SUJOG - Sustainable Urban Services in a Jiffy by Odisha Government
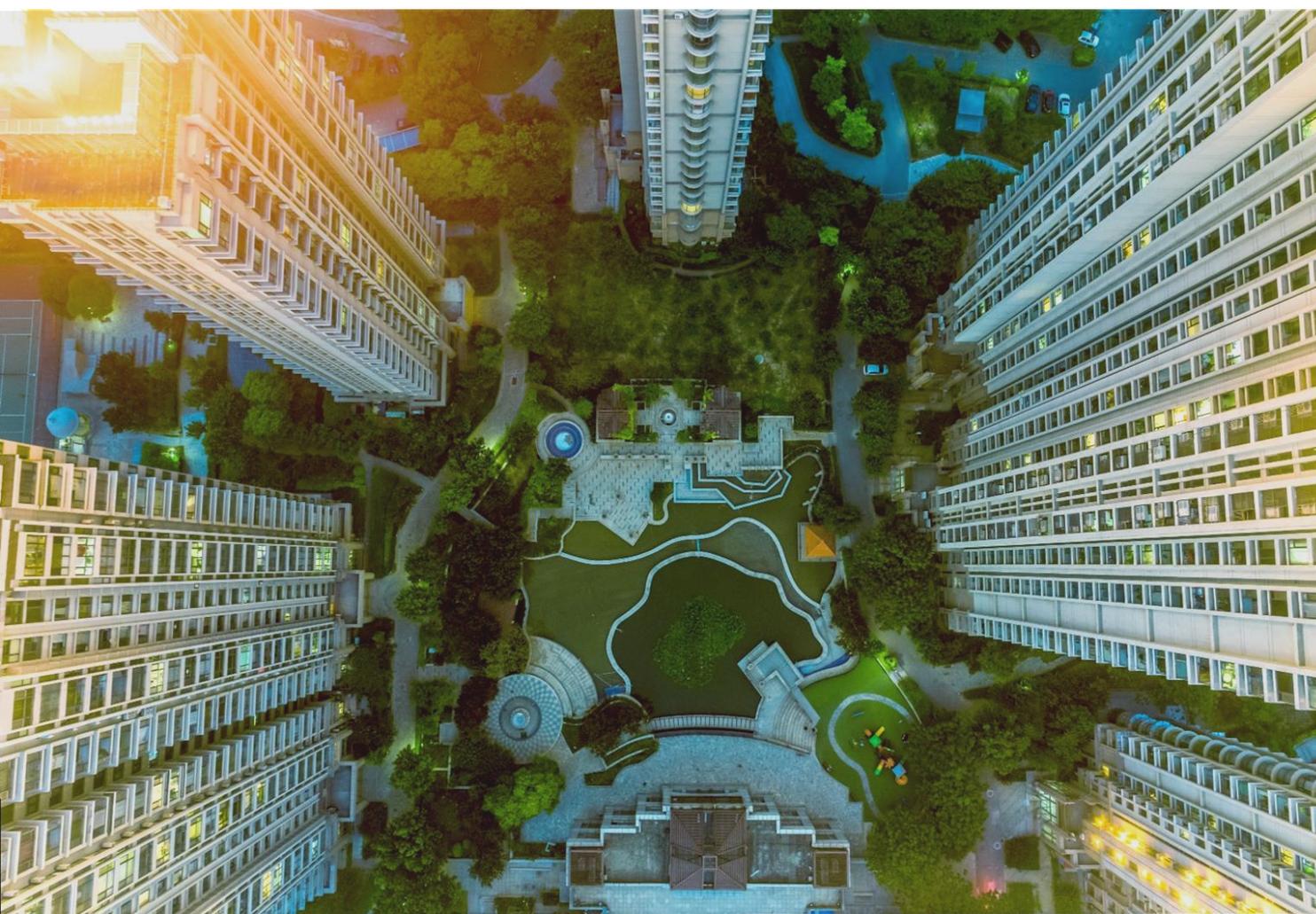
Public Grievance Redressal Module

- *Citizen User manual*

Document History

Date	Version	Author	Review by	Approved By	Description
16 June 2021	1.0	Vasabdatta Sen	Manoj Sahu	H&UDD	Final Draft

Contents

1.   Introduction

The Housing & Urban Development Department (H&UDD), Government of Odisha has ambitious plans to scale up e-governance across 113 Urban Local Bodies (ULBs) in the State of Odisha. It aims to enhance the citizen experience of public services by providing integrated, end-to-end services using a comprehensive State-wide Service Delivery Infrastructure. Public Grievance Redressal System (PGR) is one of the focus areas for the H&UDD to help citizen to register grievance online, track the grievance resolution progress until its closure.

Currently the grievances are received through various communication channels like an online application developed by TCS, PGR call center helpdesk, email and CM Portal. The grievances received from Twitter are communicated to concerned officials over email/Letter.

DIGIT- The module will allow the citizens of Odisha state to register any municipality related grievance through a website or a mobile application. The grievances received through grievance redressal helpdesk over call, email or any other source will be registered in the online application by the PGR call center helpdesk agent.

1.1.   Purpose of this document

The purpose of this document is to help the interested citizens to operate the Public Grievance Redressal Module (PGR) of SUJOG platform. Public Grievance Redressal Module (PGR) Citizen User Manual is for interested citizens users to register and file any grievance related to Municipal Corporations and Municipalities and NACs of the State of Odisha. This user manual will help citizen to access through the system to register themselves and file, track and rate grievances. This manual covers up the various features of PGR and every feature is defined with a screenshot for user assistance.

1.2.   Objective

In pursuance of the government's objective of accountable, transparent and citizen friendly government, it was decided to establish a speedy and effective grievance redress machinery. The objective is to ensure online availability of the grievance system to the citizens thereby providing him/her facilities to lodge the grievances, find the status, and send reminders etc., irrespective of their geographical location

1.3.   Intended Audience

The PGR system enables citizens to file a grievance remotely and track its status to closure. This manual can be used by Citizens to file, track and rate grievance. The PGR allows the Citizen to:

- Lodge and Track Complaints via Web Portal and Mobile App.
- Upload Photographs related to the complaint and any additional details about the said complaint.
- Reopen or escalate a complaint that has been resolved if the citizen is not satisfied with the resolution
- Rate a complaint after resolution
- View all complaints filed - pending and completed
- Receive Notifications via App, SMS, email for complaint updates
- Citizen can Interact with municipality (Call & Comments)

2. General Functionalities of SUJOG

2.1. Citizen Registration

1. To Register, please go to the following link:
https://sujog.odisha.gov.in/home
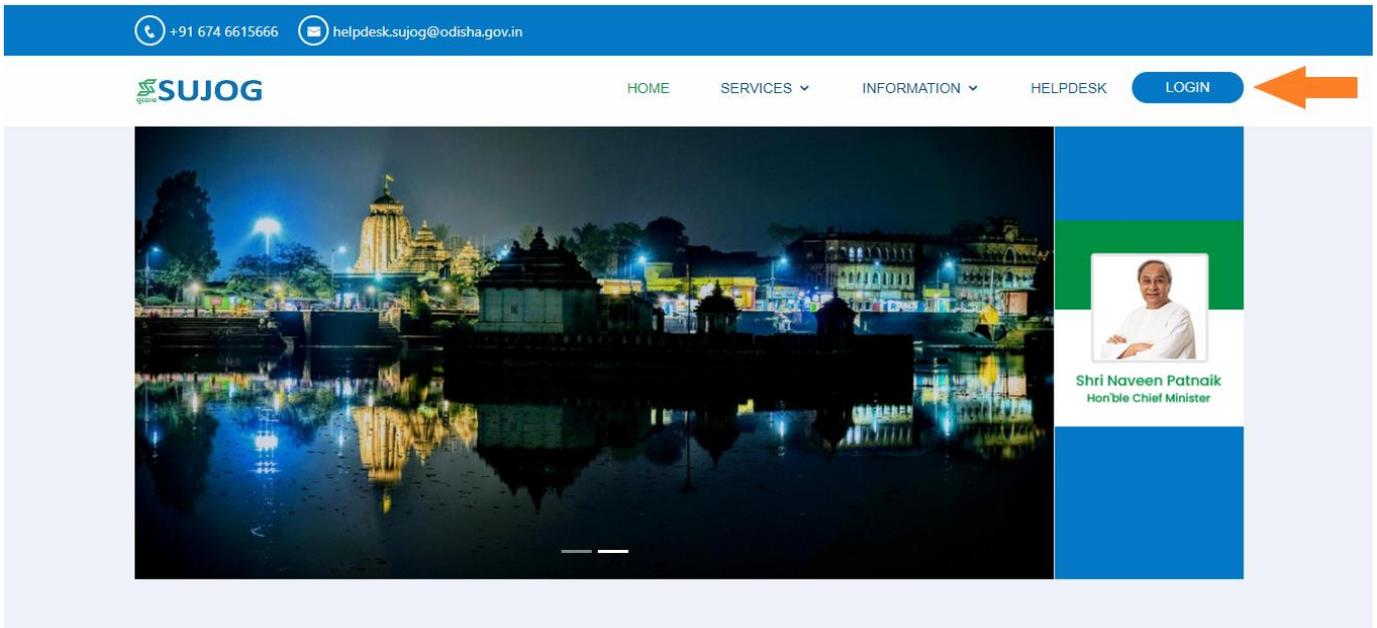
2. Click on 'Register' as shown in the image below
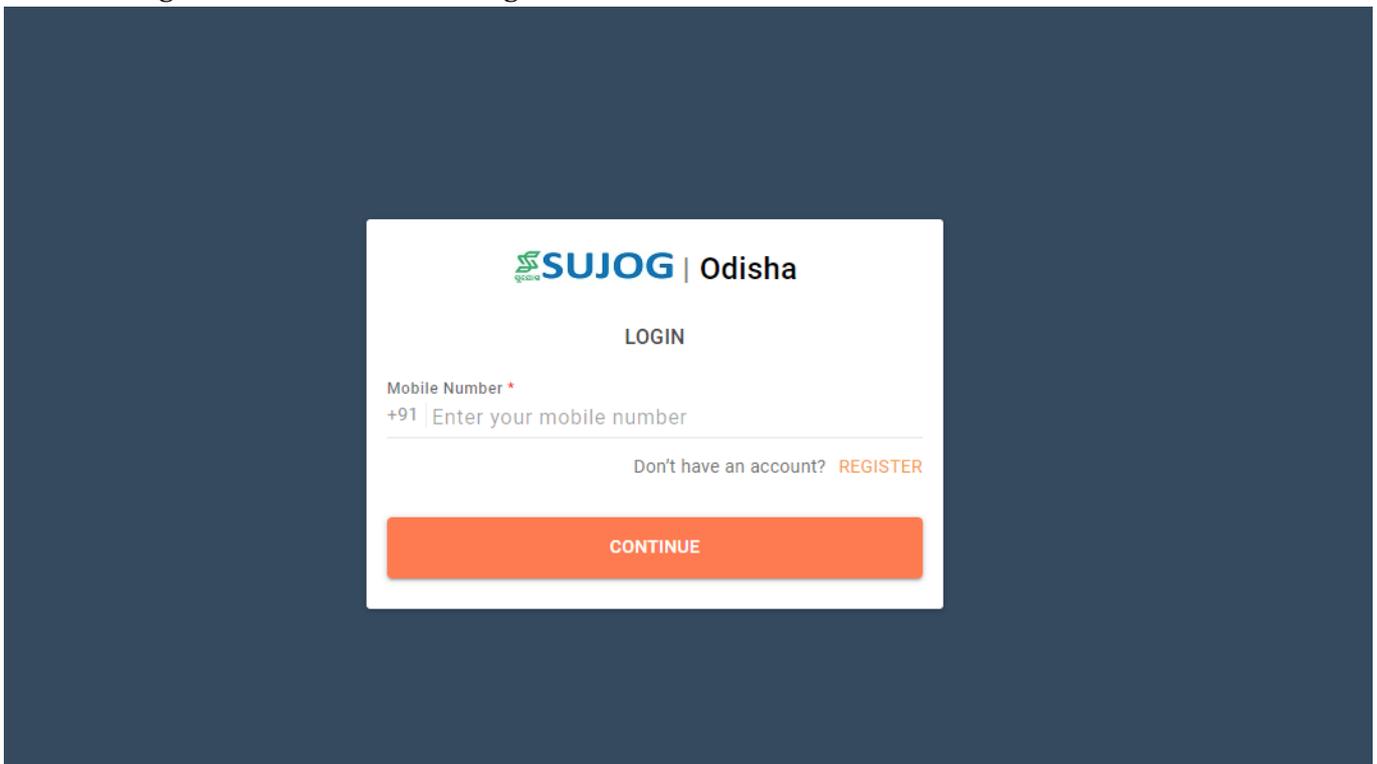
3. Enter your mobile number and Name, select your city and click on 'continue' button
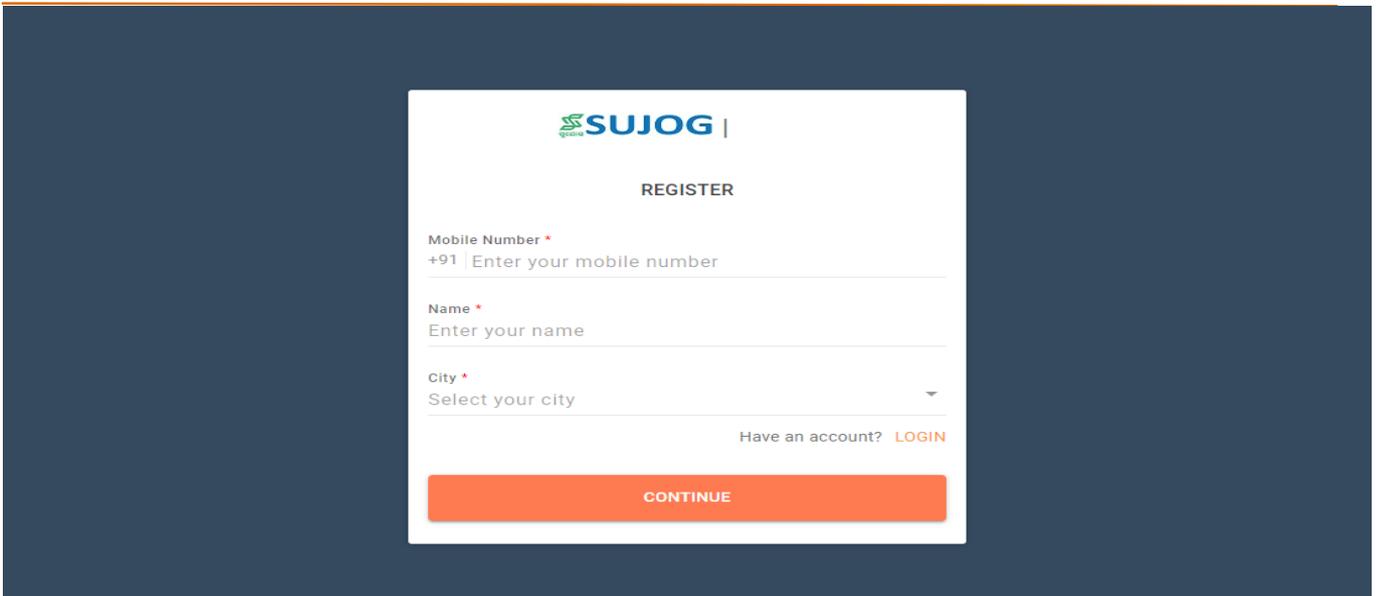
4. Application generated OTP (One Time Password) will be sent to the registered mobile number
5. Enter the received OTP and click on get started to login into your account
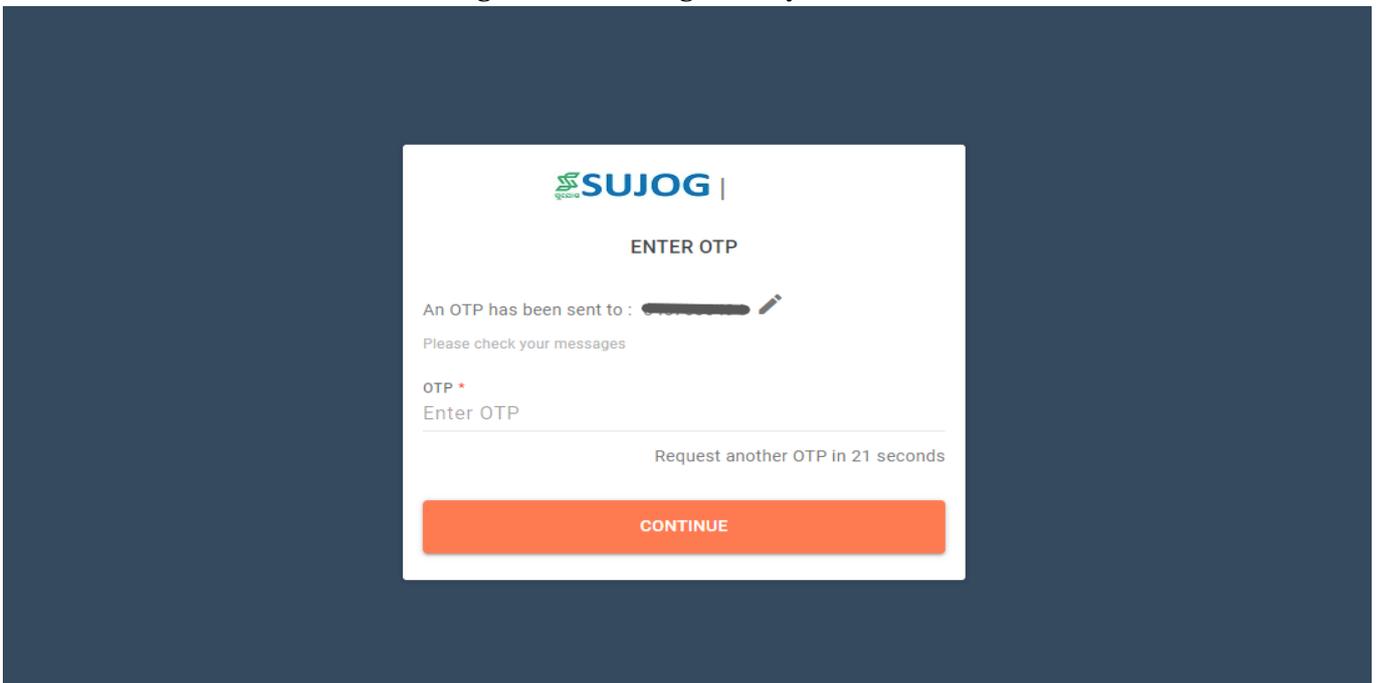
2.2. *Citizen Login Application*

1. Open the application and enter your registered mobile number and click on continue.
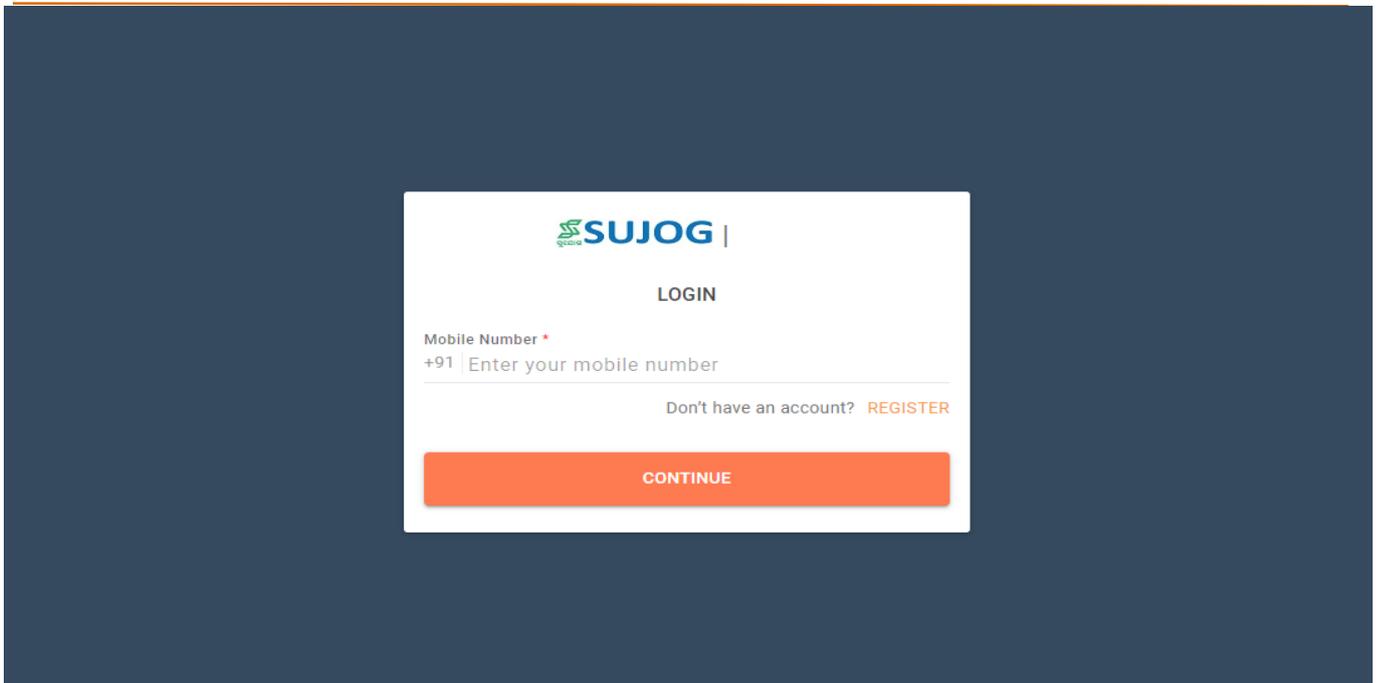
2. Citizen will need to enter the OTP received on the registered mobile number click on 'Continue'.
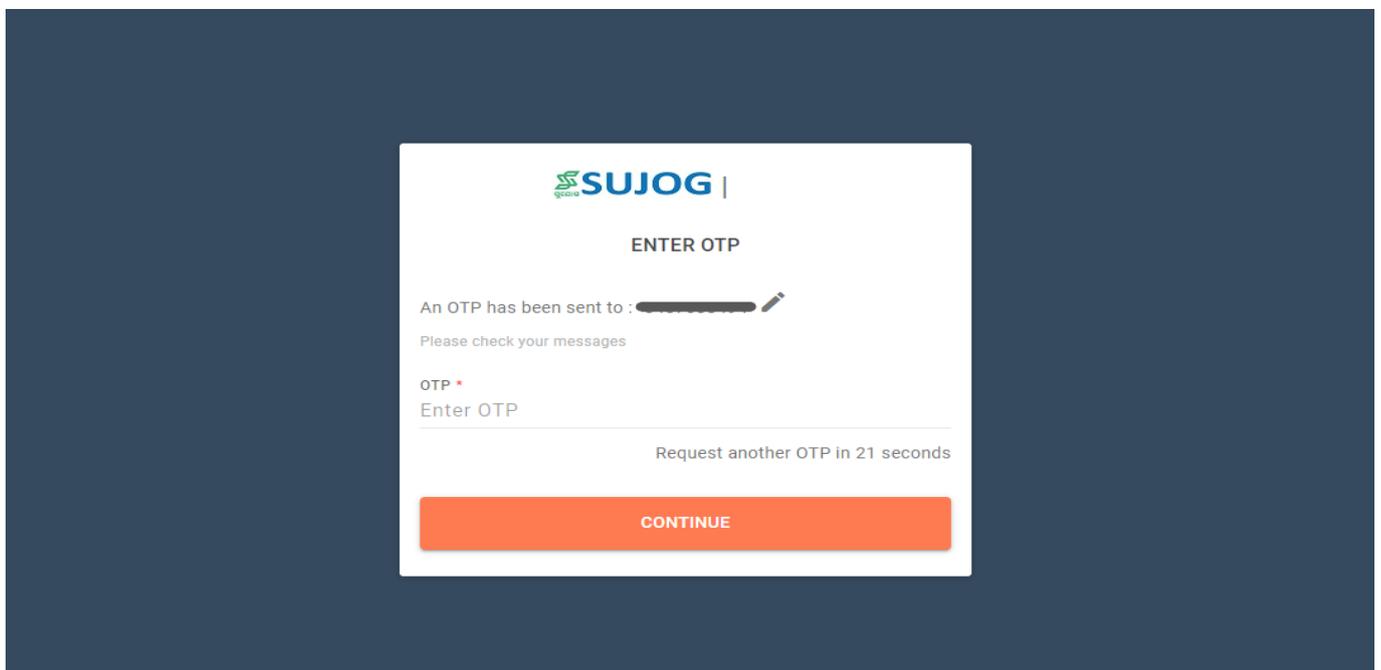
2.3. Edit User Profile

1. After completing the user registration on the portal, citizen will be able to make the following changes:
   - Upload profile photo
   - Capture/update mobile number
   - Capture/update email ID
   - Capture/update base city

2. Citizen will select 'My Profile' icon on the top right corner and select Edit Profile option
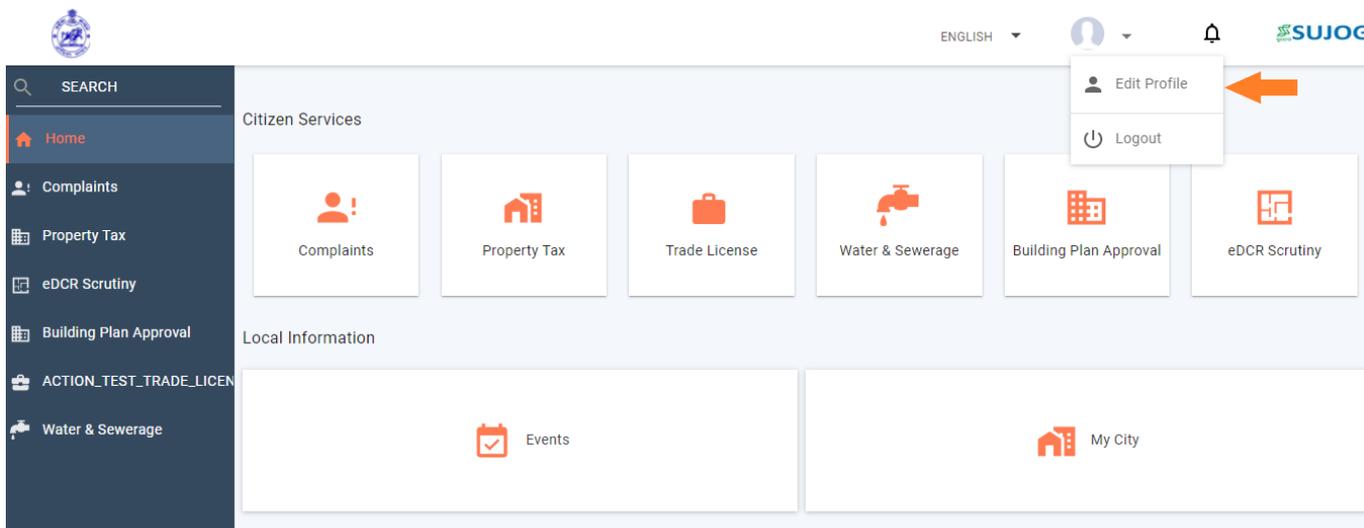
3. A new screen will appear where citizen will be able to update/make changes to profile picture, name, phone number and email id
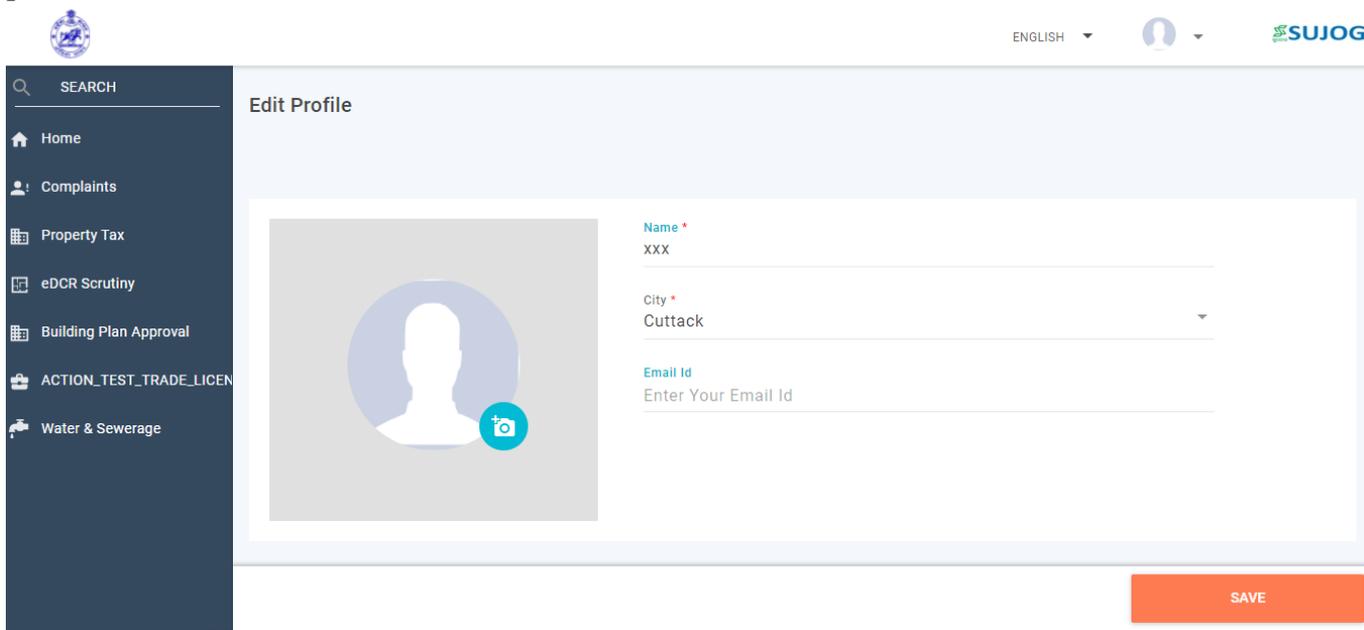
3. *Functionalities of PGR Module*

Using the SUJOG PGR system, the citizen can file a grievance remotely and track its status to closure.

3.1. *New Compliant Registration by citizen*

1. After login, the citizen will be to navigate to the home page and view the Dashboard.
2. To access the Grievance system, the citizen selects the 'Complaints' tile.
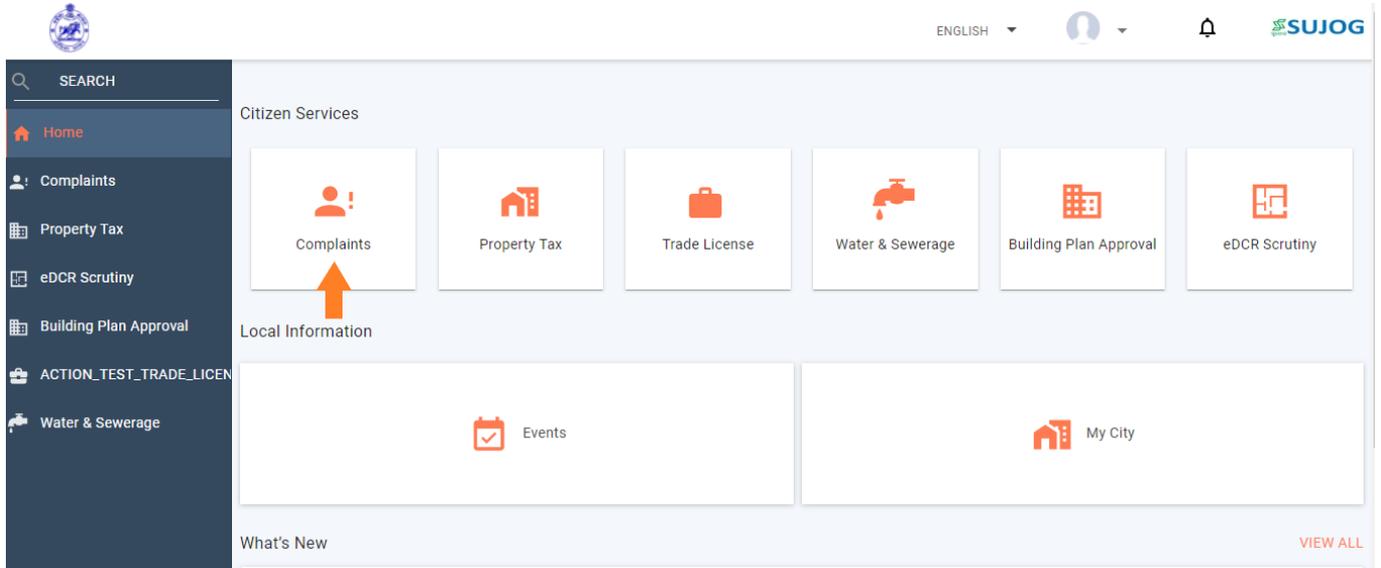
3. To register a new complaint, citizen will select 'File Complaint' option
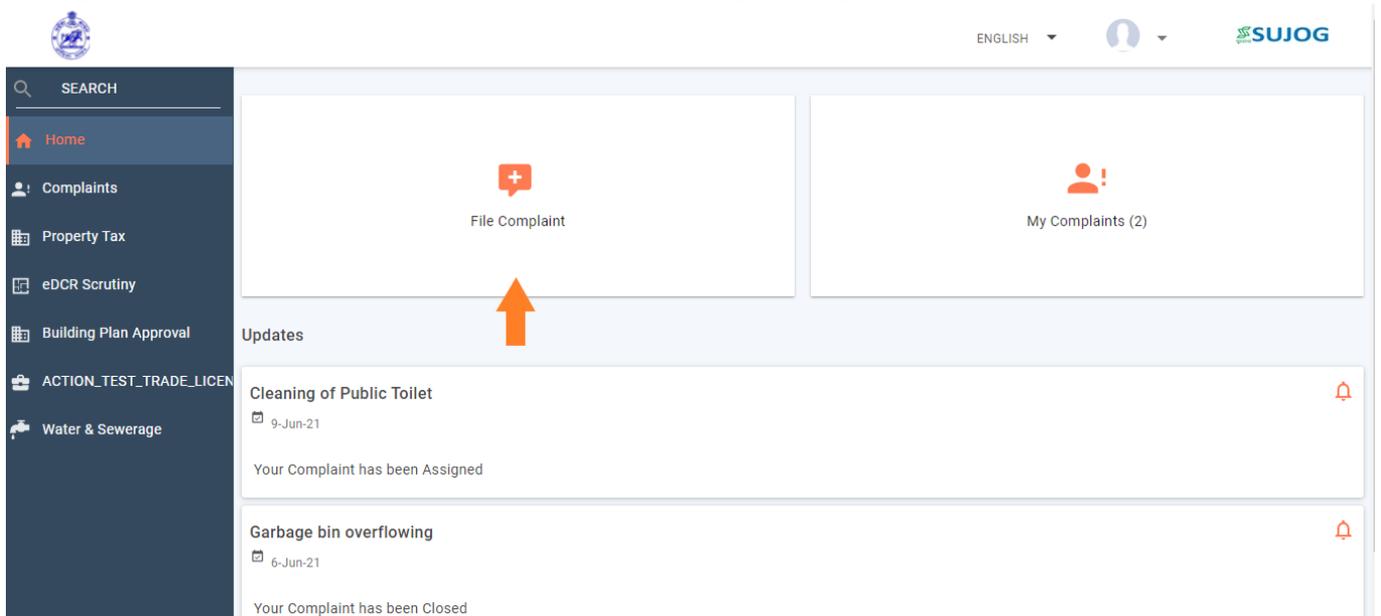
Note: The citizen can also click on + (plus) button on the top left of the landing page and click on File Complain option.

4. A new form will appear where citizen will need to enter complaint details. Citizen will need to fill up the following details to Submit Complaint:

- Select complaint type from the dropdown list. (mandatory)

- Enter complaint additional details.

- Enter compliant location details.

- Enter the landmark to provided location if any.

- Enter Photo of complaint citizen wants to register
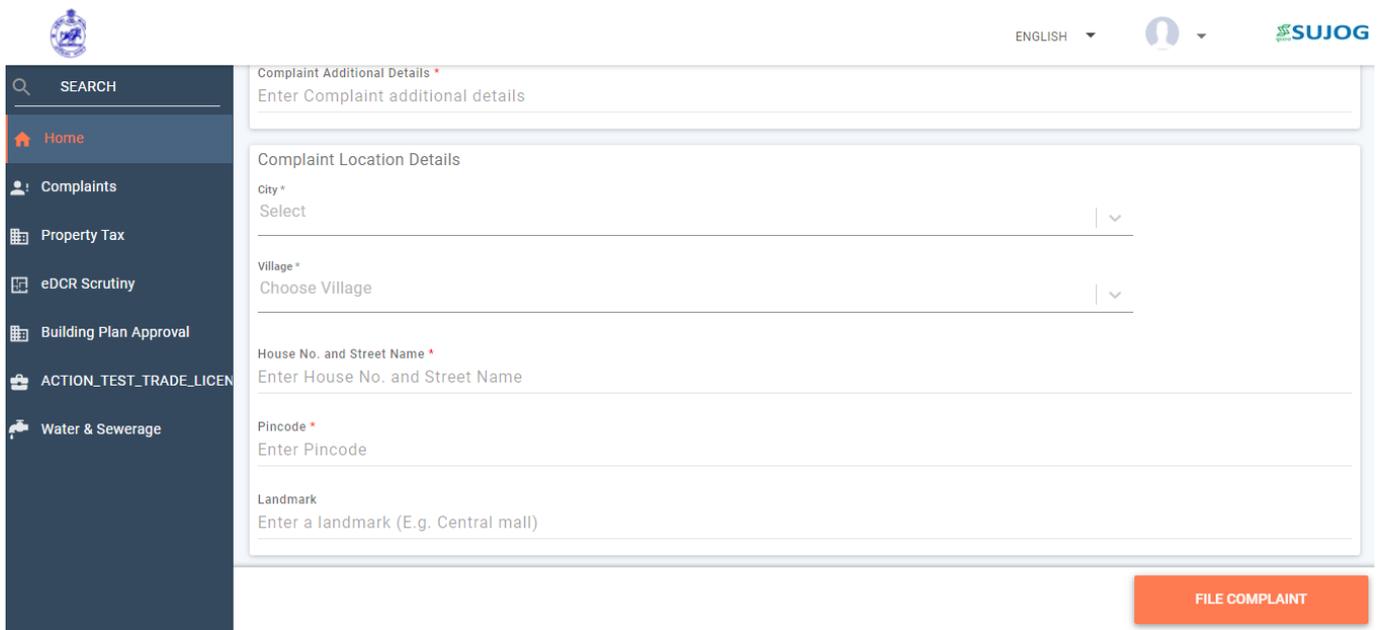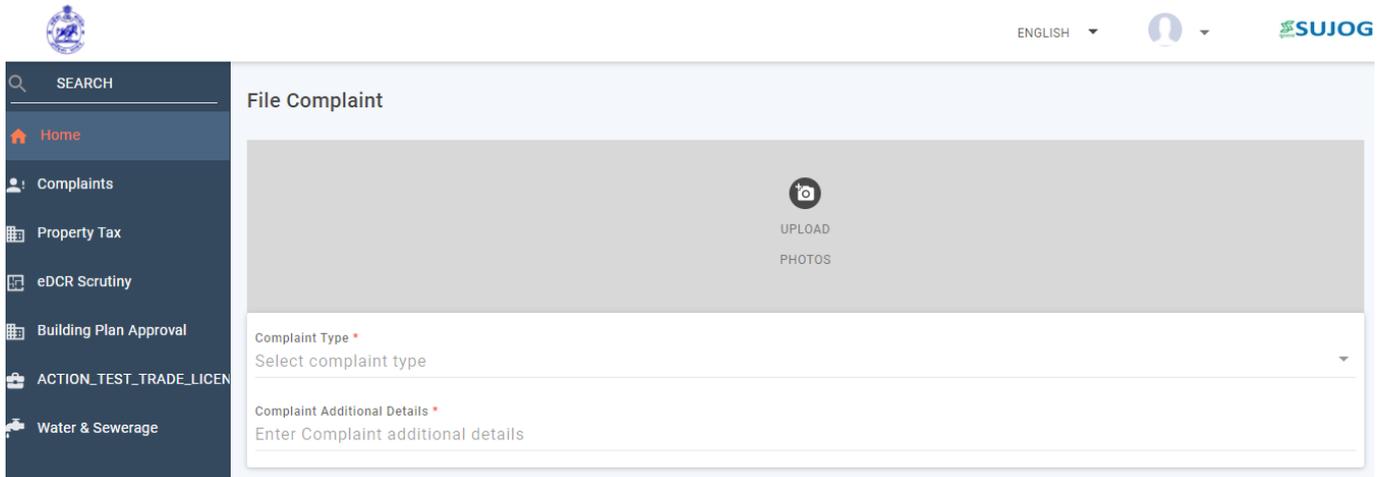
5. Click on File complaint button file a fresh complaint.
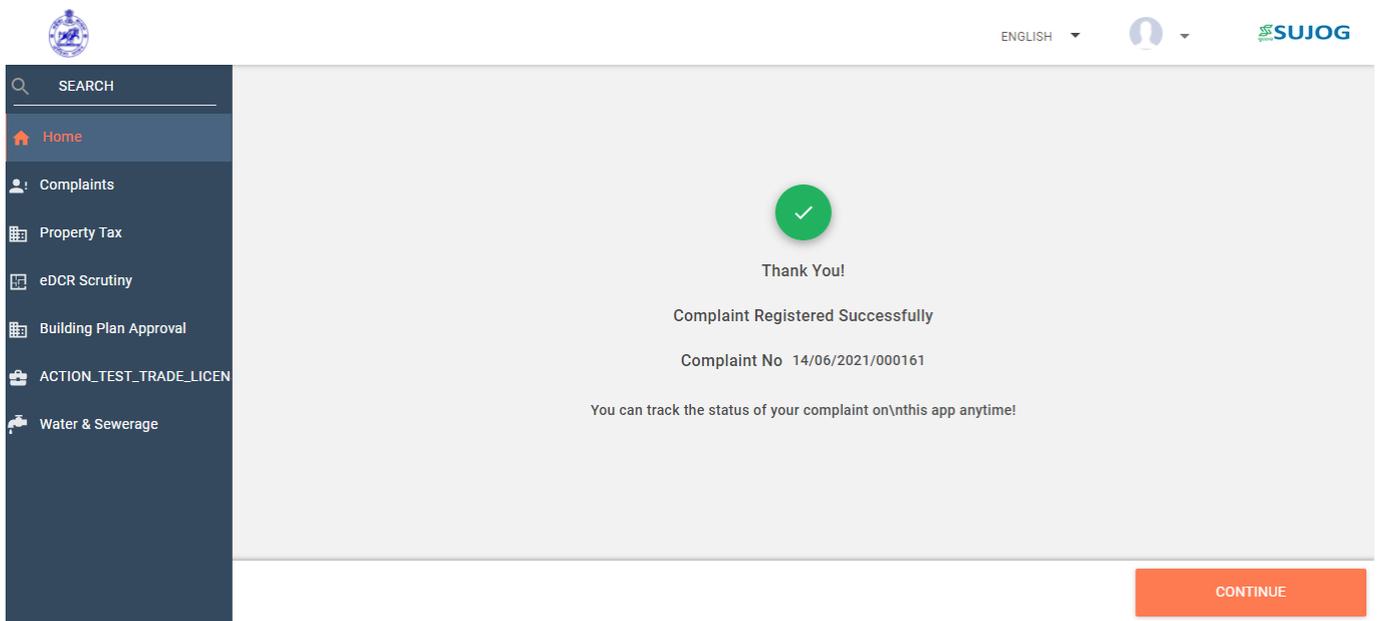
6. Citizen will be able to track the status of his/her complaint using the system generated complaint number.

3.2. Track Status of Complaint

1. The citizen will login to the application, select 'complaints' section under citizen services section
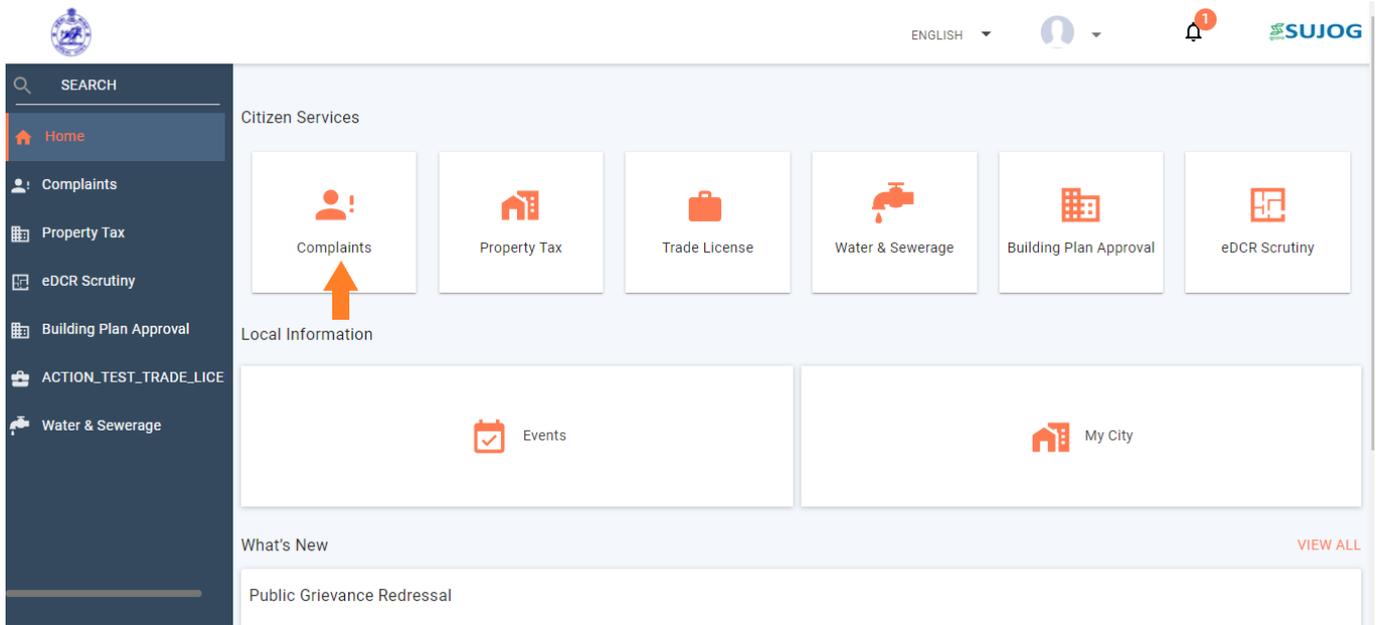
2. Thereafter, select 'my complaints' option as shown in the image below:
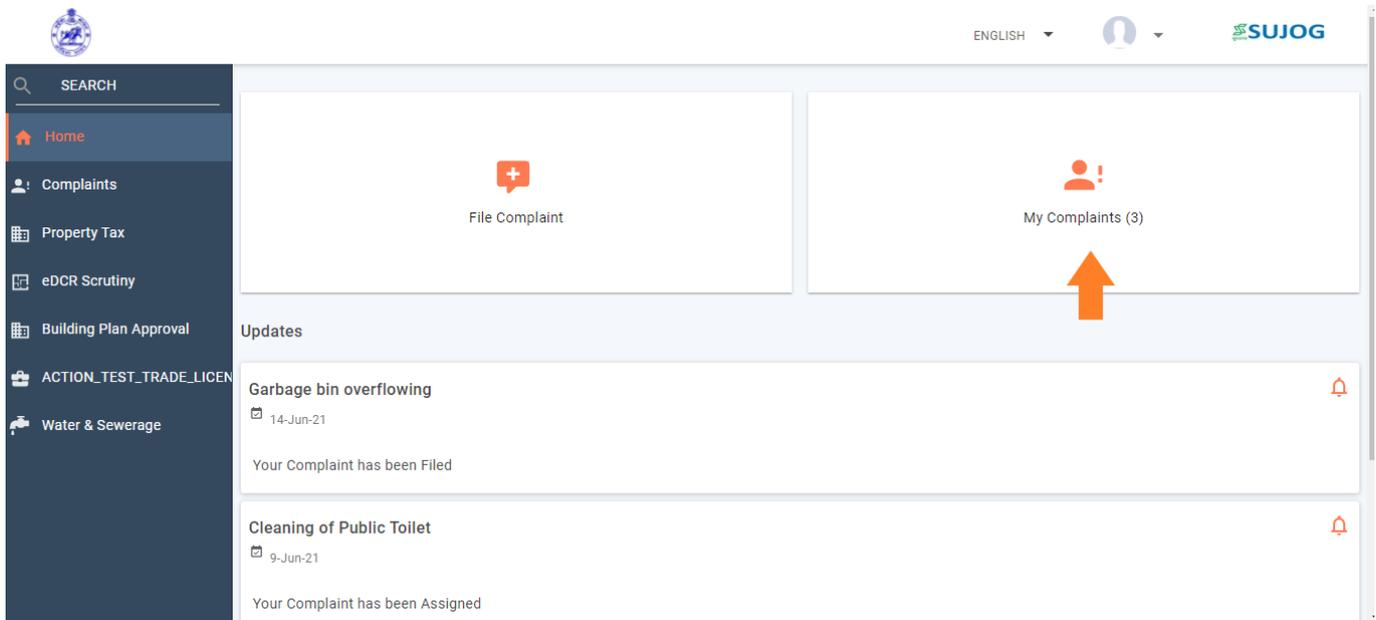
3. Citizen will be able to view all the complaints registered by him/her till date. Citizen will need to select a complaint in order to view all complaint related details.

4. Citizen will be able to view the complaint timeline including complaint assignment details, status of the complaint, etc.

3.3.   Re-opening a resolved complaint by citizen

Once marked resolved by the department officer, in case the citizen is not satisfied with the resolution of complaint. He/she can choose to Re-Open the complaint.

When a complaint is re-opened once, it will be escalated to level 1 escalation officer within the department, to level 2 escalation officer if a complaint will be re-opened for the second time, to level 3 escalation officer if a complaint will be re-opened for the third time and to level 4 escalation officer if a complaint will be re-opened for the fourth time

1. To re-open a resolved complaint, citizen will select 'My Complaints' option as shown in the screen below
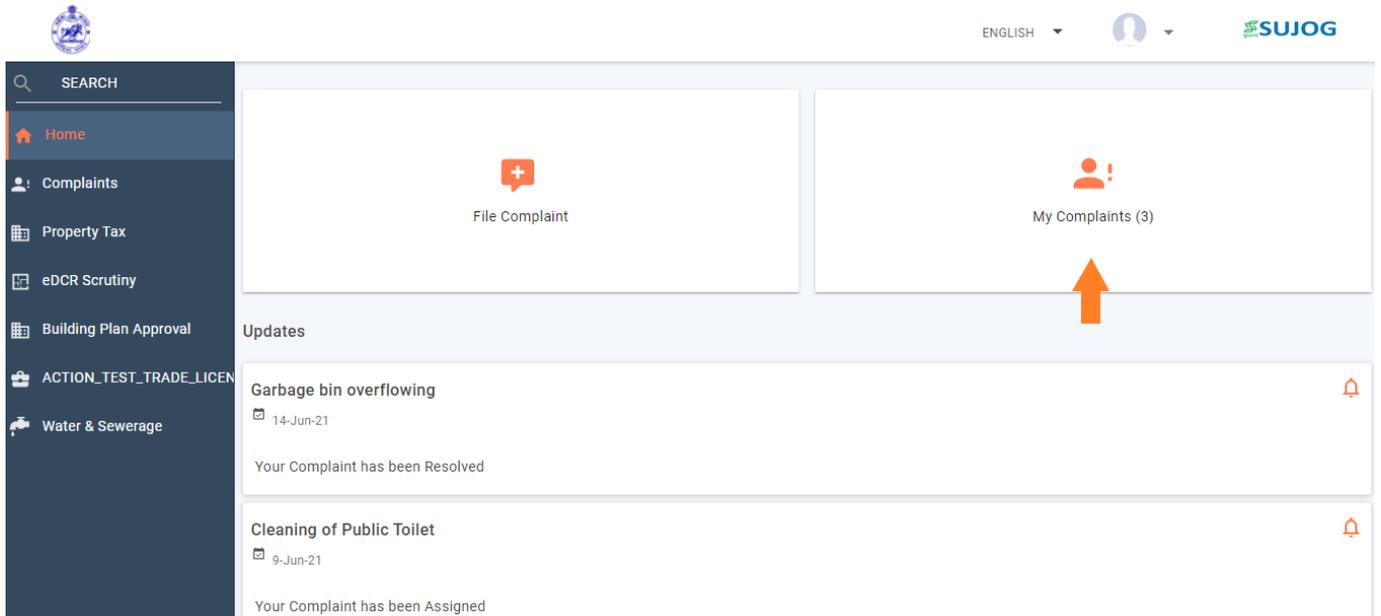
2. Screen with all the complaints registered by the citizen will appear. Citizen can click on any Closed Grievances
3. A Closed complaint will have two option 'Rate' & 'Re-Open' as show in the image below
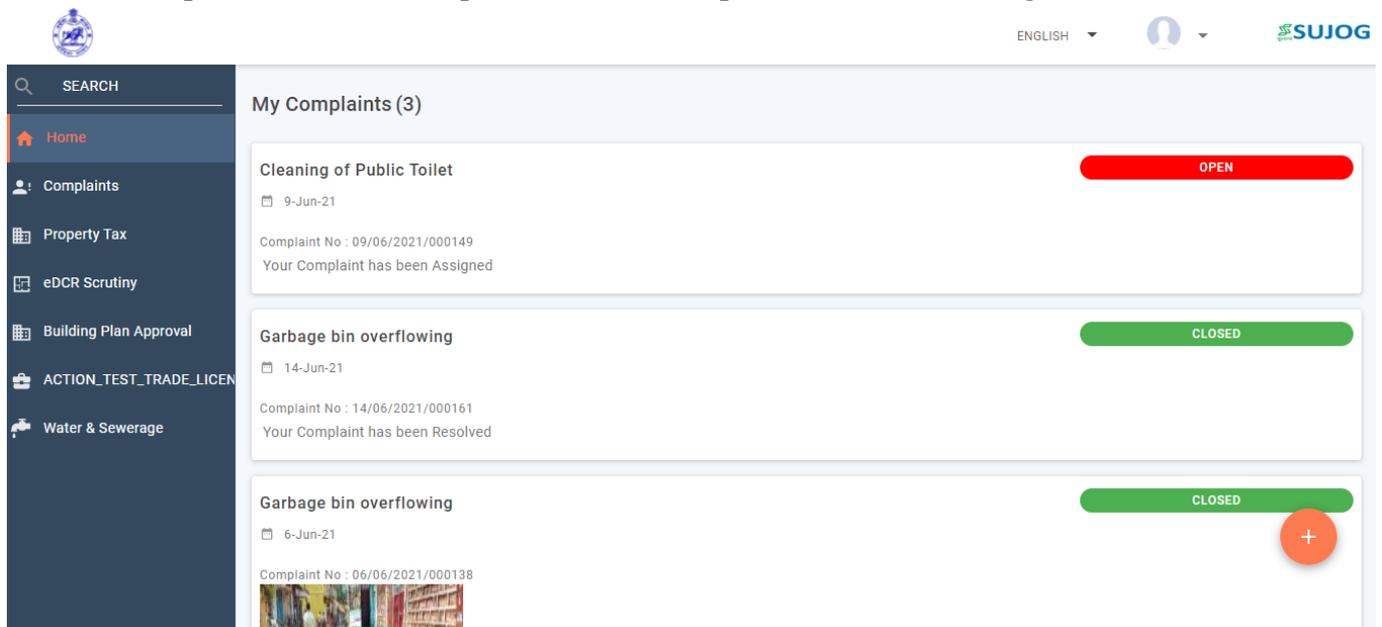
4. Citizen will select 'Re-Open' option in order to re-open the complaint
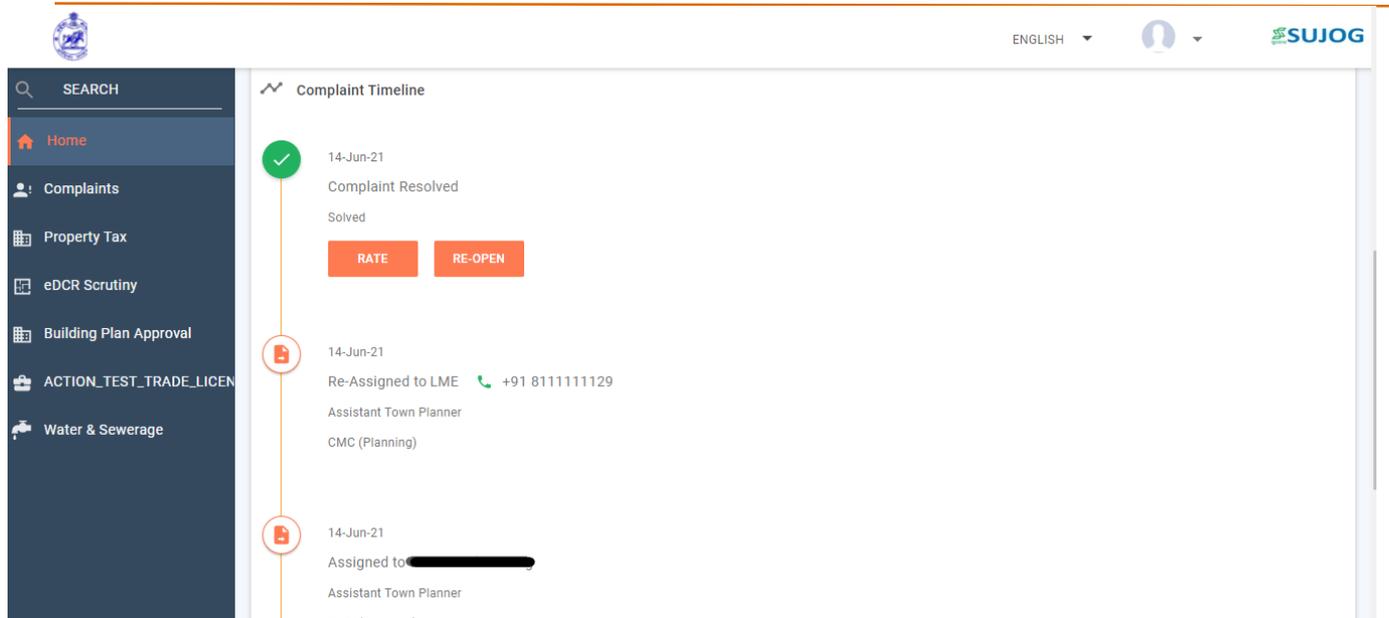
5. After clicking on re-open button citizen need to provide valid reason to re-open the complaint and will also have a provision to upload supporting image.
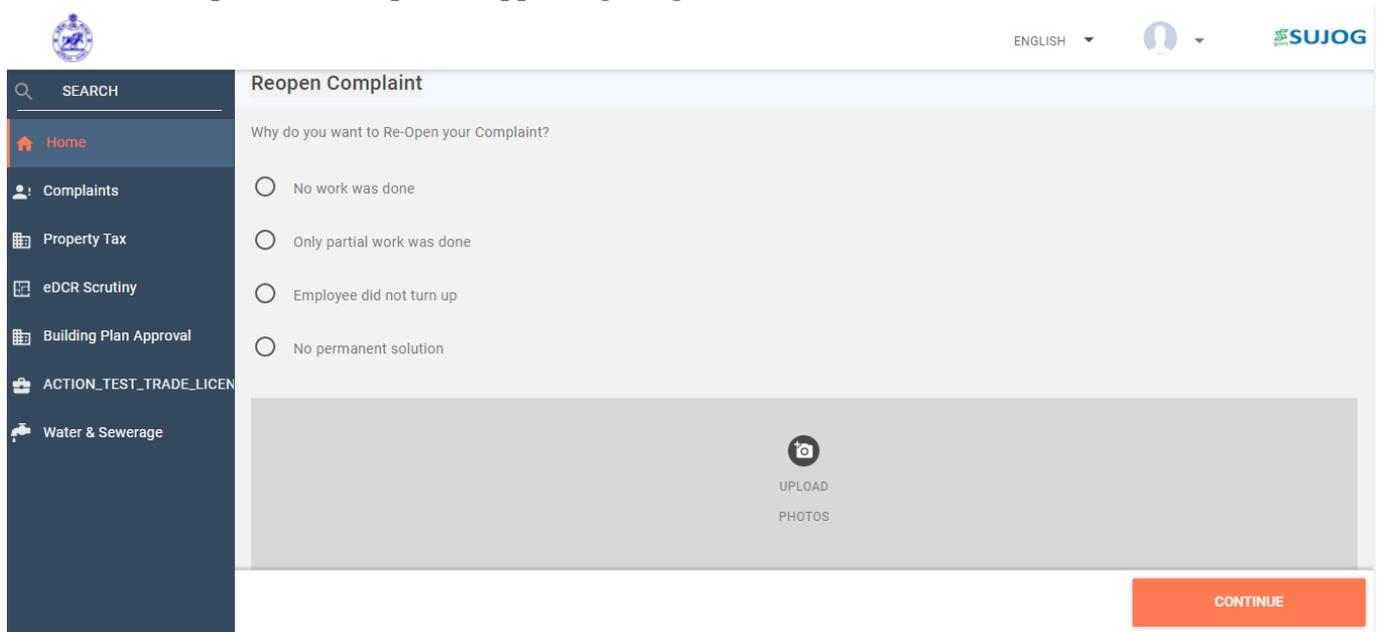
6. Citizen will click on continue button and complaint will be re-opened and escalated to officer.
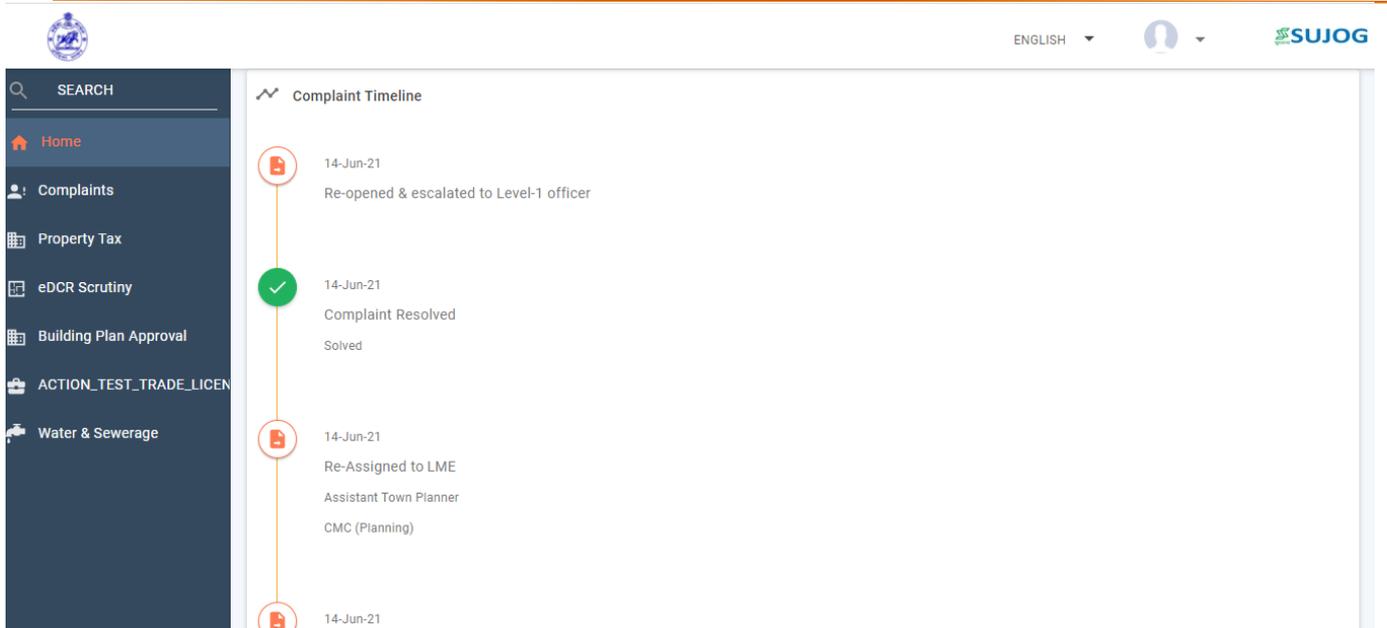
3.4. Re-opening a rejected complaint

1. The citizen will select 'My Complaints' option.

2. A new screen with all the complaints registered by the citizen will be visible

3. Citizen will select the complaint that been rejected by the department and citizen wishes to re-open.

4. After selecting the complaint, below screen would appear and citizen will need to select 'Re-Open' button
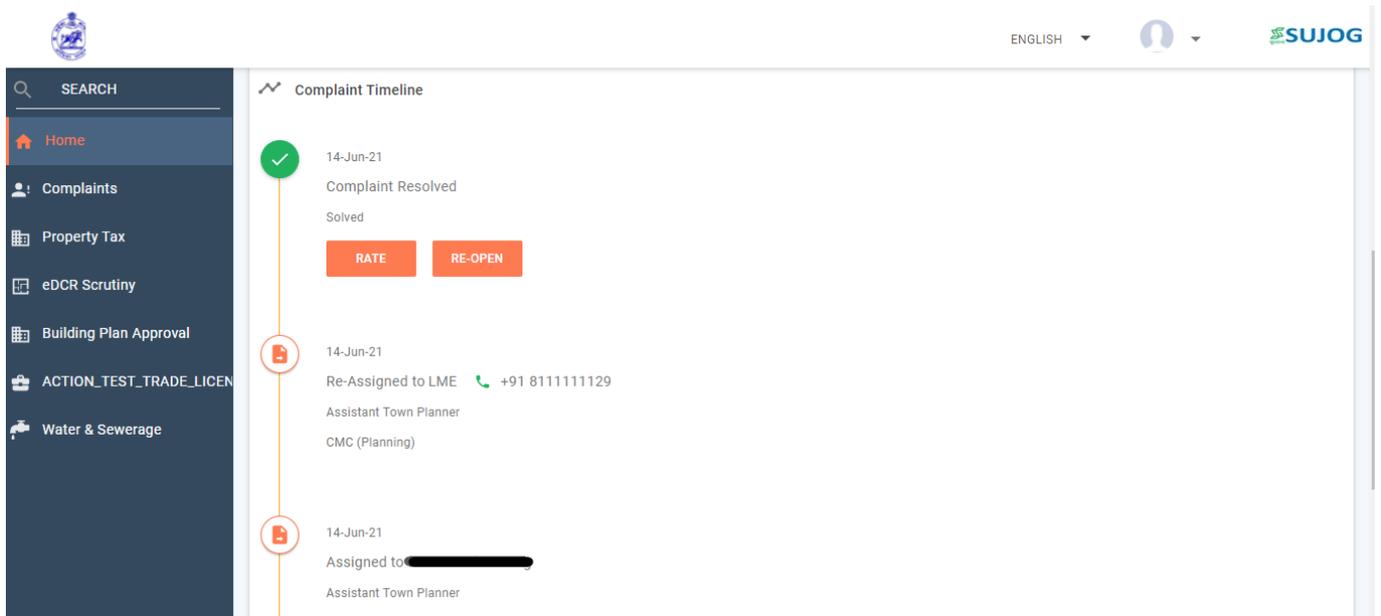
5. After selecting on re-open button citizen will need to provide a valid reason to reopen the complaint along with the attached photo of the problem

6. Citizen will click on continue button and complaint will be re-opened and escalated to higher level officer

3.5. Provision to Post Messages on Registered Complaint

1. Citizen will select the complaint where citizen wants to add a comment.

2. Citizen will be able to enter his/her comments in comment box and select Submit icon in order to post the comment.
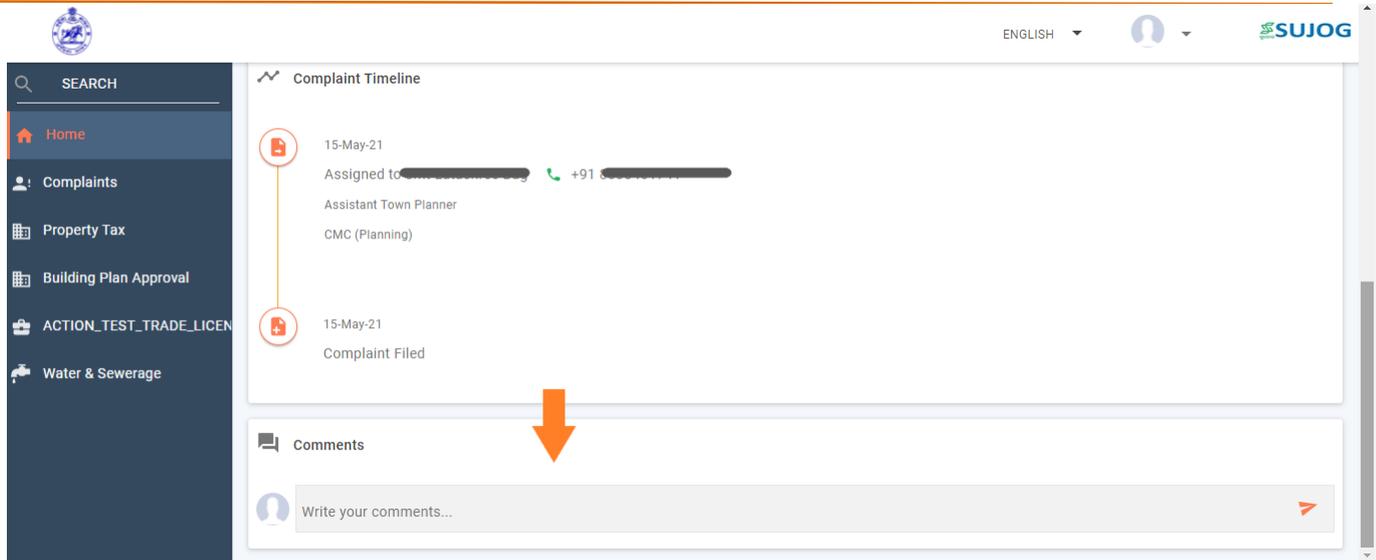
3. After adding a comment, it will be visible to all concerned citizen including the GNO (Grievance Nodal Officer) under complaint details forever.

Both citizen and departmental citizen having access to the complaint will be able to post comments as and when required. Sample available in the screen below

3.6. *Provide Feedback on Complaint*

The citizen will receive an alert/notification/SMS on his/her mobile number registered with the application after a complaint registered by him/her is resolved by the department.

1. In order to provide feedback on a resolved complaint, the citizen will select 'My Complaints' and select the complaint for which citizen wishes to give feedback.
2. Citizen will get the detailed summary of his/her complaint
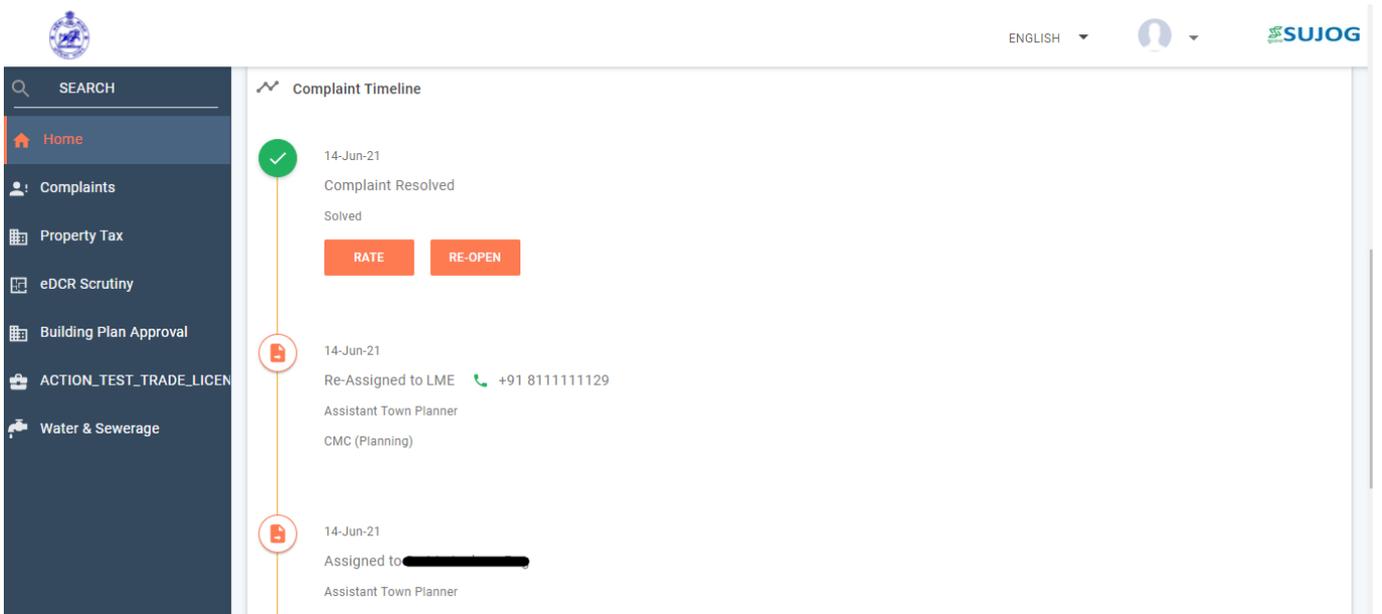
3. Following screen will appear after selecting 'Rate' button

4. After filling the feedback form citizen will click on 'submit' to drop the feedback.