer Button	35
3.1.3.1.5 Grievance Log Report Functionality	37
3.1.4 Grievance Report Functionality	40
3.2 Grievance Redressal Officer(RIU Level)	43
3.2.1 Login	43
3.2.2 Forgot Password	44
3.2.3 Grievance List Dashboard	45
3.2.3.1 Purpose of Action Buttons:	47
3.2.3.1.1 Resolve Button	47
3.2.3.1.2 Forward Button	49
3.2.3.1.3 Assign Button	50
3.2.3.1.4 Transfer Button	52
3.2.3.1.5 Revert Button	53
3.2.3.1.6 Grievance Log Report Functionality	55
3.2.4 Grievance Report Functionality	58
3.3 Grievance Redressal Officer(PIU Level)	60
3.3.1 Login	60
3.3.2 Forgot Password	61
3.3.3 Grievance List Dashboard	62
3.3.3.1 Purpose of Action Buttons:	65
3.3.3.1.1 Resolve Button	65

3.3.3.1.2	Forward Button	66
3.3.3.1.3	Assign Button	68
3.3.3.1.4	Revert Button	69
3.3.3.1.5	Grievance Log Report Functionality	71
3.3.4	Grievance Report Functionality	75
3.4	Grievance Redressal Officer (PCMU Level)	77
3.4.1	Login	77
3.4.2	Forgot Password	79
3.4.3	Grievance List Dashboard	79
3.4.3.1	Purpose of Action Buttons:	83
3.4.3.1.1	Resolve Button	83
3.4.3.1.2	Assign Button	84
3.4.3.1.3	Revert Button	86
3.4.3.1.4	Grievance Log Report Functionality	87
3.4.4	Grievance Report Functionality	91
3.5	Grievance Appellate Authority (DIU Level)	94
3.5.1	Login	94
3.5.2	Forgot Password	95
3.5.3	Grievance List Dashboard	95
3.5.3.1	Purpose of Action Buttons:	98
3.5.3.1.1	Resolve Button	98
3.5.3.1.2	Forward Button	99
3.5.3.1.3	Grievance Log Report Functionality	101
3.5.4	Grievance Report Functionality	104
3.6	Grievance Appellate Authority (RIU Level)	107
3.6.1	Login	107
3.6.2	Forgot Password	108
3.6.3	Grievance List Dashboard	109
3.6.3.1	Purpose of Action Buttons:	111
3.6.3.1.1	Resolve Button	111
3.6.3.1.2	Forward Button	113
3.6.3.1.3	Revert Button	114
3.6.3.1.4	Grievance Log Report Functionality	116
3.6.4	Grievance Report Functionality	120
3.7	Grievance Appellate Authority (PIU Level)	123
3.7.1	Login	123
3.7.2	Forgot Password	124

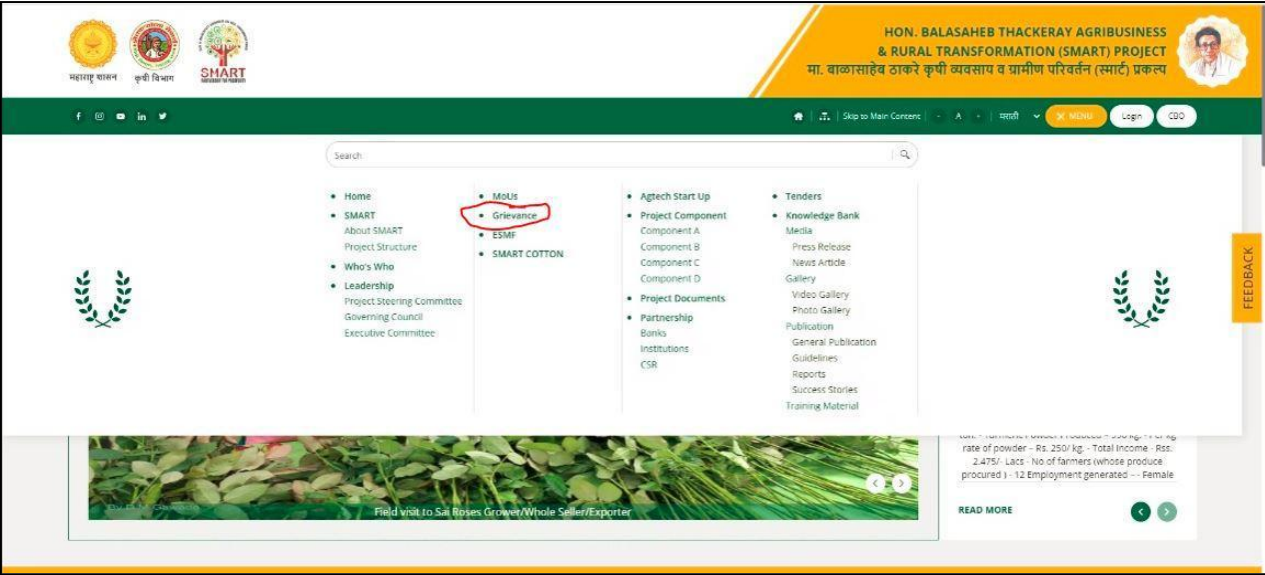
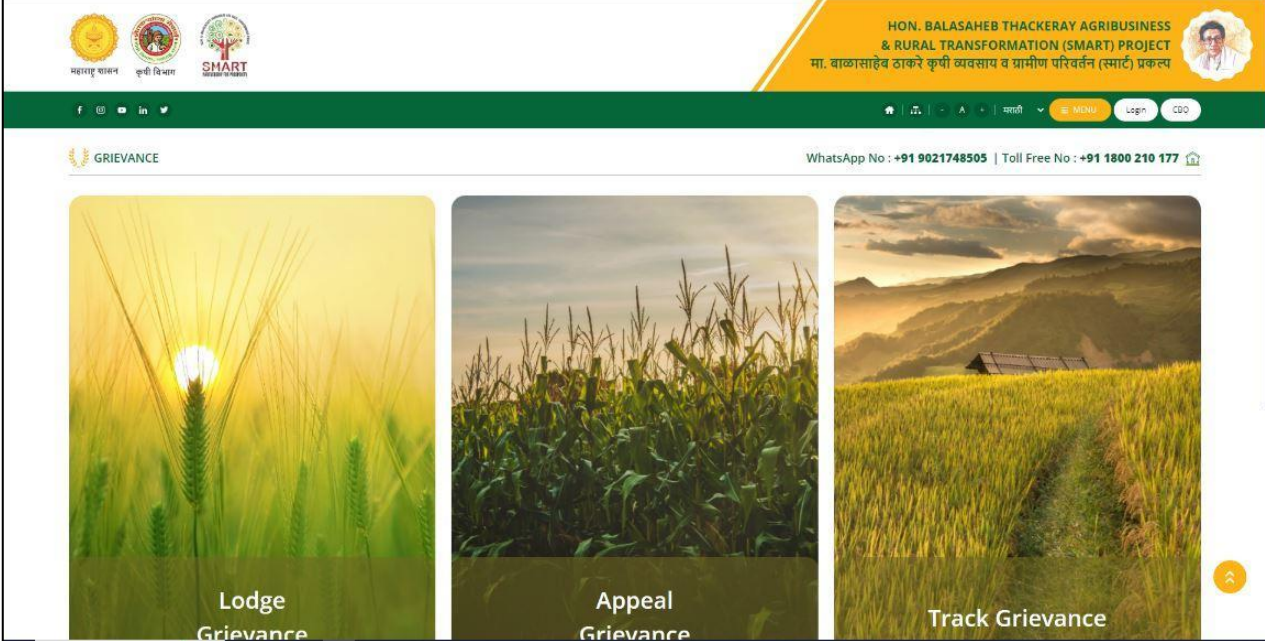
3.7.3	Grievance List Dashboard	124
3.7.3.1	Purpose of Action Buttons:	127
3.7.3.1.1	Resolve Button	127
3.7.3.1.2	Forward Button	128
3.7.3.1.3	Revert Button	130
3.7.3.1.3	Grievance Log Report Functionality	132
3.7.4	Grievance Report Functionality	135
3.8	Grievance Appellate Authority (PCMU Level)	138
3.8.1	Login	138
3.8.2	Forgot Password	139
3.8.3	Grievance List Dashboard	139
3.8.3.1	Purpose of Action Buttons:	142
3.8.3.1.1	Resolve Button	142
3.8.3.1.2	Revert Button	144
3.8.3.1.3	Grievance Log Report Functionality	145
3.8.4	Grievance Report Functionality	149
3.9	Grievance Expert Role	152
3.9.1	Login	152
3.9.2	Forgot Password	153
3.9.3	Grievance List Dashboard	153
3.9.3.1	Purpose of Action Buttons:	156
3.9.3.1.1	Reply Button	156
3.9.3.1.2	Grievance Log Report Functionality	158



1. Introduction

This module will provide the information of Grievance Redressal Management System (GRMS), Citizen users can Lodge grievances, Track grievances and appeal grievances from the Smart website(<https://www.smart-mh.org/>) and those grievances will be handled by SMART team Redressal Officers and Appellate Authorities and Designated Expert officers at different level like District level, Regional level, PIU level and PCMU level as per SMART organization grievance module workflow.

2. Functionality For Citizen Users:

1.	<h3>Lodge Grievance</h3>
<ul style="list-style-type: none"> • Citizen users can lodge grievances, from Menu → Grievance → Logde grievance. As per below screenshot  	

- After clicks on lodge grievance from grievance page, Lodge grievance form will be open as per below screenshot.

Description:

Sr.No	Field Name	Description
1.	Name	Citizen users can add name through this field and This field is mandatory
2.	Address	Citizen users can add address through this field and This field is mandatory
3.	Residence of Maharashtra	This is a checkbox field and Citizen users can check/uncheck this field as per requirement. This field is non mandatory.
4.	State	If Citizen users have checked the Residence of Maharashtra checkbox field then only this field will be enabled.
5.	District	If Citizen users have checked the Residence of Maharashtra checkbox field then only this field will be enabled. Citizen users can select District through this field and This field is mandatory
6.	Taluka	If Citizen users have checked the Residence of Maharashtra checkbox field then only this field will be enabled. Citizen users can select Taluka through this field and This field is

		mandatory
7.	Village	If Citizen users have checked the Residence of Maharashtra checkbox field then only this field will be enabled. Citizen users can select Village through this field and This field is mandatory
8.	Pincode	If Citizen users have checked the Residence of Maharashtra checkbox field then only this field will be enabled. Citizen users can add Pincode through this field and This field is mandatory
9.	Contact Number	Citizen users can add Contact Number through this field and This field is mandatory
10.	Send button	After entering the mobile number in the above fields, Citizen users must click on this button for OTP verification.This field is mandatory
11.	OTP	Citizen users can receive OTP number in Contact number field-added mobile number,Users need to add received OTP number in this OTP field.This field is mandatory
12.	Verify	After entering OTP in the above fields, User must click on the verify button for verification.This field is mandatory
13.	Email ID	Citizen users can add Email id through this field and This field is mandatory
14.	Nature of Grievance	Citizen users can select Nature of Grievance through this field and This field is mandatory
15.	Subject of Grievance	Citizen users can add Subject of Grievance through this field and This field is mandatory
16.	Grievance Description	Citizen users can add Grievance Description through this field and This field is mandatory
17.	Upload Document	Citizen users can Upload Grievance Document through this field and This field is non mandatory
18.	Submit Button	After filling all the mandatory fields, Users need to click on this submit button.

GRIEVANCE
WhatsApp No : +91 9021748505 | Toll Free No : +91 1800 210 177

Lodge Grievance

Note :

Issues which are not taken up for redressal:
 1. Subjudice cases or any matter concerning judgment given by any court.
 2. Personal and family disputes.
 3. RTI matters.
 4. Anything that impacts upon territorial integrity of the country of friendly relations with other countries.
 5. Any type of Suggestions. Send Feedback or Suggestion in the Feedback section. On click of feedback open feedback popup.

Name*

Address*

Residence of Maharashtra

Contact Number* OTP*

Email ID* Subject of Grievance

Grievance Description*

Upload Document

Drop files here to upload

GRIEVANCE
WhatsApp No : +91 9021748505 | Toll Free No : +91 1800 210 177

Success
OTP Send Successfully!

Lodge Grievance

Note :

Issues which are not taken up for redressal:
 1. Subjudice cases or any matter concerning judgment given by any court.
 2. Personal and family disputes.
 3. RTI matters.
 4. Anything that impacts upon territorial integrity of the country of friendly relations with other countries.
 5. Any type of Suggestions. Send Feedback or Suggestion in the Feedback section. On click of feedback open feedback popup.

Name*

Address*

Address*

Residence of Maharashtra

State District* Taluka

Village Pincode

Contact Number* OTP*

Email ID* Subject of Grievance

Grievance Description*

Upload Document

GRIEVANCE
WhatsApp No : +91 9021748505 | Toll Free N

Success
OTP Verified Successfully!

Lodge Grievance

Note :

Issues which are not taken up for redressal:

1. Subjudice cases or any matter concerning judgment given by any court.
2. Personal and family disputes.
3. RTI matters.
4. Anything that impacts upon territorial integrity of the country of friendly relations with other countries.
5. Any type of Suggestions, Send Feedback or Suggestion in the Feedback section. On click of feedback open feedback popup.

Name*

Address*

Residence of Maharashtra

State: District: Taluka:

Village: Pincode:

Contact Number* OTP* Send Verify

Email ID* Nature of Grievance* Subject of Grievance

Grievance Description*

Upload Document

Note :

Issues which are not taken up for redressal:

1. Subjudice cases or any matter concerning judgment given by any court.
2. Personal and family disputes.
3. RTI matters.
4. Anything that impacts upon territorial integrity of the country of friendly relations with other countries.
5. Any type of Suggestions, Send Feedback or Suggestion in the Feedback section. On click of feedback open feedback popup.

Name*

Address*

Residence of Maharashtra

State: District: Taluka:

Village: Pincode:

Contact Number* OTP* Send Verify

Email ID* Nature of Grievance* Subject of Grievance

Grievance Description*

Upload Document

Select files... Done

138.pdf x

The document(s) is/are checked.

Submit

- After filling all mandatory fields when a Citizen user will click on submit button then Grievance generated pop up appears with grievance Unique Id.

4. Anything that impacts upon territorial integrity of the country or friendly relations with other countries.
5. Any type of Suggestions, Send Feedback or Suggestion in the Feedback section. On click of feedback open feedback popup.

Name*
Enter Name

Address*
Address

Residence of Maharashtra

Contact Number*
Enter Contact Number

OTP*
0

Email ID*
Enter Email ID

Grievance Description*
Enter Description

Upload Document
Select files... Drop files here to upload

Subject of Grievance*
Enter subject of Grievance

Submit

Success
Grievance ID : SMART_000000047
Your grievance has been submitted.

LOCATION
MSE Building, 270 Bhamburda, Servoott Bazar, Munglappa,
Jambhona College, Gokulnagar, Pune, Maharashtra 411016, India

SITEMAP

- Events
- IRI
- Carous
- Discusses and policies
- Procurement and tenders
- Citizen Charter
- Newsletter
- Archives

Contact
+91-20-25656577

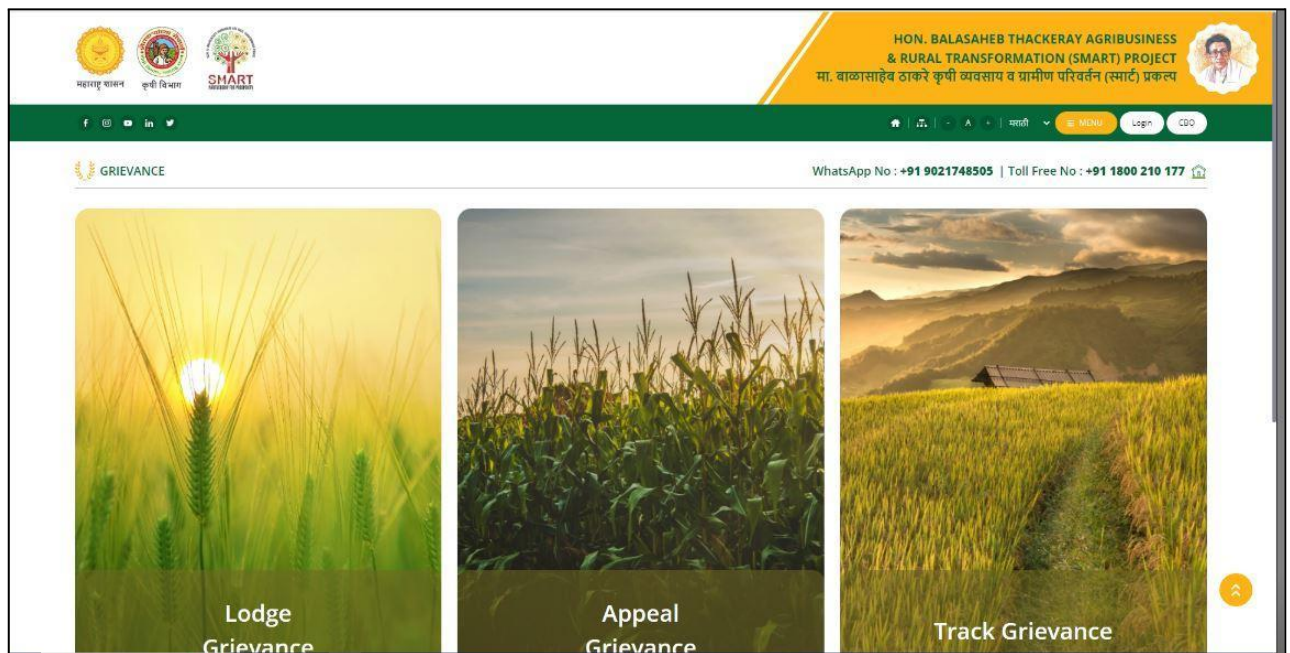
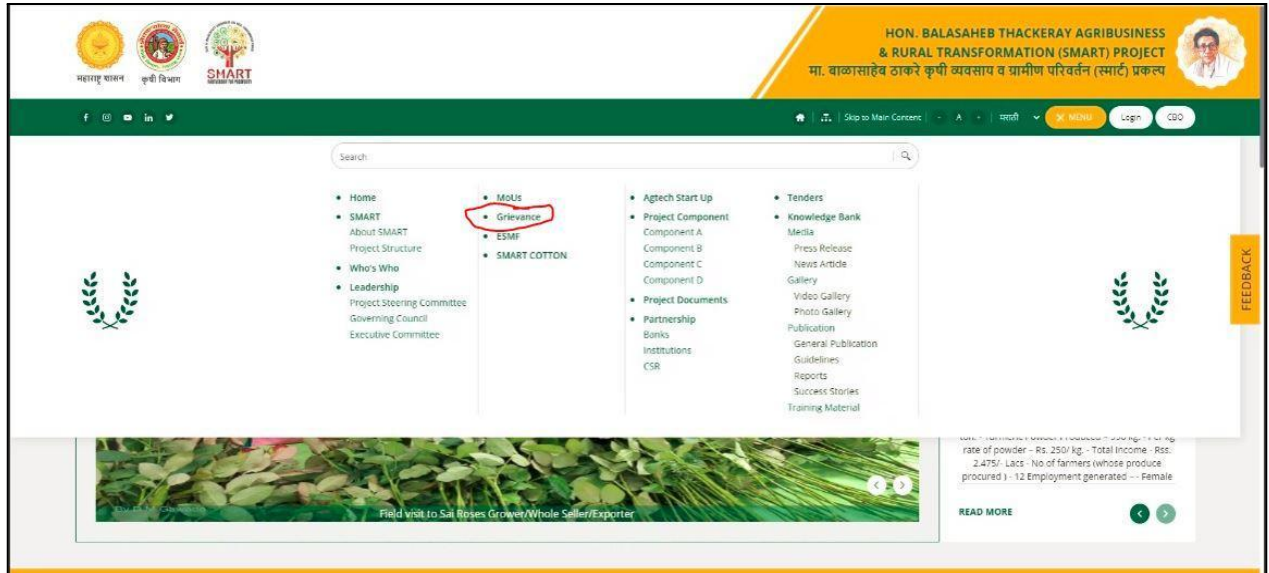
Whatsapp
+91-9021748505

Visitors Count : 2440 | LoggedIn Users Count : 1413 | Active Users Count :

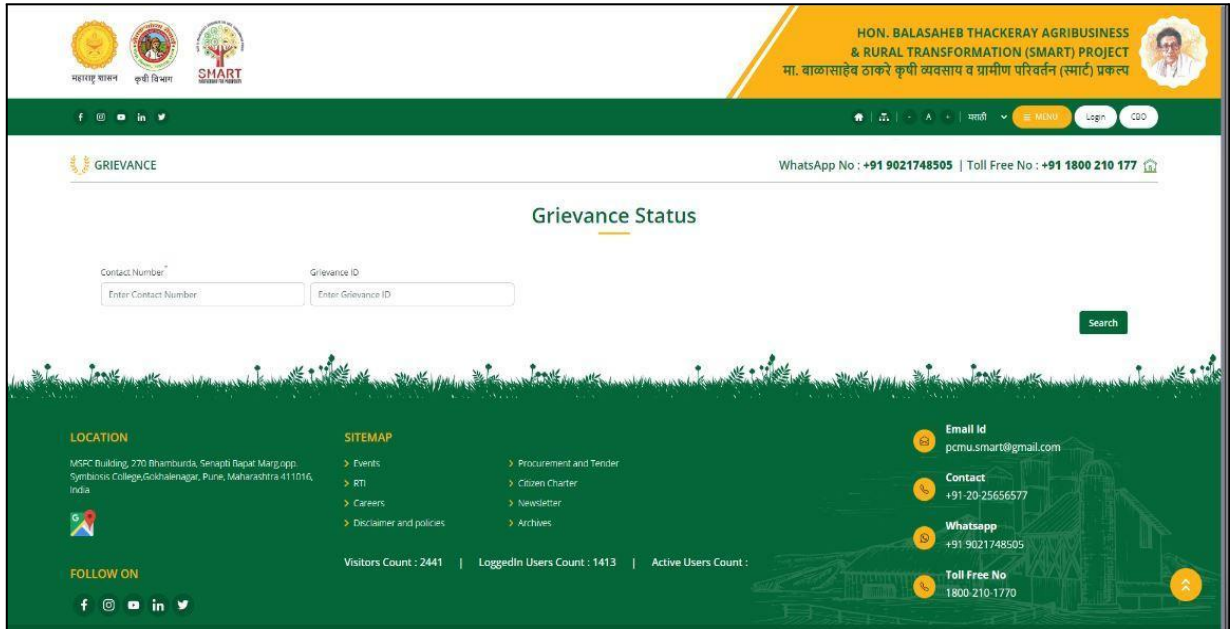
- Citizen users will also get the email and SMS on given email id and contact number for the same.

2.	● Track Grievance
----	-------------------

- Citizen users can Track grievances, from Menu → Grievance → Track grievance. As per below screenshot



- After clicks on track grievance from grievance page, track grievance page will be open as per below screenshot.



Sr.No	Field Name	Description
1.	Contact Number	Citizen users can add contact number(Contact number which was added during lodge grievance) through this field and This field is non mandatory
2.	Grievance ID	Citizen users can add Grievance ID(Grievance ID which was generated during lodge grievance) through this field and This field is non mandatory
3.	Search Button	After filling all the mandatory fields, Users need to click on this search button.

- After filling all the mandatory fields, when Users click on search button. Then list of all the grievances which were initiated by the same mobile number will appear in the grid.
- Users need to click on view status button for detail view of grievance status as per below screenshot

GRIEVANCE | WhatsApp No : +91 9021748505 | Toll Free No : +91 1800 210 177

Grievance Status

Contact Number: 7486037477 | Grievance ID: SMART_000000047

Sr no	Grievance Id	Nature of Grievance	Grievance Description	Action
1	SMART_000000001	Procurement	Grievance Description	View Status
2	SMART_000000009	Procurement	Grievance Description	View Status
3	SMART_000000010	Procurement	Grievance Description	View Status
4	SMART_000000017	Procurement	Grievance Description	View Status
5	SMART_000000047	Procurement	Grievance Description	View Status
6	SMART_000000047	Procurement	Grievance Description	View Status

GRIEVANCE | WhatsApp No : +91 9021748505 | Toll Free No : +91 1800 210 177

Grievance Status

Contact Number: 7466037477 | Grievance ID: SMART_00000047

Search

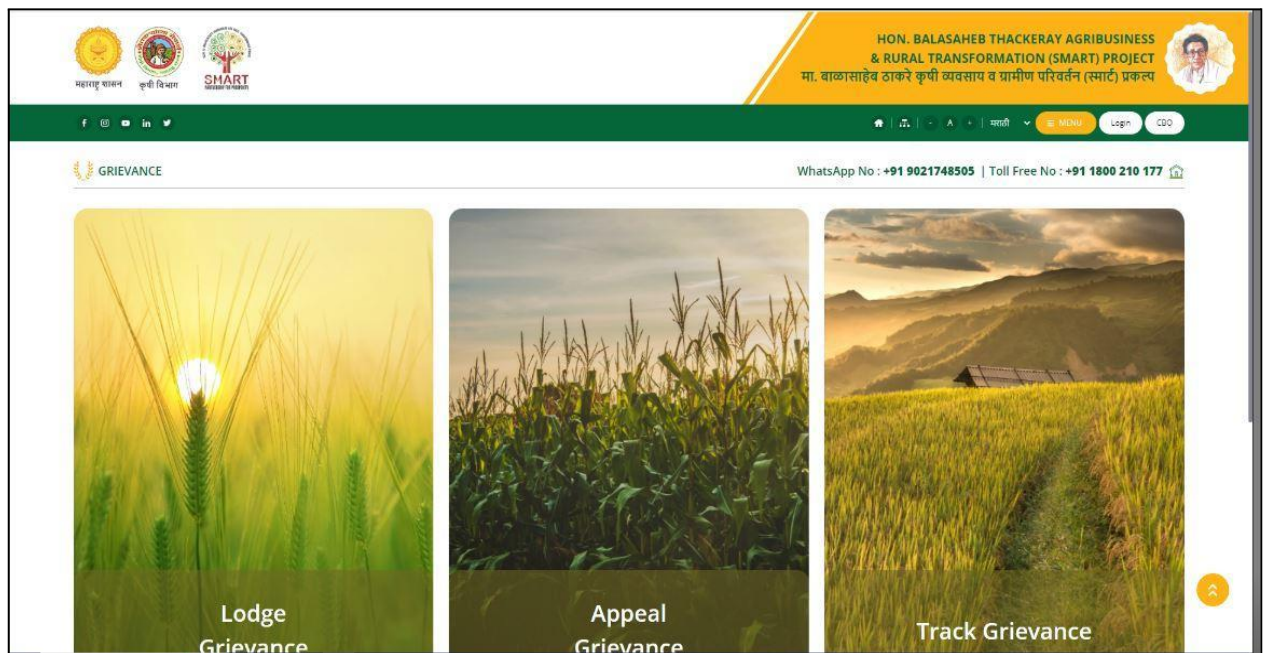
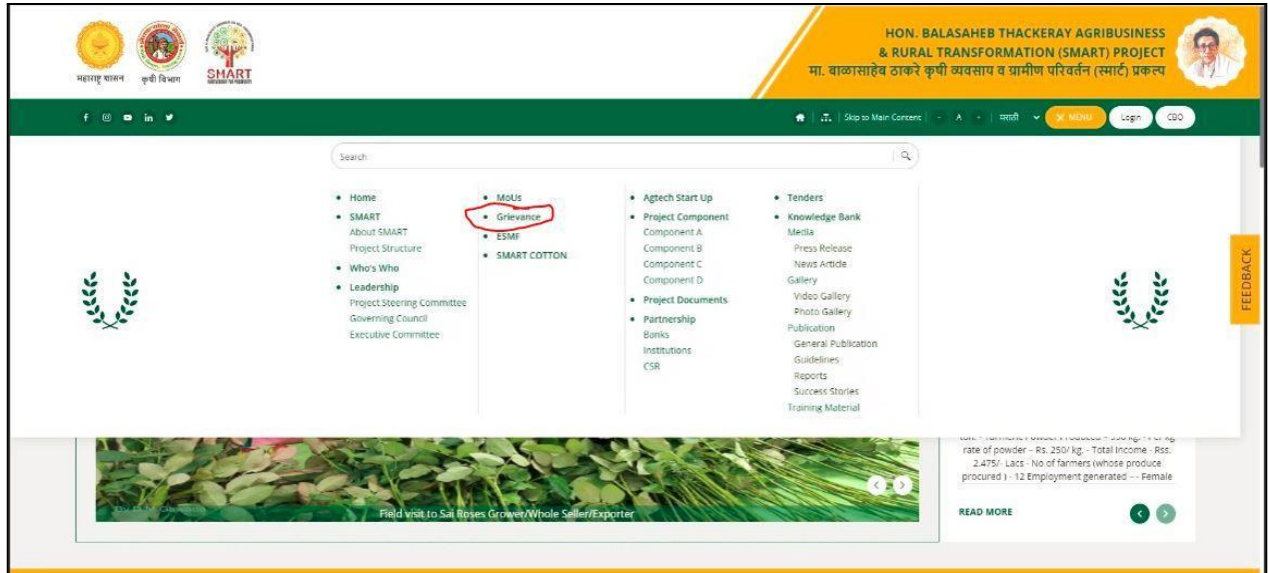
Date	Name	Level
14/03/2023 12:37:27	Ashish Girase	Level 1
Designated Officer	Status	
Aaska Patel	Close	

Upload Document
[Tender Document_140723070722.pdf](#)

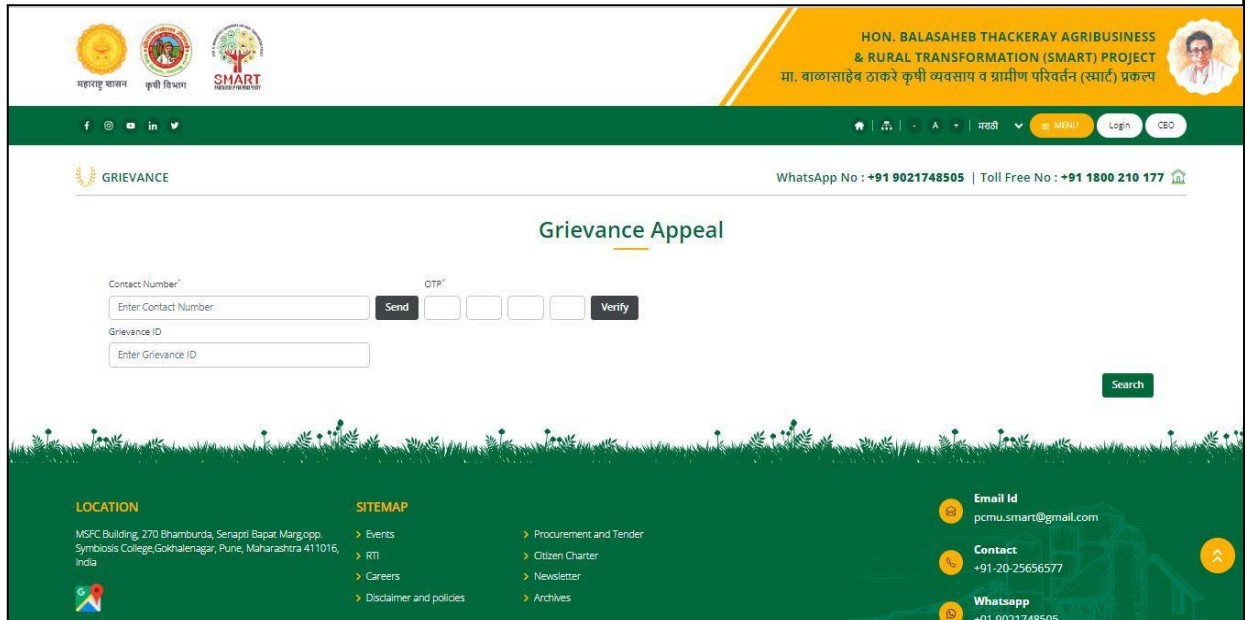
Sr.No	Field Name	Description
1.	Date	Provide the information of lodge grievance date. And this field is non editable.
2.	Name	Provide the information of Citizen user name. And this field is non editable.
3.	Level	Provide the information of grievance current level. like DIU,RIU, PIU and PCMU. And this field is non editable.
4.	Designate officer	Provide the information of the responsible designated officer name. And this field is non editable.
5.	Document	Provide the information of the uploaded document by any respective designated officer. And this field is non editable.
6.	Status	Provide the information of current status of grievance. And this field is non editable.

3.	<ul style="list-style-type: none"> ● Appeal Grievance
-----------	---

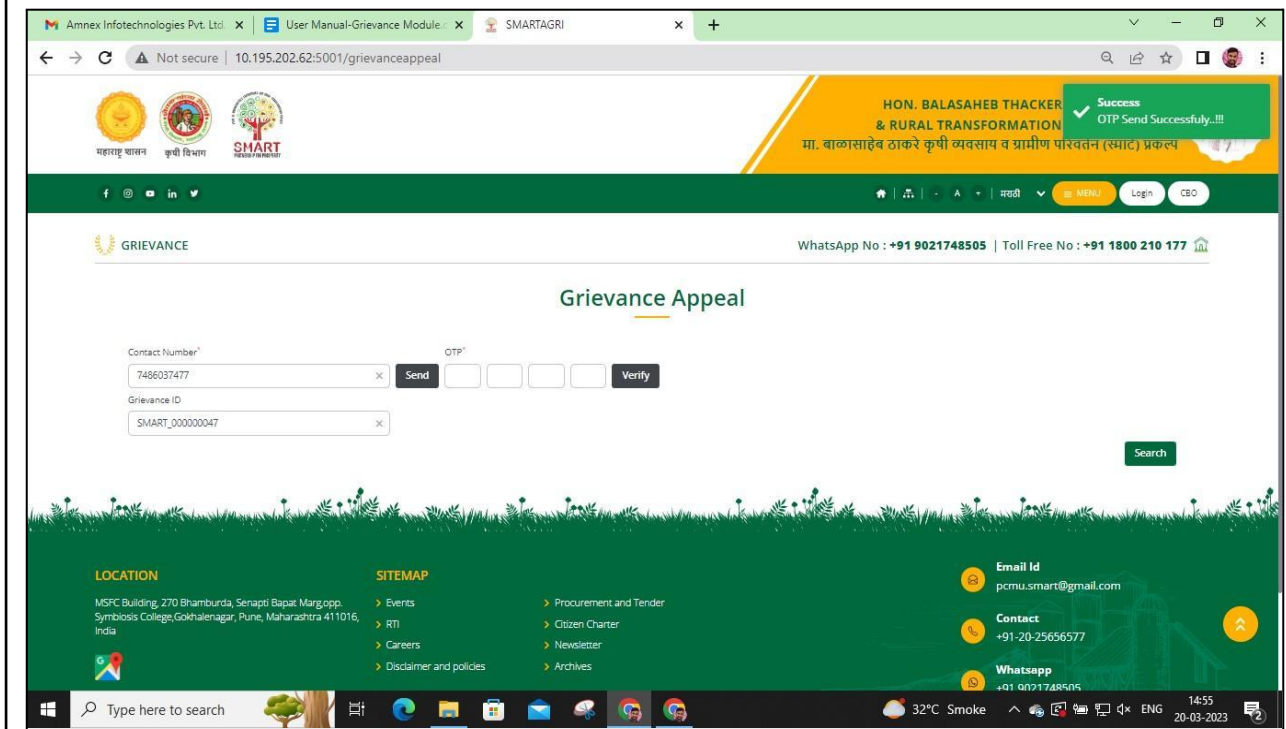
- Citizen users can apply for Appeal grievances, from Menu → Grievance → Appeal grievance. As per below screenshot

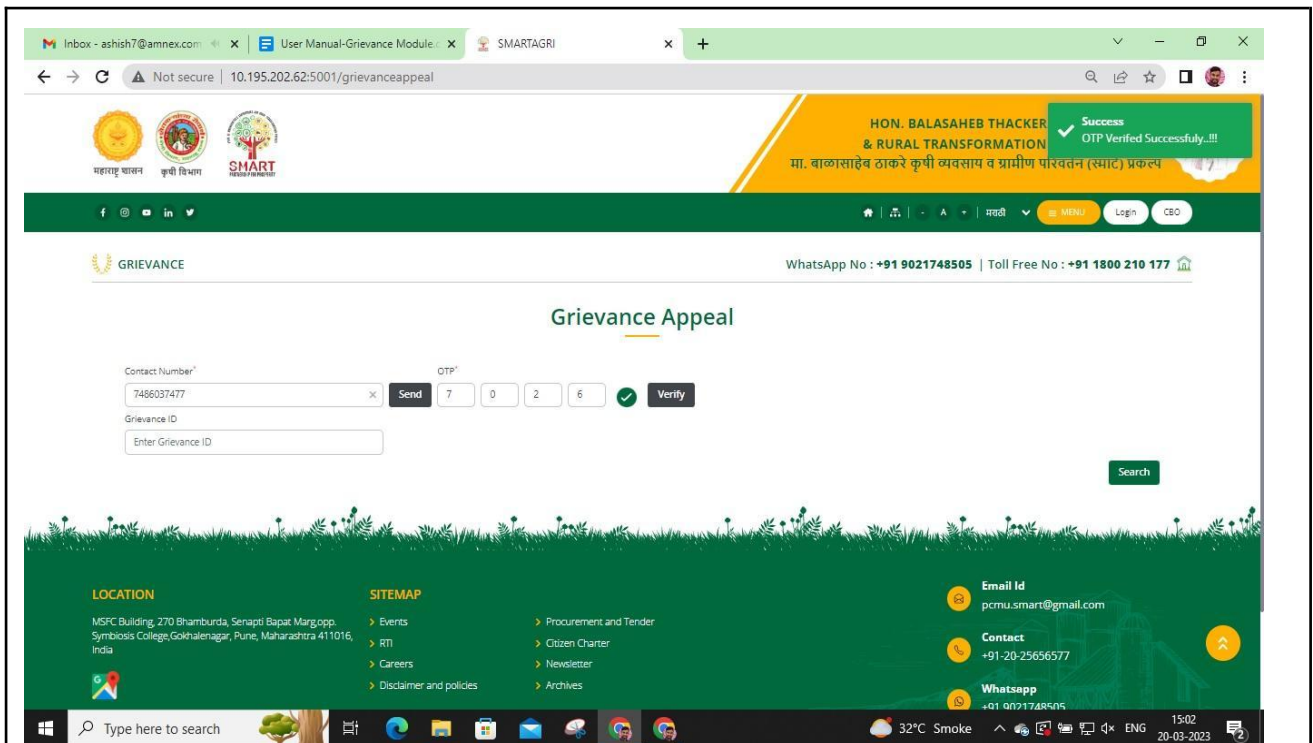


- After clicks on Appeal grievance from grievance page, Appeal grievance page will be open as per below screenshot.

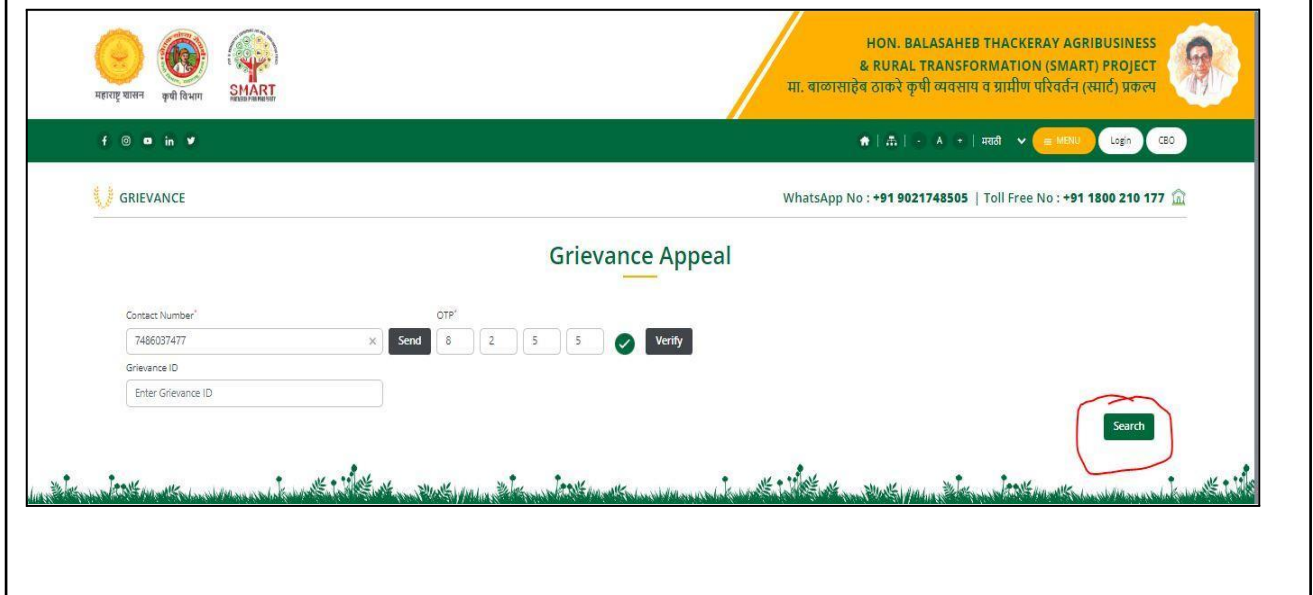


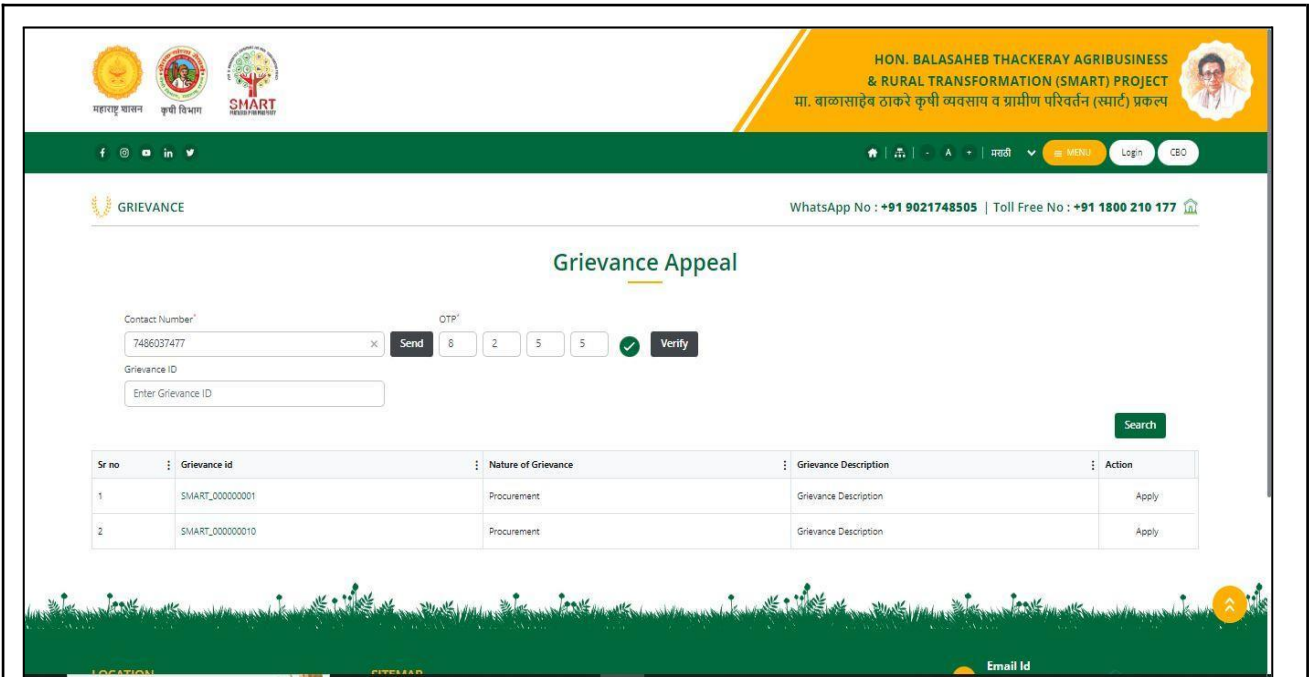
Sr.No	Field Name	Description
1.	Contact Number	Citizen users can add contact number(Contact number which was added during lodge grievance) through this field and This field is non mandatory
2.	Send Button	After entering contact number in above field, Users must need to click on this button for sending OTP
3.	OTP	Citizen users can add OTP verification number in this fields
4.	Verify Button	After entering the OTP number in the above field, Users must click on this button for OTP verification.
5.	Grievance ID	Citizen users can add Grievance ID(Grievance ID which was generated during lodge grievance) through this field and This field is non mandatory.
6.	Search Button	After filling all the mandatory fields, Users need to click on this search button.



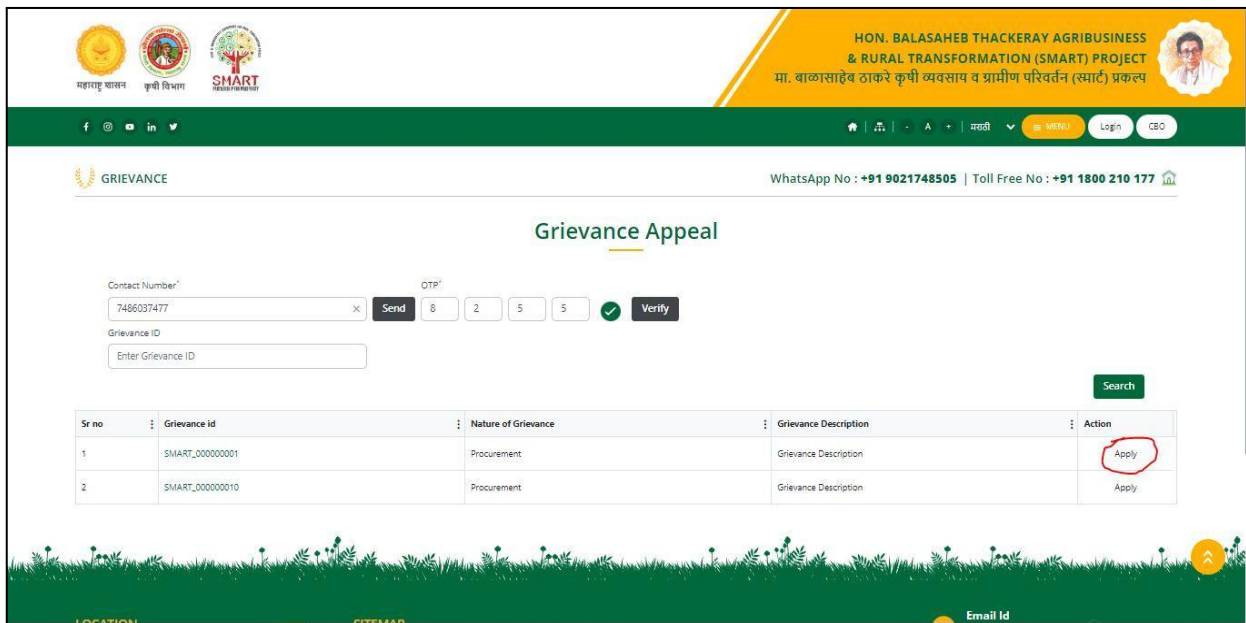


- After filling all the mandatory fields, when Users click on search button, then list of all the grievances which were initiated and closed by the same mobile number will appear in the grid.





- Citizen users must click on apply button as per below screenshot for which Citizen user want to apply for appeal.



- After clicking on the apply button by Citizen users the page below will be open.

Sr.No	Field Name	Description
1.	Date	Provide the information of lodge grievance date. and this field is non editable.
2.	Name	Provide the information of Citizen user name. And this field is non editable.
3.	Nature of Grievance	Provide the information of the nature of grievance which was selected during grievance initiation. And this field is non editable.
4.	Grievance Description	Provide the information of the Grievance description which was added during grievance initiation. And this field is non editable.
5.	Designate officer	Provide the information of the responsible designated officer name. And this field is non editable.
6.	Remarks by Authority	Provide the information of remarks which was given by the responsible designated officer. And this field is non editable.
7.	Additional Remark by User	Citizen users can add additional remarks for Appeal grievances and this field is mandatory.
8.	Upload Document	Citizen users can upload documents for Appeal grievances and this field is non mandatory.
9.	Submit Button	After filling all the mandatory fields, Citizen users can click on this button for final submission.

- After filling all the mandatory fields, when the user clicks on submit button then below pop-up message will appear. And respective grievance ID will be sent for Grievance Appeal flow. And SMS and email also sent to respective users on registered email id and mobile number.

Grievance Appeal

Contact Number* OTP*

Grievance ID

Date Name* Nature of Grievance

Grievance Description Designated Officer

Remark by Authority Additional Remark by User*

Upload Document

Amnex Infotechnologies Pvt. Ltd. x User Manual-Grievance Module x SMARTAGRI x +

Not secure | 10.195.202.62:5001/grievanceappeal

Grievance Appeal

Contact Number* OTP*

Grievance ID

Sr no	Grievance id	Description	Action
1	SMART_000000010	Description	Apply

Success

Grievance ID : SMART_000000001

Your appeal has been submitted.

LOCATION: MSFC Building, 270 Bhamburda, Senapati Bapat, Marg, opp. Symbolic College, Gokhale Nagar, Pune, Maharashtra 411016, India

SITEMAP:

- Events
- RIT
- Careers
- Disclaimer and policies
- Citizen Charter
- Newsletter
- Archives

Visitors Count : 2707 | LoggedIn Users Count : 1523 | Active Users Count :

pcmu.smart@gmail.com
 +91-20-25656577
 +91 9021748505
 1800-210-1770

FOLLOW ON:

Type here to search

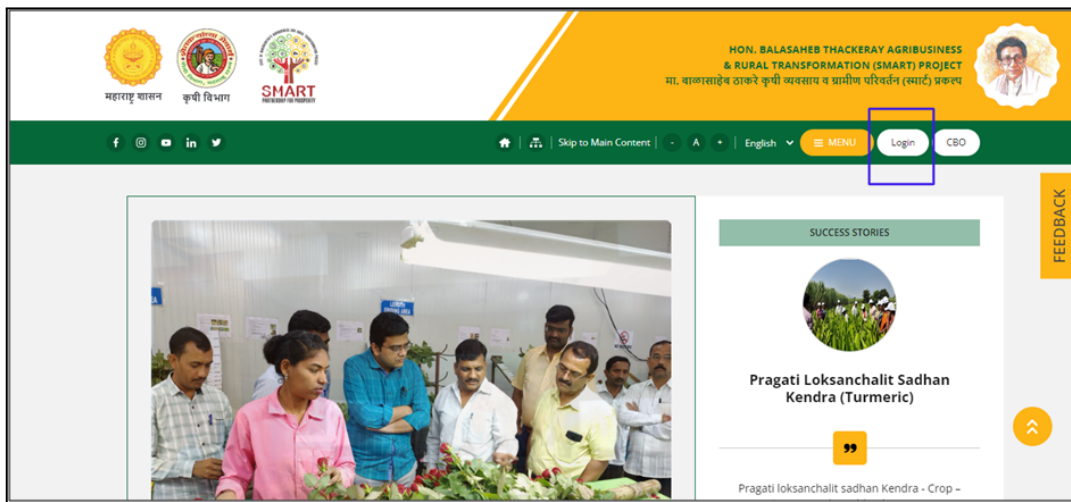
32°C Sunny 15:17 20-03-2023

3. Functionality For Admin(SMART Team) Users:

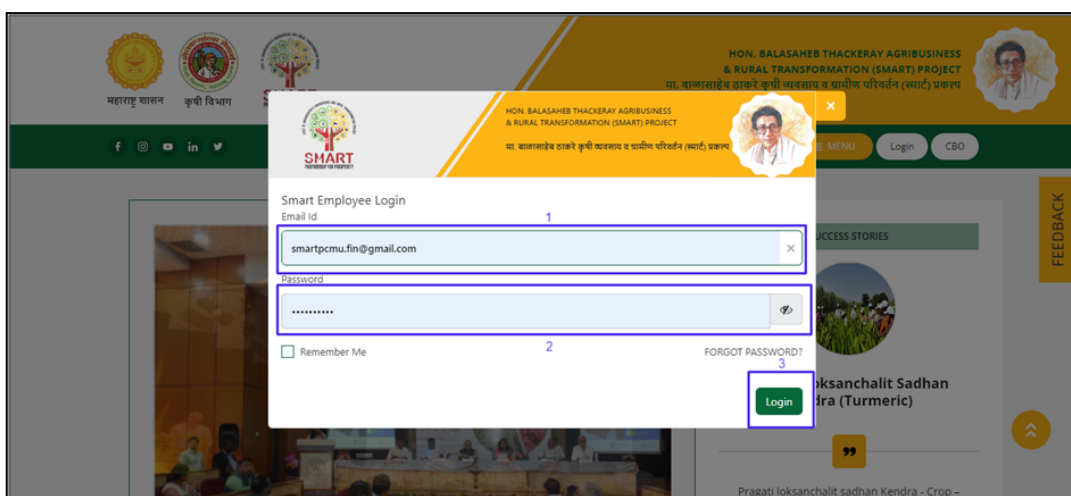
❖ Grievance Redressal Officer (DIU Level)

1. Login

- User must reach the website through the link below: <https://smart-mh.org/>
- Now user need to **click on Login button** as shown in the image below:



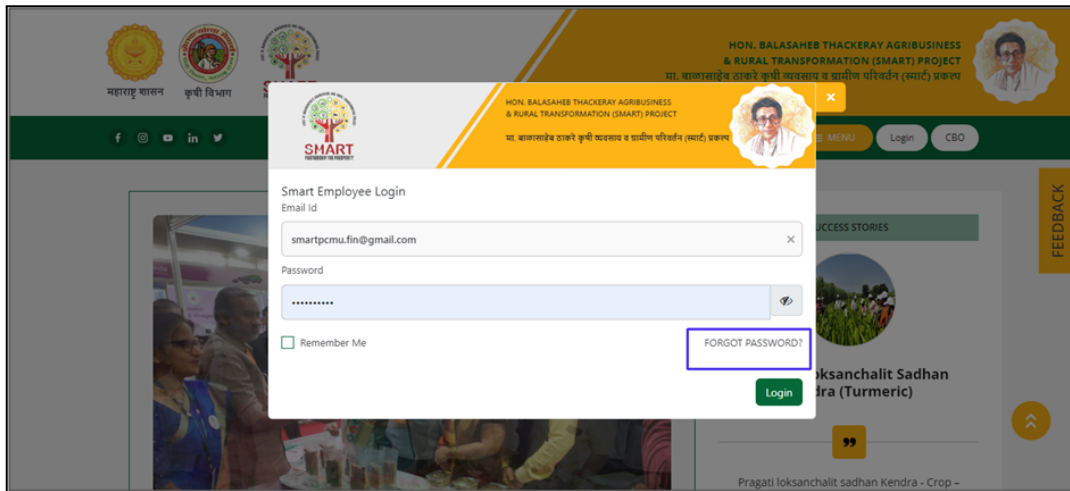
- After that the user need to enter his registered **Email Id, password** and **click on the login button** as shown in the image.



- Once credentials are verified, users will be logged into the application.

2. Forgot Password

- Users can Reset password by clicking on the “Forgot password” link as shown in the image below.



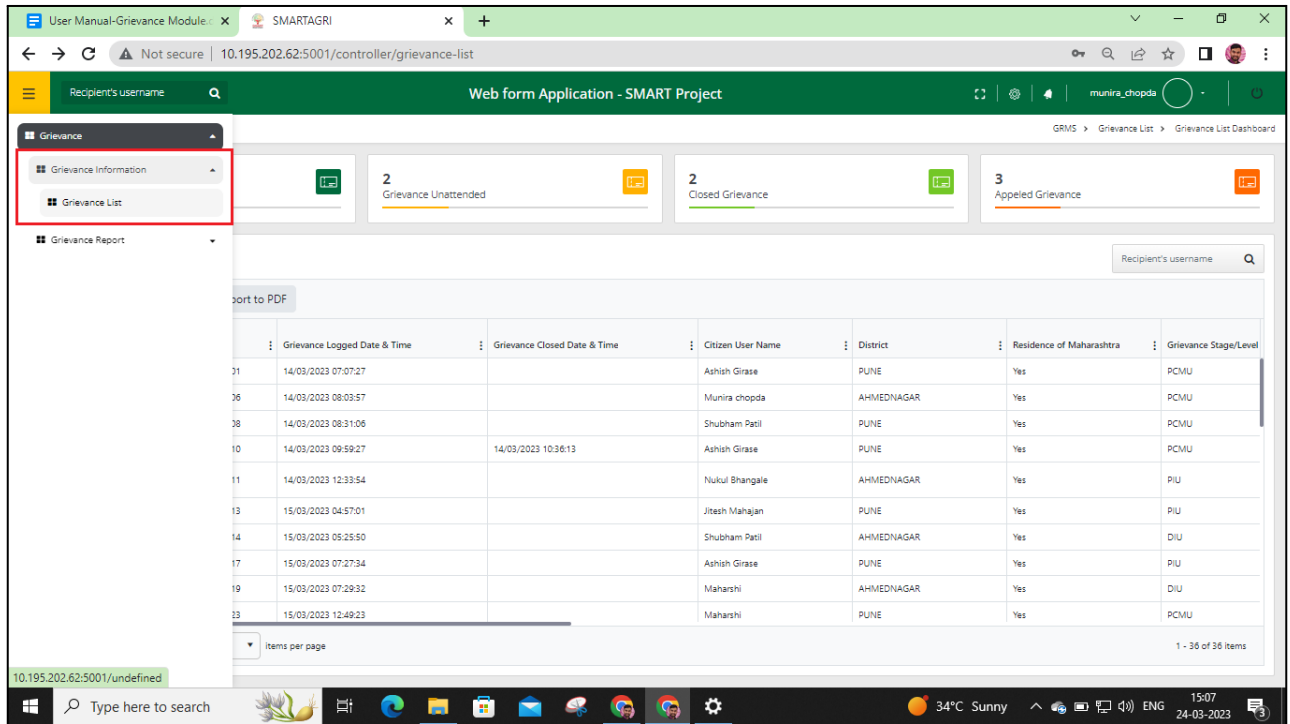
- Users must **enter the registered email ID or mobile number**.
- Now user must click on **send button**
- Auto generated password will be sent on to the user’s registered Email Id.
- Now User can log in with the password which has been sent by email

3. Grievance List Dashboard

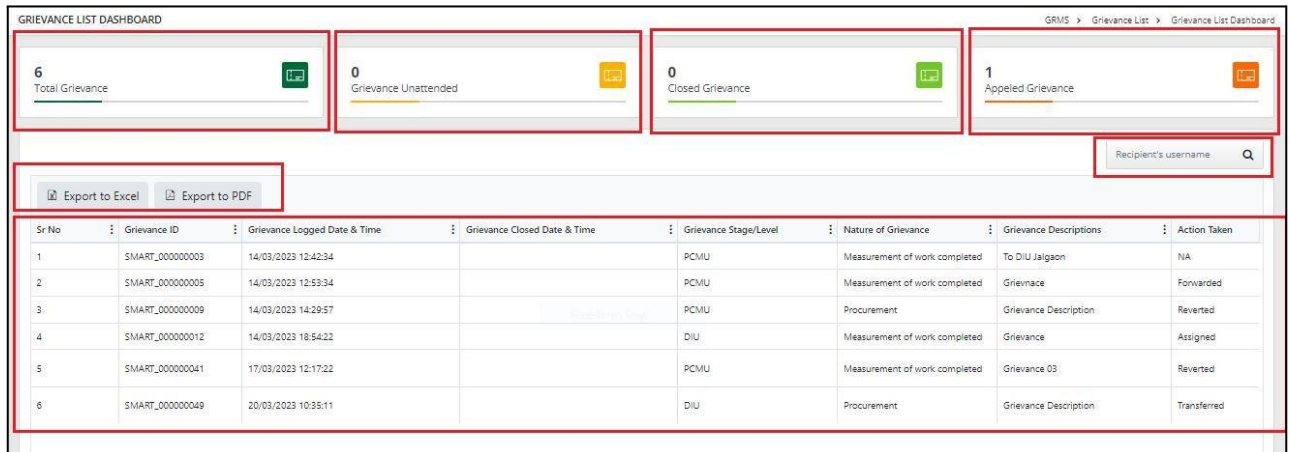
- After successfully user login, Users will reach to this Grievance list Dashboard page :

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Grievance Stage/Level	Nature of Grievance	Grievance Descriptions	Action Taken
1	SMART_000000003	14/03/2023 12:42:34		PCMU	Measurement of work completed	To DIU Jalgaon	NA
2	SMART_000000005	14/03/2023 12:53:34		PCMU	Measurement of work completed	Grievance	Forwarded
3	SMART_000000009	14/03/2023 14:29:57		PCMU	Procurement	Grievance Description	Reverted
4	SMART_000000012	14/03/2023 18:54:22		DIU	Measurement of work completed	Grievance	Assigned
5	SMART_000000041	17/03/2023 12:17:22		PCMU	Measurement of work completed	Grievance 03	Reverted
6	SMART_000000052	20/03/2023 16:18:43		DIU	Procurement	Grievance Description	NA

- As per below screenshots, Users can also redirect to this page from the side menu.



- In dashboard user will get the information of Total Grievance, Grievance Unattended, Closed Grievance and Appeal Grievance counter, Export to Excel and Export to PDF button, Grievance grid with Action column as per below screenshot



- In Total Grievance**, User will get the information of the total number of grievances which are available.
- In Grievance Unattended**, User will get the information of the total number of grievances which are not attended.

- In **Closed Grievance**, User will get the information of the total number of grievances which are in the closed stage.
- In **Appealed Grievance**, User will get the information of the total number of grievances which are in Appeal stage.
- Users can export to excel the grid information through the **Export to Excel button**.
- Users can export to PDF the grid information through **Export to PDF button**.
- In the Grievance Grid following columns will be displayed.

Sr.No	Field Name	Description
1.	Sr.No	Users will get the information of the serial number.
2.	Grievance ID	Users will get the information of the Grievance ID
3.	Grievance Lodge Date and Time	Users will get the information of the Grievance Lodge Date and Time
4.	Grievance Closed Date and Time	Users will get the information of the Grievance Closed Date and Time
5.	Citizen User Name	Users will get the information of the Citizen User Name
6.	District	Users will get the information of the District
7.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra or not.
8.	Grievance stage/level	Users will get the information of the Grievance stage/level
9.	Nature of Grievance	Users will get the information of the Nature of Grievance
10.	Grievance Description	Users will get the information of the Grievance Description
11.	Responsible Designate officer	Users will get the information of the Responsible Designate officer
12.	Responsible Designate officer name	Users will get the information of the Responsible Designate officer name
13.	Process Flow	Users will get the information of the Process Flow
14.	Remarks	Users will get the information of the Remarks
15.	Action Taken	Users will get the information of the Action Taken
16.	Action Taken Date	Users will get the information of the Action Taken Date
17.	Stage	Users will get the information of the Stage
18.	Action	Users will get the information of the Action buttons. Like Resolve, Transfer, Assign, Revert and Forward.


1. Purpose of Action Buttons:

a. Resolve Button

- This button is used to close the grievance at the same level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.

grievance officer name	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
		Appeal		NA	NA	Appeal	
	Kallias Bhosle	Appeal		Forwarded	17/03/2023 12:09:13	Forwarded	
		Normal		Reverted	17/03/2023 12:40:51	Reverted	Resolve Forward Transfer Assign
		Normal		Assigned	20/03/2023 10:57:29	Assigned	Resolve Forward Transfer Assign
		Normal		Reverted	17/03/2023 05:51:50	Reverted	Resolve Forward Transfer Assign
		Normal		Forwarded	22/03/2023 05:30:00	Forwarded	Resolve Forward Transfer Assign
		Normal	Replied by expert... grievance should be assign to PCMU	Assigned	21/03/2023 02:42:54	Assigned	Resolve Forward Transfer Assign

- After clicking on the Resolve button, the below pop up will appear.

Sr.No	Field Name	Description
1.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
2.	Document Upload	Users can upload documents as per requirement through this field and this field is non mandatory.
3.	Close sign	Users can close the resolve pop up through this close sign. 
4.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance is closed by any respective officer at any stage then those grievance will not be accessible.

b. Forward Button

- This button is used to forward the grievance at the next level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.

The screenshot shows the 'GRIEVANCE LIST DASHBOARD' with the following statistics:

- Total Grievance: 7
- Grievance Unattended: 0
- Closed Grievance: 0
- Appelled Grievance: 1


The table below shows the list of grievances:

Grievance officer name	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
		Appeal		NA	NA	Appeal	
	Kailas Bhosle	Appeal		Forwarded	17/03/2023 12:09:13	Forwarded	
		Normal		Reverted	17/03/2023 12:40:51	Reverted	
		Normal		Assigned	20/03/2023 10:57:29	Assigned	Resolve Forward Transfer Assign
		Normal		Reverted	17/03/2023 05:51:50	Reverted	Resolve Forward Transfer Assign
		Normal		Forwarded	22/03/2023 05:30:00	Forwarded	
		Normal	Replied by expert...grievance should be assign to PCMU	Assigned	21/03/2023 02:42:54	Assigned	Resolve Forward Transfer Assign

- After clicking on the Forward button, the below pop up will appear.

The 'FORWARD' pop-up form contains the following fields:

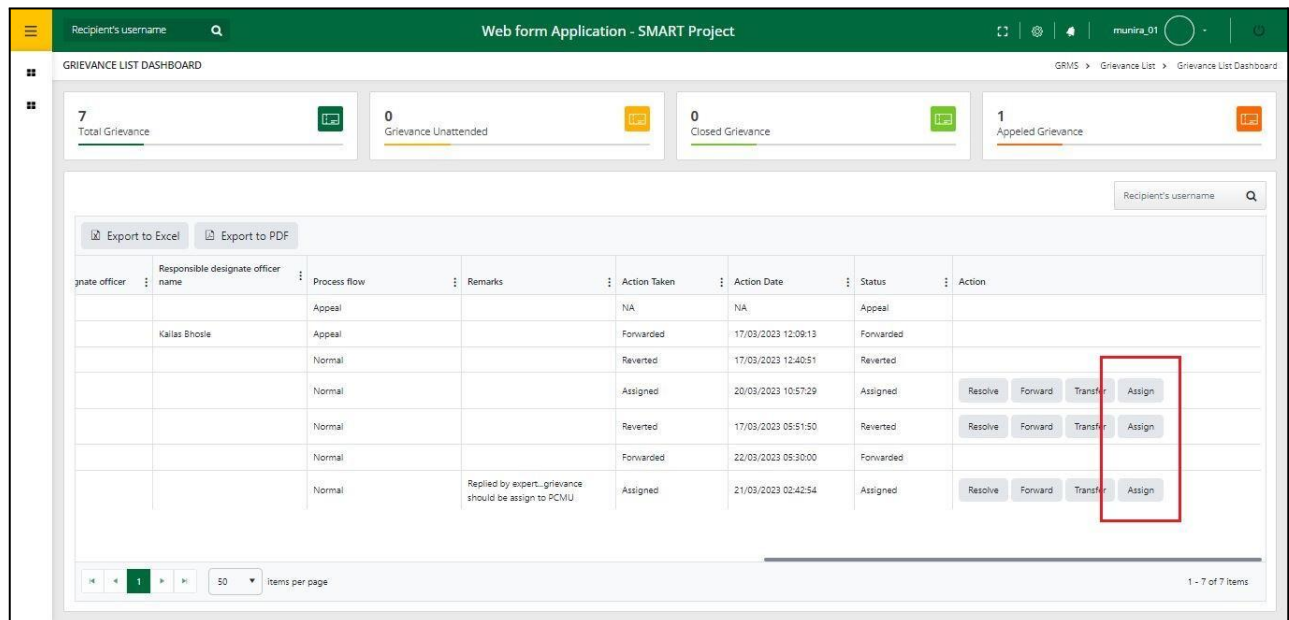
- Level:
- Designated Officer:
- Remarks:
- Submit button

Sr.No	Field Name	Description
1.	Level	This field provides the information of the next level in which grievance will be forwarded. And this field is non-editable.
2.	Designated Officer	This field provides the information of the next level Designated officer detail in which grievance will be forwarded. And this field is non-editable.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be forwarded by any respective designated officer at any stage then those grievances will be forwarded to the next level and those grievances will not be accessible at the current stage..

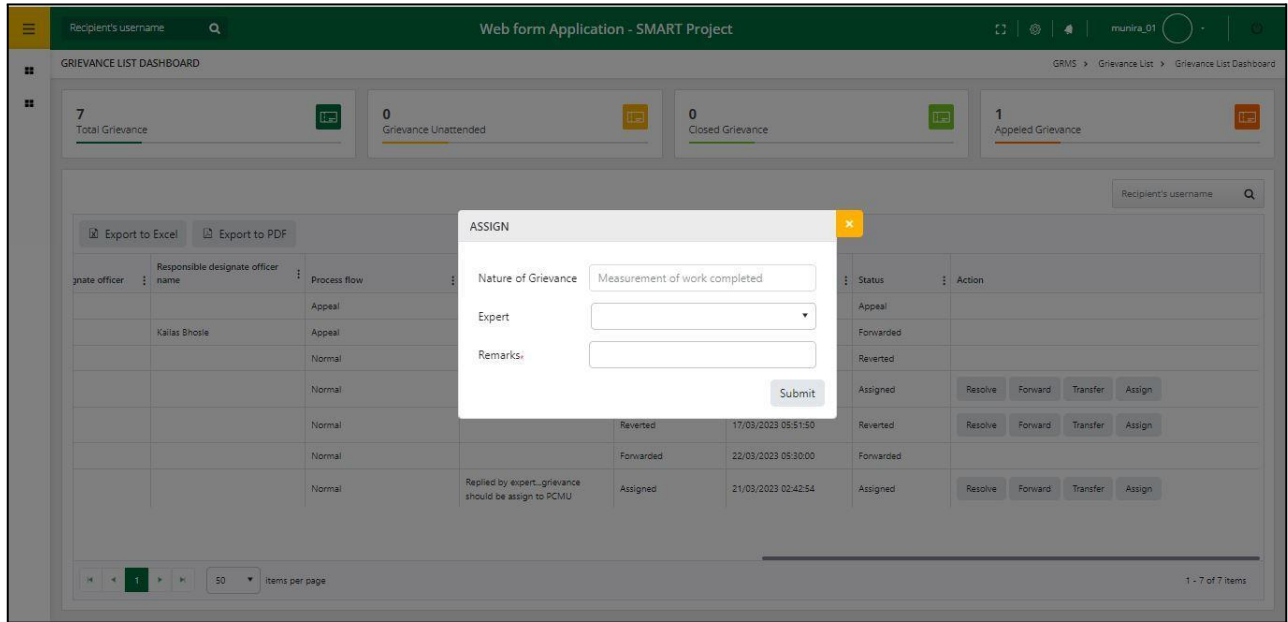
c. Assign Button


- This button is used to assign the grievance to any expert. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.



The screenshot displays the 'GRIEVANCE LIST DASHBOARD' for the SMART Project. At the top, there are summary cards for: Total Grievance (7), Grievance Unattended (0), Closed Grievance (0), and Appealed Grievance (1). Below these cards is a search bar and export options (Excel and PDF). The main part of the dashboard is a table with the following columns: Designate officer, Responsible designate officer name, Process flow, Remarks, Action Taken, Action Date, Status, and Action. The table contains 7 rows of data. The 'Action' column for the last row (Normal process flow, Replied by expert, grievance should be assign to PCMU) has a red box around the 'Assign' button.

- After clicking on the Assign button, the below pop up will appear.

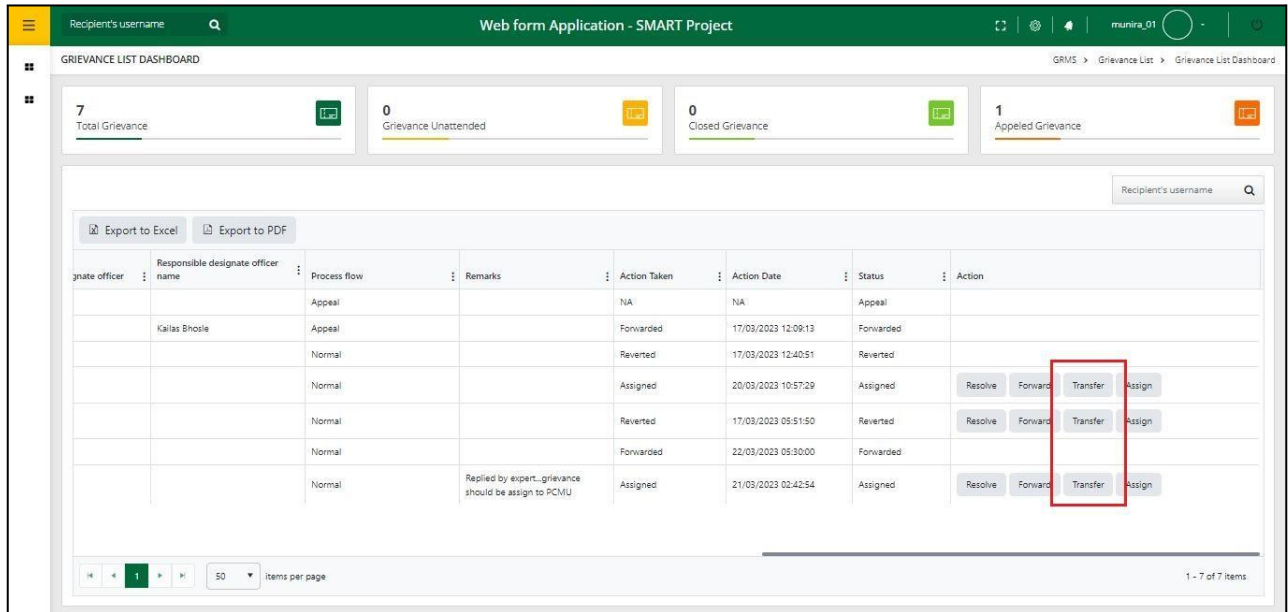


Sr.No	Field Name	Description
1.	Nature of Grievance	This field provides the information of the Nature of Grievance. And this field is non-editable.
2.	Expert	This field provides the information of the designated Expert in which grievance will be Assigned. So that as per user requirement need to select the expert from this expert list dropdown field And this field is Mandatory.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory..
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

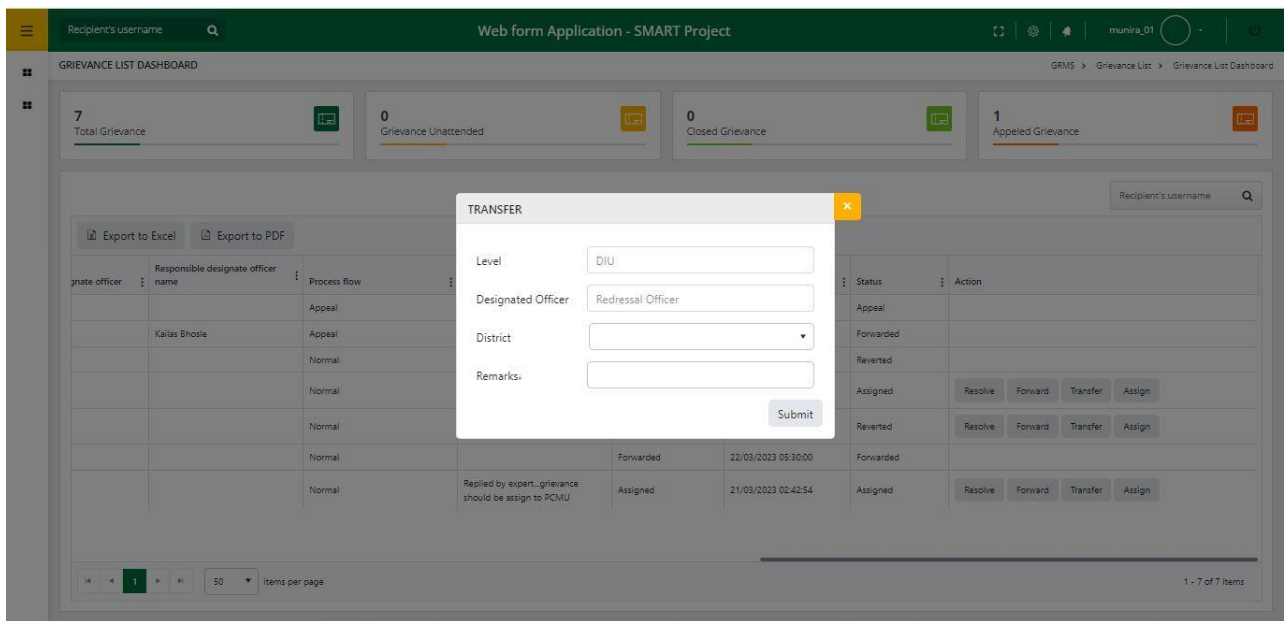
- Once the grievance will be assigned by any respective designated officer at any stage then those grievances will be assigned to the same level selected designated expert officer and those grievances will not be accessible at the current stage.
- But after submitting the grievance by the respective expert designated officer then the same grievance returns to the same designated officer.

d. Transfer Button


- This button is used to Transfer the grievance at the same level but different district. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.



- After clicking on the Transfer button, the below pop up will appear.



Sr.No	Field Name	Description
-------	------------	-------------

1.	Level	This field provides the information of the same level in which grievances will be transferred. And this field is non-editable.
2.	Designated Officer	This field provides the information of the same level but different district Designated officer detail in which grievance will be Transferred. And this field is non-editable.
3.	District	This field provides the information of the District in which grievance will be Transferred. So that as per user requirement need to select the district from this district list dropdown field And this field is Mandatory.
4.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory..
5.	Close sign	Users can close the resolve pop up through this close sign. 
6.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be Transferred by any respective designated officer at district then those grievances will be transferred to the next level and those grievances will not be accessible at the current stage.

e. Grievance Log Report Functionality

As per below screenshot, Users are able to view Grievance log reports after clicking on Grievance ID.

Recipient's username Web Application - SMART Project munira_01

GRIEVANCE LIST DASHBOARD GRMS > Grievance List > Grievance List Dashboard

10
Total Grievance

0
Grievance Unattended

0
Closed Grievance

2
Appealed Grievance

Recipient's username

[Export to Excel](#) [Export to PDF](#)

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
1	SMART_000000003	14/03/2023 07:12:34		Avanish Thakkar	JALGAON	Yes	PCMU
2	SMART_000000005	14/03/2023 07:23:34		Anju Pawar	JALGAON	Yes	PCMU
3	SMART_000000009	14/03/2023 08:59:57		Ashish Girase	JALGAON	Yes	PCMU
4	SMART_000000012	14/03/2023 13:24:22		Uday Patil	JALGAON	Yes	RIU
5	SMART_000000041	17/03/2023 06:47:22		Anand Patil	JALGAON	Yes	PCMU
6	SMART_000000049	20/03/2023 05:05:11		Maharshi	JALGAON	Yes	PCMU
7	SMART_000000056	21/03/2023 09:07:47		Shubham Patil	JALGAON	Yes	PCMU
8	SMART_000000064	23/03/2023 08:36:45		Gayatri	JALGAON	Yes	PCMU
9	SMART_000000066	23/03/2023 09:20:25		Ashish Girase	JALGAON	Yes	RIU

1 - 10 of 10 items

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

Search

SMART_000000071

Name	Value	DateTime	Level	Designated Officer	Forwarded To Level	Forward To Designated Officer	Reverted To Level	Rever
Permanent Address	Jalgaon	24/03/2023 04:06:18	DIU	Shubham Patil	N/A	N/A	N/A	N/A
District	JALGAON	24/03/2023 04:06:18	DIU	Chopda Munira	N/A	N/A	N/A	N/A
Taluka	Jalgaon	24/03/2023 04:10:14	RIU	Patel Aaska	Forwarded To RIU	Forwarded To Patel Aaska	N/A	N/A
Village	Barnar	24/03/2023 04:33:59	RIU	Munira chopda	N/A	N/A	N/A	N/A
Pincode	425116							
Contact Number	8554855692	24/03/2023 04:37:37	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Email ID	shubhamrp1325@gmail.com	24/03/2023 04:38:22	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Nature of Grievance	Measurement of work completed	24/03/2023 04:39:09	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Mode	Online	24/03/2023 04:40:38	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Description	To RIU							
Upload PDF	N/A							

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_00000071

Name	003	Reverted To Designated Officer	Transferred To District	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	N/A
District	JALGAON	N/A	N/A	N/A	N/A	N/A
Taluka	Jalgaon	N/A	N/A	N/A	N/A	N/A
Village	Bornar	N/A	N/A	N/A	N/A	N/A
Pincode	425116	N/A	Transferred To PUNE	Transferred To Munira chopda	N/A	N/A
Contact Number	8554855692	N/A	Transferred To JALGAON	Transferred To Patel Aaska	N/A	N/A
Email ID	shubhamp1325@gmail.com	N/A	N/A	N/A		N/A
Nature of Grievance	Measurement of work completed	N/A	N/A	N/A		N/A
Mode	Online	N/A	N/A	N/A	N/A	N/A
Description	To RIU					
Upload PDF	N/A					

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_00000071

Name	003	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level	Auto Escalated To Officer	Remarks	Status
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	To RIU	Under Process
District	JALGAON	N/A	N/A	N/A	N/A	To RIU	Under Process
Taluka	Jalgaon	N/A	N/A	N/A	N/A	..RIU	Forwarded
Village	Bornar	Transferred To Munira chopda	N/A	N/A	N/A	RIU level transfer	Transferred
Pincode	425116	Transferred To Patel Aaska	N/A	N/A	N/A	RIU level transfer done	Transferred
Contact Number	8554855692	N/A		N/A	N/A	RIU assign	Assigned
Email ID	shubhamp1325@gmail.com	N/A		N/A	N/A	RIU assign done	Assigned
Nature of Grievance	Measurement of work completed	N/A		N/A	N/A	RIU level Transfer & Assign checked	Close
Mode	Online	N/A	N/A	N/A	N/A		
Description	To RIU						
Upload PDF	N/A						

Fields Detail:

Sr.No	Field Name	Description
1.	SMART_00000071	Users will get the information of the Grievance ID for which grievance log report generated.
2.	Name	Users will get the information of the Citizen Name.
3.	Permanent Address	Users will get the information of the Citizen Address
4.	District	Users will get the information of the Citizen District
5.	Taluka	Users will get the information of the Citizen Taluka

6.	Village	Users will get the information of the Citizen Village
7.	Pincode	Users will get the information of the Citizen Pincode
8.	Contact Number	Users will get the information of the Citizen Contact Number
9.	Email Id	Users will get the information of the Citizen Email Id
10.	Nature of grievance	Users will get the information of the Nature of grievance
11.	Description	Users will get the information of the Grievance Description
12.	Upload Document	Users will get the information of the Uploaded Document
13.	Date and Time	Users will get the information of the Date and Time of grievance
14.	Level	Users will get the information of the Grievance Level
15.	Designated officer	Users will get the information of the Grievance Designated officer
16.	Forwarded to level	Users will get the information of the Grievance Forwarded to level
17.	Forwarded to designated officer	Users will get the information of the Grievance Forwarded to designated officer
18.	Reverted to level	Users will get the information of the Grievance Reverted to level
19.	Reverted to designated officer	Users will get the information of the Grievance Reverted to designated officer
20.	Transferred to District	Users will get the information of the Grievance Transferred to District
21.	Transferred to designated officer	Users will get the information of the Grievance Transferred to designated officer
22.	Assigned to designated expert officer	Users will get the information of the Grievance Assigned to designated expert officer
23.	Auto Escalated to Level	Users will get the information of the Grievance Auto Escalated to Level
24.	Auto Escalated to Officer	Users will get the information of the Grievance Auto Escalated to Officer
25.	Remarks	Users will get the information of the Grievance action button Remarks
26.	Status	Users will get the information of the Grievance Status

4. Grievance Report Functionality

As per below screenshot, Users are able to view Grievance reports from the side menu.

Web Application - SMART Project

GRMS > Grievance List > Grievance List Dashboard

2 Grievance Unattended | 2 Closed Grievance | 3 Appealed Grievance

	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
31	14/03/2023 07:07:27		Ashish Grase	PUNE	Yes	PCMU
36	14/03/2023 08:03:57		Munira chopda	AHMEDNAGAR	Yes	PCMU
38	14/03/2023 08:31:06		Shubham Patil	PUNE	Yes	PCMU
10	14/03/2023 09:59:27	14/03/2023 10:36:13	Ashish Grase	PUNE	Yes	PCMU
11	14/03/2023 12:33:54		Nukul Bhangale	AHMEDNAGAR	Yes	PIU
13	15/03/2023 04:57:01		Jitesh Mahajan	PUNE	Yes	PIU
14	15/03/2023 05:25:50		Shubham Patil	AHMEDNAGAR	Yes	DIU
17	15/03/2023 07:27:34		Ashish Grase	PUNE	Yes	PIU
19	15/03/2023 07:29:32		Maharshi	AHMEDNAGAR	Yes	DIU
23	15/03/2023 12:49:23		Maharshi	PUNE	Yes	PCMU

Items per page: 1 - 36 of 36 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Export to Excel | Export to PDF

Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level	Nature
SMART_000000001	24/03/2023 15:50:41		12345	PUNE	Yes	DIU	Procu
SMART_000000002	24/03/2023 16:01:03		ANU	PUNE	Yes	RIU	Procu

1 - 2 of 2 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Nature of Grievance	Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time
Procurement	Checking for Text boxes	DIU Redressal	Preeti Savairam	Normal		NA	NA
Procurement	For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44

1 - 2 of 2 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time	Status
Checking for Text boxes	DIU Redressal	Preeti Savairam	Normal		NA	NA	Under Process
For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44	Forwarded

1 - 2 of 2 items

Fields Detail :

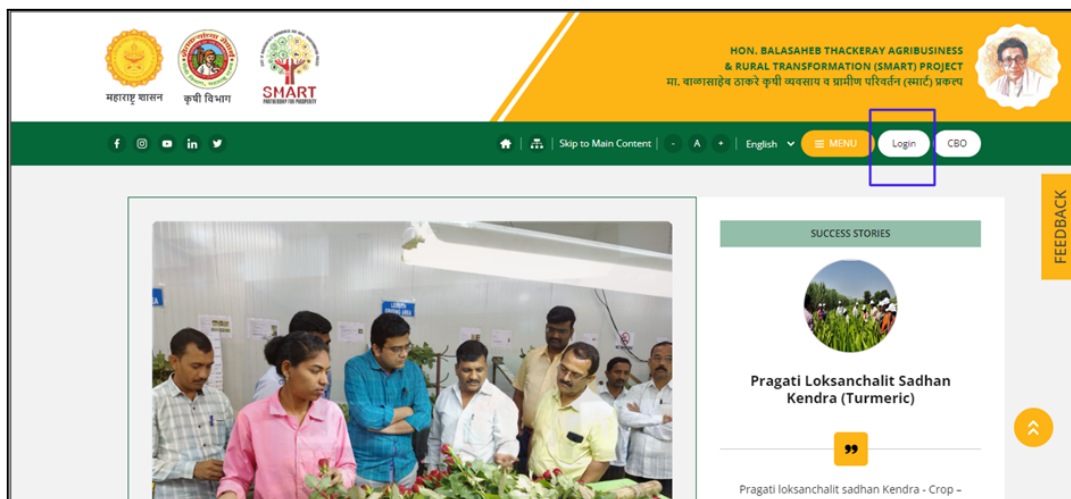
Sr.No	Field Name	Description
1.	Grievance ID	Users will get the information of the Grievance ID for which grievance report generated.
2.	Grievance lodge date and time	Users will get the information of the Grievance lodge date and time
3.	Grievance close date and time	Users will get the information of the Grievance close date and time
4.	Citizen User name	Users will get the information of the Citizen User name
5.	District	Users will get the information of the Grievance District

6.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra
7.	Level	Users will get the information of the Grievance Level
8.	Nature of grievance	Users will get the information of the Grievance Nature of grievance
9.	Grievance Description	Users will get the information of the Grievance Description
10.	Responsible designate officer	Users will get the information of the Grievance Responsible designate officer
11.	Responsible designate officer name	Users will get the information of the Grievance Responsible designate officer name
12.	Process flow	Users will get the information of the Grievance Process flow
13.	Remarks	Users will get the information of the Grievance Action button Remarks
14.	Action taken	Users will get the information of the Grievance Action taken name
15.	Action taken date	Users will get the information of the Grievance Action taken date
16.	Status	Users will get the information of the Grievance Status

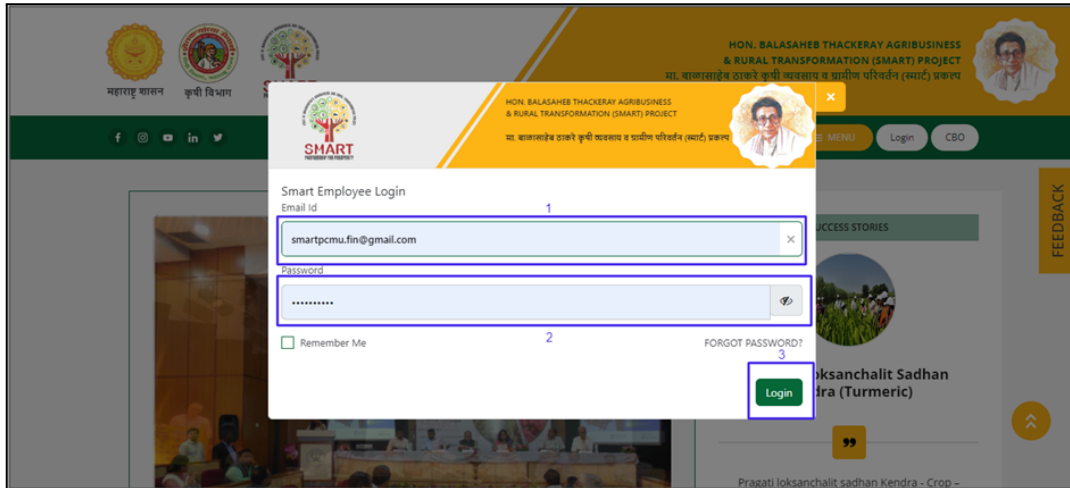
❖ Grievance Redressal Officer(RIU Level)

1. Login

- User must reach the website through the link below : <https://smart-mh.org/>
- Now user need **to click on Login button** as shown in the image below:



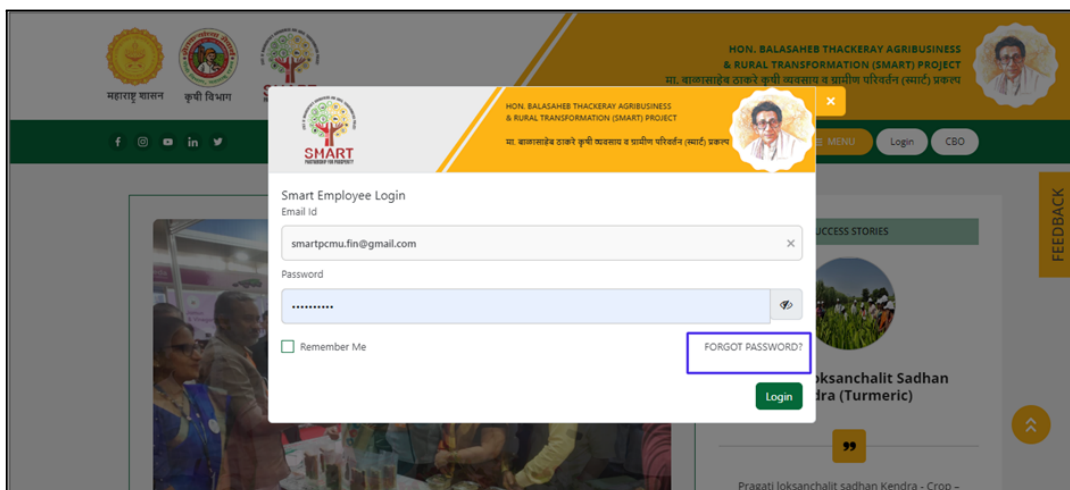
- After that the user need to enter his registered **Email Id**, **password** and **click on the login button** as shown in the image.



- Once credentials are verified, users will be logged into the application.

2. Forgot Password

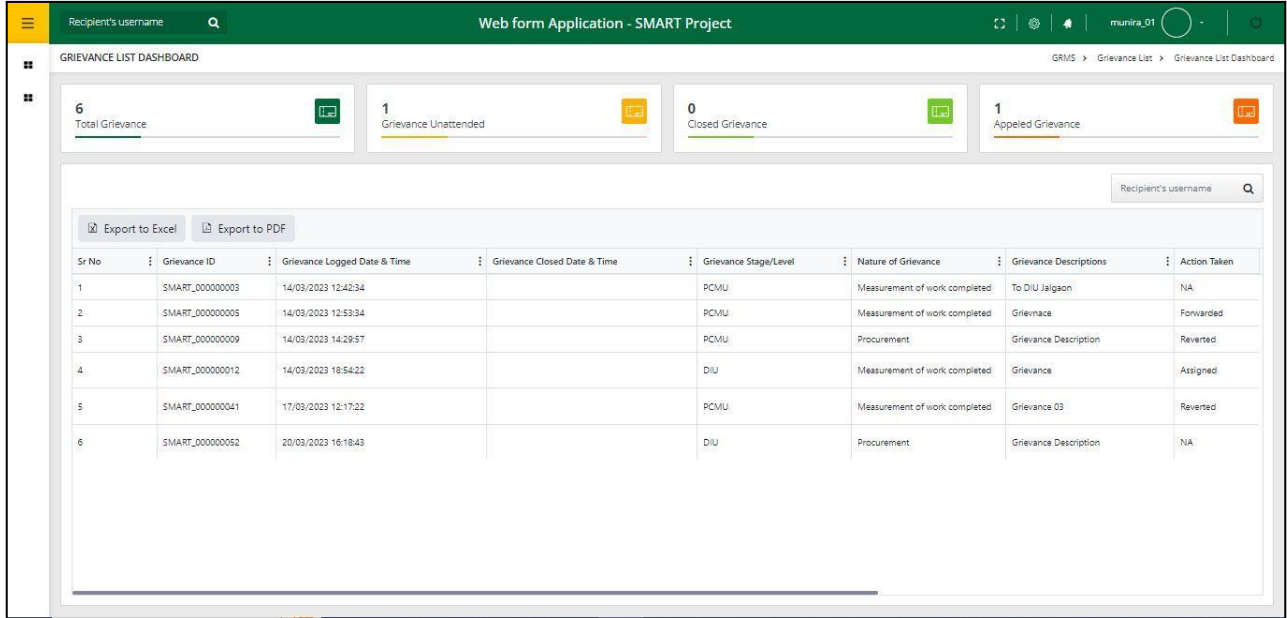
- Users can Reset password by **clicking on the “Forgot password” link** as shown in the image below.



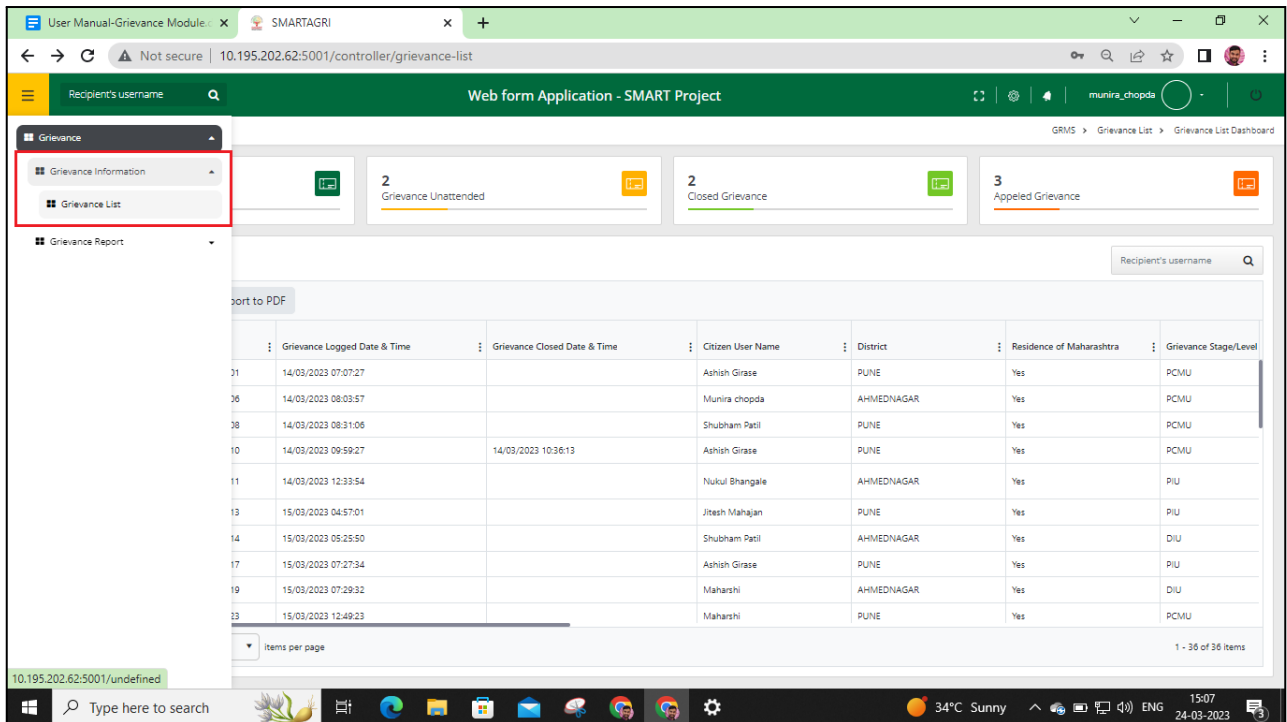
- Users must **enter the registered email ID or mobile number**.
- Now user must click on **send button**
- Auto generated password will be sent on to the user’s registered Email Id.
- Now User can log in with the password which has been sent by email

3. Grievance List Dashboard

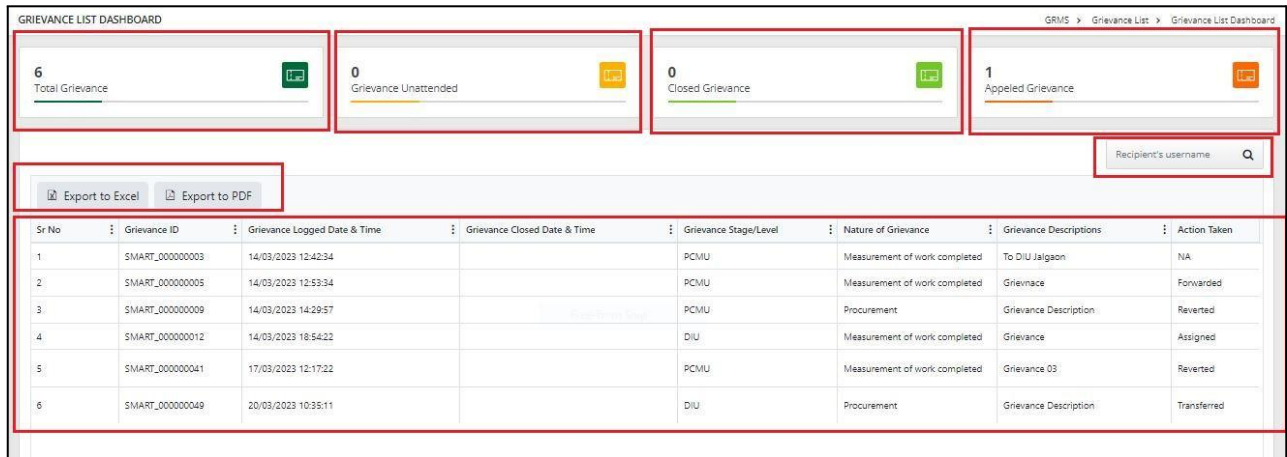
- After successfully user login, Users will reach to this Grievance list Dashboard page :



- As per below screenshots, Users can also redirect to this page from the side menu.



- In dashboard user will get the information of Total Grievance, Grievance Unattended, Closed Grievance and Appeal Grievance counter, Export to Excel and Export to PDF button, Grievance grid with Action column as per below screenshot



Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Grievance Stage/Level	Nature of Grievance	Grievance Descriptions	Action Taken
1	SMART_000000003	14/03/2023 12:42:34		PCMU	Measurement of work completed	To DIU Jalgaon	NA
2	SMART_000000005	14/03/2023 12:53:34		PCMU	Measurement of work completed	Grievance	Forwarded
3	SMART_000000009	14/03/2023 14:29:57		PCMU	Procurement	Grievance Description	Reverted
4	SMART_000000012	14/03/2023 18:54:22		DIU	Measurement of work completed	Grievance	Assigned
5	SMART_000000041	17/03/2023 12:17:22		PCMU	Measurement of work completed	Grievance 03	Reverted
6	SMART_000000049	20/03/2023 10:35:11		DIU	Procurement	Grievance Description	Transferred

- In Total Grievance**, User will get the information of the total number of grievances which are available.
- In Grievance Unattended**, User will get the information of the total number of grievances which are not attended.
- In Closed Grievance**, User will get the information of the total number of grievances which are in the closed stage.
- In Appealed Grievance**, User will get the information of the total number of grievances which are in Appeal stage.
- Users can export to excel the grid information through the **Export to Excel button**.
- Users can export to PDF the grid information through **Export to PDF button**.
- In the Grievance Grid following columns will be displayed.

Sr.No	Field Name	Description
1.	Sr.No	Users will get the information of the serial number.
2.	Grievance ID	Users will get the information of the Grievance ID
3.	Grievance Lodge Date and Time	Users will get the information of the Grievance Lodge Date and Time
4.	Grievance Closed Date and Time	Users will get the information of the Grievance Closed Date and Time
5.	Citizen User Name	Users will get the information of the Citizen User Name
6.	District	Users will get the information of the District
7.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra or not.
8.	Grievance stage/level	Users will get the information of the Grievance stage/level

9.	Nature of Grievance	Users will get the information of the Nature of Grievance
10.	Grievance Description	Users will get the information of the Grievance Description
11.	Responsible Designate officer	Users will get the information of the Responsible Designate officer
12.	Responsible Designate officer name	Users will get the information of the Responsible Designate officer name
13.	Process Flow	Users will get the information of the Process Flow
14.	Remarks	Users will get the information of the Remarks
15.	Action Taken	Users will get the information of the Action Taken
16.	Action Taken Date	Users will get the information of the Action Taken Date
17.	Stage	Users will get the information of the Stage
18.	Action	Users will get the information of the Action buttons. Like Resolve, Transfer, Assign, Revert and Forward.

2. Purpose of Action Buttons:

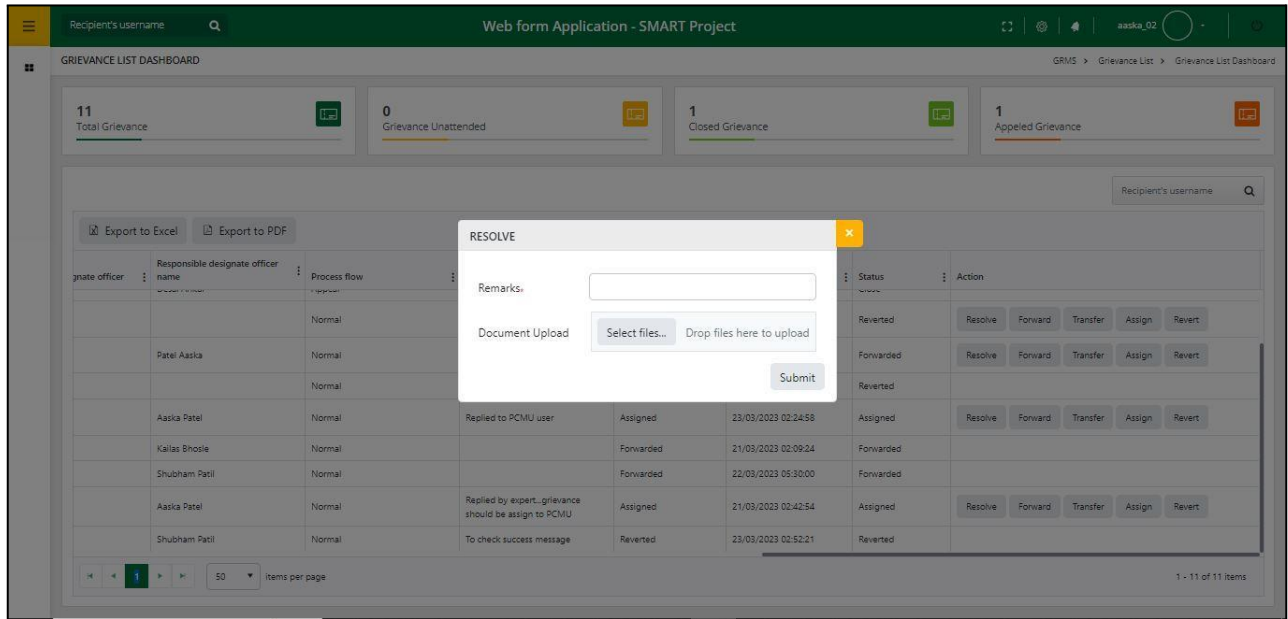
a. Resolve Button


- This button is used to close the grievance at the same level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.

The screenshot displays the 'GRIEVANCE LIST DASHBOARD' for the SMART Project. It features a header with the user's name and search bar, and a main area with four summary cards: Total Grievance (11), Grievance Unattended (0), Closed Grievance (1), and Appealed Grievance (1). Below these is a table of grievances with columns for Responsible designate officer name, Process flow, Remarks, Action Taken, Action Date, Status, and Action. The 'Action' column contains buttons for Resolve, Forward, Transfer, Assign, and Revert. The 'Resolve' button for the first grievance is highlighted with a red box.

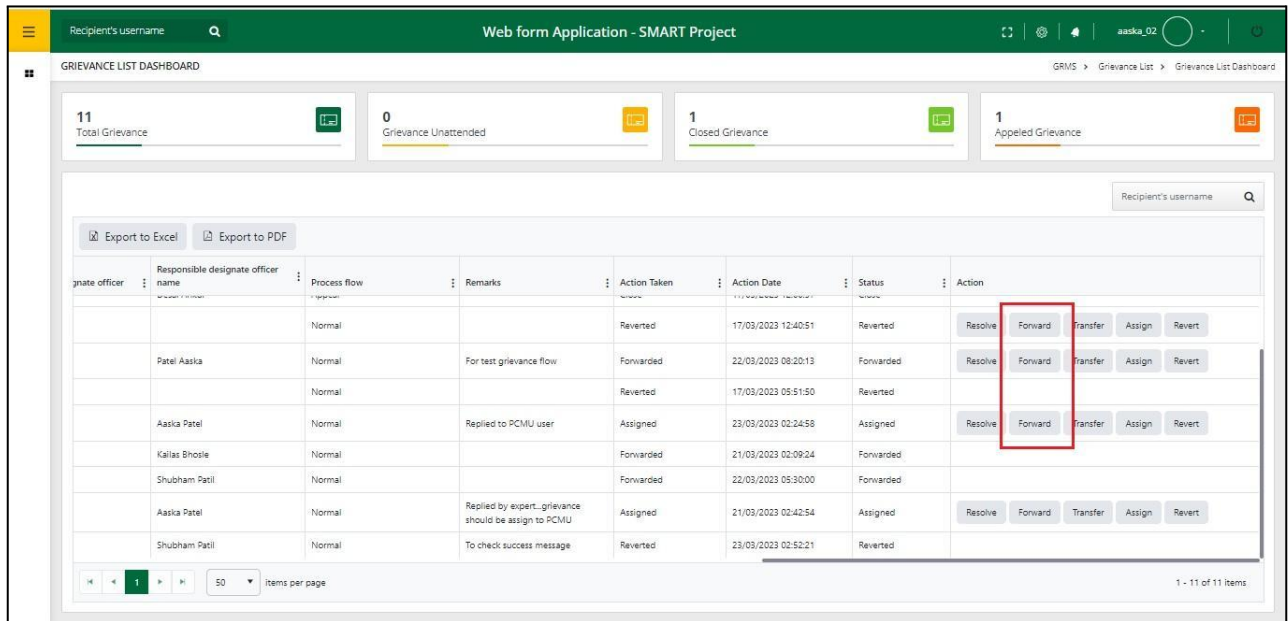
Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
	Normal		Reverted	17/03/2023 12:40:51	Reverted	Resolve Forward Transfer Assign Revert
Patel Aaska	Normal	For test grievance flow	Forwarded	22/03/2023 08:20:13	Forwarded	Resolve Forward Transfer Assign Revert
	Normal		Reverted	17/03/2023 05:51:50	Reverted	Resolve Forward Transfer Assign Revert
Aaska Patel	Normal	Replied to PCMU user	Assigned	23/03/2023 02:24:58	Assigned	Resolve Forward Transfer Assign Revert
Kailas Bhoole	Normal		Forwarded	21/03/2023 02:09:24	Forwarded	
Shubham Patil	Normal		Forwarded	22/03/2023 05:30:00	Forwarded	
Aaska Patel	Normal	Replied by expert...grievance should be assign to PCMU	Assigned	21/03/2023 02:42:54	Assigned	Resolve Forward Transfer Assign Revert
Shubham Patil	Normal	To check success message	Reverted	23/03/2023 02:52:21	Reverted	

- After clicking on the Resolve button, the below pop up will appear.

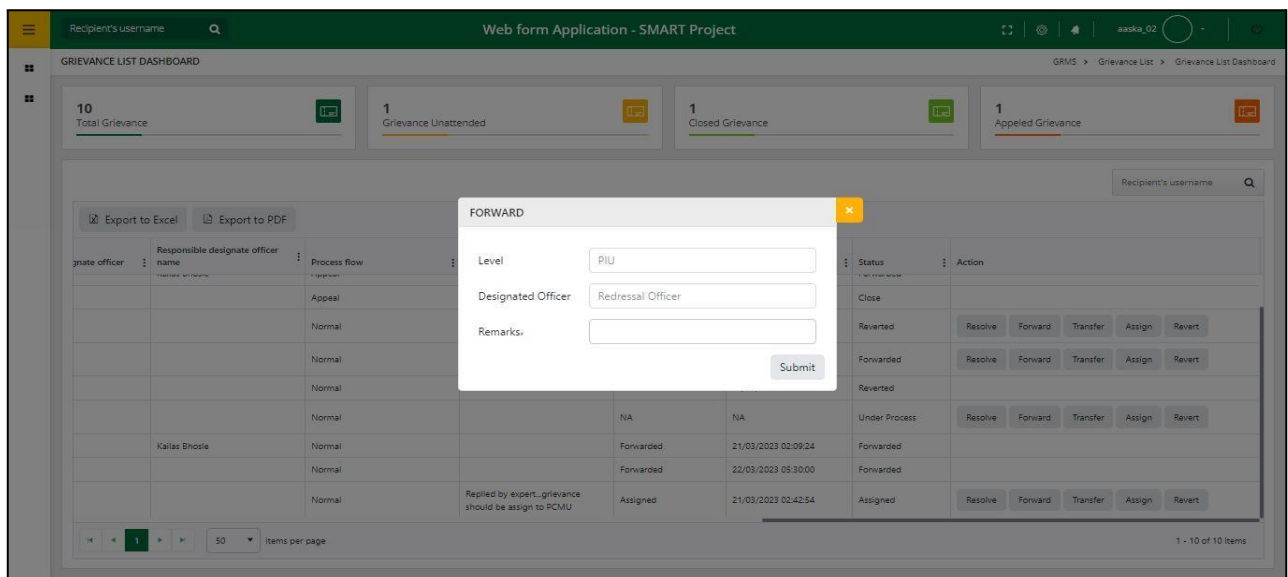


Sr.No	Field Name	Description
1.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
2.	Document Upload	Users can upload documents as per requirement through this field and this field is non mandatory.
3.	Close sign	Users can close the resolve pop up through this close sign. 
4.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.


- Once the grievance is closed by any respective officer at any stage then those grievance will not be accessible.
- b. Forward Button**
- This button is used to forward the grievance at the next level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.



- After clicking on the Forward button, the below pop up will appear.



Sr.No	Field Name	Description
1.	Level	This field provides the information of the next level in which grievance will be forwarded. And this field is non-editable.
2.	Designated Officer	This field provides the information of the next level Designated officer detail in which grievance will be forwarded. And this field is non-editable.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory..

4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

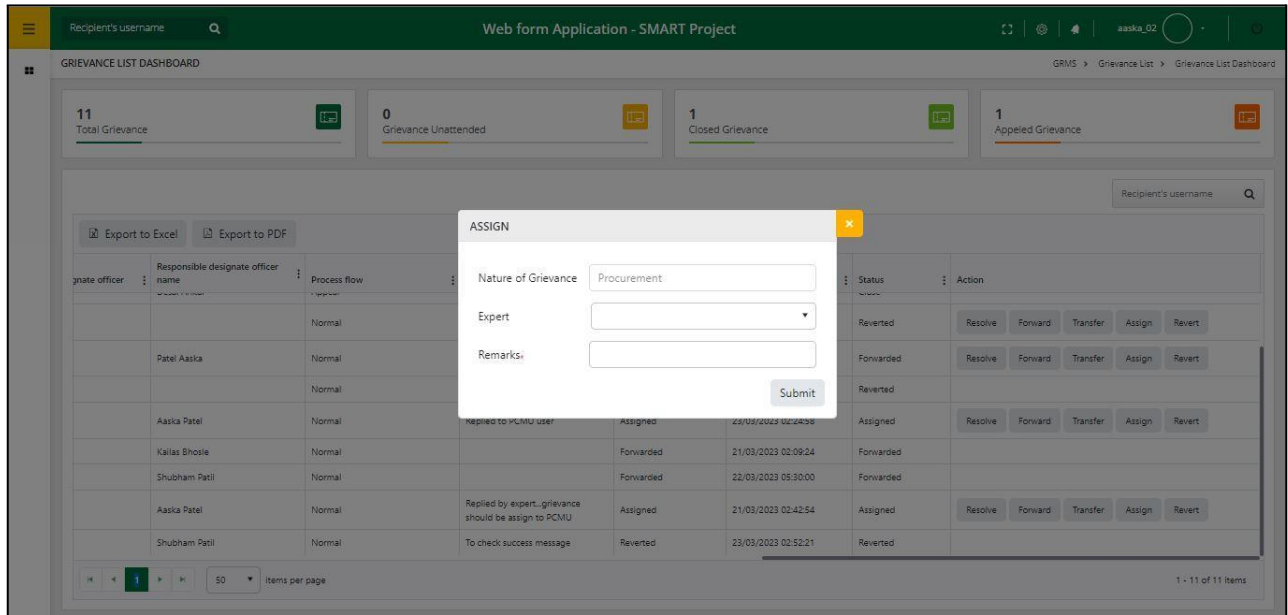
- Once the grievance will be forwarded by any respective designated officer at any stage then those grievances will be forwarded to the next level and those grievances will not be accessible at the current stage..


c. Assign Button

- This button is used to assign the grievance to any expert. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.

Designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
		Normal		Reverted	17/03/2023 12:40:51	Reverted	Resolve Forward Transfer Assign Revert
	Patel Aaska	Normal	For test grievance flow	Forwarded	22/03/2023 08:20:13	Forwarded	Resolve Forward Transfer Assign Revert
		Normal		Reverted	17/03/2023 05:51:50	Reverted	Resolve Forward Transfer Assign Revert
	Aaska Patel	Normal	Replied to PCMU user	Assigned	23/03/2023 02:24:58	Assigned	Resolve Forward Transfer Assign Revert
	Kailas Bhosle	Normal		Forwarded	21/03/2023 02:09:24	Forwarded	Resolve Forward Transfer Assign Revert
	Shubham Patil	Normal		Forwarded	22/03/2023 05:30:00	Forwarded	Resolve Forward Transfer Assign Revert
	Aaska Patel	Normal	Replied by expert_grievance should be assign to PCMU	Assigned	21/03/2023 02:42:54	Assigned	Resolve Forward Transfer Assign Revert
	Shubham Patil	Normal	To check success message	Reverted	23/03/2023 02:52:21	Reverted	Resolve Forward Transfer Assign Revert

- After clicking on the Assign button, the below pop up will appear.



Sr.No	Field Name	Description
1.	Nature of Grievance	This field provides the information of the Nature of Grievance. And this field is non-editable.
2.	Expert	This field provides the information of the designated Expert in which grievance will be Assigned. So that as per user requirement need to select the expert from this expert list dropdown field And this field is Mandatory.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory..
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be assigned by any respective designated officer at any stage then those grievances will be assigned to the same level selected designated expert officer and those grievances will not be accessible at the current stage.
- But after submitting the grievance by the respective expert designated officer then the same grievance returns to the same designated officer.

d. Transfer Button

- This button is used to Transfer the grievance at the same level but different district. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.

Recipient's username

Web form Application - SMART Project

GRIEVANCE LIST DASHBOARD

11 Total Grievance

0 Grievance Unattended

1 Closed Grievance

1 Appealed Grievance

Export to Excel Export to PDF

Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
	Normal		Reverted	17/03/2023 12:40:51	Reverted	Resolve Forward Transfer Assign Revert
Patel Aaska	Normal	For test grievance flow	Forwarded	22/03/2023 08:20:13	Forwarded	Resolve Forward Transfer Assign Revert
	Normal		Reverted	17/03/2023 05:51:50	Reverted	Resolve Forward Transfer Assign Revert
Aaska Patel	Normal	Replied to PCMU user	Assigned	23/03/2023 02:24:58	Assigned	Resolve Forward Transfer Assign Revert
Kailas Bhoole	Normal		Forwarded	21/03/2023 02:09:24	Forwarded	Resolve Forward Transfer Assign Revert
Shubham Patil	Normal		Forwarded	22/03/2023 05:30:00	Forwarded	Resolve Forward Transfer Assign Revert
Aaska Patel	Normal	Replied by expert_grievance should be assign to PCMU	Assigned	21/03/2023 02:42:54	Assigned	Resolve Forward Transfer Assign Revert
Shubham Patil	Normal	To check success message	Reverted	23/03/2023 02:52:21	Reverted	Resolve Forward Transfer Assign Revert

1 - 11 of 11 items

- After clicking on the Transfer button, the below pop up will appear.

Recipient's username

Web form Application - SMART Project

GRIEVANCE LIST DASHBOARD

11 Total Grievance

0 Grievance Unattended

1 Closed Grievance

1 Appealed Grievance

Export to Excel Export to PDF

TRANSFER

Level:


Designated Officer:

District:

Remarks:

Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
Ankur Desai	Appeal				Appeal	Resolve Forward Transfer Assign Revert
Aaska Patel	Appeal				Forwarded	Resolve Forward Transfer Assign Revert
Desai Ankur	Appeal				Close	Resolve Forward Transfer Assign Revert
	Normal				Reverted	Resolve Forward Transfer Assign Revert
Patel Aaska	Normal				Forwarded	Resolve Forward Transfer Assign Revert
	Normal				Reverted	Resolve Forward Transfer Assign Revert
Aaska Patel	Normal	Replied to PCMU user	Assigned	23/03/2023 02:24:58	Assigned	Resolve Forward Transfer Assign Revert
Kailas Bhoole	Normal		Forwarded	21/03/2023 02:09:24	Forwarded	Resolve Forward Transfer Assign Revert
Shubham Patil	Normal		Forwarded	22/03/2023 05:30:00	Forwarded	Resolve Forward Transfer Assign Revert

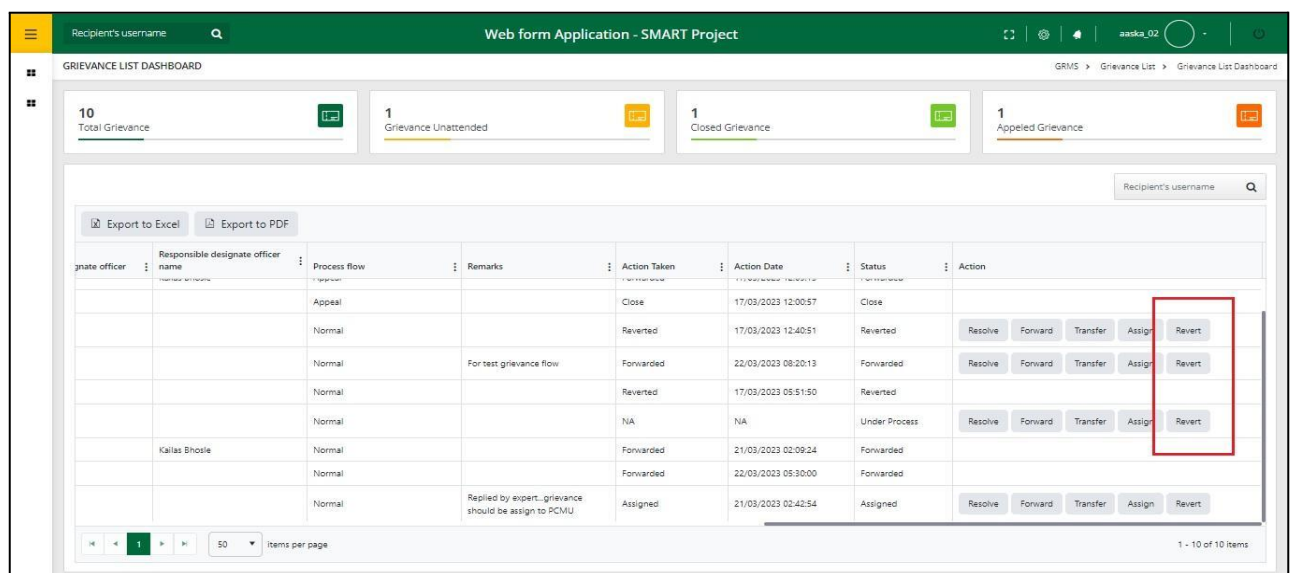
1 - 11 of 11 items

Sr.No	Field Name	Description
1.	Level	This field provides the information of the same level in which grievances will be transferred. And this field is non-editable
2.	Designated Officer	This field provides the information of the same level but different district Designated officer detail in which grievance will be Transferred. And this field is non-editable.
3.	District	This field provides the information of the District in which grievance will be Transferred. So that as per user requirement need to select the district from this district list dropdown field And this field is Mandatory.
4.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory..
5.	Close sign	Users can close the resolve pop up through this close sign. 
6.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be Transferred by any respective designated officer at district then those grievances will be transferred to the next level and those grievances will not be accessible at the current stage.

e. Revert Button

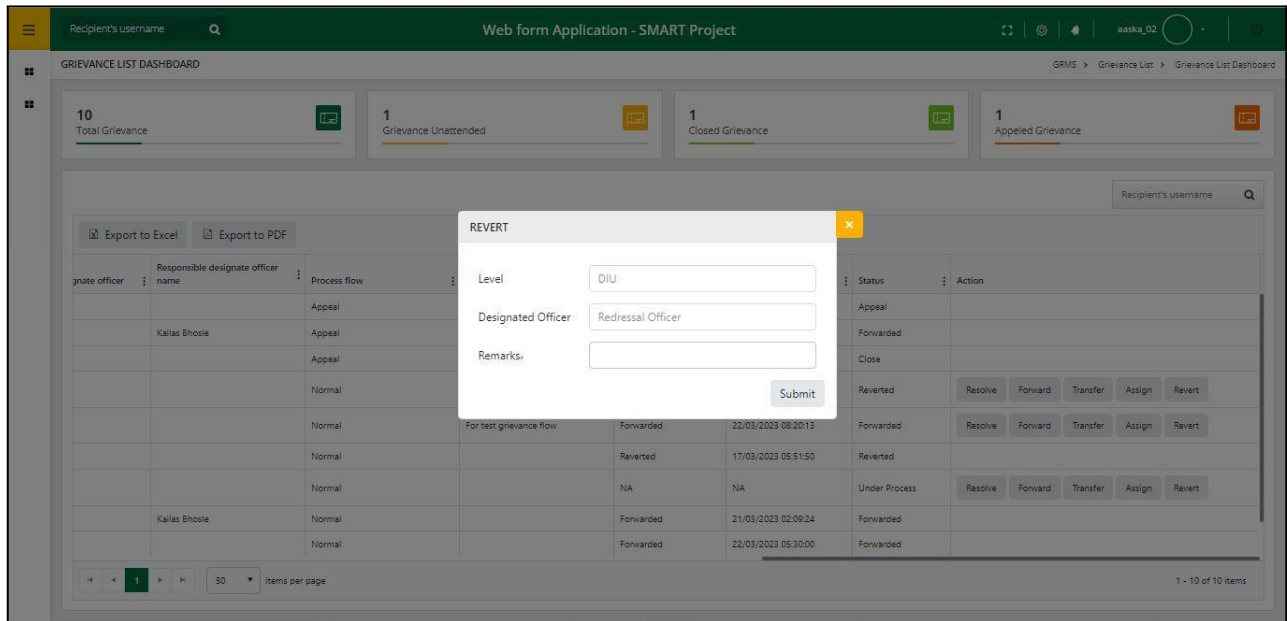
- This button is used to revert back the grievance at the previous level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.




The screenshot displays the 'GRIEVANCE LIST DASHBOARD' with the following data:

Designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
		Appeal		Close	17/03/2023 12:00:57	Close	
		Normal		Reverted	17/03/2023 12:40:51	Reverted	Resolve Forward Transfer Assign Revert
		Normal	For test grievance flow	Forwarded	22/03/2023 08:20:13	Forwarded	Resolve Forward Transfer Assign Revert
		Normal		Reverted	17/03/2023 05:51:50	Reverted	Resolve Forward Transfer Assign Revert
		Normal		NA	NA	Under Process	Resolve Forward Transfer Assign Revert
	Kailas Bhoise	Normal		Forwarded	21/03/2023 02:09:24	Forwarded	
		Normal		Forwarded	22/03/2023 05:30:00	Forwarded	
		Normal	Replied by expert. grievance should be assign to PCMU	Assigned	21/03/2023 02:42:54	Assigned	Resolve Forward Transfer Assign Revert

- After clicking on the Revert button, the below pop up will appear.



Sr.No	Field Name	Description
1.	Level	This field provides the information of the previous level in which grievance will be reverted. And this field is non-editable.
2.	Designated Officer	This field provides the information of the previous level Designated officer detail in which grievance will be reverted. And this field is non-editable.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be reverted by any respective designated officer at any stage then those grievances will be reverted to the previous level and those grievances will not be accessible at the current stage..

f. Grievance Log Report Functionality

As per below screenshot, Users are able to view Grievance log reports after clicking on Grievance ID.

Recipient's username Web Application - SMART Project munira_01

GRIEVANCE LIST DASHBOARD GRMS > Grievance List > Grievance List Dashboard

10
Total Grievance

0
Grievance Unattended

0
Closed Grievance

2
Appealed Grievance

Recipient's username

[Export to Excel](#) [Export to PDF](#)

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
1	SMART_000000003	14/03/2023 07:12:34		Avanish Thakkar	JALGAON	Yes	PCMU
2	SMART_000000005	14/03/2023 07:23:34		Anju Pawar	JALGAON	Yes	PCMU
3	SMART_000000009	14/03/2023 08:59:57		Ashish Girase	JALGAON	Yes	PCMU
4	SMART_000000012	14/03/2023 13:24:22		Uday Patil	JALGAON	Yes	RIU
5	SMART_000000041	17/03/2023 06:47:22		Anand Patil	JALGAON	Yes	PCMU
6	SMART_000000049	20/03/2023 05:05:11		Maharshi	JALGAON	Yes	PCMU
7	SMART_000000056	21/03/2023 09:07:47		Shubham Patil	JALGAON	Yes	PCMU
8	SMART_000000064	23/03/2023 08:36:45		Gayatri	JALGAON	Yes	PCMU
9	SMART_000000066	23/03/2023 09:20:25		Ashish Girase	JALGAON	Yes	RIU

1 - 10 of 10 items

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

Search

SMART_000000071

Name	003	DateTime	Level	Designated Officer	Forwarded To Level	Forward To Designated Officer	Reverted To Level	Rever
Permanent Address	Jalgaon	24/03/2023 04:06:18	DIU	Shubham Patil	N/A	N/A	N/A	N/A
District	JALGAON	24/03/2023 04:06:18	DIU	Chopda Munira	N/A	N/A	N/A	N/A
Taluka	Jalgaon	24/03/2023 04:10:14	RIU	Patel Aaska	Forwarded To RIU	Forwarded To Patel Aaska	N/A	N/A
Village	Barnar	24/03/2023 04:33:59	RIU	Munira chopda	N/A	N/A	N/A	N/A
Pincode	425116							
Contact Number	8554855692	24/03/2023 04:37:37	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Email ID	shubhamrp1325@gmail.com	24/03/2023 04:38:22	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Nature of Grievance	Measurement of work completed	24/03/2023 04:39:09	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Mode	Online	24/03/2023 04:40:38	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Description	To RIU							
Upload PDF	N/A							

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_000000071

Name	003	Reverted To Designated Officer	Transferred To District	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	N/A
District	JALGAON	N/A	N/A	N/A	N/A	N/A
Taluka	Jalgaon	N/A	N/A	N/A	N/A	N/A
Village	Bornar	N/A	N/A	N/A	N/A	N/A
Pincode	425116	N/A	Transferred To PUNE	Transferred To Munira chopda	N/A	N/A
Contact Number	8554855692	N/A	Transferred To JALGAON	Transferred To Patel Aaska	N/A	N/A
Email ID	shubhamrp1325@gmail.com	N/A	N/A	N/A		N/A
Nature of Grievance	Measurement of work completed	N/A	N/A	N/A		N/A
Mode	Online	N/A	N/A	N/A	N/A	N/A
Description	To RIU					
Upload PDF	N/A					

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_000000071

Name	003	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level	Auto Escalated To Officer	Remarks	Status
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	To RIU	Under Process
District	JALGAON	N/A	N/A	N/A	N/A	To RIU	Under Process
Taluka	Jalgaon	N/A	N/A	N/A	N/A	...RIU	Forwarded
Village	Bornar	Transferred To Munira chopda	N/A	N/A	N/A	RIU level transfer	Transferred
Pincode	425116	Transferred To Patel Aaska	N/A	N/A	N/A	RIU level transfer done	Transferred
Contact Number	8554855692	N/A		N/A	N/A	RIU assign	Assigned
Email ID	shubhamrp1325@gmail.com	N/A		N/A	N/A	RIU assign done	Assigned
Nature of Grievance	Measurement of work completed	N/A		N/A	N/A	RIU level Transfer & Assign checked	Close
Mode	Online	N/A	N/A	N/A	N/A		
Description	To RIU						
Upload PDF	N/A						

Fields Detail:

Sr.No	Field Name	Description
1.	SMART_000000071	Users will get the information of the Grievance ID for which grievance log report generated.
2.	Name	Users will get the information of the Citizen Name.
3.	Permanent Address	Users will get the information of the Citizen Address
4.	District	Users will get the information of the Citizen District
5.	Taluka	Users will get the information of the Citizen Taluka
6.	Village	Users will get the information of the Citizen Village

7.	Pincode	Users will get the information of the Citizen Pincode
8.	Contact Number	Users will get the information of the Citizen Contact Number
9.	Email Id	Users will get the information of the Citizen Email Id
10.	Nature of grievance	Users will get the information of the Nature of grievance
11.	Description	Users will get the information of the Grievance Description
12.	Upload Document	Users will get the information of the Uploaded Document
13.	Date and Time	Users will get the information of the Date and Time of grievance
14.	Level	Users will get the information of the Grievance Level
15.	Designated officer	Users will get the information of the Grievance Designated officer
16.	Forwarded to level	Users will get the information of the Grievance Forwarded to level
17.	Forwarded to designated officer	Users will get the information of the Grievance Forwarded to designated officer
18.	Reverted to level	Users will get the information of the Grievance Reverted to level
19.	Reverted to designated officer	Users will get the information of the Grievance Reverted to designated officer
20.	Transferred to District	Users will get the information of the Grievance Transferred to District
21.	Transferred to designated officer	Users will get the information of the Grievance Transferred to designated officer
22.	Assigned to designated expert officer	Users will get the information of the Grievance Assigned to designated expert officer
23.	Auto Escalated to Level	Users will get the information of the Grievance Auto Escalated to Level
24.	Auto Escalated to Officer	Users will get the information of the Grievance Auto Escalated to Officer
25.	Remarks	Users will get the information of the Grievance action button Remarks
26.	Status	Users will get the information of the Grievance Status

4. Grievance Report Functionality

As per below screenshot, Users are able to view Grievance reports from the side menu.

Web Application - SMART Project

GRMS > Grievance List > Grievance List Dashboard

2 Grievance Unattended | 2 Closed Grievance | 3 Appealed Grievance

	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
31	14/03/2023 07:07:27		Ashish Grase	PUNE	Yes	PCMU
36	14/03/2023 08:03:57		Munira chopda	AHMEDNAGAR	Yes	PCMU
38	14/03/2023 08:31:06		Shubham Patil	PUNE	Yes	PCMU
10	14/03/2023 09:59:27	14/03/2023 10:36:13	Ashish Grase	PUNE	Yes	PCMU
11	14/03/2023 12:33:54		Nukul Bhangale	AHMEDNAGAR	Yes	PIU
13	15/03/2023 04:57:01		Jitesh Mahajan	PUNE	Yes	PIU
14	15/03/2023 05:25:50		Shubham Patil	AHMEDNAGAR	Yes	DIU
17	15/03/2023 07:27:34		Ashish Grase	PUNE	Yes	PIU
19	15/03/2023 07:29:32		Maharshi	AHMEDNAGAR	Yes	DIU
23	15/03/2023 12:49:23		Maharshi	PUNE	Yes	PCMU

Items per page: 1 - 36 of 36 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Export to Excel | Export to PDF

Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level	Natur
SMART_000000001	24/03/2023 15:50:41		12345	PUNE	Yes	DIU	Procu
SMART_000000002	24/03/2023 16:01:03		ANU	PUNE	Yes	RIU	Procu

1 - 2 of 2 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Nature of Grievance	Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time
Procurement	Checking for Text boxes	DIU Redressal	Preeti Savairam	Normal		NA	NA
Procurement	For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44

1 - 2 of 2 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time	Status
Checking for Text boxes	DIU Redressal	Preeti Savairam	Normal		NA	NA	Under Process
For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44	Forwarded

1 - 2 of 2 items

Fields Detail:

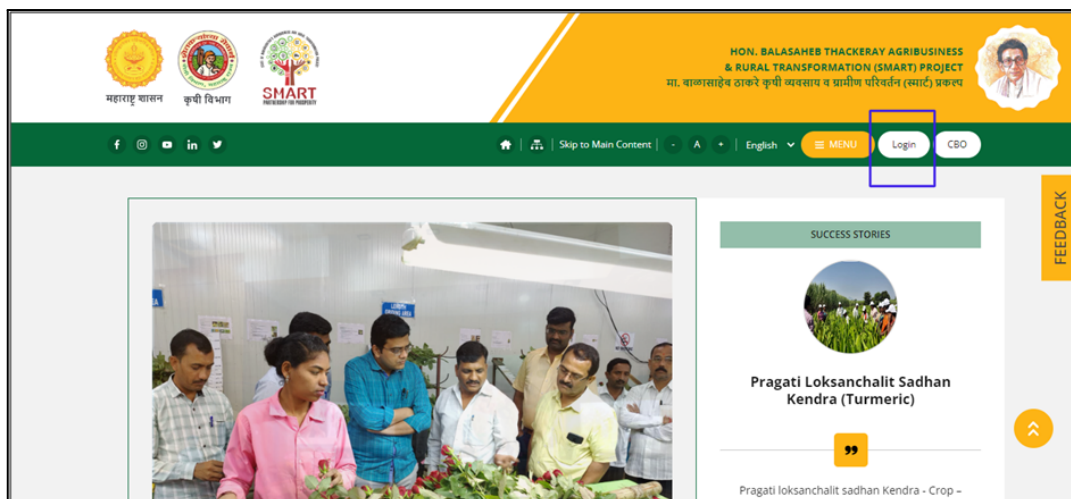
Sr.No	Field Name	Description
1.	Grievance ID	Users will get the information of the Grievance ID for which grievance report generated.
2.	Grievance lodge date and time	Users will get the information of the Grievance lodge date and time
3.	Grievance close date and time	Users will get the information of the Grievance close date and time
4.	Citizen User name	Users will get the information of the Citizen User name
5.	District	Users will get the information of the Grievance District

6.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra
7.	Level	Users will get the information of the Grievance Level
8.	Nature of grievance	Users will get the information of the Grievance Nature of grievance
9.	Grievance Description	Users will get the information of the Grievance Description
10.	Responsible designate officer	Users will get the information of the Grievance Responsible designate officer
11.	Responsible designate officer name	Users will get the information of the Grievance Responsible designate officer name
12.	Process flow	Users will get the information of the Grievance Process flow
13.	Remarks	Users will get the information of the Grievance Action button Remarks
14.	Action taken	Users will get the information of the Grievance Action taken name
15.	Action taken date	Users will get the information of the Grievance Action taken date
16.	Status	Users will get the information of the Grievance Status

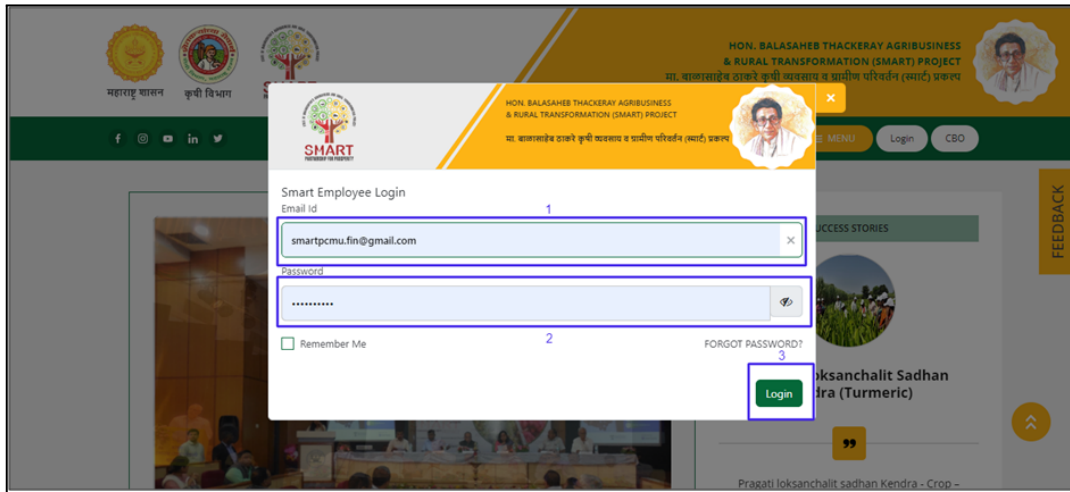
❖ Grievance Redressal Officer(PIU Level)

1. Login

- User must reach the website through the link below : <https://smart-mh.org/>
- Now user need to **click on Login button** as shown in the image below:



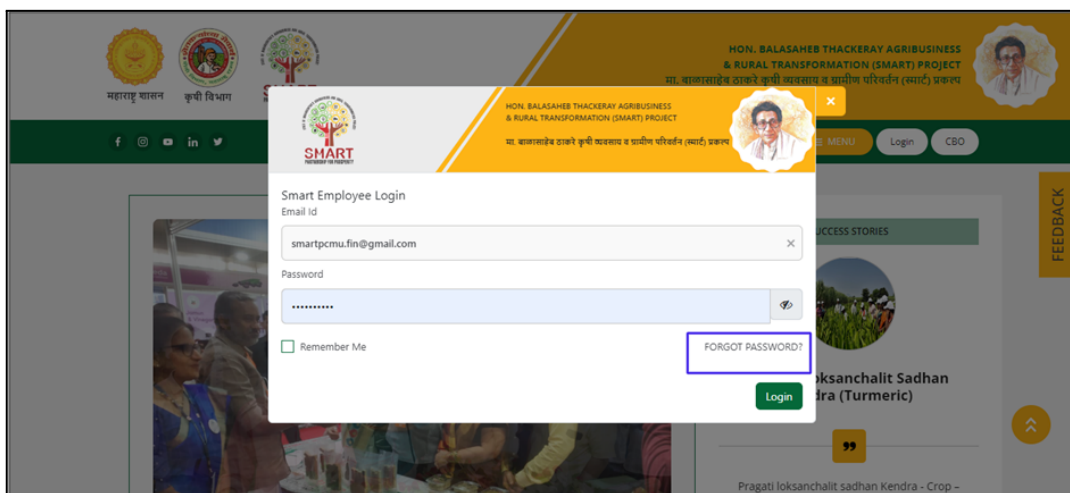
- After that the user need to enter his registered **Email Id**, **password** and **click on the login button** as shown in the image.



- Once credentials are verified, users will be logged into the application.

2. Forgot Password

- Users can Reset password by clicking on the “Forgot password” link as shown in the image below.



- Users must **enter the registered email ID or mobile number**.
- Now user must click on **send button**
- Auto generated password will be sent on to the user’s registered Email Id.
- Now User can log in with the password which has been sent by email

3. Grievance List Dashboard

- After successfully user login, Users will reach to this Grievance list Dashboard page :

Recipient's username Web form Application - SMART Project munira_01

GRIEVANCE LIST DASHBOARD GRMS > Grievance List > Grievance List Dashboard

6 Total Grievance

1 Grievance Unattended

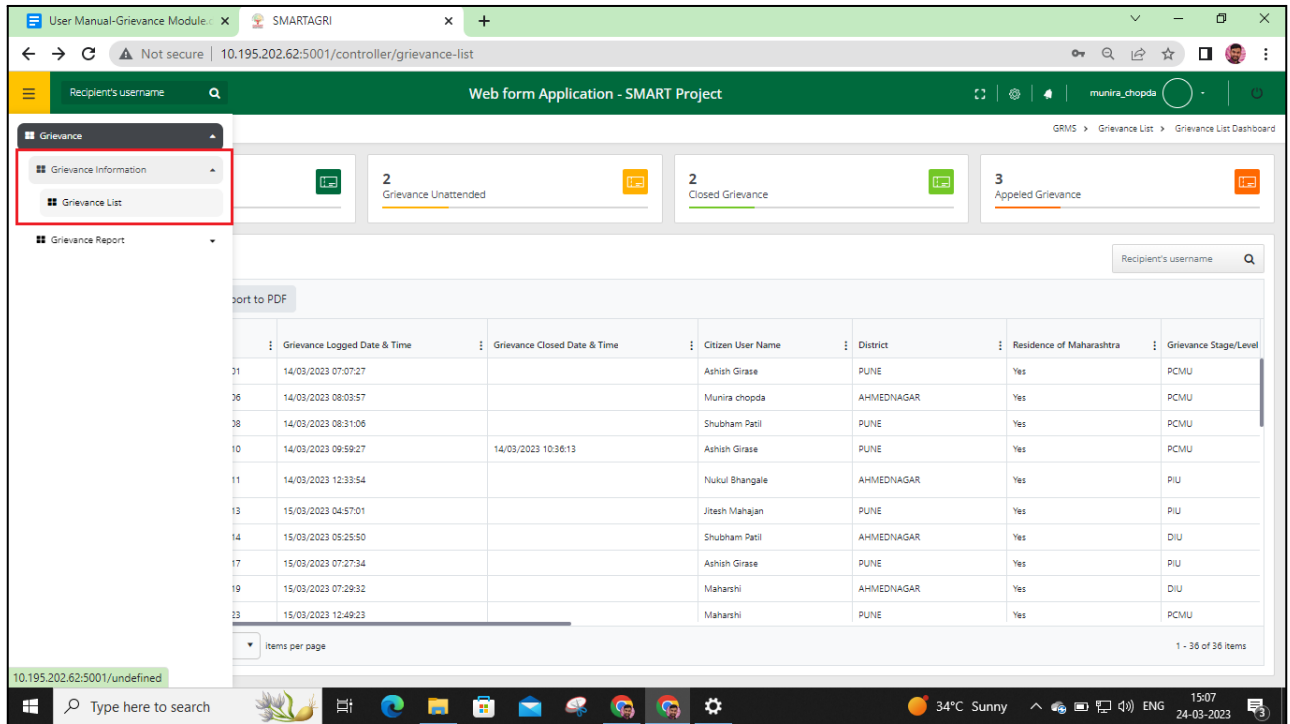
0 Closed Grievance

1 Appeled Grievance

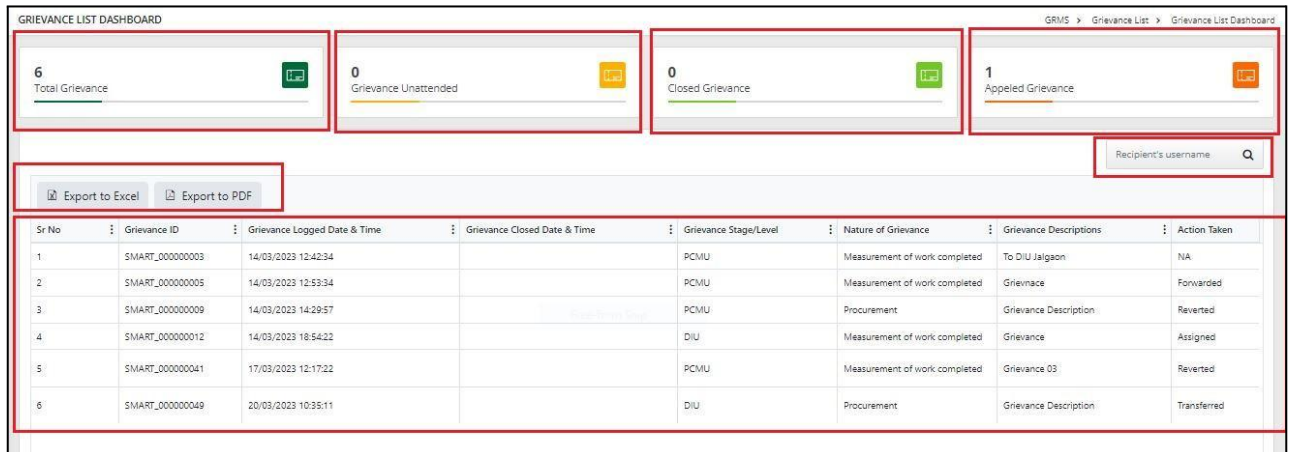
Recipient's username

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Grievance Stage/Level	Nature of Grievance	Grievance Descriptions	Action Taken
1	SMART_000000003	14/03/2023 12:42:34		PCMU	Measurement of work completed	To DIU Jalgaon	NA
2	SMART_000000005	14/03/2023 12:53:34		PCMU	Measurement of work completed	Grievance	Forwarded
3	SMART_000000009	14/03/2023 14:29:57		PCMU	Procurement	Grievance Description	Reverted
4	SMART_000000012	14/03/2023 18:54:22		DIU	Measurement of work completed	Grievance	Assigned
5	SMART_000000041	17/03/2023 12:17:22		PCMU	Measurement of work completed	Grievance 03	Reverted
6	SMART_000000052	20/03/2023 16:18:43		DIU	Procurement	Grievance Description	NA

- As per below screenshots, Users can also redirect to this page from the side menu.



- In dashboard user will get the information of Total Grievance, Grievance Unattended, Closed Grievance and Appeal Grievance counter, Export to Excel and Export to PDF button, Grievance grid with Action column as per below screenshot



- In Total Grievance**, User will get the information of the total number of grievances which are available.
- In Grievance Unattended**, User will get the information of the total number of grievances which are not attended.
- In Closed Grievance**, User will get the information of the total number of grievances which are in the closed stage.

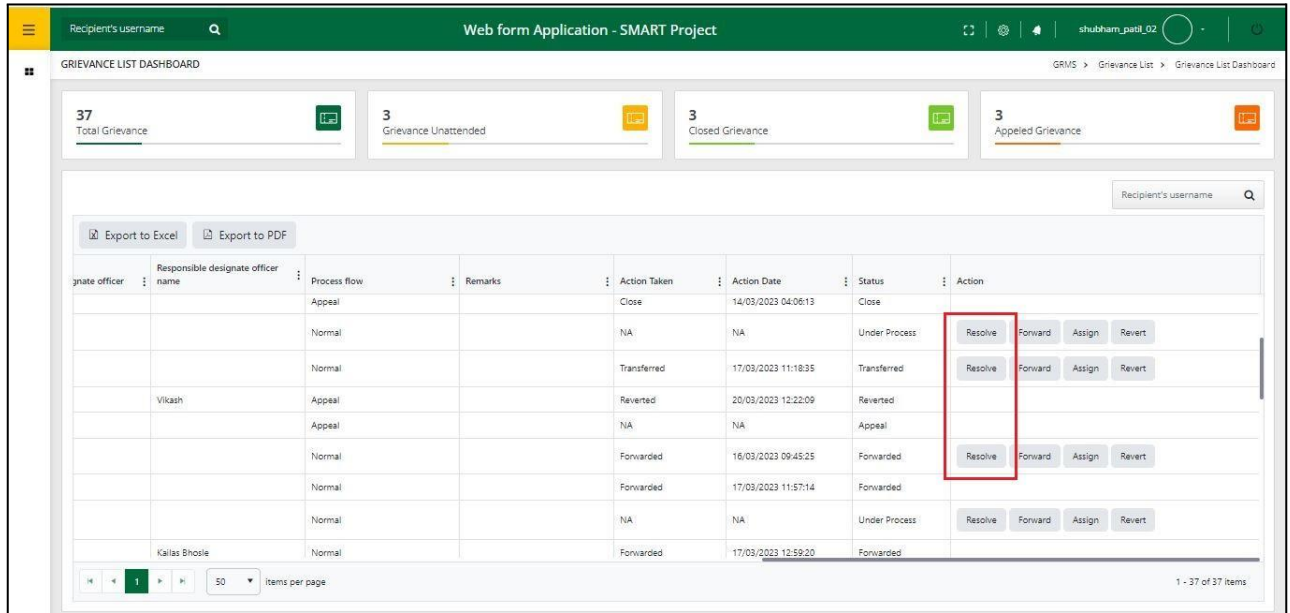
- **In Appealed Grievance**, User will get the information of the total number of grievances which are in Appeal stage.
- Users can export to excel the grid information through the **Export to Excel button**.
- Users can export to PDF the grid information through **Export to PDF button**.
- In the Grievance Grid following columns will be displayed.

Sr.No	Field Name	Description
1.	Sr.No	Users will get the information of the serial number.
2.	Grievance ID	Users will get the information of the Grievance ID
3.	Grievance Lodge Date and Time	Users will get the information of the Grievance Lodge Date and Time
4.	Grievance Closed Date and Time	Users will get the information of the Grievance Closed Date and Time
5.	Citizen User Name	Users will get the information of the Citizen User Name
6.	District	Users will get the information of the District
7.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra or not.
8.	Grievance stage/level	Users will get the information of the Grievance stage/level
9.	Nature of Grievance	Users will get the information of the Nature of Grievance
10.	Grievance Description	Users will get the information of the Grievance Description
11.	Responsible Designate officer	Users will get the information of the Responsible Designate officer
12.	Responsible Designate officer name	Users will get the information of the Responsible Designate officer name
13.	Process Flow	Users will get the information of the Process Flow
14.	Remarks	Users will get the information of the Remarks
15.	Action Taken	Users will get the information of the Action Taken
16.	Action Taken Date	Users will get the information of the Action Taken Date
17.	Stage	Users will get the information of the Stage
18.	Action	Users will get the information of the Action buttons. Like Resolve, Transfer, Assign, Revert and Forward.

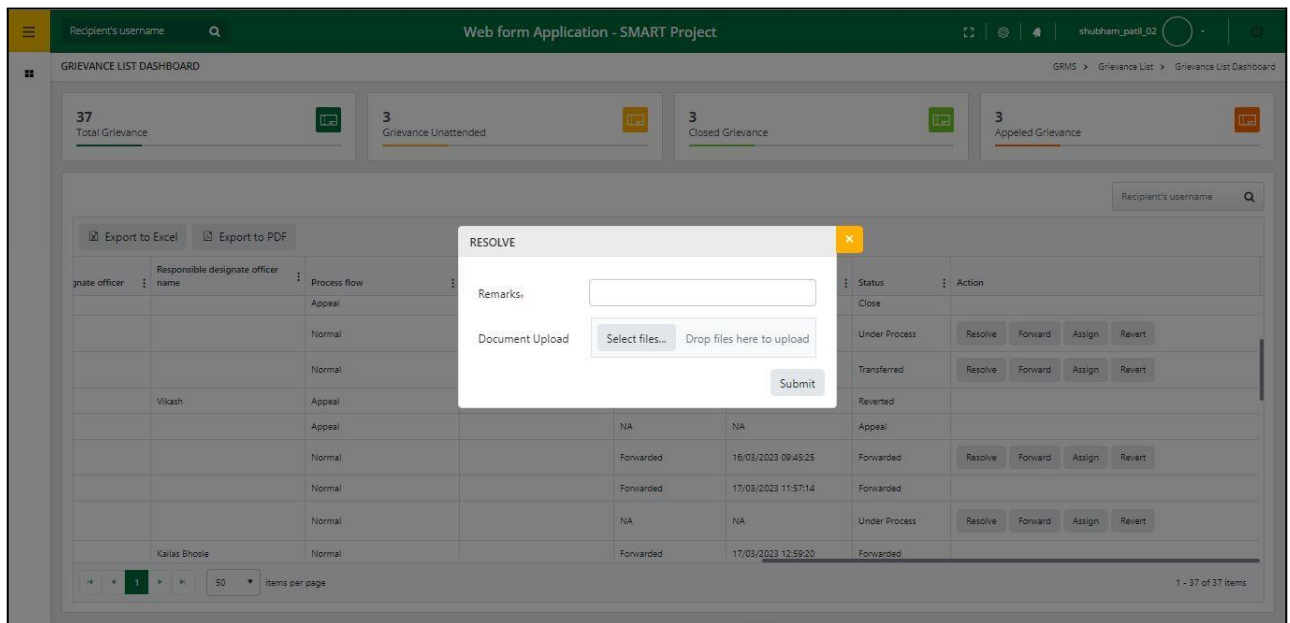
3. Purpose of Action Buttons:


a. Resolve Button

- This button is used to close the grievance at the same level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.



- After clicking on the Resolve button, the below pop up will appear.



Sr.No	Field Name	Description
1.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
2.	Document Upload	Users can upload documents as per requirement through this field and this field is non mandatory.
3.	Close sign	Users can close the resolve pop up through this close sign. 

4.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.
----	---------------	---

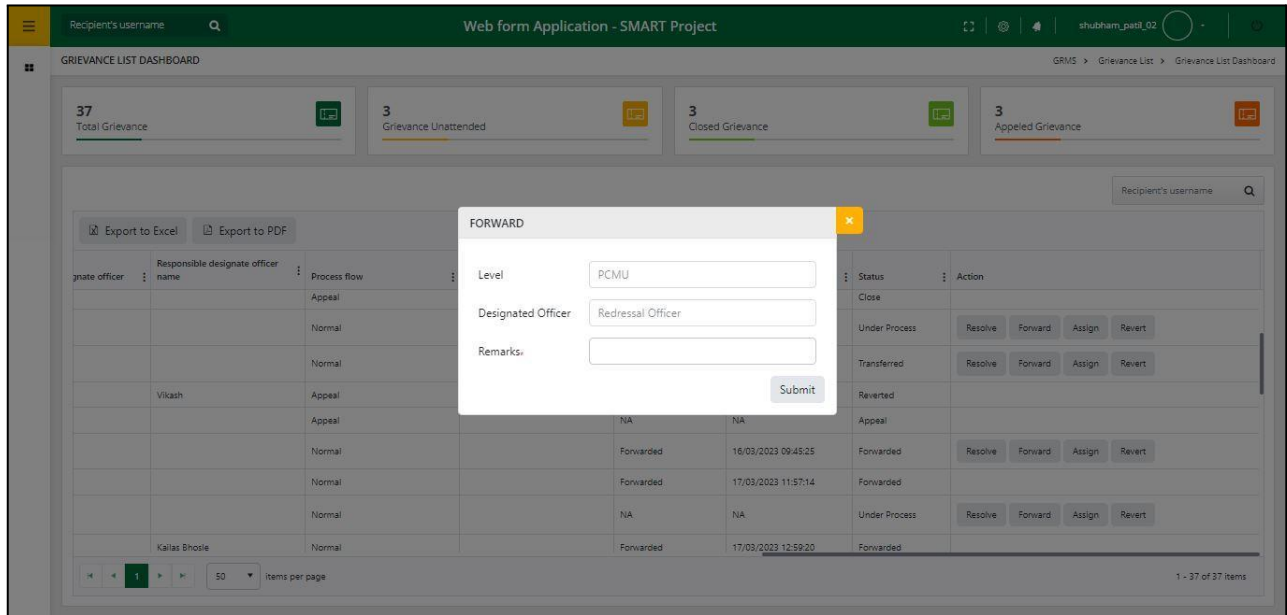
- Once the grievance is closed by any respective officer at any stage then those grievance will not be accessible.


b. Forward Button

- This button is used to forward the grievance at the next level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.

Designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
	Kailas Bhosle	Normal		Forwarded	21/03/2023 05:39:33	Forwarded	
	Kailas Bhosle	Normal		Forwarded	21/03/2023 02:09:24	Forwarded	
		Normal		Forwarded	22/03/2023 05:30:00	Forwarded	Resolve Forward Assign Revert
		Normal		Assigned	20/03/2023 11:36:31	Assigned	Resolve Forward Assign Revert
		Appeal		Forwarded	22/03/2023 04:28:54	Forwarded	
		Normal		Forwarded	22/03/2023 06:00:04	Forwarded	Resolve Forward Assign Revert
	Kailas Bhosle	Normal		Forwarded	21/03/2023 06:16:15	Forwarded	
		Normal		Assigned	21/03/2023 10:26:44	Assigned	Resolve Forward Assign Revert
		Normal	Replied by expert: grievance	Assigned	21/03/2023 03:12:57	Assigned	Resolve Forward Assign Revert

- After clicking on the Forward button, the below pop up will appear.



Sr.No	Field Name	Description
1.	Level	This field provides the information of the next level in which grievance will be forwarded. And this field is non-editable.
2.	Designated Officer	This field provides the information of the next level Designated officer detail in which grievance will be forwarded. And this field is non-editable.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory..
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be forwarded by any respective designated officer at any stage then those grievances will be forwarded to the next level and those grievances will not be accessible at the current stage.

c. Assign Button

- This button is used to assign the grievance to any expert. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.


The screenshot shows the 'GRIEVANCE LIST DASHBOARD' with the following data:

Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
	Appeal		Close	14/03/2023 04:06:13	Close	
	Normal		NA	NA	Under Process	Resolve Forward Assign Revert
	Normal		Transferred	17/03/2023 11:18:35	Transferred	Resolve Forward Assign Revert
Vikash	Appeal		Reverted	20/02/2023 12:22:09	Reverted	
	Appeal		NA	NA	Appeal	
	Normal		Forwarded	16/03/2023 09:45:25	Forwarded	Resolve Forward Assign Revert
	Normal		Forwarded	17/03/2023 11:57:14	Forwarded	
	Normal		NA	NA	Under Process	Resolve Forward Assign Revert
Kailas Bhosle	Normal		Forwarded	17/03/2023 12:59:20	Forwarded	

- After clicking on the Assign button, the below pop up will appear.

The screenshot shows the 'ASSIGN' pop-up window with the following details:

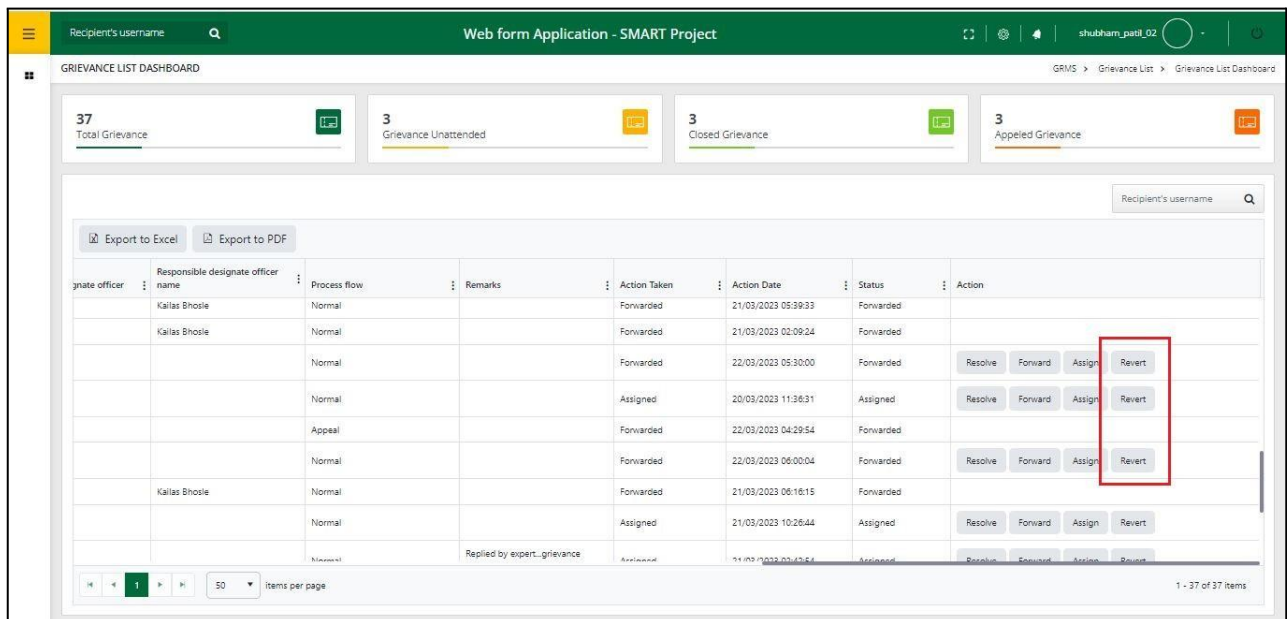
- Nature of Grievance:** Procurement
- Expert:** (Dropdown menu)
- Remarks:** (Text input field)
- Submit:** (Button)

Sr.No	Field Name	Description
1.	Nature of Grievance	This field provides the information of the Nature of Grievance. And this field is non-editable.
2.	Expert	This field provides the information of the designated Expert in which grievance will be Assigned. So that as per user requirement need to select the expert from this expert list dropdown field And this field is Mandatory.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be assigned by any respective designated officer at any stage then those grievances will be assigned to the same level selected designated expert officer and those grievances will not be accessible at the current stage.
- But after submitting the grievance by the respective expert designated officer then the same grievance returns to the same designated officer.

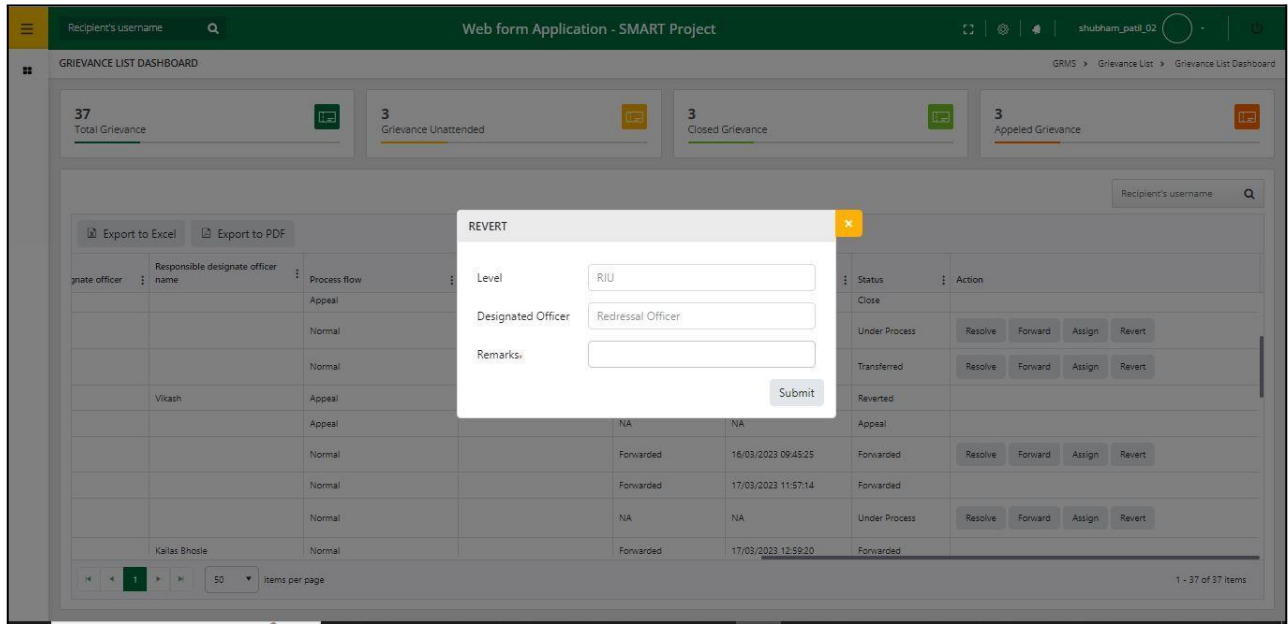
d. Revert Button


- This button is used to revert back the grievance at the previous level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.



Designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
	Kailas Bhosle	Normal		Forwarded	21/03/2023 05:59:33	Forwarded	
	Kailas Bhosle	Normal		Forwarded	21/03/2023 02:09:24	Forwarded	
		Normal		Forwarded	22/03/2023 05:30:00	Forwarded	Resolve Forward Assign Revert
		Normal		Assigned	20/03/2023 11:26:31	Assigned	Resolve Forward Assign Revert
		Appeal		Forwarded	22/03/2023 04:29:54	Forwarded	
		Normal		Forwarded	22/03/2023 06:00:04	Forwarded	Resolve Forward Assign Revert
	Kailas Bhosle	Normal		Forwarded	21/03/2023 06:16:15	Forwarded	
		Normal		Assigned	21/03/2023 10:26:44	Assigned	Resolve Forward Assign Revert
		Normal	Replied by expert_grievance	Assigned	11/03/2023 09:13:57	Assigned	Resolve Forward Assign Revert

- After clicking on the Revert button, the below pop up will appear.



Sr.No	Field Name	Description
2.	Level	This field provides the information of the previous level in which grievance will be reverted. And this field is non-editable.
3.	Designated Officer	This field provides the information of the previous level Designated officer detail in which grievance will be reverted. And this field is non-editable.
4.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
5.	Close sign	Users can close the resolve pop up through this close sign. 
6.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be reverted by any respective designated officer at any stage then those grievances will be reverted to the previous level and those grievances will not be accessible at the current stage..

a. Grievance Log Report Functionality

As per below screenshot, Users are able to view Grievance log reports after clicking on Grievance ID.

Recipient's username Web Application - SMART Project

GRMS > Grievance List > Grievance List Dashboard

10 Total Grievance | 0 Grievance Unattended | 0 Closed Grievance | 2 Appeled Grievance

Export to Excel | Export to PDF

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
1	SMART_000000003	14/03/2023 07:12:34		Avanish Thakkar	JALGAON	Yes	PCMU
2	SMART_000000005	14/03/2023 07:23:34		Anju Pawar	JALGAON	Yes	PCMU
3	SMART_000000009	14/03/2023 08:59:57		Ashish Girase	JALGAON	Yes	PCMU
4	SMART_000000012	14/03/2023 13:24:22		Uday Patil	JALGAON	Yes	RIU
5	SMART_000000041	17/03/2023 06:47:22		Anand Patil	JALGAON	Yes	PCMU
6	SMART_000000049	20/03/2023 05:05:11		Maharshi	JALGAON	Yes	PCMU
7	SMART_000000056	21/03/2023 09:07:47		Shubham Patil	JALGAON	Yes	PCMU
8	SMART_000000064	23/03/2023 08:36:45		Gayatri	JALGAON	Yes	PCMU
9	SMART_000000066	23/03/2023 09:20:25		Ashish Girase	JALGAON	Yes	RIU

1 - 10 of 10 items

Recipient's username Web Application - SMART Project

TICKET CASES

Search

SMART_000000071

Name	003	DateTime	Level	Designated Officer	Forwarded To Level	Forward To Designated Officer	Reverted To Level	Rever
Permanent Address	Jalgaon	24/03/2023 04:06:18	DIU	Shubham Patil	N/A	N/A	N/A	N/A
District	JALGAON	24/03/2023 04:06:18	DIU	Chopda Munira	N/A	N/A	N/A	N/A
Taluka	Jalgaon	24/03/2023 04:10:14	RIU	Patel Aaska	Forwarded To RIU	Forwarded To Patel Aaska	N/A	N/A
Village	Barnar	24/03/2023 04:33:59	RIU	Munira chopda	N/A	N/A	N/A	N/A
Pincode	425116	24/03/2023 04:37:37	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Contact Number	8554855692	24/03/2023 04:38:22	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Email ID	shubhamrp1325@gmail.com	24/03/2023 04:39:09	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Nature of Grievance	Measurement of work completed	24/03/2023 04:40:38	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Mode	Online							
Description	To RIU							
Upload PDF	N/A							

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_00000071

Name	003	Reverted To Designated Officer	Transferred To District	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	N/A
District	JALGAON	N/A	N/A	N/A	N/A	N/A
Taluka	Jalgaon	N/A	N/A	N/A	N/A	N/A
Village	Bornar	N/A	N/A	N/A	N/A	N/A
Pincode	425116	N/A	Transferred To PUNE	Transferred To Munira chopda	N/A	N/A
Contact Number	8554855692	N/A	Transferred To JALGAON	Transferred To Patel Aaska	N/A	N/A
Email ID	shubhamp1325@gmail.com	N/A	N/A	N/A		N/A
Nature of Grievance	Measurement of work completed	N/A	N/A	N/A		N/A
Mode	Online	N/A	N/A	N/A	N/A	N/A
Description	To RIU					
Upload PDF	N/A					

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_00000071

Name	003	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level	Auto Escalated To Officer	Remarks	Status
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	To RIU	Under Process
District	JALGAON	N/A	N/A	N/A	N/A	To RIU	Under Process
Taluka	Jalgaon	N/A	N/A	N/A	N/A	...RIU	Forwarded
Village	Bornar	Transferred To Munira chopda	N/A	N/A	N/A	RIU level transfer	Transferred
Pincode	425116	Transferred To Patel Aaska	N/A	N/A	N/A	RIU level transfer done	Transferred
Contact Number	8554855692	N/A		N/A	N/A	RIU assign	Assigned
Email ID	shubhamp1325@gmail.com	N/A		N/A	N/A	RIU assign done	Assigned
Nature of Grievance	Measurement of work completed	N/A		N/A	N/A	RIU level Transfer & Assign checked	Close
Mode	Online	N/A	N/A	N/A	N/A		
Description	To RIU						
Upload PDF	N/A						

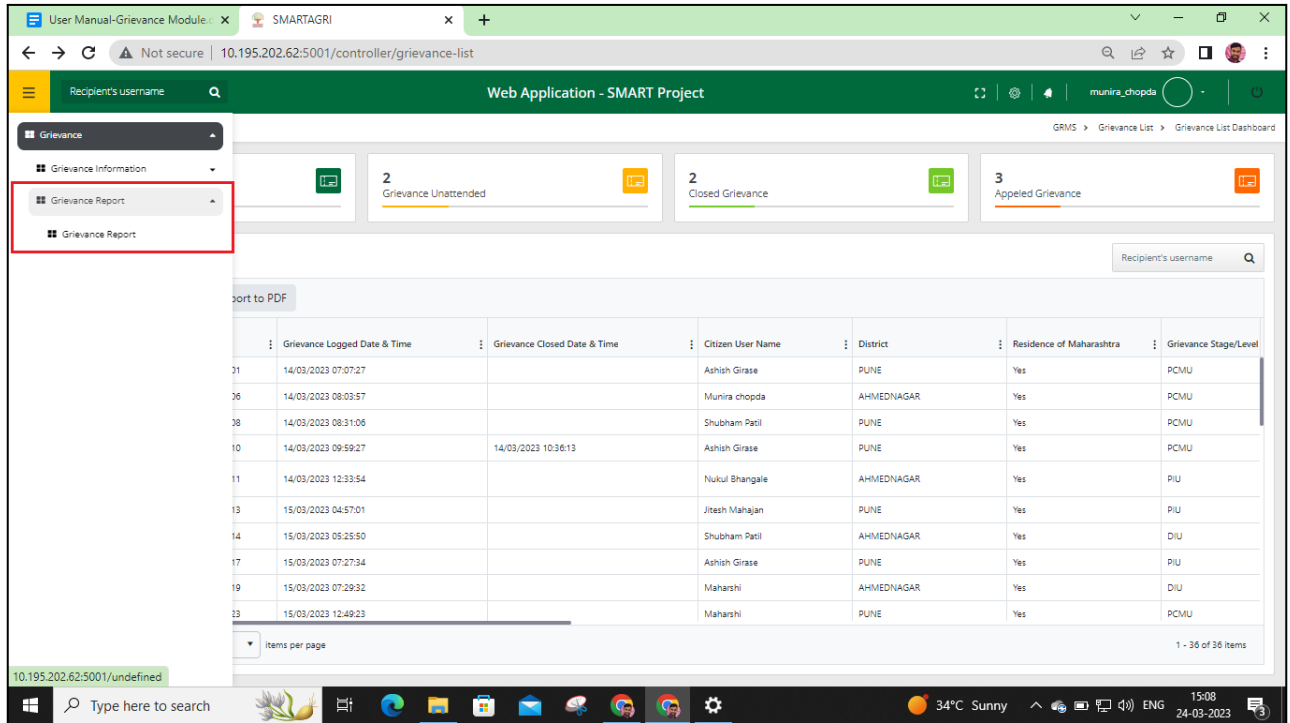
Fields Detail :

Sr.No	Field Name	Description
1.	SMART_00000071	Users will get the information of the Grievance ID for which grievance log report generated.
2.	Name	Users will get the information of the Citizen Name.
3.	Permanent Address	Users will get the information of the Citizen Address
4.	District	Users will get the information of the Citizen District
5.	Taluka	Users will get the information of the Citizen Taluka

6.	Village	Users will get the information of the Citizen Village
7.	Pincode	Users will get the information of the Citizen Pincode
8.	Contact Number	Users will get the information of the Citizen Contact Number
9.	Email Id	Users will get the information of the Citizen Email Id
10.	Nature of grievance	Users will get the information of the Nature of grievance
11.	Description	Users will get the information of the Grievance Description
12.	Upload Document	Users will get the information of the Uploaded Document
13.	Date and Time	Users will get the information of the Date and Time of grievance
14.	Level	Users will get the information of the Grievance Level
15.	Designated officer	Users will get the information of the Grievance Designated officer
16.	Forwarded to level	Users will get the information of the Grievance Forwarded to level
17.	Forwarded to designated officer	Users will get the information of the Grievance Forwarded to designated officer
18.	Reverted to level	Users will get the information of the Grievance Reverted to level
19.	Reverted to designated officer	Users will get the information of the Grievance Reverted to designated officer
20.	Transferred to District	Users will get the information of the Grievance Transferred to District
21.	Transferred to designated officer	Users will get the information of the Grievance Transferred to designated officer
22.	Assigned to designated expert officer	Users will get the information of the Grievance Assigned to designated expert officer
23.	Auto Escalated to Level	Users will get the information of the Grievance Auto Escalated to Level
24.	Auto Escalated to Officer	Users will get the information of the Grievance Auto Escalated to Officer
25.	Remarks	Users will get the information of the Grievance action button Remarks
26.	Status	Users will get the information of the Grievance Status

4. Grievance Report Functionality

As per below screenshot, Users are able to view Grievance reports from the side menu.



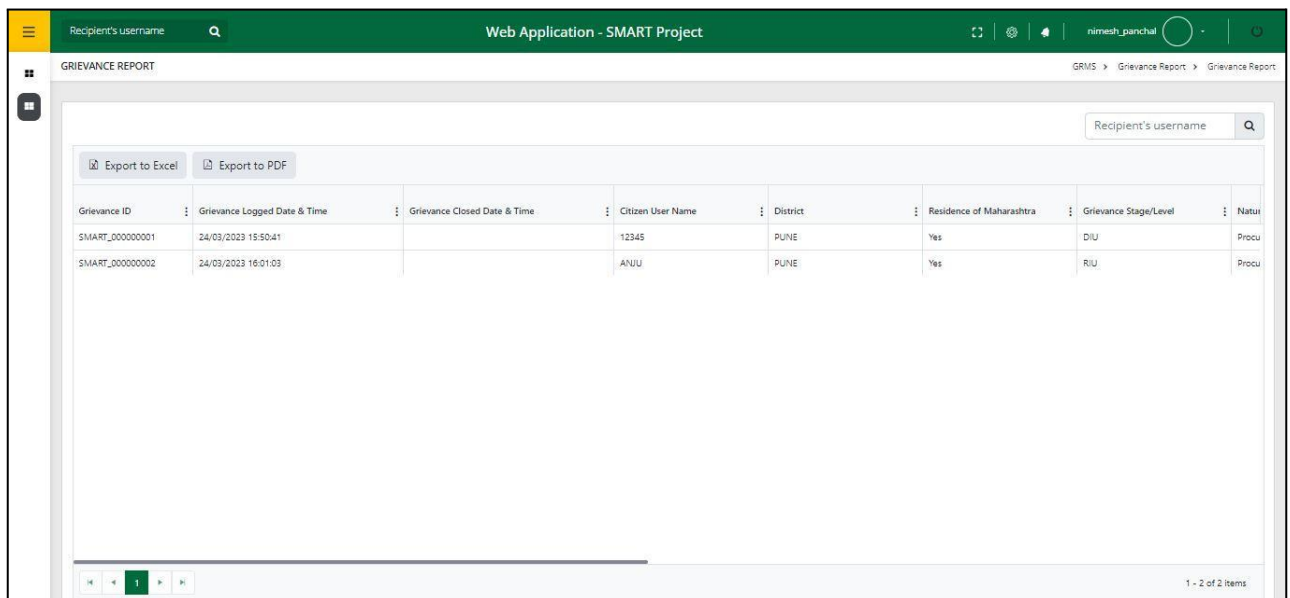
Web Application - SMART Project

GRMS > Grievance List > Grievance List Dashboard

2 Grievance Unattended | 2 Closed Grievance | 3 Appealed Grievance

	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
31	14/03/2023 07:07:27		Ashish Girase	PUNE	Yes	PCMU
36	14/03/2023 08:03:57		Munira chopda	AHMEDNAGAR	Yes	PCMU
38	14/03/2023 08:31:06		Shubham Patil	PUNE	Yes	PCMU
10	14/03/2023 09:59:27	14/03/2023 10:36:13	Ashish Girase	PUNE	Yes	PCMU
11	14/03/2023 12:33:54		Nukul Bhangale	AHMEDNAGAR	Yes	PIU
13	15/03/2023 04:57:01		Jitesh Mahajan	PUNE	Yes	PIU
14	15/03/2023 05:25:50		Shubham Patil	AHMEDNAGAR	Yes	DIU
17	15/03/2023 07:27:34		Ashish Girase	PUNE	Yes	PIU
19	15/03/2023 07:29:32		Maharshi	AHMEDNAGAR	Yes	DIU
23	15/03/2023 12:49:23		Maharshi	PUNE	Yes	PCMU

Items per page: 1 - 36 of 36 items



Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Export to Excel | Export to PDF

Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level	Natur
SMART_000000001	24/03/2023 15:50:41		12345	PUNE	Yes	DIU	Procu
SMART_000000002	24/03/2023 16:01:03		ANUJ	PUNE	Yes	RIU	Procu

1 - 2 of 2 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Nature of Grievance	Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time
Procurement	Checking for Text boxes	DIU Redressal	Preeti Savairam	Normal		NA	NA
Procurement	For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44

1 - 2 of 2 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time	Status
Checking for Text boxes	DIU Redressal	Preeti Savairam	Normal		NA	NA	Under Process
For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44	Forwarded

1 - 2 of 2 items

Fields Detail :

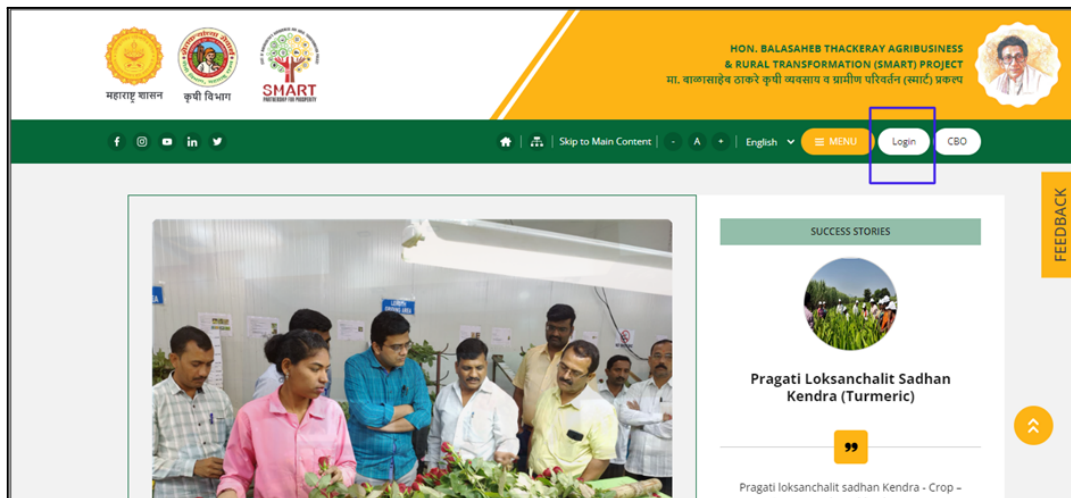
Sr.No	Field Name	Description
1.	Grievance ID	Users will get the information of the Grievance ID for which grievance report generated.
2.	Grievance lodge date and time	Users will get the information of the Grievance lodge date and time
3.	Grievance close date and time	Users will get the information of the Grievance close date and time
4.	Citizen User name	Users will get the information of the Citizen User name
5.	District	Users will get the information of the Grievance District

6.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra
7.	Level	Users will get the information of the Grievance Level
8.	Nature of grievance	Users will get the information of the Grievance Nature of grievance
9.	Grievance Description	Users will get the information of the Grievance Description
10.	Responsible designate officer	Users will get the information of the Grievance Responsible designate officer
11.	Responsible designate officer name	Users will get the information of the Grievance Responsible designate officer name
12.	Process flow	Users will get the information of the Grievance Process flow
13.	Remarks	Users will get the information of the Grievance Action button Remarks
14.	Action taken	Users will get the information of the Grievance Action taken name
15.	Action taken date	Users will get the information of the Grievance Action taken date
16.	Status	Users will get the information of the Grievance Status

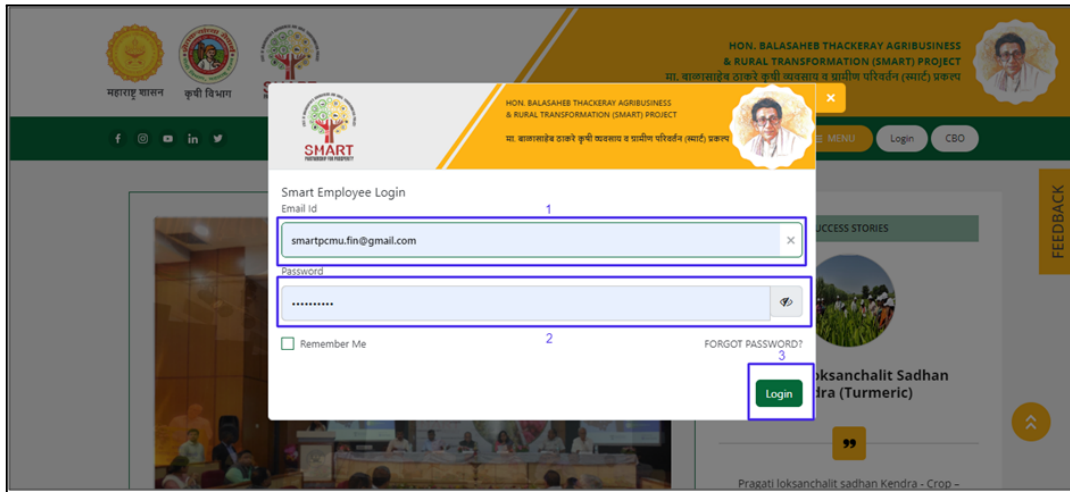
❖ Grievance Redressal Officer (PCMU Level)

1. Login

- User must reach the website through the link below : <https://smart-mh.org/>
- Now user need **to click on Login button** as shown in the image below:



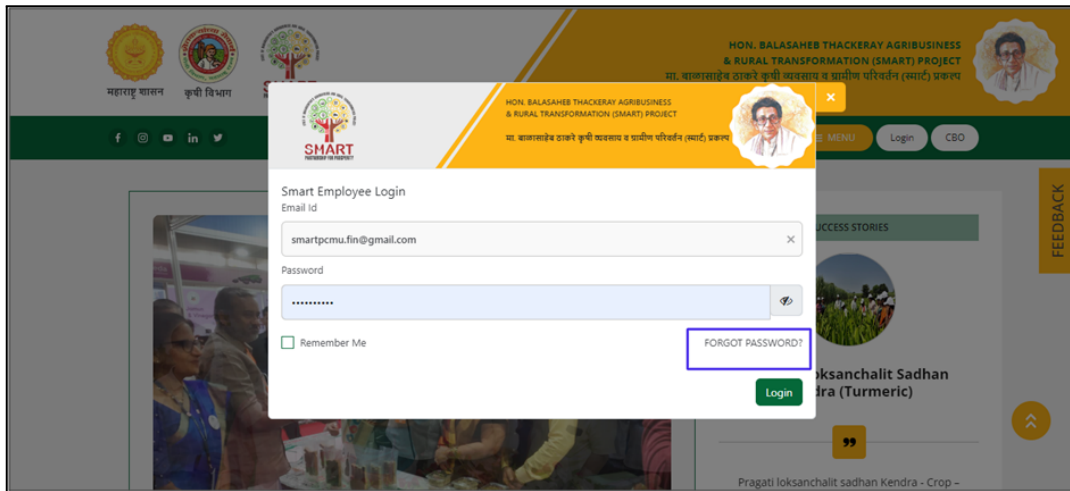
- After that the user need to enter his registered **Email Id, password** and **click on the login button** as shown in the image.



- Once credentials are verified, users will be logged into the application.

2. Forgot Password

- Users can Reset password by clicking on the “Forgot password” link as shown in the image below.



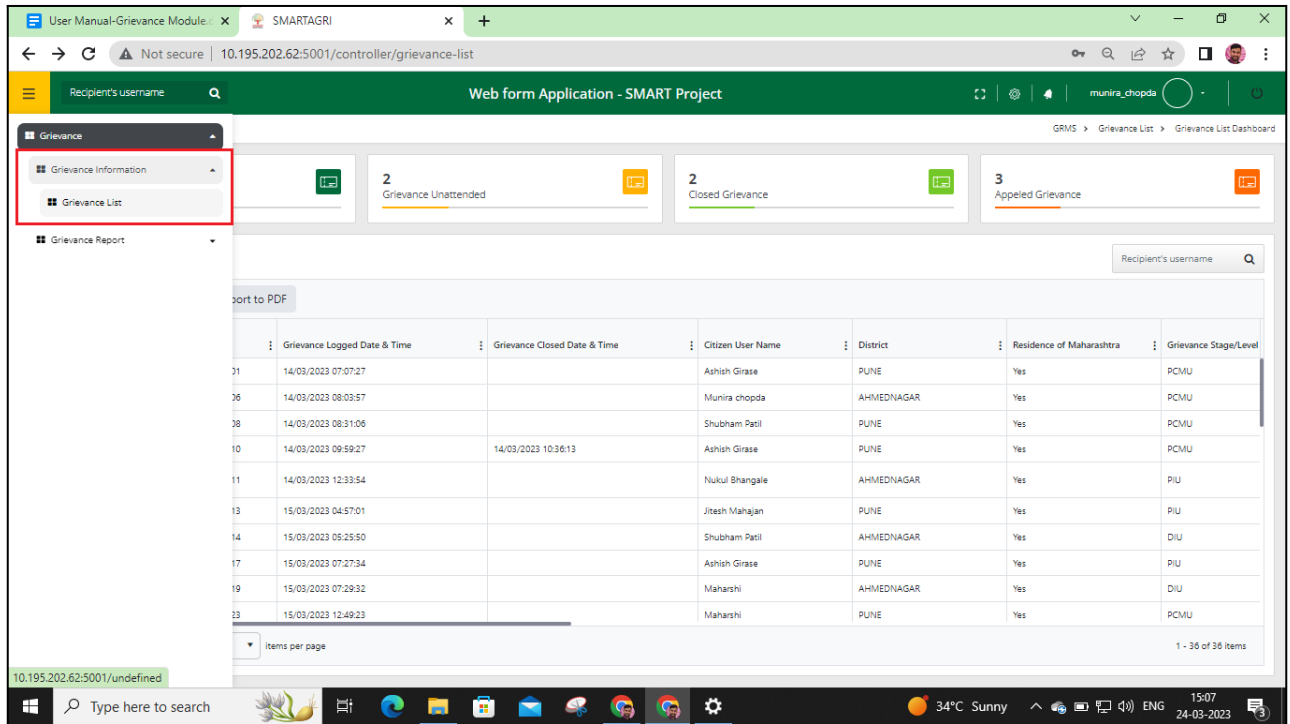
- Users must **enter the registered email ID or mobile number**.
- Now user must click on **send button**
- Auto generated password will be sent on to the user’s registered Email Id.
- Now User can log in with the password which has been sent by email

3. Grievance List Dashboard

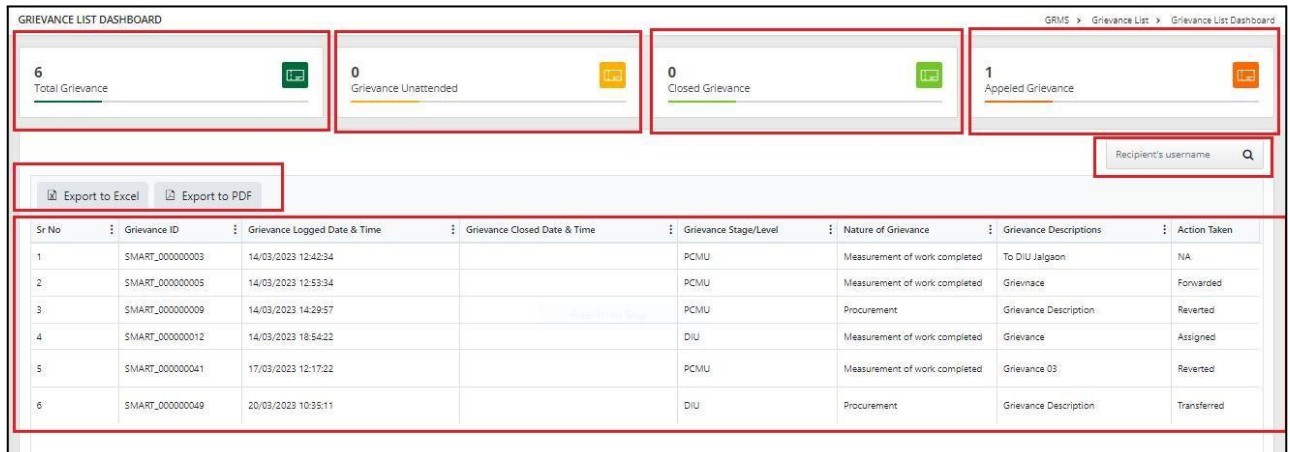
- After successfully user login, Users will reach to this Grievance list Dashboard page:

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Grievance Stage/Level	Nature of Grievance	Grievance Descriptions	Action Taken
1	SMART_000000003	14/03/2023 12:42:34		PCMU	Measurement of work completed	To DIU Jalgaon	NA
2	SMART_000000005	14/03/2023 12:53:34		PCMU	Measurement of work completed	Grievance	Forwarded
3	SMART_000000009	14/03/2023 14:29:57		PCMU	Procurement	Grievance Description	Reverted
4	SMART_000000012	14/03/2023 18:54:22		DIU	Measurement of work completed	Grievance	Assigned
5	SMART_000000041	17/03/2023 12:17:22		PCMU	Measurement of work completed	Grievance 03	Reverted
6	SMART_000000052	20/03/2023 16:18:43		DIU	Procurement	Grievance Description	NA

- As per below screenshots, Users can also redirect to this page from the side menu.



- In dashboard user will get the information of Total Grievance, Grievance Unattended, Closed Grievance and Appeal Grievance counter, Export to Excel and Export to PDF button, Grievance grid with Action column as per below screenshot



- In Total Grievance**, User will get the information of the total number of grievances which are available.
- In Grievance Unattended**, User will get the information of the total number of grievances which are not attended.
- In Closed Grievance**, User will get the information of the total number of grievances which are in the closed stage.

- In **Appealed Grievance**, User will get the information of the total number of grievances which are in Appeal stage.
- Users can export to excel the grid information through the **Export to Excel button**.
- Users can export to PDF the grid information through **Export to PDF button**.
- In the Grievance Grid following columns will be displayed.

Sr.No	Field Name	Description
1.	Sr.No	Users will get the information of the serial number.
2.	Grievance ID	Users will get the information of the Grievance ID
3.	Grievance Lodge Date and Time	Users will get the information of the Grievance Lodge Date and Time
4.	Grievance Closed Date and Time	Users will get the information of the Grievance Closed Date and Time
5.	Citizen User Name	Users will get the information of the Citizen User Name
6.	District	Users will get the information of the District
7.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra or not.
8.	Grievance stage/level	Users will get the information of the Grievance stage/level
9.	Nature of Grievance	Users will get the information of the Nature of Grievance
10.	Grievance Description	Users will get the information of the Grievance Description
11.	Responsible Designate officer	Users will get the information of the Responsible Designate officer
12.	Responsible Designate officer name	Users will get the information of the Responsible Designate officer name
13.	Process Flow	Users will get the information of the Process Flow
14.	Remarks	Users will get the information of the Remarks
15.	Action Taken	Users will get the information of the Action Taken
16.	Action Taken Date	Users will get the information of the Action Taken Date
17.	Stage	Users will get the information of the Stage
18.	Action	Users will get the information of the Action buttons. Like Resolve, Transfer, Assign, Revert and Forward.


2. Purpose of Action Buttons:

a. Resolve Button

- This button is used to close the grievance at the same level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.

Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
Guest NewUser89	Appeal		NA	NA	Appeal	
	Appeal		Close	15/03/2023 06:14:43	Close	
	Appeal		NA	NA	Appeal	
Kailas Bhoole	Appeal		Forwarded	17/03/2023 12:09:13	Forwarded	Resolve Assign Revert
	Normal		Assigned	17/03/2023 11:31:48	Assigned	
	Appeal		Close	17/03/2023 12:00:57	Close	
Maresh Vaidya	Appeal		Forwarded	17/03/2023 11:34:57	Forwarded	
	Normal		Reverted	17/03/2023 12:40:51	Reverted	
	Appeal		Close	14/03/2023 04:06:13	Close	

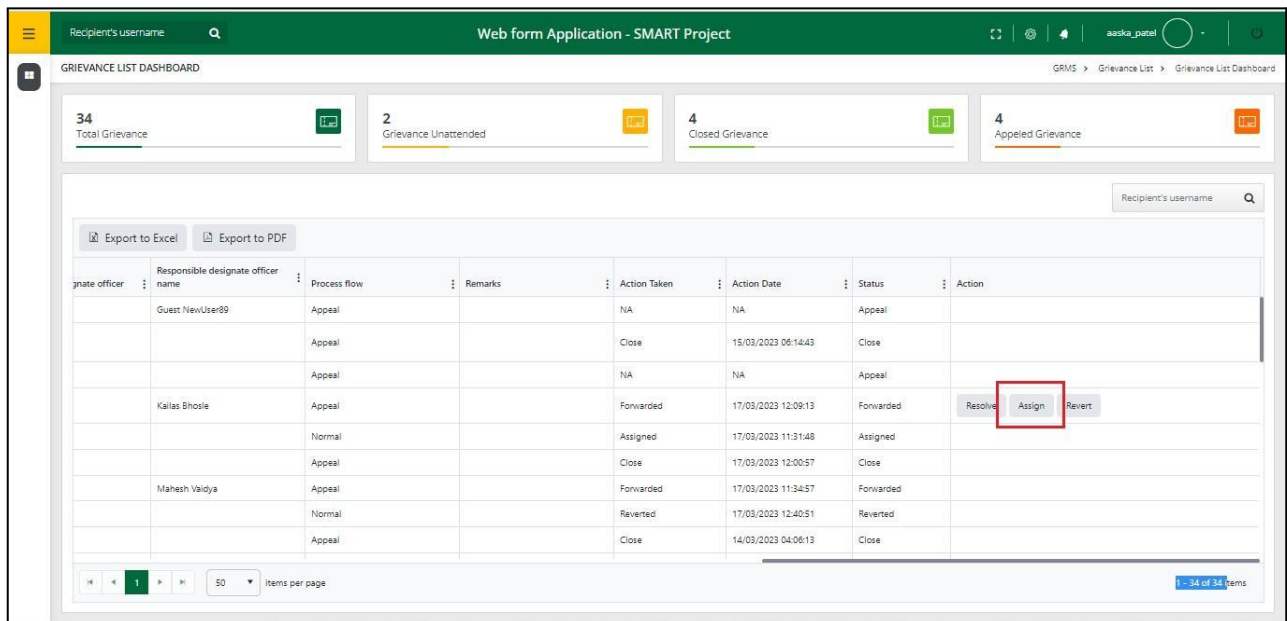
- After clicking on the Resolve button, the below pop up will appear.

Sr.No	Field Name	Description
1.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
2.	Document Upload	Users can upload documents as per requirement through this field and this field is non mandatory.
3.	Close sign	Users can close the resolve pop up through this close sign. 
4.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

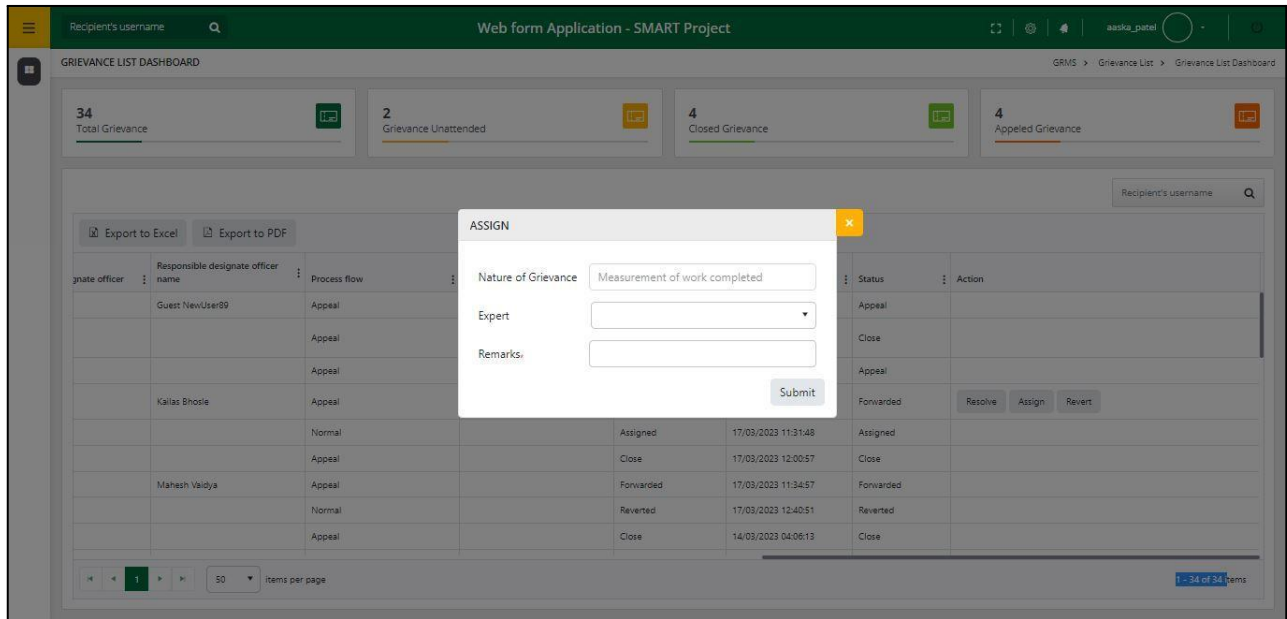
- Once the grievance is closed by any respective officer at any stage then those grievance will not be accessible.


b. Assign Button

- This button is used to assign the grievance to any expert. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.



- After clicking on the Assign button, the below pop up will appear.



Sr.No	Field Name	Description
1.	Nature of Grievance	This field provides the information of the Nature of Grievance. And this field is non-editable.
2.	Expert	This field provides the information of the designated Expert in which grievance will be Assigned. So that as per user requirement need to select the expert from this expert list dropdown field And this field is Mandatory.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be assigned by any respective designated officer at any stage then those grievances will be assigned to the same level selected designated expert officer and those grievances will not be accessible at the current stage.
- But after submitting the grievance by the respective expert designated officer then the same grievance returns to the same designated officer.

c. Revert Button

- This button is used to revert back the grievance at the previous level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.

GRIEVANCE LIST DASHBOARD

34 Total Grievance | 2 Grievance Unattended | 4 Closed Grievance | 4 Appeled Grievance

Designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
Guest NewUser89		Appeal		NA	NA	Appeal	
		Appeal		Close	15/03/2023 06:14:43	Close	
		Appeal		NA	NA	Appeal	
Kailas Bhosle		Appeal		Forwarded	17/03/2023 12:09:13	Forwarded	Resolve Assign Revert
		Normal		Assigned	17/03/2023 11:31:48	Assigned	
Mahesh Vaidya		Appeal		Close	17/03/2023 12:00:57	Close	
		Appeal		Forwarded	17/03/2023 11:34:57	Forwarded	
		Normal		Reverted	17/03/2023 12:40:51	Reverted	
		Appeal		Close	14/03/2023 04:06:13	Close	

- After clicking on the Revert button, the below pop up will appear.


REVERT

Level:

Designated Officer:

Remarks:

Submit

Sr.No	Field Name	Description
1.	Level	This field provides the information of the previous level in which grievance will be reverted. And this field is non-editable.
2.	Designated Officer	This field provides the information of the previous level Designated officer detail in which grievance will be reverted. And this field is non-editable.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be reverted by any respective designated officer at any stage then those grievances will be reverted to the previous level and those grievances will not be accessible at the current stage.

d. Grievance Log Report Functionality

As per below screenshot, Users are able to view Grievance log reports after clicking on Grievance ID.

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
1	SMART_000000003	14/03/2023 07:12:34		Avanish Thakkar	JALGAON	Yes	PCMU
2	SMART_000000005	14/03/2023 07:23:34		Anju Panwar	JALGAON	Yes	PCMU
3	SMART_000000009	14/03/2023 08:59:57		Ashish Girase	JALGAON	Yes	PCMU
4	SMART_000000012	14/03/2023 13:24:22		Uday Patil	JALGAON	Yes	RIU
5	SMART_000000041	17/03/2023 06:47:22		Anand Patil	JALGAON	Yes	PCMU
6	SMART_000000049	20/03/2023 05:05:11		Maharshi	JALGAON	Yes	PCMU
7	SMART_000000056	21/03/2023 09:07:47		Shubham Patil	JALGAON	Yes	PCMU
8	SMART_000000064	23/03/2023 08:36:45		Gayatri	JALGAON	Yes	PCMU
9	SMART_000000066	23/03/2023 09:20:25		Ashish Girase	JALGAON	Yes	RIU

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

Search

SMART_00000071

Name	003	DateTime	Level	Designated Officer	Forwarded To Level	Forward To Designated Officer	Reverted To Level	Rever
Permanent Address	Jalgaon	24/03/2023 04:06:18	DIU	Shubham Patil	N/A	N/A	N/A	N/A
District	JALGAON	24/03/2023 04:06:18	DIU	Chopda Munira	N/A	N/A	N/A	N/A
Taluka	Jalgaon	24/03/2023 04:10:14	RIU	Patel Aaska	Forwarded To RIU	Forwarded To Patel Aaska	N/A	N/A
Village	Bornar	24/03/2023 04:33:59	RIU	Munira chopda	N/A	N/A	N/A	N/A
Pincode	425116	24/03/2023 04:37:37	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Contact Number	8554855692	24/03/2023 04:38:22	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Email ID	shubhamrp1325@gmail.com	24/03/2023 04:39:09	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Nature of Grievance	Measurement of work completed	24/03/2023 04:40:38	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Mode	Online							
Description	To RIU							
Upload PDF	N/A							

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

Search

SMART_00000071

Name	003	Reverted To Designated Officer	Transferred To District	Transferred To Designated Officer	Assignend To Designated Expert Officer	Auto Escalated To Level
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	N/A
District	JALGAON	N/A	N/A	N/A	N/A	N/A
Taluka	Jalgaon	N/A	N/A	N/A	N/A	N/A
Village	Bornar	N/A	Transferred To PUNE	Transferred To Munira chopda	N/A	N/A
Pincode	425116	N/A	Transferred To JALGAON	Transferred To Patel Aaska	N/A	N/A
Contact Number	8554855692	N/A	N/A	N/A		N/A
Email ID	shubhamrp1325@gmail.com	N/A	N/A	N/A		N/A
Nature of Grievance	Measurement of work completed	N/A	N/A	N/A		N/A
Mode	Online	N/A	N/A	N/A	N/A	N/A
Description	To RIU					
Upload PDF	N/A					

SMART_000000071							
Name	003	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level	Auto Escalated To Officer	Remarks	Status
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	To RIU	Under Process
District	JALGAON	N/A	N/A	N/A	N/A	To RIU	Under Process
Taluka	Jalgaon	N/A	N/A	N/A	N/A	..RIU	Forwarded
Village	Bornar	Transferred To Munira chopda	N/A	N/A	N/A	RIU level transfer	Transferred
Pincode	425116	Transferred To Patel Aaska	N/A	N/A	N/A	RIU level transfer done	Transferred
Contact Number	8334855692	N/A	N/A	N/A	N/A	RIU assign	Assigned
Email ID	shubhamrp1325@gmail.com	N/A	N/A	N/A	N/A	RIU assign done	Assigned
Nature of Grievance	Measurement of work completed	N/A	N/A	N/A	N/A	RIU level Transfer & Assign checked	Close
Mode	Online	N/A	N/A	N/A	N/A		
Description	To RIU						
Upload PDF	N/A						

Fields Detail:

Sr.No	Field Name	Description
1.	SMART_000000071	Users will get the information of the Grievance ID for which grievance log report generated.
2.	Name	Users will get the information of the Citizen Name.
3.	Permanent Address	Users will get the information of the Citizen Address
4.	District	Users will get the information of the Citizen District
5.	Taluka	Users will get the information of the Citizen Taluka
6.	Village	Users will get the information of the Citizen Village
7.	Pincode	Users will get the information of the Citizen Pincode
8.	Contact Number	Users will get the information of the Citizen Contact Number
9.	Email Id	Users will get the information of the Citizen Email Id
10.	Nature of grievance	Users will get the information of the Nature of grievance
11.	Description	Users will get the information of the Grievance Description
12.	Upload Document	Users will get the information of the Uploaded Document
13.	Date and Time	Users will get the information of the Date and Time of grievance
14.	Level	Users will get the information of the Grievance Level
15.	Designated officer	Users will get the information of the Grievance Designated officer
16.	Forwarded to level	Users will get the information of the Grievance Forwarded to level
17.	Forwarded to designated officer	Users will get the information of the Grievance Forwarded to designated officer
18.	Reverted to level	Users will get the information of the Grievance Reverted to level
19.	Reverted to designated officer	Users will get the information of the Grievance Reverted to designated officer

20.	Transferred to District	Users will get the information of the Grievance Transferred to District
21.	Transferred to designated officer	Users will get the information of the Grievance Transferred to designated officer
22.	Assigned to designated expert officer	Users will get the information of the Grievance Assigned to designated expert officer
23.	Auto Escalated to Level	Users will get the information of the Grievance Auto Escalated to Level
24.	Auto Escalated to Officer	Users will get the information of the Grievance Auto Escalated to Officer
25.	Remarks	Users will get the information of the Grievance action button Remarks
26.	Status	Users will get the information of the Grievance Status

ii. Grievance Report Functionality

As per below screenshot, Users are able to view Grievance reports from the side menu.

Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
31	14/03/2023 07:07:27		Ashish Girase	PUNE	Yes	PCMU
36	14/03/2023 08:03:57		Munira chopda	AHMEDNAGAR	Yes	PCMU
38	14/03/2023 08:31:06		Shubham Patil	PUNE	Yes	PCMU
10	14/03/2023 09:59:27	14/03/2023 10:36:13	Ashish Girase	PUNE	Yes	PCMU
11	14/03/2023 12:33:54		Nukul Shingale	AHMEDNAGAR	Yes	PIU
13	15/03/2023 04:57:01		Jitesh Mahajan	PUNE	Yes	PIU
14	15/03/2023 05:25:50		Shubham Patil	AHMEDNAGAR	Yes	DIU
17	15/03/2023 07:27:34		Ashish Girase	PUNE	Yes	PIU
19	15/03/2023 07:29:32		Maharshi	AHMEDNAGAR	Yes	DIU
23	15/03/2023 12:49:23		Maharshi	PUNE	Yes	PCMU

Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level	Natur
SMART_000000001	24/03/2023 15:50:41		12345	PUNE	Yes	DIU	Procu
SMART_000000002	24/03/2023 16:01:03		ANUJ	PUNE	Yes	RIU	Procu

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Nature of Grievance	Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time
Procurement	Checking for Text boxes	DIU Redressal	Preeti Sawairam	Normal		NA	NA
Procurement	For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44

1 - 2 of 2 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time	Status
Checking for Text boxes	DIU Redressal	Preeti Sawairam	Normal		NA	NA	Under Process
For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44	Forwarded

1 - 2 of 2 items

Fields Detail :

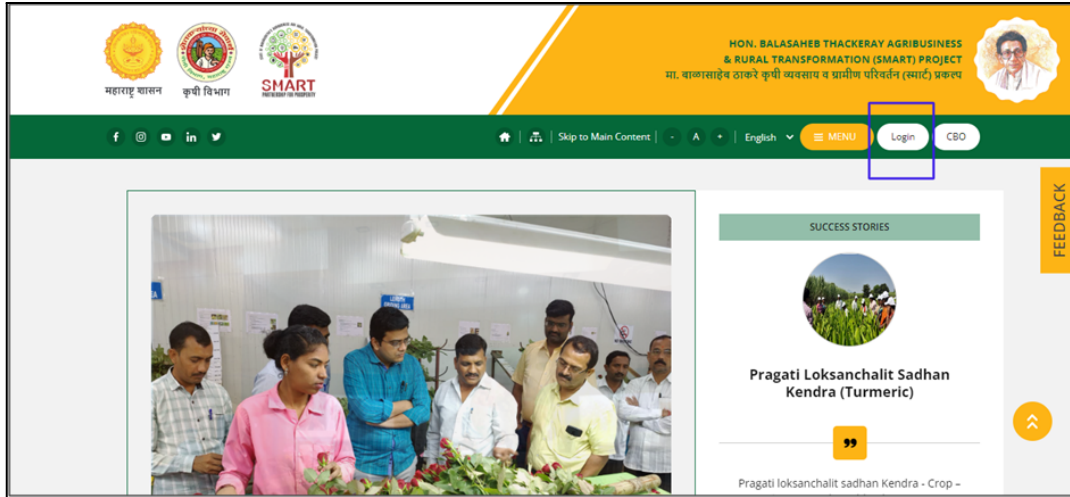
Sr.No	Field Name	Description
1.	Grievance ID	Users will get the information of the Grievance ID for which grievance report generated.
2.	Grievance lodge date and time	Users will get the information of the Grievance lodge date and time
3.	Grievance close date and time	Users will get the information of the Grievance close date and time
4.	Citizen User name	Users will get the information of the Citizen User name
5.	District	Users will get the information of the Grievance District

6.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra
7.	Level	Users will get the information of the Grievance Level
8.	Nature of grievance	Users will get the information of the Grievance Nature of grievance
9.	Grievance Description	Users will get the information of the Grievance Description
10.	Responsible designate officer	Users will get the information of the Grievance Responsible designate officer
11.	Responsible designate officer name	Users will get the information of the Grievance Responsible designate officer name
12.	Process flow	Users will get the information of the Grievance Process flow
13.	Remarks	Users will get the information of the Grievance Action button Remarks
14.	Action taken	Users will get the information of the Grievance Action taken name
15.	Action taken date	Users will get the information of the Grievance Action taken date
16.	Status	Users will get the information of the Grievance Status

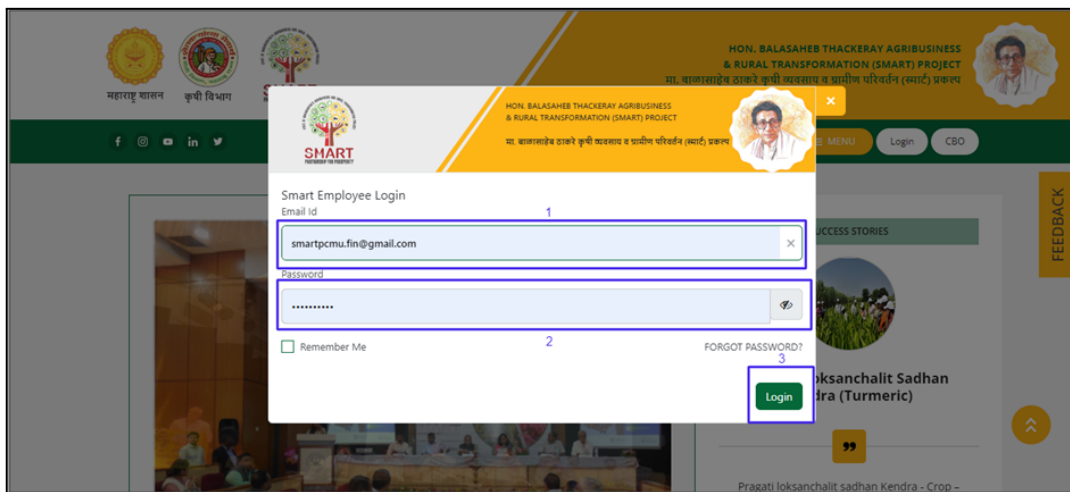
❖ Grievance Appellate Authority (DIU Level)

1. Login

- User must reach the website through the link below: <https://smart-mh.org/>
- Now user need to **click on Login button** as shown in the image below:



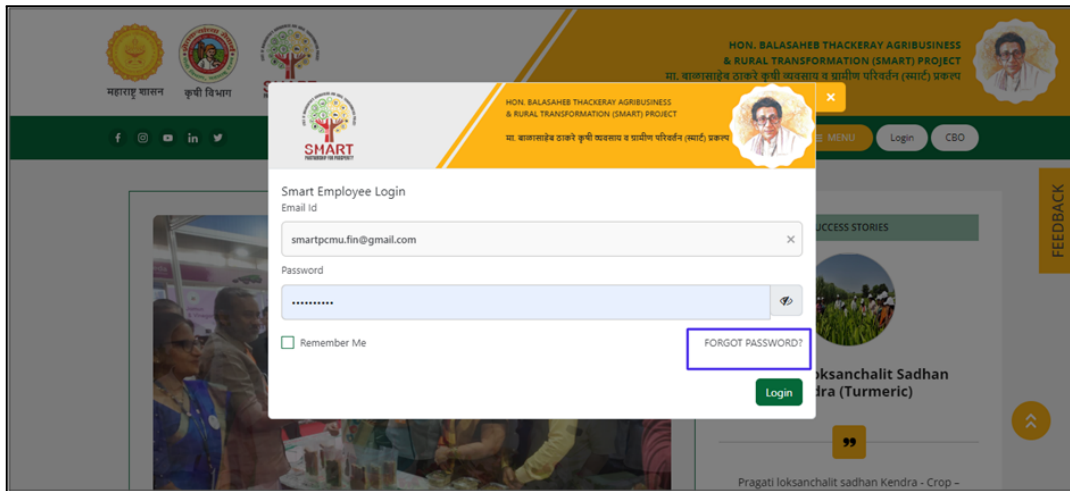
- After that the user need to enter his registered **Email Id, password** and **click on the login button** as shown in the image.



- Once credentials are verified, users will be logged into the application.

2. Forgot Password

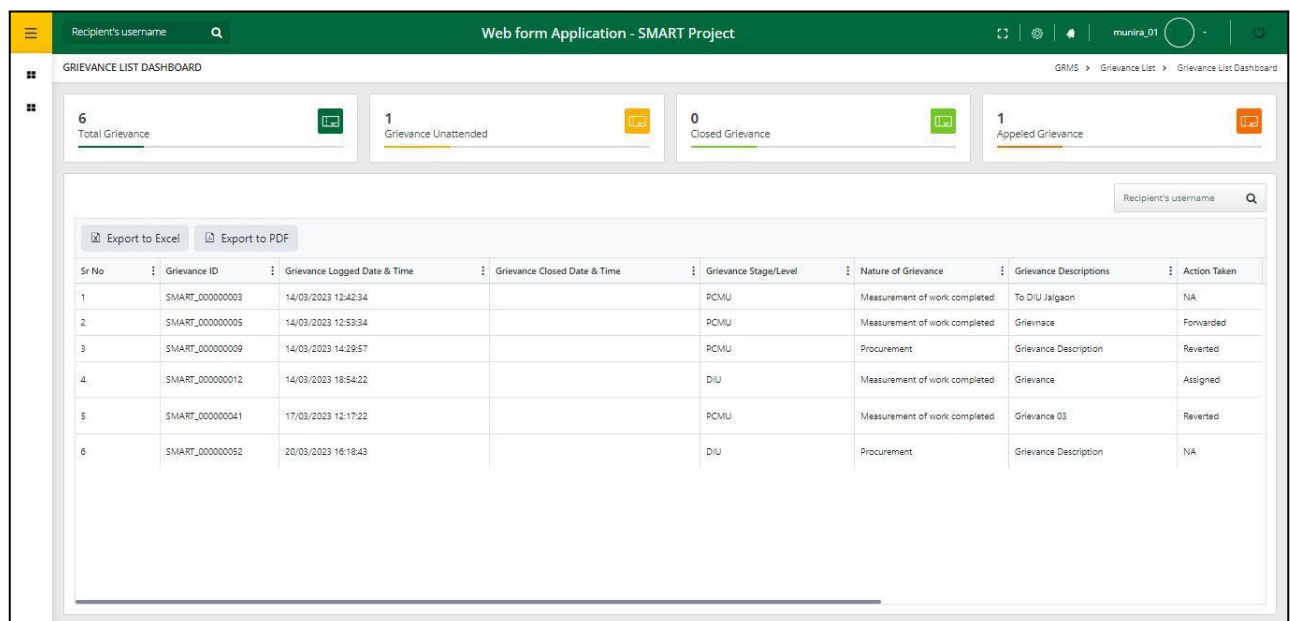
- Users can Reset password by clicking on the “Forgot password” link as shown in the image below.



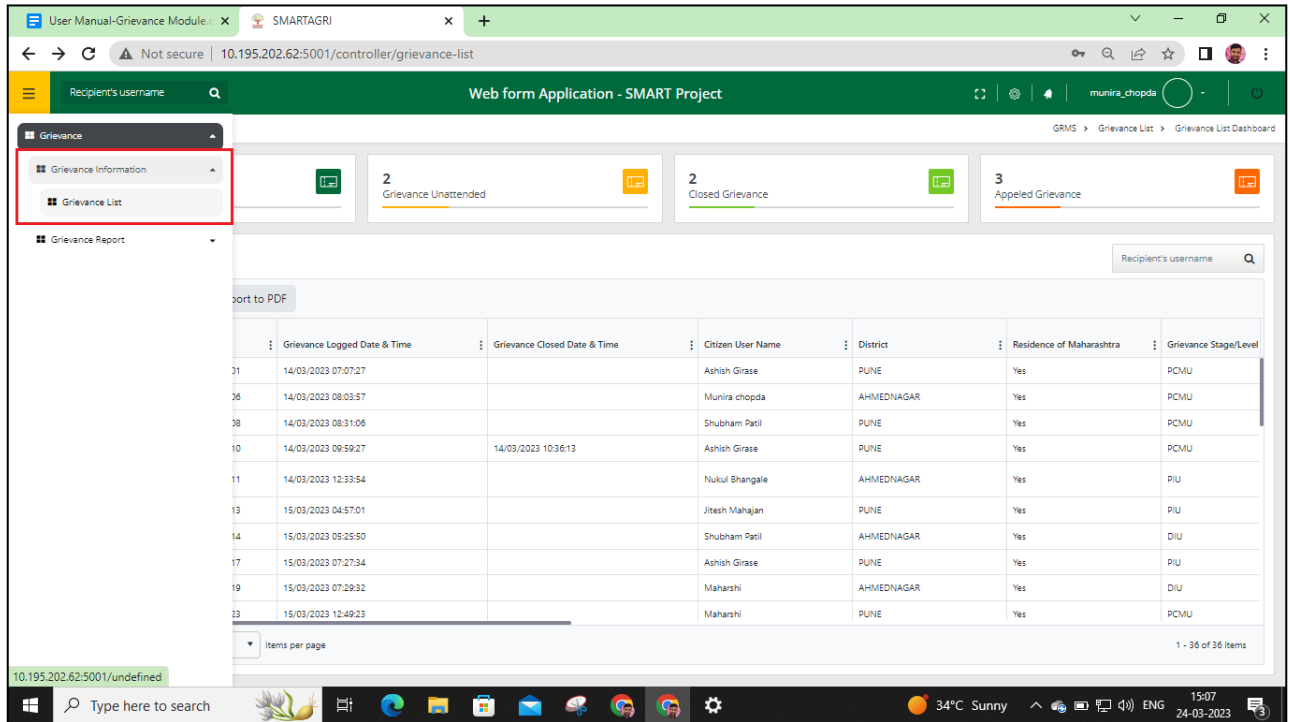
- Users must **enter the registered email ID or mobile number**.
- Now user must click on **send button**
- Auto generated password will be sent on to the user’s registered Email Id.
- Now User can log in with the password which has been sent by email

3. Grievance List Dashboard

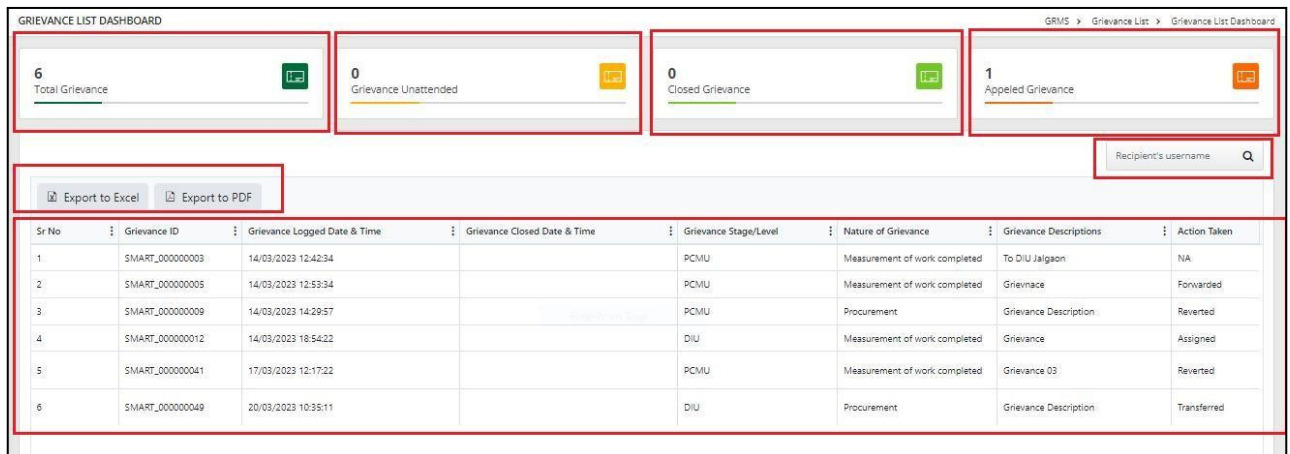
- After successfully user login, Users will reach to this Grievance list Dashboard page :



- As per below screenshots, Users can also redirect to this page from the side menu.



- In dashboard user will get the information of Total Grievance, Grievance Unattended, Closed Grievance and Appeal Grievance counter, Export to Excel and Export to PDF button, Grievance grid with Action column as per below screenshot



- **In Total Grievance**, User will get the information of the total number of grievances which are available.
- **In Grievance Unattended**, User will get the information of the total number of grievances which are not attended.
- **In Closed Grievance**, User will get the information of the total number of grievances which are in the closed stage.
- **In Appealed Grievance**, User will get the information of the total number of grievances which are in Appeal stage.

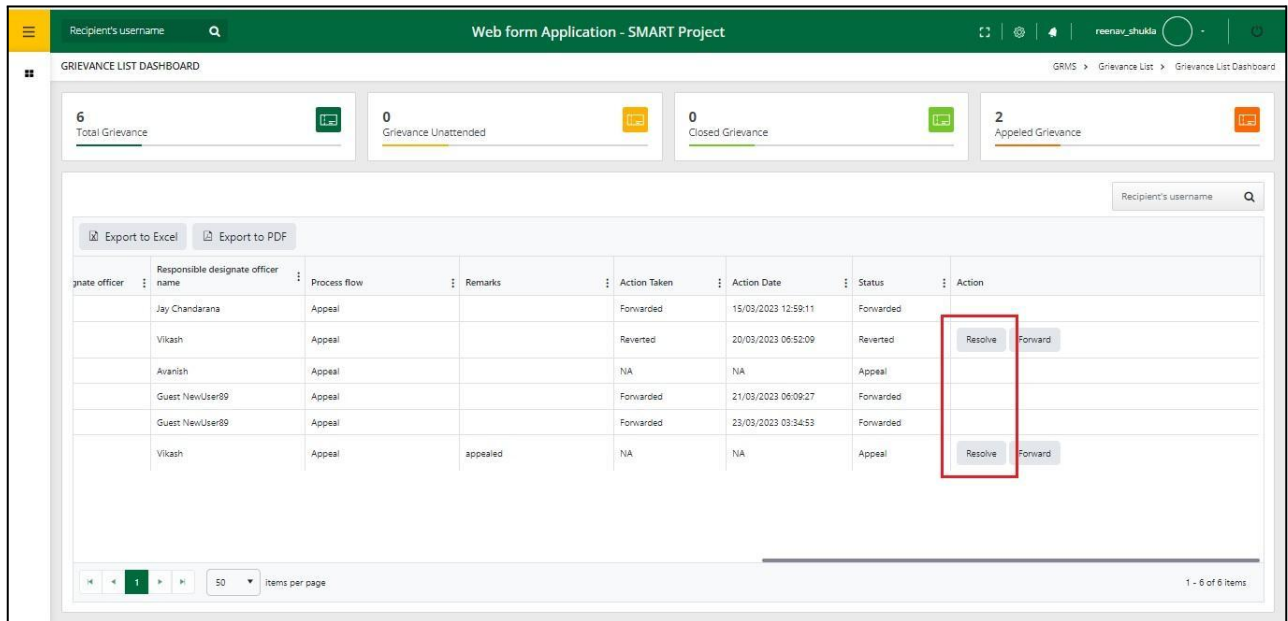
- Users can export to excel the grid information through the **Export to Excel button**.
- Users can export to PDF the grid information through **Export to PDF button**.
- In the Grievance Grid following columns will be displayed.

Sr.No	Field Name	Description
1.	Sr.No	Users will get the information of the serial number.
2.	Grievance ID	Users will get the information of the Grievance ID
3.	Grievance Lodge Date and Time	Users will get the information of the Grievance Lodge Date and Time
4.	Grievance Closed Date and Time	Users will get the information of the Grievance Closed Date and Time
5.	Citizen User Name	Users will get the information of the Citizen User Name
6.	District	Users will get the information of the District
7.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra or not.
8.	Grievance stage/level	Users will get the information of the Grievance stage/level
9.	Nature of Grievance	Users will get the information of the Nature of Grievance
10.	Grievance Description	Users will get the information of the Grievance Description
11.	Responsible Designate officer	Users will get the information of the Responsible Designate officer
12.	Responsible Designate officer name	Users will get the information of the Responsible Designate officer name
13.	Process Flow	Users will get the information of the Process Flow
14.	Remarks	Users will get the information of the Remarks
15.	Action Taken	Users will get the information of the Action Taken
16.	Action Taken Date	Users will get the information of the Action Taken Date
17.	Stage	Users will get the information of the Stage
18.	Action	Users will get the information of the Action buttons. Like Resolve, Transfer, Assign, Revert and Forward.

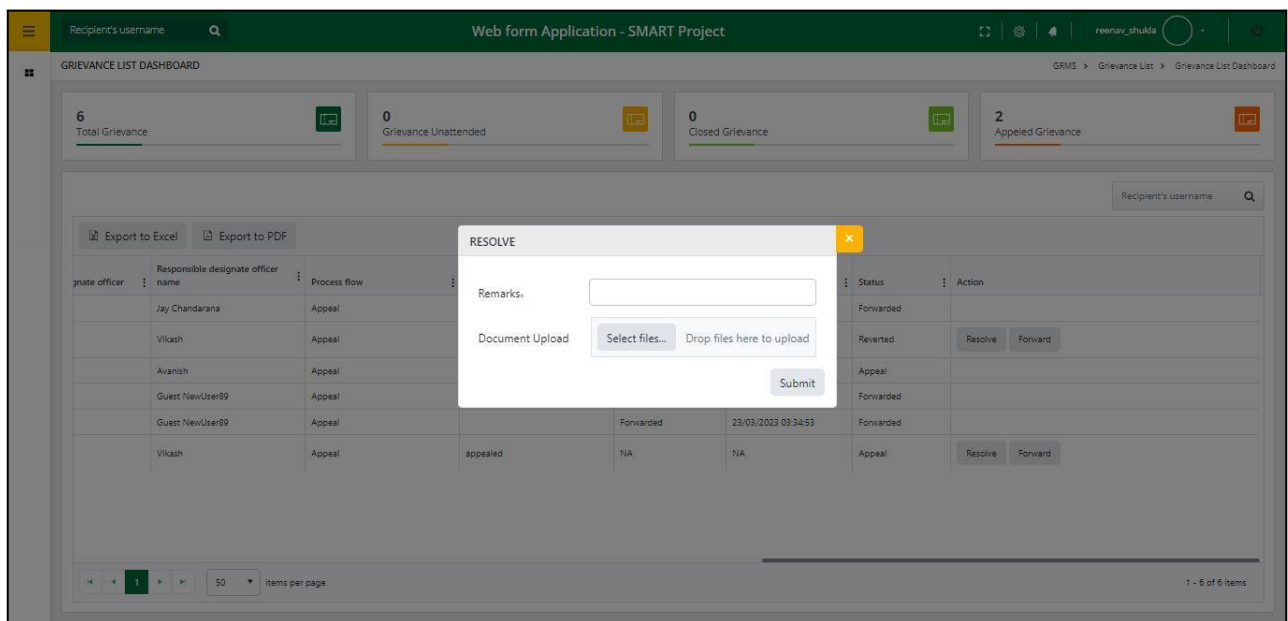
1. Purpose of Action Buttons:

a. Resolve Button


- This button is used to close the grievance at the same level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.



- After clicking on the Resolve button, the below pop up will appear.



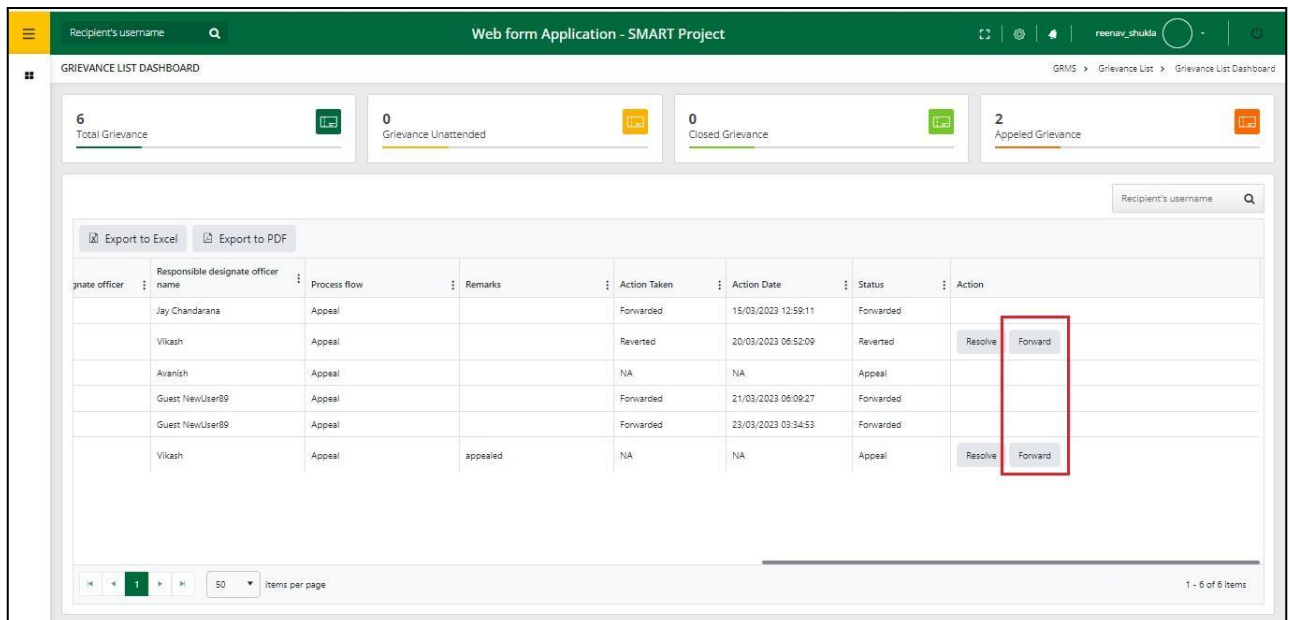
Sr.No	Field Name	Description
1.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
2.	Document Upload	Users can upload documents as per requirement through this field and this field is non mandatory.

3.	Close sign	Users can close the resolve pop up through this close sign. 
4.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance is closed by any respective officer at any stage then those grievance will not be accessible.

b. Forward Button

- This button is used to forward the grievance at the next level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.



Web form Application - SMART Project

RECIPIENT'S USERNAME: reenvav_shukla

GRIEVANCE LIST DASHBOARD

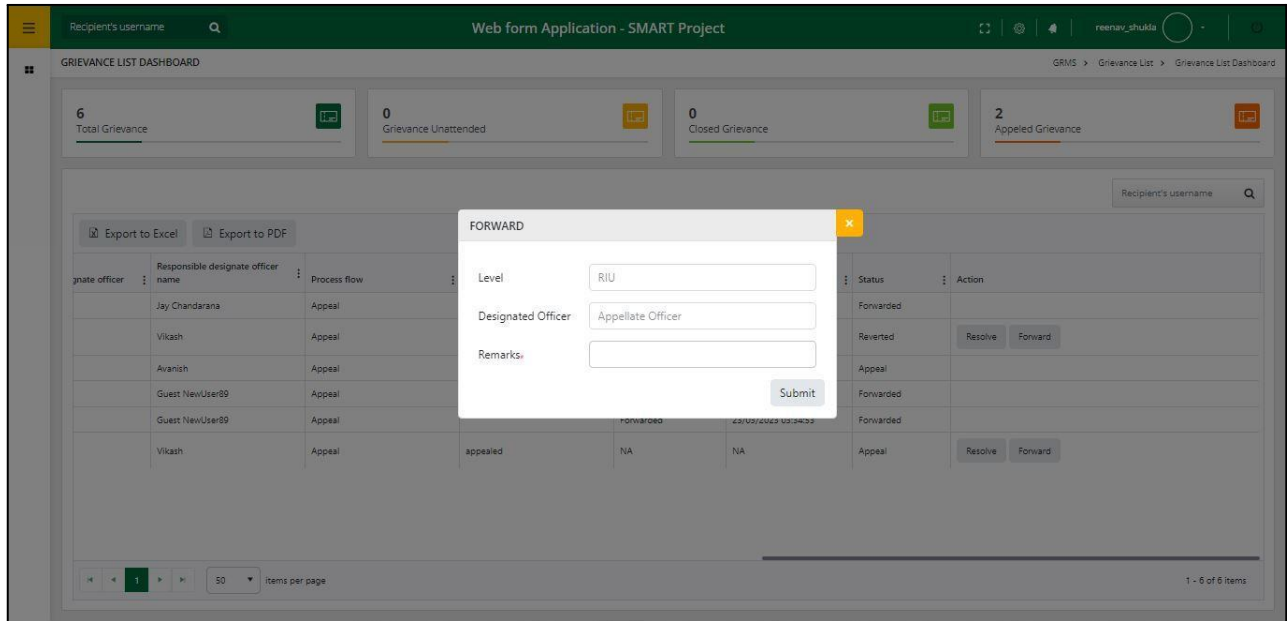
6 Total Grievance | 0 Grievance Unattended | 0 Closed Grievance | 2 Appealed Grievance


Export to Excel | Export to PDF

Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
Jay Chandarana	Appeal		Forwarded	15/03/2023 12:59:11	Forwarded	
Vikash	Appeal		Reverted	20/03/2023 06:52:09	Reverted	Resolve Forward
Avanish	Appeal		NA	NA	Appeal	
Guest NewUser09	Appeal		Forwarded	21/03/2023 06:09:27	Forwarded	
Guest NewUser09	Appeal		Forwarded	23/03/2023 03:34:53	Forwarded	
Vikash	Appeal	appealed	NA	NA	Appeal	Resolve Forward

1 - 6 of 6 items

- After clicking on the Forward button, the below pop up will appear.



Sr.No	Field Name	Description
1.	Level	This field provides the information of the next level in which grievance will be forwarded. And this field is non-editable.
2.	Designated Officer	This field provides the information of the next level Designated officer detail in which grievance will be forwarded. And this field is non-editable.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory..
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be forwarded by any respective designated officer at any stage then those grievances will be forwarded to the next level and those grievances will not be accessible at the current stage..

c. Grievance Log Report Functionality

As per below screenshot, Users are able to view Grievance log reports after clicking on Grievance ID.

Recipient's username Web Application - SMART Project munira_01

GRIEVANCE LIST DASHBOARD GRMS > Grievance List > Grievance List Dashboard

10
Total Grievance

0
Grievance Unattended

0
Closed Grievance

2
Appealed Grievance

Recipient's username

[Export to Excel](#) [Export to PDF](#)

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
1	SMART_000000003	14/03/2023 07:12:34		Avanish Thakkar	JALGAON	Yes	PCMU
2	SMART_000000005	14/03/2023 07:23:34		Anju Pawar	JALGAON	Yes	PCMU
3	SMART_000000009	14/03/2023 08:59:57		Ashish Girase	JALGAON	Yes	PCMU
4	SMART_000000012	14/03/2023 13:24:22		Uday Patil	JALGAON	Yes	RIU
5	SMART_000000041	17/03/2023 06:47:22		Anand Patil	JALGAON	Yes	PCMU
6	SMART_000000049	20/03/2023 05:05:11		Maharshi	JALGAON	Yes	PCMU
7	SMART_000000056	21/03/2023 09:07:47		Shubham Patil	JALGAON	Yes	PCMU
8	SMART_000000064	23/03/2023 08:36:45		Gayatri	JALGAON	Yes	PCMU
9	SMART_000000066	23/03/2023 09:20:25		Ashish Girase	JALGAON	Yes	RIU

1 - 10 of 10 items

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

Search

SMART_000000071

Name	003	DateTime	Level	Designated Officer	Forwarded To Level	Forward To Designated Officer	Reverted To Level	Rever
Permanent Address	Jalgaon	24/03/2023 04:06:18	DIU	Shubham Patil	N/A	N/A	N/A	N/A
District	JALGAON	24/03/2023 04:06:18	DIU	Chopda Munira	N/A	N/A	N/A	N/A
Taluka	Jalgaon	24/03/2023 04:10:14	RIU	Patel Aaska	Forwarded To RIU	Forwarded To Patel Aaska	N/A	N/A
Village	Barnar	24/03/2023 04:33:59	RIU	Munira chopda	N/A	N/A	N/A	N/A
Pincode	425116	24/03/2023 04:37:37	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Contact Number	8554855692	24/03/2023 04:38:22	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Email ID	shubhamrp1325@gmail.com	24/03/2023 04:39:09	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Nature of Grievance	Measurement of work completed	24/03/2023 04:40:38	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Mode	Online							
Description	To RIU							
Upload PDF	N/A							

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_000000071

Name	003	Reverted To Designated Officer	Transferred To District	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	N/A
District	JALGAON	N/A	N/A	N/A	N/A	N/A
Taluka	Jalgaon	N/A	N/A	N/A	N/A	N/A
Village	Bornar	N/A	N/A	N/A	N/A	N/A
Pincode	425116	N/A	Transferred To PUNE	Transferred To Munira chopda	N/A	N/A
Contact Number	8554855692	N/A	Transferred To JALGAON	Transferred To Patel Aaska	N/A	N/A
Email ID	shubhamrp1325@gmail.com	N/A	N/A	N/A		N/A
Nature of Grievance	Measurement of work completed	N/A	N/A	N/A		N/A
Mode	Online	N/A	N/A	N/A	N/A	N/A
Description	To RIU					
Upload PDF	N/A					

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_000000071

Name	003	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level	Auto Escalated To Officer	Remarks	Status
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	To RIU	Under Process
District	JALGAON	N/A	N/A	N/A	N/A	To RIU	Under Process
Taluka	Jalgaon	N/A	N/A	N/A	N/A	RIU	Forwarded
Village	Bornar	Transferred To Munira chopda	N/A	N/A	N/A	RIU level transfer	Transferred
Pincode	425116	Transferred To Patel Aaska	N/A	N/A	N/A	RIU level transfer done	Transferred
Contact Number	8554855692	N/A		N/A	N/A	RIU assign	Assigned
Email ID	shubhamrp1325@gmail.com	N/A		N/A	N/A	RIU assign done	Assigned
Nature of Grievance	Measurement of work completed	N/A		N/A	N/A	RIU level Transfer & Assign checked	Close
Mode	Online	N/A	N/A	N/A	N/A		
Description	To RIU						
Upload PDF	N/A						

Fields Detail:

Sr.No	Field Name	Description
1.	SMART_000000071	Users will get the information of the Grievance ID for which grievance log report generated.
2.	Name	Users will get the information of the Citizen Name.
3.	Permanent Address	Users will get the information of the Citizen Address
4.	District	Users will get the information of the Citizen District
5.	Taluka	Users will get the information of the Citizen Taluka
6.	Village	Users will get the information of the Citizen Village

7.	Pincode	Users will get the information of the Citizen Pincode
8.	Contact Number	Users will get the information of the Citizen Contact Number
9.	Email Id	Users will get the information of the Citizen Email Id
10.	Nature of grievance	Users will get the information of the Nature of grievance
11.	Description	Users will get the information of the Grievance Description
12.	Upload Document	Users will get the information of the Uploaded Document
13.	Date and Time	Users will get the information of the Date and Time of grievance
14.	Level	Users will get the information of the Grievance Level
15.	Designated officer	Users will get the information of the Grievance Designated officer
16.	Forwarded to level	Users will get the information of the Grievance Forwarded to level
17.	Forwarded to designated officer	Users will get the information of the Grievance Forwarded to designated officer
18.	Reverted to level	Users will get the information of the Grievance Reverted to level
19.	Reverted to designated officer	Users will get the information of the Grievance Reverted to designated officer
20.	Transferred to District	Users will get the information of the Grievance Transferred to District
21.	Transferred to designated officer	Users will get the information of the Grievance Transferred to designated officer
22.	Assigned to designated expert officer	Users will get the information of the Grievance Assigned to designated expert officer
23.	Auto Escalated to Level	Users will get the information of the Grievance Auto Escalated to Level
24.	Auto Escalated to Officer	Users will get the information of the Grievance Auto Escalated to Officer
25.	Remarks	Users will get the information of the Grievance action button Remarks
26.	Status	Users will get the information of the Grievance Status

4. Grievance Report Functionality

As per below screenshot, Users are able to view Grievance reports from the side menu.

Web Application - SMART Project

GRMS > Grievance List > Grievance List Dashboard

2 Grievance Unattended | 2 Closed Grievance | 3 Appealed Grievance

	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
31	14/03/2023 07:07:27		Ashish Grase	PUNE	Yes	PCMU
36	14/03/2023 08:03:57		Munira chopda	AHMEDNAGAR	Yes	PCMU
38	14/03/2023 08:31:06		Shubham Patil	PUNE	Yes	PCMU
10	14/03/2023 09:59:27	14/03/2023 10:36:13	Ashish Grase	PUNE	Yes	PCMU
11	14/03/2023 12:33:54		Nukul Bhangale	AHMEDNAGAR	Yes	PIU
13	15/03/2023 04:57:01		Jitesh Mahajan	PUNE	Yes	PIU
14	15/03/2023 05:25:50		Shubham Patil	AHMEDNAGAR	Yes	DIU
17	15/03/2023 07:27:34		Ashish Grase	PUNE	Yes	PIU
19	15/03/2023 07:29:32		Maharshi	AHMEDNAGAR	Yes	DIU
23	15/03/2023 12:49:23		Maharshi	PUNE	Yes	PCMU

Items per page: 1 - 36 of 36 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Export to Excel | Export to PDF

Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level	Natur
SMART_000000001	24/03/2023 15:50:41		12345	PUNE	Yes	DIU	Procu
SMART_000000002	24/03/2023 16:01:03		ANU	PUNE	Yes	RIU	Procu

1 - 2 of 2 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Nature of Grievance	Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time
Procurement	Checking for Text boxes	DIU Redressal	Preeti Savairam	Normal		NA	NA
Procurement	For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44

1 - 2 of 2 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time	Status
Checking for Text boxes	DIU Redressal	Preeti Savairam	Normal		NA	NA	Under Process
For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44	Forwarded

1 - 2 of 2 items

Fields Detail:

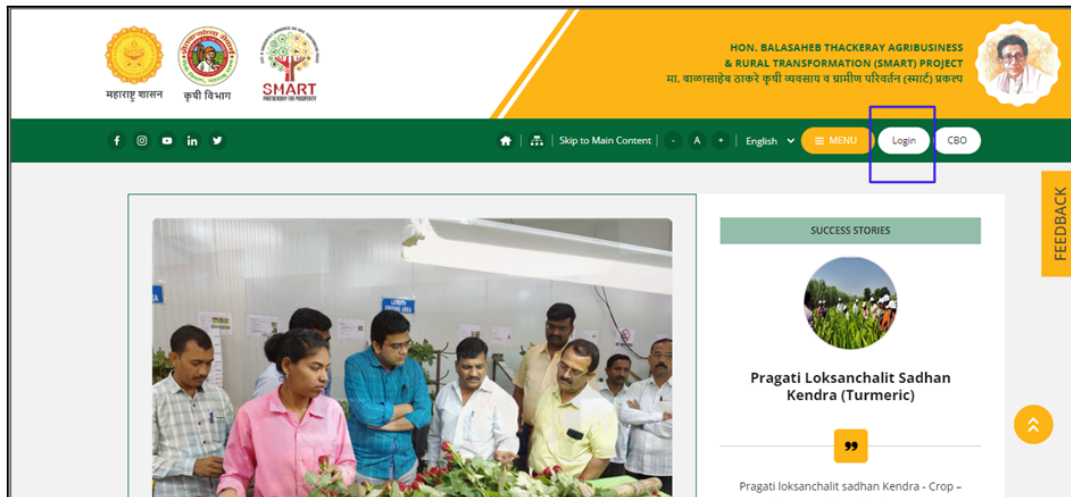
Sr.No	Field Name	Description
1.	Grievance ID	Users will get the information of the Grievance ID for which grievance report generated.
2.	Grievance lodge date and time	Users will get the information of the Grievance lodge date and time
3.	Grievance close date and time	Users will get the information of the Grievance close date and time
4.	Citizen User name	Users will get the information of the Citizen User name
5.	District	Users will get the information of the Grievance District

6.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra
7.	Level	Users will get the information of the Grievance Level
8.	Nature of grievance	Users will get the information of the Grievance Nature of grievance
9.	Grievance Description	Users will get the information of the Grievance Description
10.	Responsible designate officer	Users will get the information of the Grievance Responsible designate officer
11.	Responsible designate officer name	Users will get the information of the Grievance Responsible designate officer name
12.	Process flow	Users will get the information of the Grievance Process flow
13.	Remarks	Users will get the information of the Grievance Action button Remarks
14.	Action taken	Users will get the information of the Grievance Action taken name
15.	Action taken date	Users will get the information of the Grievance Action taken date
16.	Status	Users will get the information of the Grievance Status

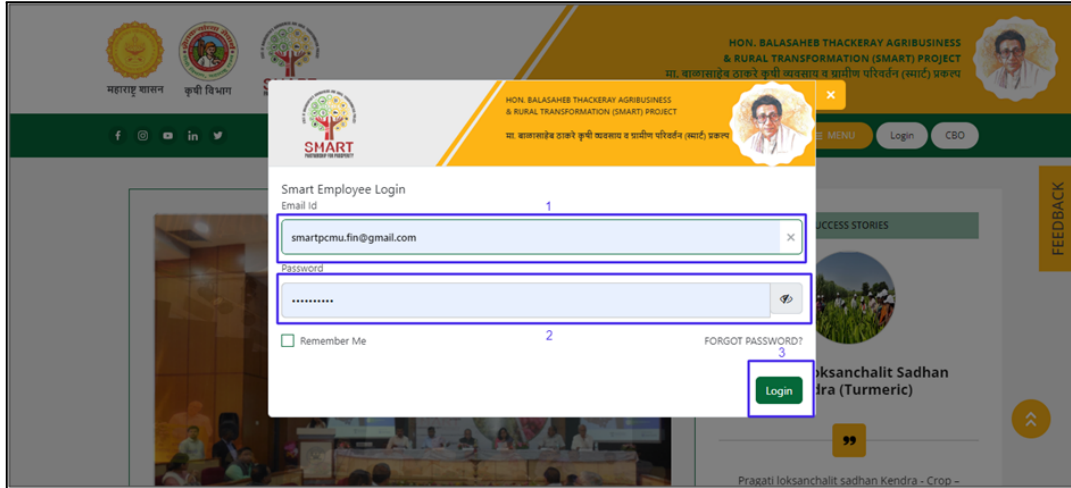
❖ Grievance Appellate Authority (RIU Level)

1. Login

- User must reach the website through the link below : <https://smart-mh.org/>
- Now user need to **click on Login button** as shown in the image below:



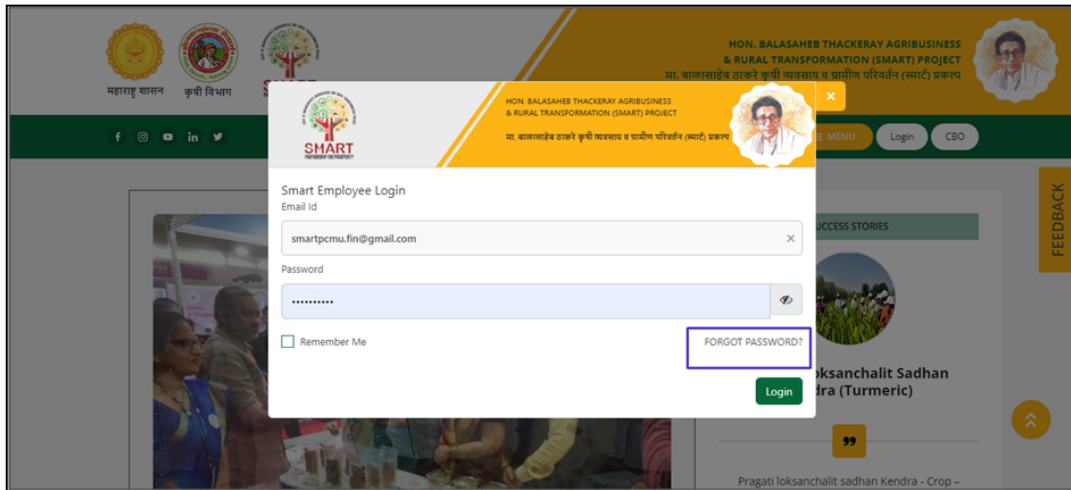
- After that the user need to enter his registered **Email Id**, **password** and **click on the login button** as shown in the image.



- Once credentials are verified, users will be logged into the application.

2. Forgot Password

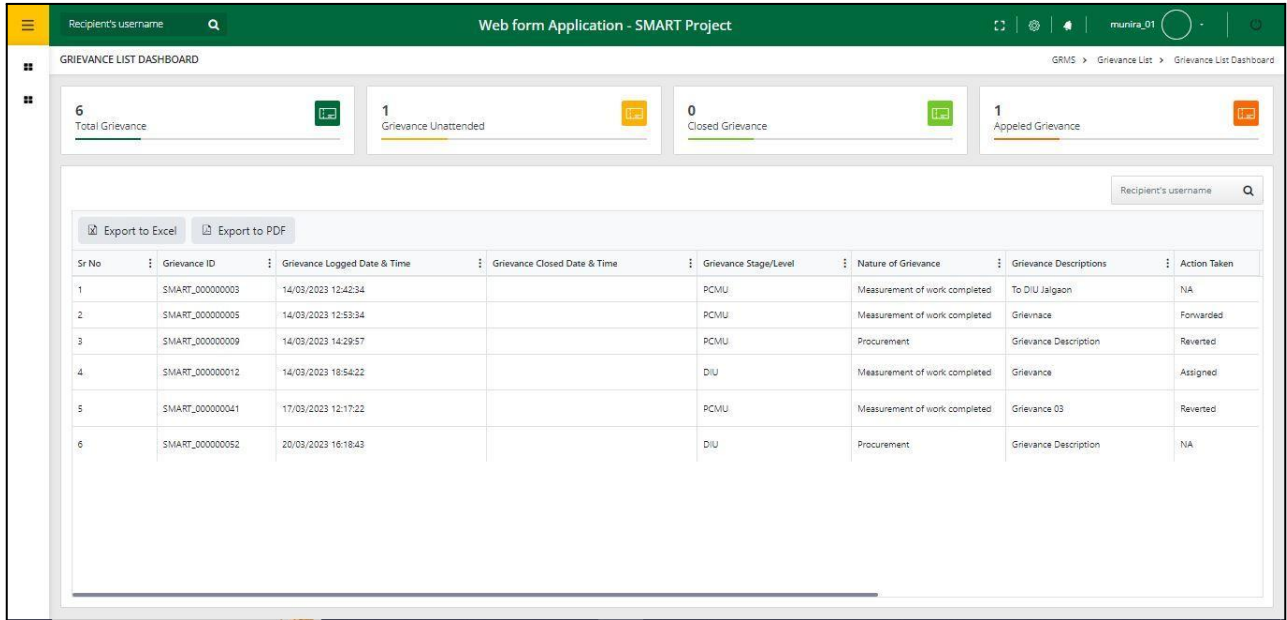
- Users can Reset password by **clicking on the “Forgot password” link** as shown in the image below.



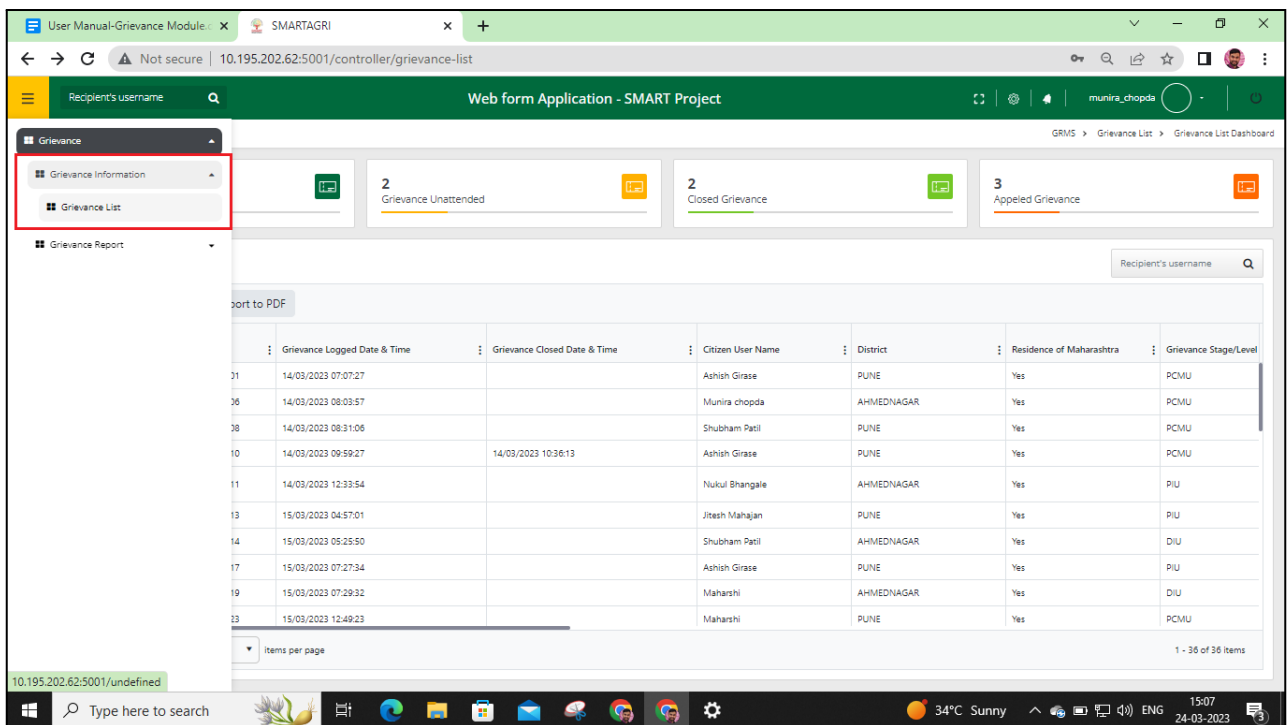
- Users must **enter the registered email ID or mobile number**.
- Now user must click on **send button**
- Auto generated password will be sent on to the user’s registered Email Id.
- Now User can log in with the password which has been sent by email.

3. Grievance List Dashboard

- After successfully user login, Users will reach to this Grievance list Dashboard page:



- As per below screenshots, Users can also redirect to this page from the side menu.



- In dashboard user will get the information of Total Grievance, Grievance Unattended, Closed Grievance and Appeal Grievance counter, Export to Excel and Export to PDF button, Grievance grid with Action column as per below screenshot

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Grievance Stage/Level	Nature of Grievance	Grievance Descriptions	Action Taken
1	SMART_000000003	14/03/2023 12:42:34		PCMU	Measurement of work completed	To DIU Jalgaon	NA
2	SMART_000000005	14/03/2023 12:53:34		PCMU	Measurement of work completed	Grievance	Forwarded
3	SMART_000000009	14/03/2023 14:29:57		PCMU	Procurement	Grievance Description	Reverted
4	SMART_000000012	14/03/2023 18:54:22		DIU	Measurement of work completed	Grievance	Assigned
5	SMART_000000041	17/03/2023 12:17:22		PCMU	Measurement of work completed	Grievance 03	Reverted
6	SMART_000000049	20/03/2023 10:35:11		DIU	Procurement	Grievance Description	Transferred

- **In Total Grievance**, User will get the information of the total number of grievances which are available.
- **In Grievance Unattended**, User will get the information of the total number of grievances which are not attended.
- **In Closed Grievance**, User will get the information of the total number of grievances which are in the closed stage.
- **In Appealed Grievance**, User will get the information of the total number of grievances which are in Appeal stage.
- Users can export to excel the grid information through the **Export to Excel button**.
- Users can export to PDF the grid information through **Export to PDF button**.
- In the Grievance Grid following columns will be displayed.

Sr.No	Field Name	Description
1.	Sr.No	Users will get the information of the serial number.
2.	Grievance ID	Users will get the information of the Grievance ID
3.	Grievance Lodge Date and Time	Users will get the information of the Grievance Lodge Date and Time
4.	Grievance Closed Date and Time	Users will get the information of the Grievance Closed Date and Time
5.	Citizen User Name	Users will get the information of the Citizen User Name
6.	District	Users will get the information of the District
7.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra or not.
8.	Grievance stage/level	Users will get the information of the Grievance stage/level
9.	Nature of Grievance	Users will get the information of the Nature of Grievance
10.	Grievance Description	Users will get the information of the Grievance Description
11.	Responsible Designate officer	Users will get the information of the Responsible Designate officer

12.	Responsible Designate officer name	Users will get the information of the Responsible Designate officer's name
13.	Process Flow	Users will get the information of the Process Flow
14.	Remarks	Users will get the information of the Remarks
15.	Action Taken	Users will get the information of the Action Taken
16.	Action Taken Date	Users will get the information of the Action Taken Date
17.	Stage	Users will get the information of the Stage
18.	Action	Users will get the information of the Action buttons. Like Resolve, Transfer, Assign, Revert and Forward.

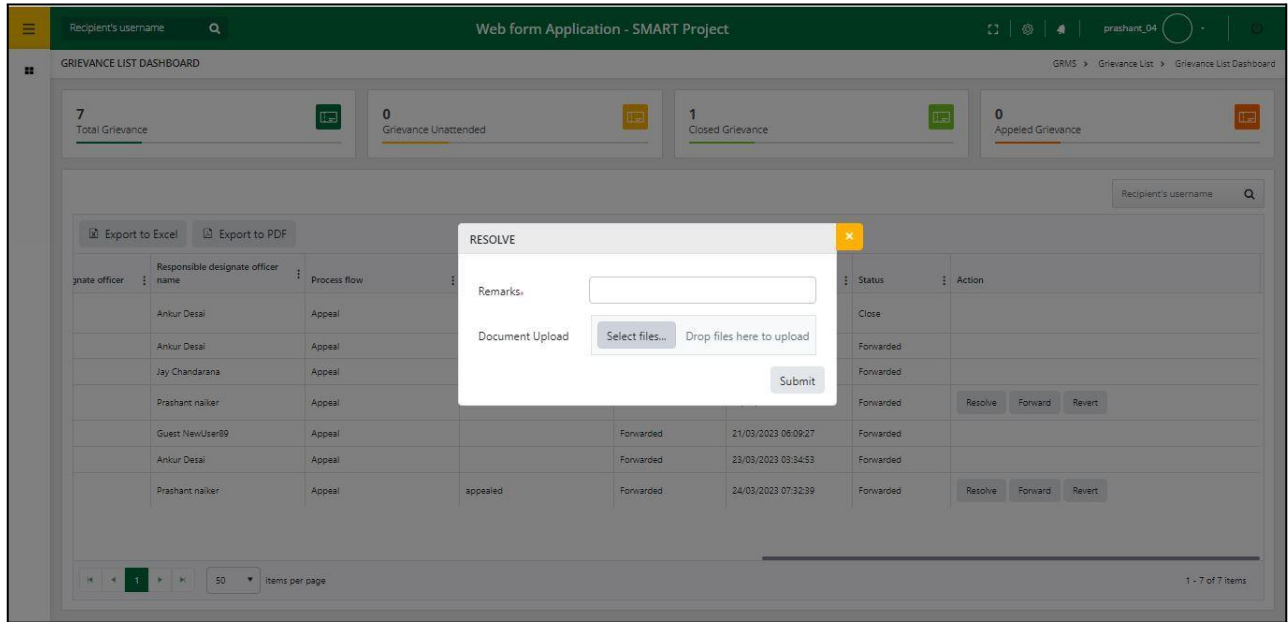
2. Purpose of Action Buttons:


a. Resolve Button

- This button is used to close the grievance at the same level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.

Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
Ankur Desai	Appeal		Close	15/03/2023 12:44:43	Close	
Ankur Desai	Appeal		Forwarded	17/03/2023 06:04:57	Forwarded	
Jay Chandarana	Appeal		Forwarded	15/03/2023 12:59:11	Forwarded	
Prashant naikar	Appeal	for test	Forwarded	24/03/2023 12:33:42	Forwarded	Resolve Forward Revert
Guest NewUser09	Appeal		Forwarded	21/03/2023 06:09:27	Forwarded	
Ankur Desai	Appeal		Forwarded	23/03/2023 09:34:53	Forwarded	
Prashant naikar	Appeal	appealed	Forwarded	24/03/2023 07:32:39	Forwarded	Resolve Forward Revert

- After clicking on the Resolve button, the below pop up will appear.

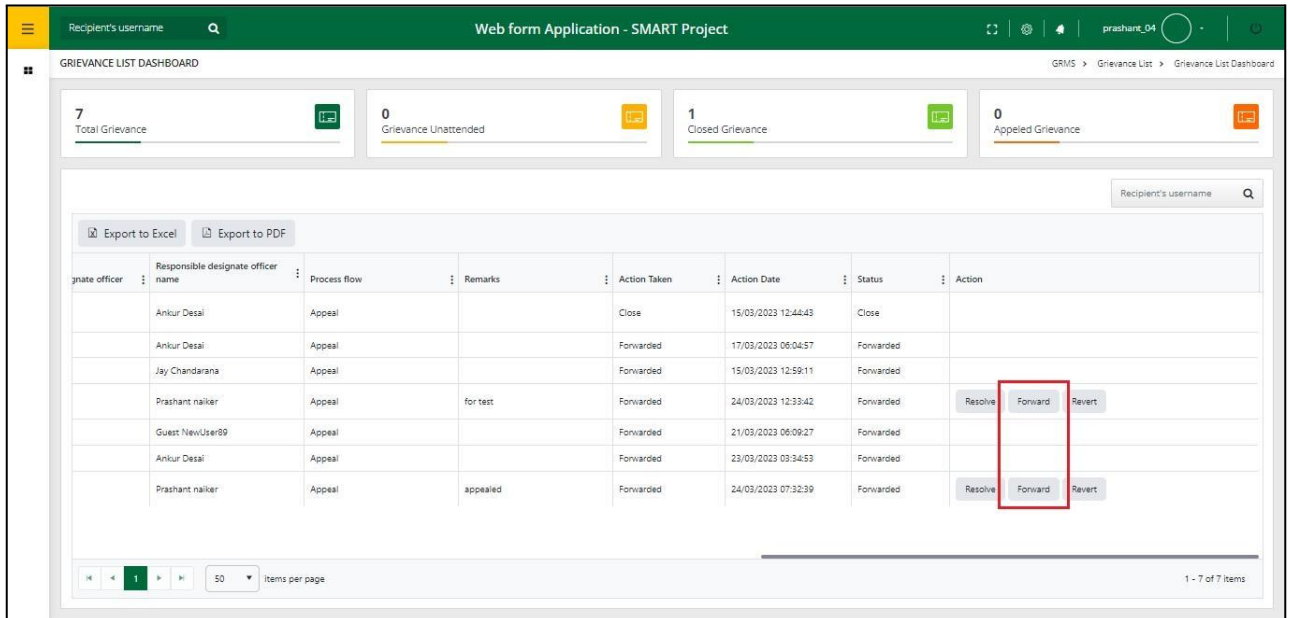


Sr.No	Field Name	Description
1.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
2.	Document Upload	Users can upload documents as per requirement through this field and this field is non mandatory.
3.	Close sign	Users can close the resolve pop up through this close sign. 
4.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

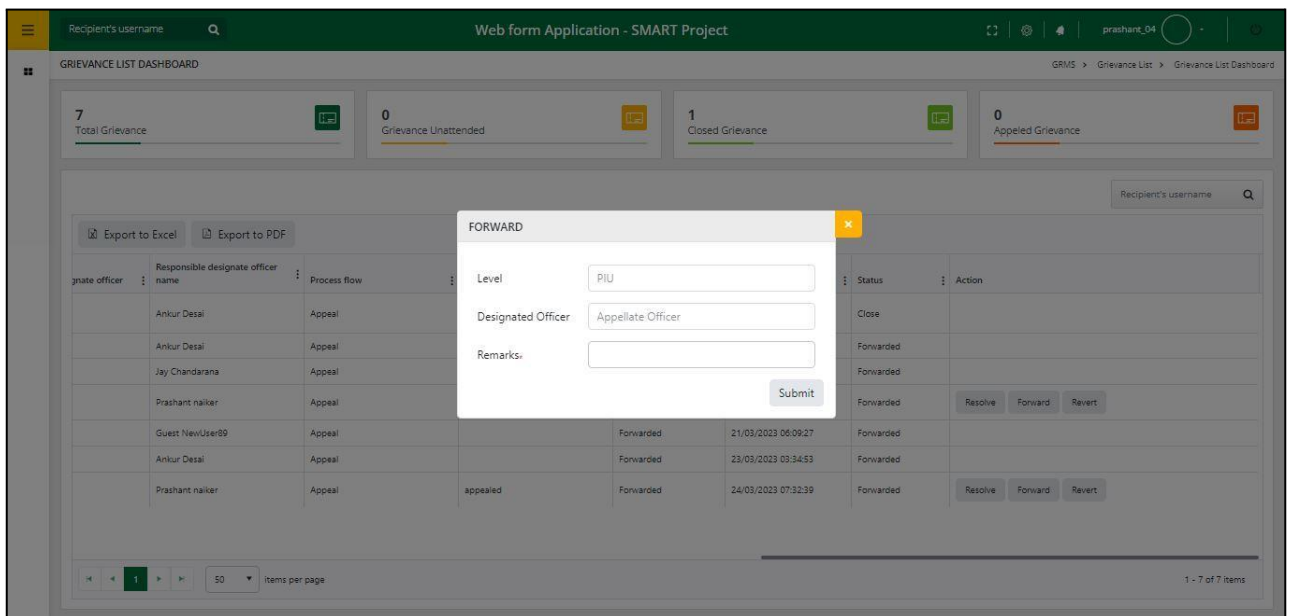
- Once the grievance is closed by any respective officer at any stage then those grievance will not be accessible.


b. Forward Button

- This button is used to forward the grievance at the next level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.



- After clicking on the Forward button, the below pop up will appear.

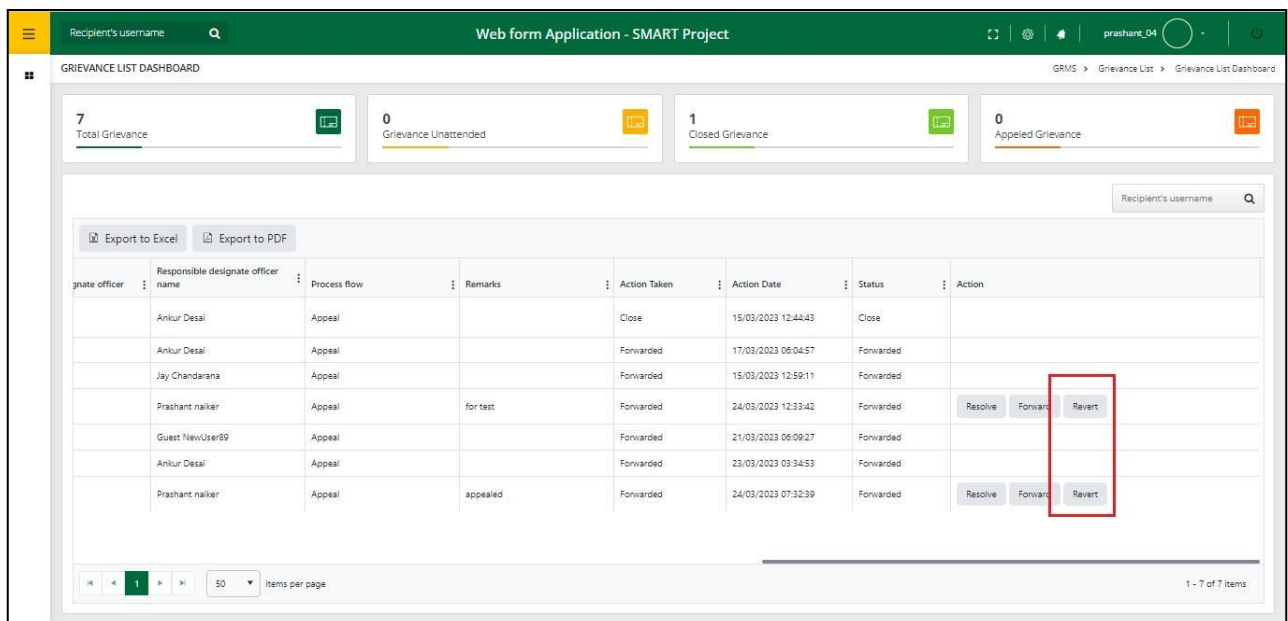


Sr.No	Field Name	Description
1.	Level	This field provides the information of the next level in which grievance will be forwarded. And this field is non-editable.
2.	Designated Officer	This field provides the information of the next level Designated officer detail in which grievance will be forwarded. And this field is non-editable.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be forwarded by any respective designated officer at any stage then those grievances will be forwarded to the next level and those grievances will not be accessible at the current stage.

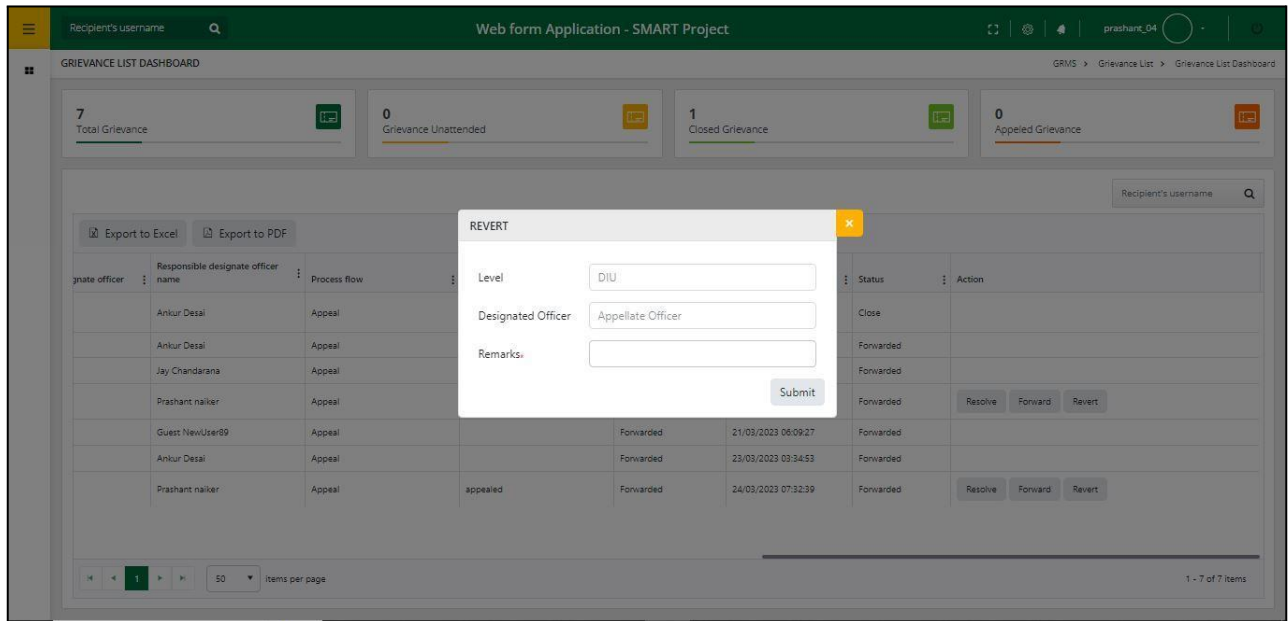
c. Revert Button


- This button is used to revert back the grievance at the previous level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.



Designate officer	Responsible designate officer	Process flow	Remarks	Action Taken	Action Date	Status	Action
	Ankur Desai	Appeal		Close	15/03/2023 12:44:43	Close	
	Ankur Desai	Appeal		Forwarded	17/03/2023 06:04:57	Forwarded	
	Jay Chandarana	Appeal		Forwarded	15/03/2023 12:59:11	Forwarded	
	Prashant naliker	Appeal	for test	Forwarded	24/03/2023 12:53:42	Forwarded	Resolve Forward Revert
	Guest NewUser09	Appeal		Forwarded	21/03/2023 06:09:27	Forwarded	
	Ankur Desai	Appeal		Forwarded	23/03/2023 03:34:53	Forwarded	
	Prashant naliker	Appeal	appealed	Forwarded	24/03/2023 07:32:39	Forwarded	Resolve Forward Revert

- After clicking on the Revert button, the below pop up will appear.



Sr.No	Field Name	Description
1.	Level	This field provides the information of the previous level in which grievance will be reverted. And this field is non-editable.
2.	Designated Officer	This field provides the information of the previous level Designated officer detail in which grievance will be reverted. And this field is non-editable.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be reverted by any respective designated officer at any stage then those grievances will be reverted to the previous level and those grievances will not be accessible at the current stage.

d. Grievance Log Report Functionality

As per below screenshot, Users are able to view Grievance log reports after clicking on Grievance ID.

Recipient's username Web Application - SMART Project munira_01

GRIEVANCE LIST DASHBOARD GRMS > Grievance List > Grievance List Dashboard

10
Total Grievance

0
Grievance Unattended

0
Closed Grievance

2
Appealed Grievance

Recipient's username

[Export to Excel](#) [Export to PDF](#)

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
1	SMART_000000003	14/03/2023 07:12:34		Avanish Thakkar	JALGAON	Yes	PCMU
2	SMART_000000005	14/03/2023 07:23:34		Anju Pawar	JALGAON	Yes	PCMU
3	SMART_000000009	14/03/2023 08:59:57		Ashish Girase	JALGAON	Yes	PCMU
4	SMART_000000012	14/03/2023 13:24:22		Uday Patil	JALGAON	Yes	RIU
5	SMART_000000041	17/03/2023 06:47:22		Anand Patil	JALGAON	Yes	PCMU
6	SMART_000000049	20/03/2023 05:05:11		Maharshi	JALGAON	Yes	PCMU
7	SMART_000000056	21/03/2023 09:07:47		Shubham Patil	JALGAON	Yes	PCMU
8	SMART_000000064	23/03/2023 08:36:45		Gayatri	JALGAON	Yes	PCMU
9	SMART_000000066	23/03/2023 09:20:25		Ashish Girase	JALGAON	Yes	RIU

1 - 10 of 10 items

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

Search

SMART_000000071

Name	Value	DateTime	Level	Designated Officer	Forwarded To Level	Forward To Designated Officer	Reverted To Level	Rever
Permanent Address	Jalgaon	24/03/2023 04:06:18	DIU	Shubham Patil	N/A	N/A	N/A	N/A
District	JALGAON	24/03/2023 04:06:18	DIU	Chopda Munira	N/A	N/A	N/A	N/A
Taluka	Jalgaon	24/03/2023 04:10:14	RIU	Patel Aaska	Forwarded To RIU	Forwarded To Patel Aaska	N/A	N/A
Village	Barnar	24/03/2023 04:33:59	RIU	Munira chopda	N/A	N/A	N/A	N/A
Pincode	425116							
Contact Number	8554855692	24/03/2023 04:37:37	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Email ID	shubhamrp1325@gmail.com	24/03/2023 04:38:22	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Nature of Grievance	Measurement of work completed	24/03/2023 04:39:09	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Mode	Online	24/03/2023 04:40:38	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Description	To RIU							
Upload PDF	N/A							

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_00000071

Name	003	Reverted To Designated Officer	Transferred To District	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	N/A
District	JALGAON	N/A	N/A	N/A	N/A	N/A
Taluka	Jalgaon	N/A	N/A	N/A	N/A	N/A
Village	Bornar	N/A	N/A	N/A	N/A	N/A
Pincode	425116	N/A	Transferred To PUNE	Transferred To Munira chopda	N/A	N/A
Contact Number	8554855692	N/A	Transferred To JALGAON	Transferred To Patel Aaska	N/A	N/A
Email ID	shubhammp1325@gmail.com	N/A	N/A	N/A		N/A
Nature of Grievance	Measurement of work completed	N/A	N/A	N/A		N/A
Mode	Online	N/A	N/A	N/A	N/A	N/A
Description	To RIU					
Upload PDF	N/A					

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_00000071

Name	003	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level	Auto Escalated To Officer	Remarks	Status
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	To RIU	Under Process
District	JALGAON	N/A	N/A	N/A	N/A	To RIU	Under Process
Taluka	Jalgaon	N/A	N/A	N/A	N/A	..RIU	Forwarded
Village	Bornar	Transferred To Munira chopda	N/A	N/A	N/A	RIU level transfer	Transferred
Pincode	425116	Transferred To Patel Aaska	N/A	N/A	N/A	RIU level transfer done	Transferred
Contact Number	8554855692	N/A		N/A	N/A	RIU assign	Assigned
Email ID	shubhammp1325@gmail.com	N/A		N/A	N/A	RIU assign done	Assigned
Nature of Grievance	Measurement of work completed	N/A		N/A	N/A	RIU level Transfer & Assign checked	Close
Mode	Online	N/A	N/A	N/A	N/A		
Description	To RIU						
Upload PDF	N/A						

Fields Detail:

Sr.No	Field Name	Description
1.	SMART_00000071	Users will get the information of the Grievance ID for which grievance log report generated.
2.	Name	Users will get the information of the Citizen Name.
3.	Permanent Address	Users will get the information of the Citizen Address
4.	District	Users will get the information of the Citizen District
5.	Taluka	Users will get the information of the Citizen Taluka
6.	Village	Users will get the information of the Citizen Village
7.	Pincode	Users will get the information of the Citizen Pin code

8.	Contact Number	Users will get the information of the Citizen Contact Number
9.	Email Id	Users will get the information of the Citizen Email Id
10.	Nature of grievance	Users will get the information of the Nature of grievance
11.	Description	Users will get the information of the Grievance Description
12.	Upload Document	Users will get the information of the Uploaded Document
13.	Date and Time	Users will get the information of the Date and Time of grievance
14.	Level	Users will get the information of the Grievance Level
15.	Designated officer	Users will get the information of the Grievance Designated officer
16.	Forwarded to level	Users will get the information of the Grievance Forwarded to level
17.	Forwarded to designated officer	Users will get the information of the Grievance Forwarded to designated officer
18.	Reverted to level	Users will get the information of the Grievance Reverted to level
19.	Reverted to designated officer	Users will get the information of the Grievance Reverted to designated officer
20.	Transferred to District	Users will get the information of the Grievance Transferred to District
21.	Transferred to designated officer	Users will get the information of the Grievance Transferred to designated officer
22.	Assigned to designated expert officer	Users will get the information of the Grievance Assigned to designated expert officer
23.	Auto Escalated to Level	Users will get the information of the Grievance Auto Escalated to Level
24.	Auto Escalated to Officer	Users will get the information of the Grievance Auto Escalated to Officer
25.	Remarks	Users will get the information of the Grievance action button Remarks
26.	Status	Users will get the information of the Grievance Status

4. Grievance Report Functionality

As per below screenshot, Users are able to view Grievance reports from the side menu.

	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
31	14/03/2023 07:07:27		Ashish Girase	PUNE	Yes	PCMU
36	14/03/2023 08:03:57		Munira chopda	AHMEDNAGAR	Yes	PCMU
38	14/03/2023 08:31:06		Shubham Patil	PUNE	Yes	PCMU
10	14/03/2023 09:59:27	14/03/2023 10:36:13	Ashish Girase	PUNE	Yes	PCMU
11	14/03/2023 12:33:54		Nukul Bhangale	AHMEDNAGAR	Yes	PIU
13	15/03/2023 04:57:01		Jitesh Mahajan	PUNE	Yes	PIU
14	15/03/2023 05:25:50		Shubham Patil	AHMEDNAGAR	Yes	DIU
17	15/03/2023 07:27:34		Ashish Girase	PUNE	Yes	PIU
19	15/03/2023 07:29:32		Maharshi	AHMEDNAGAR	Yes	DIU
23	15/03/2023 12:49:23		Maharshi	PUNE	Yes	PCMU

Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level	Natur
SMART_000000001	24/03/2023 15:50:41		12345	PUNE	Yes	DIU	Procu
SMART_000000002	24/03/2023 16:01:03		ANUJ	PUNE	Yes	RIU	Procu

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Nature of Grievance	Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time
Procurement	Checking for Text boxes	DIU Redressal	Preeti Savairam	Normal		NA	NA
Procurement	For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44

1 - 2 of 2 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time	Status
Checking for Text boxes	DIU Redressal	Preeti Savairam	Normal		NA	NA	Under Process
For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44	Forwarded

1 - 2 of 2 items

Fields Detail:

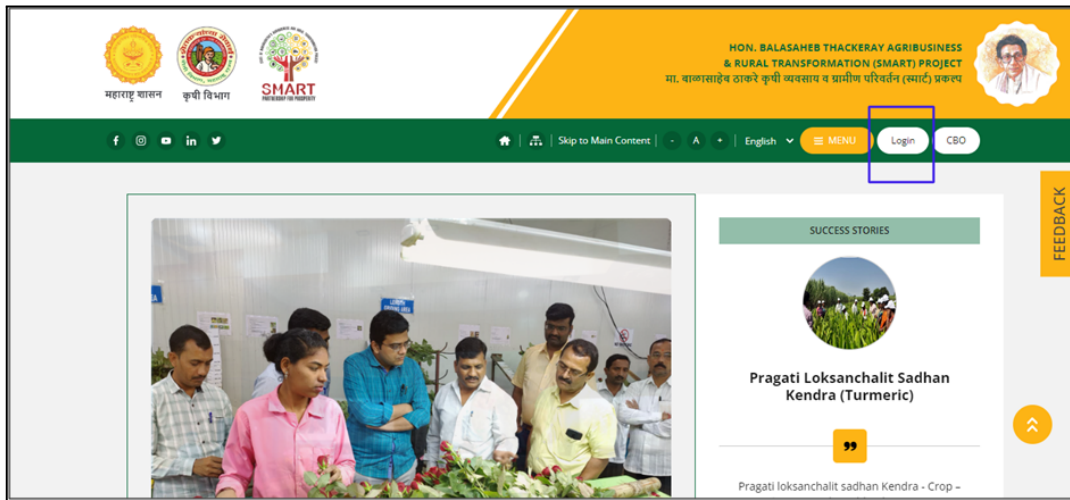
Sr.No	Field Name	Description
1.	Grievance ID	Users will get the information of the Grievance ID for which grievance report generated.
2.	Grievance lodge date and time	Users will get the information of the Grievance lodge date and time
3.	Grievance close date and time	Users will get the information of the Grievance close date and time
4.	Citizen User name	Users will get the information of the Citizen User name
5.	District	Users will get the information of the Grievance District

6.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra
7.	Level	Users will get the information of the Grievance Level
8.	Nature of grievance	Users will get the information of the Grievance Nature of grievance
9.	Grievance Description	Users will get the information of the Grievance Description
10.	Responsible designate officer	Users will get the information of the Grievance Responsible designate officer
11.	Responsible designate officer name	Users will get the information of the Grievance Responsible designate officer name
12.	Process flow	Users will get the information of the Grievance Process flow
13.	Remarks	Users will get the information of the Grievance Action button Remarks
14.	Action taken	Users will get the information of the Grievance Action taken name
15.	Action taken date	Users will get the information of the Grievance Action taken date
16.	Status	Users will get the information of the Grievance Status

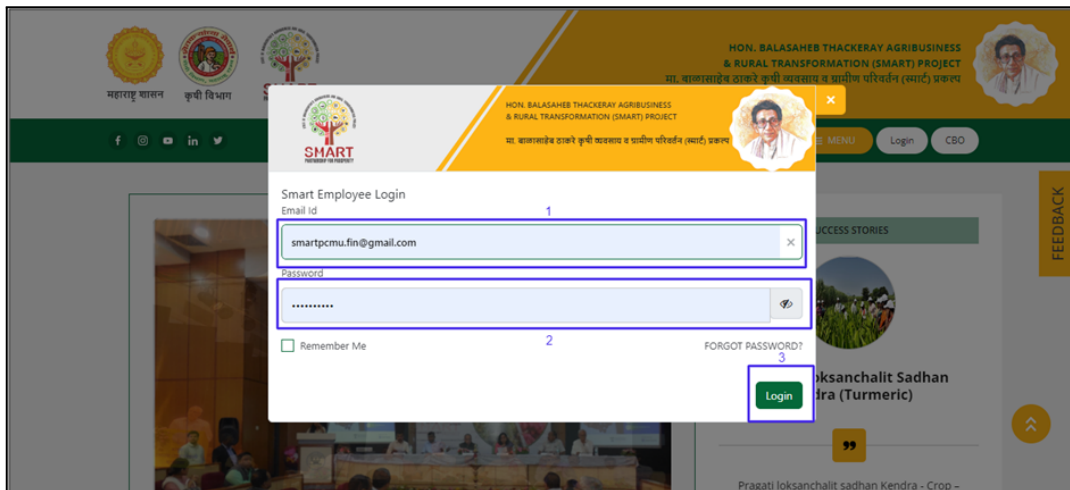
❖ Grievance Appellate Authority (PIU Level)

1. Login

- User must reach the website through the link below: <https://smart-mh.org/>
- Now user need to **click on Login button** as shown in the image below:



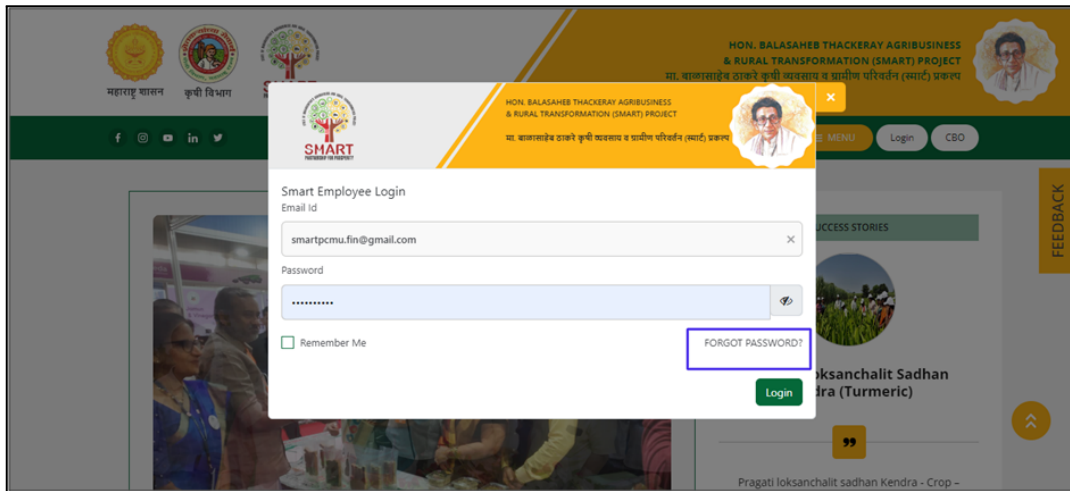
- After that the user needs to enter his registered **Email Id**, **password** and **click on the login button** as shown in the image.



- Once credentials are verified, users will be logged into the application.

2. Forgot Password

- Users can Reset password by clicking on the “Forgot password” link as shown in the image below.



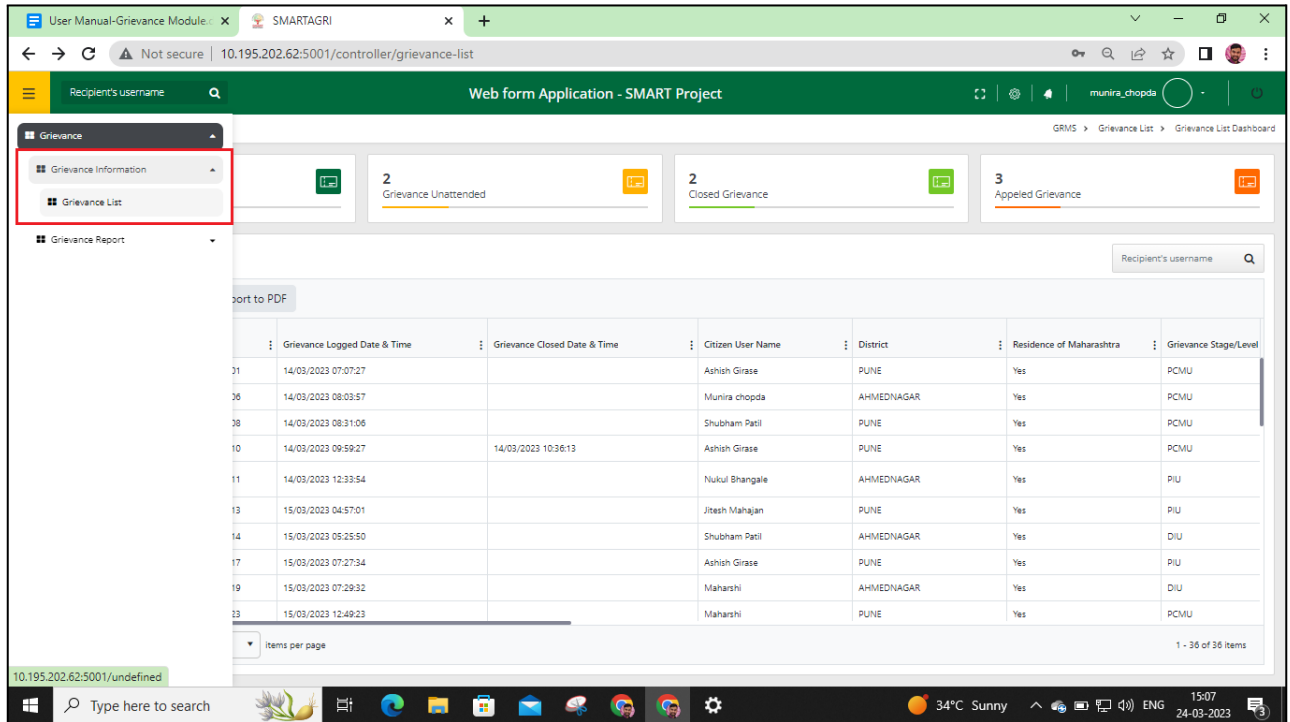
- Users must **enter the registered email ID or mobile number**.
- Now user must click on **send button**
- Auto generated password will be sent on to the user’s registered Email Id.
- Now User can log in with the password which has been sent by email

3. Grievance List Dashboard

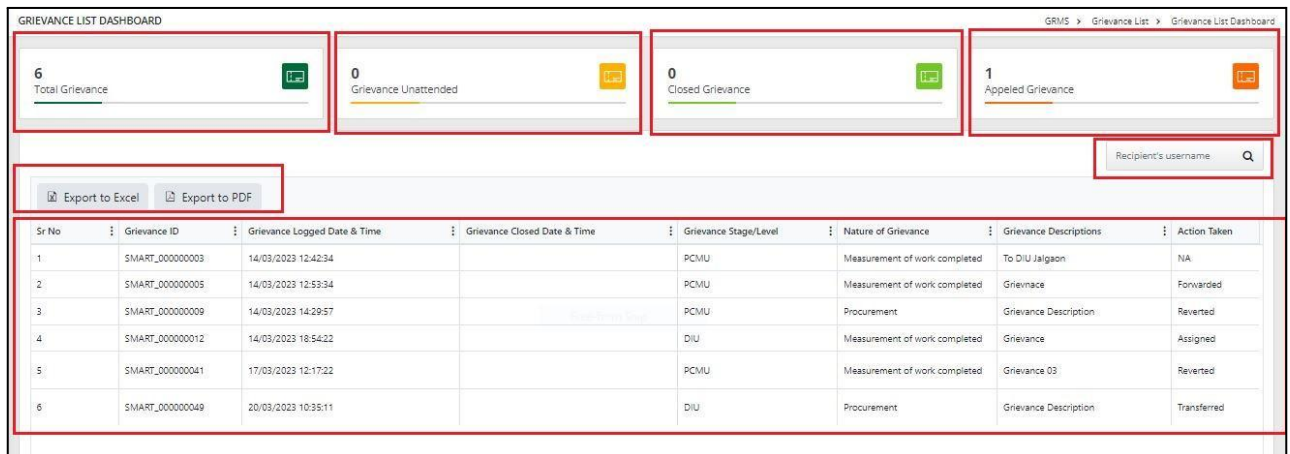
- After successfully user login, Users will reach to this Grievance list Dashboard page :

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Grievance Stage/Level	Nature of Grievance	Grievance Descriptions	Action Taken
1	SMART_000000003	14/03/2023 12:42:34		PCMU	Measurement of work completed	To DIU Jalgaon	NA
2	SMART_000000005	14/03/2023 12:53:34		PCMU	Measurement of work completed	Grievance	Forwarded
3	SMART_000000009	14/03/2023 14:29:57		PCMU	Procurement	Grievance Description	Reverted
4	SMART_000000012	14/03/2023 18:54:22		DIU	Measurement of work completed	Grievance	Assigned
5	SMART_000000041	17/03/2023 12:17:22		PCMU	Measurement of work completed	Grievance 03	Reverted
6	SMART_000000052	20/03/2023 16:18:43		DIU	Procurement	Grievance Description	NA

- As per below screenshots, Users can also redirect to this page from the side menu.



- In dashboard user will get the information of Total Grievance, Grievance Unattended, Closed Grievance and Appeal Grievance counter, Export to Excel and Export to PDF button, Grievance grid with Action column as per below screenshot



- **In Total Grievance**, User will get the information of the total number of grievances which are available.
- **In Grievance Unattended**, User will get the information of the total number of grievances which are not attended.
- **In Closed Grievance**, User will get the information of the total number of grievances which are in the closed stage.
- **In Appealed Grievance**, User will get the information of the total number of grievances which are in the Appeal stage.

- Users can export to excel the grid information through the **Export to Excel button**.
- Users can export to PDF the grid information through the **Export to PDF button**.
- In the Grievance Grid following columns will be displayed.

Sr.No	Field Name	Description
1.	Sr.No	Users will get the information of the serial number.
2.	Grievance ID	Users will get the information of the Grievance ID
3.	Grievance Lodge Date and Time	Users will get the information of the Grievance Lodge Date and Time
4.	Grievance Closed Date and Time	Users will get the information of the Grievance Closed Date and Time
5.	Citizen User Name	Users will get the information of the Citizen User Name
6.	District	Users will get the information of the district
7.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra or not.
8.	Grievance stage/level	Users will get the information of the Grievance stage/level
9.	Nature of Grievance	Users will get the information of the Nature of Grievance
10.	Grievance Description	Users will get the information of the Grievance Description
11.	Responsible Designate officer	Users will get the information of the Responsible Designate officer
12.	Responsible Designate officer name	Users will get the information of the Responsible Designate officer's name
13.	Process Flow	Users will get the information of the Process Flow
14.	Remarks	Users will get the information of the Remarks
15.	Action Taken	Users will get the information of the Action Taken
16.	Action Taken Date	Users will get the information of the Action Taken Date
17.	Stage	Users will get the information of the Stage
18.	Action	Users will get the information of the Action buttons. Like Resolve, Transfer, Assign, Revert and Forward.

3. Purpose of Action Buttons:

a. Resolve Button

- This button is used to close the grievance at the same level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.

Recipient's username

Web form Application - SMART Project

GRIEVANCE LIST DASHBOARD

8 Total Grievance

0 Grievance Unattended

1 Closed Grievance

1 Appealed Grievance

Export to Excel Export to PDF

Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
Ankur Desai	Appeal		Close	15/03/2023 12:44:43	Close	
Kailas Bhoise	Appeal		Forwarded	16/03/2023 06:39:13	Forwarded	
Ankur Desai	Appeal		Forwarded	17/03/2023 06:04:57	Forwarded	Resolve Forward Revert
Jay Chandarana	Appeal		Forwarded	15/03/2023 12:59:11	Forwarded	Resolve Forward Revert
Vikash	Appeal		Reverted	20/03/2023 06:52:09	Reverted	
Guest NewUser89	Appeal		Forwarded	21/03/2023 06:09:27	Forwarded	
Guest NewUser89	Appeal		Forwarded	23/03/2023 09:34:53	Forwarded	
Vikash	Appeal	appealed	NA	NA	Appeal	

1 - 8 of 8 items

- After clicking on the Resolve button, the below pop up will appear.

Recipient's username

Web form Application - SMART Project

GRIEVANCE LIST DASHBOARD

8 Total Grievance

0 Grievance Unattended

1 Closed Grievance

1 Appealed Grievance


Export to Excel Export to PDF

RESOLVE

Remarks:

Document Upload Drop files here to upload

1 - 8 of 8 items

Sr.No	Field Name	Description
1.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
2.	Document Upload	Users can upload documents as per requirement through this field and this field is non mandatory.
3.	Close sign	Users can close the resolve pop up through this close sign. 
4.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

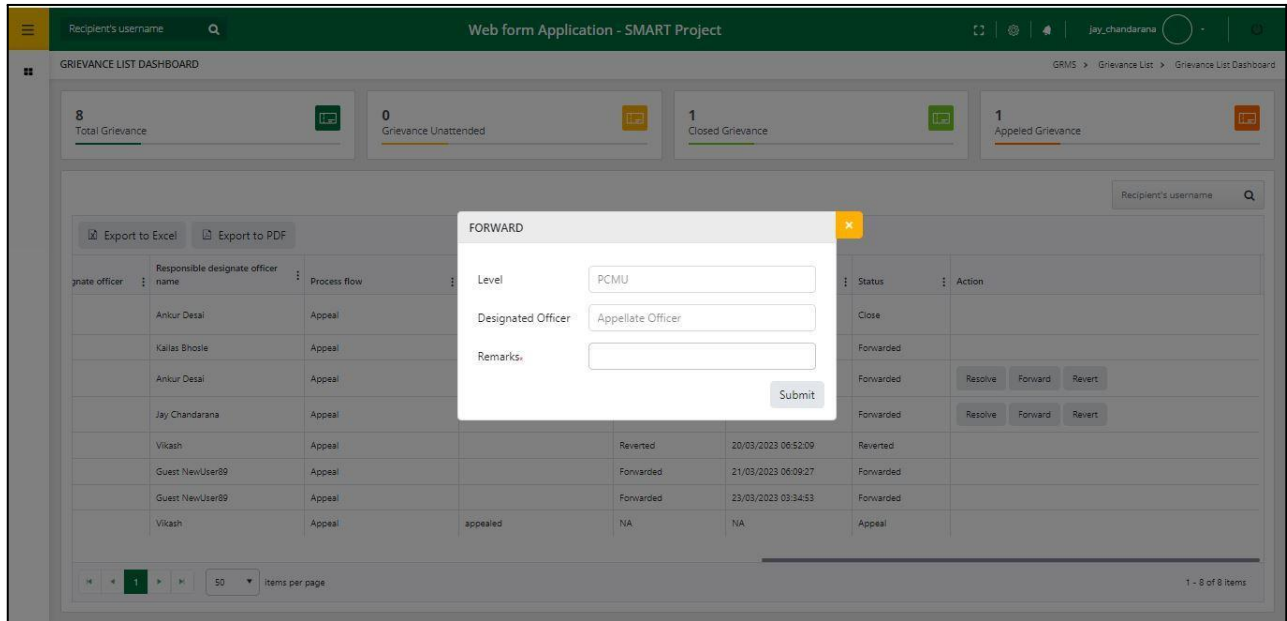
- Once the grievance is closed by any respective officer at any stage then those grievance will not be accessible.


b. Forward Button

- This button is used to forward the grievance at the next level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.

Designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
	Ankur Desai	Appeal		Close	15/03/2023 12:44:43	Close	
	Kailas Bhosle	Appeal		Forwarded	16/03/2023 06:39:13	Forwarded	
	Ankur Desai	Appeal		Forwarded	17/03/2023 05:04:57	Forwarded	Resolve Forward Revert
	Jay Chandarana	Appeal		Forwarded	15/03/2023 12:59:11	Forwarded	Resolve Forward Revert
	Vikash	Appeal		Reverted	20/03/2023 06:52:09	Reverted	
	Guest NewUser89	Appeal		Forwarded	21/03/2023 05:09:27	Forwarded	
	Guest NewUser89	Appeal		Forwarded	23/03/2023 09:34:53	Forwarded	
	Vikash	Appeal	appealed	NA	NA	Appeal	

- After clicking on the Forward button, the below pop up will appear.

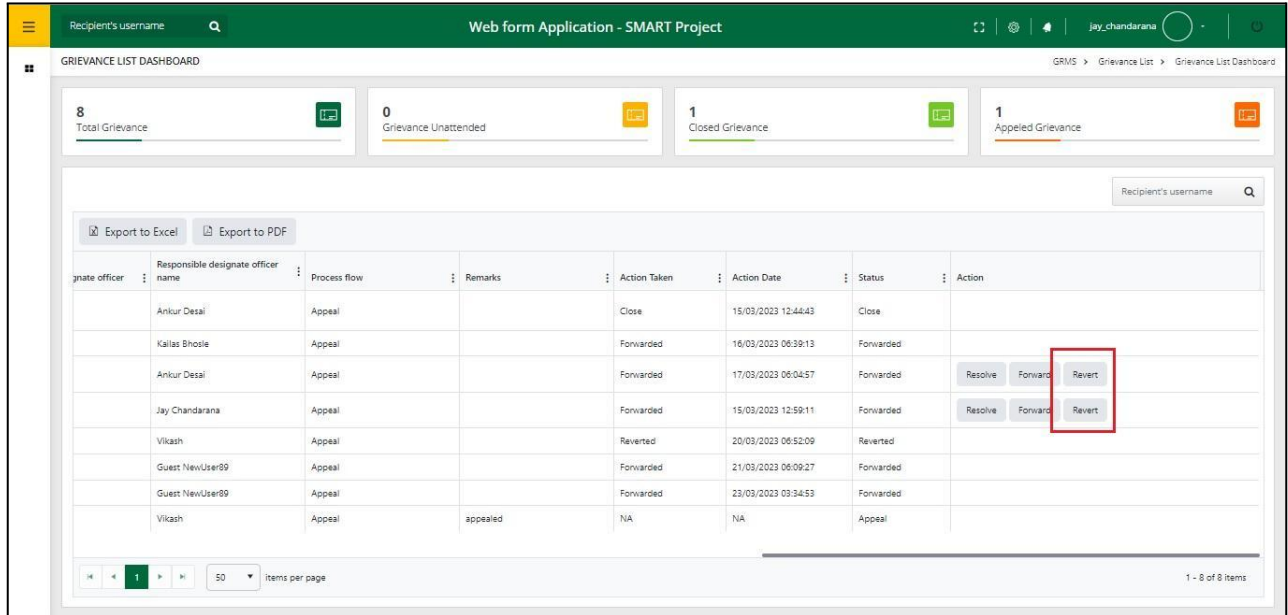


Sr.No	Field Name	Description
1.	Level	This field provides the information of the next level in which grievance will be forwarded. And this field is non-editable.
2.	Designated Officer	This field provides the information of the next level Designated officer detail in which grievance will be forwarded. And this field is non-editable.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

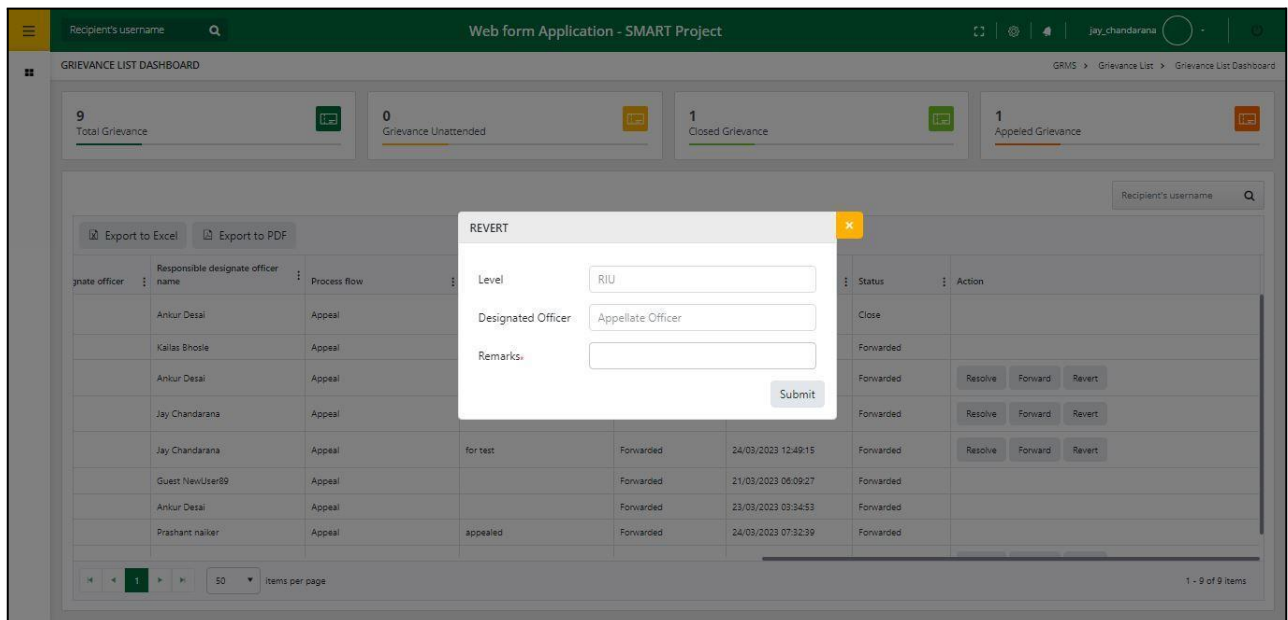
- Once the grievance will be forwarded by any respective designated officer at any stage then those grievances will be forwarded to the next level and those grievances will not be accessible at the current stage.


c. Revert Button

- This button is used to revert back the grievance at the previous level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.



- After clicking on the Revert button, the below pop up will appear.



Sr.No	Field Name	Description
1.	Level	This field provides the information of the previous level in which grievance will be reverted. And this field is non-editable.
2.	Designated Officer	This field provides the information of the previous level Designated officer detail in which grievance will be reverted. And this field is non-editable.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be reverted by any respective designated officer at any stage then those grievances will be reverted to the previous level and those grievances will not be accessible at the current stage.

d. Grievance Log Report Functionality

As per below screenshot, Users are able to view Grievance log reports after clicking on Grievance ID.

Recipient's username Web Application - SMART Project munira_01

GRIEVANCE LIST DASHBOARD GRMS > Grievance List > Grievance List Dashboard

10
Total Grievance

0
Grievance Unattended

0
Closed Grievance

2
Appealed Grievance

Recipient's username

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
1	SMART_000000003	14/03/2023 07:12:34		Avanish Thakkar	JALGAON	Yes	PCMU
2	SMART_000000005	14/03/2023 07:23:34		Anju Pawar	JALGAON	Yes	PCMU
3	SMART_000000009	14/03/2023 08:59:57		Ashish Girase	JALGAON	Yes	PCMU
4	SMART_000000012	14/03/2023 13:24:22		Uday Patil	JALGAON	Yes	RIU
5	SMART_000000041	17/03/2023 06:47:22		Anand Patil	JALGAON	Yes	PCMU
6	SMART_000000049	20/03/2023 05:05:11		Maharshi	JALGAON	Yes	PCMU
7	SMART_000000056	21/03/2023 09:07:47		Shubham Patil	JALGAON	Yes	PCMU
8	SMART_000000064	23/03/2023 08:36:45		Gayatri	JALGAON	Yes	PCMU
9	SMART_000000066	23/03/2023 09:20:25		Ashish Girase	JALGAON	Yes	RIU

1 - 10 of 10 items

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_000000071

Name	003						
Permanent Address	Jalgaon						
District	JALGAON						
Taluka	Jalgaon						
Village	Barnar						
Pincode	425116						
Contact Number	8554855692						
Email ID	shubhamrp1325@gmail.com						
Nature of Grievance	Measurement of work completed						
Mode	Online						
Description	To RIU						
Upload PDF	N/A						

DateTime	Level	Designated Officer	Forwarded To Level	Forward To Designated Officer	Reverted To Level	Rever
24/03/2023 04:06:18	DIU	Shubham Patil	N/A	N/A	N/A	N/A
24/03/2023 04:06:18	DIU	Chopda Munira	N/A	N/A	N/A	N/A
24/03/2023 04:10:14	RIU	Patel Aaska	Forwarded To RIU	Forwarded To Patel Aaska	N/A	N/A
24/03/2023 04:33:59	RIU	Munira chopda	N/A	N/A	N/A	N/A
24/03/2023 04:37:37	RIU	Patel Aaska	N/A	N/A	N/A	N/A
24/03/2023 04:38:22	RIU	Patel Aaska	N/A	N/A	N/A	N/A
24/03/2023 04:39:09	RIU	Patel Aaska	N/A	N/A	N/A	N/A
24/03/2023 04:40:38	RIU	Patel Aaska	N/A	N/A	N/A	N/A

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_00000071

Name	003	Reverted To Designated Officer	Transferred To District	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	N/A
District	JALGAON	N/A	N/A	N/A	N/A	N/A
Taluka	Jalgaon	N/A	N/A	N/A	N/A	N/A
Village	Bornar	N/A	N/A	N/A	N/A	N/A
Pincode	425116	N/A	Transferred To PUNE	Transferred To Munira chopda	N/A	N/A
Contact Number	8554855692	N/A	Transferred To JALGAON	Transferred To Patel Aaska	N/A	N/A
Email ID	shubhamrp1325@gmail.com	N/A	N/A	N/A		N/A
Nature of Grievance	Measurement of work completed	N/A	N/A	N/A		N/A
Mode	Online	N/A	N/A	N/A	N/A	N/A
Description	To RIU					
Upload PDF	N/A					

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_00000071

Name	003	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level	Auto Escalated To Officer	Remarks	Status
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	To RIU	Under Process
District	JALGAON	N/A	N/A	N/A	N/A	To RIU	Under Process
Taluka	Jalgaon	N/A	N/A	N/A	N/A	..RIU	Forwarded
Village	Bornar	Transferred To Munira chopda	N/A	N/A	N/A	RIU level transfer	Transferred
Pincode	425116	Transferred To Patel Aaska	N/A	N/A	N/A	RIU level transfer done	Transferred
Contact Number	8554855692	N/A		N/A	N/A	RIU assign	Assigned
Email ID	shubhamrp1325@gmail.com	N/A		N/A	N/A	RIU assign done	Assigned
Nature of Grievance	Measurement of work completed	N/A		N/A	N/A	RIU level Transfer & Assign checked	Close
Mode	Online	N/A	N/A	N/A	N/A		
Description	To RIU						
Upload PDF	N/A						

Fields Detail:

Sr.No	Field Name	Description
1.	SMART_00000071	Users will get the information of the Grievance ID for which grievance log report generated.
2.	Name	Users will get the information of the Citizen Name.
3.	Permanent Address	Users will get the information of the Citizen Address
4.	District	Users will get the information of the Citizen District
5.	Taluka	Users will get the information of the Citizen Taluka
6.	Village	Users will get the information of the Citizen Village
7.	Pincode	Users will get the information of the Citizen Pincode

8.	Contact Number	Users will get the information of the Citizen Contact Number
9.	Email Id	Users will get the information of the Citizen Email Id
10.	Nature of grievance	Users will get the information of the Nature of grievance
11.	Description	Users will get the information of the Grievance Description
12.	Upload Document	Users will get the information of the Uploaded Document
13.	Date and Time	Users will get the information of the Date and Time of grievance
14.	Level	Users will get the information of the Grievance Level
15.	Designated officer	Users will get the information of the Grievance Designated officer
16.	Forwarded to level	Users will get the information of the Grievance Forwarded to level
17.	Forwarded to designated officer	Users will get the information of the Grievance Forwarded to designated officer
18.	Reverted to level	Users will get the information of the Grievance Reverted to level
19.	Reverted to designated officer	Users will get the information of the Grievance Reverted to designated officer
20.	Transferred to District	Users will get the information of the Grievance Transferred to District
21.	Transferred to designated officer	Users will get the information of the Grievance Transferred to designated officer
22.	Assigned to designated expert officer	Users will get the information of the Grievance Assigned to designated expert officer
23.	Auto Escalated to Level	Users will get the information of the Grievance Auto Escalated to Level
24.	Auto Escalated to Officer	Users will get the information of the Grievance Auto Escalated to Officer
25.	Remarks	Users will get the information of the Grievance action button Remarks
26.	Status	Users will get the information of the Grievance Status

4. Grievance Report Functionality

As per below screenshot, Users are able to view Grievance reports from the side menu.

Web Application - SMART Project

GRMS > Grievance List > Grievance List Dashboard

2 Grievance Unattended | 2 Closed Grievance | 3 Appealed Grievance

	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
31	14/03/2023 07:07:27		Ashish Grase	PUNE	Yes	PCMU
36	14/03/2023 08:03:57		Munira chopda	AHMEDNAGAR	Yes	PCMU
38	14/03/2023 08:31:06		Shubham Patil	PUNE	Yes	PCMU
10	14/03/2023 09:59:27	14/03/2023 10:36:13	Ashish Grase	PUNE	Yes	PCMU
11	14/03/2023 12:33:54		Nukul Bhangale	AHMEDNAGAR	Yes	PIU
13	15/03/2023 04:57:01		Jitesh Mahajan	PUNE	Yes	PIU
14	15/03/2023 05:25:50		Shubham Patil	AHMEDNAGAR	Yes	DIU
17	15/03/2023 07:27:34		Ashish Grase	PUNE	Yes	PIU
19	15/03/2023 07:29:32		Maharshi	AHMEDNAGAR	Yes	DIU
23	15/03/2023 12:49:23		Maharshi	PUNE	Yes	PCMU

Items per page: 1 - 36 of 36 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Export to Excel | Export to PDF

Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level	Natur
SMART_000000001	24/03/2023 15:50:41		12345	PUNE	Yes	DIU	Procu
SMART_000000002	24/03/2023 16:01:03		ANU	PUNE	Yes	RIU	Procu

1 - 2 of 2 items

Nature of Grievance	Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time
Procurement	Checking for Text boxes	DIU Redressal	Preeti Sawairam	Normal		NA	NA
Procurement	For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44

Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time	Status
Checking for Text boxes	DIU Redressal	Preeti Sawairam	Normal		NA	NA	Under Process
For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44	Forwarded

Fields Detail:

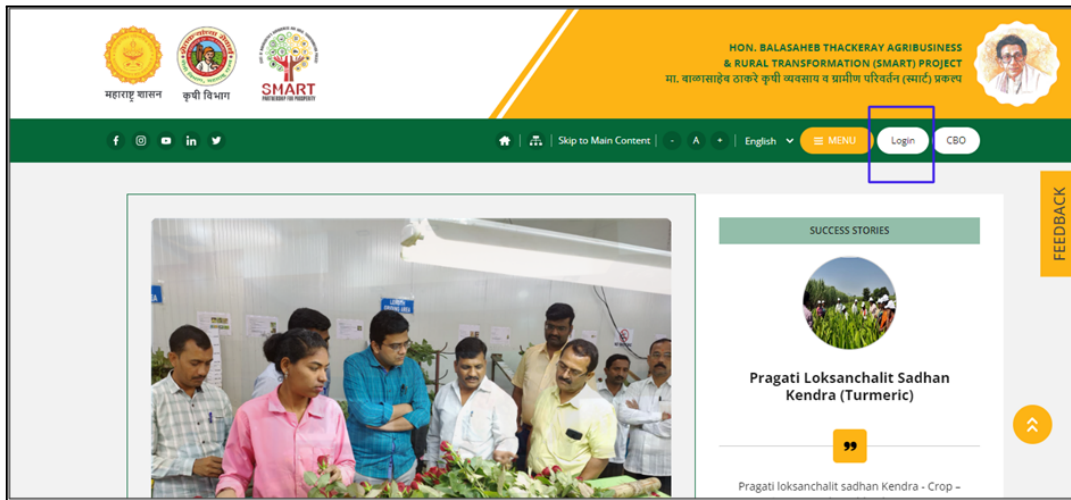
Sr.No	Field Name	Description
1.	Grievance ID	Users will get the information of the Grievance ID for which grievance report generated.
2.	Grievance lodge date and time	Users will get the information of the Grievance lodge date and time
3.	Grievance close date and time	Users will get the information of the Grievance close date and time
4.	Citizen User name	Users will get the information of the Citizen User name
5.	District	Users will get the information of the Grievance District

6.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra
7.	Level	Users will get the information of the Grievance Level
8.	Nature of grievance	Users will get the information of the Grievance Nature of grievance
9.	Grievance Description	Users will get the information of the Grievance Description
10.	Responsible designate officer	Users will get the information of the Grievance Responsible designate officer
11.	Responsible designate officer name	Users will get the information of the Grievance Responsible designate officer name
12.	Process flow	Users will get the information of the Grievance Process flow
13.	Remarks	Users will get the information of the Grievance Action button Remarks
14.	Action taken	Users will get the information of the Grievance Action taken name
15.	Action taken date	Users will get the information of the Grievance Action taken date
16.	Status	Users will get the information of the Grievance Status

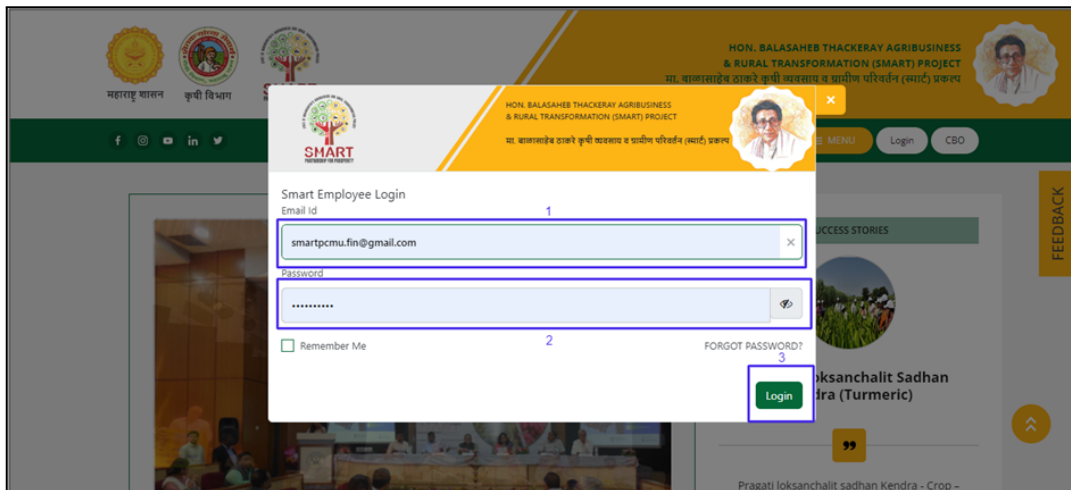
❖ Grievance Appellate Authority (PCMU Level)

1. Login

- User must reach the website through the link below: <https://smart-mh.org/>
- Now user need to **click on Login button** as shown in the image below:



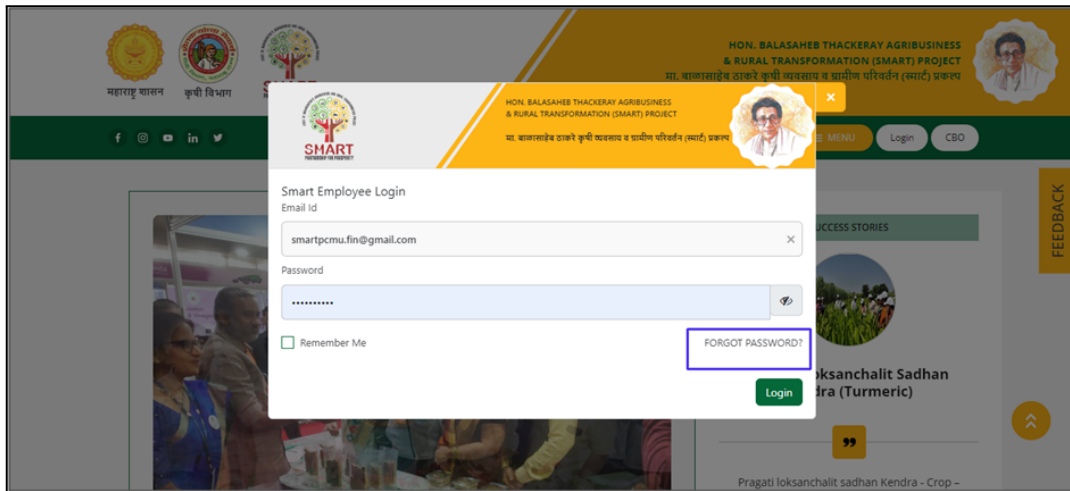
- After that the user need to enter his registered **Email Id, password** and **click on the login button** as shown in the image.



- Once credentials are verified, users will be logged into the application.

2. Forgot Password

- Users can Reset password by clicking on the “Forgot password” link as shown in the image below.



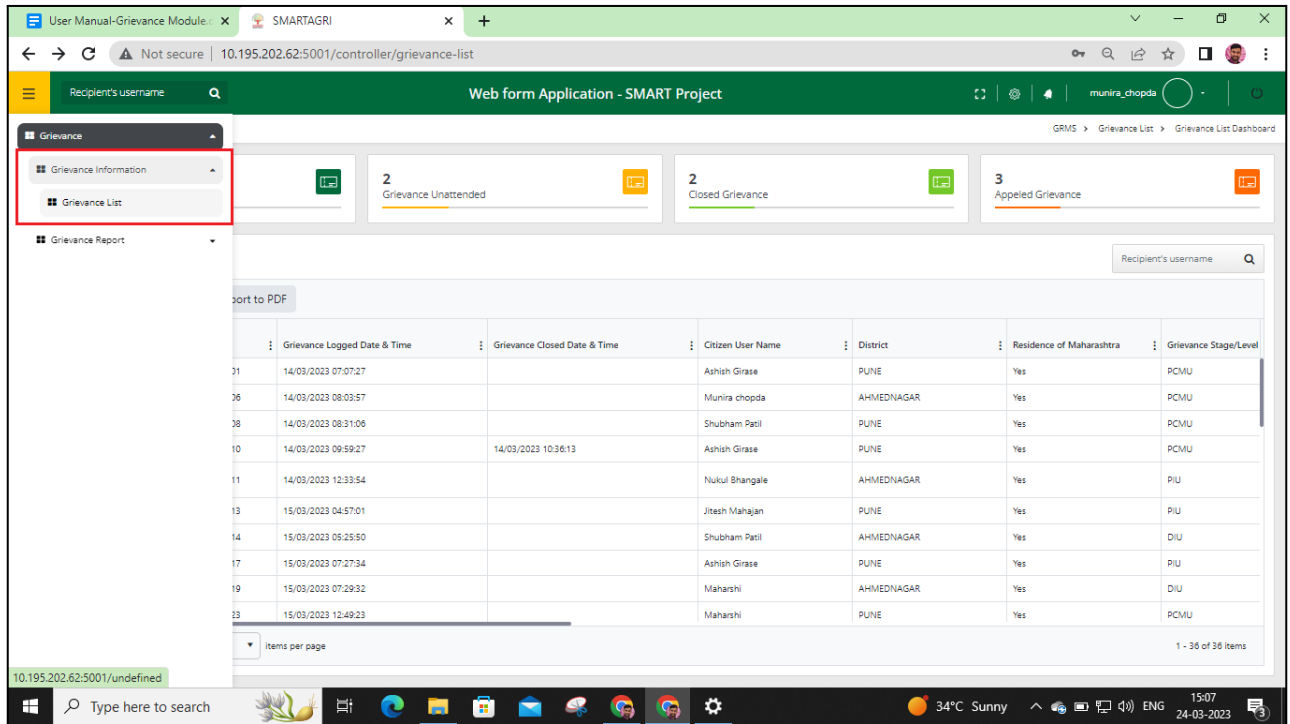
- Users must **enter the registered email ID or mobile number**.
- Now user must click on **send button**
- Auto generated password will be sent on to the user’s registered Email Id.
- Now User can log in with the password which has been sent by email.

3. Grievance List Dashboard

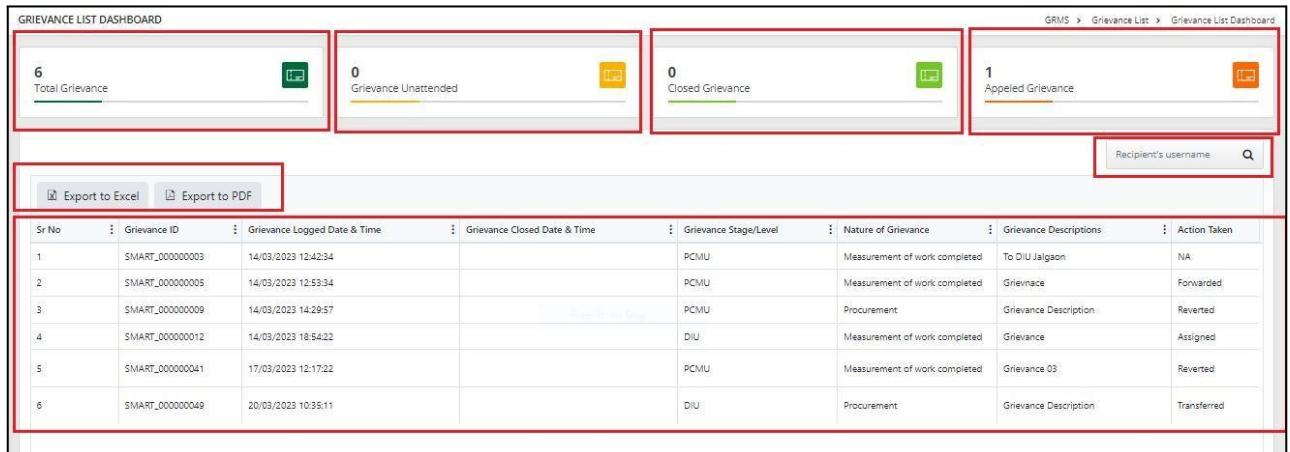
- After successfully user login, Users will reach to this Grievance list Dashboard page :

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Grievance Stage/Level	Nature of Grievance	Grievance Descriptions	Action Taken
1	SMART_000000003	14/03/2023 12:42:34		PCMU	Measurement of work completed	To DIU Jalgaon	NA
2	SMART_000000005	14/03/2023 12:53:34		PCMU	Measurement of work completed	Grievance	Forwarded
3	SMART_000000009	14/03/2023 14:29:57		PCMU	Procurement	Grievance Description	Reverted
4	SMART_000000012	14/03/2023 18:54:22		DIU	Measurement of work completed	Grievance	Assigned
5	SMART_000000041	17/03/2023 12:17:22		PCMU	Measurement of work completed	Grievance 03	Reverted
6	SMART_000000052	20/03/2023 16:18:43		DIU	Procurement	Grievance Description	NA

- As per below screenshots, Users can also redirect to this page from the side menu.



- In dashboard user will get the information of Total Grievance, Grievance Unattended, Closed Grievance and Appeal Grievance counter, Export to Excel and Export to PDF button, Grievance grid with Action column as per below screenshot



- In Total Grievance**, User will get the information of the total number of grievances which are available.
- In Grievance Unattended**, User will get the information of the total number of grievances which are not attended.
- In Closed Grievance**, User will get the information of the total number of grievances which are in the closed stage.

- **In Appealed Grievance**, User will get the information of the total number of grievances which are in Appeal stage.
- Users can export to excel the grid information through the **Export to Excel button**.
- Users can export to PDF the grid information through **Export to PDF button**.
- In the Grievance Grid following columns will be displayed.

Sr.No	Field Name	Description
1.	Sr.No	Users will get the information of the serial number.
2.	Grievance ID	Users will get the information of the Grievance ID
3.	Grievance Lodge Date and Time	Users will get the information of the Grievance Lodge Date and Time
4.	Grievance Closed Date and Time	Users will get the information of the Grievance Closed Date and Time
5.	Citizen User Name	Users will get the information of the Citizen User Name
6.	District	Users will get the information of the District
7.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra or not.
8.	Grievance stage/level	Users will get the information of the Grievance stage/level
9.	Nature of Grievance	Users will get the information of the Nature of Grievance
10.	Grievance Description	Users will get the information of the Grievance Description
11.	Responsible Designate officer	Users will get the information of the Responsible Designate officer
12.	Responsible Designate officer name	Users will get the information of the Responsible Designate officer's name
13.	Process Flow	Users will get the information of the Process Flow
14.	Remarks	Users will get the information of the Remarks
15.	Action Taken	Users will get the information of the Action Taken
16.	Action Taken Date	Users will get the information of the Action Taken Date
17.	Stage	Users will get the information of the Stage
18.	Action	Users will get the information of the Action buttons. Like Resolve, Transfer, Assign, Revert and Forward.

4. Purpose of Action Buttons:

a. Resolve Button

- This button is used to close the grievance at the same level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.

Recipient's username Web form Application - SMART Project ankur_desai

GRIEVANCE LIST DASHBOARD GRMS > Grievance List > Grievance List Dashboard

9
Total Grievance

0
Grievance Unattended

1
Closed Grievance

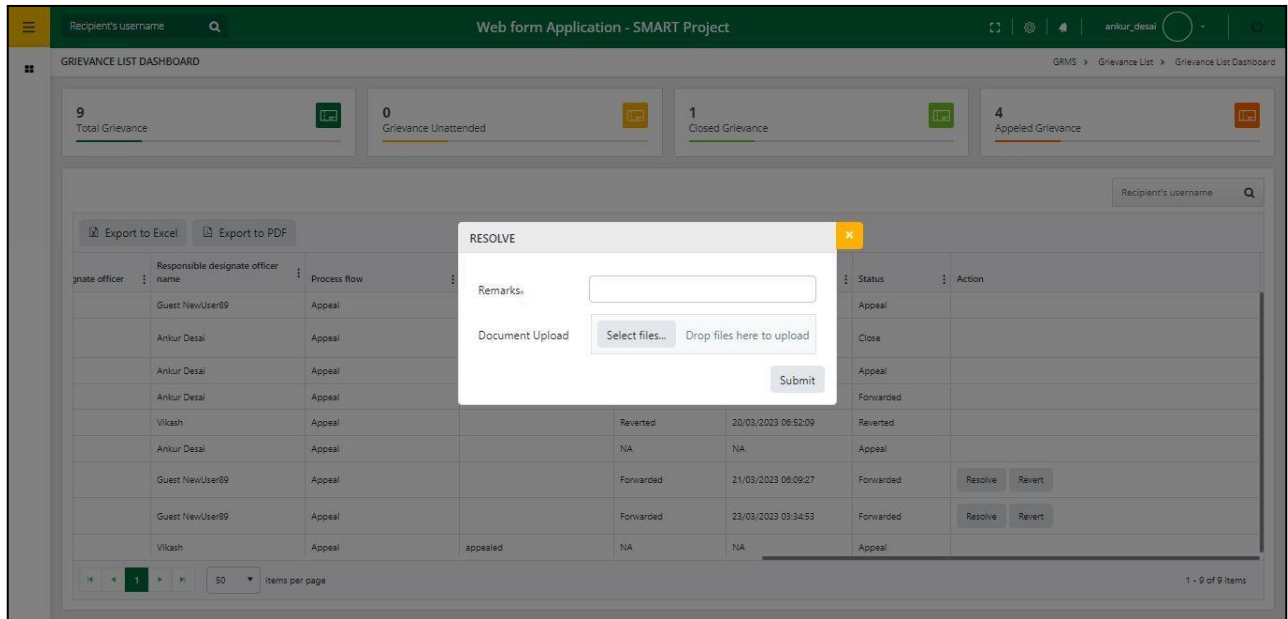
4
Appealed Grievance


Recipient's username

Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
Guest NewUser89	Appeal		NA	NA	Appeal	
Ankur Desai	Appeal		Close	15/03/2023 12:44:43	Close	
Ankur Desai	Appeal		NA	NA	Appeal	
Ankur Desai	Appeal		Forwarded	17/03/2023 06:04:57	Forwarded	
Vikash	Appeal		Reverted	20/03/2023 06:52:09	Reverted	
Ankur Desai	Appeal		NA	NA	Appeal	
Guest NewUser89	Appeal		Forwarded	21/03/2023 06:09:27	Forwarded	<input type="button" value="Resolve"/> <input type="button" value="Revert"/>
Guest NewUser89	Appeal		Forwarded	23/03/2023 03:34:53	Forwarded	<input type="button" value="Resolve"/> <input type="button" value="Revert"/>
Vikash	Appeal	appealed	NA	NA	Appeal	

Items per page
 1 - 9 of 9 items

- After clicking on the Resolve button, the below pop up will appear.

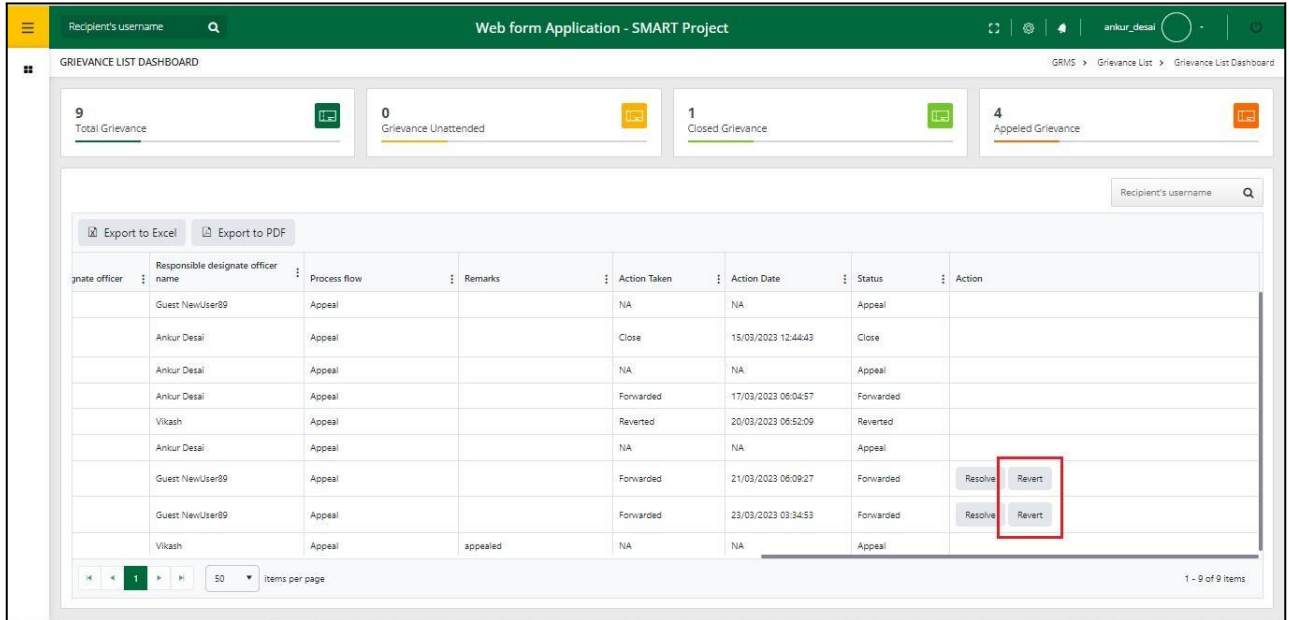


Sr.No	Field Name	Description
1.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
2.	Document Upload	Users can upload documents as per requirement through this field and this field is non mandatory.
3.	Close sign	Users can close the resolve pop up through this close sign. 
4.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

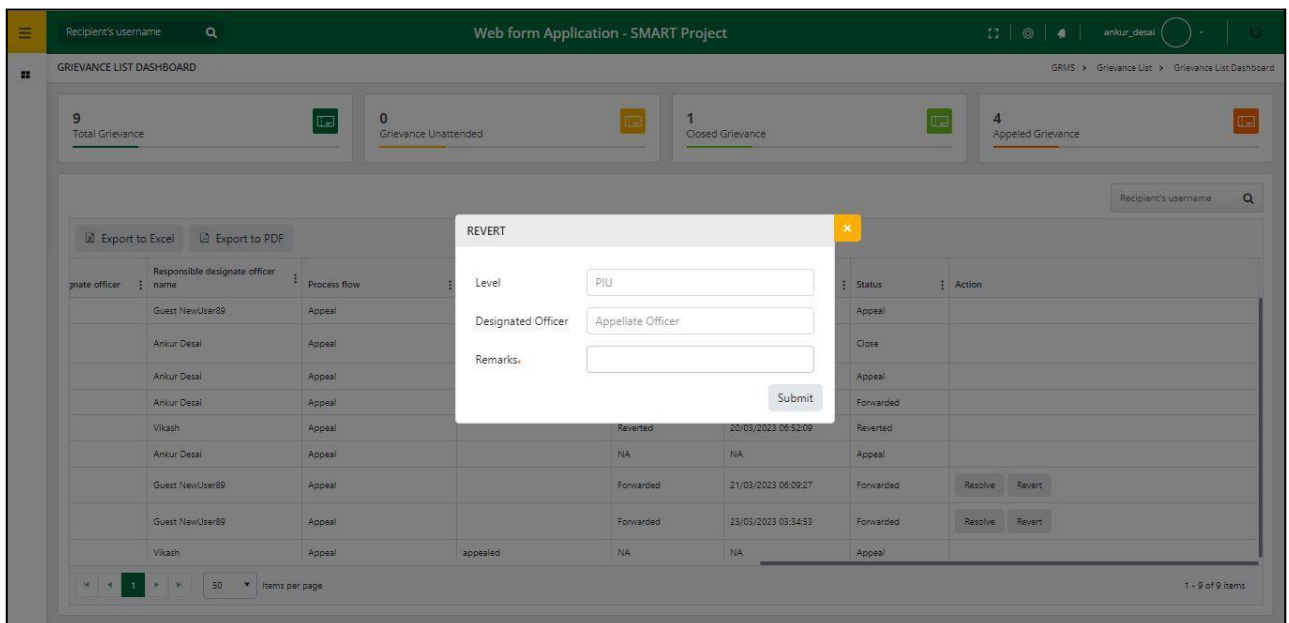
- Once the grievance is closed by any respective officer at any stage then those grievance will not be accessible.


b. Revert Button

- This button is used to revert the grievance at the previous level. As per below screenshot only responsible designated officers will get the access of this button as per process flow of SMART organization.



- After clicking on the Revert button, the below pop up will appear.



Sr.No	Field Name	Description
1.	Level	This field provides the information of the previous level in which grievance will be reverted. And this field is non-editable.
2.	Designated Officer	This field provides the information of the previous level Designated officer detail in which grievance will be reverted. And this field is non-editable.
3.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
4.	Close sign	Users can close the resolve pop up through this close sign. 
5.	Submit button	Users can close the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance will be reverted by any respective designated officer at any stage then those grievances will be reverted to the previous level and those grievances will not be accessible at the current stage.

c. Grievance Log Report Functionality

As per below screenshot, Users can view Grievance log reports after clicking on Grievance ID.

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
1	SMART_000000003	14/03/2023 07:12:34		Avanish Thakkar	JALGAON	Yes	PCMU
2	SMART_000000005	14/03/2023 07:23:34		Anju Panwar	JALGAON	Yes	PCMU
3	SMART_000000009	14/03/2023 08:59:57		Ashish Girase	JALGAON	Yes	PCMU
4	SMART_000000012	14/03/2023 13:24:22		Uday Patil	JALGAON	Yes	RIU
5	SMART_000000041	17/03/2023 06:47:22		Anand Patil	JALGAON	Yes	PCMU
6	SMART_000000049	20/03/2023 05:05:11		Maharshi	JALGAON	Yes	PCMU
7	SMART_000000056	21/03/2023 09:07:47		Shubham Patil	JALGAON	Yes	PCMU
8	SMART_000000064	23/03/2023 08:36:45		Gayatri	JALGAON	Yes	PCMU
9	SMART_000000066	23/03/2023 09:20:25		Ashish Girase	JALGAON	Yes	RIU

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

Search

SMART_00000071

Name	003	DateTime	Level	Designated Officer	Forwarded To Level	Forward To Designated Officer	Reverted To Level	Rever
Permanent Address	Jaigaon	24/03/2023 04:06:18	DIU	Shubham Patil	N/A	N/A	N/A	N/A
District	JALGAON	24/03/2023 04:06:18	DIU	Chopda Munira	N/A	N/A	N/A	N/A
Taluka	Jaigaon	24/03/2023 04:10:14	RIU	Patel Aaska	Forwarded To RIU	Forwarded To Patel Aaska	N/A	N/A
Village	Bornar	24/03/2023 04:33:59	RIU	Munira chopda	N/A	N/A	N/A	N/A
Pincode	425116	24/03/2023 04:37:37	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Contact Number	8554855692	24/03/2023 04:38:22	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Email ID	shubhamrp1325@gmail.com	24/03/2023 04:39:09	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Nature of Grievance	Measurement of work completed	24/03/2023 04:40:38	RIU	Patel Aaska	N/A	N/A	N/A	N/A
Mode	Online							
Description	To RIU							
Upload PDF	N/A							

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

Search

SMART_00000071

Name	003	Reverted To Designated Officer	Transferred To District	Transferred To Designated Officer	Assignend To Designated Expert Officer	Auto Escalated To Level
Permanent Address	Jaigaon	N/A	N/A	N/A	N/A	N/A
District	JALGAON	N/A	N/A	N/A	N/A	N/A
Taluka	Jaigaon	N/A	N/A	N/A	N/A	N/A
Village	Bornar	N/A	Transferred To PUNE	Transferred To Munira chopda	N/A	N/A
Pincode	425116	N/A	Transferred To JALGAON	Transferred To Patel Aaska	N/A	N/A
Contact Number	8554855692	N/A	N/A	N/A	N/A	N/A
Email ID	shubhamrp1325@gmail.com	N/A	N/A	N/A	N/A	N/A
Nature of Grievance	Measurement of work completed	N/A	N/A	N/A	N/A	N/A
Mode	Online	N/A	N/A	N/A	N/A	N/A
Description	To RIU					
Upload PDF	N/A					

Fields Detail:

Sr.No	Field Name	Description
1.	SMART_000000071	Users will get the information of the Grievance ID for which grievance log report generated.
2.	Name	Users will get the information of the Citizen Name.
3.	Permanent Address	Users will get the information of the Citizen Address
4.	District	Users will get the information of the Citizen District
5.	Taluka	Users will get the information of the Citizen Taluka
6.	Village	Users will get the information of the Citizen Village
7.	Pincode	Users will get the information of the Citizen Pincode
8.	Contact Number	Users will get the information of the Citizen Contact Number
9.	Email Id	Users will get the information of the Citizen Email Id
10.	Nature of grievance	Users will get the information of the Nature of grievance
11.	Description	Users will get the information of the Grievance Description
12.	Upload Document	Users will get the information of the Uploaded Document
13.	Date and Time	Users will get the information of the Date and Time of grievance
14.	Level	Users will get the information of the Grievance Level
15.	Designated officer	Users will get the information of the Grievance Designated officer
16.	Forwarded to level	Users will get the information of the Grievance Forwarded to level
17.	Forwarded to designated officer	Users will get the information of the Grievance Forwarded to designated officer
18.	Reverted to level	Users will get the information of the Grievance Reverted to level
19.	Reverted to designated officer	Users will get the information of the Grievance Reverted to designated officer
20.	Transferred to District	Users will get the information of the Grievance Transferred to District

21.	Transferred to designated officer	Users will get the information of the Grievance Transferred to designated officer
22.	Assigned to designated expert officer	Users will get the information of the Grievance Assigned to designated expert officer
23.	Auto Escalated to Level	Users will get the information of the Grievance Auto Escalated to Level
24.	Auto Escalated to Officer	Users will get the information of the Grievance Auto Escalated to Officer
25.	Remarks	Users will get the information of the Grievance action button Remarks
26.	Status	Users will get the information of the Grievance Status

4. Grievance Report Functionality

As per below screenshot, Users can view Grievance reports from the side menu.

	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
31	14/03/2023 07:07:27		Ashish Girase	PUNE	Yes	PCMU
36	14/03/2023 08:03:57		Munira chopda	AHMEDNAGAR	Yes	PCMU
38	14/03/2023 08:31:06		Shubham Patil	PUNE	Yes	PCMU
10	14/03/2023 09:59:27	14/03/2023 10:36:13	Ashish Girase	PUNE	Yes	PCMU
11	14/03/2023 12:33:54		Nukul Shangale	AHMEDNAGAR	Yes	PIU
13	15/03/2023 04:57:01		Jitesh Mahajan	PUNE	Yes	PIU
14	15/03/2023 05:25:50		Shubham Patil	AHMEDNAGAR	Yes	DIU
17	15/03/2023 07:27:34		Ashish Girase	PUNE	Yes	PIU
19	15/03/2023 07:29:32		Maharshi	AHMEDNAGAR	Yes	DIU
23	15/03/2023 12:49:23		Maharshi	PUNE	Yes	PCMU

Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level	Natur
SMART_000000001	24/03/2023 15:50:41		12345	PUNE	Yes	DIU	Procu
SMART_000000002	24/03/2023 16:01:03		ANUJ	PUNE	Yes	RIU	Procu

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Nature of Grievance	Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time
Procurement	Checking for Text boxes	DIU Redressal	Preeti Savairam	Normal		NA	NA
Procurement	For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44

1 - 2 of 2 items

Web Application - SMART Project

GRMS > Grievance Report > Grievance Report

Recipient's username

Export to Excel Export to PDF

Grievance Descriptions	Responsible designate officer	Responsible designate officer name	Process flow	Remarks	Action Taken	Action Taken Date & Time	Status
Checking for Text boxes	DIU Redressal	Preeti Savairam	Normal		NA	NA	Under Process
For forward flow	RIU Redressal	Munira chopda	Normal	For forward Only	Forwarded	24/03/2023 04:01:44	Forwarded

1 - 2 of 2 items

Fields Detail:

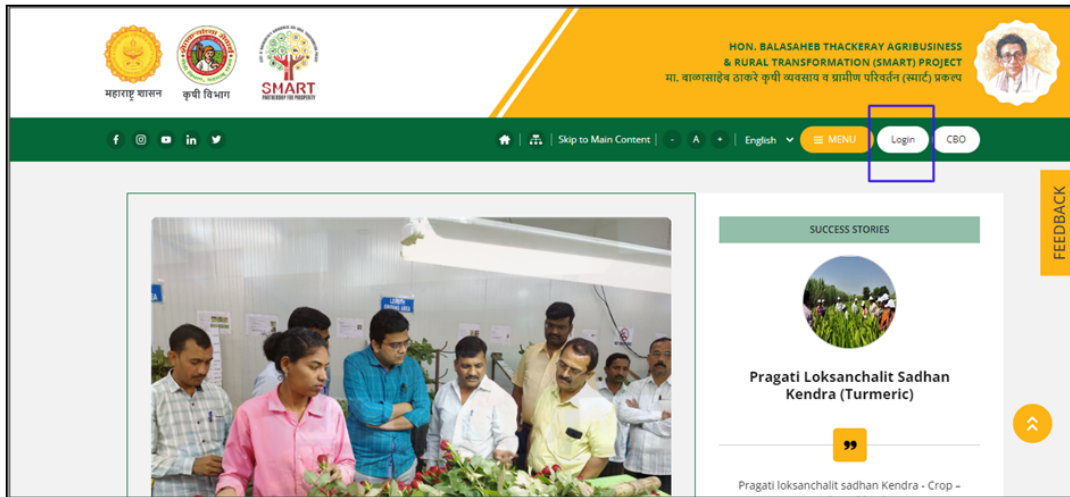
Sr.No	Field Name	Description
1.	Grievance ID	Users will get the information of the Grievance ID for which grievance report generated.
2.	Grievance lodge date and time	Users will get the information of the Grievance lodge date and time
3.	Grievance close date and time	Users will get the information of the Grievance close date and time
4.	Citizen User name	Users will get the information of the Citizen User name

5.	District	Users will get the information of the Grievance District
6.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra
7.	Level	Users will get the information of the Grievance Level
8.	Nature of grievance	Users will get the information of the Grievance Nature of grievance
9.	Grievance Description	Users will get the information of the Grievance Description
10.	Responsible designate officer	Users will get the information of the Grievance Responsible designate officer
11.	Responsible designate officer name	Users will get the information of the Grievance Responsible designate officer name
12.	Process flow	Users will get the information of the Grievance Process flow
13.	Remarks	Users will get the information of the Grievance Action button Remarks
14.	Action taken	Users will get the information of the Grievance Action taken name
15.	Action taken date	Users will get the information of the Grievance Action taken date
16.	Status	Users will get the information of the Grievance Status

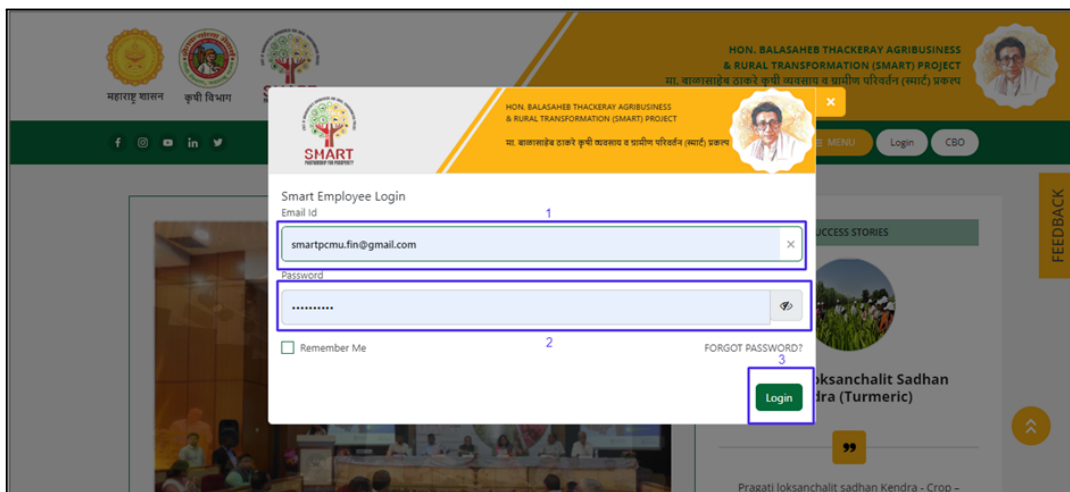
❖ Grievance Expert Role

1. Login

- User must reach the website through the link below: <https://smart-mh.org/>
- Now user need **to click on Login button** as shown in the image below:



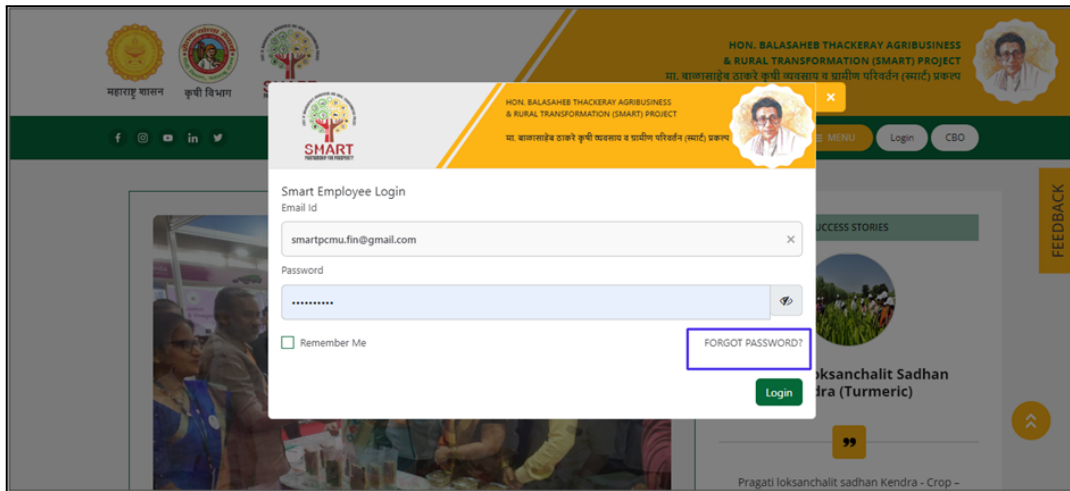
- After that the user need to enter his registered **Email Id, password** and **click on the login button** as shown in the image.



- Once credentials are verified, users will be logged into the application.

2. Forgot Password

- Users can Reset password by clicking on the “Forgot password” link as shown in the image below.



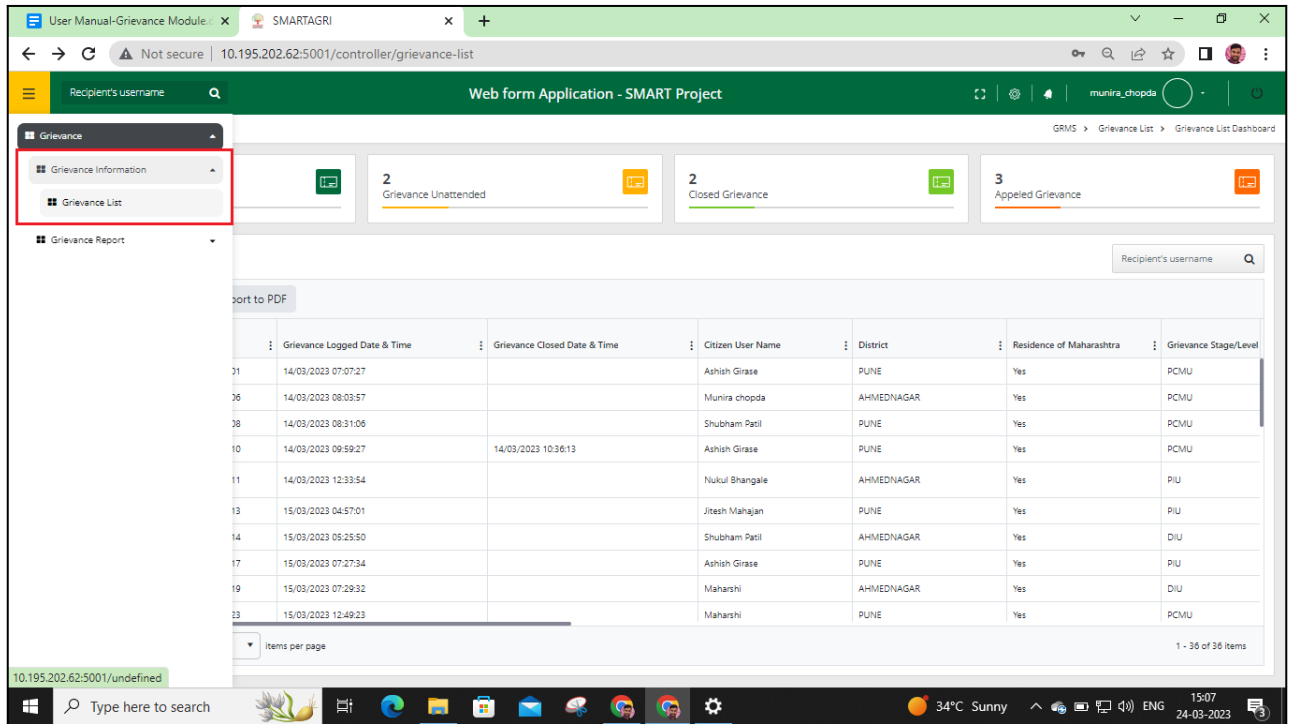
- Users must **enter the registered email ID or mobile number**.
- Now user must click on **send button**
- Auto generated password will be sent on to the user’s registered Email Id.
- Now User can log in with the password which has been sent by email

3. Grievance List Dashboard

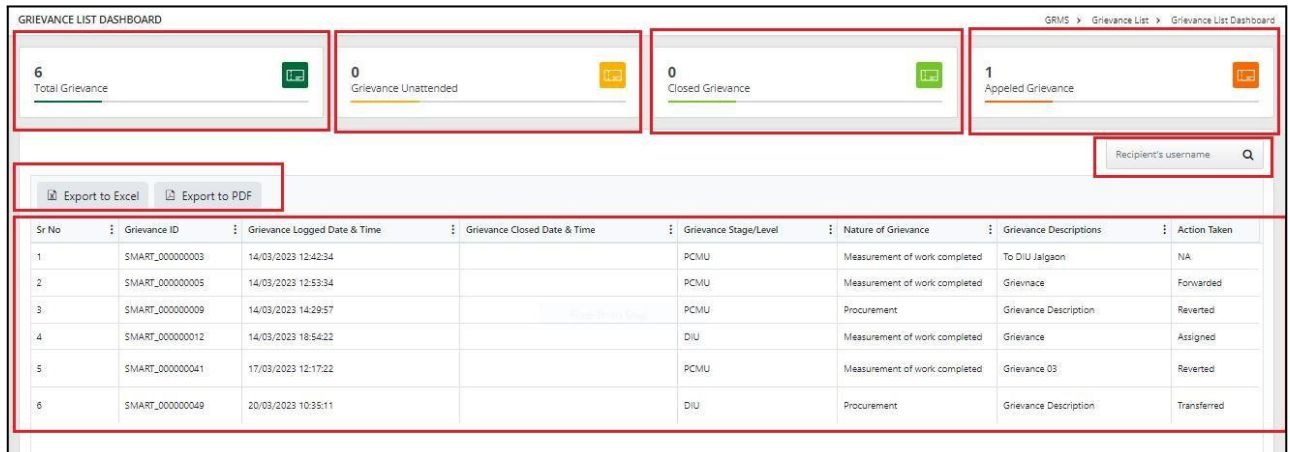
- After successfully user login, Users will reach to this Grievance list Dashboard page :

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Grievance Stage/Level	Nature of Grievance	Grievance Descriptions	Action Taken
1	SMART_000000003	14/03/2023 12:42:34		PCMU	Measurement of work completed	To DIU Jalgaon	NA
2	SMART_000000005	14/03/2023 12:53:34		PCMU	Measurement of work completed	Grievance	Forwarded
3	SMART_000000009	14/03/2023 14:29:57		PCMU	Procurement	Grievance Description	Reverted
4	SMART_000000012	14/03/2023 18:54:22		DIU	Measurement of work completed	Grievance	Assigned
5	SMART_000000041	17/03/2023 12:17:22		PCMU	Measurement of work completed	Grievance 03	Reverted
6	SMART_000000052	20/03/2023 16:18:43		DIU	Procurement	Grievance Description	NA

- As per below screenshots, Users can also redirect to this page from the side menu.



- In dashboard user will get the information of Total Grievance, Grievance Unattended, Closed Grievance and Appeal Grievance counter, Export to Excel and Export to PDF button, Grievance grid with Action column as per below screenshot



- In Total Grievance**, User will get the information of the total number of grievances which are available.
- In Grievance Unattended**, User will get the information of the total number of grievances which are not attended.
- In Closed Grievance**, User will get the information of the total number of grievances which are in the closed stage.

- **In Appealed Grievance**, User will get the information of the total number of grievances which are in the Appeal stage.
- Users can export to excel the grid information through the **Export to Excel button**.
- Users can export to PDF the grid information through the **Export to PDF button**.
- In the Grievance Grid following columns will be displayed.

Sr.No	Field Name	Description
1.	Sr.No	Users will get the information of the serial number.
2.	Grievance ID	Users will get the information of the Grievance ID
3.	Grievance Lodge Date and Time	Users will get the information of the Grievance Lodge Date and Time
4.	Grievance Closed Date and Time	Users will get the information of the Grievance Closed Date and Time
5.	Citizen User Name	Users will get the information of the Citizen User Name
6.	District	Users will get the information of the district
7.	Residence of Maharashtra	Users will get the information of the Residence of Maharashtra or not.
8.	Grievance stage/level	Users will get the information of the Grievance stage/level
9.	Nature of Grievance	Users will get the information of the Nature of Grievance
10.	Grievance Description	Users will get the information of the Grievance Description
11.	Responsible Designate officer	Users will get the information of the Responsible Designate officer
12.	Responsible Designate officer name	Users will get the information of the Responsible Designate officer's name
13.	Process Flow	Users will get the information of the Process Flow
14.	Remarks	Users will get the information of the Remarks
15.	Action Taken	Users will get the information of the Action Taken
16.	Action Taken Date	Users will get the information of the Action Taken Date
17.	Stage	Users will get the information of the Stage
18.	Action	Users will get the information of the Action buttons. Like Resolve, Transfer, Assign, Revert and Forward.

5. Purpose of Action Buttons:

a. Reply Button

- This button is used to reply or revert the grievance which was assigned by the respective designated officer for expert advice. As per below screenshot only responsible designated expert officers will get the access to this button as per process flow of the SMART organization.

Recipient's username Web form Application - SMART Project nukul_01

GRIEVANCE LIST DASHBOARD GRMS > Grievance List > Grievance List Dashboard

16
Total Grievance

0
Grievance Unattended

3
Closed Grievance

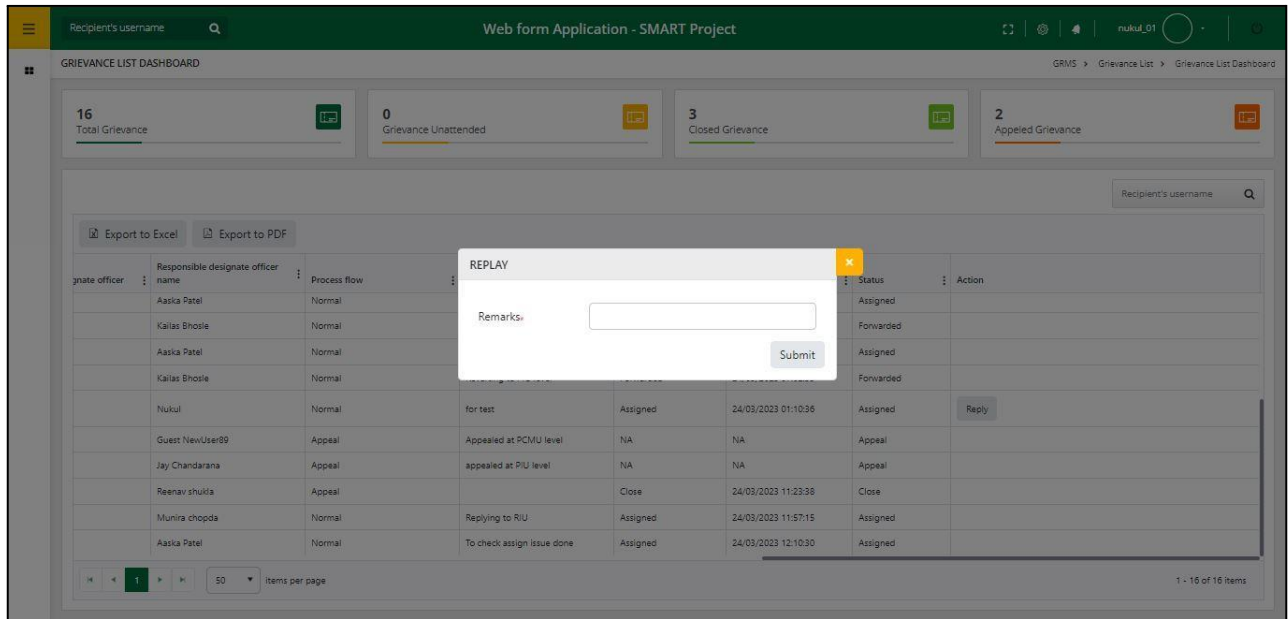
2
Appealed Grievance


Recipient's username

Responsible designate officer name	Process flow	Remarks	Action Taken	Action Date	Status	Action
Aaska Patel	Normal		Assigned	21/03/2023 04:56:44	Assigned	
Kailas Bhosle	Normal	Replied	Forwarded	24/03/2023 09:12:54	Forwarded	
Aaska Patel	Normal		Assigned	21/03/2023 10:23:54	Assigned	
Kailas Bhosle	Normal	Reverting to PIU level	Forwarded	24/03/2023 07:02:33	Forwarded	
Nukul	Normal	for test	Assigned	24/03/2023 01:10:36	Assigned	<input type="button" value="Reply"/>
Guest NewUser89	Appeal	Appealed at PCMU level	NA	NA	Appeal	
Jay Chandarana	Appeal	appealed at PIU level	NA	NA	Appeal	
Reenav shukla	Appeal		Close	24/03/2023 11:23:38	Close	
Munira chopda	Normal	Replying to RIU	Assigned	24/03/2023 11:57:15	Assigned	
Aaska Patel	Normal	To check assign issue done	Assigned	24/03/2023 12:10:30	Assigned	

50
Items per page
1 - 16 of 16 items

- After clicking on the Reply button, the below pop up will appear.



Sr.No	Field Name	Description
1.	Remarks	Users can add remarks as per requirement through this field and this field is mandatory.
2.	Close sign	Users can close the resolve pop up through this close sign. 
3.	Submit button	Users can submit the grievance after filling all the mandatory fields and after clicking on this button.

- Once the grievance is submitted by any respective expert officer at any stage then those grievances will revert to the designated officer who has sent this grievance for expert advice. And those grievances will not be accessible by expert officers.

b. Grievance Log Report Functionality

As per below screenshot, Users can view Grievance log reports after clicking on Grievance ID.

Sr No	Grievance ID	Grievance Logged Date & Time	Grievance Closed Date & Time	Citizen User Name	District	Residence of Maharashtra	Grievance Stage/Level
1	SMART_000000003	14/03/2023 07:12:34		Avarish Thakkar	JALGAON	Yes	PCMU
2	SMART_000000005	14/03/2023 07:23:34		Anju Panwar	JALGAON	Yes	PCMU
3	SMART_000000009	14/03/2023 08:59:57		Ashish Grase	JALGAON	Yes	PCMU
4	SMART_000000012	14/03/2023 13:24:22		Uday Patil	JALGAON	Yes	RIU
5	SMART_000000041	17/03/2023 06:47:22		Anand Patil	JALGAON	Yes	PCMU
6	SMART_000000049	20/03/2023 05:05:11		Maharshi	JALGAON	Yes	PCMU
7	SMART_000000056	21/03/2023 09:07:47		Shubham Patil	JALGAON	Yes	PCMU
8	SMART_000000064	23/03/2023 08:36:45		Gayatri	JALGAON	Yes	PCMU
9	SMART_000000066	23/03/2023 09:20:25		Ashish Grase	JALGAON	Yes	RIU

Name	Value
Name	003
Permanent Address	Jalgaon
District	JALGAON
Taluka	Jalgaon
Village	Bornar
Pincode	425116
Contact Number	8354855692
Email ID	shubhamrp1325@gmail.com
Nature of Grievance	Measurement of work completed
Mode	Online
Description	To RIU
Upload PDF	N/A

DateTime	Level	Designated Officer	Forwarded To Level	Forward To Designated Officer	Reverted To Level	Revert
24/03/2023 04:06:18	DIU	Shubham Patil	N/A	N/A	N/A	N/A
24/03/2023 04:06:18	DIU	Chopda Munira	N/A	N/A	N/A	N/A
24/03/2023 04:10:14	RIU	Patel Aaska	Forwarded To RIU	Forwarded To Patel Aaska	N/A	N/A
24/03/2023 04:33:59	RIU	Munira chopda	N/A	N/A	N/A	N/A
24/03/2023 04:37:37	RIU	Patel Aaska	N/A	N/A	N/A	N/A
24/03/2023 04:38:22	RIU	Patel Aaska	N/A	N/A	N/A	N/A
24/03/2023 04:39:09	RIU	Patel Aaska	N/A	N/A	N/A	N/A
24/03/2023 04:40:38	RIU	Patel Aaska	N/A	N/A	N/A	N/A

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_000000071

Name	003	Reverted To Designated Officer	Transferred To District	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	N/A
District	JALGAON	N/A	N/A	N/A	N/A	N/A
Taluka	Jalgaon	N/A	N/A	N/A	N/A	N/A
Village	Bornar	N/A	N/A	N/A	N/A	N/A
Pincode	425116	N/A	Transferred To PUNE	Transferred To Munira chopda	N/A	N/A
Contact Number	8554855692	N/A	Transferred To JALGAON	Transferred To Patel Aaska	N/A	N/A
Email ID	shubhamrp1325@gmail.com	N/A	N/A	N/A		N/A
Nature of Grievance	Measurement of work completed	N/A	N/A	N/A		N/A
Mode	Online	N/A	N/A	N/A	N/A	N/A
Description	To RIU					
Upload PDF	N/A					

Recipient's username Web Application - SMART Project munira_01

TICKET CASES

SMART_000000071

Name	003	Transferred To Designated Officer	Assign To Designated Expert Officer	Auto Escalated To Level	Auto Escalated To Officer	Remarks	Status
Permanent Address	Jalgaon	N/A	N/A	N/A	N/A	To RIU	Under Process
District	JALGAON	N/A	N/A	N/A	N/A	To RIU	Under Process
Taluka	Jalgaon	N/A	N/A	N/A	N/A	RIU	Forwarded
Village	Bornar	Transferred To Munira chopda	N/A	N/A	N/A	RIU level transfer	Transferred
Pincode	425116	Transferred To Patel Aaska	N/A	N/A	N/A	RIU level transfer done	Transferred
Contact Number	8554855692	N/A		N/A	N/A	RIU assign	Assigned
Email ID	shubhamrp1325@gmail.com	N/A		N/A	N/A	RIU assign done	Assigned
Nature of Grievance	Measurement of work completed	N/A		N/A	N/A	RIU level Transfer & Assign checked	Close
Mode	Online	N/A	N/A	N/A	N/A		
Description	To RIU						
Upload PDF	N/A						

Fields Detail:

Sr.No	Field Name	Description
1.	SMART_000000071	Users will get the information of the Grievance ID for which the grievance log report is generated.
2.	Name	Users will get the information of the Citizen's Name.
3.	Permanent Address	Users will get the information of the Citizen's Address
4.	District	Users will get information about Citizen District
5.	Taluka	Users will get information of about Citizen Taluka
6.	Village	Users will get information of the Citizen Village

7.	Pincode	Users will get the information of the Citizen Pin code
8.	Contact Number	Users will get the information of the Citizen Contact Number
9.	Email Id	Users will get the information of the Citizen Email Id
10.	Nature of grievance	Users will get the information of the Nature of grievance
11.	Description	Users will get the information of the Grievance Description
12.	Upload Document	Users will get the information of the Uploaded Document
13.	Date and Time	Users will get the information of the Date and Time of grievance
14.	Level	Users will get the information of the Grievance Level
15.	Designated officer	Users will get the information of the Grievance Designated officer
16.	Forwarded to level	Users will get the information of the Grievance Forwarded to level
17.	Forwarded to the designated officer	Users will get the information of the Grievance Forwarded to designated officer
18.	Reverted to level	Users will get the information of the Grievance Reverted to level
19.	Reverted to designated officer	Users will get the information of the Grievance Reverted to designated officer
20.	Transferred to District	Users will get the information of the Grievance Transferred to District
21.	Transferred to designated officer	Users will get the information of the Grievance Transferred to designated officer
22.	Assigned to designated expert officer	Users will get the information of the Grievance Assigned to designated expert officer
23.	Auto Escalated to Level	Users will get the information of the Grievance Auto Escalated to Level
24.	Auto Escalated to Officer	Users will get the information of the Grievance Auto Escalated to Officer
25.	Remarks	Users will get the information of the Grievance action button Remarks
26.	Status	Users will get the information of the Grievance Status