



# Aaple Sarkar

## Grievances Redressal User Manual

Citizen



**Prepared By**

**Grievances Redressal Support Team**

## **Table of Contents**




<b>1</b>	<b>OBJECTIVE</b>	<b>3</b>
<b>2</b>	<b>SYMBOLS USED</b>	<b>4</b>
<b>3</b>	<b>STEP BY STEP GUIDE</b>	<b>5</b>
<b>3.1</b>	<b>Navigate to Grievance Portal</b>	<b>5</b>
3.1.1	Landing Screen – Aaple Sarkar	5
3.1.2	Landing Screen – Grievance Redressal Portal (Header)	6
3.1.3	Landing Screen – Grievance Redressal Portal (Footer)	8
<b>3.2</b>	<b>Login Process</b>	<b>9</b>
3.2.1	Login Steps (1/4)	9
3.2.2	Login Steps (2/4)	10
3.2.3	Login Steps (3/4)	11
3.2.4	Login Steps (4/4)	12
<b>3.3</b>	<b>Post Grievance</b>	<b>13</b>
3.3.1	Navigate to Post Grievance Screen	13
3.3.2	Pop Up Message	14
3.3.3	Post a Grievance (Overview)	15
3.3.4	Post a Grievance (District)	16
3.3.5	Post a Grievance (Mantralaya)	18
3.3.6	Grievance Submission Summary	20
3.3.7	Grievance Acknowledgement	21
<b>3.4</b>	<b>Track Grievance</b>	<b>22</b>
3.4.1	Navigate to Track Grievance Screen	22
3.4.2	Track Grievance	23
3.4.3	Provide Feedback on the Grievance	24
<b>4</b>	<b>APPENDIX</b>	<b>26</b>
<b>4.1</b>	<b>Grievance Ticket Status</b>	<b>26</b>
<b>4.2</b>	<b>Mantralaya Departments</b>	<b>26</b>

# 1 Objective

The Objective of this document is to cover the end to end process for Aaple Sarkar Grievance Redressal Portal (Citizen). The guide will assist the users to understand the steps & easily maneuver across screens. The areas covered are as follows:

- Navigate to Grievance Portal
  - Process to be followed to navigate to grievance portal
- Login Process
  - Process to be followed to login to the portal
- Post Grievance
  - Post a grievance in the system
- Track Grievance
  - Track the status of grievance submitted in the system

## 2 Symbols Used

Symbol	Symbol Description
	Field / button on current screen
	Indicator to field / button on current screen
	Step Number on current screen

### 3 Step by Step Guide

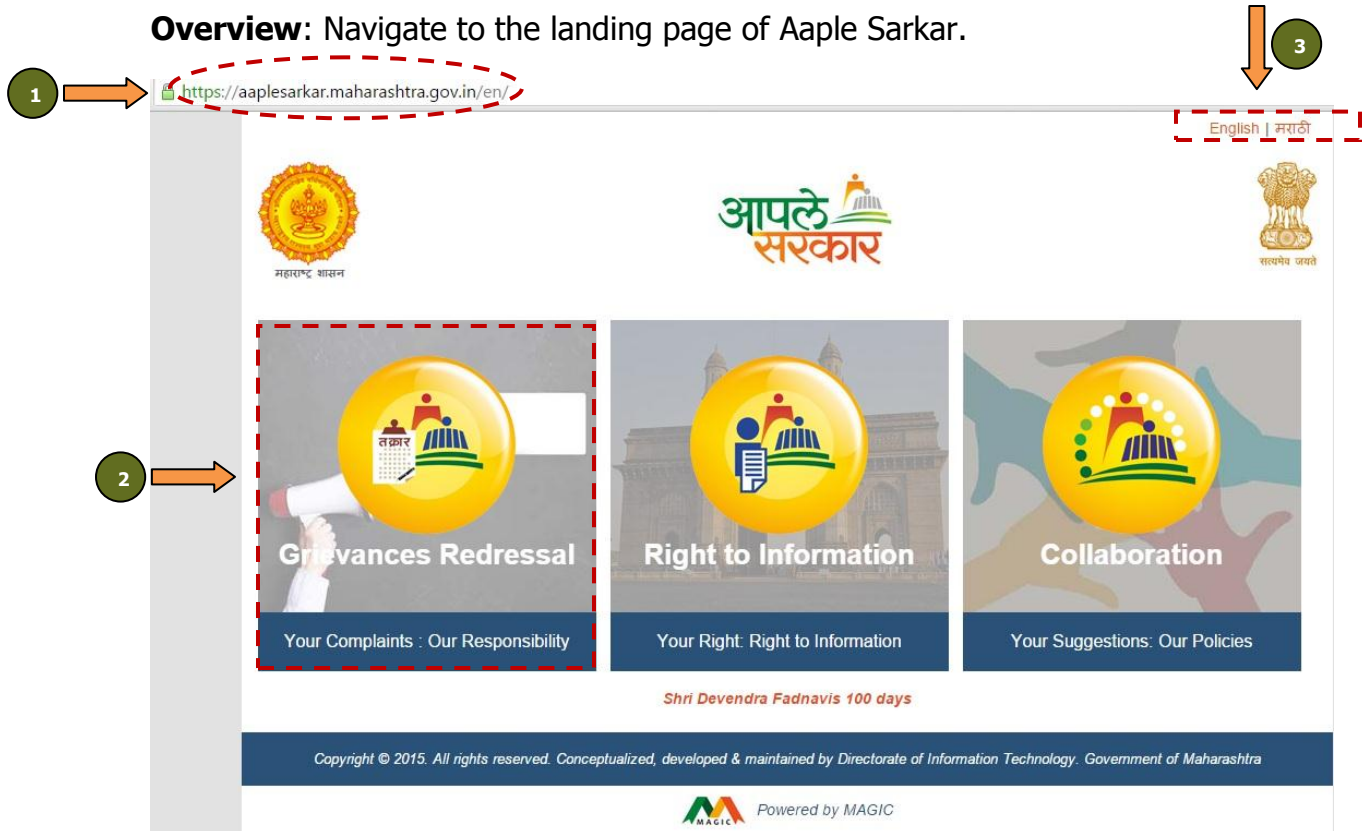
#### 3.1 Navigate to Grievance Portal

##### Why should a user perform these steps?

In order to navigate to the Grievances portal.

##### 3.1.1 Landing Screen – Aaple Sarkar

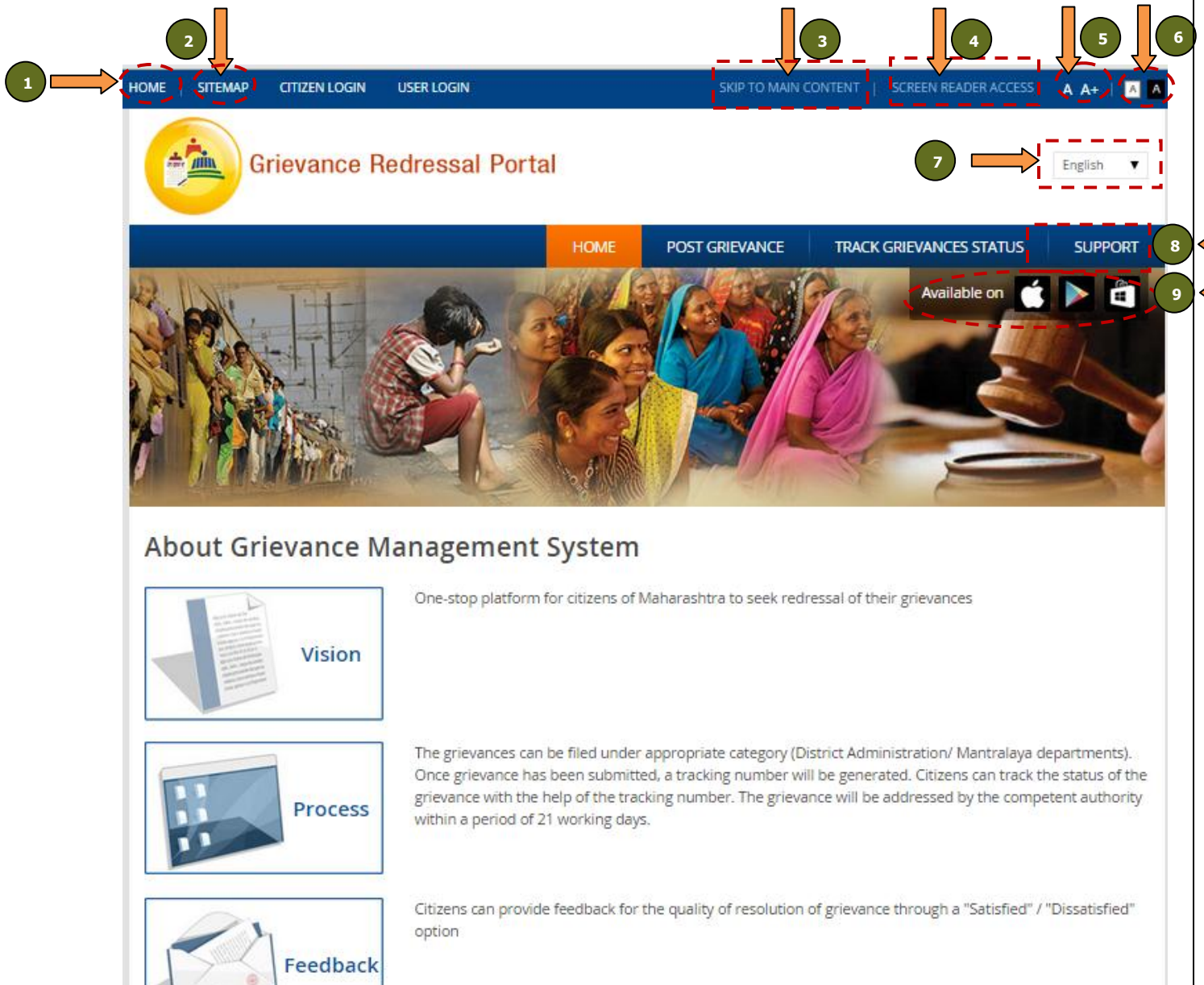
**Overview:** Navigate to the landing page of Aaple Sarkar.



1. Type the URL <https://aaplesarkar.maharashtra.gov.in/> on the web browser. Press "Enter".
2. Select the option "Grievances Redressal" on the landing page.  
OR  
Type the URL <https://grievances.maharashtra.gov.in/> on the web browser directly.
3. The language settings can be changed using options "English / मराठी".

### 3.1.2 Landing Screen – Grievance Redressal Portal (Header)

**Overview:** Navigate to the login page for redressal of Grievances.

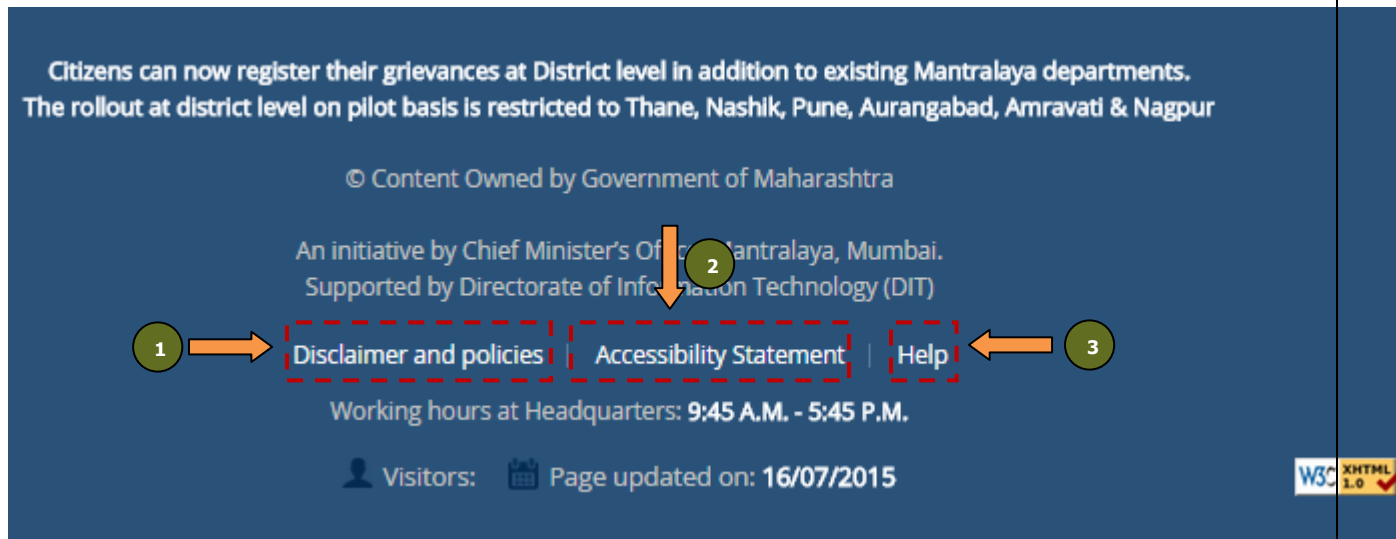


1. User can click on "Home" to go back to "Aaple Sarkar Landing Page"
2. Click on "Sitemap" to look at details of the Sitemap (Home, Post Grievance, Track Grievance Status, Contact Us)
3. Click on "Skip to Main Content" to navigate to main page on the screen
4. Click on "Screen Reader Access" to navigate to page having details of various screen readers
5. Click on options "Normal Font Size" / "Increase Font Size" to increase the font size of the screen

6. Click on options "Standard View" / "High Contrast View" to change the contrast type
7. Click on options "English / मराठी" to change the language settings
8. Click on link "Support" to access sections – FAQs, User Manuals, Training Video and Contact Us
9. Click on icon of play stores (Apple iTunes, Google Play, Windows Store) to navigate to the respective play store to download the app on mobile devices

#	Field	Description	Field Type	Data Type	Mandatory (M)/ Optional (O)/ NA
1	Home	Navigate to Aaple Sarkar Landing Page	Hyperlink	Alphabetic	NA
2	Sitemap	Details of Sitemap	Hyperlink	Alphabetic	NA
3	Skip to Main Content	Navigate to main page of the screen	Hyperlink	Alphabetic	NA
4	Screen Reader Access	Details of various screen readers	Hyperlink	Alphabetic	NA
5	Font Size	Change font size (normal/large)	Button	Alphanumeric	NA
6	View	Change contrast type (standard/high)	Button	Alphabetic	NA
7	Language Settings	Language setting (English/Marathi)	Dropdown	Alphabetic	NA
8	Support	Sections – FAQs, User Manuals, Training Video and Contact Us	Hyperlink	Alphabetic	NA
9	Apple iTunes, Google Play, Windows Store	Navigate to play store (Apple, Google, Microsoft)	Hyperlink	Alphabetic	NA

### 3.1.3 Landing Screen – Grievance Redressal Portal (Footer)



1. Click on "Disclaimer and policies" to see the disclaimer policy in detail
2. Click on "Accessibility Statement" to see the accessibility statement in detail
3. Click on "Help" for Screen Reader Access

#	Field	Description	Field Type	Data Type	Mandatory (M)/ Optional (O)/ NA
1	Disclaimer and policies	Details of disclaimer policy	Hyperlink	Alphabetic	NA
2	Accessibility Statement	Details of accessibility statement	Hyperlink	Alphabetic	NA
3	Help	Screen reader access	Hyperlink	Alphabetic	NA



## 3.2 Login Process

### Why should a user perform these steps?

In order to login to the portal to file Grievances.

#### 3.2.1 Login Steps (1/4)

The screenshot displays the Grievance Redressal Portal interface. At the top, a blue navigation bar contains links for HOME, SITEMAP, CITIZEN LOGIN (circled in red with a red arrow and a green circle containing the number 1), and USER LOGIN. To the right of these links are options for SKIP TO MAIN CONTENT, SCREEN READER ACCESS, and font size adjustments (A A+ A). Below the navigation bar is the portal's logo and the text 'Grievance Redressal Portal'. A secondary navigation bar below the logo contains links for HOME, POST GRIEVANCE (circled in red with a red arrow and a green circle containing the number 2), TRACK GRIEVANCES STATUS, and SUPPORT. The main content area features a large banner image showing a group of people, with a gavel visible on the right. Below the banner, the section 'About Grievance Management System' is displayed, including three icons: Vision (a document), Process (a computer monitor), and Feedback (an envelope).

1. Click on link "Citizen Login" on top left corner of the screen to login.  
OR
2. Click on link "Post Grievance" to login.

### 3.2.2 Login Steps (2/4)

1. In the field "Mobile Number", enter a valid mobile number
2. In the field "Email Address", enter the email address
3. Click on button "Verify"

**Note:** Please note that the mobile number and email address should be a valid, as OTP is sent to both mobile number and email address

#	Field	Description	Field Type	Data Type	Mandatory (M)/ Optional (O)/ NA
1	Mobile Number	Mobile number details	Textbox	Numeric	M
2	Email Address	Email address details	Textbox	Alphanumeric	M
3	Verify	Submit the mobile number and email address to generate One Time Password (OTP)	Button	Button	NA


### 3.2.3 Login Steps (3/4)

The screenshot displays the 'Grievance Redressal Portal' interface. At the top, there is a navigation bar with links for HOME, SITEMAP, CITIZEN LOGIN, and USER LOGIN. On the right side of the navigation bar, there are links for SKIP TO MAIN CONTENT, SCREEN READER ACCESS, and font size options (A, A+, A). Below the navigation bar, the portal logo is on the left, and the title 'Grievance Redressal Portal' is in the center. A language dropdown menu is set to 'English'. A secondary navigation bar contains links for HOME, POST GRIEVANCE, TRACK GRIEVANCES STATUS, and SUPPORT. Below this, a breadcrumb trail shows 'Home > Track Grievances Status'. A green notification box states: 'OTP has been sent to your registered email id and mobile number.' The main heading is 'Track Grievances Status'. Below the heading, a form area is titled 'Please enter OTP \*'. It features an input field with a red dashed border and a 'Verify' button, also with a red dashed border. An orange arrow points from a green circle with the number '1' to the input field. Below the input field, the text reads: 'Please enter One Time Password (OTP) you received on your registered mobile number and / or email.' Another orange arrow points from a green circle with the number '2' to the 'Verify' button.

1. In the field "OTP", enter the one time password received on email/mobile number that has been provided in login screen.
2. Click on button "Verify".

### 3.2.4 Login Steps (4/4)

HOME | SITEMAP | CITIZEN LOGIN | USER LOGIN | SKIP TO MAIN CONTENT | SCREEN READER ACCESS | A+ | A

 **Grievance Redressal Portal** English

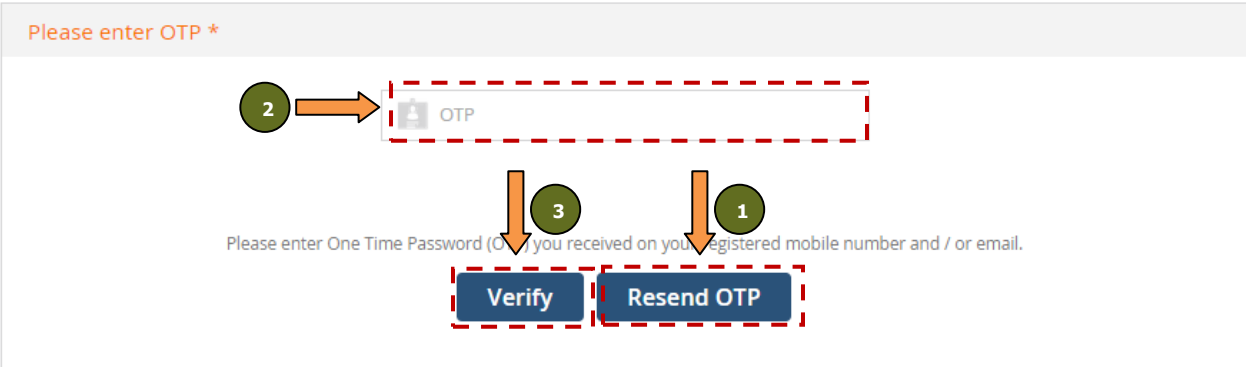
HOME | POST GRIEVANCE | TRACK GRIEVANCES STATUS | SUPPORT

Home > Track Grievances Status

✔ OTP has been sent to your registered email id and mobile number.

### Track Grievances Status

Please enter OTP \*



Please enter One Time Password (OTP) you received on your registered mobile number and / or email.

Verify Resend OTP

1. In case the One Time Password (OTP) is not received / entered within 120 seconds post generation from the system, a button "Resend OTP" is activated. User can click on the button to generate a new OTP.
2. In the field "OTP", enter the one time password received on email/mobile number.
3. Click on button "Verify".

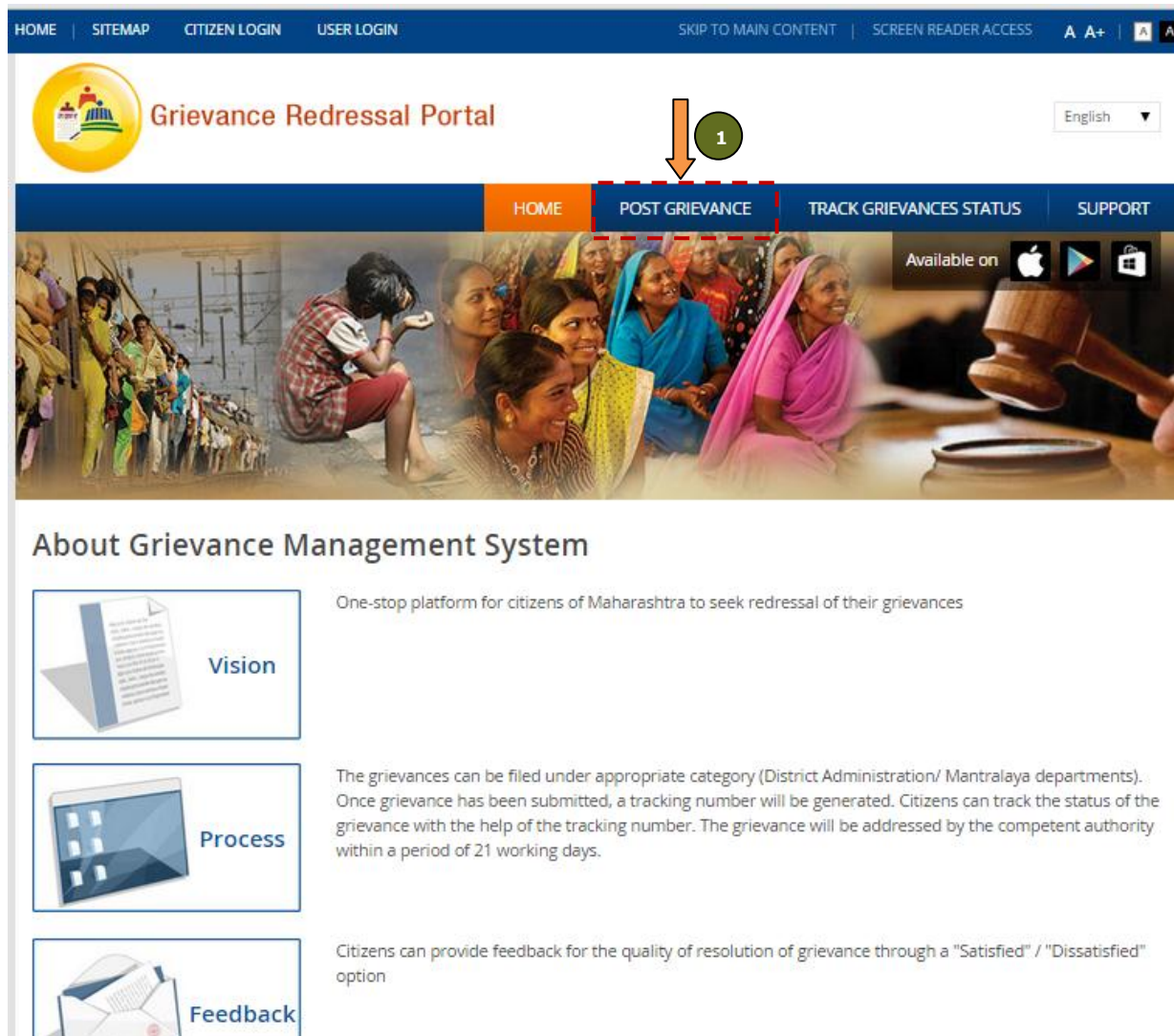
#	Field	Description	Field Type	Data Type	Mandatory (M)/ Optional (O)/ NA
1	Resend OTP	Resend the One Time Password (OTP)	Button	Alphabetic	NA

### 3.3 Post Grievance

#### Why should a user perform these steps?

In order to post the grievance on the system.

#### 3.3.1 Navigate to Post Grievance Screen



The screenshot shows the top navigation bar of the Grievance Redressal Portal. The 'POST GRIEVANCE' button is highlighted with a red dashed box, and an orange arrow with the number '1' in a green circle points to it. The navigation bar includes links for HOME, POST GRIEVANCE, TRACK GRIEVANCES STATUS, and SUPPORT. Below the navigation bar is a banner image showing a group of people and a gavel. The main content area is titled 'About Grievance Management System' and contains three sections: Vision, Process, and Feedback.

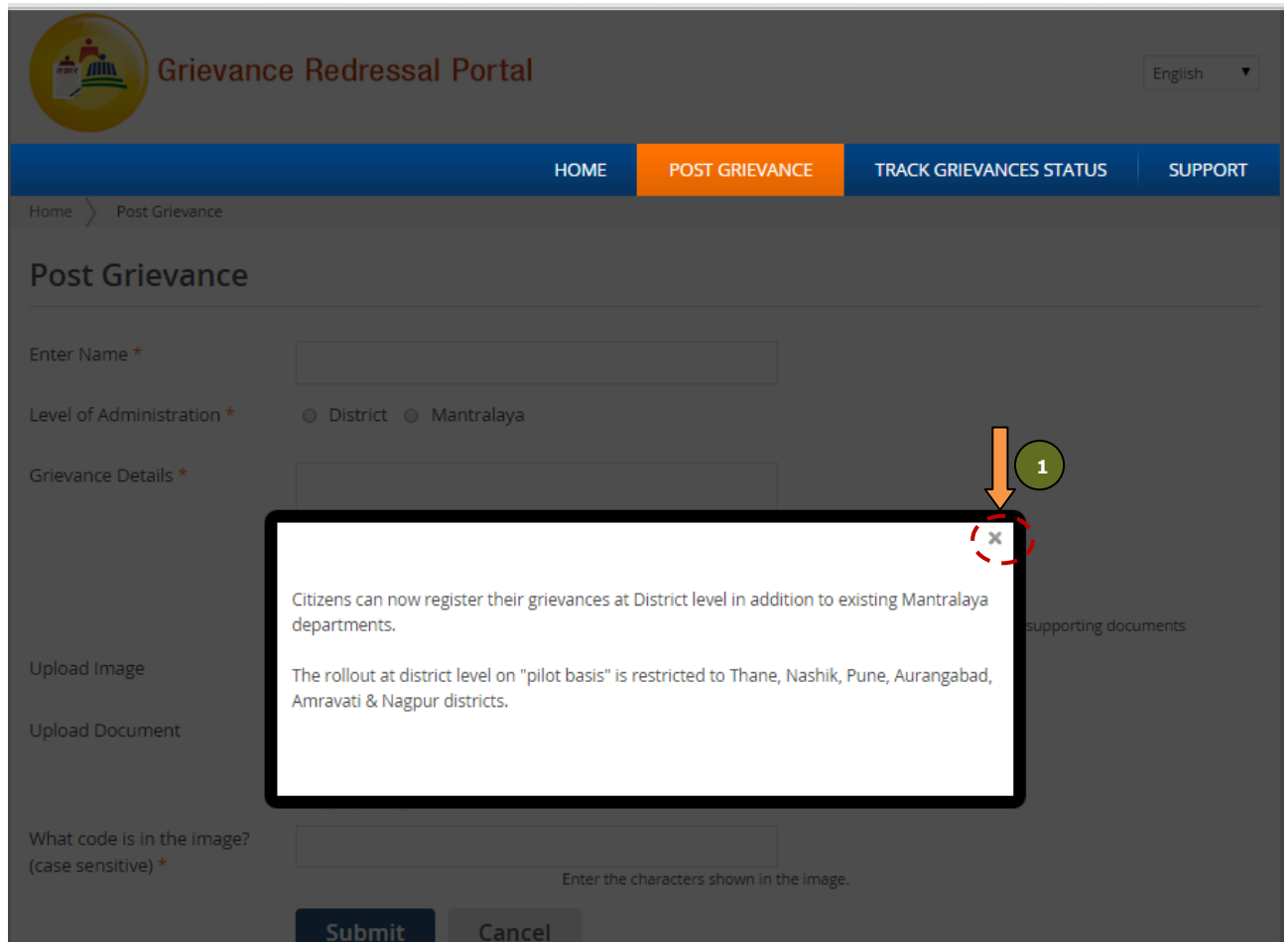
**Vision**  
One-stop platform for citizens of Maharashtra to seek redressal of their grievances

**Process**  
The grievances can be filed under appropriate category (District Administration/ Mantralaya departments). 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 a period of 21 working days.

**Feedback**  
Citizens can provide feedback for the quality of resolution of grievance through a "Satisfied" / "Dissatisfied" option

1. Click on button "Post Grievance" to navigate to section to post the grievance.

### 3.3.2 Pop Up Message



The screenshot displays the 'Grievance Redressal Portal' interface. At the top, there is a logo on the left, the portal name 'Grievance Redressal Portal' in the center, and a language dropdown menu on the right set to 'English'. Below this is a navigation bar with four tabs: 'HOME', 'POST GRIEVANCE' (highlighted in orange), 'TRACK GRIEVANCES STATUS', and 'SUPPORT'. The main content area is titled 'Post Grievance' and contains several input fields: 'Enter Name \*', 'Level of Administration \*' (with radio buttons for 'District' and 'Mantralaya'), 'Grievance Details \*', 'Upload Image', 'Upload Document', and a CAPTCHA field 'What code is in the image? (case sensitive) \*'. At the bottom are 'Submit' and 'Cancel' buttons. A white pop-up message box is overlaid on the form, containing the text: 'Citizens can now register their grievances at District level in addition to existing Mantralaya departments. The rollout at district level on "pilot basis" is restricted to Thane, Nashik, Pune, Aurangabad, Amravati & Nagpur districts.' The pop-up has a close button 'X' in the top right corner, which is circled in red. An orange arrow points to this button, and a green circle with the number '1' is next to it.

1. A pop up message is shown informing the user regarding the scope of grievance resolution portal. Click on button close "X" to continue.

### 3.3.3 Post a Grievance (Overview)

1. In the field "Name", enter the name. By default the email address details are prepopulated in this field.
2. In "Level of Administration", select either of the options "District" / "Mantralaya".

#	Field	Description	Field Type	Data Type	Mandatory (M)/ Optional (O)/ NA
1	Enter Name	Enter name	Textbox	Alphabetic	M
2	Level of Administration	Select level of administration (District / Mantralaya)	Radio Button	Alphabetic	M

### 3.3.4 Post a Grievance (District)

The screenshot shows the 'Post Grievance' form with the following fields and callouts:

- 1:** Enter Name \*
- 2:** Level of Administration \*
- 3:** Select District & Taluka \*
- 4:** Type of Administration \*
- 5:** Nature of Grievance \*
- 6:** Grievance Details \*
- 7:** Upload Image and Upload Document
- 8:** Submit button

The form includes a navigation bar with 'HOME', 'POST GRIEVANCE', 'TRACK GRIEVANCES STATUS', and 'SUPPORT'. The breadcrumb trail is 'Home > Post Grievance'. The form fields are: 'Enter Name \*', 'Level of Administration \*' (radio buttons for 'District' and 'Mantralaya'), 'Select District & Taluka \*' (dropdowns for 'Amravati' and 'Achalpur'), 'Type of Administration \*' (dropdown for 'Collector'), 'Nature of Grievance \*' (dropdown for '- None -'), 'Grievance Details \*' (text area with a character limit of 2000), 'Upload Image' and 'Upload Document' (file upload buttons), and a CAPTCHA field with the question 'What code is in the image? (case sensitive) \*'. The 'Submit' button is highlighted with a red dashed box.

1. From radio buttons "Level of Administration", select option "District".
2. In the field "District & Taluka", select the district and taluka in which grievance has to be filed.
  - a. In pilot phase, application is being rolled out across 6 pilot districts namely Amravati, Aurangabad, Thane, Nagpur, Nashik & Pune
3. In the field "Type of Administration", select the administration under which the grievance has to be filed:
  - a. Collector
  - b. Police (additional fields 'Police Types', SP/Commissionerate will have to be filled)
  - c. Municipal Corporations (From list of corporations displayed, specific corporation will have to be selected)
  - d. Zilla Parishad
4. In the field "Nature of Grievance", select the nature/category of grievance.
5. In the field "Grievance Details", enter the grievance (max. 1000 characters).



6. Additional details of the grievance can be provided through the following  
(Choose file to be uploaded by clicking on button "Choose File":
  - a. Upload Image: Max 2 Mb (png, gif, jpg, jpeg)
  - b. Upload Document: Max 2 Mb (only pdf)
7. Enter the Captcha.
8. Click on button "Submit".

#	Field	Description	Field Type	Data Type	Mandatory (M)/ Optional (O)/ NA
1	Select District & taluka	Enter the district & taluka in which grievance has to be filed	Dropdown	Alphabetic	M
2	Type of Administration	Select the administration under which grievance has to be filed	Dropdown	Alphabetic	M
4	Nature of Grievance	The nature/category under which grievance has to be filed	Dropdown	Alphanumeric	M
5	Grievance Details	Enter details of the grievance	Textbox	Alphanumeric	M
6	Upload Image	Upload image to be attached as part of the grievance	Button	NA	O
7	Upload Document	Upload document to be attached as part of the grievance	Button	NA	O
8	What code is in the image (case sensitive)	Enter the captcha	Textbox	Alphanumeric	M
9	Save	Save the details entered for the grievance	Button	Alphabetic	M
10	Cancel	Cancel the details entered for the grievance	Button	Alphabetic	O

### 3.3.5 Post a Grievance (Mantralaya)

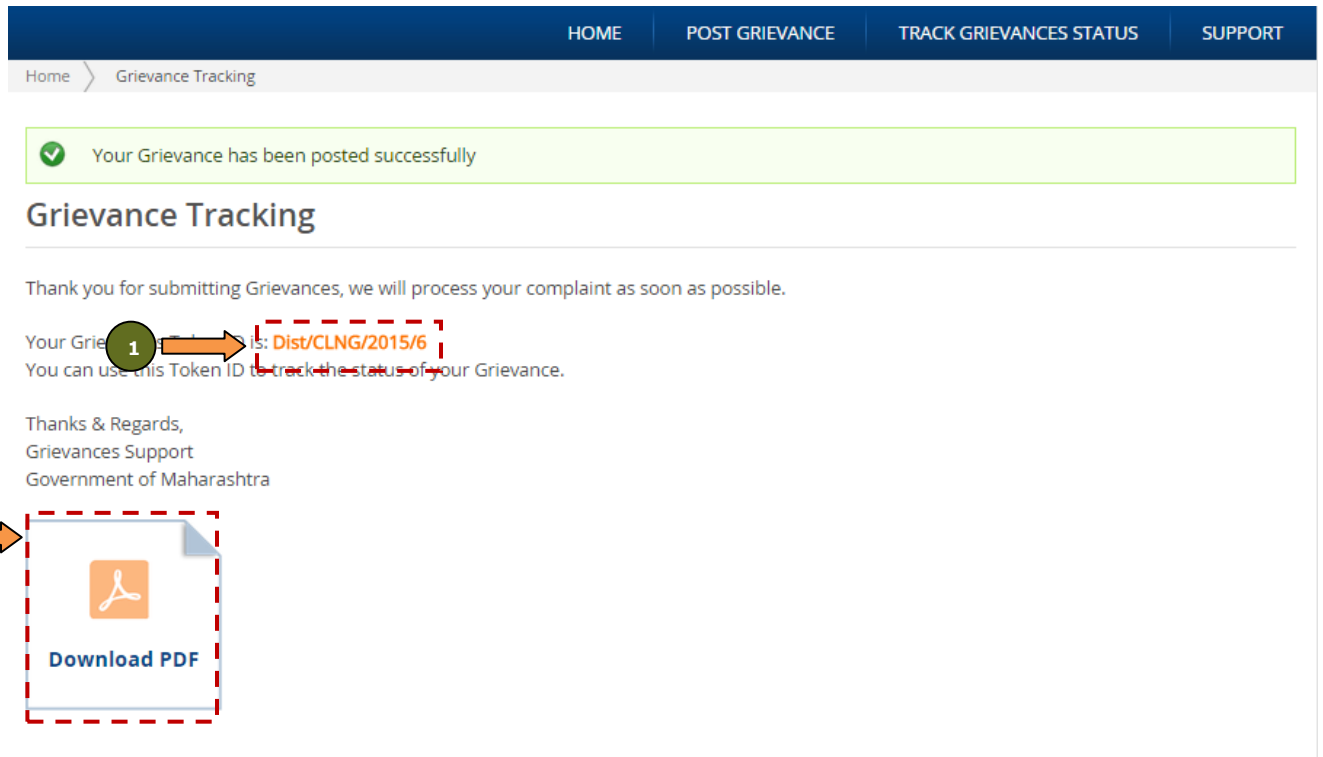
The screenshot shows the 'Post Grievance' form with the following elements and callouts:

- 1:** Points to the 'Level of Administration' section, which includes radio buttons for 'District' and 'Mantralaya'.
- 2:** Points to the 'Select District & Taluka' section, featuring dropdown menus for 'Ahmednagar' and 'Akola'.
- 3:** Points to the 'Select Department' dropdown menu.
- 4:** Points to the 'Grievance Details' text area, which includes a character count: 'Max. 2000 character allowed, Remaining: 2000' and a note: 'Kindly write the detailed complaint in the above text box. The attachments would be considered only as supporting documents'.
- 5:** Points to the 'Upload Image' and 'Upload Document' sections, each with a 'Choose File' button and file type restrictions (2 MB, png/gif/jpg/pdf).
- 6:** Points to the 'What code is in the image?' (case sensitive) captcha field, which includes a CAPTCHA image showing '4 G P 4' and a 'Submit' button.
- 7:** Points to the main 'Submit' button at the bottom of the form.

1. In the field "District & Taluka", select the district and taluka in which grievance has to be filed.
2. In the field "Select Department", select the department under which the grievance has to be filed.
3. In the field "Nature of Grievance", select the nature/category of grievance.
4. In the field "Grievance Details", enter the grievance (max. 1000 characters).
5. Additional details of the grievance can be provided through the following (Choose file to be uploaded by clicking on button "Choose File":
  - a. Upload Image: Max 2 Mb (png, gif, jpg, jpeg)
  - b. Upload Document: Max 2 Mb (only pdf)
6. Enter the Captcha.
7. Click on button "Submit".

#	Field	Description	Field Type	Data Type	Mandatory (M)/ Optional (O)/ NA
1	Select District & taluka	Enter the district & taluka in which grievance has to be filed	Dropdown	Alphabetic	M
2	Select Department	Select the department under which grievance has to be filed	Dropdown	Alphabetic	M
3	Select Nature of Grievance	The nature/category under which grievance has to be filed	Dropdown	Alphanumeric	M
4	Grievance Details	Enter details of the grievance	Textbox	Alphanumeric	M
5	Upload Image	Upload image to be attached as part of the grievance	Button	NA	O
6	Upload Document	Upload document to be attached as part of the grievance	Button	NA	O
7	What code is in the image (case sensitive)	Enter the captcha	Textbox	Alphanumeric	M
8	Save	Save the details entered for the grievance	Button	Alphabetic	M
9	Cancel	Cancel the details entered for the grievance	Button	Alphabetic	O

### 3.3.6 Grievance Submission Summary



1. A unique token number will be generated post successful submission of the grievance.
2. A summary of the grievance can be downloaded and kept for future reference.

### 3.3.7 Grievance Acknowledgement



Dear Citizen,

Your grievance has been successfully submitted on Grievance Redressal Portal

(<https://grievances.maharashtra.gov.in/>)

Details are as follows:

#	Category	Details
1	Grievance Token No	Dist/CLNG/2015/6
2	Submission Date & Time	2015-07-16 17:57:56
3	Name	test
4	Mobile No	
5	Email Id	
6	District & Taluka	Nagpur & Bhiwapur
7	Level of Administration	District
8	Type of Administration	Collector
9	Nature of Grievance	Acquisition of private land
10	Grievance (first 300 characters)	test
11	Files Shared	<a href="http://14.141.36.212/aaplesarkarV2/sites/default/files/grievances/images/Desert_1437049676.jpg">http://14.141.36.212/aaplesarkarV2/sites/default/files/grievances/images/Desert_1437049676.jpg</a> <a href="http://14.141.36.212/aaplesarkarV2/sites/default/files/grievances/pdf/Test_1437049676.pdf">http://14.141.36.212/aaplesarkarV2/sites/default/files/grievances/pdf/Test_1437049676.pdf</a>

In case of any queries, kindly contact **022-40293000**

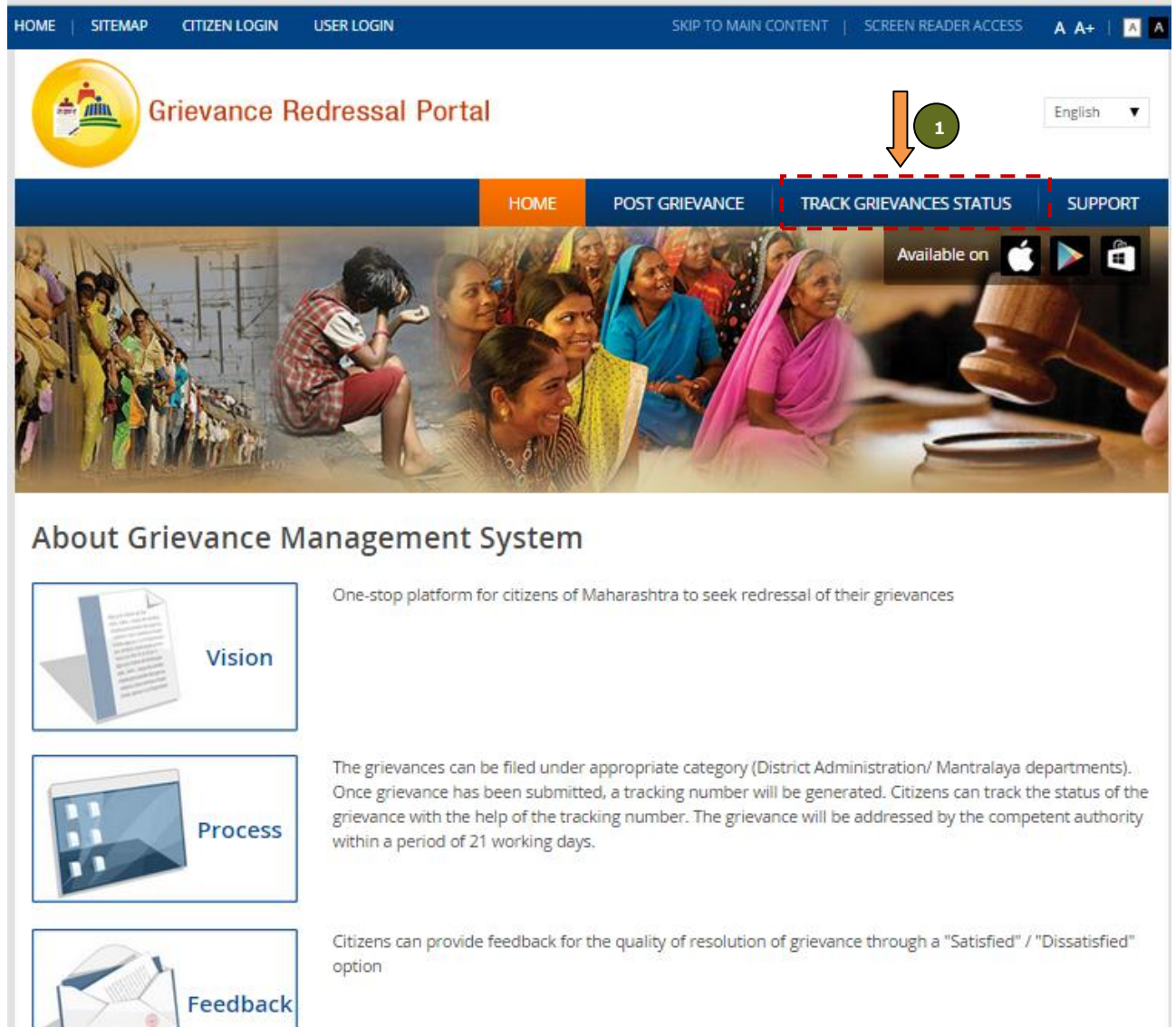
1. The acknowledgement has details of the grievance which can be taken as a reference for future tracking.

### 3.4 Track Grievance

#### Why should a user perform these steps?

In order to track the grievances submitted

#### 3.4.1 Navigate to Track Grievance Screen



1. Click on button "Track Grievance Status" to navigate to the screen to track the grievances submitted.

#	Field	Description	Field Type	Data Type	Mandatory (M)/ Optional (O)/ NA
1	Track Grievance Status	Navigate to screen to track grievances	Hyperlink	Alphabetic	NA

### 3.4.2 Track Grievance

Track Grievances Status

Track Your Grievance Status from list of grievances or by Token Number.

Token ID	District	Status	Date	
Dist/CLNG/2015/6	Nagpur	Submitted	16/07/2015	-
Your Grievance: test				
Dist/CLNG/2015/5	Nagpur	In Progress	16/07/2015	+
Dist/CLNG/2015/4	Nagpur	Submitted	16/07/2015	+
Dist/CLNG/2015/3	Nagpur	Submitted	13/07/2015	+
Dist/CLAU/2015/2	Aurangabad	Submitted	13/07/2015	+
Dist/CLNG/2015/2	Nagpur	Closed	13/07/2015	+
Dist/CLNG/2015/1	Nagpur	Resolved	13/07/2015	+

1. Enter the token no in the text box provided.
2. Click on button "Apply".
3. If details have to be cleared, click on button "Reset".
4. List of grievances is shown in a tabular format.
5. Click on the button "+" / "-" to expand/collapse the sections.

#	Field	Description	Field Type	Data Type	Mandatory (M)/ Optional (O)/ NA
1	Token Number	Enter token number	Textbox	Alphanumeric	O
2	Apply	Filter the number of grievances shown	Button	Alphabetic	NA
3	Reset	Reset the search criteria	Button	Alphabetic	NA
4	+ / -	Expand/collapse section	NA	NA	NA

### 3.4.3 Provide Feedback on the Grievance

Home > Track Grievances Status

## Track Grievances Status

Track Your Grievance Status from list of grievances or by Token Number.

Token ID: Dist/CLNG/2015/11    District : Nagpur    Status: Resolved    Date: 29/06/2015

Your Grievance:  
Test Grievance

Comment By collector.nagpur ( June 29, 2015 4:41 PM ) : Dear Citizen,  
Thank you for contacting Government of Maharashtra.  
Looking forward to active contribution and cooperation from citizens of Maharashtra in making this endeavour a success.  
Regards,  
Grievance Redressal Support Team

1 →

2 →

3 →

Dissatisfaction Reason:

1. Once a grievance has been resolved by the concerned nodal officer, option for providing feedback will be available on the citizens dashboard.
  - a. Satisfied
  - b. Dissatisfied
    - i. Select either of options "Delay in Response" / "Incomplete Resolution"
2. Under section "Comment", enter details.
3. Click on button "Save".



#	Field	Description	Field Type	Data Type	Mandatory (M)/ Optional (O)/ NA
1	Satisfied / Dissatisfied	Select option satisfied / dissatisfied	Button	Alphabetic	O
2	Comment	Provide comments for satisfaction/dissatisfaction	Textbox	Alphanumeric	M
3	Dissatisfaction Reason		Button	Alphabetic	NA
4	Save	Expand/collapse section	NA	NA	NA

## 4 Appendix

### 4.1 Grievance Ticket Status

#	Category	Details
1	Submitted	Grievance submitted by the citizen
2	In Progress	Grievance resolution is in progress
3	Resolved	Grievance has been resolved by the concerned authority
4	Closed	Grievance closed once citizen has given a feedback on the quality of grievance resolution (Satisfied/Dissatisfied)  OR  Grievance has been resolved but no feedback has been given by the citizen in 7 days

### 4.2 Mantralaya Departments

#	Department Name
1	Agriculture
2	Animal Husbandry, Dairy Development and Fisheries
3	Cooperation
4	Cooperation-Textile
5	Cooperation-Marketing
6	Skill Development and Entrepreneurship
7	Environment
8	Finance
9	Finance-Expenditure
10	Finance-Reforms
11	Finance-Accounts & Treasury
12	Food, Civil Supplies and Consumer Protection
13	GAD-Organization & Methods (O&M)
14	GAD-Protocol
15	GAD-Services
16	GAD-Election
17	GAD-Directorate General of Information and Public Relations (DGIPR)
18	GAD-Freedom Fighter/ Ex-Servicemen Welfare
19	GAD-Reservation policy
20	Higher and Technical Education
21	Home-Police
22	Home-Jails
23	Home-Transport & Ports

#	Department Name
24	Home-Excise
25	Housing
26	Industry
27	Energy
28	Labour
29	Information Technology
30	Law and Judiciary
31	Marathi Language
32	Medical Education and Drugs
33	Minorities Development
34	Parliamentary Affairs
35	Planning
36	Planning-Employment Guarantee Scheme (EGS)/NREGA
37	Public Health
38	Public Works
39	Revenue
40	Revenue-Forest
41	Revenue-Relief & Rehabilitation
42	Rural Development
43	School Education and Sports
44	Social Justice and Special Assistance
45	Tourism and Cultural Affairs
46	Tribal Development
47	UD1-Urban Planning
48	UD2-Urban Local Bodies
49	Water Conservation
50	Water Resources
51	Water Supply and Sanitation
52	Women and Child Development