Gujarat eNagar an initiative by Urban Development & Urban Housing Department, Government of Gujarat

# GUDM

# Complaint & Grievance

# User Manual

Version 1.0

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# 1 Introduction

The Complaint & Grievance module is a centralized system designed to manage citizen complaints and service-related grievances efficiently within the Urban Local Body (ULB). It enables users to register complaints, track their status, and ensure timely resolution through a structured workflow.

The module supports end-to-end complaint handling—from registration and categorization to assignment, escalation, and closure—ensuring transparency and accountability at every stage. Each complaint is processed based on predefined categories, sub-categories, and escalation levels, with SLA (Service Level Agreement) timelines to ensure prompt action.

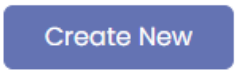
It also provides real-time tracking, communication logs (SMS/Email/WhatsApp), and detailed reporting features, allowing administrators to monitor performance, and improve service delivery.

This manual helps users to effectively manage and process complaints and grievances within the system.

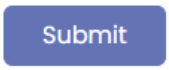
# 2 Standard Operating Procedure

SOP – Common Buttons & Actions (System-Wide)

This SOP defines the standard buttons and actions commonly available across modules in the e-Nagar 2.0 system.

**Create / Create New** 


- Used to initiate a new record or application.
- Opens the respective entry form.

**Submit** 


- Saves the entered or updated details.
- Used in all forms to confirm data entry.

**Reset** 


- Clears all entered data from the form.
- Used to re-enter information from the beginning.

**Edit** 

- Allows modification of an existing record.
- Opens the form with pre-filled data.

**Delete** 

- Removes the selected record from the system.
- Requires confirmation before deletion.

**View** 

- Displays complete details of a selected record.
- Used for read-only access without editing.

**Search**

- Filters records based on entered keywords.
- Helps quickly locate specific entries.

- Used in transaction-based modules.

**Forward** – Moves the record to the next level in the workflow after entering remarks for further processing or approval. 


**Backward** – Sends the record back to the previous level for correction or re-verification.



# 3 Login

This page allows authorized you to securely access the e-Nagar 2.0 system.

Enter the portal link inside the browser address bar and press Enter to open the login page.

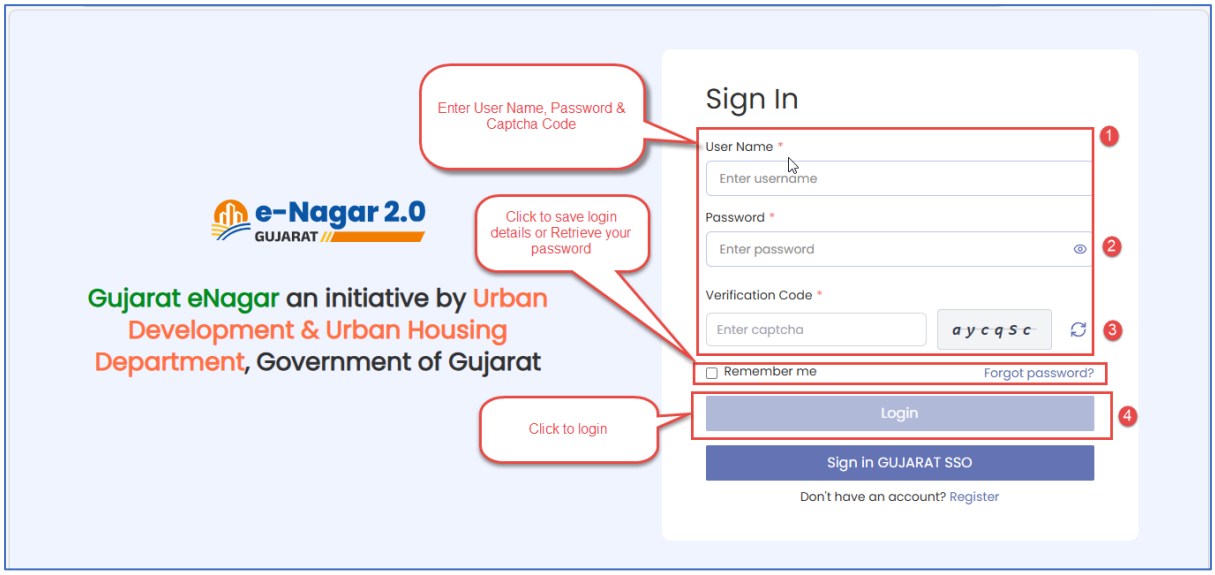



Figure 3-1

**Fields and Options**

- User Name – Enter your registered username. (Text)
- Password – Enter your account password. (Password)
- Verification Code – Enter the captcha code displayed on the screen. (Text)
- Remember Me – Select to save login details for future sessions. (Checkbox)

**Buttons / Links**

- Login – Click 

to access the system after entering valid credentials.
- Sign in GUJARAT SSO – Click to log in using Gujarat SSO.
- Forgot Password? – Click to reset your password.
- Register – Click to create a new account.

# 4 Dashboard

**Complaint & Grievances Dashboard**

This dashboard provides a quick overview of complaint status, key actions, and priority cases for efficient monitoring and management.

Click on **Complaint & Grievance → Dashboard** from the Dashboard menu to open this page.

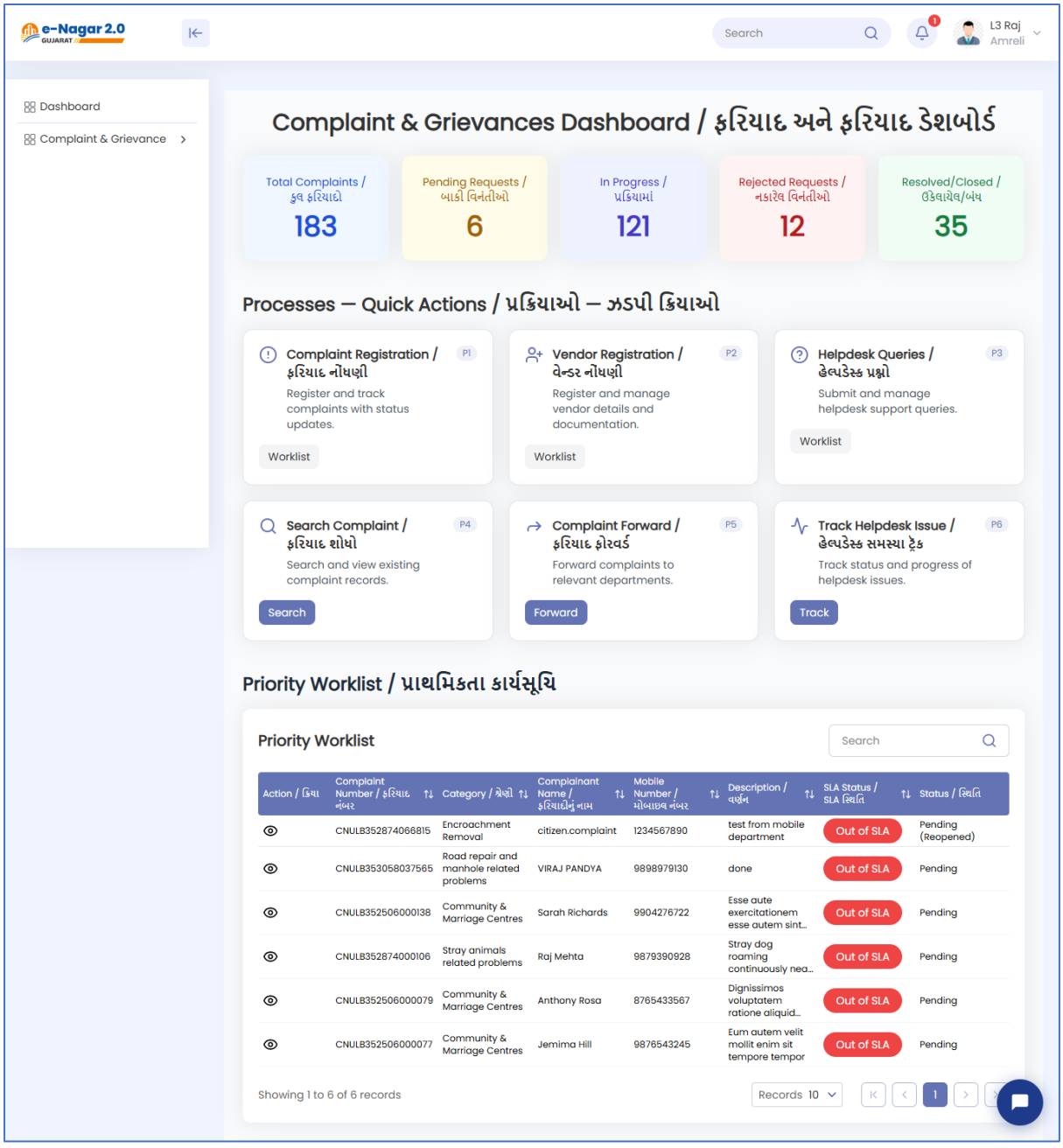



Figure 4-1

**Status Summary Cards**

Displays overall complaint statistics for quick insights:

- **Total Complaints –** Shows the total number of complaints registered in the system.
- **Pending Requests –** Shows complaints that are yet to be processed.
- **In Progress –** Shows complaints currently being handled.
- **Rejected Requests –** Shows complaints that have been rejected.
- **Resolved/Closed** – Shows complaints that have been successfully resolved.

**Processes – Quick Actions**

Provides shortcuts to frequently used modules:

- **Complaint Registration –** Click to register a new complaint and track updates.
- **Vendor Registration –** Click to add and manage vendor details.
- **Helpdesk Queries –** Click to raise or manage system-related issues.
- **Search Complaint –** Click to search and view existing complaints.
- **Complaint Forward –** Click to forward complaints to relevant departments or officers.
- **Track Helpdesk Issue –** Click to track status of helpdesk queries.

**Priority Worklist**

Displays high-priority complaints, especially those requiring immediate attention.

**Action**

- **View (Eye icon) –** Click to open complaint details.

**Data Columns**

- **Complaint Number –** Displays unique complaint ID.
- **Category –** Displays complaint category.
- **Complainant Name –** Displays name of the citizen.
- **Mobile Number –** Displays contact number.
- **Description –** Displays complaint details.
- **SLA Status –** Indicates whether complaint is within SLA or Out of SLA.
- **Status –** Displays current complaint status (e.g., Pending, Reopened).

# 5 Compliant & Grievance

Complaint & Grievance Module

The Complaint & Grievance Module is designed to manage the complete lifecycle of complaints raised by citizens. It enables users to register complaints, assign them to responsible officers, track progress, enforce escalation rules, and ensure timely resolution.

This module provides a structured workflow that improves transparency, accountability, and service delivery by ensuring every complaint is properly categorized, assigned, and monitored until closure.

Click on **Complaint & Grievance** from the Dashboard to access its modules.

## 5.1 Service Requests

The **Service Requests** sub-module is the entry point for complaint handling. It allows users to register new complaints and search or track existing ones.

Click on **Complaint & Grievance → Service Requests** from the Dashboard to access this sub-module.

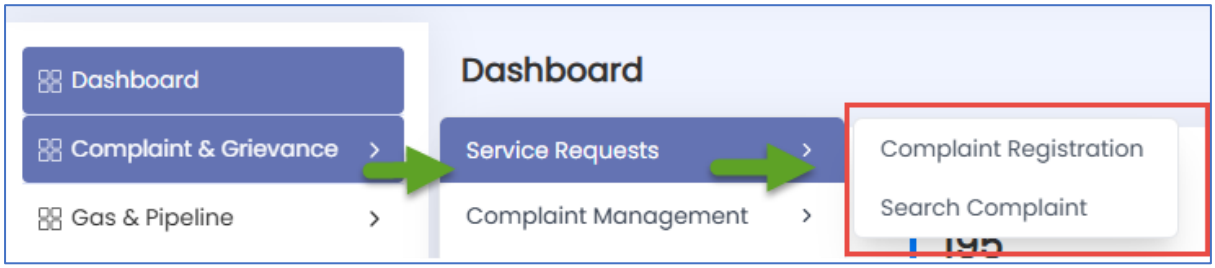



Figure 5-1

**Available Options under Service Requests**

- **Complaint Registration** – Used to create and submit a new complaint in the system. Users can enter complaint details, select category/sub-category, and register the issue.
- **Search Complaint** – Used to search and track existing complaints using filters.

### 5.1.1 Complaint Registration

This page is used to view, search, and create complaint records in the system. Users can filter existing complaints or register a new complaint.

*Complaint & Grievance → Service Requests → Complaint Registration*

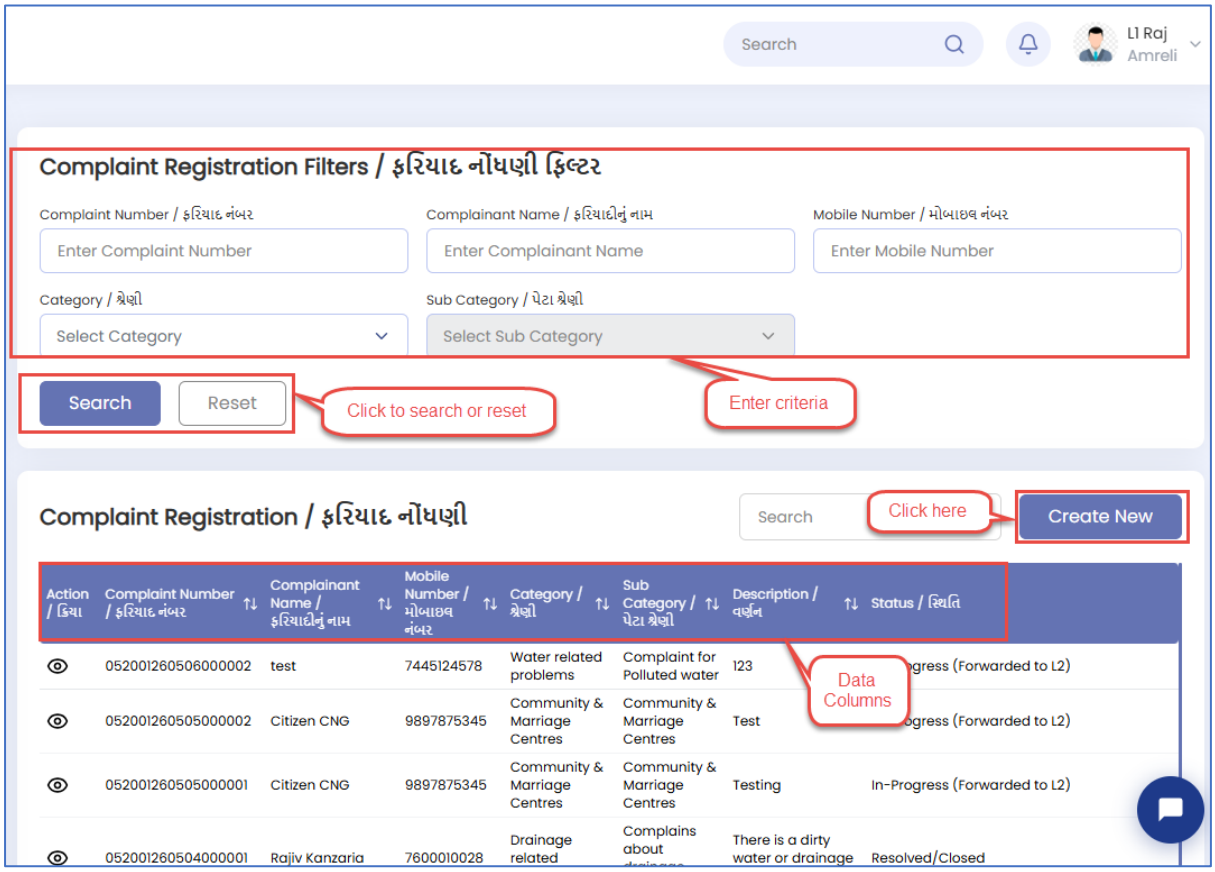



Figure 5-2

**Complaint Registration Filters**

Use this section to search existing complaints based on specific criteria.

**Buttons on this section:**

- **Search** – Displays complaints based on entered criteria.
- **Reset** – Clears all entered filter values.

**Fields:**

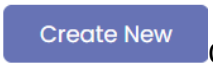
- **Complaint Number** – Enter the complaint number to search a specific complaint. (Text)
- **Complainant Name** – Enter the name of the complainant. (Text)
- **Mobile Number** – Enter the registered mobile number. (Numeric)

- **Category** – Select the complaint category.
- **Sub Category** – Select the complaint sub-category.

**Complaint Registration Listing**

Displays all complaint records based on search criteria.

**Buttons on this section:**

- **Create New** – 

Opens the complaint registration form.
- **Search (top right)** – Allows quick search within the displayed records.

**Columns:**

- **Action** – Click view icon to see complaint details.
- **Complaint Number** – Displays the unique complaint ID.
- **Complainant Name** – Shows the name of the complainant.
- **Mobile Number** – Displays the registered mobile number.
- **Category** – Shows the complaint category.
- **Sub Category** – Displays the complaint sub-category.
- **Description** – Shows complaint details.
- **Status** – Displays current status (e.g., In-Progress, Resolved/Closed, Forwarded to next level).

### 5.1.1.1 Create New

The Complaint Registration page is used to create and submit a new complaint in the system. It captures complainant details, complaint category, location, and supporting evidence to ensure proper processing and resolution.

*Complaint & Grievance → Service Requests → Complaint Registration*

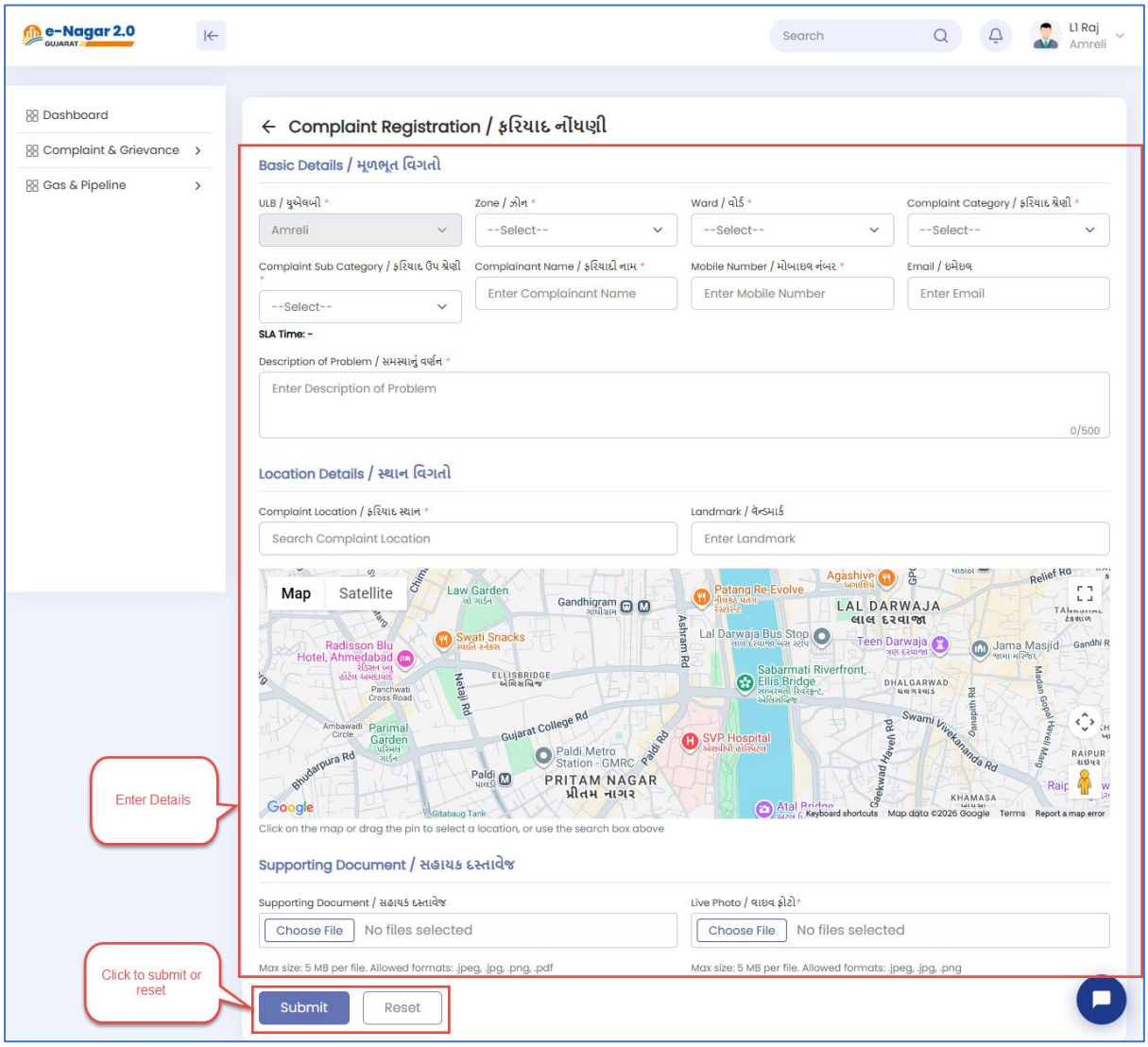



Figure 5-3

**Basic Details**

- **ULB –** Displays the selected Urban Local Body for which the complaint is being registered. (Dropdown)
- **Zone –** Select the zone under the selected ULB. (Dropdown)
- **Ward –** Select the ward corresponding to the selected zone. (Dropdown)

- **Complaint Category –** Select the main category of the complaint. (Dropdown)
- **Complaint Sub Category –** Select the specific sub-category based on the selected category. (Dropdown)
- **Complainant Name –** Enter the name of the person raising the complaint. (Text)
- **Mobile Number –** Enter the contact number of the complainant. (Numeric)

After entering number, you will see a OTP button, click on it to get OTP on the entered number. Enter OTP in OTP verification box & click on **Cancel** or **Verify OTP**

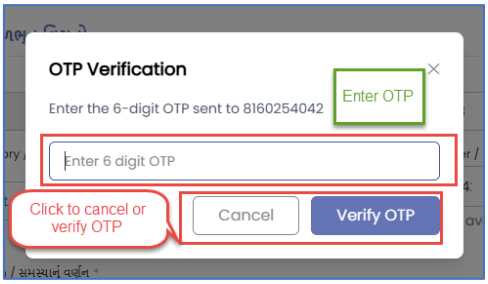



Figure 5-4

- **Email –** Enter the email address (if available). (Text)
- **SLA Time –** Displays the resolution time defined for the selected category/sub-category.
- **Description of Problem –** Enter detailed information about the complaint. (Text Area)

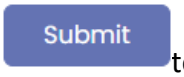
**Location Details**

- **Complaint Location –** Search and select the exact location of the complaint. (Search Field)
- **Landmark –** Enter a nearby landmark for easy identification of the location. (Text)
- **Map –** Select or pin the exact location on the map for accurate tracking.

**Supporting Document**

- **Supporting Document –** Upload any relevant document related to the complaint. (File Upload)
- **Live Photo –** Upload a live photo as proof of the issue. (File Upload)

**Buttons**

- **Submit –** Click 

to register the complaint after entering all required details.

- **Reset –** Click Reset to clear all entered details and start again.

### 5.1.2 Search Complaint

The Search Complaint page is used to find and track registered complaints using different search criteria. It helps users quickly locate complaints and view their current status and details.

Click on Complaint & Grievance → Service Requests → Search Complaint from the Dashboard to open this page.

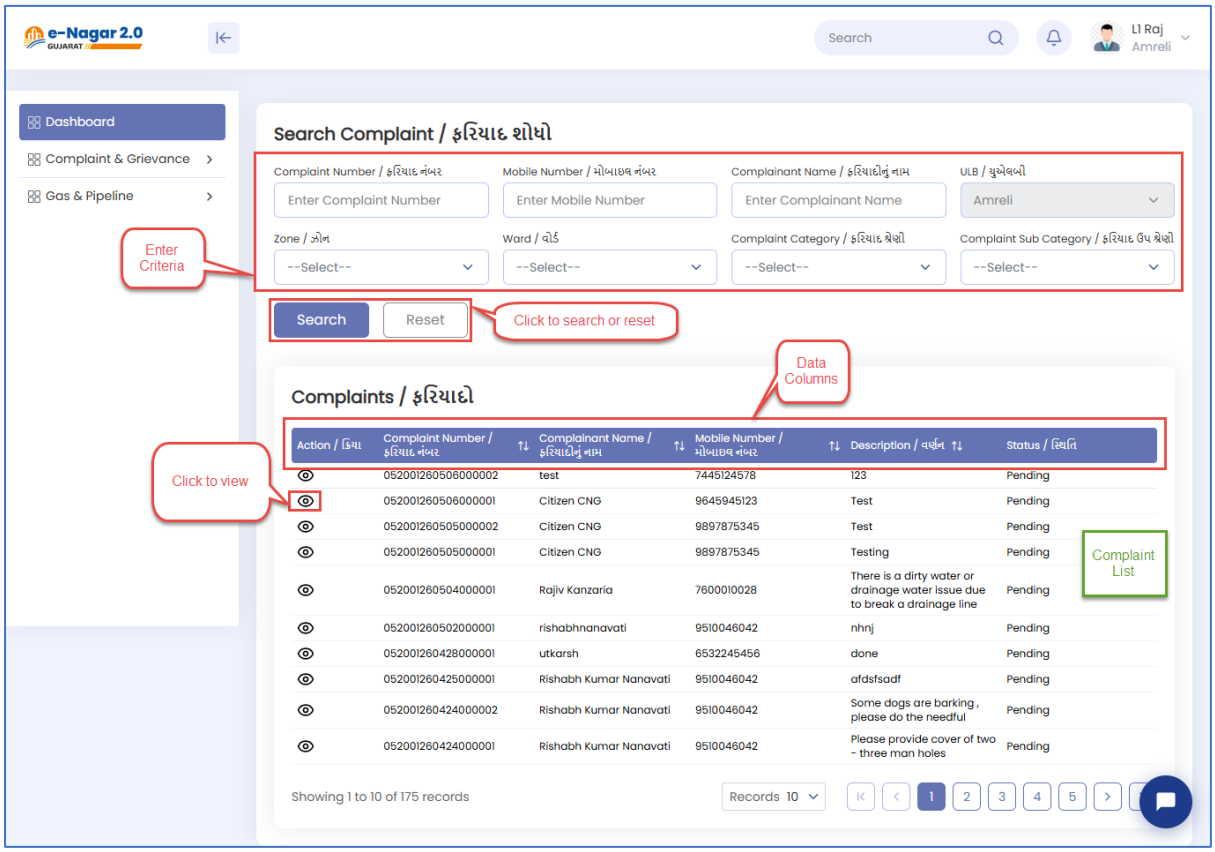



Figure 5-5

**Search Filters**

- **Complaint Number –** Enter the unique complaint number to search for a specific complaint. (Text)
- **Mobile Number –** Enter the complainant's mobile number to retrieve related complaints. (Numeric)
- **Complainant Name –** Enter the name of the complainant to search records. (Text)
- **ULB –** Displays or select the Urban Local Body for filtering complaints. (Dropdown)
- **Zone –** Select the zone to narrow down search results. (Dropdown)

- **Ward –** Select the ward under the chosen zone. (Dropdown)
- **Complaint Category –** Select the main complaint category. (Dropdown)
- **Complaint Sub Category –** Select the specific sub-category for refined search. (Dropdown)

**Buttons**

- **Search –** Click to fetch complaint records based on entered criteria.
- **Reset –** Click to clear all filters and reset the search fields.

**Complaint List**

The search results are displayed in a table with the following columns:

- **Action –** Click the view icon to open and see detailed information of the complaint.
- **Complaint Number –** Displays the unique complaint ID.
- **Complainant Name –** Displays the name of the complainant.
- **Mobile Number –** Displays the registered mobile number.
- **Description –** Shows a brief description of the complaint.
- **Status –** Displays the current status (e.g., Pending, In-Progress, Resolved).

#### 5.1.2.1 View

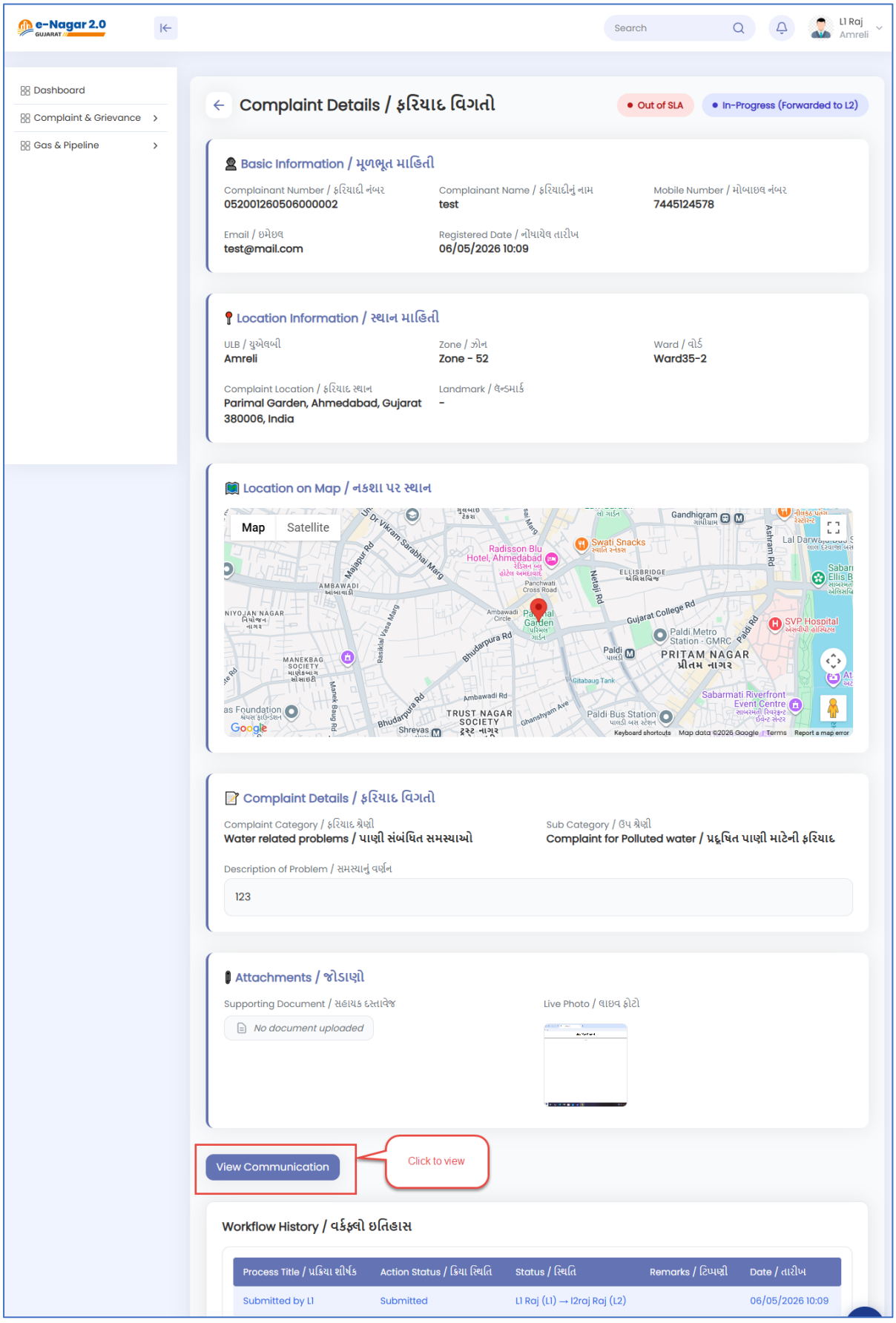

e-Nagar 2.0
GUJARAT
Search
L1 Raj
Amreli
Dashboard
Complaint & Grievance
Gas & Pipeline
Complaint Details / ફરિયાદ વિગતો
Out of SLA
In-Progress (Forwarded to L2)
Basic Information / મૂળભૂત માહિતી
Complainant Number / ફરિયાદી નંબર
052001260506000002
Complainant Name / ફરિયાદીનું નામ
test
Mobile Number / મોબાઇલ નંબર
7445124578
Email / ઇમેઇલ
test@mail.com
Registered Date / નોંધાયેલ તારીખ
06/05/2026 10:09
Location Information / સ્થાન માહિતી
ULB / યુએલબી
Amreli
Zone / ઝોન
Zone - 52
Ward / વોર્ડ
Ward35-2
Complaint Location / ફરિયાદ સ્થાન
Parimal Garden, Ahmedabad, Gujarat 380006, India
Landmark / લેન્ડમાર્ક
-
Location on Map / નકશા પર સ્થાન
Map
Satellite
Complaint Details / ફરિયાદ વિગતો
Complaint Category / ફરિયાદ શ્રેણી
Water related problems / પાણી સંબંધિત સમસ્યાઓ
Sub Category / ઉપ શ્રેણી
Complaint for Polluted water / પ્રદૂષિત પાણી માટેની ફરિયાદ
Description of Problem / સમસ્યાનું વર્ણન
123
Attachments / જોડાણો
Supporting Document / સહાયક દસ્તાવેજ
No document uploaded
Live Photo / લાઇવ ફોટો
View Communication
Click to view
Workflow History / વર્કફ્લો ઇતિહાસ
Process Title / પ્રક્રિયા શીર્ષક
Action Status / ક્રિયા સ્થિતિ
Status / સ્થિતિ
Remarks / ટિપ્પણી
Date / તારીખ
Submitted by L1
Submitted
L1 Raj (L1) → I2raj Raj (L2)
06/05/2026 10:09

Figure 5-6

## Complaint Details

The **Complaint Details** page provides complete information of a selected complaint, including complainant details, location, category, attachments, communication logs, and workflow history. It helps officers track progress and take necessary actions.

Click on the **View icon** from the **Search Complaint** page to open this screen.

### Basic Information

- **Complaint Number –** Displays the unique complaint ID.
- **Complainant Name –** Displays the name of the complainant.
- **Mobile Number –** Displays the registered contact number.
- **Email –** Displays the email ID of the complainant.
- **Registered Date –** Shows the date and time when the complaint was registered.

### Location Information

- **ULB –** Displays the Urban Local Body under which the complaint is registered.
- **Zone –** Displays the zone of the complaint location.
- **Ward –** Displays the ward details.
- **Complaint Location –** Shows the full address of the complaint.
- **Landmark –** Displays the nearby landmark (if provided).

### Location on Map

- **Map View –** Displays the exact complaint location on the map for easy identification and field verification.

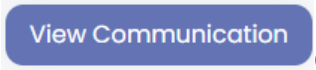
### Complaint Details

- **Complaint Category –** Displays the selected complaint category.
- **Sub Category –** Displays the selected complaint sub-category.
- **Description of Problem –** Shows the detailed description entered during complaint registration.

### Attachments

- **Supporting Document –** Displays uploaded documents related to the complaint.
- **Live Photo –** Displays uploaded image proof of the complaint.

### Buttons

- **View Communication –** 

Opens communication logs including SMS, Email, and WhatsApp messages sent for the complaint.

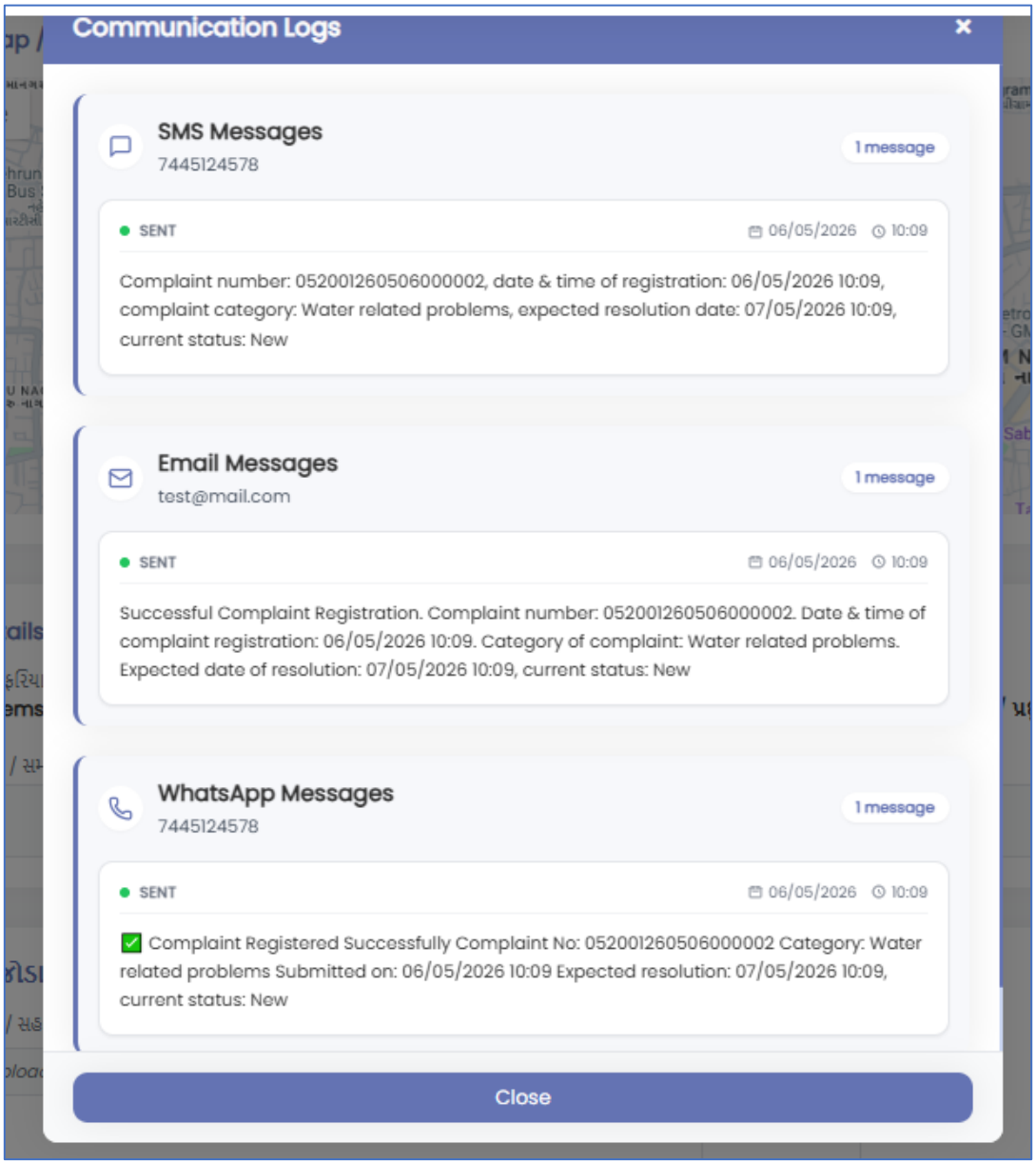



Figure 5-7

**Communication Logs**

Displays all notifications sent to the complainant:

- **SMS Messages –** Shows SMS communication details.
- **Email Messages –** Shows email communication sent to the complainant.
- **WhatsApp Messages –** Shows WhatsApp notification details.

Each section includes message content, date, and delivery status.

## 5.2 Complaint Management

The **Complaint Management** is used to manage, process, track, and resolve complaints registered in the system. It enables officers to handle complaints efficiently through structured workflows, forwarding mechanisms, and SLA-based monitoring.

### 5.2.1 Compliant Forward

The Complaint Forward module is used to transfer complaints to another ULB, zone, or ward when the issue does not belong to the current jurisdiction or requires action from another authority.

*Complaint & Grievance → Complaint Management → Complaint Forward*

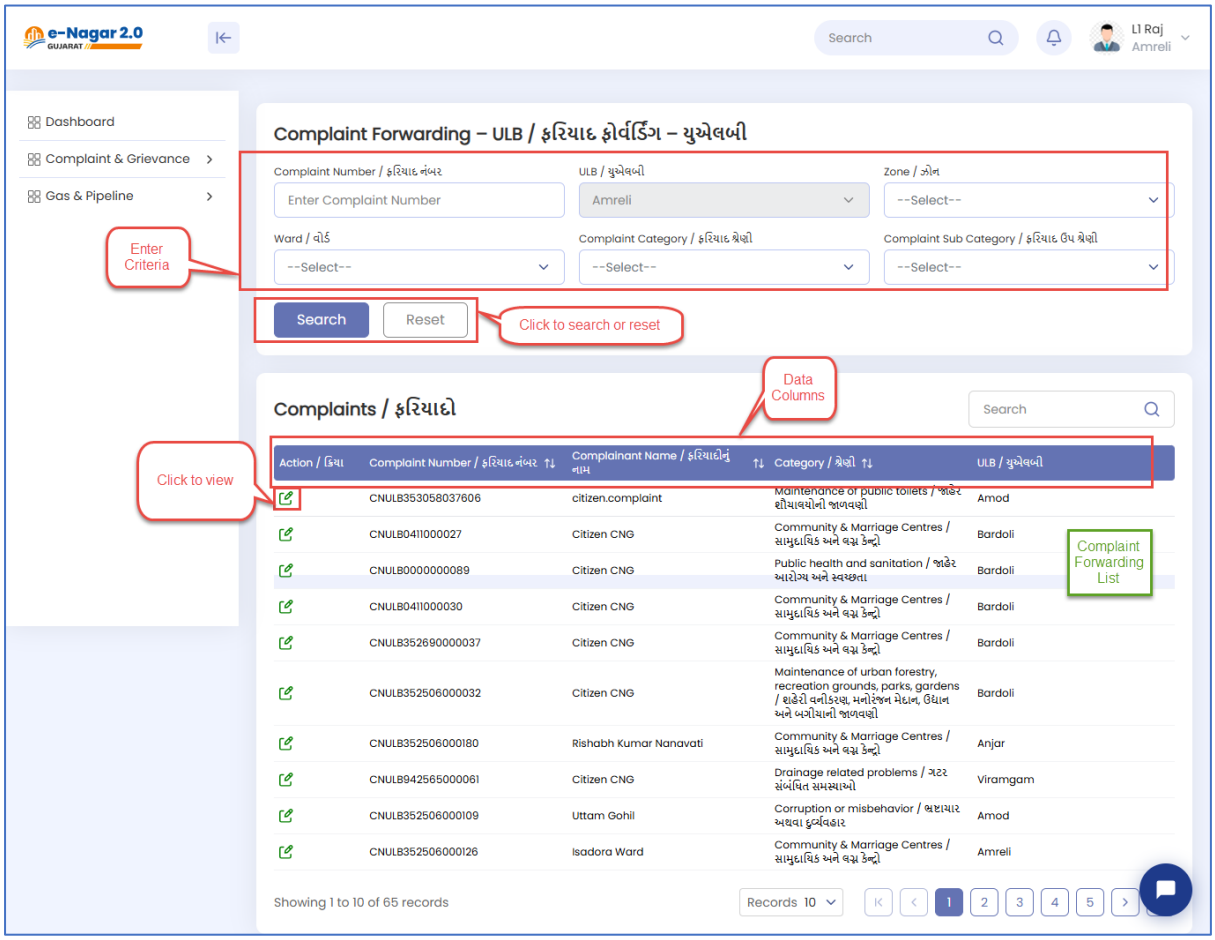



Figure 5-8

**Search Section**

- **Complaint Number –** Enter the complaint number to search a specific complaint. (Text)
- **ULB –** Displays or select the Urban Local Body. (Dropdown)

- **Zone –** Select the zone for filtering complaints. (Dropdown)
- **Ward –** Select the ward under the selected zone. (Dropdown)
- **Complaint Category –** Select the complaint category. (Dropdown)
- **Complaint Sub Category –** Select the sub-category. (Dropdown)

**Buttons**

- **Search –** Click to fetch complaint records based on entered criteria.
- **Reset –** Click to clear all filters.

**Complaint List**

The list of complaints appears with the following columns:

- **Action –** Click the edit icon to open the forwarding form.
- **Complaint Number –** Displays the unique complaint ID.
- **Complainant Name –** Displays the complainant's name.
- **Category –** Displays the complaint category.
- **ULB –** Displays the current ULB of the complaint.

### 5.2.1.1.1 Edit and Forward

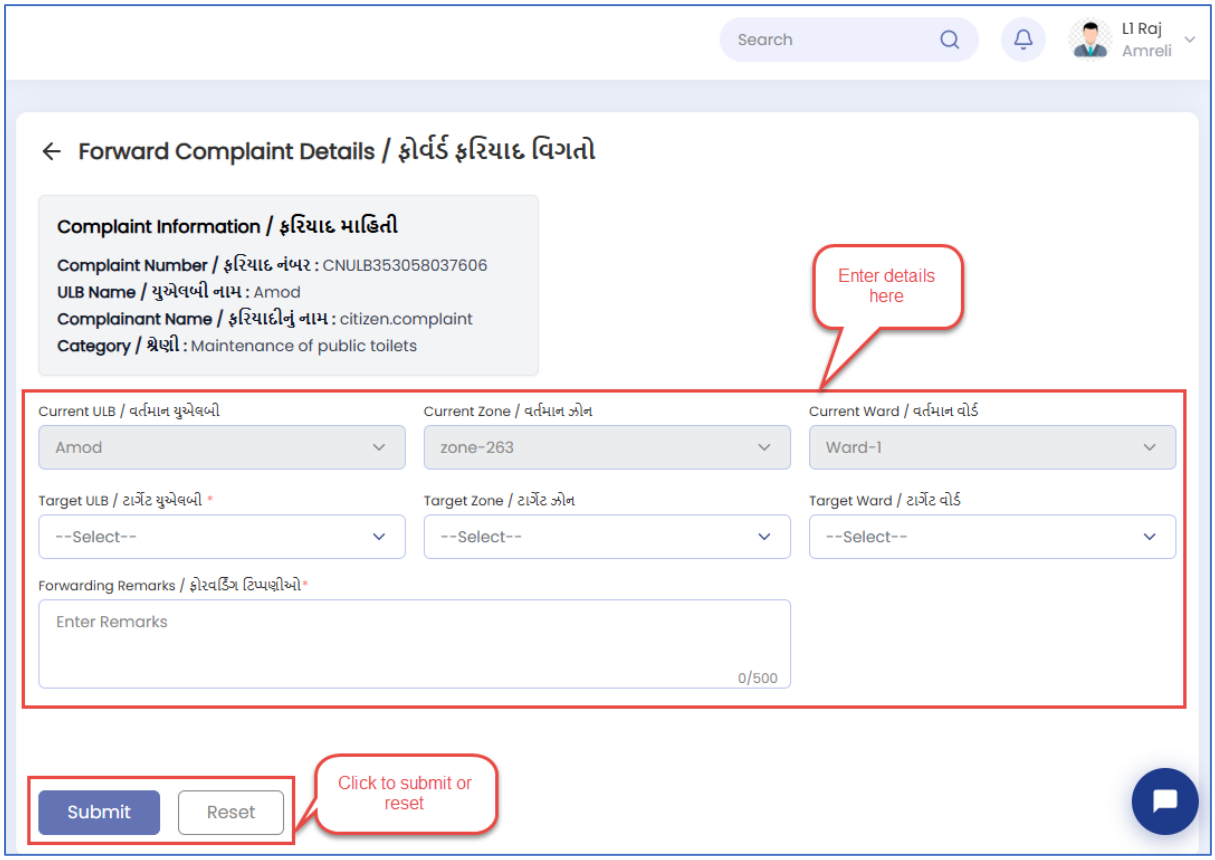



Figure 5-9

**Complaint Information**

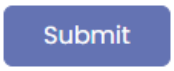
- **Complaint Number –** Displays the complaint ID.
- **ULB Name –** Displays the current ULB.
- **Complainant Name –** Displays the complainant name.
- **Category –** Displays the complaint category.

**Forwarding Details**

- **Current ULB –** Displays the current ULB of the complaint. (Dropdown)
- **Current Zone –** Displays the current zone. (Dropdown)
- **Current Ward –** Displays the current ward. (Dropdown)
- **Target ULB –** Select the ULB where the complaint needs to be forwarded. (Dropdown)
- **Target Zone –** Select the target zone. (Dropdown)
- **Target Ward –** Select the target ward. (Dropdown)

- **Forwarding Remarks –** Enter remarks or reason for forwarding the complaint. (Text Area)

**Buttons**

- **Submit –** Click 

to forward the complaint to the selected ULB/zone/ward.
- **Reset –** Click 

to clear the entered details.

## 5.3 Masters

**Masters Module (Complaint & Grievance)**

This section is used to configure all master data required for complaint management. It includes category setup, sub-category classification, officer mapping, and escalation rules.

Click on Complaint & Grievance → Masters from the Dashboard to access the master configuration options.

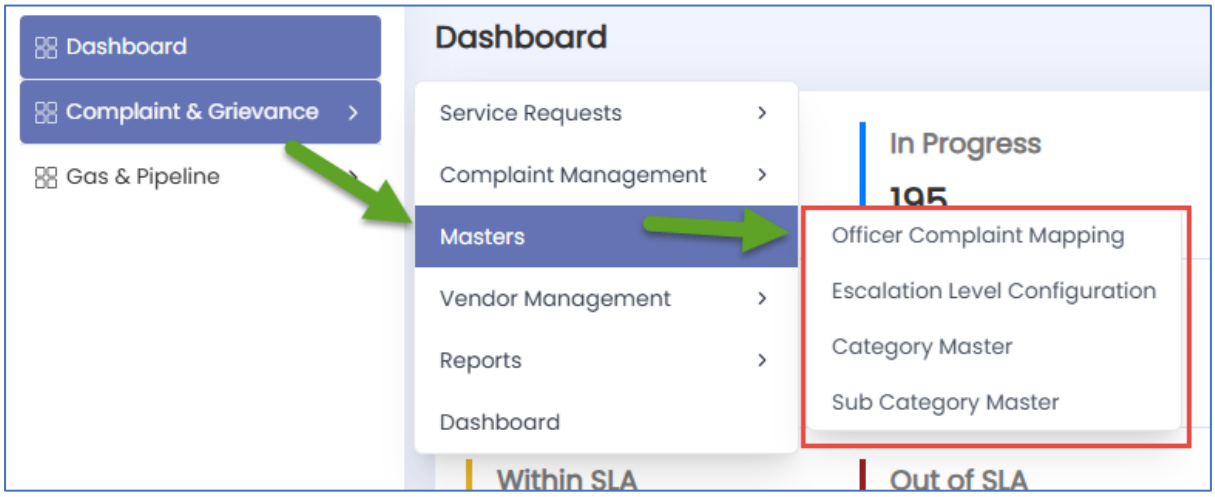



Figure 5-10

**Available Modules under Masters**

The following modules are available for configuration:

- Officer Complaint Mapping – Used to assign complaint categories and sub-categories to specific officers for proper routing of complaints.
- Escalation Level Configuration – Used to define escalation levels and SLA timelines to ensure complaints are escalated automatically if not resolved within the defined time.
- Category Master – Used to create and manage main complaint categories.
- Sub Category Master – Used to define sub-categories under each category for detailed classification.

### 5.3.1 Officer Complaint Mapping

This module is used to map complaint categories and sub-categories to specific officers. It ensures that complaints are automatically assigned to the correct officer based on category selection.

Click on Officer Complaint Mapping module from the Dashboard to view mapped records.

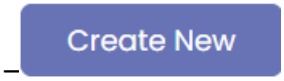



Figure 5-11

**Officer Complaint Mapping Listing Page**

Displays all mapped officers along with their assigned complaint categories.

**Buttons on this page:**

- **Create New** – 

Opens the mapping form to assign categories to an officer.
- **Search** – Allows filtering of mapping records.

**Columns:**

- **Action** – Use edit icon to update mapping details.
- **Sr No** – Displays the serial number.
- **Officer Name** – Shows the name of the mapped officer.
- **Category** – Displays assigned complaint categories (multiple categories can be mapped to a single officer).

### 5.3.1.1 Create New

**Add / Edit Officer Complaint Mapping Page**

This page is used to assign complaint categories and sub-categories to an officer.

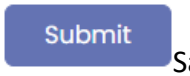



Figure 5-12

**Add / Edit Officer Complaint Mapping Page**

This page is used to assign complaint categories and sub-categories to an officer.

**Buttons on this page:**

- **Submit** – 

Saves the mapping details.
- **Reset** – 

Clears all selected values.

**Fields:**

- **ULB** – Displays the selected ULB for which mapping is being configured.
- **Officer Name** – Select the officer to whom complaints will be assigned.
- **Complaint Category** – Select one or more complaint categories to assign.
- **Complaint Sub Category** – Select relevant sub-categories under the selected category.




Figure 5-13

**Note:** Complaints of Single or Multiple categories can be mapped to a single officer as well as Multiple officers can have single complaint category mapped to them.

## 5.3.2 Escalation Level Configuration

This module is used to define escalation levels and SLA (Service Level Agreement) timelines for complaint resolution. It ensures that complaints are escalated to higher levels if not resolved within defined time limits.

Click on **Escalation Level Master** module from the Dashboard to view escalation records.

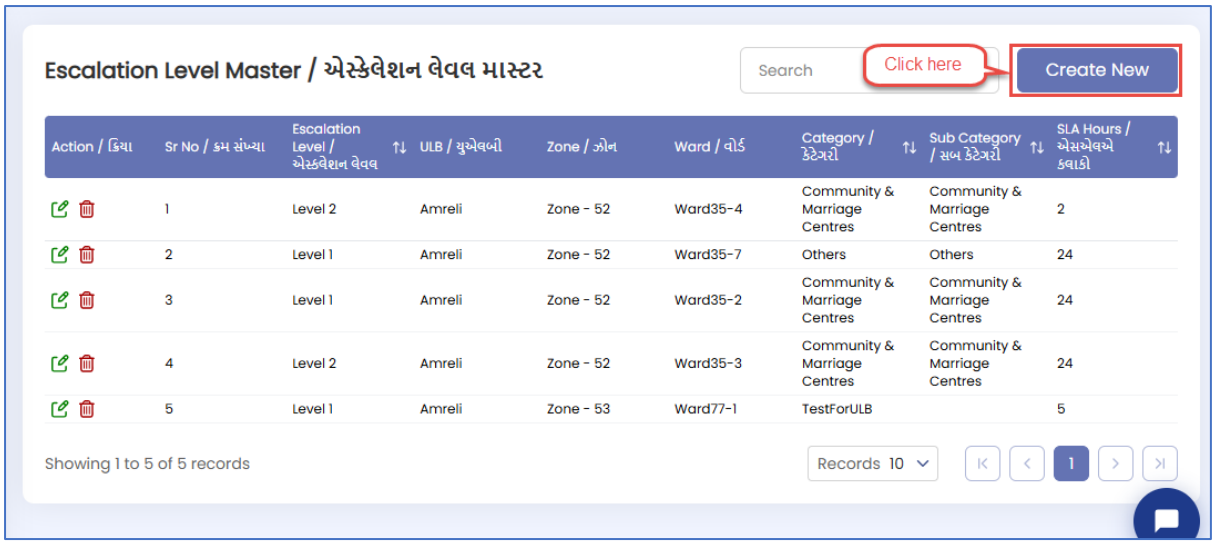
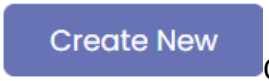



Figure 5-14

**Escalation Level Master Listing Page**

Displays all configured escalation levels along with category, location, and SLA details.

**Buttons on this page:**

- **Create New** – 

Opens the escalation configuration form.
- **Search** – Allows filtering of escalation records.

**Columns:**

- **Action** – Use edit icon to update escalation details or delete icon to remove the record.
- **Sr No** – Displays the serial number.
- **Escalation Level** – Shows the escalation stage (e.g., Level 1, Level 2).
- **ULB** – Displays the selected ULB.
- **Zone** – Shows the zone for which escalation is defined.
- **Ward** – Displays the ward details.

- **Category** – Shows the complaint category.
- **Sub Category** – Displays the complaint sub-category.
- **SLA Hours** – Defines the time limit (in hours) for resolution before escalation.

#### 5.3.2.1 Create New

**Add / Edit Escalation Level Page**

This page is used to configure escalation rules.

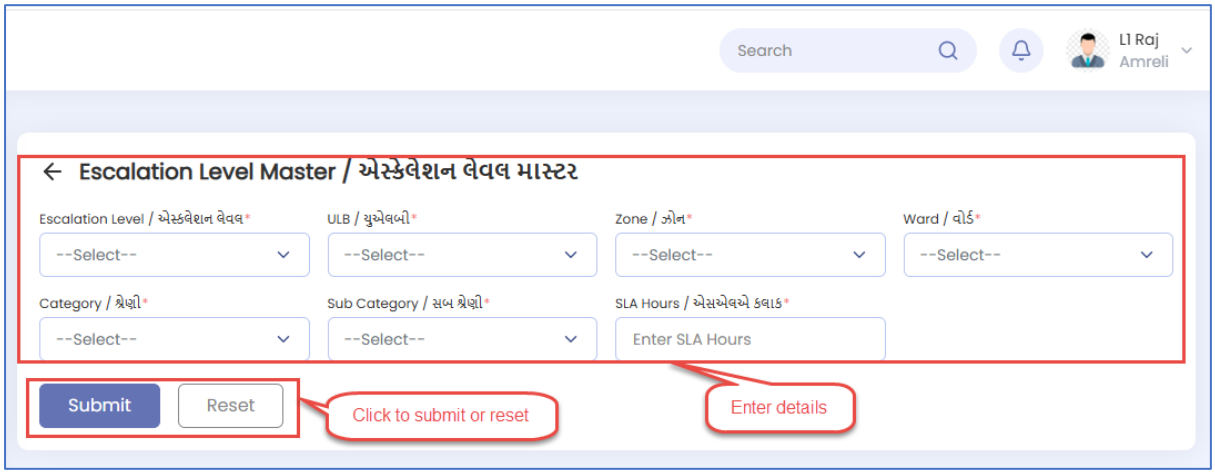
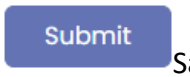



Figure 5-15

**Buttons on this page:**

- **Submit** – 

Saves the escalation configuration.
- **Reset** – 

Clears all selected values.

**Fields:**

- **Escalation Level** – Select the escalation stage (Level 1, Level 2, etc.).
- **ULB** – Select the ULB for which escalation is applicable.
- **Zone** – Select the zone.
- **Ward** – Select the ward.
- **Category** – Select the complaint category.
- **Sub Category** – Select the relevant sub-category.
- **SLA Hours** – Enter the time limit in hours for escalation. (Numeric)

**Note**: If a complaint is not resolved within the defined SLA Hours, the system scheduler will automatically escalate the complaint to the next escalation level.

### 5.3.3 Reopen Configuration

This module allows the user to define the number of days within which a resolved complaint can be reopened. The configuration is applied at the ULB level and controls the reopening window for complaints. This needs to done with in the 24 hrs after resolution of the issue.

*Complaint & Grievance → Masters → Reopen Configuration*

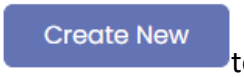



Figure 5-16

**Reopen Configuration Listing Page**

Displays the configured reopen duration for the selected ULB.

**Buttons**

- **Edit (Action icon) –** Click to open the edit page for updating reopen configuration.
- **Create New –** Click 

to add a new configuration (if applicable).
- **Search –** Enter keyword to filter records.

**Data Columns**

- **Sr No –** Displays the serial number of the record.
- **ULB Name –** Displays the ULB for which configuration is set.
- **Days for Reopen –** Displays the number of days allowed to reopen a complaint after resolution.

### 5.3.3.1 Edit Reopen Configuration Page

This page allows updating the reopen duration.




Figure 5-17

**Fields**

- **ULB Name –** Displays the selected ULB.
- **Days for Reopen –** Enter the number of days within which a resolved complaint can be reopened.

**Buttons** 


- **Update –** Click to save the updated configuration.
- **Reset –** Click to clear the entered value.

### 5.3.4 Category Master

This module is used to create and manage complaint/service categories in the system. Users can add new categories, update existing ones, or remove unnecessary entries.

Click on **Category Master** module from the Dashboard to open the list of all existing categories.

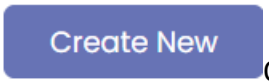



Figure 5-18

**Category Master Listing Page**

Displays all added categories with available actions.

**Buttons on this page:**

- **Create New** – 

Opens the category creation form.
- **Search** – Allows quick filtering of records.

**Columns:**

- **Action** – Use edit icon to modify category details or delete icon to remove the category.
- **Sr No** – Displays the serial number of the category.
- **Category Name** – Shows the name of the category in English.
- **Category Gujarati Name** – Shows the category name in Gujarati.

#### 5.3.4.1 Create New

**Add / Edit Category Page**

This page is used to add a new category or update an existing one.

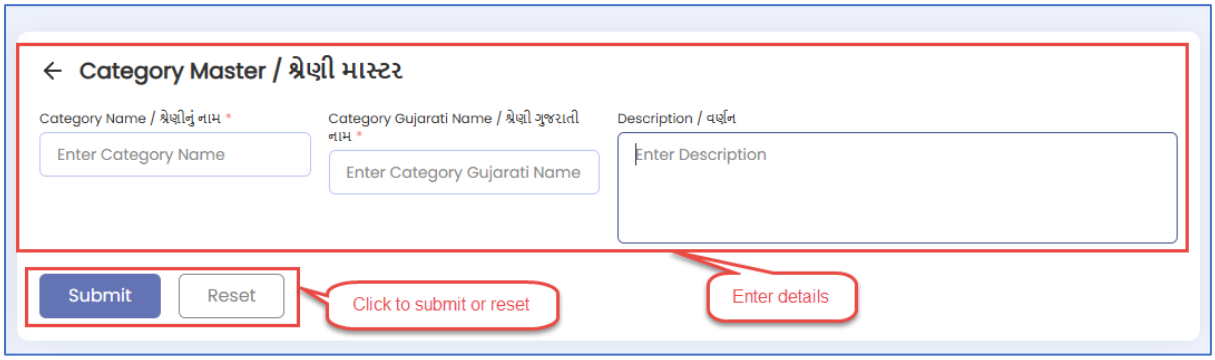
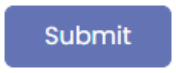



Figure 5-19

**Buttons on this page:**

- **Submit** – 

Saves the entered category details.
- **Reset** – 

Clears all entered values.

**Fields:**

- **Category Name** – Enter the category name in English. (Text)
- **Category Gujarati Name** – Enter the category name in Gujarati. (Text)
- **Description** – Enter details or explanation about the category. (Text)

## 5.3.5 Sub Category Master

This module is used to create and manage sub-categories under defined categories. It helps in detailed classification of complaints/services for better tracking and processing.

Click on **Sub Category** Master module from the Dashboard to view the list of sub-categories.

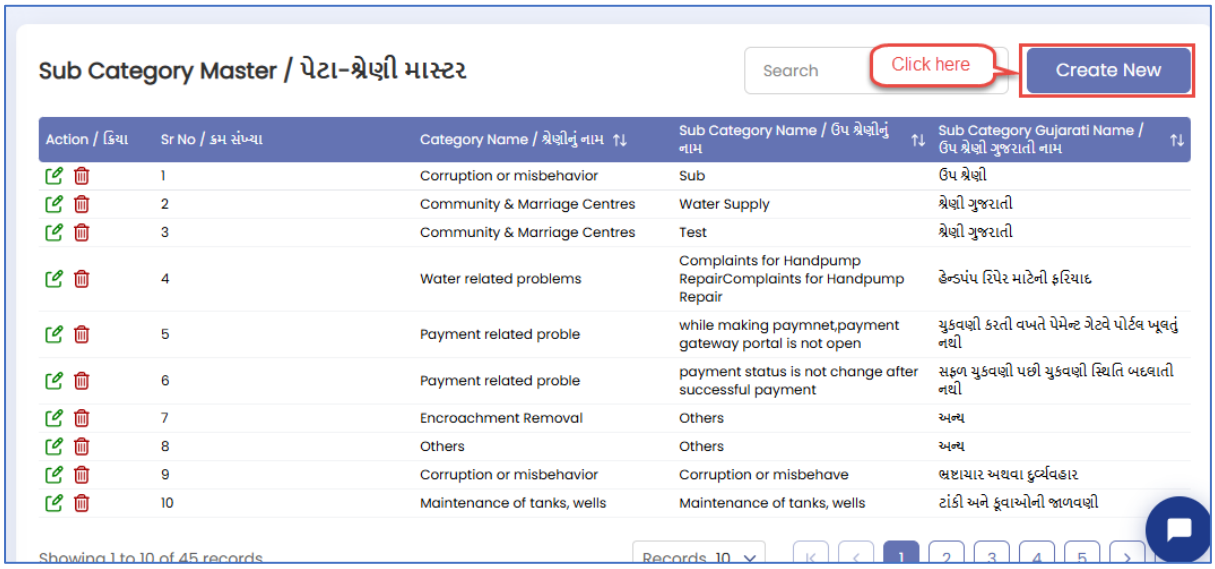
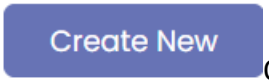



Figure 5-20

**Sub Category Master Listing Page**

Displays all existing sub-categories along with their parent category.

**Buttons on this page:**

- **Create New** – 

Opens the sub-category creation form.
- **Search** – Allows filtering of sub-category records.

**Columns:**

- **Action** – Use edit icon to modify sub-category details or delete icon to remove the sub-category.
- **Sr No** – Displays the serial number.
- **Category Name** – Shows the parent category under which the sub-category is created.
- **Sub Category Name** – Displays the sub-category name in English.
- **Sub Category Gujarati Name** – Displays the sub-category name in Gujarati.

### 5.3.5.1 Create New

**Add / Edit Sub Category Page**

This page is used to add a new sub-category or update an existing one.

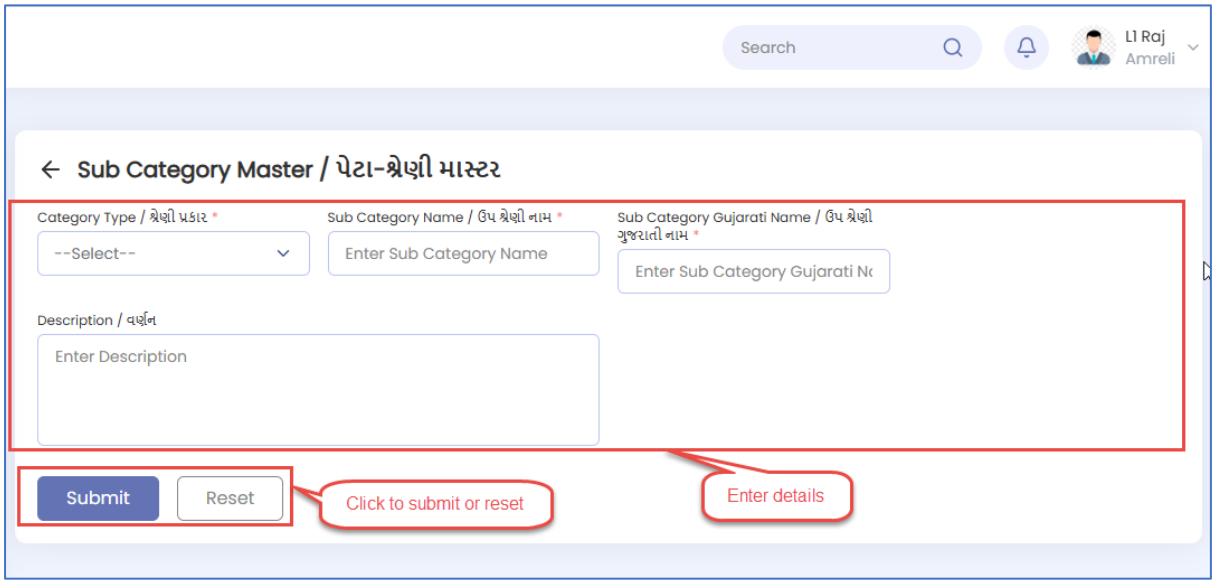
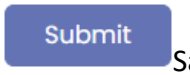



Figure 5-21

**Buttons on this page:**

- **Submit** – 

Saves the entered sub-category details.
- **Reset** – 

Clears all entered values.

**Fields:**

- **Category Type** – Select the parent category under which the sub-category will be created.
- **Sub Category Name** – Enter the sub-category name in English. (Text)
- **Sub Category Gujarati Name** – Enter the sub-category name in Gujarati. (Text)
- **Description** – Enter details or explanation about the sub-category. (Text)

## 5.4 Vendor Management

The Vendor Management module is used to register and manage vendors who may be responsible for resolving specific types of complaints or providing services.

*Complaint & Grievance → Vendor Management → Vendor Registration*

### 5.4.1 Vendor Registration

The Vendor Registration page is used to add, view, and manage vendors who can be assigned to handle complaint-related services.

*Complaint & Grievance → Vendor Management → Vendor Registration*

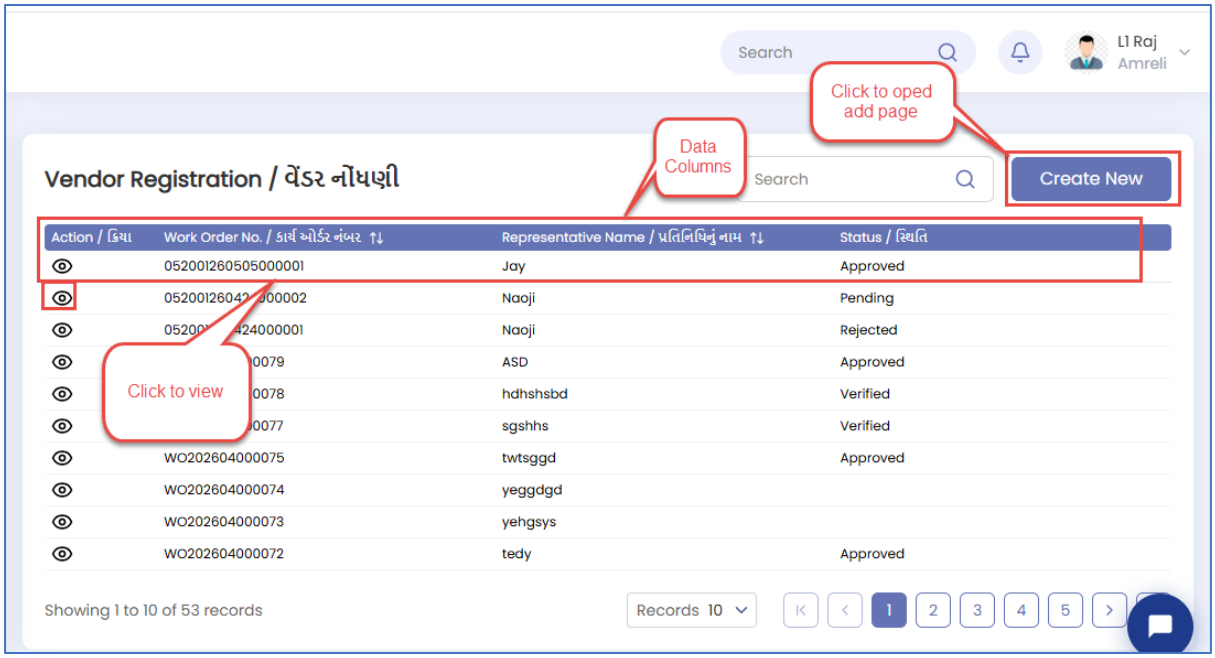
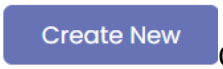



Figure 5-22

**Vendor Registration Listing**

This page displays the list of registered vendors.

**Buttons**

- **Create New –** 

Opens the Vendor Registration form to add a new vendor.

**Columns**

- **Action –** Click the view ( ) icon to see vendor details.
- **Work Order No. –** Displays the unique work order number assigned to the vendor.
- **Representative Name –** Displays the vendor's representative name.

- **Status –** Displays the current status (e.g., Approved, Pending, Rejected, Verified).

### 5.4.1.1 Create New

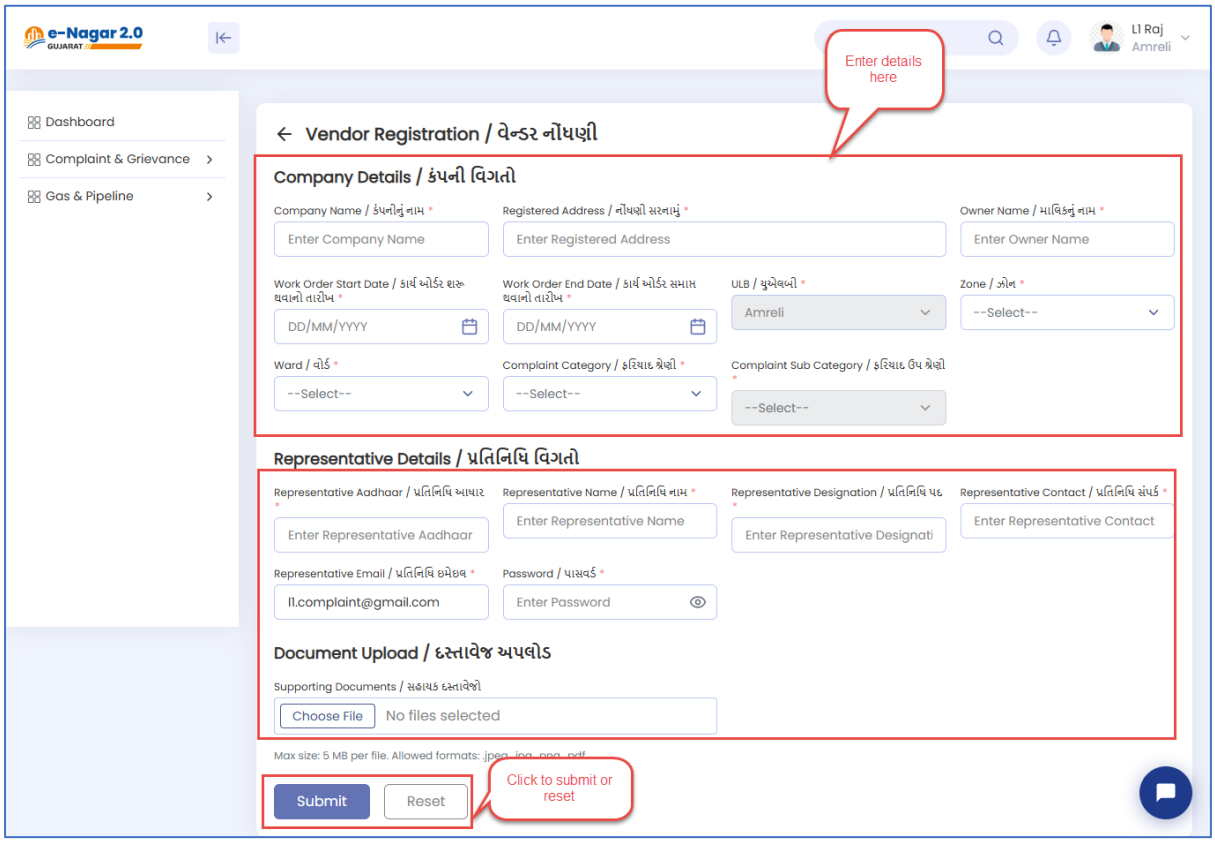



Figure 5-23

**Company Details**

- **Company Name –** Enter the name of the vendor company. (Text)
- **Registered Address –** Enter the official address of the company. (Text)
- **Owner Name –** Enter the name of the company owner. (Text)
- **Work Order Start Date –** Select the start date of the work order. (Date Picker)
- **Work Order End Date –** Select the end date of the work order. (Date Picker)
- **ULB –** Displays or select the ULB for vendor assignment. (Dropdown)
- **Zone –** Select the zone. (Dropdown)
- **Ward –** Select the ward. (Dropdown)
- **Complaint Category –** Select the category in which the vendor will operate. (Dropdown)
- **Complaint Sub Category –** Select the sub-category. (Dropdown)

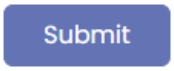
**Representative Details**

- **Representative Aadhaar –** Enter Aadhaar number of the vendor representative. (Numeric)
- **Representative Name –** Enter the name of the representative. (Text)
- **Representative Designation –** Enter the designation of the representative. (Text)
- **Representative Contact –** Enter the contact number. (Numeric)
- **Representative Email –** Enter the email ID. (Text)
- **Password –** Enter the password for vendor login. (Password)

**Document Upload**

- **Supporting Documents –** Upload relevant documents for vendor verification (e.g., certificates, ID proof). (File Upload)

**Buttons**

- **Submit –** Click 

to register the vendor.
- **Reset –** Click 

to clear all entered details.

## 5.4.2 Reports Module

The **Reports** module provides analytical and summary reports for complaints, helping users monitor performance, track SLA compliance, and analyze trends across categories, locations, and time periods.

Click on **Complaint & Grievance → Reports** from the Dashboard and select the required report type.

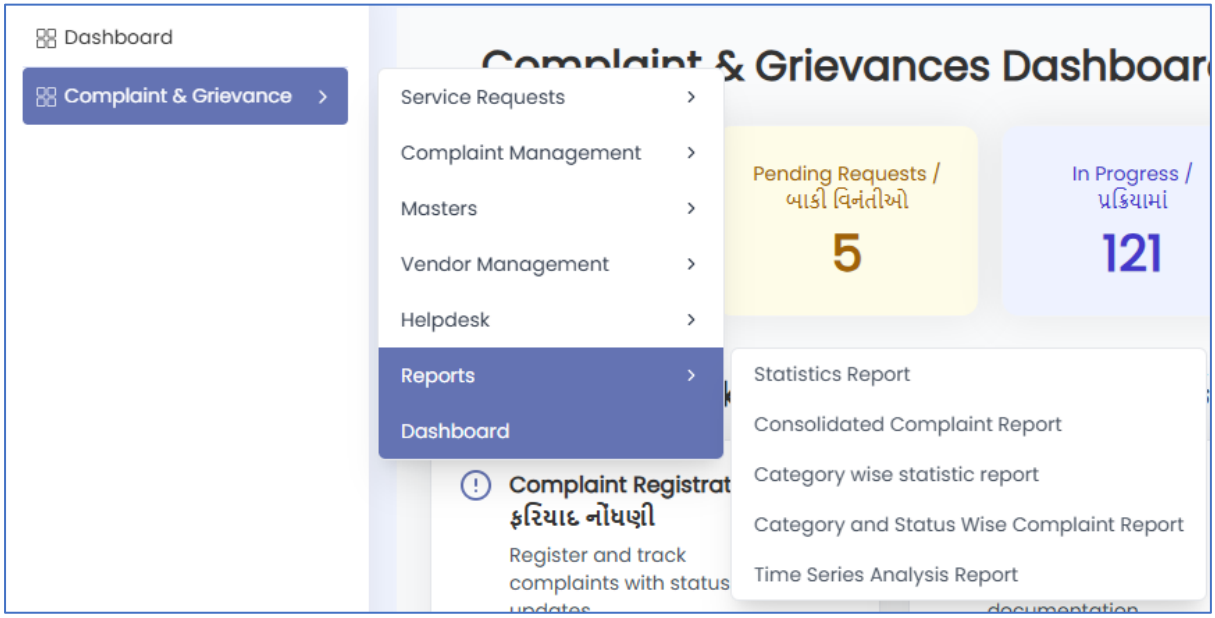



Figure 5-24

### 5.4.2.1 Statistics Report

Displays complaint statistics based on status and selected frequency.

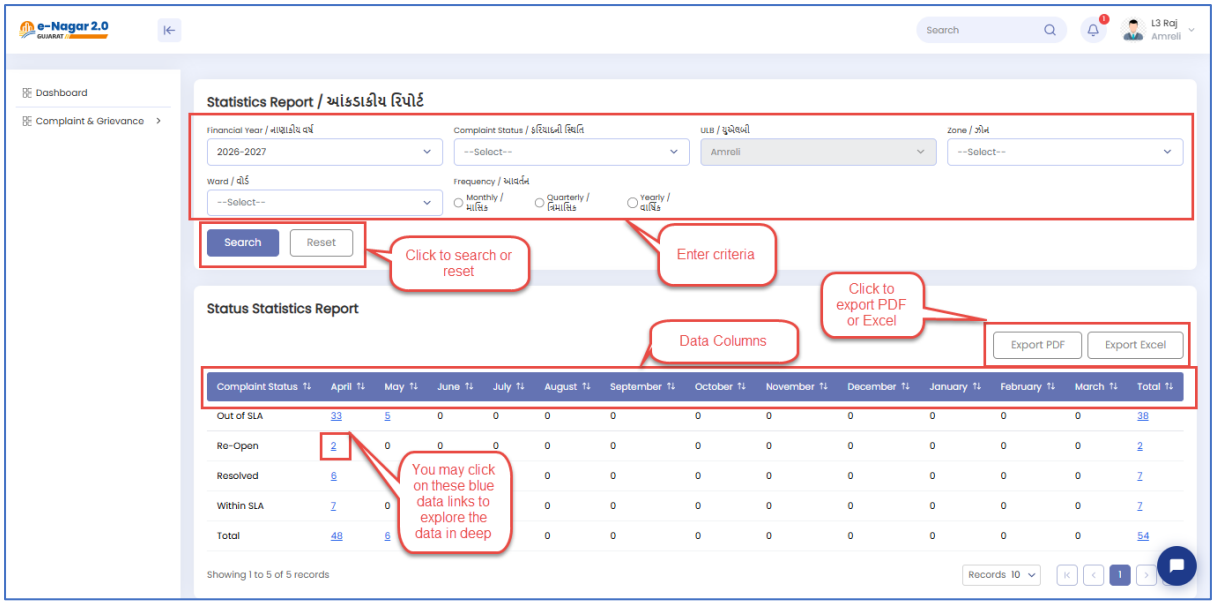



Figure 5-25

**Filters**

- **Financial Year –** Select the financial year. (Dropdown)
- **Complaint Status –** Select complaint status. (Dropdown)
- **ULB –** Select the ULB. (Dropdown)
- **Zone –** Select the zone. (Dropdown)
- **Ward –** Select the ward. (Dropdown)
- **Frequency –** Select Monthly / Quarterly / Yearly.

**Buttons** 


- **Search –** Generate the report.
- **Reset –** Clear filters.

**Data Columns**

- **Complaint Status –** Status type (Out of SLA, Resolved, etc.).
- **April to March –** Month-wise complaint count.
- **Total –** Total complaints for each status.
- **Drill-down (Clickable Data)**
- **Blue font numbers –** Click to view detailed complaints for selected **status + month**. You can click any of the number with blue font under data columns, those are links to various data pages.

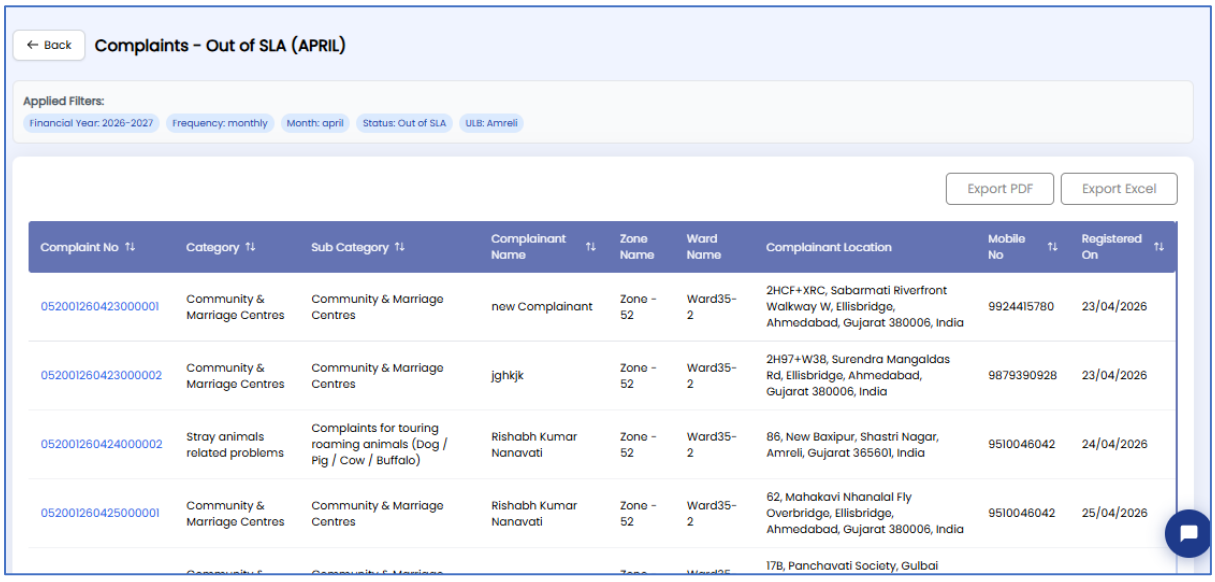



Figure 5-26

- Opens complaint list corresponding to selected data.

### 5.4.2.2 Category-wise Statistics Report

Displays complaint data grouped by category and sub-category (month-wise).

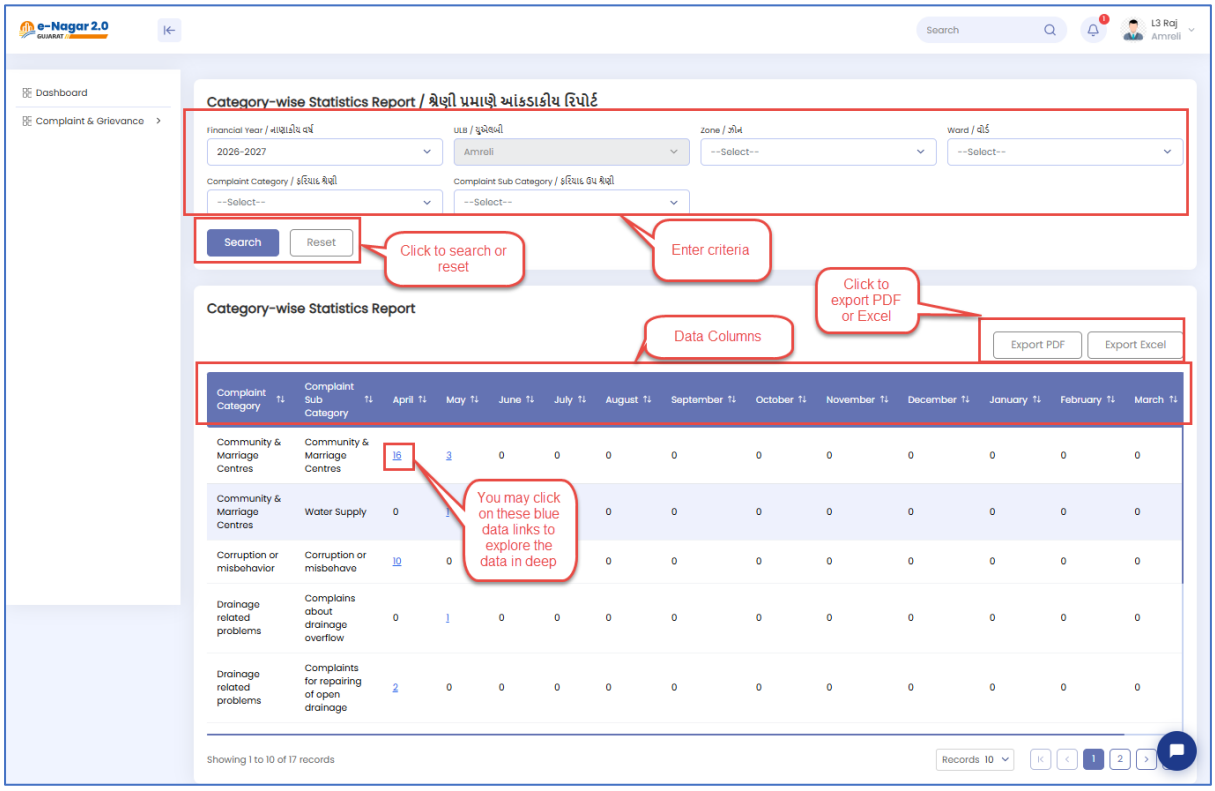



Figure 5-27

**Filters**

- **Financial Year –** Select year.
- **ULB –** Select ULB.
- **Zone –** Select zone.
- **Ward –** Select ward.
- **Complaint Category –** Select category.
- **Complaint Sub Category –** Select sub-category.

**Buttons** 


- **Search –** Generate report.
- **Reset –** Clear filters.

**Data Columns**

- **Complaint Category –** Category name.
- **Complaint Sub Category –** Sub-category name.
- **April to March –** Month-wise complaint count.
- **Drill-down (Clickable Data)**
- **Blue numbers –** Click to view complaints for selected **category + sub-category + month**.

### 5.4.2.3 Consolidated Complaint Report

Provides detailed complaint-level data in a single table.

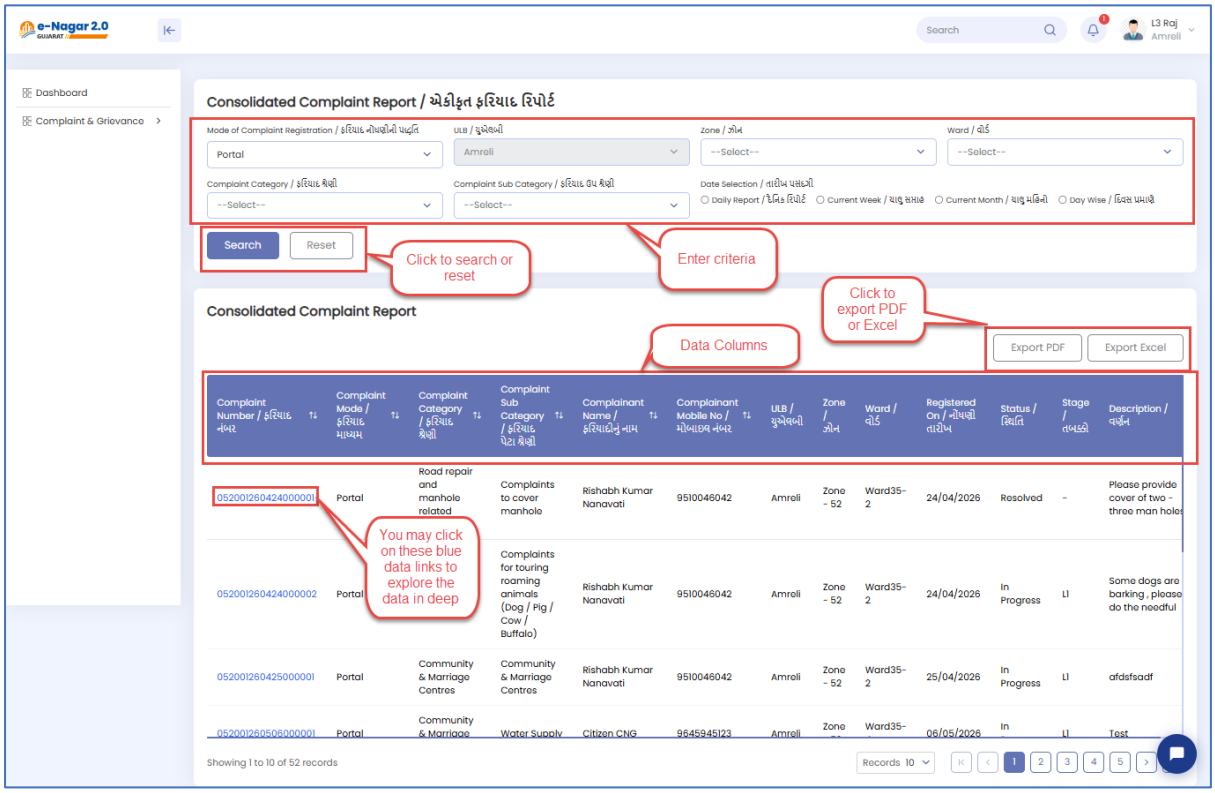



Figure 5-28

**Filters**

- **Mode of Complaint Registration –** Select mode.
- **ULB –** Select ULB.
- **Zone –** Select zone.
- **Ward –** Select ward.
- **Complaint Category –** Select category.
- **Complaint Sub Category –** Select sub-category.
- **Date Selection –** Daily / Current Week / Current Month / Day wise.

**Buttons** 


- **Search –** Generate report.
- **Reset –** Clear filters.

**Data Columns**

- **Complaint Number –** Unique ID.
- **Complaint Mode –** Registration mode.
- **Complaint Category –** Category name.
- **Complaint Sub Category –** Sub-category.
- **Complainant Name –** Citizen name.
- **Mobile Number –** Contact number.
- **ULB –** ULB name.
- **Zone –** Zone details.
- **Ward –** Ward details.
- **Registered On –** Registration date.
- **Status –** Current status.
- **Stage –** Workflow level (L1, L2, etc.).
- **Description –** Complaint description.
- **Drill-down (Clickable Data)**
- **Complaint Number (clickable) –** Opens full complaint details page.

### 5.4.2.4 Category & Status Wise Complaint Report

Provides combined analysis of category and complaint status.

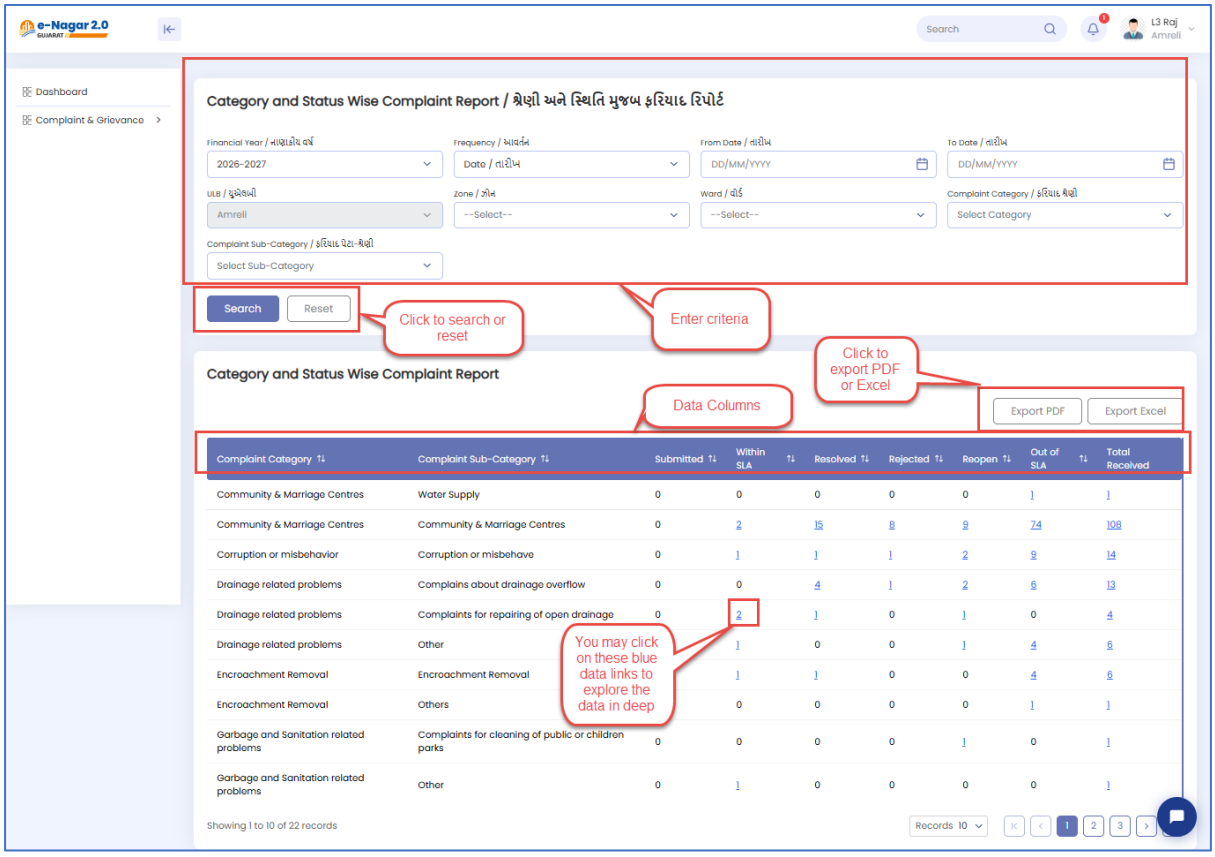



Figure 5-29

**Filters**

- Financial Year – Select year.
- Frequency – Select frequency.
- From Date – Select start date.
- To Date – Select end date.
- ULB – Select ULB.
- Zone – Select zone.
- Ward – Select ward.
- Complaint Category – Select category.
- Complaint Sub Category – Select sub-category.

**Buttons** 


- **Search –** Generate report.
- **Reset –** Clear filters.

**Data Columns**

- **Complaint Category –** Category name.
- **Complaint Sub Category –** Sub-category.
- **Submitted –** Total submitted complaints.
- **Within SLA –** Resolved within SLA.
- **Resolved –** Total resolved.
- **Rejected –** Rejected complaints.
- **Reopen –** Reopened complaints.
- **Out of SLA –** Exceeded SLA.
- **Total Received –** Total complaints.
- **Drill-down (Clickable Data)**
- **Blue numbers –** Click to view detailed complaints for selected **category + status**.

### 5.4.2.5 Time Series Analysis Report

Provides trend-based analysis of complaints across time and SLA.

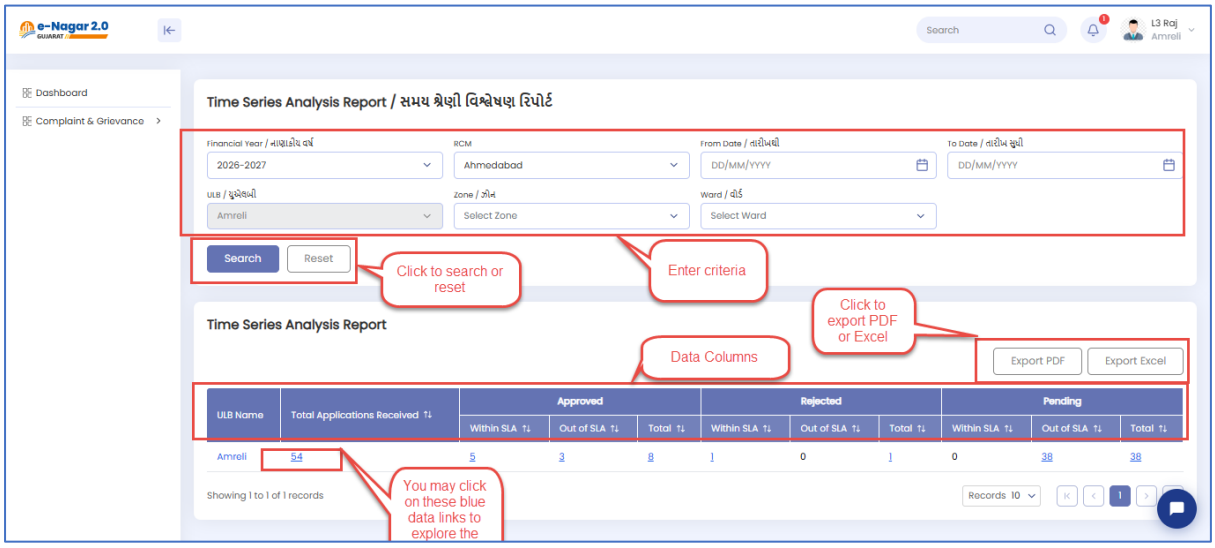



Figure 5-30

**Filters**

- **Financial Year –** Select year.
- **RCM –** Select region/city.
- **From Date –** Select start date.
- **To Date –** Select end date.
- **ULB –** Select ULB.
- **Zone –** Select zone.
- **Ward –** Select ward.

**Buttons** 


- **Search –** Generate report.
- **Reset –** Clear filters.

**Data Columns**

- **ULB Name –** ULB name.

- **Total Applications Received –** Total complaints.
- **Approved**
  - Within SLA
  - Out of SLA
  - Total
- **Rejected**
  - Within SLA
  - Out of SLA
  - Total
- **Pending**
  - Within SLA
  - Out of SLA
  - Total
- **Drill-down (Clickable Data)**
- **Blue numbers –** Click to view complaint details for selected **status + SLA condition**.

**Export Options (All Reports)** 


- **Export PDF –** Download report in PDF format.
- **Export Excel –** Download report in Excel format.

## 5.5 Helpdesk Module

This module is used to raise, track, and manage internal system issues or queries related to different modules. It ensures proper issue logging, assignment, tracking, and resolution through a structured workflow.

Click on **Complaint & Grievance → Helpdesk** from the Dashboard to access Helpdesk features.

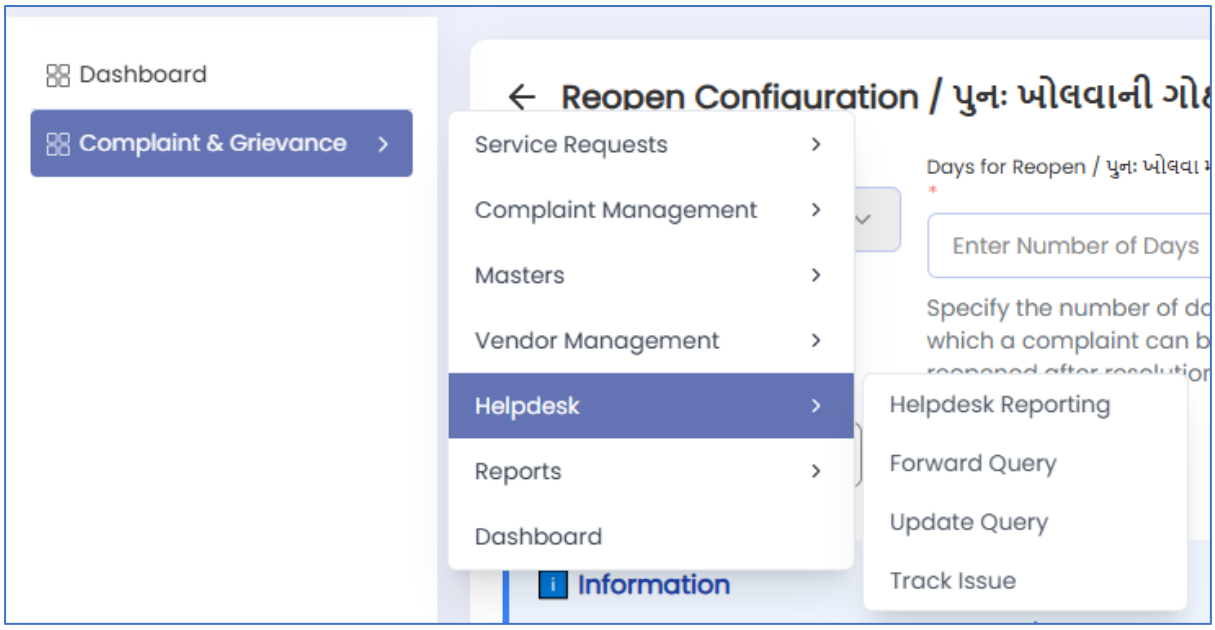



Figure 5-31

### 5.5.1 Helpdesk Reporting

Displays the list of all raised helpdesk issues across modules.

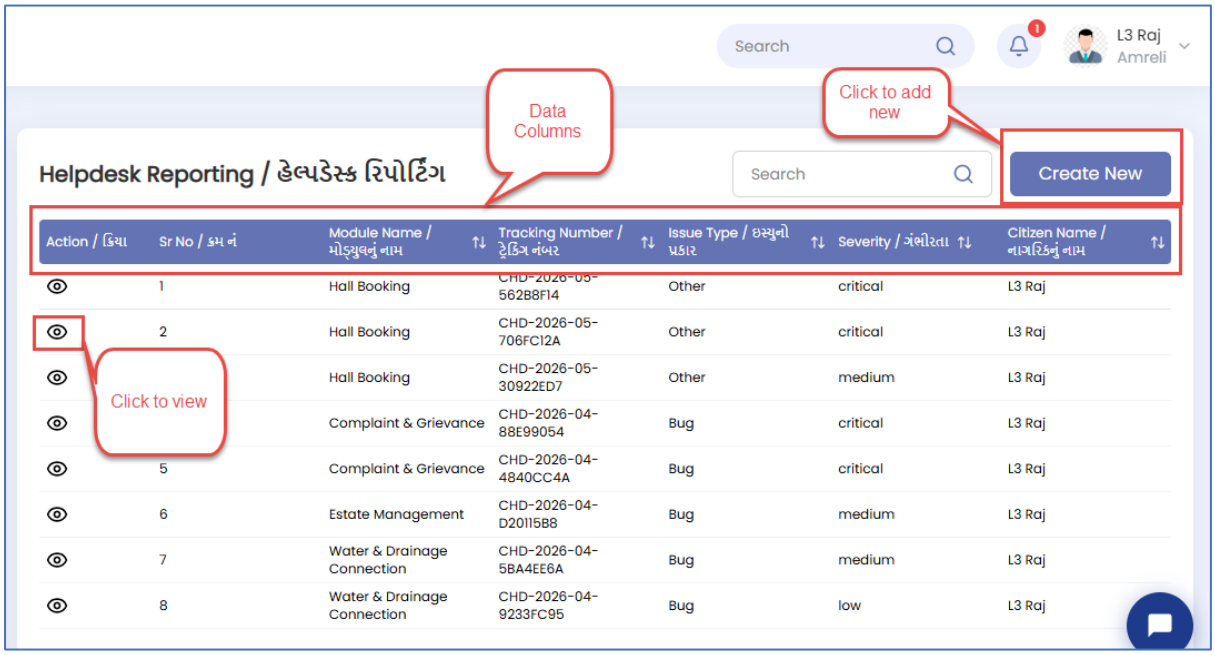



Figure 5-32

**Buttons**

- **Create New –** Click 

to raise a new helpdesk query.
- **Search –** Enter keyword to filter records.
- **View (Eye icon) –** Click to view issue tracking details.

**Data Columns**

- **Sr No –** Displays the serial number of the record.
- **Module Name –** Displays the module where the issue is raised (e.g., Hall Booking, Complaint & Grievance).
- **Tracking Number –** Displays the unique ID generated for the issue.
- **Issue Type –** Displays the type of issue (e.g., Bug, Other).
- **Severity –** Displays priority level such as Low, Medium, High, Critical.
- **Citizen Name –** Displays the name of the user who raised the issue.

#### 5.5.1.1 Create Helpdesk Query

This page allows users to register a new issue.

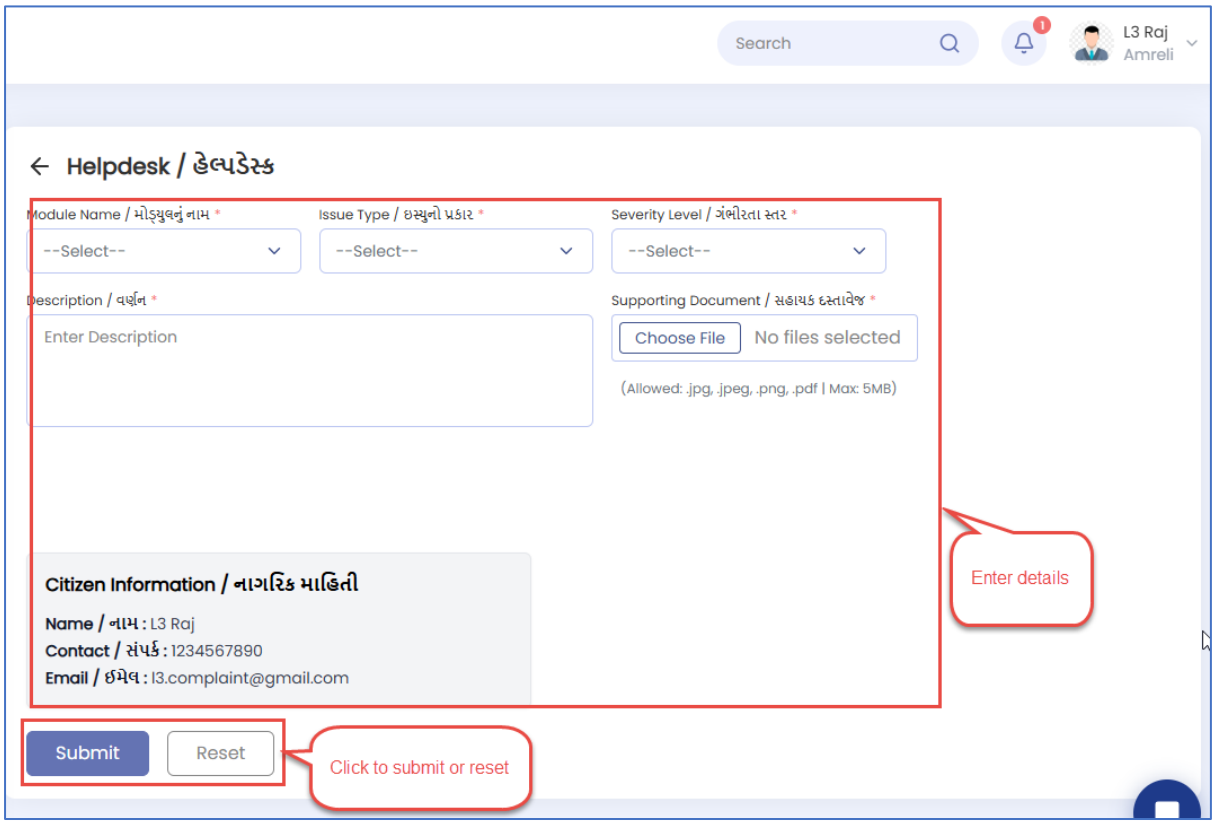



Figure 5-33

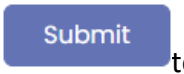
**Fields**

- **Module Name –** Select the module where the issue is identified.
- **Issue Type –** Select the type of issue.
- **Severity Level –** Select the priority level of the issue.
- **Description –** Enter detailed description of the issue.
- **Supporting Document –** Upload relevant documents or screenshots.

**Citizen Information**

Displays logged-in user details such as Name, Contact, and Email.

**Buttons**

- **Submit –** Click 

to submit the issue.
- **Reset –** Click 

to clear entered details.

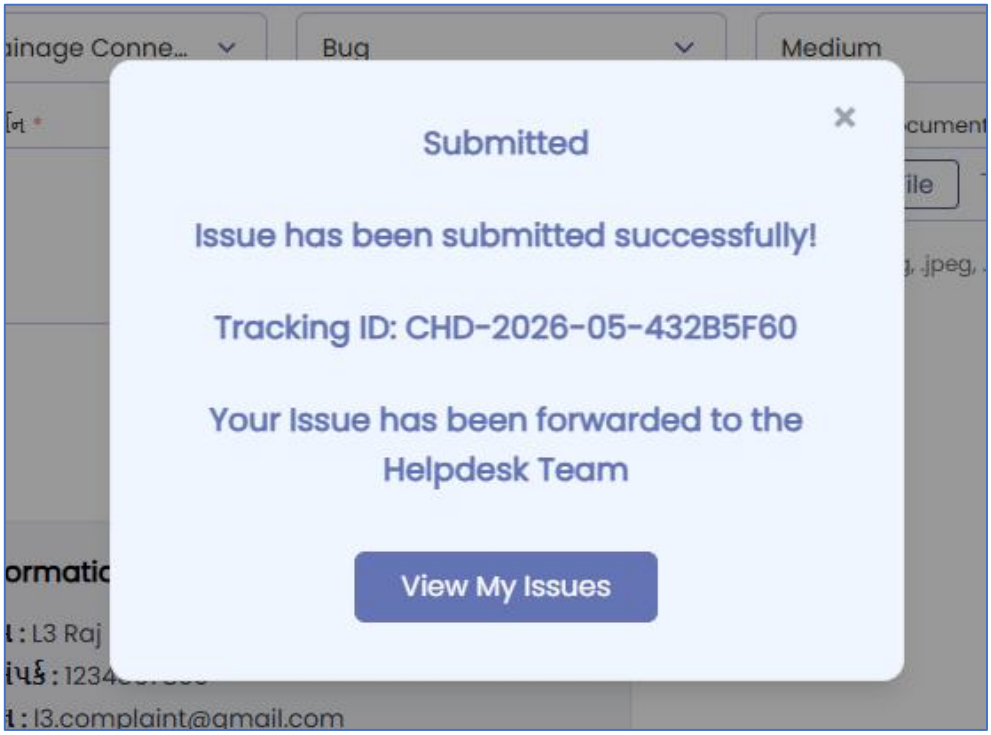
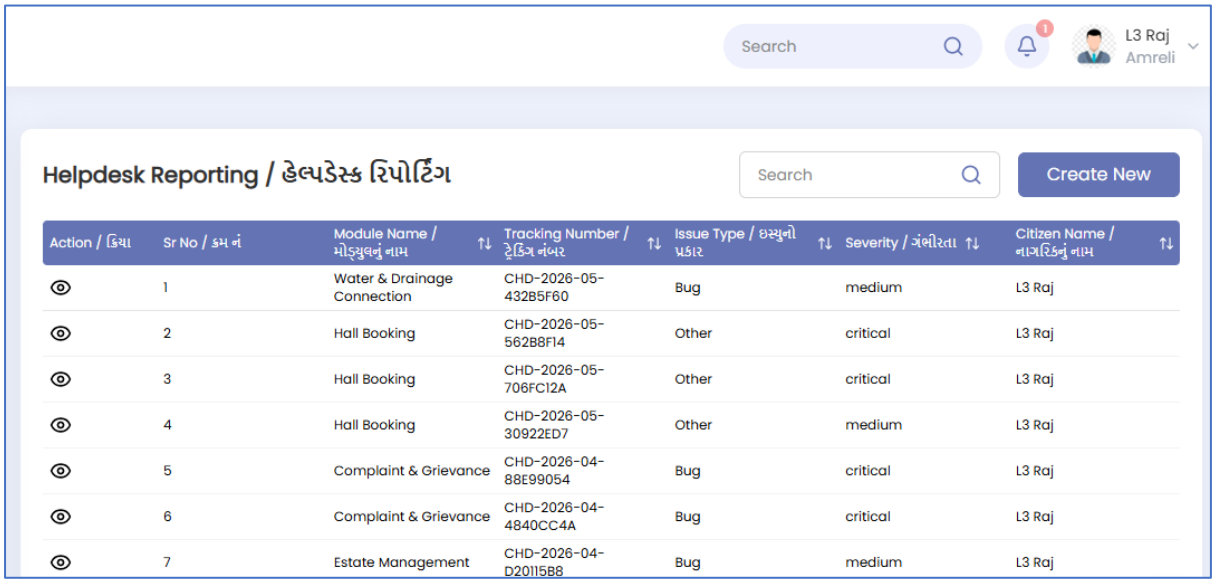



Figure 5-34

This notification will pop-up after submission. Click on **View My Issues** to view the list.




| Action / ક્રિયા | Sr No / ક્રમ નં | Module Name / મોડ્યુલનું નામ | Tracking Number / ટ્રેકિંગ નંબર | Issue Type / ઇસ્યુનો પ્રકાર | Severity / ગંભીરતા | Citizen Name / નાગરિકનું નામ |
|---|---|---|---|---|---|---|
| | 1 | Water & Drainage Connection | CHD-2026-05-432B5F60 | Bug | medium | L3 Raj |
| | 2 | Hall Booking | CHD-2026-05-562B8F14 | Other | critical | L3 Raj |
| | 3 | Hall Booking | CHD-2026-05-706FC12A | Other | critical | L3 Raj |
| | 4 | Hall Booking | CHD-2026-05-30922ED7 | Other | medium | L3 Raj |
| | 5 | Complaint & Grievance | CHD-2026-04-88E99054 | Bug | critical | L3 Raj |
| | 6 | Complaint & Grievance | CHD-2026-04-4840CC4A | Bug | critical | L3 Raj |
| | 7 | Estate Management | CHD-2026-04-D20115B8 | Bug | medium | L3 Raj |

Figure 5-35

### 5.5.2 Forward Query (Assignment Page)

This page is used to search, view, and manage all helpdesk issues raised in the system. It allows users to filter issues, review details, and update/assign them.

Click on Complaint & Grievance → Helpdesk → Forward Query to open this page.

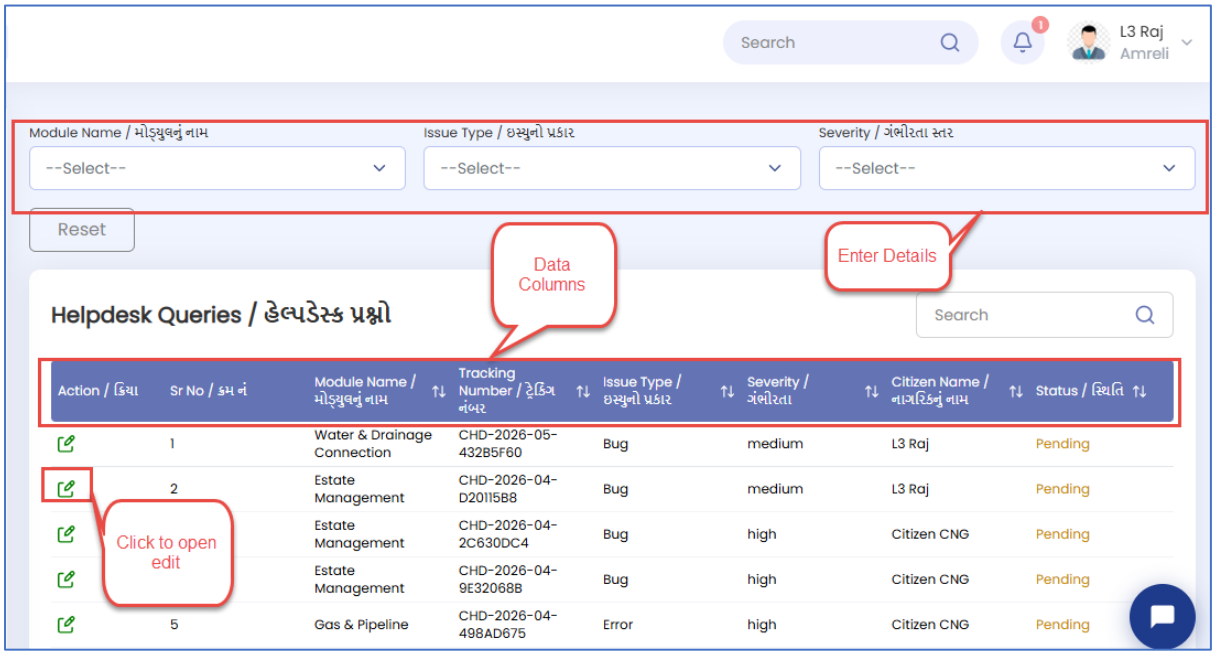



Figure 5-36

**Filters Section**

Used to search and filter helpdesk queries based on specific criteria.

- **Module Name –** Select the module for which the issue is raised. (Dropdown)
- **Issue Type –** Select the type of issue such as Bug or Other. (Dropdown)
- **Severity –** Select the priority level such as Low, Medium, High, or Critical. (Dropdown)

**Buttons** 


- **Search –** Click to display records based on selected filters.
- **Reset –** Click to clear all selected filters.

### 5.5.2.1 Assign

This page is used to assign or forward the issue to a responsible agent.

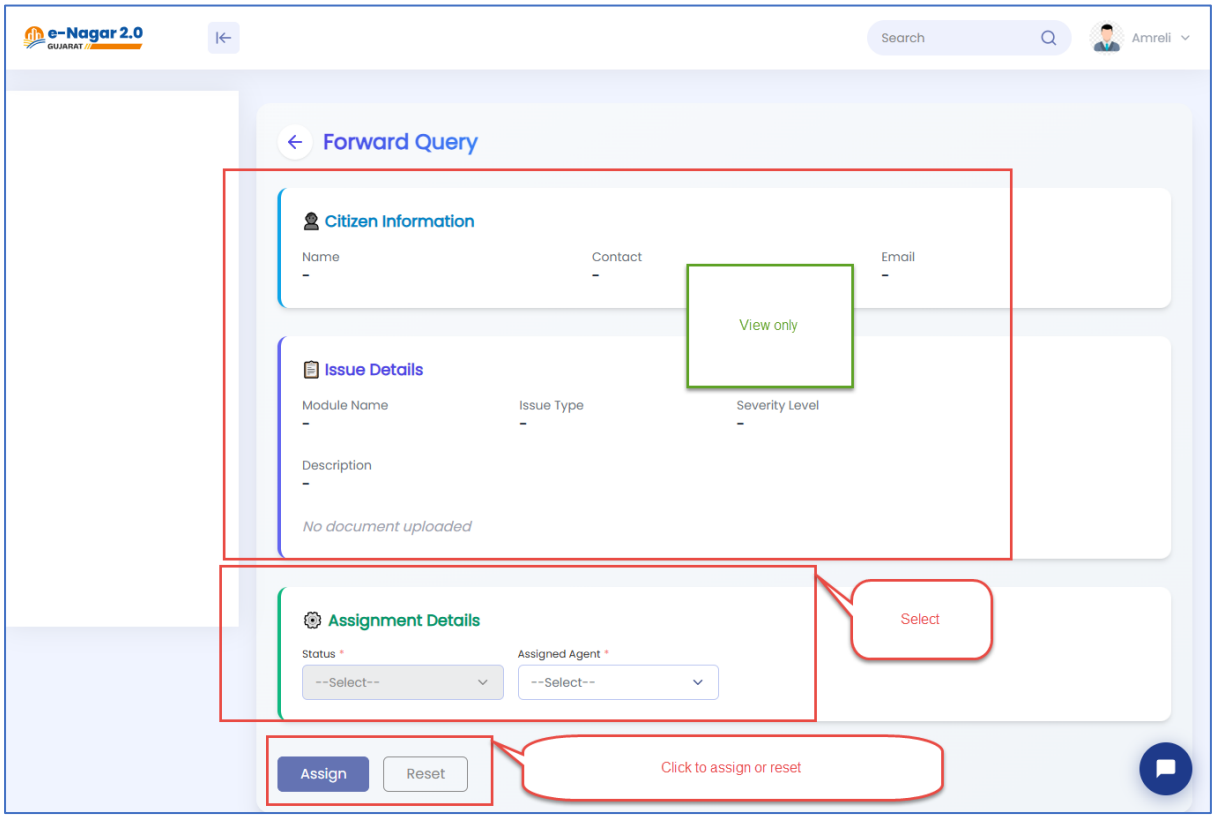



Figure 5-37

**Citizen Information**

Displays user details who raised the issue.

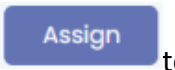
**Issue Details**

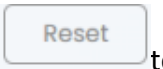
Displays module name, issue type, severity, and description.

**Assignment Details**

- **Status –** Select the current status of the issue.
- **Assigned Agent –** Select the user to whom the issue is assigned.

**Buttons**

- **Assign –** Click 

to assign/forward the issue.
- **Reset –** Click 

to clear selection.

### 5.5.3 Track Issue

Allows users to track the current status of a helpdesk issue.

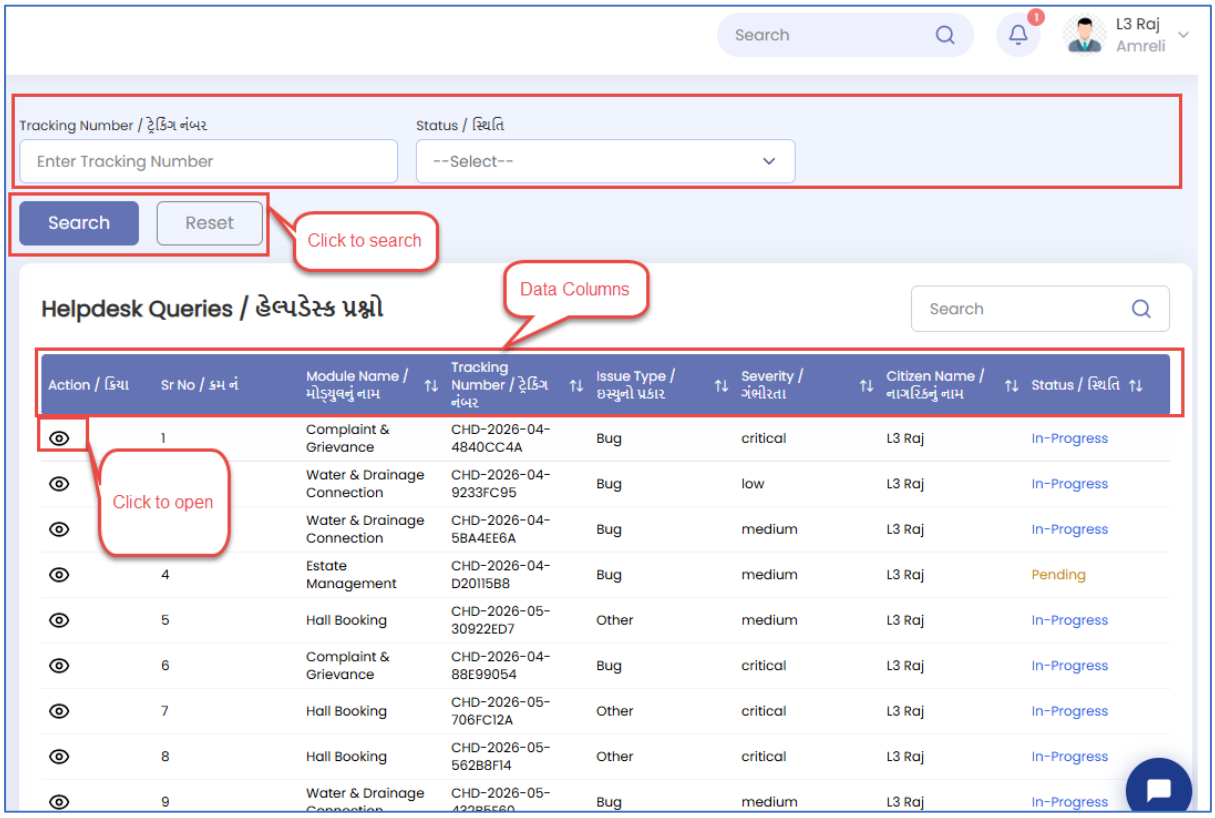



Figure 5-38

**Filters**

- **Tracking Number –** Enter tracking ID to search specific issue.
- **Status –** Select status to filter results.

**Buttons** 


- **Search –** Click to fetch results.
- **Reset –** Click to clear filters.

**Data Columns**

- **Sr No –** Displays serial number.
- **Module Name –** Displays related module.
- **Tracking Number –** Displays issue ID.
- **Issue Type –** Displays issue type.
- **Severity –** Displays priority level.

- **Citizen Name –** Displays requester name.
- **Status –** Displays current status.
- **Action –** Click on view icon to open the issue.

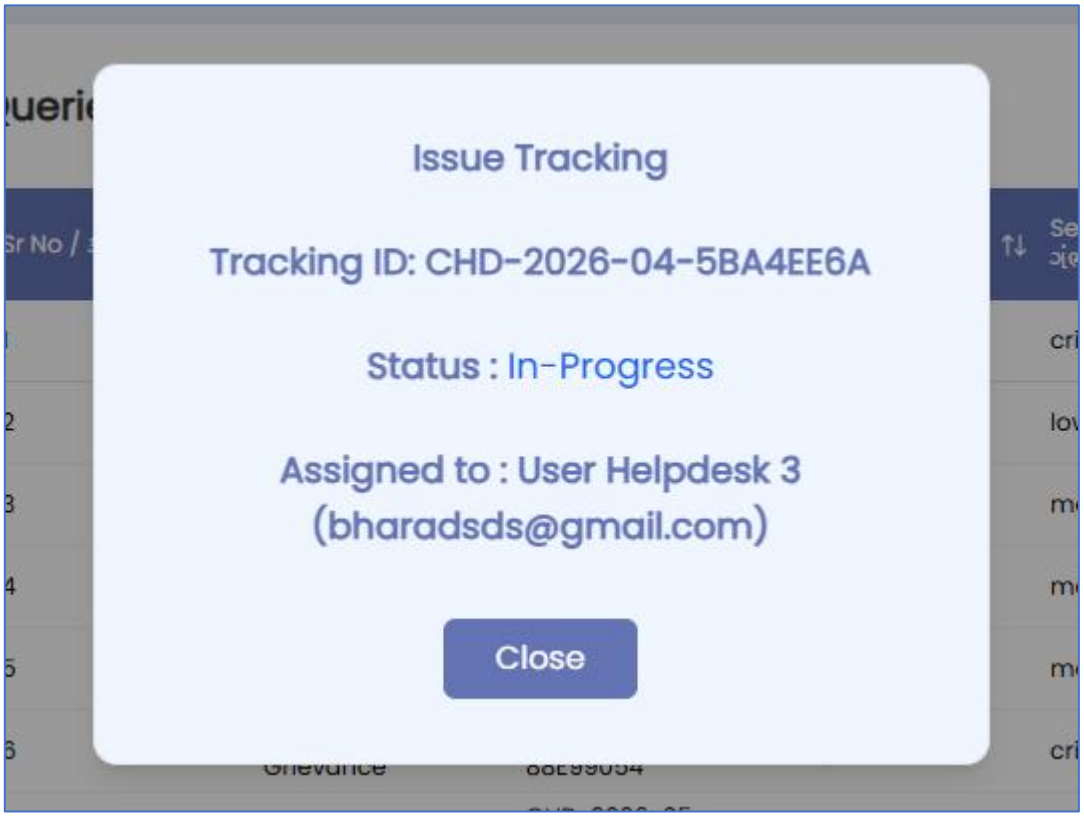



Figure 5-39

**Issue Tracking (Popup View)**

Displays detailed tracking information when clicking the view icon.

**Fields**

- **Tracking ID –** Displays unique issue number.
- **Status –** Displays current progress (e.g., In-Progress).
- **Assigned To –** Displays the assigned user/agent handling the issue.