VOLUME

7

COMMISSIONERATE OF MUNICIPAL ADMINISTRTION

Information Technology Department



Operating Manual

Grievances

Table of Contents

1.0 INTRODUCTION 4

1.1 OBJECTIVE OF THIS DOCUMENT 4
1.1.1 Grievances 4
1.1.2 Integration with other Modules/ Interfaces 5
1.2 USER ACCESS LEVELS 5
1.3 FUNCTIONS OF THIS SERVICE 5
1.3.1 Grievance Registration Process Decomposition Matrix 7
1.3.2 Process Orchestration for Grievance Registration Process 8
1.4 BUSINESS PROCESS DETAILING 9
1.4.1 CMA Operational Users 9
1.4.2 Grievance Registration Process Decomposition Matrix 10
1.4.3 Grievance Redress Process decomposition Matrix 11
1.5 REPORTS 12
1.5.1 Grievance Registration Report 12
1.5.2 Status Report - Grievance Type 12
1.5.3 Grievance Status Report - Section 12
1.5.4 Status Report - Zone/ Ward 12
1.5.5 Grievance Status Report - Channel 13
1.5.6 Grievance Age - Status Report 13
1.5.7 Grievance Status Report - Grievance Handled 13
1.5.8 Grievance Status Report - Category 13
1.6 FUNCTION LAYOUTS 14

Change Record

Date	Author	Version	Change Reference
06/04/2015	Thiyagarajan	1.0	

Distribution

Name	Role
Tharmaraj V	Practice Head – e-Governance

1.0 Introduction

Commissionerate of Municipal Administration, (herein referred to as CMA) provides municipal services to a diverse population in Tamilnadu. Its work includes urban planning and supervision of construction, environmental protection and improvement, conservation of Profession Tax, Public Health and Revenue items.

CMA wishes to have an enhanced automated solution to control the financial collection of its various fees, fines, deposits and any related payments using Process of implementing the CMA product of Bahwan Cybertek (BCT) to deliver an “Enterprise Integrated System which will offer secured and trusted Application.

The product broadly caters to the following user groups:

1. Super Administrators (CMA)
2. ULB Administrators (CMA)
3. Operations Users (CMA)
4. Citizen Portal
5. Dashboard

1.1 Objective of this Document

This document is to define for the CMA functionality, and to describe the features of each function by defining the access rights, initiation and processing conditions, as well as the responsibilities of each type of users while they are using the different functions of this service.

1.1.1 Grievances

Grievance Redressal is a process of handling the complaint raised by the citizen, providing solution for the respective grievance raised, tracking the quality of the solution provided, and helping to get to know the status of grievances through electronic medium.

1.1.2 Integration with other Modules/ Interfaces

The modules that are integrated with the Grievance Redressal are:

1. Citizen Facilitation Center
2. Administrator
3. Property Tax
4. Water Supply Management
5. Under Ground Drainage
6. Trade License
7. Birth and Death
8. Citizen Portal
9. SMS
10. E-Mail

1.2 User Access Levels

Users/Actors: Following are the list of users/ actors classified according to their activities / business processes they handle. The users are registered in the ULB Administrator user management.

1.3 Functions of this Service

Grievance Redressal is a process of handling the complaint raised by the citizen, providing solution for the respective grievance raised, tracking the quality of the solution provided, and helping to get to know the status of grievances through electronic medium.

Citizen can raise the complaint through various governance channels such as the Chief Minister Cell, District Collector, Citizen Portal and CFC – Operator. The respective Grievance Handlers of the ULBs will take the necessary actions against the raised complaint within the specified duration defined by the CMA / Citizen Charter.

The Citizen can reopen the complaint as soon as they receive the grievance status as 'completed' by the respective Grievance Handler, if they are not satisfied with the solution/action provided.

The System provides a feature to collect feedback from the Citizen who raised the grievance, to analyze the quality of the service delivered and to enhance better governance.

Citizens can raise the grievance through three different channels for the services that they obtained from the ULB of the Government of Tamil Nadu. They are as follows:

Through Various Governance Channels: The grievances submitted by the citizen to the Chief Minister Cell, District Collector Office, Commissioner, Mayor etc., are directed from the Grievance Cell Clerk to the Grievance handling officials for redressing the complaint.

Through CFC: Citizen can contact the respective Citizen Facilitation Centre and register their grievances.

Through Online Application: It is an online process named as 'Citizen Portal' which helps to register their grievances directly to the grievance handling department.

The Grievance Handler who is in the respective ULB receives the grievances raised by the citizen, through the key mediums mentioned above or through himself / herself. If the Grievance Handler does not take action against the grievance raised within the specified duration, the system reminds and prompts the Grievance Handler and as well as the higher officials. The solution provided status and performance count can be visible and monitored by the higher officials such as Commissioner, Revenue Officer, Municipal Health Officer, Municipal Engineer etc.,

The functional requirement of this process is categorized in two types. They are:

1. Grievance Request Process
2. Grievance Redress Process

1.3.1 Grievance Registration Process Decomposition Matrix

Function Name	Users	Responsibilities
Grievance Registration Process	Citizen	1. Citizen submits the Grievance Redress form to the CFC -Operator. 2. CFC - Operator captures the Grievance Redress details such as Zone, Ward, Area, Locality, Street, Grievance Description, Grievance Category, Grievance Name etc., and forwards the request to Grievance Handler.
	Grievance Clerk	3. Grievance Clerk receives the grievance submitted by the Citizen through various channels (The Chief Minister Cell, The District Collector, The Commissioner, The Mayor, etc.) in the form of Tapal, Letter or Petition. 4. Grievance Clerk captures the grievance redress details such as Zone, Ward, Area, Locality, Street, Grievance Description, Grievance Category, Grievance Name etc., and forwards the request to Grievance Handler. The Letter / communication is attached with the request.
	CFC – Operator	Citizen fills the details of the grievance type, and uploads the necessary documents related to the grievance, and submits the request.

1.3.2 Process Orchestration for Grievance Registration Process

	Grievance Handler	1. The Grievance Handler receives the complaint from the citizen either through Citizen Portal or CFC - Operator or Grievance Clerk in his/ her dashboard. 2. The Grievance Handler does site inspection, takes necessary actions and updates the grievance status as 'In Progress/ Completed/ Rejected' with comments. 3. Each grievance forwarded to the grievance validator after the status is changed as 'Completed' by the grievance handler. 4. If the grievance is reopened by the citizen more than 2 times, the system changes the grievance status as 'Escalated' and forwards the complaint to the Grievance Validator directly. 5.
	Grievance Validator	1. Each grievance forwarded to the grievance validator after the status is changed as 'Completed' by the grievance handler. 2. The Grievance Validator receives the grievances that are entitled as 'Completed'/ 'Rejected'/ 'Escalated' in his dashboard from the Grievance Handler. 3. Grievance Validator verifies the status of the grievance and if he/ she are not satisfied with the grievance status, then the Grievance Validator reopens the grievance and it is reassigned to the Grievance Handler. 4. Grievance Handler verifies the request and updates the status as 'Closed' if he/ she are satisfied with the details provided by the Grievance Handler.

	Citizen	The Citizen fills the feedback regarding the grievance redress, when the grievance is closed by the 'Grievance Validator'.

1.4 Business Process Detailing

1.4.1 CMA Operational Users

- CFC Operator-This user create request for New Assessment and make payment for already created assessments.
- Revenue Assistant-This user captures information for creating New Assessment and also initiates Assessment cancellation if required.
- Revenue Inspector-This user verifies the information captured for new assessment and Assessment Cancellation and forwards to Revenue Officer.
- Revenue officer-This user verifies the information captured for new assessment and Assessment Cancellation and forwards to Commissioner for Approval.
- Commissioner -This user Approves/Rejects New Assessment Request and Assessment Cancellation Request

1.4.2 Grievance Registration Process Decomposition Matrix

Process Step	Input	Remarks / Validation Criteria
	Citizen	1. System will enable the Citizen to select 'Grievance Category' under the 'Register Grievance' service. 2. System will enable the Citizen to enter the details of the grievance type and upload the required documents. 3. System will enable the Citizen to submit the request. 4. System will route/ direct the request created by the Citizen to the respective Grievance Handler's dashboard.
	Grievance Clerk	1. System will enable the Grievance Clerk to enter the complaint details (zone, ward, area, locality, street, co-ordinates, etc.,) by selecting the appropriate service and submit the request. 2. System will route/ direct the request created by the Grievance Clerk to the respective Grievance Handler's dashboard.
	CFC – Operator	1. System will enable CFC - Operator to enter the grievance redress details by selecting the appropriate service and submit the request. 2. System will route/ direct the request rose by the CFC - Operator to the respective Grievance Handler's dashboard.

1.4.3 Grievance Redress Process decomposition Matrix

	Grievance Handler	1. The System will enable the Grievance Handler to open and view the details of the grievance rose by the citizen. 2. The System will provide the Grievance Handler to save the details entered related to the particular grievance. 3. System will enable the Grievance Handler to update the remarks (if available in the draft box). 4. System will enable the Grievance Handler to submit the request. 5. System will enable the Citizen/ Grievance Clerk only to reopen the grievance twice and escalate the grievance once. 6. The System will route/ direct the Grievance Handler's request to the Grievance Validator's dashboard if the request status is either 'New ' or 'Reopened' and the reopened count is less than or equal to 2.
	Grievance Validator	1. The grievance will re assign the request directly to the Grievance Validator from the Citizen/ Grievance Clerk (If the grievance reopened count is equal to 3). 2. The System will enable the Grievance Validator to open and view the details of the grievance including the remarks given by the Grievance Handler. 3. The System will provide the Grievance Validator to save the grievance details entered. 4. System will enable the Grievance Validator to update the remarks (If available in the draft box).

		5. System will enable the Grievance Validator to submit the request.
	Citizen	1. System will enable the citizen to fill the feedback. (If the grievance status is closed) 2. System will send an E - Mail and SMS to the Citizen, Grievance Handler and the Grievance Validator to notify the grievance status at each phase of the request.

1.5 Reports

1.5.1 Grievance Registration Report

The Grievance Registration Report notifies the Urban Local Body about the complete information of all grievances which are raised through various governance channels of the Government of Tamil Nadu. This report gives the clear idea about the details like grievance type, grievance number, grievance raised date, grievance handler, status, expected date of completion and delay.

1.5.2 Status Report - Grievance Type

This report provides the details of grievances categorized by Grievance Type. This status report provides information about number of grievances, grievance type and status of the grievance such as Received, In Progress, and Re opened, Completed, Rejected, Closed and Escalated for a particular for a particular grievance type.

1.5.3 Grievance Status Report - Section

This report provides the details of the grievances categorized by the Section of the respective ULB. This report provides the information about number of grievances, and status of the grievance such as Received, In Progress, and Re opened, Completed, Rejected, Closed and Escalated for a particular section.

1.5.4 Status Report - Zone/ Ward

This report provides the details of the grievances categorized by the Zone/ Ward. This report provides the information about number of grievances and status of the grievance such as Received, In Progress, and Re opened, Completed, Rejected, Closed and Escalated for a particular for a particular Zone/ Ward.

1.5.5 Grievance Status Report - Channel

This report provides the details of the Grievances categorized by Channels. This report provides the information about the number of grievances, status of the grievance such as Received, In Progress, and Re opened, Completed, Rejected, Closed, Escalated for a particular channel.

1.5.6 Grievance Age - Status Report

Grievance aging Status report provides the detailed information about the number of grievances categorized by grievance registered date range. This report provides the information about number of grievances between the date ranges of 1 -7, 8 -15, 16 -30, 31 -60, and above 60 days.

1.5.7 Grievance Status Report - Grievance Handled

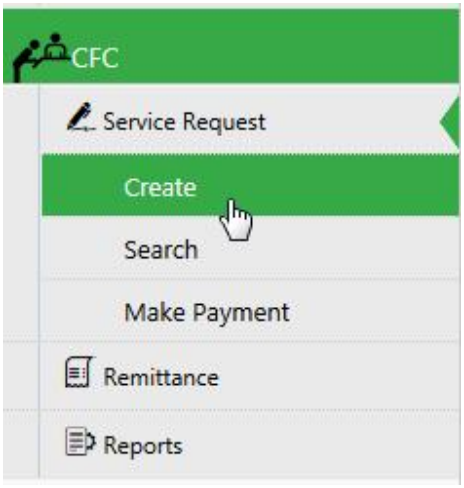
Grievance Handled report provides the detailed information about the grievances categorized by the grievance handler. This report provides the information about number of grievances, grievance validator, and status of the grievance such as Received, In Progress, Re opened, Completed, Rejected, Closed, Escalated for a particular grievance handler.

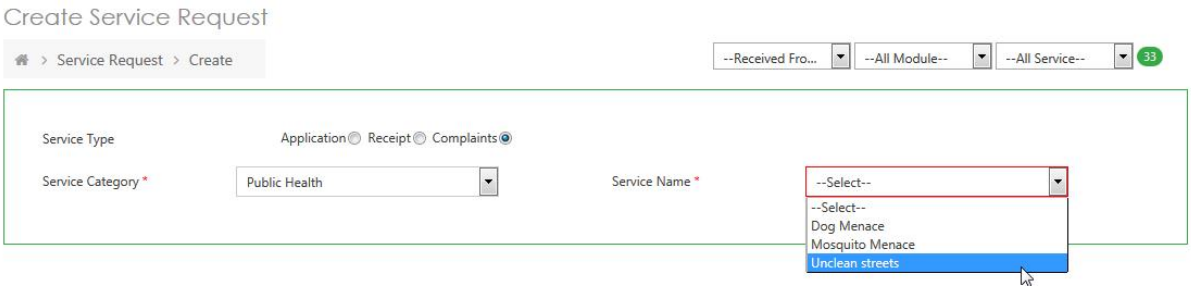
1.5.8 Grievance Status Report - Category

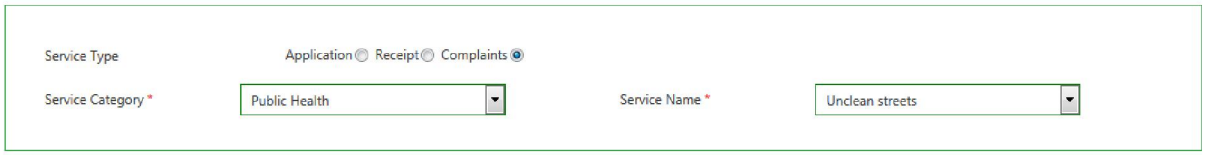
Grievance category report provides the detailed information about the grievances categorized. This report provides the information about the number of grievances, status of the grievance such as Received, In Progress, and Re opened, Completed, Rejected, Closed, Escalated for a particular grievance category.

1.6 Function Layouts

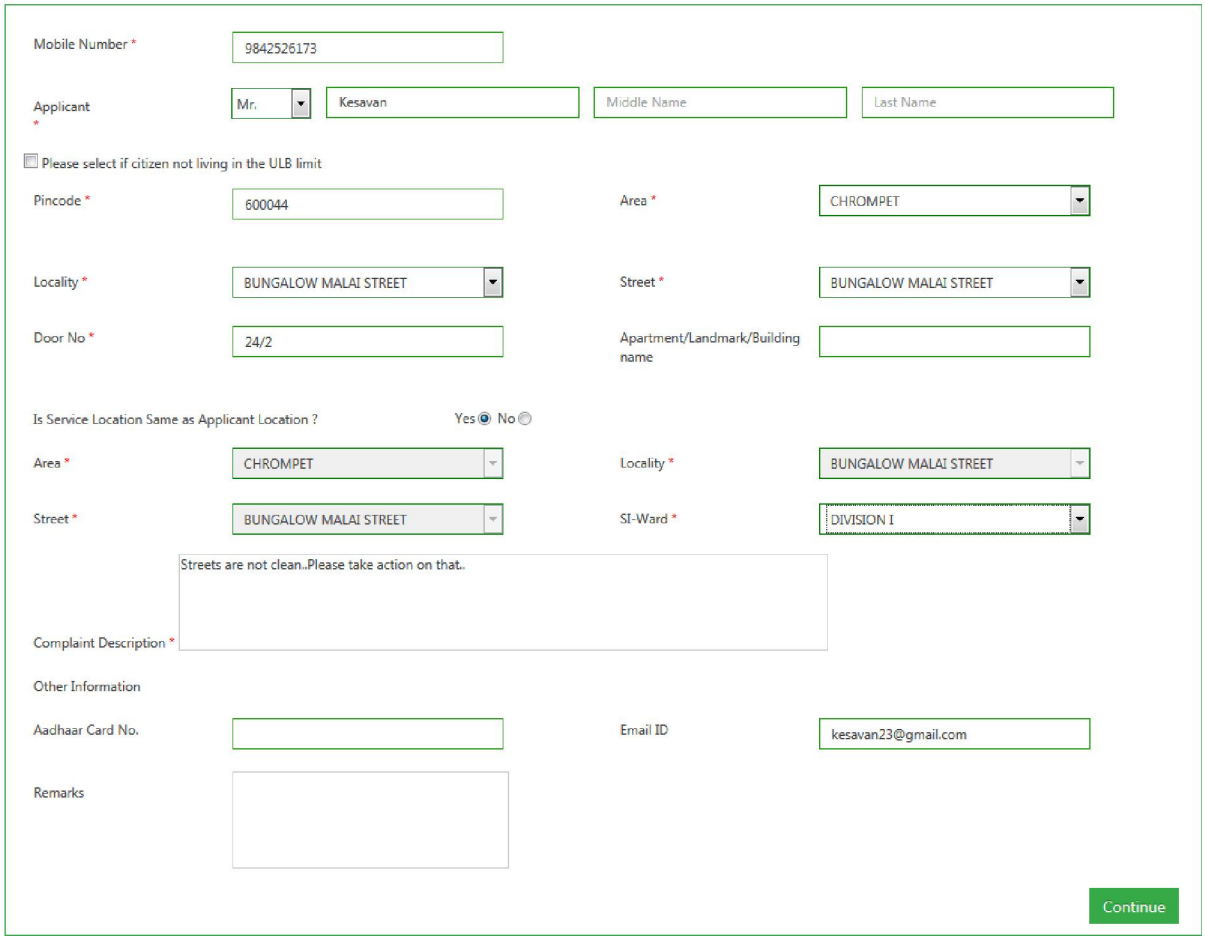



CFC
Service Request
Create
Search
Make Payment
Remittance
Reports

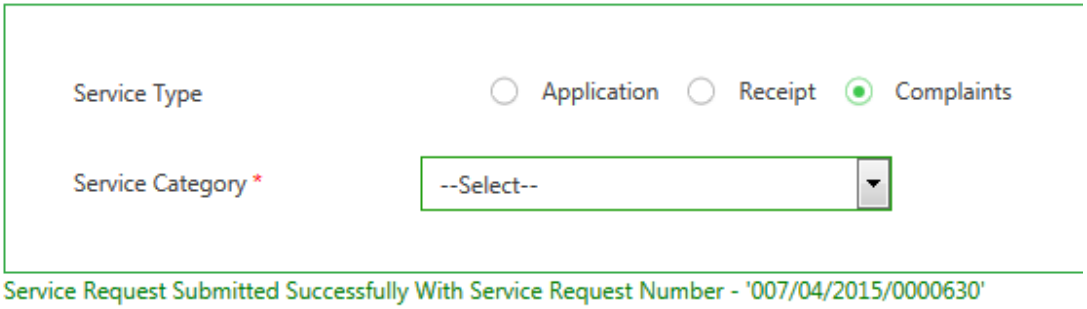

Create Service Request
Service Request > Create
--Received Fro...
--All Module--
--All Service--
33
Service Type
Application
Receipt
Complaints
Service Category *
Public Health
Service Name *
--Select--
--Select--
Dog Menace
Mosquito Menace
Unclean streets



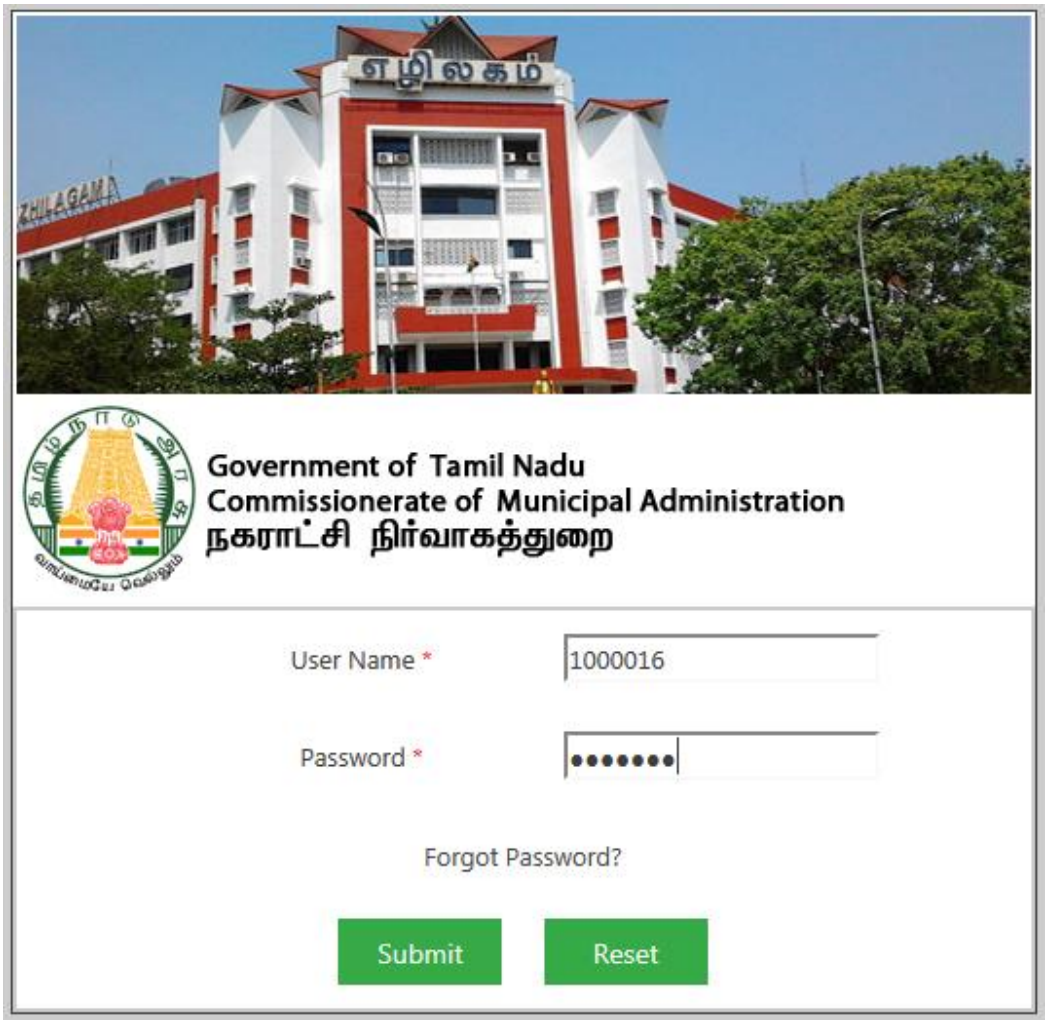








Service Request Submitted Successfully With Service Request Number - '007/04/2015/0000630'


எழிலகம்
EZHILAGAM
Government of Tamil Nadu
Commissionerate of Municipal Administration
நகராட்சி நிர்வாகத்துறை
User Name *
1000016
Password *
Forgot Password?
Submit
Reset


Worklist
Show: 10
Search
S.No
Service Request No
Received Date
Received From
Service Name
Status
Service Info
1
007/04/2015/0000630
23-Oct-2015 10:23 AM
K.Lalitha
Unclean streets
Received-Action Pending by Grievance Handler
Kesavan
2
007/BO/2015/0001886
22-Oct-2015 08:15 PM
E. Lakshmi Ganesan
Legacy Birth Correction
Approved-Closed
DSFSDFSDFSD

Applicant Information

Grievance Number	: 007/04/2015/0000630	Grievance Date	: 23-Oct-2015 10:23 AM
Citizen Name	: Mr. Kesavan		
Address	: 24/2, , BUNGALOW MALAI STREET, BUNGALOW MALAI STREET, CHROMPET, Pincode -600044.		
Mobile Number	: 9842526173	Email ID	: kesavan23@gmail.com

Grievance Details

Grievance Category	: Public Health	Grievance Name	: Unclean streets
Grievance Reference Number	: N/A	Zone	: N/A
Ward	: WARD 33	SI Ward	: DIVISION I
Area	: CHROMPET	Locality	: BUNGALOW MALAI STREET
Street	: BUNGALOW MALAI STREET	Current Status	: Received-Action Pending by Grievance Handler
Expected Date of Completion	: 23-Oct-2015	No of Days Taken	: 0 Days 00:07:36 Hours
Grievance Description	: Streets are not clean..Please take action on that..		
Grievance Description (Tamil)	: N/A		

Grievence Action History

S.No	Received From	Received Date	Current Owner	Status	Remark	Attachment
1	CFC OPERATOR	23-10-2015 10:23:28	1000021-K.Lalitha	Received-Action Pending by Grievance Handler		View

Grievance Status Update

Status * Completed

Upload Attachments Browse... Hydrangeas.jpg

Remarks & History

User Remarks

Next User's Designation	: SANITARY OFFICER	Next User	: 1000020 - 1000020
Next Action	: Action Pending by Grievance Validator	Reject Reasons	--Select--

View Workflow History

Submit

Request Forwarded to Grievance Validator

Ok



Worklist

Show: 10

Search

S.No	Service Request No	Received Date	Received From	Service Name	Status	Service Info
1	007/04/2015/0000630	23-Oct-2015 10:32 AM	E. Lakshmi Ganesan	Unclean streets	Completed-Action Pending by Grievance Validator	Kesavan
2	007/BO/2015/0001884	22-Oct-2015 07:46 PM	E. Lakshmi Ganesan	Legacy Death Correction	Verfied-Approved	P.VEDACHALAMS
3	007/BO/2015/0001883	22-Oct-2015 07:35 PM	E. Lakshmi Ganesan	Legacy Birth Correction	Verfied-Approved	RAMESHSDD

Applicant Information

Grievance Number	: 007/04/2015/0000630	Grievance Date	: 23-Oct-2015 10:23 AM
Citizen Name	: Mr. Kesavan		
Address	: 24/2, , BUNGALOW MALAI STREET, BUNGALOW MALAI STREET, CHROMPET, Pincode -600044.		
Mobile Number	: 9842526173	Email ID	: kesavan23@gmail.com

Grievance Details

Grievance Category	: Public Health	Grievance Name	: Unclean streets
Grievance Reference Number	: N/A	Zone	: N/A
Ward	: WARD 33	SI Ward	: DIVISION I
Area	: CHROMPET	Locality	: BUNGALOW MALAI STREET
Street	: BUNGALOW MALAI STREET	Current Status	: Completed-Action Pending by Grievance Validator
Expected Date of Completion	: 23-Oct-2015	No of Days Taken	: 0 Days 00:10:09 Hours
Grievance Description	: Streets are not clean..Please take action on that..		
Grievance Description (Tamil)	: N/A		

Grievence Action History

S.No	Received From	Received Date	Current Owner	Status	Remark	Attachment
1	CFC OPERATOR	23-10-2015 10:23:28	1000021-K.Lalitha	Received-Action Pending by Grievance Handler		View
2	SANITARY INSPECTOR	23-10-2015 10:32:14	1000016-E. Lakshmi Ganesan	Completed-Action Pending by Grievance Validator		View

Grievance Status Update

Status * Closed

Upload Attachments Browse... Hydrangeas.jpg

Remarks & History

User Remarks

Next User's Designation : N/A

Next User : N/A

Next Action : N/A

Reject Reasons --Select--

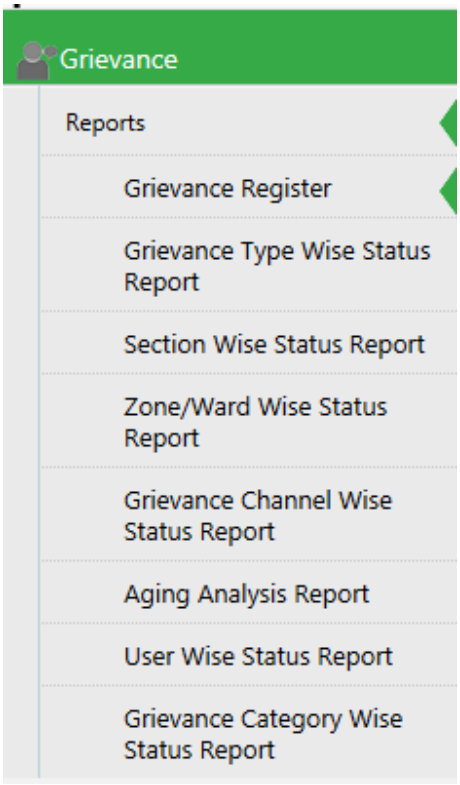
View Workflow History

Submit

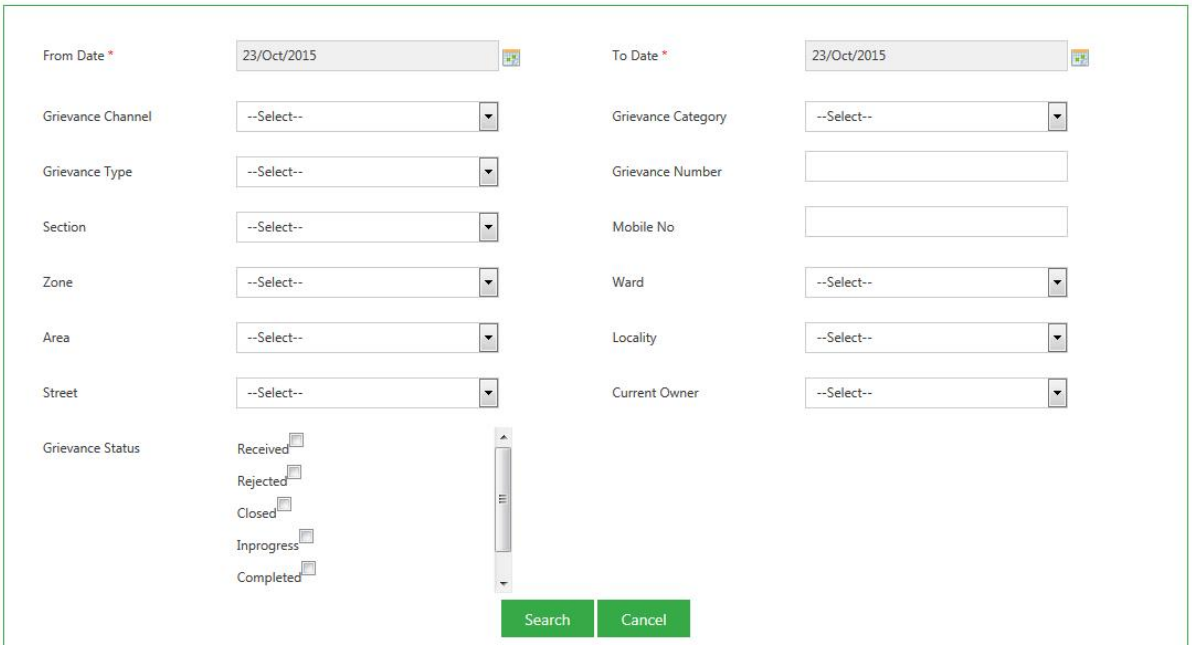
Request Closed Sucessfully

Ok


எழிலகம்
EZHILAGAM
Government of Tamil Nadu
Commissionerate of Municipal Administration
நகராட்சி நிர்வாகத்துறை
User Name *
1000021
Password *
Forgot Password?
Submit
Reset



Grievance Register Report



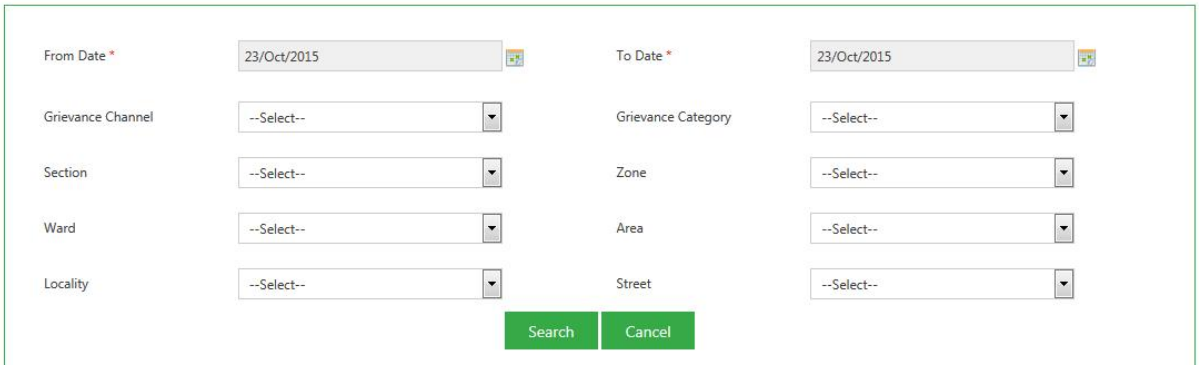
பல்லவபுரம் நகராட்சி
Pallavapuram Municipality
Grievance Register Report

Input Parameter : From Date : 23/Oct/2015;To Date : 23/Oct/2015;

Generate Date:23-Oct-2015 11:42:08 AM

S.No	Grievance Type	Grievance Number/Grievance Date	Grievance Channel	Citizen Name	Citizen Address	Mobile Number	Current Owner	Status	Exp.DC /Completed Date	Delays in Days
A	B	C	D	F	G	H	I	J	K	L
Grievance Category : Public Health										
1	Unclean streets	007/04/2015/0000651 /23-Oct-2015	CFC	Kesavan	24/2,,BUNGALOW MALAI STREET,CHROMPET, BUNGALOW MALAI STREET, 600044	9842526173	-	Closed	23-Oct-2015/ 23-Oct-2015	0
2	Unclean streets	007/04/2015/0000650 /23-Oct-2015	CFC	G. RANJANI	54,,MALLIGA NAGAR 1ST STREET,ESSA PALLAVARAM, MALLIGA NAGAR, 600044	9842526173	-	Closed	23-Oct-2015/ 23-Oct-2015	0
Total Count:2										

Grievance Type Wise Status Report



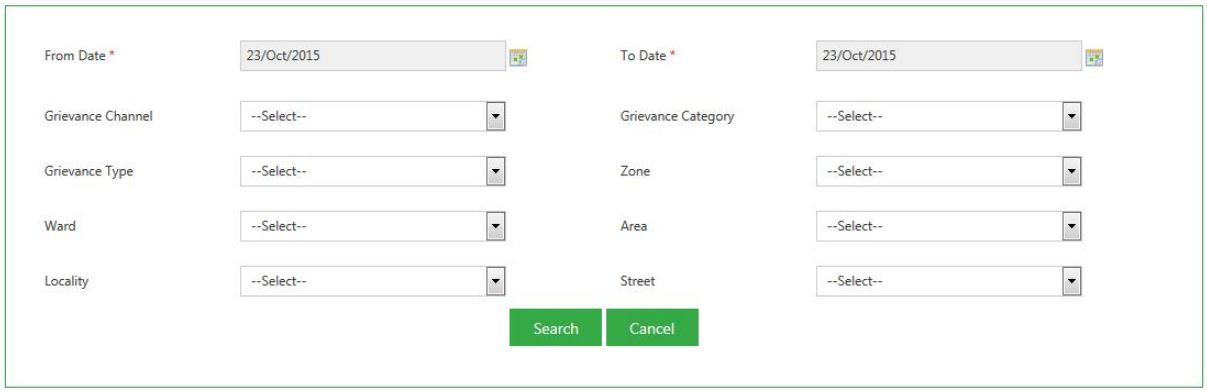
பல்லவபுரம் நகராட்சி
Pallavapuram Municipality
Grievance Type Wise Status Report

Input Parameter:From Date : 23/Oct/2015;To Date : 23/Oct/2015;

Generated Date:23-Oct-2015 11:43:23 AM

S.No	Grievance Type	Grievance Status										
		Received	In Progress	Reopened	Completed	Rejected	Closed	Total	As Per SLA	Deviation	Completed %	Pending %
A	B	C	D	E	F	G	H	I=C+D+E+F+G+H	J	K	L	M
Service Category Name:Public Health												
1	Unclean streets	0	0	0	0	0	2	2	2	0	100%	0%
	Total	0	0	0	0	0	2	2	2	0	100%	0%

Section Wise Status Report



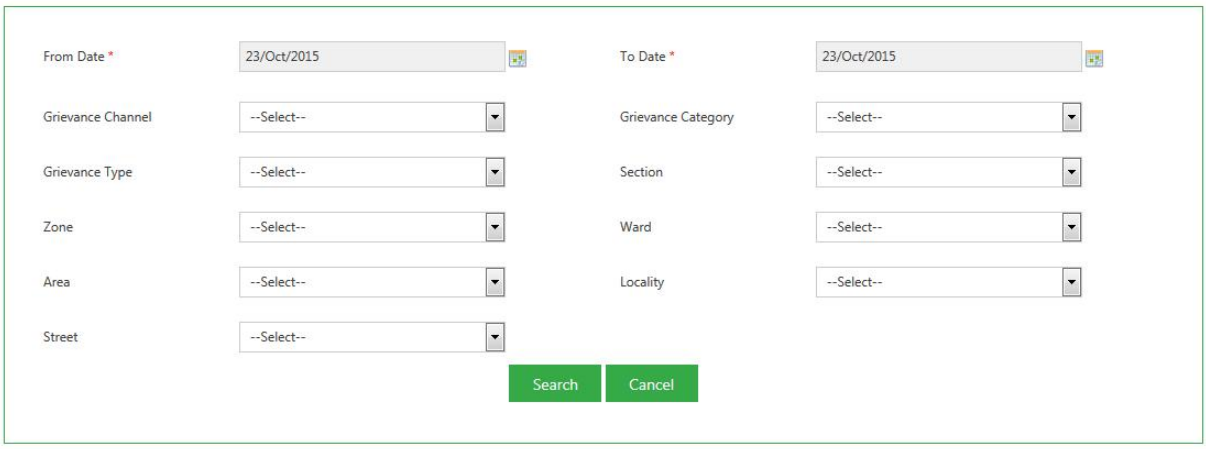
பல்லவபுரம் நகராட்சி
Pallavapuram Municipality
Section Wise Status Report

Input Parameter:From Date : 23/Oct/2015;To Date : 23/Oct/2015;

Generated Date:23-Oct-2015 11:44:12 AM

S.No	Section Name	Grievance Status										
		Received	In Progress	Reopened	Completed	Rejected	Closed	Total	As Per SLA	Deviation	Completed %	Pending %
A	B	C	D	E	F	G	H	I=C+D+E+F+G+H	J	K	L	M
1	PUBLIC HEALTH	0	0	0	0	0	2	2	2	0	100%	0%
Total		0	0	0	0	0	2	2	2	0	100%	0%

Zone/Ward Wise Status Report



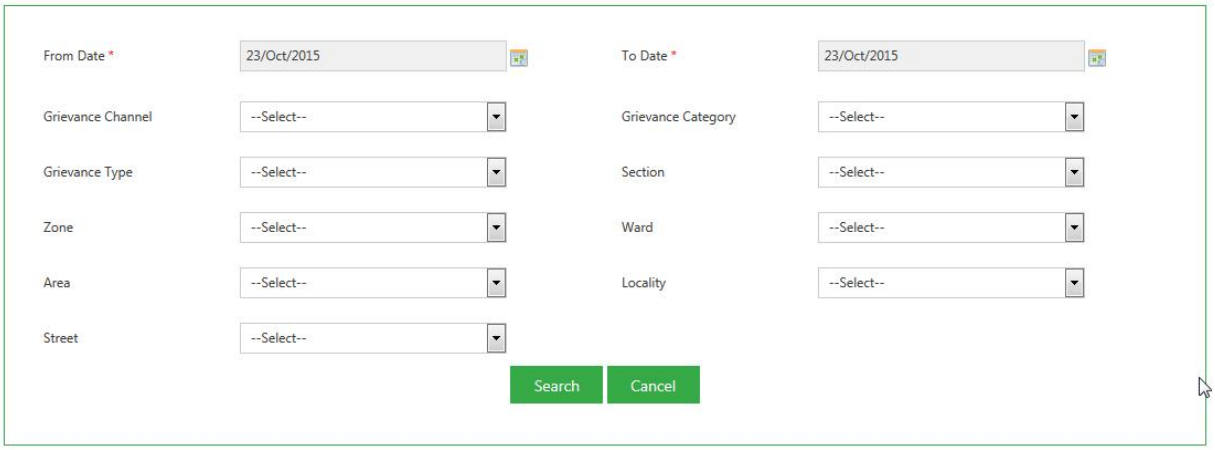
பல்லவபுரம் நகராட்சி
Pallavapuram Municipality
Zone /Ward Wise Status Report

Input Parameter:From Date : 23/Oct/2015;To Date : 23/Oct/2015;

Generated Date:23-Oct-2015 11:45:14 AM

S.No	Zone	Grievance Status										
		Received	In Progress	Reopened	Completed	Rejected	Closed	Total	As Per SLA	Deviation	Completed %	Pending %
A	B	C	D	E	F	G	H	I=C+D+E+F+G+H	J	K	L	M
1		0	0	0	0	0	2	2	2	0	100%	0%
Total		0	0	0	0	0	2	2	2	0	100%	0%

Grievance Channel Wise Status Report



பல்லவபுரம் நகராட்சி

Pallavapuram Municipality

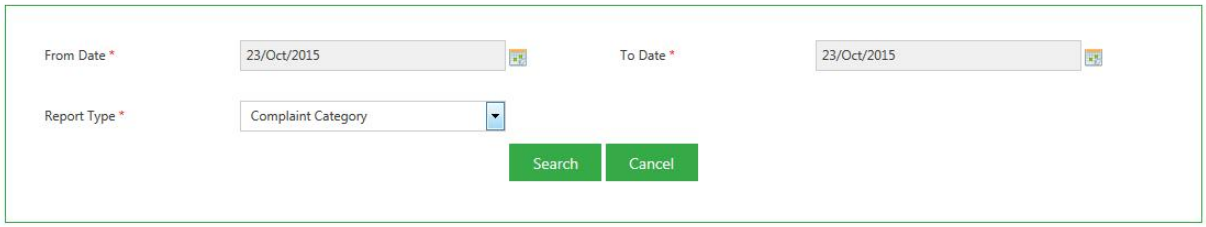
Grievance Channel Wise Status Report

Input Parameters:From Date : 23/Oct/2015;To Date : 23/Oct/2015;

Generated Date:23-Oct-2015 11:46:13 AM

S.No	Grievance Channel	Grievance Status										
		Received	In Progress	Reopened	Completed	Rejected	Closed	Total	As Per SLA	Deviation	Completed %	Pending %
A	B	C	D	E	F	G	H	I=C+D+E+F+G+H	J	K	L	M
1	CFC	0	0	0	0	0	2	2	2	0	100%	0%
	Total	0	0	0	0	0	2	2	2	0	100%	0%

Aging Analysis Report



பல்லவபுரம் நகராட்சி

Pallavapuram Municipality

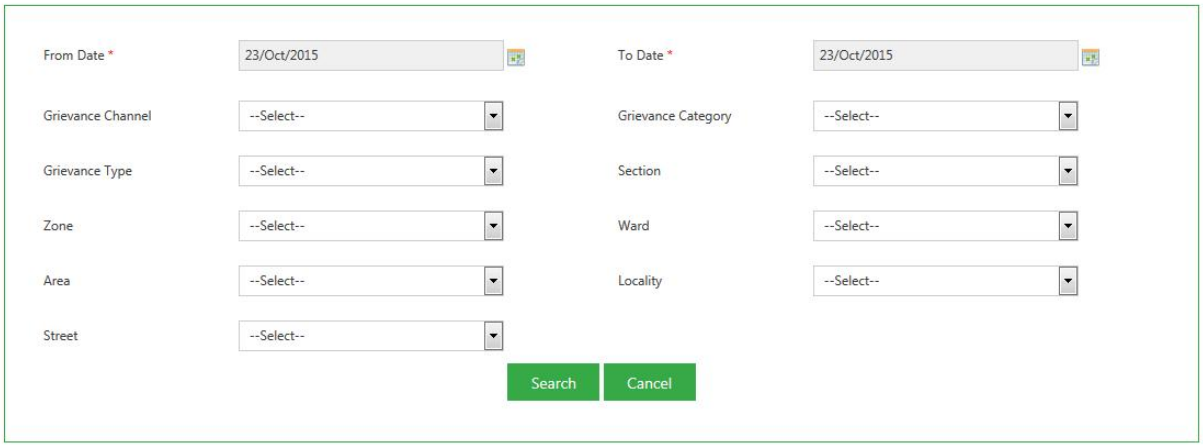
Aging Analysis Report - Grievance Category

Input Parameters:From Date : 23/Oct/2015;To Date : 23/Oct/2015; Report Type: Complaint Category;

Generated Date:23-Oct-2015 11:47:25 AM

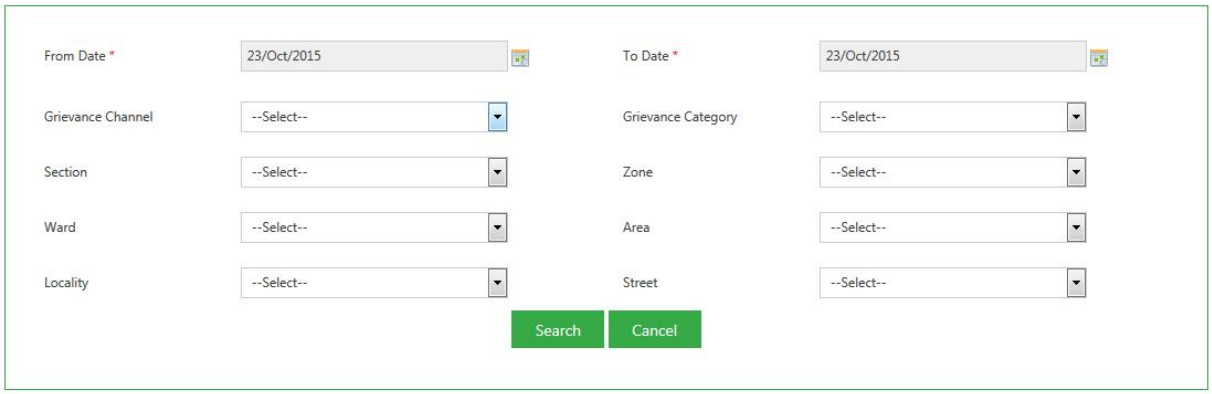
S.No	Grievance Category	1 - 7 Days			8 - 15 Days			16 - 30 Days			31 - 60 Days			Above 60 Days			Total		
		P	C	T	P	C	T	P	C	T	P	C	T	P	C	T	P	C	T
1	Public Health	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2
	Total	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2

User Wise Status Report



Report Not Working..

Grievance Category Wise Status Report



பல்லவபுரம் நகராட்சி

Pallavapuram Municipality

Grievance Category Wise Status Report

Input Parameters:From Date : 23/Oct/2015;To Date : 23/Oct/2015;

Generated Date:23-Oct-2015 11:49:49 AM

S.No	Grievance Category	Grievance Status										
		Received	In Progress	Reopened	Completed	Rejected	Closed	Total	As Per SLA	Deviation	Completed %	Pending %
A	B	C	D	E	F	G	H	I=C+D+E+F+G +H	J	K	L	M
1	Public Health	0	0	0	0	0	2	2	2	0	100%	0%
	Total	0	0	0	0	0	2	2	2	0	100%	0%