

Atal Nagar Smart City System



User Manual

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REVISION :B

Document Control

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2.0	28-Jan-2019	Jyoti Rao	

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S.No.	Role	Name	Signature	Date
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2	Reviewed By	Amit Singh		26.03.2018
3	Approved By	Raman Gulati		27.03.2018

S.No.	Role	Name	Signature	Date
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2	Reviewed By	Saurabh Sharma		25.01.2019
3	Approved By	Amit Singh		28.01.2019

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Observation / Review Comments

Sr	Clause No	Observation	Status(Open/closed)	Version	Date

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2. Module Description

Grievance management module is one-stop platform for citizens to seek redressal of their grievances. The grievances can be filed under appropriate category. Once grievance has been submitted, a tracking number will be generated. Citizens can track the status of the grievance with the help of the tracking number. The grievance will be addressed by the competent authority within defined working days. Citizens can provide feedback for the quality of resolution of grievance through a "Satisfied" / "Dissatisfied" option

Grievance Module will have following functionalities;

- Facility for citizens to file grievance applications including municipal grievances online as well as mobile app
- System generated unique registration number for the grievance application
- Facility for citizens to track the status of their grievance request or feedback
- SMS and Email alert to citizen at various stages of the life cycle of grievance application request
- Facility to register and upload the grievance request received physically by the concern authority
- Facility to forward the grievance application to respective section to grievance redressal
- Facility to forward the received information from ANVP section to the applicant
- Alerts on pending grievance application requests to concern authority
- Monitoring of grievance requests/feedback by concern authority
- System maintains the history of all the actions chronologically in the life cycle of a grievance Request and feedback

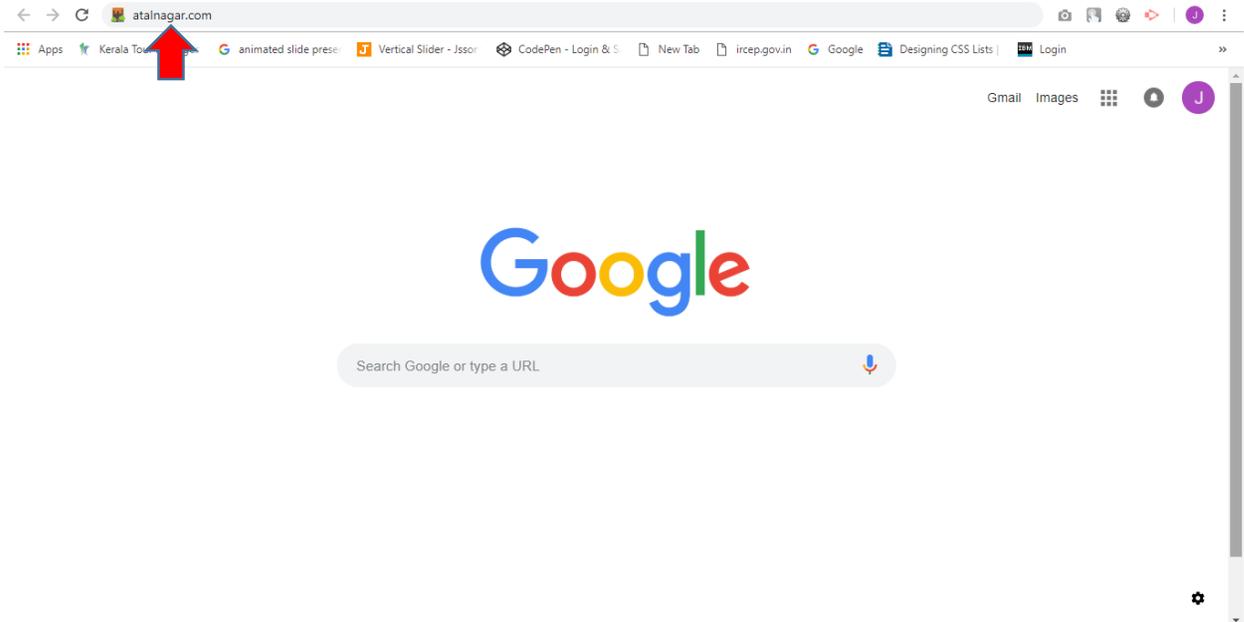
3. System Navigation

To open the "Smart City Application" user has to follow below mentioned steps:

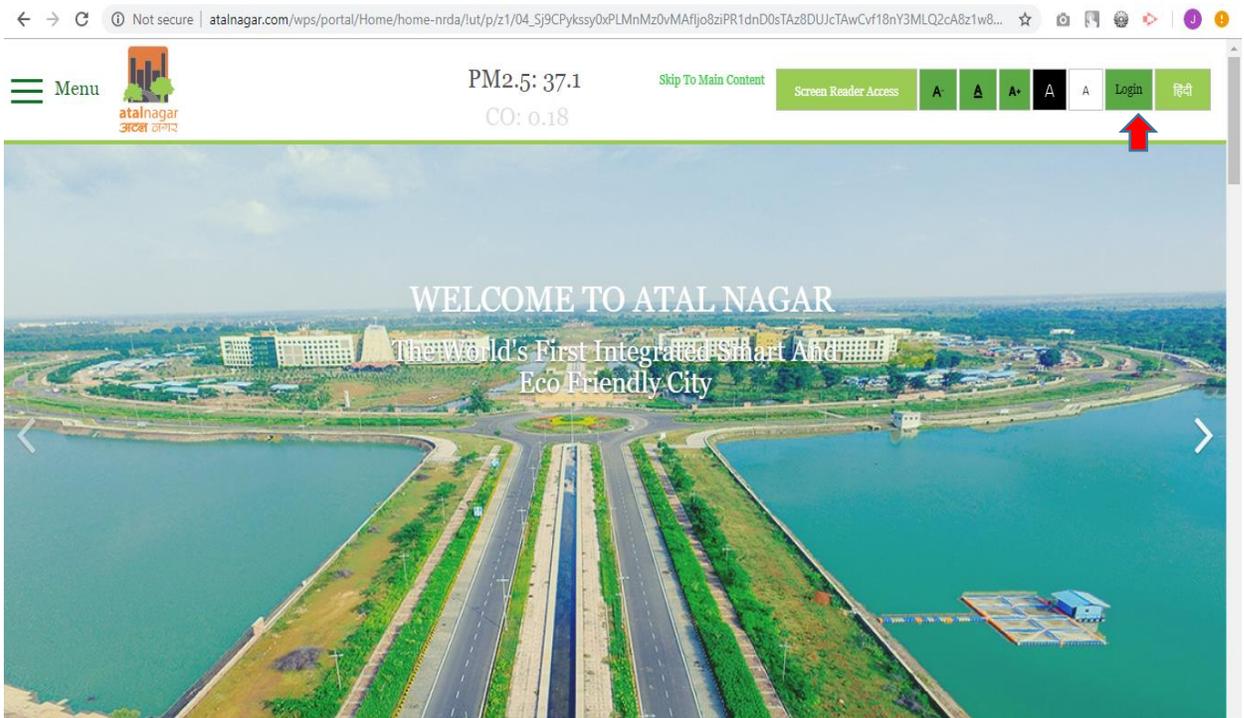
- Click on icon of internet browser



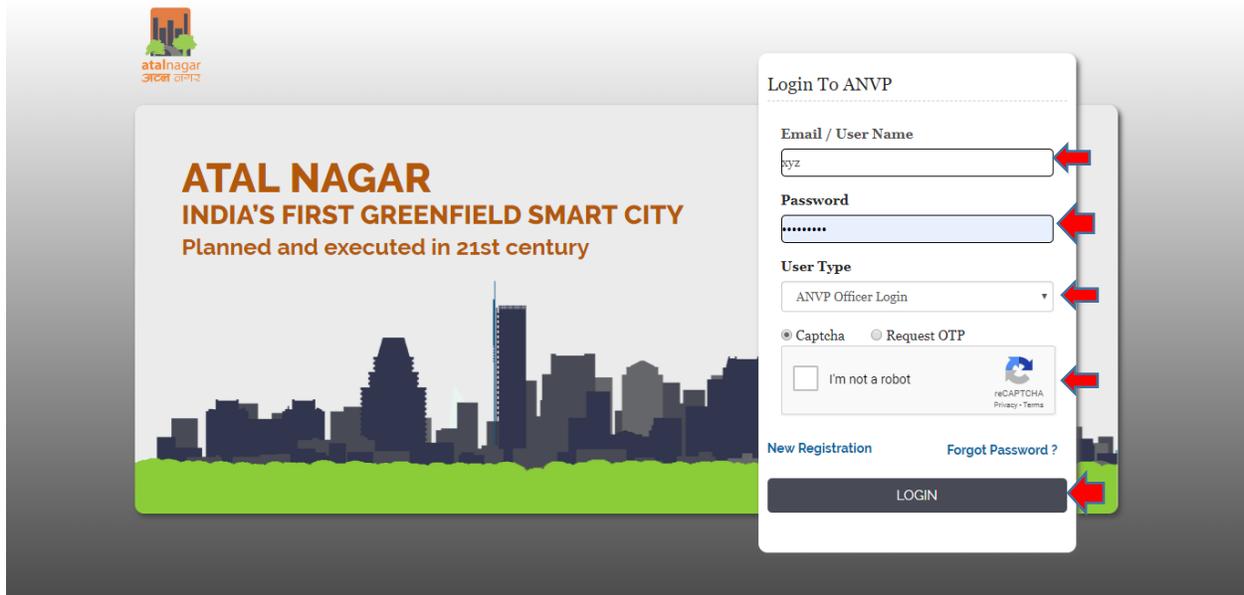
Enter the Smart City Application URL and then click enter button



- User will be navigated to Smart City Application home page ,user has to click on “Login” button



- User will have to enter valid login credentials & Captcha, once Captcha is verified , user has to click on “Submit” button to login into system



ATAL NAGAR
INDIA'S FIRST GREENFIELD SMART CITY
Planned and executed in 21st century

Login To ANVP

Email / User Name
xyz

Password
.....

User Type
ANVP Officer Login

Captcha Request OTP

I'm not a robot reCAPTCHA
Privacy - Terms

[New Registration](#) [Forgot Password ?](#)

LOGIN

- Once user will get logged in, user has to click on “eGovernance Services” to get the details of application for further action

[Citizen Charter](#) | [Emergency Information](#) | [Faq's](#) | [Feedback](#) | [National Portal](#) | [RTI](#) | [ChangePassword](#) | [Logout](#)

Welcome Msirmour

[Dashboard](#) | **[eGovernance Services](#)** | [Documents](#) | [GIS](#) | [Command Centre](#)

Water & Sewerage Connections

Domestic/घरेलू : 1594

Residential Cum Commercial/आवासीय सह वाणिज्यिक : 1

Commercial/Industrial/वाणिज्यिक / औद्योगिक : 25

Institutional/संस्थागत : 23 NA : 17

RTI Applications

<30 days : 5 >30 days : 348

Employee Leaves

JANUARY 2019 < TODAY >

Sun	Mon	Tue	Wed	Thu	Fri	Sat
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Land Acquisition Summary (Area in hec)

Pending Transfer : 1623.10

Received : 2728.87

Purchased : 5004.01

Circle Wise Land Purchased Summary (Area in hec)

अभनगपुर : 1764.27

नवापारा : 345.05

मंदिहसौद : 2894.69

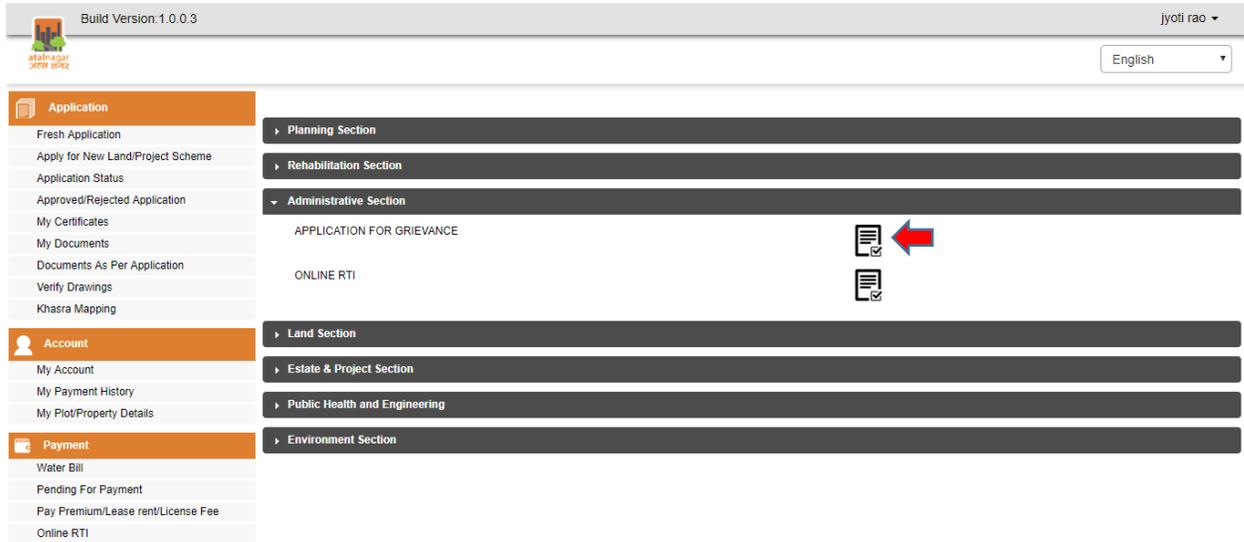
Litigation (Circle Wise)

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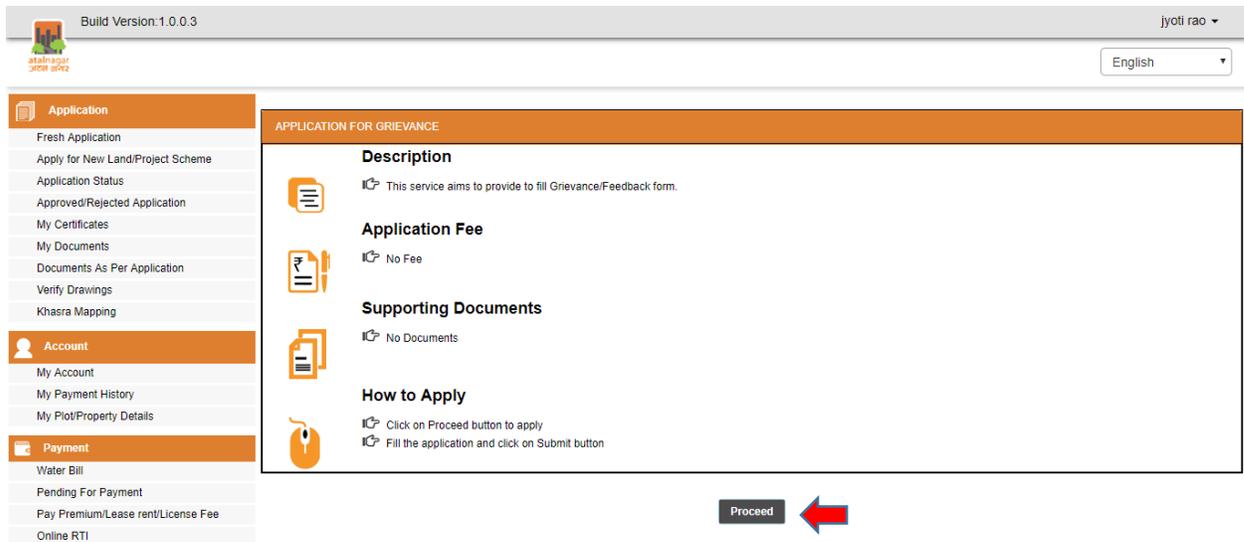
4. New Public Grievance Application by Citizen

4.1 Citizen Dashboard

- Login to application with valid login credential
- After Login user will redirect to index page or home page
- Click on 'Application For Grievance' tab as shown below



- After click on Application for Grievance form menu user will be re-directed to Service information page & user has to click on Proceed button as shown below:



4.2 Application for Grievance

- User will be navigated to Application for Grievance page & user has to fill all the mandatory field which is marked with (*)

4.2.1 Register for Grievance

Enter all the details as per below screen

Build Version: 1.0.0.3 jyoti rao ▾

English ▾

Application

- Fresh Application
- Apply for New Land/Project Scheme
- Application Status
- Approved/Rejected Application
- My Certificates
- My Documents
- Documents As Per Application
- Verify Drawings
- Khasra Mapping

Account

- My Account
- My Payment History
- My Plot/Property Details

Payment

- Water Bill
- Pending For Payment
- Pay Premium/Lease rent/License Fee
- Online RTI

APPLICATION FOR GRIEVANCE

Register Grievance / शिकायत दर्ज करें
Upload Document/दस्तावेज़ अपलोड करें

Nature of Application *	<input type="text" value="Grievance / शिकायत"/>	First Name *	<input type="text" value="sharda"/>
Middle Name	<input type="text"/>	Last Name	<input type="text"/>
Email ID *	<input type="text" value="jrao1740@gmail.com"/>	Mobile Number *	<input type="text" value="7024219696"/>
Problem Type *	<input type="text" value="General / सामान्य"/>	Allotment No.	<input type="text" value="-- Select / चुनें --"/>
Problem/General Description *	<input type="text" value="Grievance application"/>		
Address/Location *	<input type="text" value="Atal Nagar Raipur"/>		

Save As Draft
Reset
Close
Next

4.2.2 Upload Document

Build Version: 1.0.0.3 jyoti rao ▾

English ▾

Application

- Fresh Application
- Apply for New Land/Project Scheme
- Application Status
- Approved/Rejected Application
- My Certificates
- My Documents
- Documents As Per Application
- Verify Drawings
- Khasra Mapping

Account

- My Account
- My Payment History
- My Plot/Property Details

Payment

- Water Bill
- Pending For Payment
- Pay Premium/Lease rent/License Fee
- Online RTI

APPLICATION FOR GRIEVANCE

Register Grievance / शिकायत दर्ज करें
Upload Document/दस्तावेज़ अपलोड करें

	Mandatory	Document Type	Document Name	Document Number	Upload file
<input type="checkbox"/>		Service Related Document / सेवा संबंधित दस्तावेज़	<input type="text" value="-- Select / चुनें --"/>	<input type="text"/>	<input type="button" value="📁"/> <input type="button" value="📁"/>

Kindly Upload Only jpeg , jpg , png and pdf file . (The file size should be less than 2 MB)

Enter Captcha :

Back
Submit
Save As Draft
Reset
Close

- Enter Captcha as shown above on the screen and click Submit button.
- After clicking on Submit button Application no would be generated as per below screen

Build Version:1.0.0.3 jyoti rao

English

Application

- Fresh Application
- Apply for New Land/Project Scheme
- Application Status
- Approved/Rejected Application
- My Certificates
- My Documents
- Documents As Per Application
- Verify Drawings
- Khasra Mapping

Account

- My Account
- My Payment History
- My Plot/Property Details

Payment

- Water Bill
- Pending For Payment
- Pay Premium/Lease rent/License Fee
- Online RTI

APPLICATION FOR GRIEVANCE

Application Number	201901207816290025
Applicant Name	SHARDA
Date of Application	24/01/2019
Service Name	APPLICATION FOR GRIEVANCE

[Download Receipt](#)

- Click on Download Receipt to download the receipt as per below screen

ATAL NAGAR VIKAS PRADHIKARAN,
Paryavas Bhawan, North Block, Sector-19, Atal nagar, 492002 (C.G.)
T : 0771-2512500, F:0771-2512400 Website: www.nayaraipur.gov.in| Email: ceo@nayaraipur.com

Acknowledgement Receipt / अमिस्वीकृति रसीद	
Application Number/आवेदन संख्या	201901207816290025
Bill No/ बिल संख्या	N/A
Applicant Name/आवेदक का नाम	sharda
Service Name/सेवा का नाम	APPLICATION FOR GRIEVANCE
Amount/राशि	N/A
Payment Mode/भुगतान का प्रकार	N/A
Payment Status/भुगतान की स्थिति	N/A
Transaction Number/लेन - देन संख्या	N/A
Transaction Date/लेन - देन की तारीख	N/A
Payment For/के लिए भुगतान	

5. New Grievance Application Workflow

5.1 Manager Administration Login

- Login to application with valid login credential
- After Login, user will be redirect to index page or home page.

- Click on My Inbox link as shown on the screen below

The screenshot shows a user dashboard with a top navigation bar including 'Build Version: 1.0.0.3', a notification bell with '31', and the user name 'V.R. Meshram'. A language dropdown is set to 'English'. The main area contains several colored boxes for different sections: Administrative Section (My Inbox: 562, Other: 864), Environment Section (My Inbox: 7, Other: 104), Estate & Project Section (My Inbox: 0, Other: 41), Land Section (My Inbox: 4, Other: 96), Legal Section (My Inbox: 18, Other: 63), and Planning Section (My Inbox: 0, Other: 112). Below these are 'File Movement' and 'ERP Alerts' tables. A pop-up alert on the right shows messages from 'Citizen' regarding 'PROJECT SCRUTINY'.

- After clicking on My Inbox link a new pop up would be opened

The screenshot shows a pop-up window titled 'APPLICATION FOR GRIEVANCE - 272'. It contains a table with the following columns: #, Application No., Action By, Action Date, Marked To, Pending Since(Days), Application Date, Action, and Alert. The table lists several grievance applications, with the second row highlighted in red. A red arrow points to the 'Action' column of the highlighted row.

#	Application No.	Action By	Action Date	Marked To	Pending Since(Days)	Application Date	Action	Alert
1	201901207816290025	Shivendra Nath (Superintendent Engineer)	24-01-2019	V.R.Meshram (Manager)	0	24-01-2019		
2	201901207818440026	jjoti rao	24-01-2019	V.R.Meshram (Manager)	0	24-01-2019		
3	PGCCC1401190563	Yashwant Shiledar (Executive Engineer)	14-01-2019	V.R.Meshram (Manager)	0	14-01-2019		
4	PGCCC1401190566	Shivendra Nath (Superintendent Engineer)	14-01-2019	V.R.Meshram (Manager)	0	14-01-2019		
5	PGCCC1501190566		15-01-2019	V.R.Meshram (Manager)	9	15-01-2019		
6	PGCCC0901190554		09-01-2019	V.R.Meshram (Manager)	15	09-01-2019		
7	PGCCC0901190555		09-01-2019	V.R.Meshram (Manager)	15	09-01-2019		
8	PGCCC0901190556		09-01-2019	V.R.Meshram (Manager)	15	09-01-2019		
9	PGCCC0901190559		09-01-2019	V.R.Meshram (Manager)	15	09-01-2019		

- Click on Action button as shown on above screen
- After clicking on Action button below screen will show, where user forward the application to higher authority for resolution of issue.
- Manager, will forward the application to gm_administration as shown below.

Build Version:1.0.0.3 V.R. Meshram 32 English

Basic Details

Application Number	201901207818440026	Service Name	APPLICATION FOR GRIEVANCE
Applicant Name	SHRDA	Application Date	24/01/2019
Last Updated On	24/01/2019	View Checklist	

Action and Comment

Select Action* Administrative Secto Shivendra Nath (SE)

Subject :

File Number *

Enter Comments* 1992 characters remaining.

Upload Document

Kindly Upload Only .jpeg , .jpg , .png and pdf file. Maximum file size should be 2 MB.

- Click on submit button to submit the application

5.2 GM Administration Login

- Login to application with valid login credential
- After Login, user will be redirect to index page or home page.
- Click on My Inbox link as shown on the screen below

Build Version: 1.0.0.3 14 Shivendra Nath

English

Home Dashboard

ERP

- eGovernance
- General Service
- Administrative Section
- Public Health and Engineering

Administrative Section

My Inbox: 161 | Other: 1266

Public Health and Engineering

My Inbox: 32 | Other: 354

File Movement

File No.	Subject	Action
INWD201800060		
INWD201800062		
INWD201800064		
INWD201800075		
INWD201800076		

ERP Alerts

Shivendra Nath Now leave is confirmed and approved
[Click here to open](#)

Shivendra Nath Now leave is confirmed and approved
[Click here to open](#)

Alerts

From : Citizen
Subject: ORTI
Ref App No. : 201901204988700023
Message : First Appeal applied by citizen I
Date Of Receiving. : 22/01/2019

From : V.R. Meshram
Subject:
Ref App No. : 201901207816290025
Message : Application Arrived
Date Of Receiving. : 24/01/2019

- Click on Action button to view the application

Build Version: 1.0.0.3 14 Shivendra Nath

English

Home Dashboard

ERP

- eGover
- Genera
- Admim
- Public Engine

Administrative Section

My Inbox: 161 | Other: 1266

Public Health and Engineering

My Inbox: 32 | Other: 354

Application

APPLICATION FOR GRIEVANCE - 159

#	Application No.	Action By	Action Date	Marked To	Pending Since(Days)	Application Date	Action	Alert
1	201901207818440026	V.R. Meshram (Manager)	24-01-2019	ShivendraNath (Superintendent Engineer)	0	24-01-2019		

ONLINE RTI - 2

Alerts

Subject:
Ref App No. : 201901207818290025
Message : Application Arrived
Date Of Receiving. : 24/01/2019

Alerts

From : Citizen
Subject: ORTI
Ref App No. : 201901204988700023
Message : First Appeal applied by citizen I
Date Of Receiving. : 22/01/2019

From : V.R. Meshram
Subject:
Ref App No. : 201901207816290025
Message : Application Arrived
Date Of Receiving. : 24/01/2019

- After clicking on Action button, user will be redirected to the application page as per below screen

Build Version: 1.0.0.3 14 Shivendra Nath
English

Home Dashboard ERP

eGovernance
General Service
Administrative Section
Public Health and Engineering

Basic Details

Application Number	201901207819440026	Service Name	APPLICATION FOR GRIEVANCE
Applicant Name	SHRDA	Application Date	24/01/2019
Last Updated On	24/01/2019	View Checklist	

Note Sheet Register Grievance / शिकायत दर्ज करे Upload Document/दस्तावेज अपलोड करे Grievance History

File No. :ANVP/ADMINSEC/2019/123/00389
Subject :public gre

V.R. Meshram(MGR) → Shivendra Nath(SE) 24/01/2019 12:23 PM
Forward

Print

Action and Comment

Select Action* Select Action ←

Enter Comments*

2000 characters remaining.

Upload Document


Kindly Upload Only jpeg , jpg , png and pdf file, Maximum file size should be 2 MB.

Submit Save as draft Remove draft Close

- Gm_administration will reply the citizen by clicking on Select Action button as per below screen.

Build Version: 1.0.0.3 Shivendra Nath

English

Home Dashboard

ERP

eGovernance
General Service
Administrative Section
Public Health and Engineering

Basic Details

Application Number	201901207818440026	Service Name	APPLICATION FOR GRIEVANCE
Applicant Name	SHRDA	Application Date	24/01/2019
Last Updated On	24/01/2019	View Checklist	

Note Sheet Register Grievance / शिकायत दर्ज करें Upload Document

File No. :ANVP/ADMINSEC/2019/123/00389
Subject :public gre

V.R. Meshram(MGR) → Shivendra Nath(SE)

Forward

Print

Action and Comment

Select Action* Reply to Citizen

Enter Comments*

2000 characters remaining.

Upload Document

Kindly Upload Only .jpeg , .jpg , .png and pdf file. Maximum file size should be 2 MB.

Submit Save as draft Remove draft Close

Comment

Comment ←

↑ Submit

- Click on Submit button to submit the response of Administration Department.

Build Version: 1.0.0.3 Shivendra Nath  16

 English

Home Dashboard

ERP

eGovernance

General Service

Administrative Section

Public Health and Engineering

Basic Details			
Application Number	201901207812330027	Service Name	APPLICATION FOR GRIEVANCE
Applicant Name	SHRDA	Application Date	24/01/2019
Last Updated On	24/01/2019	View Checklist	

Note Sheet | Register Grievance / शिकायत दर्ज करें | Upload Document/दस्तावेज अपलोड करें | Grievance History

File No. :ANVP/ADMINSEC/2019/2/00390
Subject :environment

V.R. Meshram(MGR) → Shivendra Nath(SE) 24/01/2019 02:34 PM

Forward

Print

Action and Comment	
Select Action*	Reply to Citizen
Enter Comments*	Reply To Citizen
	1984 characters remaining.
Upload Document	
	Kindly Upload Only .jpeg , .jpg , .png and pdf file. Maximum file size should be 2 MB.
Submit	Save as draft
Remove draft	Close

Click on Submit button after writing the comments on the text box as per below screen.

Citizen Dashboard

- Login to application with valid login credential
- After Login user will redirect to index page or home page
- Click on 'Application For Grievance' tab as shown below

Build Version: 1.0.0.3 jyoti rao

English

Application

- Fresh Application
- Apply for New Land/Project Scheme
- Application Status
- Approved/Rejected Application
- My Certificates
- My Documents
- Documents As Per Application
- Verify Drawings
- Khasra Mapping

Account

- My Account
- My Payment History
- My Plot/Property Details

Payment

- Water Bill
- Pending For Payment
- Pay Premium/Lease rent/License Fee
- Online RTI

Approved / Rejected Applications

Enter Application Number

Sr. No.	Application Date	Service Name	Application Number	Applicant Name	Approved/Rejected D	Application Status	Action
41	31/08/2018	APPLICATION FOR GRIEVANCE	201808207812320046	JYOTI	31/08/2018	APPROVED	
42	18/10/2018	ENVIRONMENT NOC	20181018687039010	NEHA KUMAR GUPTA	18/10/2018	APPROVED	
43	18/10/2018	ENVIRONMENT NOC	201810186875520011	JYOTI RAO RAO	18/10/2018	APPROVED	
44	18/10/2018	ENVIRONMENT NOC	201810186879270012	JYOTI KUMAR RAO	18/10/2018	APPROVED	
45	21/11/2018	APPLICATION FOR GRIEVANCE	201811207816370068	JYOTI RAO	21/11/2018	APPROVED	
46	22/01/2019	ONLINE RTI	201901204988700023	JYOTI RAO	22/01/2019	APPROVED	
47	24/01/2019	APPLICATION FOR GRIEVANCE	201901207816290025	SHARDA	24/01/2019	APPROVED	
48	24/01/2019	APPLICATION FOR GRIEVANCE	201901207812330027	SHRDA	24/01/2019	APPROVED	

Build Version: 1.0.0.3 jyoti rao

English

Application

- Fresh Application
- Apply for New Land/Project Scheme
- Application Status
- Approved/Rejected Application
- My Certificates
- My Documents
- Documents As Per Application
- Verify Drawings
- Khasra Mapping

Account

- My Account
- My Payment History
- My Plot/Property Details

Payment

- Water Bill
- Pending For Payment
- Pay Premium/Lease rent/License Fee
- Online RTI

Approved / Rejected Applications

Enter Application Number

Sr. No.	Application Date	Service Name	Application Number	Applicant Name	Approved/Rejected D	Application Status	Action
41	31/08/2018	APPLICATION FOR GRIEVANCE	201808207812320046	JYOTI	31/08/2018	APPROVED	
42	18/10/2018	ENVIRONMENT NOC	20181018687039010	NEHA KUMAR GUPTA	18/10/2018	APPROVED	
43	18/10/2018	ENVIRONMENT NOC	201810186875520011	JYOTI RAO RAO	18/10/2018	APPROVED	
44	18/10/2018	ENVIRONMENT NOC	201810186879270012	JYOTI KUMAR RAO	18/10/2018	APPROVED	
45	21/11/2018	APPLICATION FOR GRIEVANCE	201811207816370068	JYOTI RAO	21/11/2018	APPROVED	
46	22/01/2019	ONLINE RTI	201901204988700023	JYOTI RAO	22/01/2019	APPROVED	
47	24/01/2019	APPLICATION FOR GRIEVANCE	201901207816290025	SHARDA	24/01/2019	APPROVED	
48	24/01/2019	APPLICATION FOR GRIEVANCE	201901207812330027	SHRDA	24/01/2019	APPROVED	

Action ✕

Application Number : 201901207812330027

Problem/Description : Public Grevence

Comment : Reply to citizen

If you have satisfied with this answer, click Yes otherwise No!

Build Version:1.0.0.3 jyoti rao

English

Application Approved / Rejected Applications

Fresh Application

Apply for New Land/Project Scheme

Application Status

Approved/Rejected Application

My Certificates

My Documents

Documents As Per Application

Verify Drawings

Khasra Mapping

Account

My Account

My Payment History

My Plot/Property Details

Payment

Water Bill

Pending For Payment

Pay Premium/Lease rent/License Fee

Online RTI

Sr. No.	Application Date	Service Name	Application Number	Applicant Name	Approved/Rejected D	Application Status	Action
41	31/08/2018	APPLICATION FOR GRIEVANCE	201808207812320046	JYOTI	31/08/2018	APPROVED	
42	18/10/2018	ENVIRONMENT NOC	20181018687039010	NEHA KUMAR GUPTA	18/10/2018	APPROVED	
43	18/10/2018	ENVIRONMENT NOC	201810186875520011	JYOTI RAO RAO	18/10/2018	APPROVED	
44	18/10/2018	ENVIRONMENT NOC	201810186879270012	JYOTI KUMAR RAO	18/10/2018	APPROVED	
45	21/11/2018	APPLICATION FOR GRIEVANCE	201811207816370068	JYOTI RAO	21/11/2018	APPROVED	
46	22/01/2019	ONLINE RTI	201901204988700023	JYOTI RAO	22/01/2019	APPROVED	
47	24/01/2019	APPLICATION FOR GRIEVANCE	201901207816290025	SHARDA	24/01/2019	APPROVED	
48	24/01/2019	APPLICATION FOR GRIEVANCE	201901207812330027	SHRDA	24/01/2019	APPROVED	

- Citizen get the SMS/eMail alert after the approval of application.
- Citizen will check the status of grievance application by clicking on Approved/Rejected Application as per above screen

6. Dos and Don'ts

- After completing all the activities, always click on “Logout” button
- Always change the password within 15 days of interval
- Upload only relevant data into the system
- Do not shutdown the system without closing all the file and folder s
- Read the validation/alert messages carefully