Aaple Sarkar

Grievances Redressal User Manual

Citizen

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Grievances Redressal Support Team

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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
  - o Process to be followed to navigate to grievance portal
- Login Process
  - o Process to be followed to login to the portal
- Post Grievance
  - o Post a grievance in the system
- Track Grievance
  - o 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
x	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.
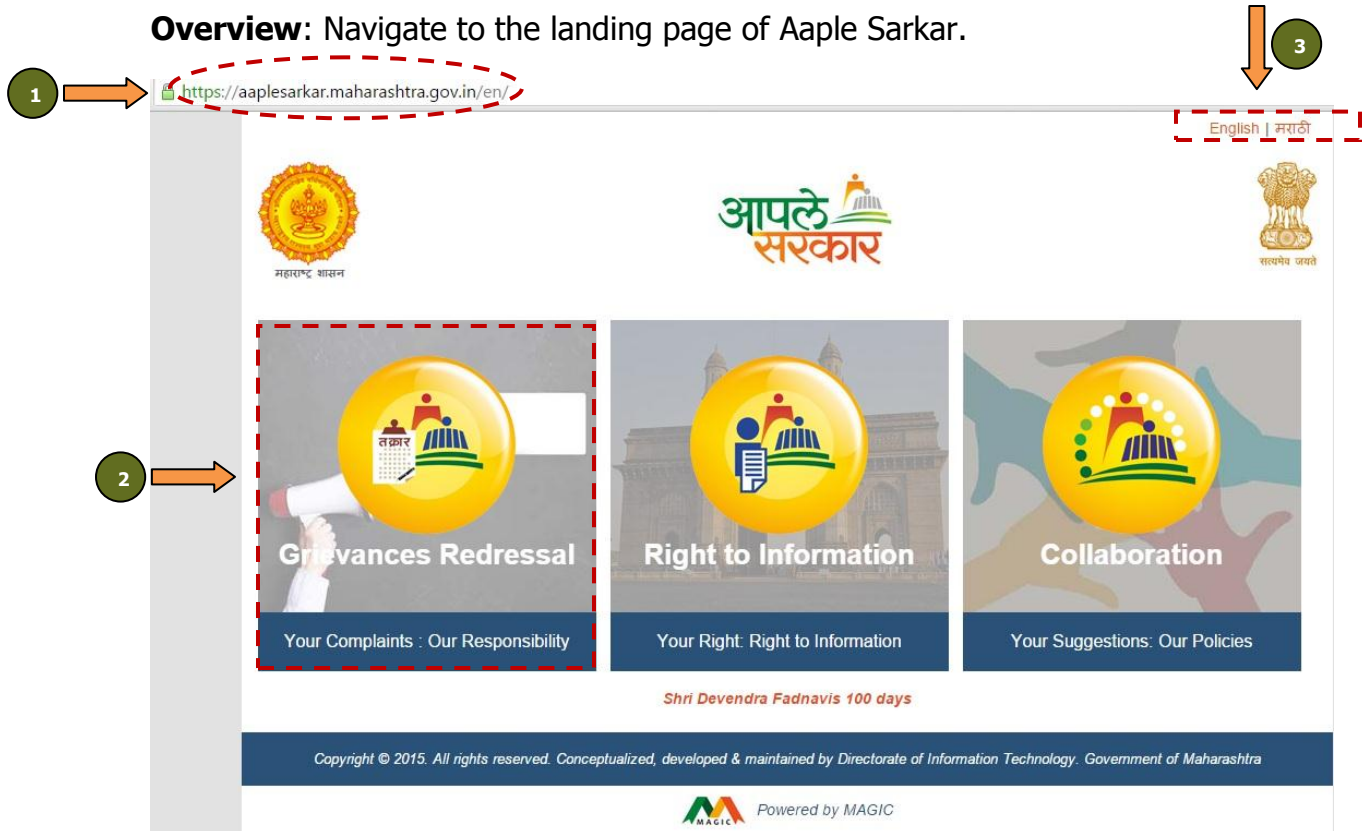
1. Type the URL https://aaplesarkar.maharashtra.gov.in/ on the web browser. Press "Enter".
2. Select the option "Grievances Redressal" on the landing page.
   OR
   Type the URL https://grievances.maharashtra.gov.in/ on the web browser directly.
3. The language settings can be changed using options "English / मराठी".

3.1.2 Landing Screen – Grievance Redressal Portal (Header)

Overview: Navigate to the login page for redressal of Grievances.
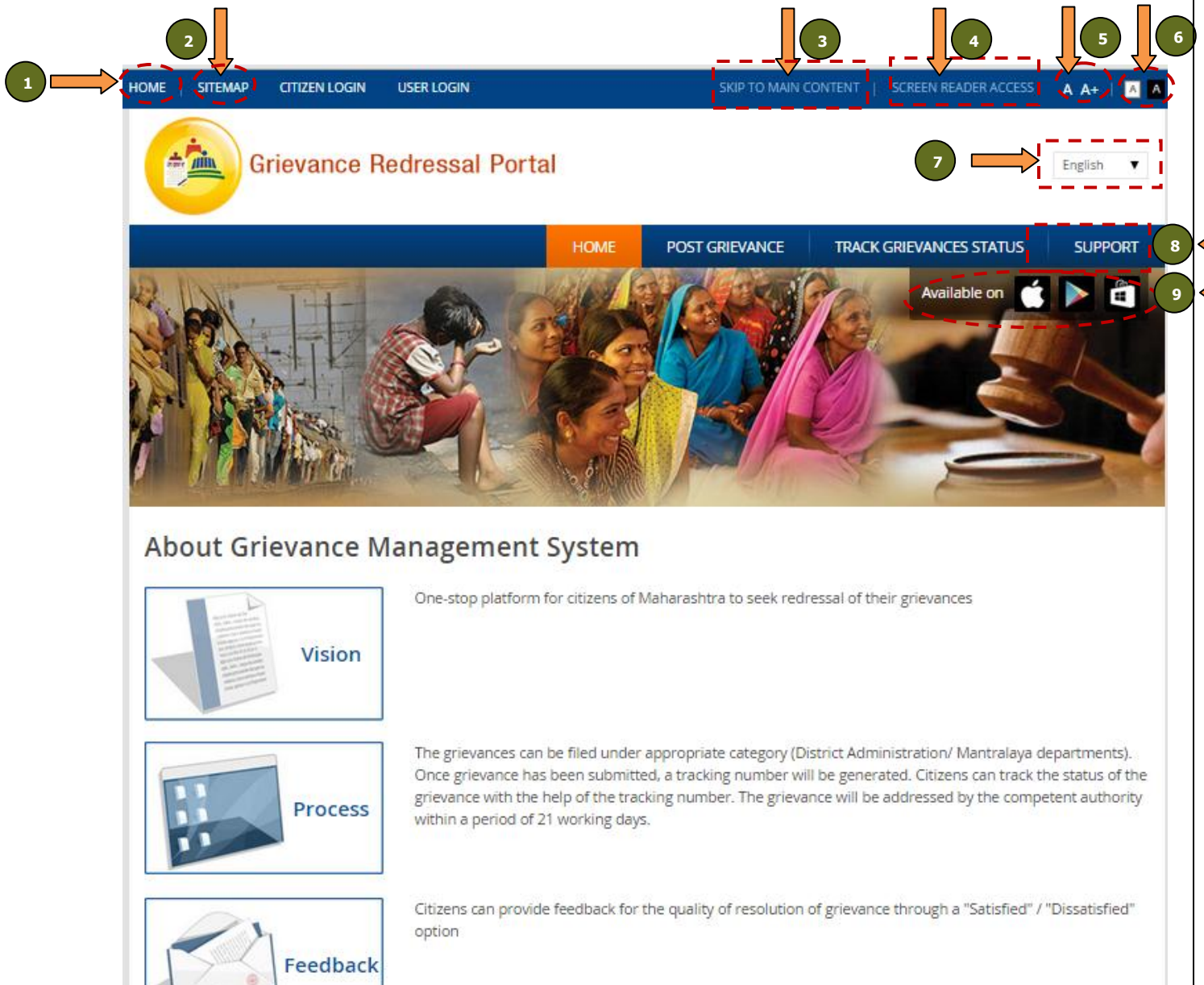
1. User can click on "Home" to go back to "Aaple Sarkar Landing Page"
2. Click on "Sitemap" to look at details of the Sitemap (Home, Post Grievance, Track Grievance Status, Contact Us)
3. Click on "Skip to Main Content" to navigate to main page on the screen
4. Click on "Screen Reader Access" to navigate 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)
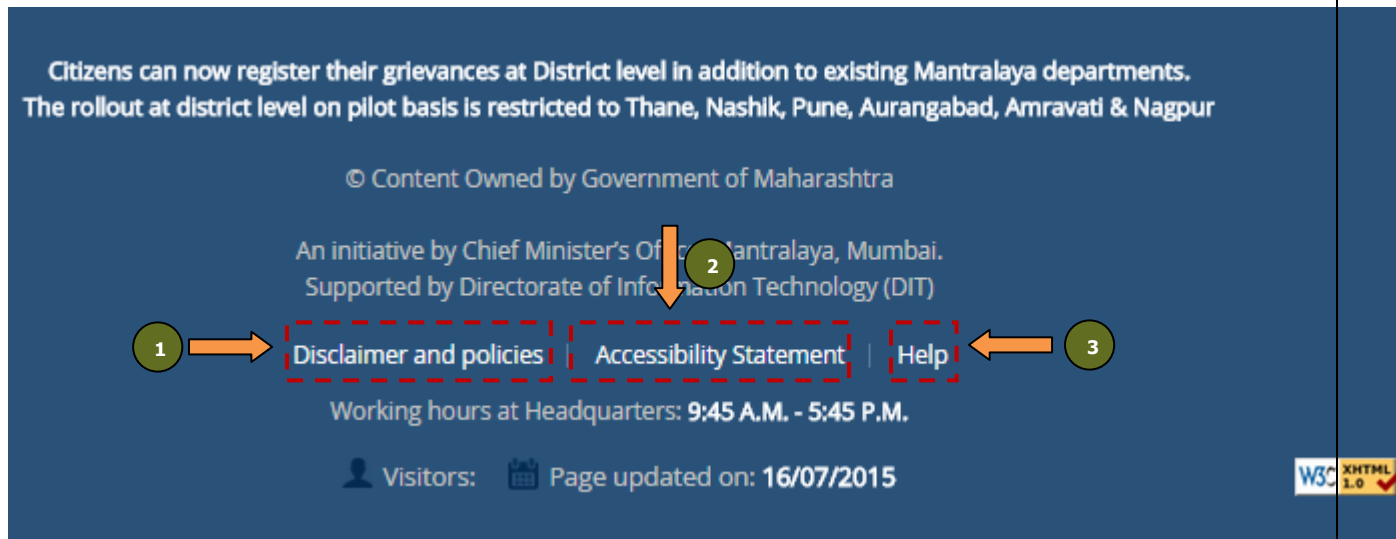
1. Click on "Disclaimer and policies" to see the disclaimer policy in detail
2. Click on "Accessibility Statement" to see the accessibility statement in detail
3. Click on "Help" for Screen Reader Access

#	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)

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)

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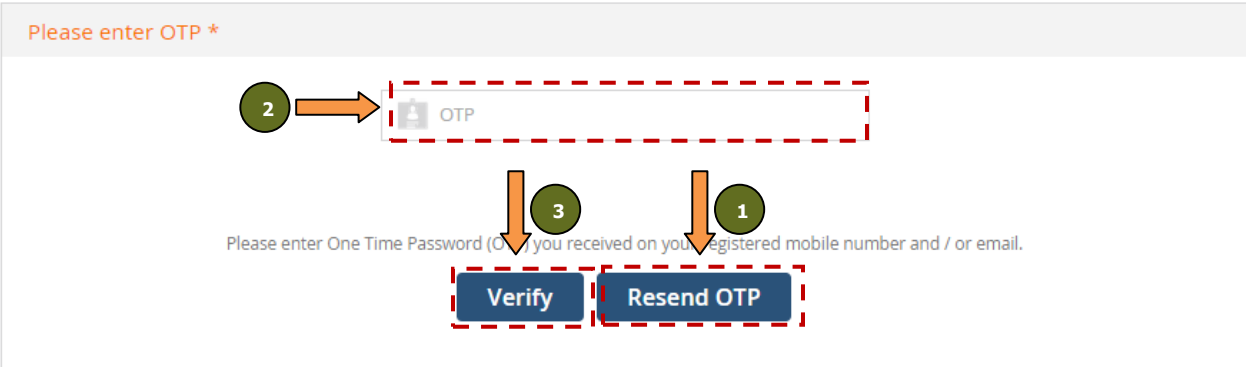
1. In case the One Time Password (OTP) is not received / entered within 120 seconds post generation from the system, a button "Resend OTP" is activated. User can click on the button to generate a new OTP.
2. In the field "OTP", enter the one time password received on email/mobile number.
3. Click on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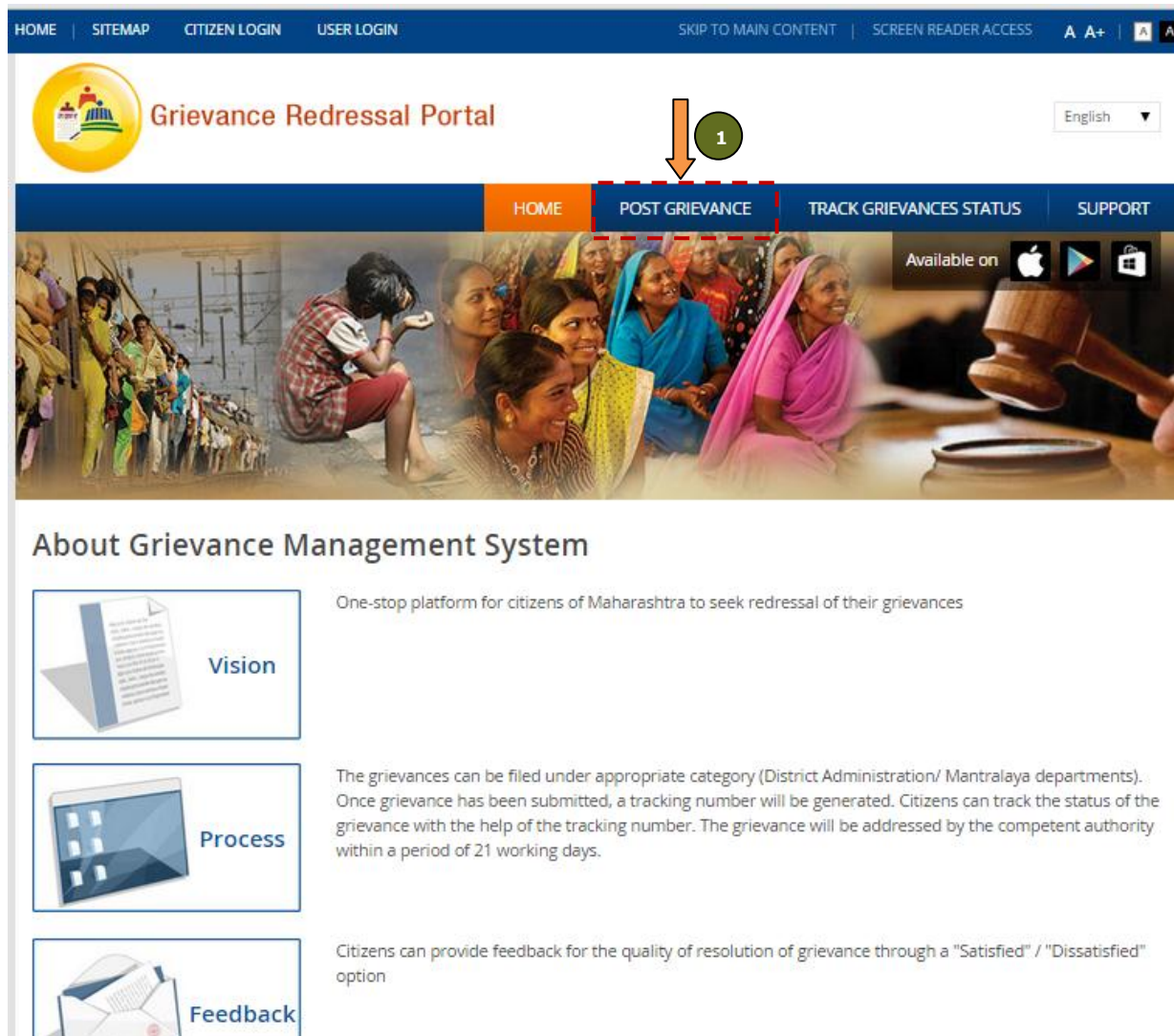
#	Field	Description	Field Type	Data Type	Mandatory (M)/ Optional (O)/ NA
1	Resend OTP	Resend the One Time Password (OTP)	Button	Alphabetic	NA

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

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

3.3.2 Pop Up Message

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)

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)

Home > Post Grievance

Post Grievance

Enter Name *

1 Level of Administration * ○ District ● Mantralaya

2 Select District & Taluka * Ahmednagar ▼ Akola ▼

3 Select Department * Select Department ▼

4 Grievance Details *

Max. 2000 character allowed , Remaining: 2000
Kindly write the detailed complaint in the above text box. The attachments would be considered only as supporting documents

5 Upload Image Choose File No file chosen Files must be less than 2 MB.
Allowed file types: png gif jpg jpeg.

Upload Document Choose File No file chosen Files must be less than 2 MB.
Allowed file types: pdf.

4 G P 4 m ↻

6 What code is in the image? (case sensitive) * Enter the characters shown in the image.

7 Submit Cancel

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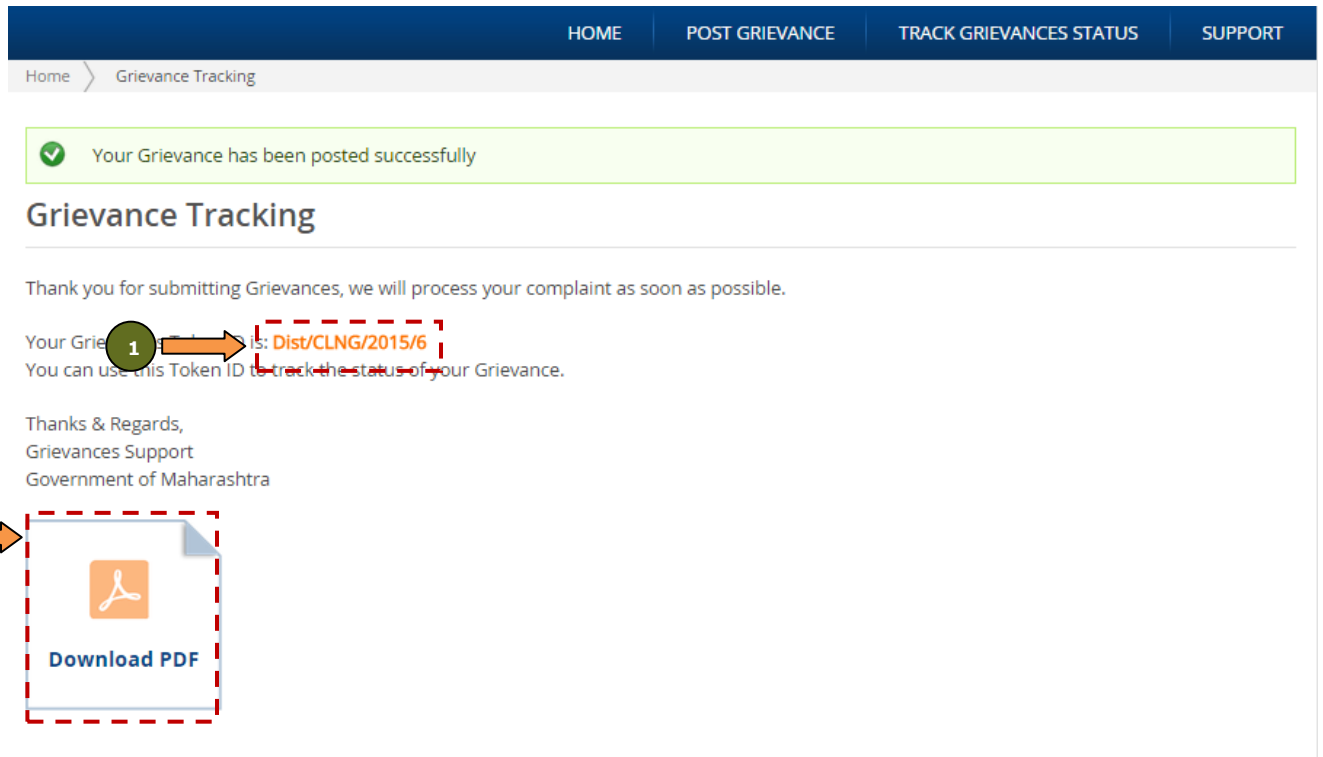
1. A unique token number will be generated post successful submission of the grievance.
2. A summary of the grievance can be downloaded and kept for future reference.

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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	http://14.141.36.212/aaplesarkarV2/sites/default/files/grievances/images/Desert_1437049676.jpg http://14.141.36.212/aaplesarkarV2/sites/default/files/grievances/pdf/Test_1437049676.pdf

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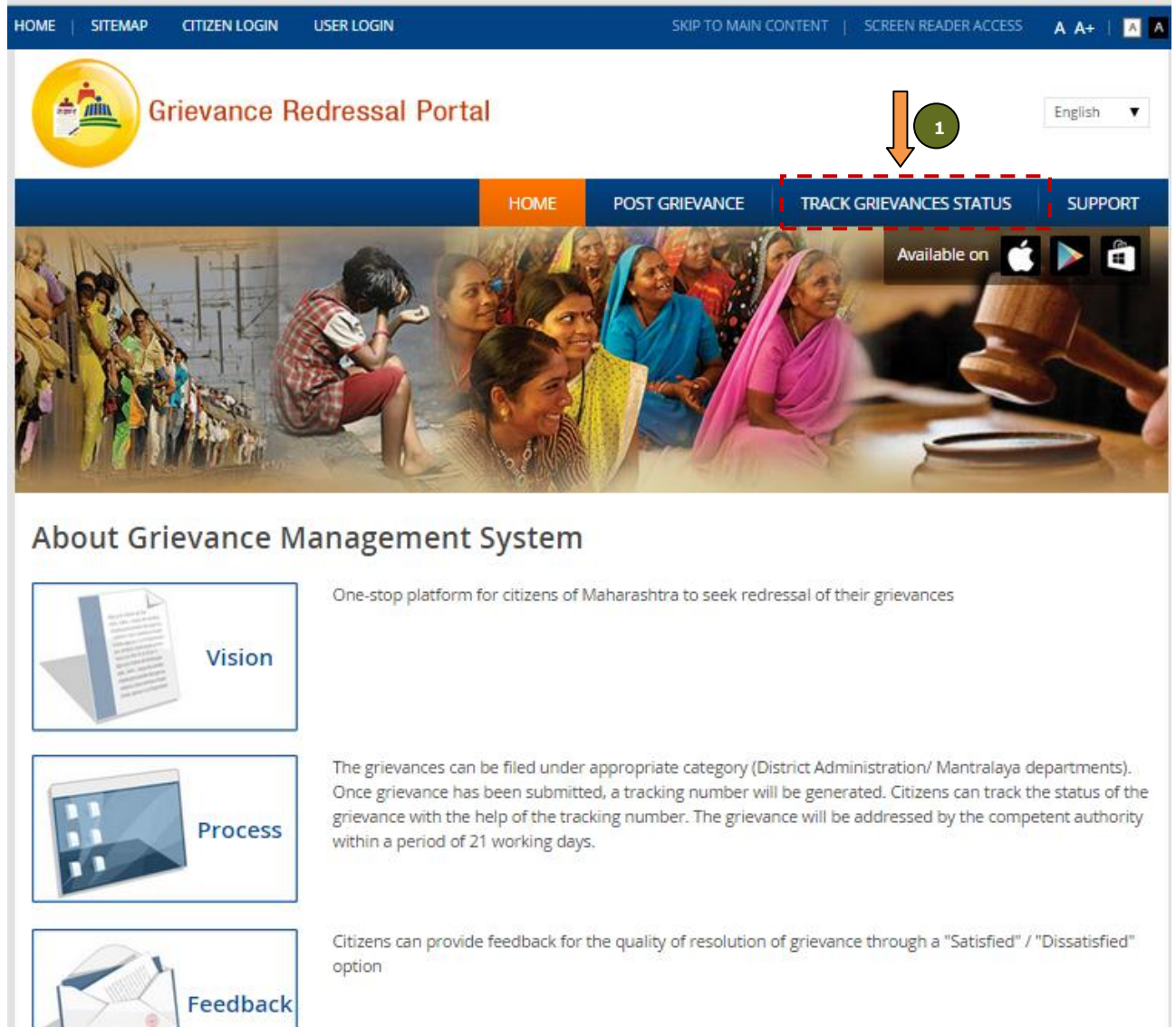
1. Click on button "Track Grievance Status" to navigate to the screen to track the grievances submitted.

#	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

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

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