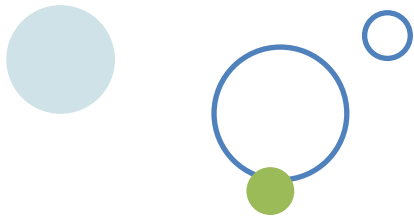




KSWMP
KERALA SOLID WASTE MANAGEMENT PROJECT



USER MANUAL FOR GRIEVANCE PORTAL CITIZEN USER



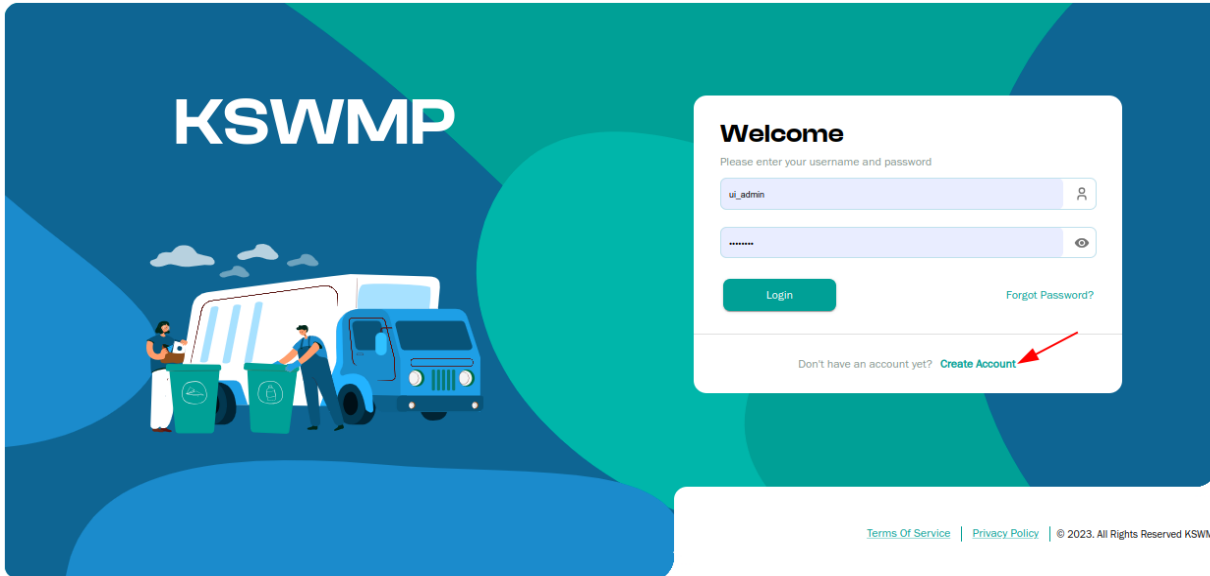
Prepared By

Kerala Solid Waste Management Project
(KSWMP)

www.kswmp.org

Create Account:

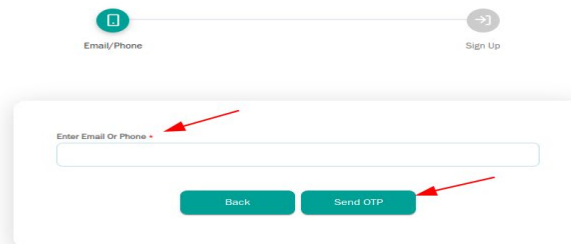
After entering the URL, the below screen is displayed.



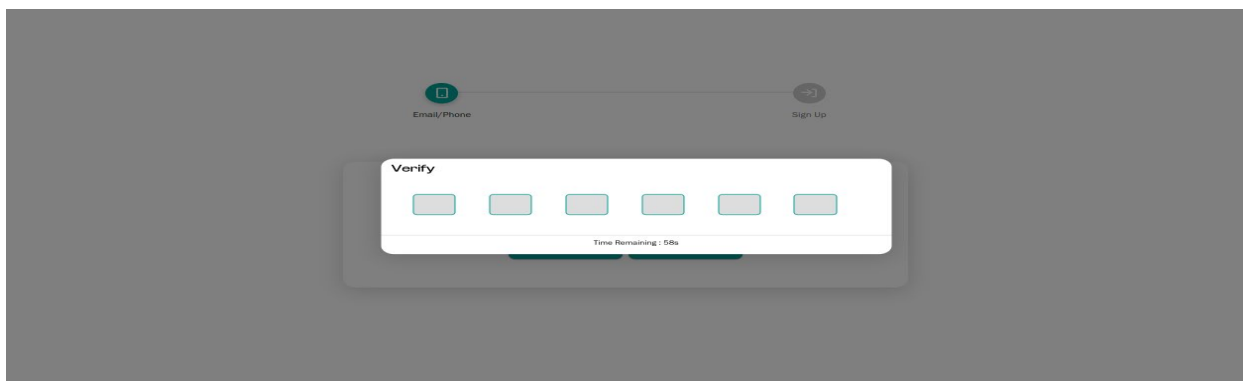
In order to create a new account, you will need to click on the “Create Account” Link, as shown in the above screen.

Once done, the below screen is displayed.

After adding the Email or mobile number (10 digits ONLY, without any prefix like +91), click on the send OTP button.




One you click on the send OTP button, the below screen is displayed.



You have to enter the OTP and once done you will be automatically taken to the below screen. Here you have to mandatorily enter the following fields

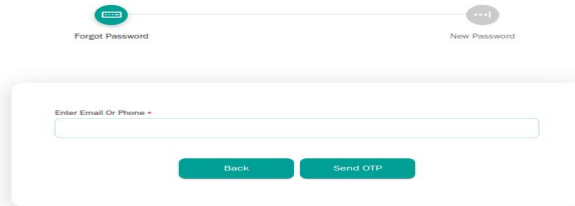
- User Name,
- Password,
- Confirm Password,
- First Name,
- Last Name,
- Gender,
- Mobile Number.

Note: You need to make sure to click on the symbol  to validate the entries. Once validated, the “Sign up” button will become active.

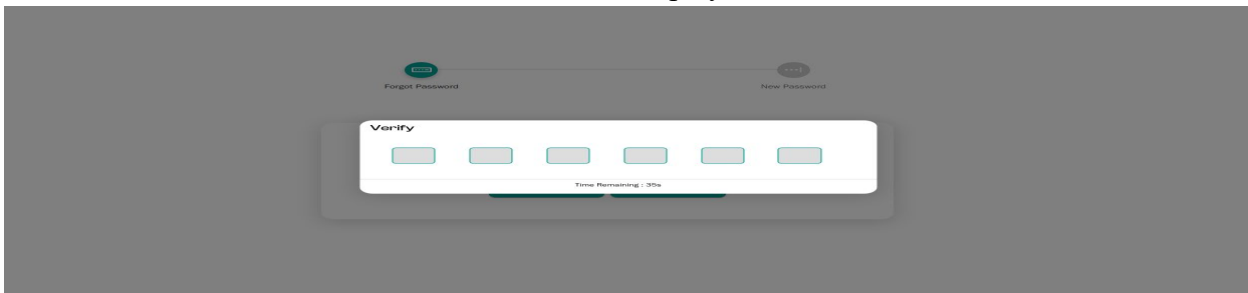
Your registration is now successfully completed. You would then immediately receive the username and password (which you just created, for reference) through an SMS on your registered mobile number.

Forgot Password:

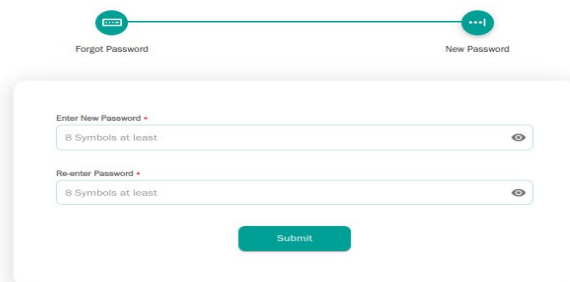
If you have previously registered on this portal but forgotten the password, then upon clicking the forgot password button, you will be directed to the following screen.



You have to enter the Phone Number or Email ID (with which you registered your account) and then click on send OTP. The OTP screen will be displayed.



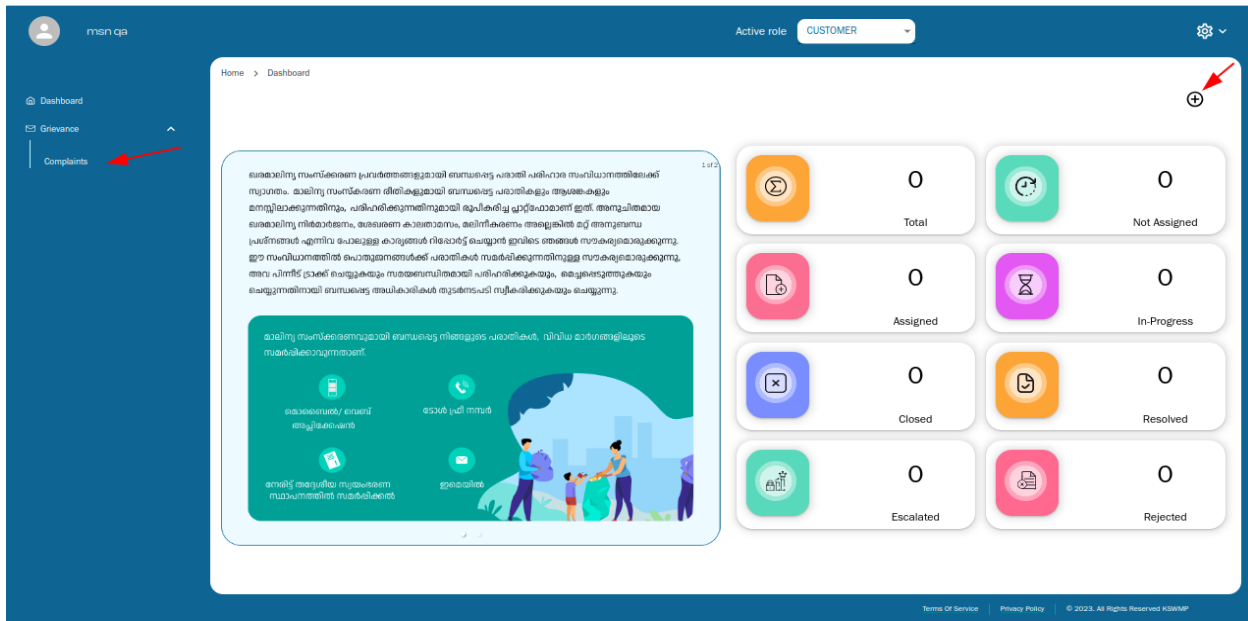
After entering the OTP the below screen will be displayed.



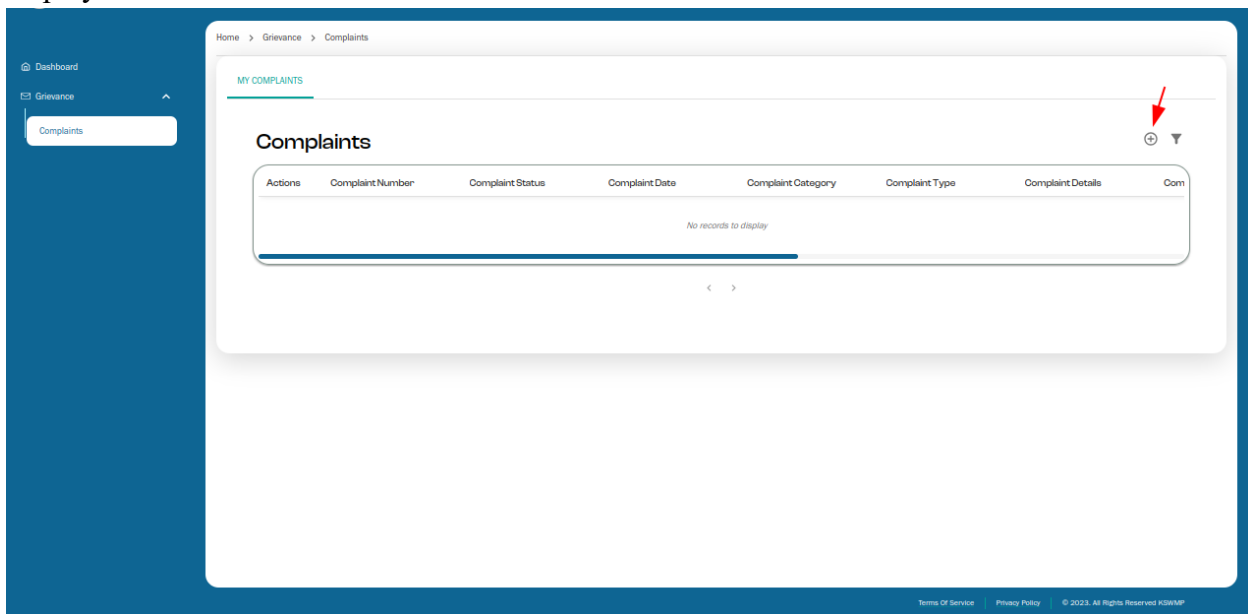
Enter the New Password and Re-enter the same Password once again to confirm. Click on the submit button. You would be notified with the message that the password has been changed successfully.

Citizen User Login:

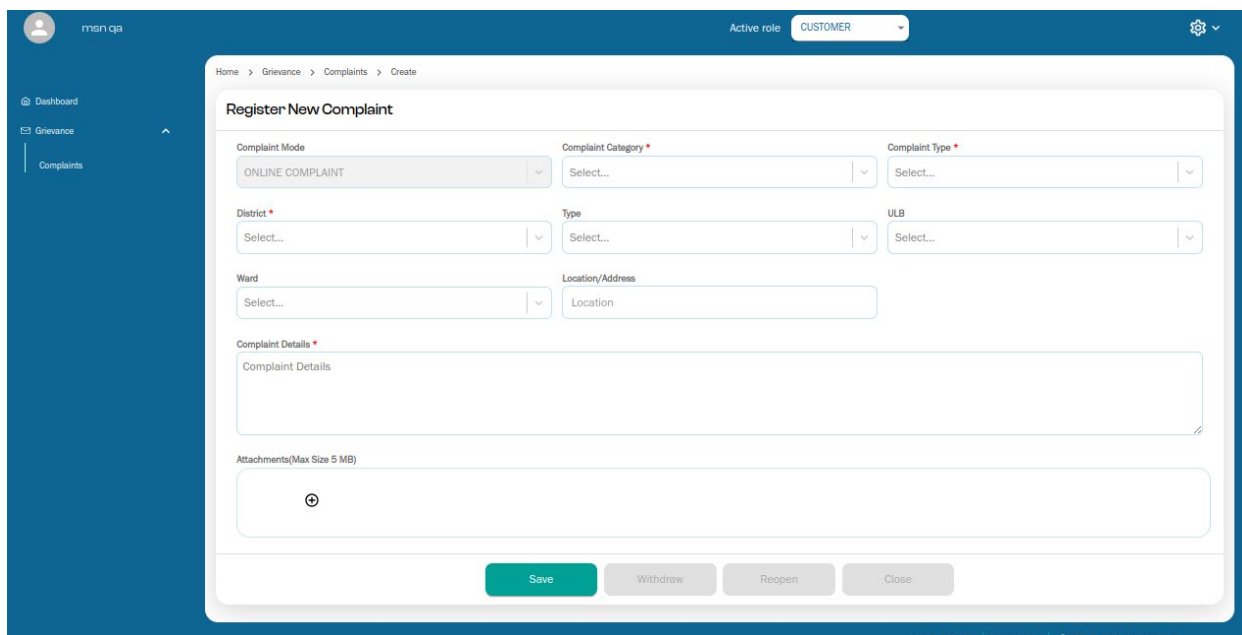
Once you login with your registered username and password, the below screen is displayed.



When you click on the Complaints tab (on the left side menu), the complaints list will be displayed.



If you want to register a new grievance/complaint, click on the ADD button (+). After which you will be taken to the screen as shown below.



The screenshot shows the 'Register New Complaint' form. The form is titled 'Register New Complaint' and is located in the 'Complaints > Create' section. The form includes the following fields:

- Complaint Mode: ONLINE COMPLAINT (dropdown)
- Complaint Category: Select... (dropdown)
- Complaint Type: Select... (dropdown)
- District: Select... (dropdown)
- Type: Select... (dropdown)
- ULB: Select... (dropdown)
- Ward: Select... (dropdown)
- Location/Address: Location (text input)
- Complaint Details: Complaint Details (text area)
- Attachments: Attachments(Max Size 5 MB) (file upload area)

At the bottom of the form are four buttons: Save, Withdraw, Reopen, and Close.

In the Register new complaint screen (as shown above), you are required to mandatorily add the following fields

- Complaint Category,
- Complaint Type, and
- District,
- Complaint Details

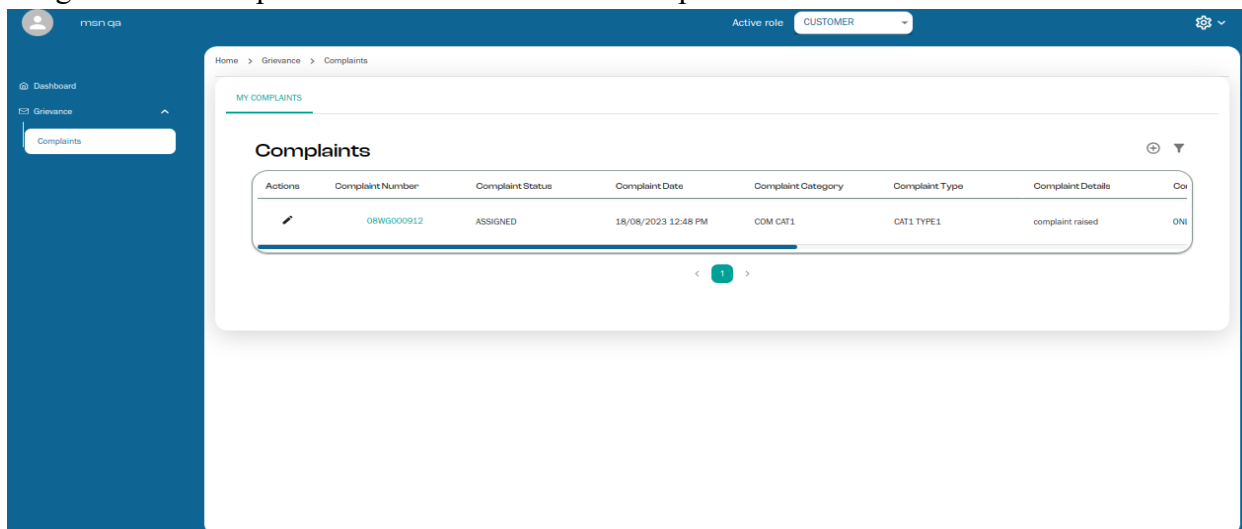
In addition to the above you may provide details like ULB Type, ULB name, Ward name, Location/Address and add Attachments (like photos, videos, reference documents with max size of 5MB).


Note: By default, all grievances raised through the portal will be marked as “ONLINE COMPLAINT”.

After entering all the details→ click on the save button.

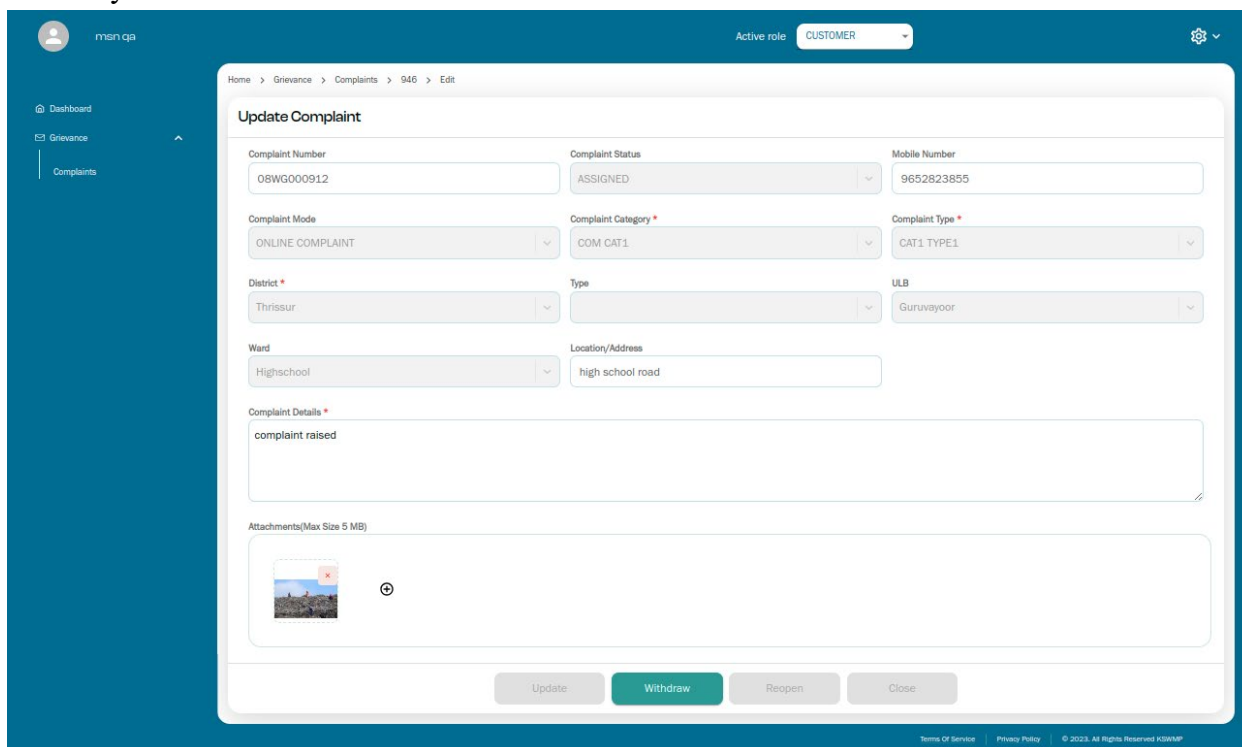
Your grievance/complaint gets saved and you will immediately receive an SMS with the complaint id on your registered Mobile Number.

All grievances/complaints are listed under the “Complaints” list as shown in the below screen.



In case you want to edit or update your complaint/grievance, you would need to click on the edit button , after which the below screen will be displayed.

If the complaint/grievance gets assigned to a concerned officer, then you won't be able to edit the same anymore.



If the status of the complaint/grievance is shown as “Assigned”, then you can only withdraw the complaint. All other options would be disabled by default.

If you withdraw your complaint, you can't reopen it anymore.

User Manual for Grievance Portal - Citizen User

The screenshot shows the 'Update Complaint' form for a citizen user. The form is titled 'Update Complaint' and is located at the path 'Home > Grievance > Complaints > 946 > Edit'. The user's active role is 'CUSTOMER'. The form contains the following fields:

- Complaint Number: 08WG000912
- Complaint Status: WITHDRAWN
- Mobile Number: 9652823855
- Complaint Mode: ONLINE COMPLAINT
- Complaint Category: COM CAT1
- Complaint Type: CAT1 TYPE1
- District: Thrissur
- Type: (empty)
- ULB: Guruvayoor
- Ward: Highschool
- Location/Address: high school road
- Complaint Details: complaint raised
- Attachments: (Max Size 5 MB) - One image attachment is visible.

Once the status of the complaint is shown as resolved, then you can Reopen or Close the same (as needed) as shown in the below screen.

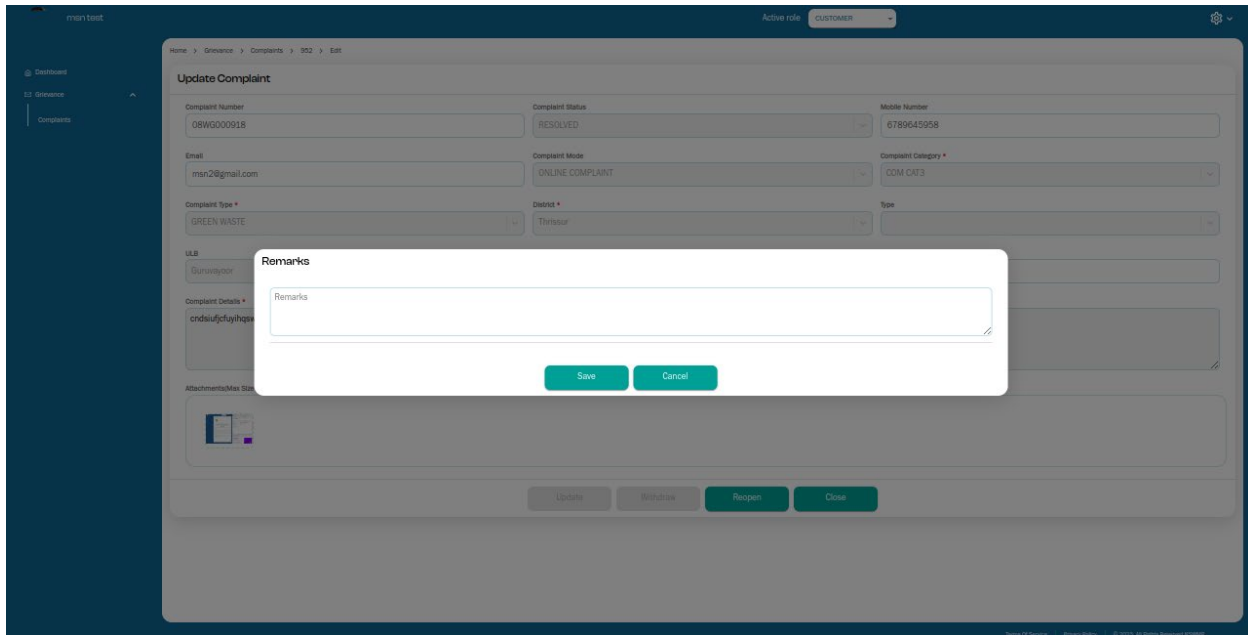
The screenshot shows the 'Update Complaint' form for a citizen user. The form is titled 'Update Complaint' and is located at the path 'Home > Grievance > Complaints > 951 > Edit'. The user's active role is 'CUSTOMER'. The form contains the following fields:

- Complaint Number: 08WG000917
- Complaint Status: RESOLVED
- Mobile Number: 6789645958
- Email: msn2@gmail.com
- Complaint Mode: ONLINE COMPLAINT
- Complaint Category: COM CAT2
- Complaint Type: VJI
- District: Thrissur
- Type: (empty)
- ULB: Guruvayoor
- Ward: Highschool
- Location/Address: location updated
- Complaint Details: comoskdfuiwfgweu
- Attachments: (Max Size 5 MB) - One image attachment is visible.

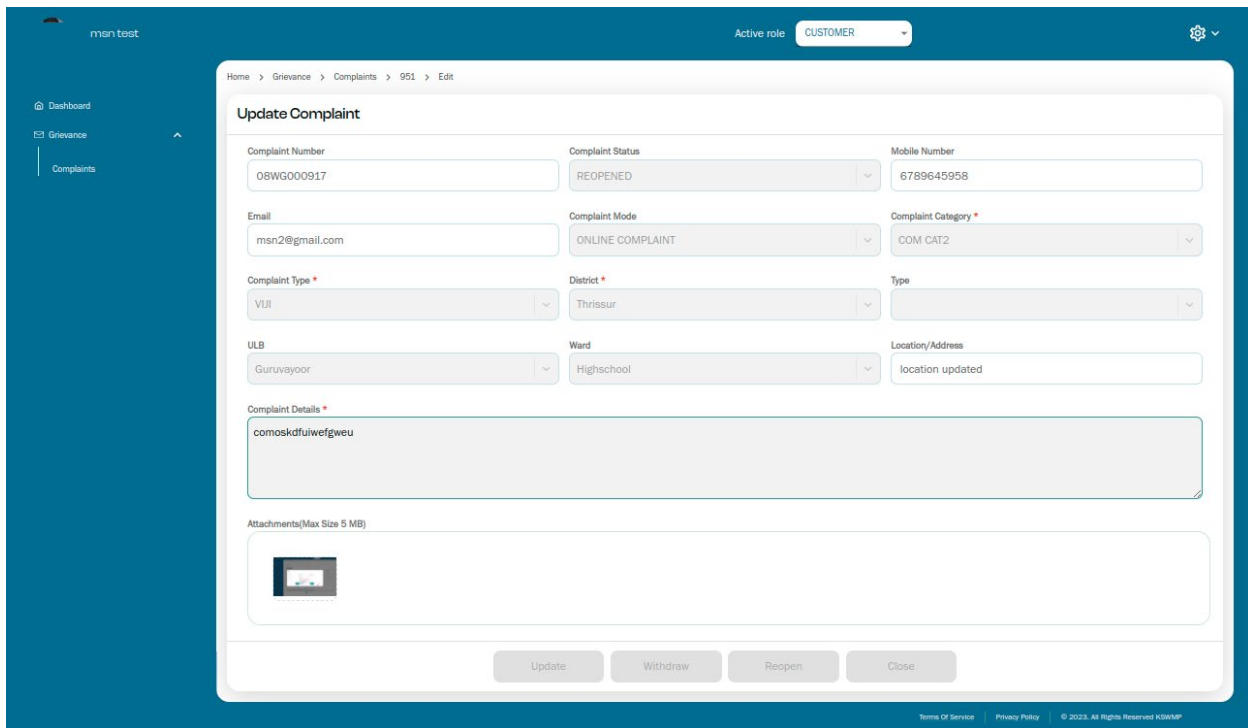
At the bottom of the form, there are four buttons: 'Update', 'Withdraw', 'Reopen', and 'Close'. The 'Reopen' button is highlighted in green.

User Manual for Grievance Portal - Citizen User

If you are not satisfied with the resolution provided, you can click on the Reopen button, and enter your comments in the “Remarks” field. After adding the remarks, click on the save button.



Once reopened, the complaint/grievance is reassigned to the next higher level officer. You would be able see the below screen.



If you are satisfied with the resolution provided, clicking on the close button will close the ticket.

Approval Details:

If you click on the complaint ID of any particular complaint, from the complaint list. You will be shown the following type of screen with details pertaining to that particular complaint.

The screenshot displays the 'Complaint' details page. The form includes the following fields:

- Complaint Number: OBWG000919
- Complaint Status: ASSIGNED
- Mobile Number: 9652823855
- Complaint Mode: ONLINE COMPLAINT
- Complaint Category: COM CAT1
- Priority: LOW
- District: Thrissur
- ULB: Guruvayoor
- Ward: Highschool
- Location: high school road
- Complaint Details: 123456789
- Attachments: (Max Size 5 MB)

The 'Complaint Status' table is as follows:

Date	Role	Name	Status	Remarks	Attachment
18/08/2023 08:05 PM	DPMU	San District official	Pending		
18/08/2023 08:05 PM	ULB SECRETARY	San Ulb official	Escalated		
18/08/2023 07:45 PM	ULB SECRETARY	San Ulb official	Pending		
18/08/2023 07:45 PM	JHI	san ward official	Escalated		
18/08/2023 07:24 PM	JHI	san ward official	Pending		

Using Filter:

In the complaints list, you have the option to filter the complaints raised by you in ways as shown in the screen below. You can select one or more than one filters to specifically search for any particular type of complaint.

The screenshot shows the 'MY COMPLAINTS' page with a 'Filter' modal open. The modal includes the following fields:

- Complaint Number: Select...
- Complaint Mode: Select...
- Complaint Category: Select...
- Complaint Type: Select...
- District: Select...

Buttons: Search, Reset, Close

Thankyou!



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