

Instructions for Lodging a Grievance on Grievance Redressal System

A. Lodge a Grievance

- Submit Grievance Related Details, Basic Details of Complainant & Complainee, their Contact & Address details, Description of Grievance (maximum 250 characters) and upload the document related to grievance, if any, in Grievance Form.
- After submission of above details complainant's entered mobile number will be verified through One Time Password (OTP). Once the OTP verification is done, grievance will be forwarded to department for further proceedings.

Note: To view lodged grievance(s), complainant will have to get his/her mobile no. (registered at the time of Lodging the grievance) verified through OTP on portal. After verification, complainant can view all his/her lodged grievances.

B. Track the Status of Lodged Grievance(s) and Reply to Queries Raised by Department

- After visiting the respective page for tracking the status, Mobile Number of complainant (registered at the time of Lodging the grievance) will be verified through OTP.
- After OTP verification, complainant will get logged in. Status of Lodged Grievance i.e., Pending/Rejected/Redressed will appear in front of the particular grievance.
- In case department has raised any query then complainant will have to reply to that particular query by clicking on respective icon. Complainant can also upload the document related to grievance/query, if any. If complainant doesn't reply to query within the stipulated time then no further action will be taken on his/her lodged grievance after which it will be liable to get rejected.

C. Submit Feedback on Redressed Grievances

- Once the grievance is redressed, complainant can give his/her feedback on that particular grievance. Complainant will have to get his/her mobile no. (registered at the time of Lodging the grievance) verified through OTP on portal. After verification, complainant will be redirected to particular page to give his/her feedback.
- Click on **Submit Feedback** button of particular Redressed Grievance and submit Feedback Remark in the respective field & give rating from 1 to 5 stars.