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:

![CGRMS Process Flow Diagram](image)

*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](http://www.rsby.gov.in)

![Figure 2: User Login](image)

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

![Figure 3: DGRO Welcome page](image)
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](image)

![Figure 5: Publish Complaint/Grievance](image)
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](image)

![Figure 7: Forward Complaint with details](image)
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.

![Update Complaint/Grievance Details](image-url)

**Figure 8: Update Complaint/Grievance Details**
Figure 9: Update Complaint/Grievance Details with options