

Central Complaint & Grievance Redressal System

User Manual

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1. Introduction

Central Complaint & Grievance Redressal System (CGRS) is an application developed to ensure efficient, transparent, and speedy redressal of complaints and grievances of the different stakeholders of RSBY scheme in a time bound manner. In the entire flow of the application, the most important role is being played by the Grievance nodal officers/Grievance Redressal Officers at District level.

1.1. Process Flow

The process flow of the application is as follows:

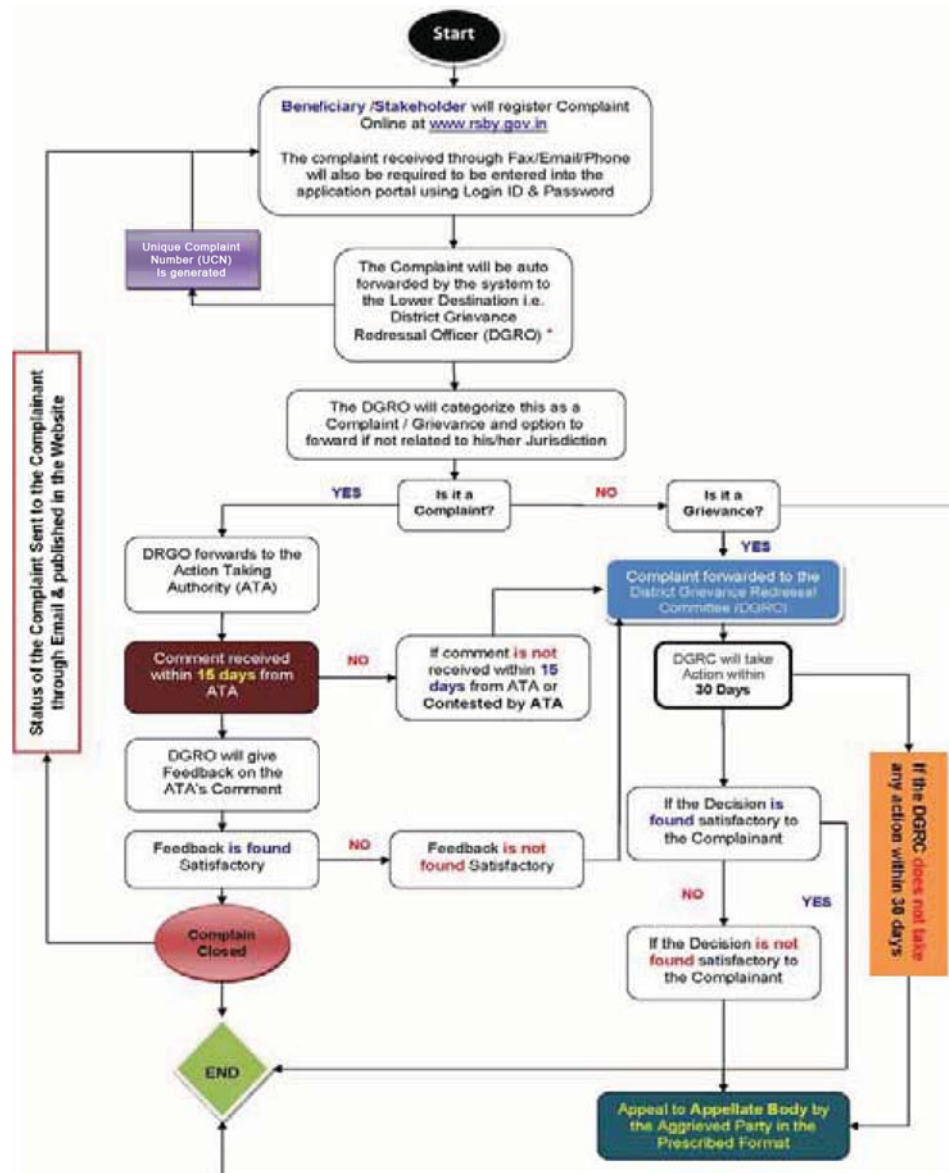


Figure 1: CGRMS Process Flow



2. Role of Grievance Redressal Officers (DGRO)

To start with the application, the DGRO has to enter the website URL in the browser to display the following login screen. Alternatively, the DGRO can click in the CGRC link on www.rsby.gov.in



Figure 2: User Login

By entering the User ID and Pa ssword, the DGRO will be directed to the welcome page as follows:



Figure 3: DGRO Welcome page



1.2. Registration of Complaint/Grievance

As the nodal officer, the DGRO has to register all the calls received either through phone/letter/email. Also, it is his/her responsibility to publish all the calls that are being registered through online and saved in draft mode. During this complaint registration, the DGRO has to categorize the call as either Complaint or Grievance, depending on the case details. After successful registration, Unique Complaint Number (UCN) will be generated.



Figure 4: Register New Complaint/Grievance

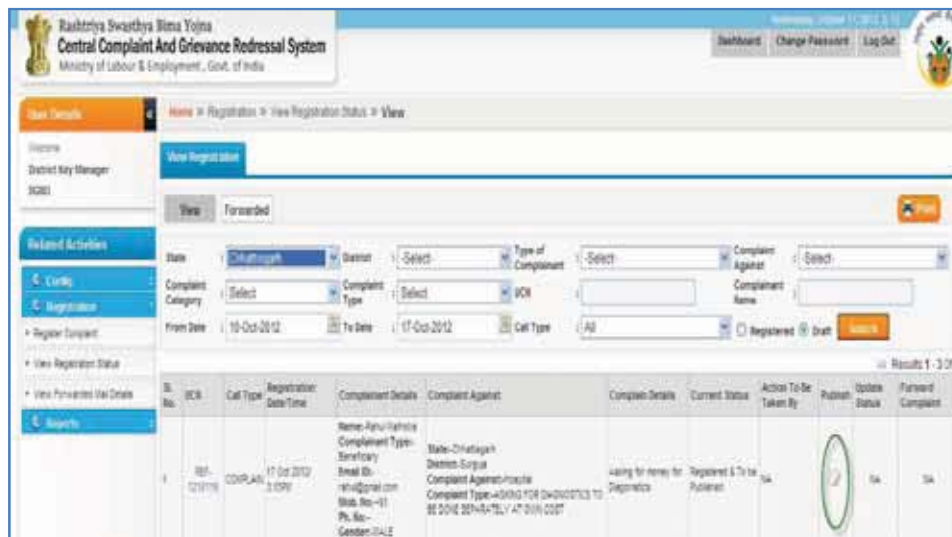


Figure 5: Publish Complaint/Grievance



1.3. Forward the complaint to the Action Taking Authority (ATA)
 Next, the DGRO has to forward the complaints to an ATA by specifying a possible resolve date (by default within 15 days) and remarks. The ATA may be the DGRO of another District, Insurance Company, SNA or MoLE. S/he has to also consolidate all the grievances to be decided on the next DGRC meeting

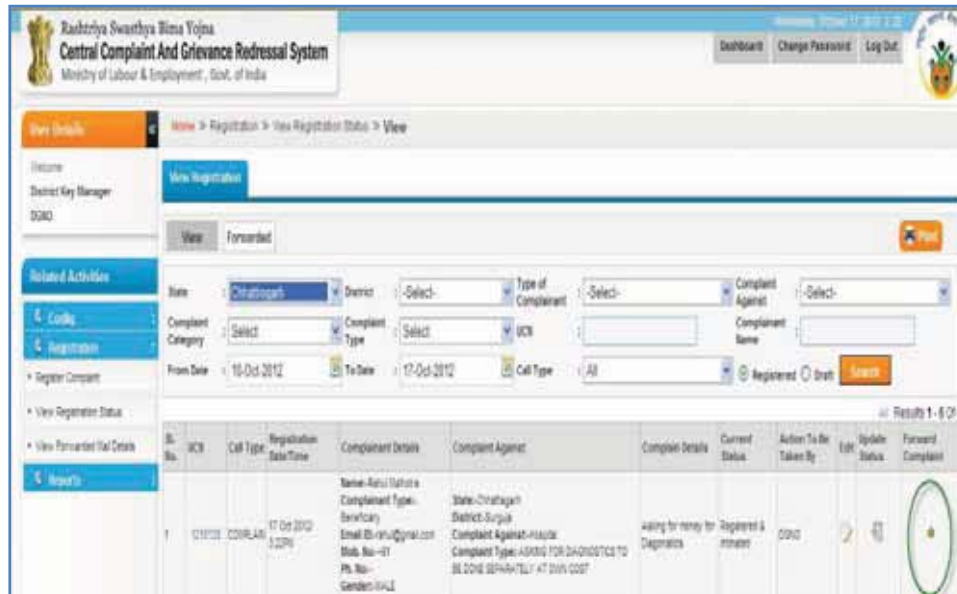


Figure 6: Forward Complaint

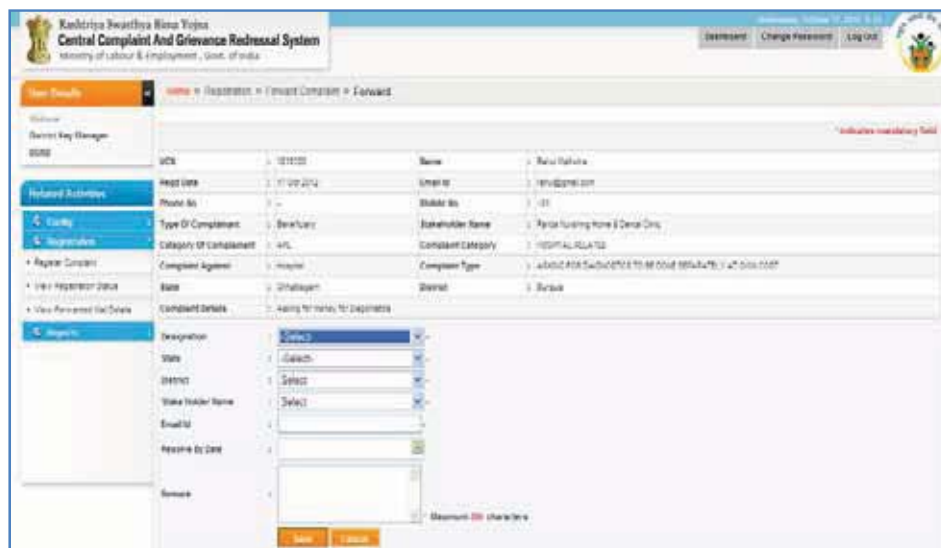


Figure 7: Forward Complaint with details



1.4. Update the Status of the Complaint/Grievance

In this phase, the DGRO has to update the status of the complaint as follows:

- ✓ In progress
- ✓ Discarded
- ✓ Resolved and Closed(if he is satisfied with the comments of the ATA)
- ✓ Sought Review(If he is not satisfied with the comments of the ATA and again forwarded to ATA for review)
- ✓ Transferred as Grievance (If he is not satisfied with the remark of the ATA or the ATA has not sent any remark after reminder or the ATA contests the complaint).

Likewise, for all the grievances, he/she has to update the status as:

- ✓ Resolved in Review Meeting
- ✓ Appealed(if the aggrieved has appealed in a higher committee)

During all this updates, the DGRO can upload any document in support of the updated status and enter the details.

The screenshot shows the 'View Registration Status' page in the CGRS. The header includes the system name and navigation links. The main content area features search filters for State, District, Type of Complainant, Complaint Against, Complaint Category, Complaint Type, UCN, From Date, To Date, and Call Type. A table below displays the registration details for a specific complaint.

Sl. No.	UCN	Call Type	Registration Date/Time	Complainant Details	Complaint Against	Complain Details	Current Status	Action To Be Taken By	Edit	Update Status	Forward Complaint
1	12/10120	COMPLAIN	17 Oct 2012/ 3:22PM	Name:-Rahul Mahotra Complainant Type:- Beneficiary Email ID:-rahu@gmail.com Mob. No:-91 Ph. No:- Gender:-MALE	State:-Chhattisgarh District:-Surguja Complaint Against:-Hospital Complaint Type:-ASKING FOR DIAGNOSTICS TO BE DONE SEPARATELY AT OWN COST	Asking for money for Diagnostics	Registered & Intimated	DGRO			

Figure 8: Update Complaint/Grievance Details



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Dashboard | Change Password | Log Out

User Details | Home | Registration | Update Status | Update

Complaint Name: Raju Mishra | State: Chhattisgarh
Ordnal ID: | District: Surga
Type Of Complaint: Secondary | Complaint Category: HOSPITAL RELATED
Category Of Complaint: IA, | Complaint Type: ABBID FOR DIAGNOSTICS TO BE DONE SEPARATELY AT USER COST
Complaint Against: Health | BCR: 12102
Complaint Details: Asking for money for Diagnostics

Related Actions

- Register Complaint
- View Registration Status
- View Forwarded For Details
- Search

Status:
Action Date:
Upload Documents: (Upload pdf or doc/docx or xls/xlsx file)
Remark: (Maximum 500 Characters)

Update | Cancel

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Figure 9: Update Complaint/Grievance Details with options