

User Manual for CPGRAM **Jharkhand**

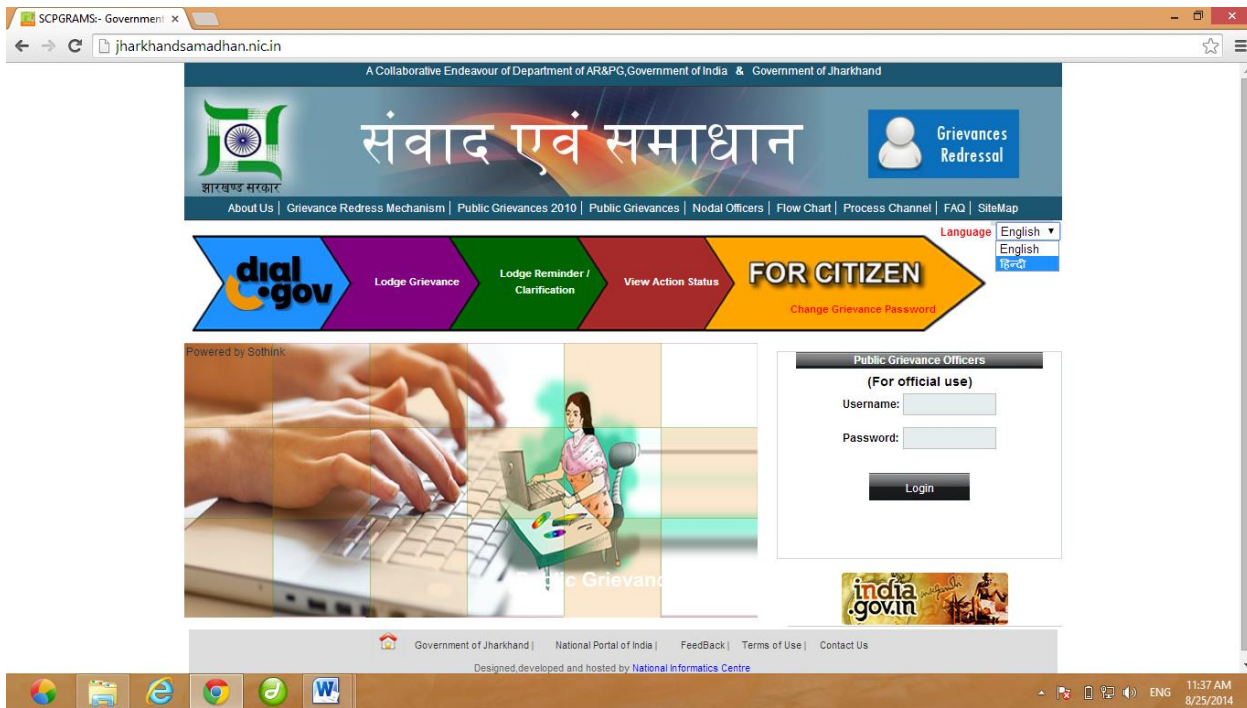
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URL: <http://jharkhandsamadhan.nic.in>

First Screen after going through URL:

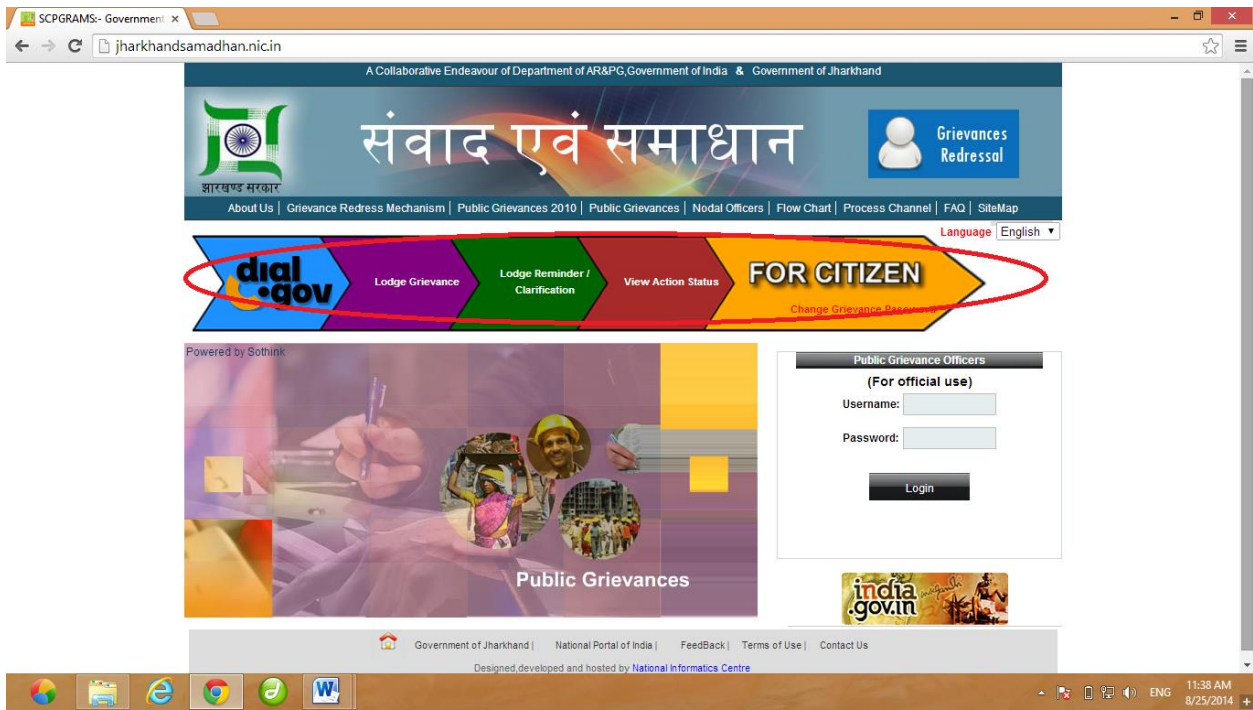




The above screen shows it supports both Hindi and English.

Citizen Part:

1. Lodge Grievance
2. View the status of his/her grievance



Lodge Grievances Online:

Continued.....

NICEmail Version 7 x PGRAMS :- Grievance Regis: x

164.100.150.7/jh/citizen/grievance.php?TabID=L

Do You want a Password for this Grievance? Yes No

* Address

Pincode

* Country

* State / UT

* District

Phone No. Mobile No.

E-Mail Id.

* Please Enter Specific Details about Your Grievance here (3986 Characters Left)

Test Grievance

Remedial Action if any(998 Characters Left)

No

Upload(Relevant Document) No file chosen
only (.pdf) upto 1MB

Have you earlier lodged the grievance to the above Department on the same subject ? Yes No

* Enter Security Code as Shown

Citizen can put their grievances online by filling up the above form.

Registration No. Online:



Thanks for the Registration!
Your Grievance is Registered vide Registration no. [JHCOP/E/2013/00001](#) On 28-01-2013

[Lodge Another Grievance](#)
[Home](#)

After filling grievance successfully they will get a unique registration no. Here,

Note: [JHCOP/E/2013/00001](#) on 28-01-2013

JHCOP- Department to which grievance has been made
E- Electronically (**D- through Dak or Post, P- By Hand**)
2013- Current Year
00001- Unique no.

View Grievance Status:

STATUS QUERY FORM

Enter Your Registration Number : JHITD/E/2013/00001

Password (If any) : Forgot Password

Enter Security Code as Shown : 27752 27752

A citizen can view the status by putting their registration no.

Print

Your Grievance Status

Registration No. : JHITD/E/2013/00001

Name of Complainant : ABC

Received By : Department of Information Technology

Received On : 26-03-2013

Case Presently with : Department of Information Technology

Current Status : FINAL DISPOSAL

Details/Reason :

[Print Acknowledgement Letter](#) [Print Final Reply Letter](#)

Action History Table				
Action Date	Description	Sent By	Case Presently Dealt	Action Taken Report Attachment
02-04-2013	FINAL DISPOSAL	Department of Information Technology	Department of Information Technology	

Report showing the current status of grievance. Citizen can print this page.

Department Module:

The screenshot displays the website for the Department of AR&PG, Government of India, specifically for Jharkhand. The page features a header with the text "संवाद एवं समाधान" (Sambad Evam Samadhan) and "Grievances Redressal". Below the header is a navigation menu with links for "About Us", "Grievance Redress Mechanism", "Public Grievances 2010", "Public Grievances", "Nodal Officers", "Flow Chart", "Process Channel", "FAQ", and "SiteMap". A language selector is set to "English".

The main content area includes a "dial.gov" logo and a flowchart with steps: "Lodge Grievance", "Lodge Reminder / Clarification", "View Action Status", and "FOR CITIZEN". Below this is a "Public Grievances" section with a "Help!" button and a "Public Grievance Officers" login form. The login form is titled "Public Grievance Officers (For official use)" and contains fields for "Username: JHITD" and "Password: ****", along with a "Login" button.

The footer contains links for "Government of Jharkhand", "National Portal of India", "FeedBack", "Terms of Use", and "Contact Us". It also mentions "Designed, developed and hosted by National Informatics Centre". The system tray shows the time as 12:00 PM on 8/25/2014.

A department can login by their username and password.

In Case of failure Login:

The screenshot shows the Jharkhand Samadhan portal. The header includes the text "संवाद एवं समाधान" and "Grievances Redressal". A navigation bar contains links for "About Us", "Grievance Redress Mechanism", "Public Grievances 2010", "Public Grievances", "Nodal Officers", "Flow Chart", "Process Channel", "FAQ", and "SiteMap". A "dial.gov" banner features buttons for "Lodge Grievance", "Lodge Reminder / Clarification", "View Action Status", and "FOR CITIZEN" (with a "Change Grievance Password" link). A "Public Grievance Officers" login form is visible, with fields for "Username: JHITD", "Password:", and "Enter Security Code as Shown" (displaying "33621" and "33621"). A "Login" button is at the bottom of the form. The footer includes "Government of Jharkhand", "National Portal of India", "Feedback", "Terms of Use", and "Contact Us". The system tray shows the date and time as "12:00 PM 8/25/2014".

If login fails due to wrong username or password. The second page will appear with text Capcha.

Dashboard:

Pick a category: [New Grievance\(s\)](#) | [Pending Grievance\(s\)](#) | [Disposed Grievance\(s\)](#) | [Action Taken Report Sent](#) | [All Grievances](#)

New Grievance
CM Office
Parent office

Pending Grievance
Under Examination at our level
Forwarded to subordinate organisation

Returned Back Cases
Returned Back from Forwarded Organisation(s)

Search

[Print](#)

New Grievances
1

Registration No.	Registration Date	Name	Subject	Status	Remarks	Target Date
JHCOP/E/2013/00001	28-01-2013	Test	Test Grievance..more	Received from Citizen		27-02-2013

Showing 1 of 1 records

Utilities:
[Action Taken Reports Received](#)
[Overdue Case\(s\)\(Target date expired\)](#)

Last Login History
Status : Login unsuccessfully
Time: 2013-01-28 14:31:47

Legends
Clarification sought from forwarded organisation

After successful login:

The page will appear having list of grievances (if any) for the department has been submitted.

Action Taken for Grievance:

The screenshot shows a web browser window with the following elements:

- Browser Tabs:** NICEmail Version 7, CPGRAMS
- Address Bar:** 164.100.150.7/jh/office/viewaction.php?regno=JHCOP/E/2013/00001&actcode=00&type=N
- Navigation Menu:** Administration, Grievance Abstract, Monitoring Desk, Correspondence Letters, Search, Reports, Logout
- Header:** Welcome Deputy Secretary, Department of cooperation
- Navigation Links:** New Grievance(s), Pending Grievance(s), Disposed Grievance(s), Action Taken Report Sent, All Grievances
- Details Section:**
 - Registration No.:** JHCOP/E/2013/00001
 - Name:** Test
 - Address:** At-Ranchi, District-Ranchi
 - Contact No.:** [Empty], **Mobile No.:** [Empty]
 - Email Address:** [Empty]
 - Grievance Details:** Test Grievance
 - Remedial Action Sought:** No
 - Received By:** Department of coopera
 - Received Date:** 28-01-2013
 - Attachment:** None
 - Current Status:** RECEIVED THE GRIEVANCE
 - Target Date:** 27-02-2013
- Take Action Section:**
 - Grievance Category:** ----- Select -----
 - Grievance Redress Time(in days):** 30 (Maximum 60 days)
 - Local File No.:** [Empty]
 - Decision:** Select

On clicking the links in the list of grievances, the page will show the details of grievance submitted.

NICEmail Version 7 CPGRAMS

164.100.150.7/jh/office/viewaction.php?regno=JHCOP/E/2013/00001&actcode=00&type=N

Registration No. JHCOP/E/2013/00001 Received By Department of cooperation

Name Test Received Date 28-01-2013

Address At-Ranchi Attachment None
District-Ranchi

Contact No Mobile No Current Status RECEIVED THE GRIEVANCE

Email Address Target Date 27-02-2013

Grievance Details Test Grievance

Remedial Action Sought

Take Action

Grievance Category State Govt : Miscellaneous
State Govt : Miscellaneous

Grievance Redress Time(in days) 30 Maximum 60 days

Local File No.

Decision Select

Take Action

Action Date	Description	Sent By	Case Presently Dealt	Action Taken Report Attachment
28-01-2013	RECEIVED THE GRIEVANCE	Citizen	Department of cooperation	

A department can categorize the above grievance in the Take Action Section.

Continued....

NICEmail Version 7 x CPGRAMS x

164.100.150.7/jh/office/viewaction.php?regno=JHCOP/E/2013/00001&actcode=00&type=N

Registration No: JHCOP/E/2013/00001 Received By: Department of cooperation

Name: Test Received Date: 28-01-2013

Address: At-Ranchi Attachment: None
District-Ranchi

Contact No: Mobile No: Current Status: RECEIVED THE GRIEVANCE

Email Address: Target Date: 27-02-2013

Grievance Details: Test Grievance

Remedial Action Sought: No

Take Action

Grievance Category: ----- Select ----- Grievance Redress Time(in days) 30 Maximum 60 days

Local File No.:

Decision: Select
Select
Examined at our Level
No Action Required

Action Date	Description	Sent By	Case Presently Dealt	Action Taken Report Attachment
28-01-2013	RECEIVED THE GRIEVANCE	Citizen	Department of cooperation	

If decision list missing forward to clause then you have to create organization under your department.

NICEmail Version 7 x CPGRAMS x

164.100.150.7/jh/office/viewaction.php?regno=JHCOP/E/2013/000018&actcode=00&type=N#

Grievance Details

Test Grievance

Remedial Action Sought

No

Take Action

Grievance Category Requests **Grievance Redress Time(in days)** 30 Maximum 60 days

Local File No.

Decision Select

Sub Ordinate Add Organisation

Whether Follow-up Required or not? Yes No

Forwarding Remarks

-----Select Forwarding Remarks-----

Take Action

Action Date	Description	Sent By	Case Presently Dealt	Action Taken Report Attachment
28-01-2013	EXAMINED AT OUR LEVEL	Department of cooperation	Department of cooperation	
28-01-2013	RECEIVED THE GRIEVANCE	Citizen	Department of cooperation	

164.100.150.7/jh/office/addorg.php

From add organization link, department can add organization.

NICEmail Version 7 CPGRAMS

164.100.150.7/jh/office/viewaction.php?regno=JHCOP/E/2013/00001&actcode=00&type=N

Contact No **Mobile No** **Current Status** RECEIVED THE GRIEVANCE

Email Address **Target Date** 27-02-2013

Grievance Details
Test Grievance

Remedial Action Sought
No

Take Action

Grievance Category Requests **Grievance Redress Time(in days)** 30 Maximum 60 days

Local File No.

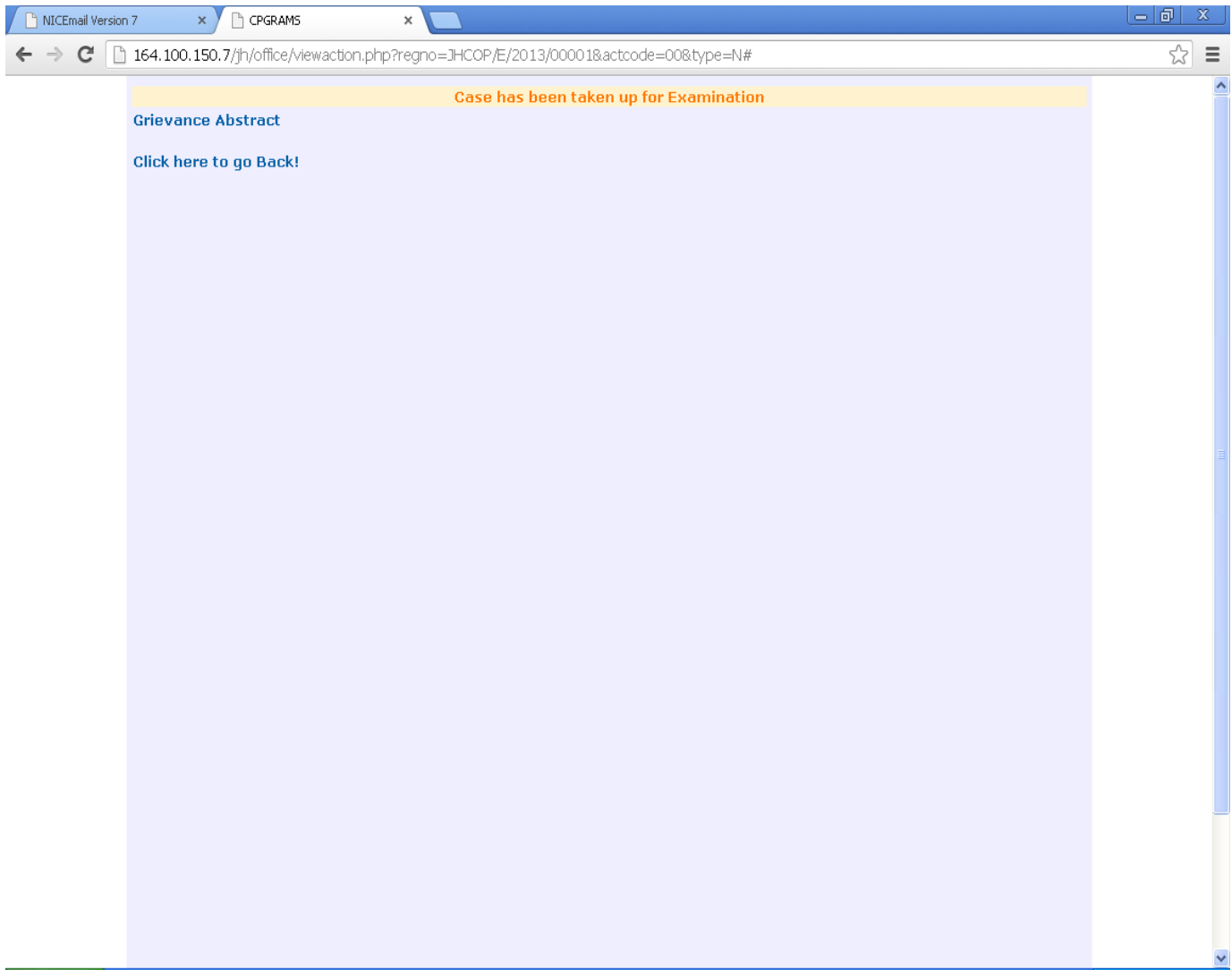
Decision Examined at our Level

Remarks

Take Action

Action Date	Description	Sent By	Case Presently Dealt	Action Taken Report Attachment
28-01-2013	RECEIVED THE GRIEVANCE	Citizen	Department of cooperation	

Here we take example of Examination at our level.



Case has been taken up for Examination.

Case Disposal:

CPGRAMS x

164.100.150.7/jh/office/viewaction.php?regno=JHCOP/E/2013/00001&actcode=40&type=P

Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout

Welcome Deputy Secretary Department of cooperation

New Grievance(s) | Pending Grievance(s) | Disposed Grievance(s) | Action Taken Report Sent | All Grievances

Details :

Registration No.	JHCOP/E/2013/00001	Received By	Department of coopera
Name	Test	Received Date	28-01-2013
Address	At-Ranchi District-Ranchi	Attachment	None
Contact No		Mobile No	
Email Address		Current Status	EXAMINED AT OUR LEVEL
Grievance Details	Test Grievance		
Remedial Action Sought	No		
Grievance Category	Requests		

Take Action

Decision Case Disposed Of

[Details of final renlv](#)

The above screen shows disposal of case (if any).

CPGRAMS x

164.100.150.7/jh/office/viewaction.php?regno=JHCOP/E/2013/00001&actcode=40&type=P

District-Ranchi

Contact No Mobile No Current Status EXAMINED AT OUR LEVEL

Email Address Target Date 27-02-2013

Grievance Details
Test Grievance

Remedial Action Sought
No

Grievance Category
Requests

Take Action

Decision Case Disposed Of

Details of final reply

This test grievance is disposed off.

Take Action

Action Date	Description	Sent By	Case Presently Dealt	Action Taken Report Attachment
28-01-2013	EXAMINED AT OUR LEVEL	Department of cooperation	Department of cooperation	
28-01-2013	RECEIVED THE GRIEVANCE	Citizen	Department of cooperation	

Remarks written for disposal of case and click on Take Action Button.

CPGRAMS x

164.100.150.7/jh/office/viewaction.php?regno=JHCOP/E/2013/000018&actcode=40&type=P#

Case Disposed Successfully!

Grievance Abstract

[Click here to go Back!](#)

Case Finally Disposed off.

The screenshot shows a web browser window with the URL `164.100.150.7/jh/office/abstractgriev.php?ShowAll=1`. The dashboard has a navigation bar with links: Administration, Grievance Abstract, Monitoring Desk, Correspondence Letters, Search, Reports, and Logout. A green banner at the top says "Welcome Deputy Secretary" and "Department of cooperation".

On the left, there are several menu sections:

- Pick a category:** New Grievance(s), Pending Grievance(s), Disposed Grievance(s), Action Taken Report Sent, All Grievances
- New Grievance:** CM Office, Parent office
- Pending Grievance:** Under Examination at our level, Forwarded to subordinate organisation
- Returned Back Cases:** Returned Back from Forwarded Organisation(s)
- Utilities:** Action Taken Reports Received, Overdue Case(s)(Target date expired)
- Last Login History:** Status: Login successfully, Time: 2013-01-28 14:38:43
- Legends:** Clarification sought from forwarded organisation

The main content area features a search bar and a table of grievance records. The table is titled "Grievance Abstract / All Grievance" and is on "Page 1".

S.No.	Registration No. / Date	Name	Subject	Current Status / Action Taken By	Remarks	Target Date
1	JHCOP/E/2013/00001 2013-01-28	Test	Test Grievance..more	FINAL DISPOSAL.. JHCOP		2013-02-27

Dash Board showing the status of grievance in tabular format.

Admin Module for Department

The screenshot shows a web browser window with the address bar displaying "164.100.150.7/jh/office/operational.php". The page has a navigation menu with items: Administration, Grievance Abstract, Monitoring Desk, Correspondence Letters, Search, Reports, and Logout. A green banner at the top reads "Welcome Deputy Secretary" on the left and "Department of cooperation" on the right with a power icon. The main content area lists several administrative functions, each with a green checkmark icon:

- Lodge Postal(Manually Received) Grievance**: Submit a new Grievance
- Add/View Organisation**: Create/Modify Sub/Organisation
- Grievance Category Details**: Create/Modify Grievance Category
- Deactivation / Activation Sub Organisation**: Deactivation / Activation Sub/Organisation
- Change Password**: Change Organisation Password
- Modify Postal(Manually Received) Grievance**: Submit a new Grievance
- Forwarding Remarks**: Add/Edit Forwarding Remarks

This is the Admin Section for Department

ADD New Organization

The screenshot shows a web browser window with the address bar displaying "164.100.150.7/jh/office/vieworgcategory.php". The page has a navigation menu with items: Administration, Grievance Abstract, Monitoring Desk, Correspondence Letters, Search, Reports, and Logout. A green banner at the top contains the text "Welcome Deputy Secretary" and "Department of cooperation" with a power icon. Below the banner, the breadcrumb "Administration » Organisation" is visible. A light blue box contains a "Create new Organisation" button. A yellow box titled "Search Organisation(s)" contains a dropdown menu with "--Select Search Parameter--", an input field, and a "search" button. Below this, the text "Click on a Organisation to edit it's properties" is displayed. A table with five columns is shown: "Org Name", "Address", "Parent Organisation", "P.G.Officer Name", and "P.G.Officer Designation". At the bottom of the table area, there is another "Create new Organisation" button.

Filling up the form to add new organization under the department.

CPGRAMS--Add Organisation x

164.100.150.7/jh/office/addorg.php

This page is in Hindi Would you like to translate it? Translate Nope Never translate Hindi Options

Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout

Welcome Deputy Secretary Department of cooperation

Add New Organisation

Organisation Details

* Organisation Code ?

(Exactly 5 Alpha-Numeric characters required. But first two characters should be alphabets only. e.g. JKMHA or JK126)

* Organisation Name ?
Organisation Name in Hindi ?

Do you want any other Relevant information from Citizen for example in case of Banks:Account No. and Branch name are Required

1.)

2.)

* Status ?

* Contact Address ?

Pin Code

Concerned Officer Details

* Name ?

* Sex Male Female ?

* Designation ?

CPGRAMS:-Add Organisator x

164.100.150.7/jh/office/addorg.php

This page is in Hindi Would you like to translate it? Translate Nope Never translate Hindi Options

Pin Code 834004

Concerned Officer Details

* Name test

* Sex Male Female

* Designation test

Phone Number

Email Address

Configuration Details

- President's Secretariat
- Office of The Governor
- Office of the Chief Minister
- Office of the Chief Secretary
- DAR&PG, Government of India
- Citizen
- A C OFFICE CHATRA
- Additional Deputy Collector,Deoghar
- Agriculture and sugarcane development department
- Arts Culture Sports and Youth Affairs Department
- ASSTT LABOUR COMMISSIONER OFFICE
- BAZAR SAMITI CHATRA
- BDO AMRAPARA
- BDO HIRANPUR
- BDO LITTIPARA
- BDO MAHESHPUR
- BDO OFFICE CHATRA
- BDO OFFICE GIDHOUR
- BDO OFFICE HUNTERGANJ
- BDO OFFICE ITKHORI
- BDO OFFICE KANHACHATTI

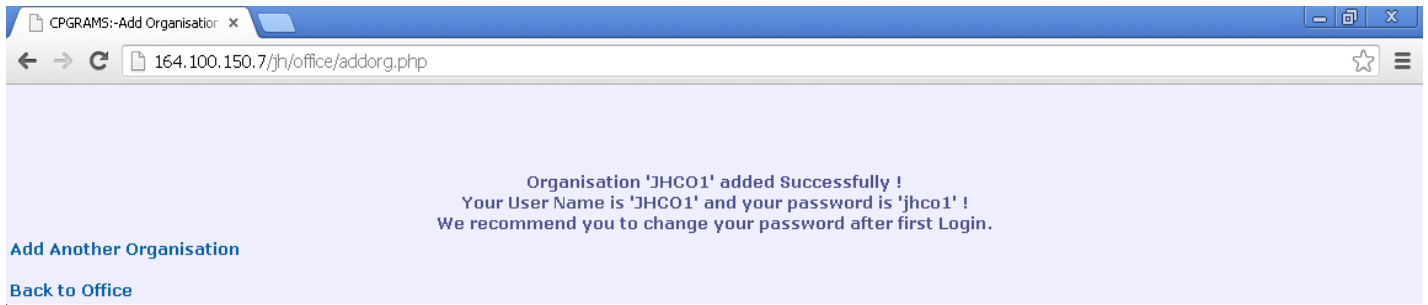
CPGRAMS:-Add Organisation x

164.100.150.7/jh/office/addorg.php

This page is in Hindi Would you like to translate it? Translate Nope Never translate Hindi Options

- Mines and geology vibhaag
- MINOR IRRIGATION OFFICE CHATRA
- MUNICIPAL CORPORATION DHANBAD
- NAGAR PARSHAD CHATRA
- NREP CHATRA
- Pakur Collectorate
- Palamu Collectorate
- Planing and Development Department
- PWD ROAD CHATRA
- RANCHI COLLECTORATE
- RD SPL DIVISION CHATRA
- RD WORK DIVISION CHATRA
- registration department
- REVENUE DEPARTMENT KODERMA
- Revenue Deptment dumka
- road construction department
- ROAD CONSTRUCTION DEPTT. ROAD DIVISION OFFICE CHATRA
- rural development department
- Sahibganj Collectorate
- SDO DEOGHAR
- SDO MADHUPUR
- SDO OFFICE CHATRA
- SDO PAKUR
- SOIL CONSERVATION OFFICE CHATRA
- STATE HIGHWAY OFFICE CHATRA
- Sub divisional Office
- Sub divisional office dumka
- SUB DIVISIONAL OFFICE KODERMA
- SUB REGISTRAR OFFICE CHATRA
- tourism department
- transport department
- Tribal Welfare Commissioner
- Urban Development Department
- water resourse department
- welfare department
- Department of cooperation

Submit Cancel



New Organization namely JHCO1 added under Department Cooperative Department.

View Grievance Categories x

164.100.150.7/jh/office/vieworgcategory.php

Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout

Welcome Deputy Secretary Department of cooperation

Administration » Organisation

Create new Organisation

Search Organisation(s)

--Select Search Parameter-- search

Click on a Organisation to edit it's properties

Org Name	Address	Parent Organisation	P.G.Officer Name	P.G.Officer Designation
test Division for Cooperative Department	ranchi	Department of cooperation	test	test

Create new Organisation

You can view the newly added organization and modify it.

Activate/ Deactivate Organization

View Grievance Categories x

164.100.150.7/jh/office/deactivationsuborg.php#

Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout

Welcome Deputy Secretary Department of cooperation

Administration » Deactivation Login Sub Organisation

Org Name	Address	Parent Organisation	P.G.Officer Name	Activation / Deactivation
test Division for Cooperative Department	ranchi	test Division for Cooperative Department	Department of cooperation	Deactivate Organisation

Activate / Deactivate by link

Reset Password

SCPGRAMS-Reset Password x

164.100.150.7/jh/office/resetpwd.php

Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout

Welcome Deputy Secretary Department of cooperation

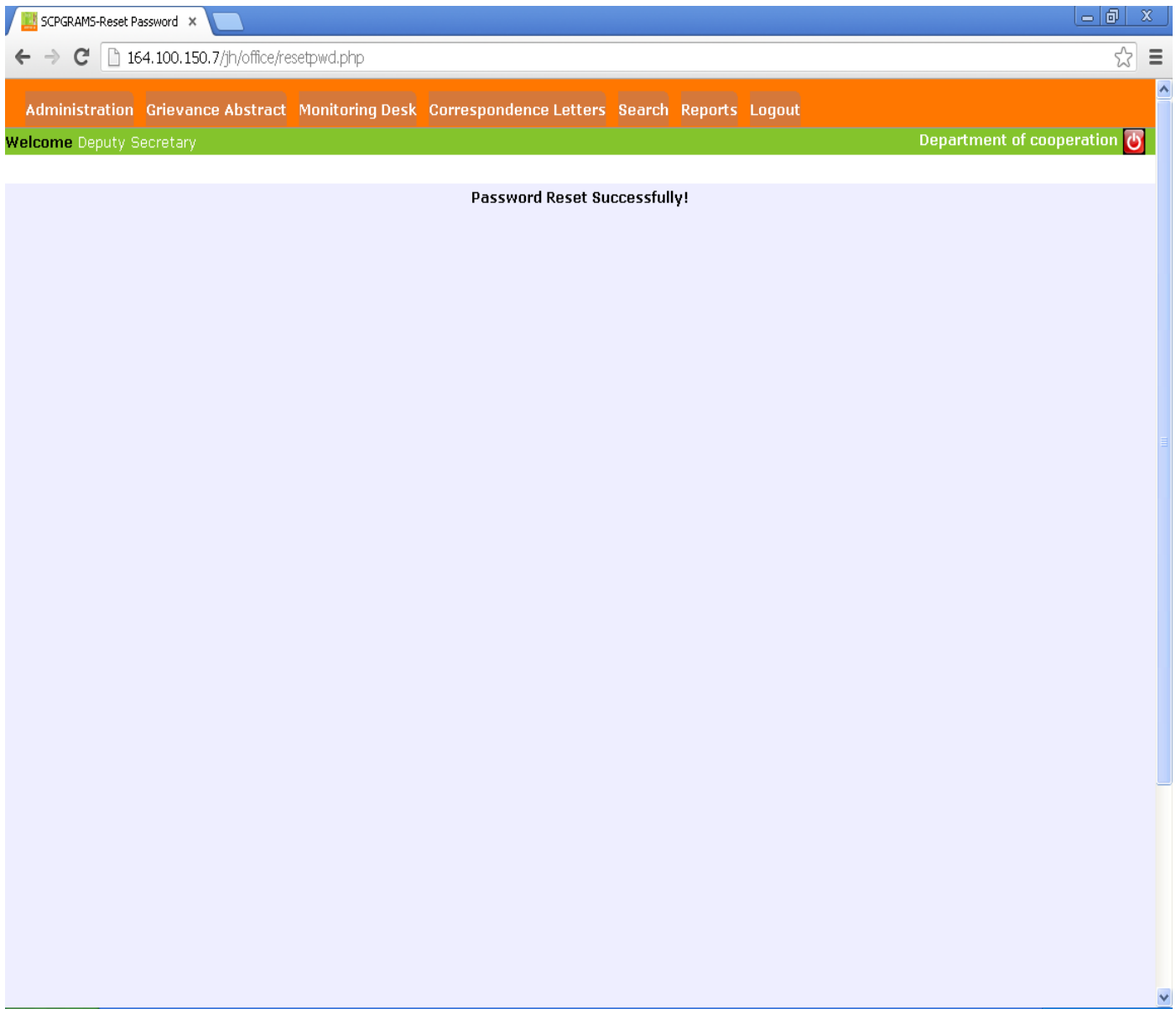
Select subordiante organisation: test Division for Cooperative Department

Enter New password:

Enter Confirm password:

Enter Security Code as Shown: 56944 56944

Reset Password



Password Reset Successfully

Remarks: Add/Update

The screenshot shows a web browser window with the following elements:

- Browser Tab:** Forwarding Remarks
- Address Bar:** 164.100.150.7/jh/office/forwarding-remarks.php
- Navigation Menu:** Administration, Grievance Abstract, Monitoring Desk, Correspondence Letters, Search, Reports, Logout
- User Bar:** Welcome Deputy Secretary (left), Department of cooperation (right)
- Breadcrumbs:** Administration » Forwarding Remarks [Add New](#)
- Table:** A table titled "Forwarding Remarks" with columns for Code, Remarks, and Delete.

Code	Forwarding Remarks	Delete
00	Please examine and put up for order of Honble Chief Minister.	Delete
01	Please enquire and take appropriate action early. Action taken in the matter be intimated for information of Honble Chief Minister.	Delete
04	Rules permitting, the case may be considered most sympathetically.	Delete
06	Please cause a factual enquiry to the issues raised and submit your findings to the CMO for kind information of Honble Chief Minister.	Delete
07	Appropriate action may please be taken in this regard and CMO kept informed.	Delete
09	Forwarded for appropriate action.	Delete
03	Please ensure the pension/Gratuity/arrear/pay fixation/Claims is finalised expeditiously.	Delete
02	The matter may be examined and brought up before the Honble Chief Minister.	Delete
05	As this case appears to be genuine, a compassionate view may be taken in the matter. Action taken may please be reported to CMO.	Delete

Forwarding Remarks x

164.100.150.7/jh/office/forwarding-remarks.php

Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout

Welcome Deputy Secretary Department of cooperation

Administration » Forwarding Remarks [Add New](#)

Add the forwarding remarks here [Save](#)

Code	Forwarding Remarks	Delete
00	Please examine and put up for order of Honble Chief Minister.	Delete
01	Please enquire and take appropriate action early. Action taken in the matter be intimated for information of Honble Chief Minister.	Delete
04	Rules permitting, the case may be considered most sympathetically.	Delete
06	Please cause a factual enquiry to the issues raised and submit your findings to the CMO for kind information of Honble Chief Minister.	Delete
07	Appropriate action may please be taken in this regard and CMO kept informed.	Delete
09	Forwarded for appropriate action.	Delete
03	Please ensure the pension/Gratuity/arrear/pay fixation/Claims is finalised expeditiously.	Delete
02	The matter may be examined and brought up before the Honble Chief Minister.	Delete

Type New Remark and Save.

Grievance Category:

View Grievance Categories x

164.100.150.7/jh/office/viewgrievancecategory.php

Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout

Welcome Deputy Secretary Department of cooperation

Administration » Grievance Categories

Click on a category to edit it's properties

Grievance Category	Grievance Classification
Allegation of corruption/malpractices	Allegation of corruption/malpractices
Allegation of harrassment/misbehaviour	Allegation of harrassment/misbehaviour
Central Govt : Miscellaneous	Central Govt : Miscellaneous
Civic amenities/Quality of service	Civic amenities/Quality of service
Compensations/Refunds	Compensations/Refunds
Delay in decision/implementation of decision	Delay in decision/implementation of decision
Law & Order	Law & Order
Legal Redress	Legal Redress
Requests	Requests
Retirement dues	Retirement dues
Revenue/Land/Tax	Revenue/Land/Tax
Scheduled castes/STs/Backward	Scheduled castes/STs/Backward
Service matters	Service matters
Social Evils	Social Evils
State Govt : Miscellaneous	State Govt : Miscellaneous

Create new Grievance Category:

Grievance Classification

Grievance Category (Maximum of 100 Characters)

Postal/ Manual Data Entry

PGRAMS :- Grievance Registration Form - Mozilla Firefox

File Edit View History Bookmarks Tools Help

PGRAMS :- Grievance Registration Form Search Here Search

164.100.150.7/jh/office/grievance-redress.php Search the web (Babylon)

Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout

Welcome Deputy Secretary Department of cooperation

GRIEVANCE REDRESS FORM

Entries Prefixed with * are Mandatory!

* Grievance Receipt In-Person Legacy Case Postal(Dak)

* Name

* Received Date
e.g. 25/10/2009

Language of Letter English Hindi State Language Other Language

* Gender Male Female Others(If not an Individual) Transgender

* Complainant Category

ADDRESS OF CORRESPONDENCE

* Address

Pincode

* Country

* State / UT

* District

Phone No.
Mobile No.
E-Mail Id.

Please Enter Complaint Details before submitting the Grievance Form

Letter No.

Continued.....

PGRAMS :- Grievance Registration Form - Mozilla Firefox

File Edit View History Bookmarks Tools Help

PGRAMS :- Grievance Registration Form Search Here Search

164.100.150.7/jh/office/grievance-redress.php Search the web (Babylon)

Mobile No. 91

E-Mail Id.

Please Enter Complaint Details before submitting the Grievance Form

Letter No. 102/2013

Letter Date 11/01/2013
e.g. 25/10/2009

Client/Aggrieved Status General Public

* Please enter Grievance Description (3996 Characters Left)
test

Remedial Action (optional) (1000 Characters Left)

Upload(Relevant Document): Browse... only(.pdf or .jpg) upto 1MB

Submit Form

PGRAMS :- Grievance Registration Form - Mozilla Firefox

File Edit View History Bookmarks Tools Help

PGRAMS :- Grievance Registration Form Search Here Search

164.100.150.7/jh/office/grievance-redress.php Search the web (Babylon)

Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout

Welcome Deputy Secretary Department of cooperation



Thanks for the Registration! Your Registration no. is JHCOP/P/2013/00001

[Lodge Another Grievance](#)

Successfully Lodged Grievance postal/manual data.

Grievance Abstract:

The screenshot shows a web browser window titled "STATE CPGRAMS - Mozilla Firefox". The address bar displays "164.100.150.7/jh/office/abstractgriev.php?ShowAll=1". The application header includes a navigation menu with items: Administration, Grievance Abstract, Monitoring Desk, Correspondence Letters, Search, Reports, and Logout. Below the header, a green bar displays "Welcome Deputy Secretary" and "Department of cooperation".

The main content area features a "Pick a category:" section with links for "New Grievance(s)", "Pending Grievance(s)", "Disposed Grievance(s)", "Action Taken Report Sent", and "All Grievances". The "New Grievance" category is expanded, showing sub-links for "CM Office" and "Parent office". The "Pending Grievance" category is also expanded, showing sub-links for "Under Examination at our level" and "Forwarded to subordinate organisation". The "Returned Back Cases" category is expanded, showing sub-links for "Returned Back from Forwarded Organisation(s)".

A search bar is present with a "Search" button. Below the search bar, the text "Grievance Abstract / All Grievance" is displayed. The page number "Page 1" is shown. A table with the following columns is displayed:

S.No.	Registration No. / Date	Name	Subject	Current Status / Action Taken By	Remarks	Target Date
1	JHCOP/P/2013/00002 2013-01-28	test	test..more	RECEIVED THE GRIEVANCE.. JHCOP		2013-02-27
2	JHCOP/E/2013/00001 2013-01-28	Test	Test Grievance..more	FINAL DISPOSAL.. JHCOP		2013-02-27
3	JHCOP/P/2013/00001 2013-01-28	test	test..more	RECEIVED THE GRIEVANCE.. JHCOP		2013-02-27

Below the table, there are sections for "Utilities:" and "Last Login History". The "Utilities:" section includes links for "Action Taken Reports Received" and "Overdue Case(s)(Target date expired)". The "Last Login History" section shows "Status : Login successfully" and "Time: 2013-01-28 14:55:48".

Status of the list of Grievances

Cumulative Reports:

SCPGRAMS: Progress Report Date wise Report - Mozilla Firefox

File Edit View History Bookmarks Tools Help

SCPGRAMS: Progress Report Date wise Rep... Search

164.100.150.7/jh/office/reportpor.php?CategoryID=1 Search the web (Babylon)

Administration Grievance Abstract Monitoring Desk Correspondence Letters Search Reports Logout

Welcome Deputy Secretary Department of cooperation

Pick a category: [Print](#)

Reports

- Progress Report
- Progress Report Date wise Report
- Citizen District wise Report
- Forwarded Organisation wise Report
- Particular Organisation wise Report
- Query Based Report
- Department / Office wise Report
- Age wise Pendency Report
- Grievance Category wise Report
- Complainant Category wise Report
- Advance detailed report
- Reminders Lodged report

Progress Report as on 28/01/2013

Receipts			Actions			Status		
Brought Forward as on 01/07/2009	Receipts During Period	Total	Yet to be Assessed	Examined at our Office	Forwarded to subordinate	No Action required	Final Disposal	Closing balance as on 28/01/2013
(1)	(2)	(1)+(2)=(3)	(4)	(5)	(6)	(7)	(8)	(3)-(7+8)
0	3	3	2	0	0	0	1	2

Overall Status as on 28/01/2013 [Print](#)

Overall Status						
Total Cases	Yet to be Assessed	No Action Required	Disposed	Pending	FINAL Disposal (No Action Req. + Disposed)	Disposed %age
3	2	0	1	0	1	33.33

A department can get customized report according to their need.

THANKS