

# Central Complaint & Grievance Redressal System

**User Manual**

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## 1. Introduction

Central Complaint & Grievance Redressal System (CGRS) is an application developed to ensure efficient, transparent, and speedy redressal of complaints and grievances of the different stakeholders of RSBY scheme in a time bound manner. In the entire flow of the application, the most important role is being played by the Grievance nodal officers/Grievance Redressal Officers at District level.

### 1.1. Process Flow

The process flow of the application is as follows:

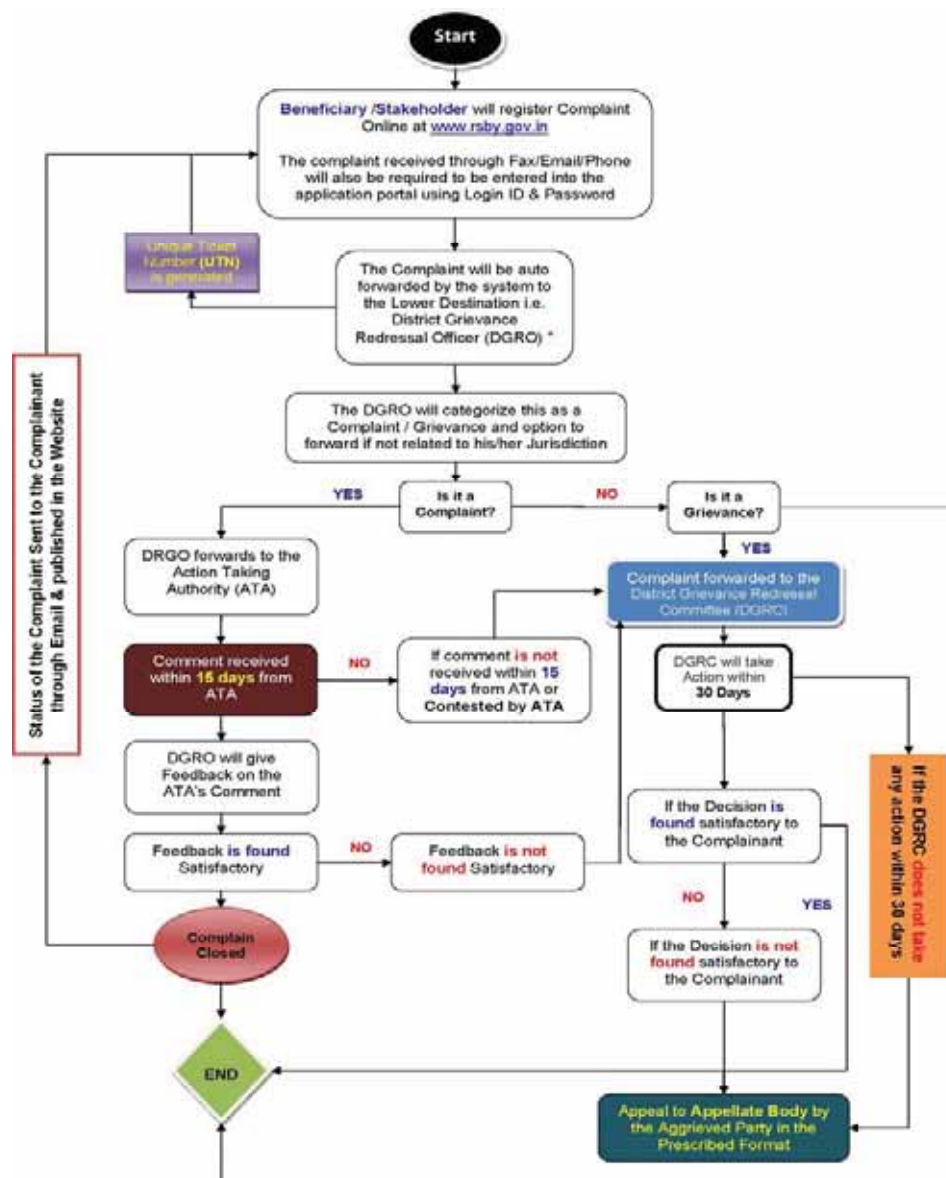


Figure 1: CGRMS Process Flow



## 2. Role of Grievance Redressal Officers (DGRO)

To start with the application, the DGRO has to enter the website URL in the browser to display the following login screen. Alternatively, the DGRO can click in the CGRC link on [www.rsby.gov.in](http://www.rsby.gov.in)

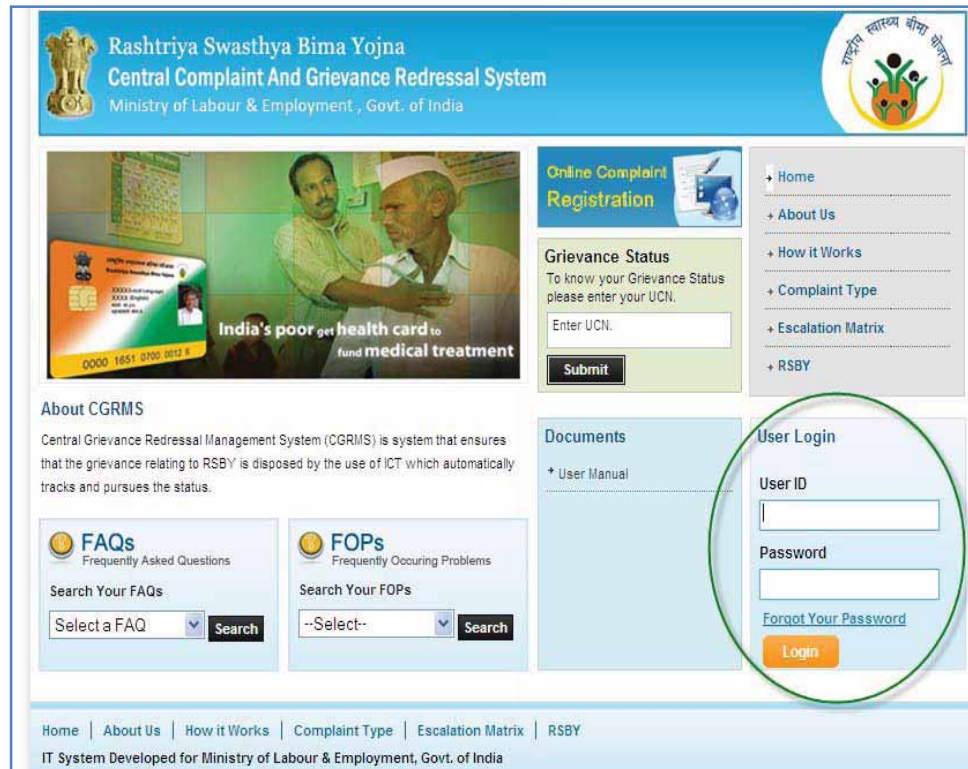


Figure 2: User Login

By entering the User ID and Pa ssword, the DGRO will be directed to the welcome page as follows:



Figure 3: DGRO Welcome page



### 1.2. Registration of Complaint/Grievance

As the nodal officer, the DGRO has to register all the calls received either through phone/letter/email. Also, it is his/her responsibility to publish all the calls that are being registered through online and saved in draft mode. During this complaint registration, the DGRO has to categorize the call as either Complaint or Grievance, depending on the case details. After successful registration, Unique Complaint Number (UCN) will be generated.

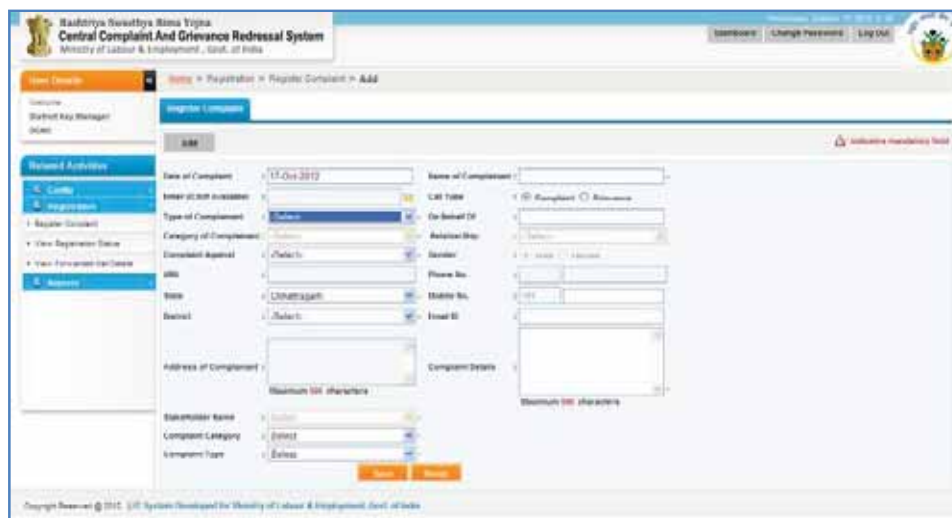


Figure 4: Register New Complaint/Grievance

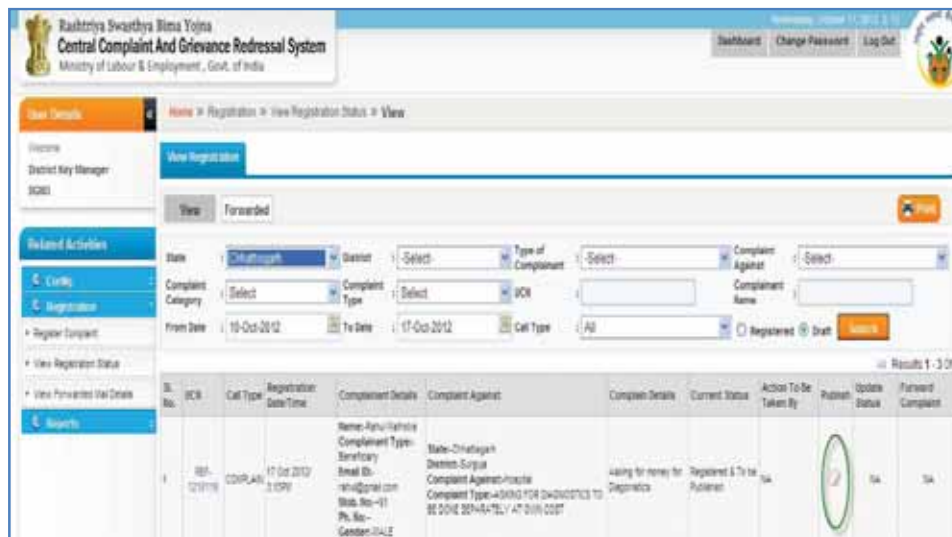


Figure 5: Publish Complaint/Grievance



**1.3. Forward the complaint to the Action Taking Authority (ATA)**  
 Next, the DGRO has to forward the complaints to an ATA by specifying a possible resolve date (by default within 15 days) and remarks. The ATA may be the DGRO of another District, Insurance Company, SNA or MoLE. S/he has to also consolidate all the grievances to be decided on the next DGRC meeting

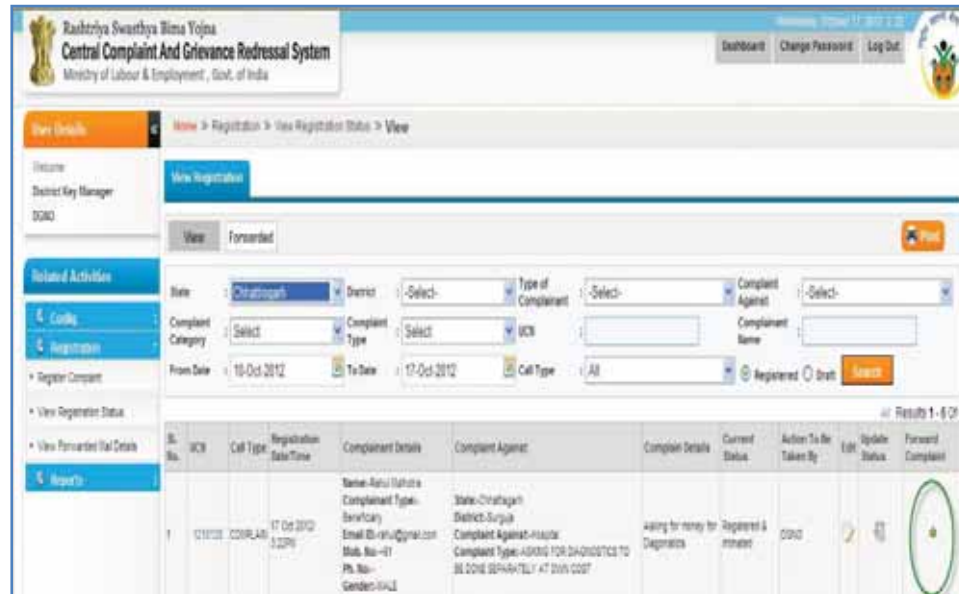


Figure 6: Forward Complaint

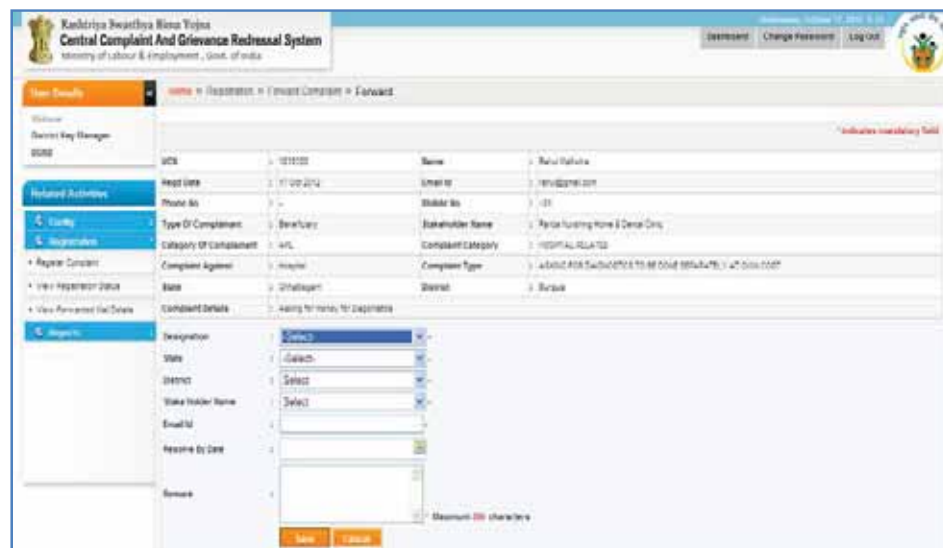


Figure 7: Forward Complaint with details



### 1.4. Update the Status of the Complaint/Grievance

In this phase, the DGRO has to update the status of the complaint as follows:

- ✓ In progress
- ✓ Discarded
- ✓ Resolved and Closed(if he is satisfied with the comments of the ATA)
- ✓ Sought Review(If he is not satisfied with the comments of the ATA and again forwarded to ATA for review)
- ✓ Transferred as Grievance (If he is not satisfied with the remark of the ATA or the ATA has not sent any remark after reminder or the ATA contests the complaint).

Likewise, for all the grievances, he/she has to update the status as:

- ✓ Resolved in Review Meeting
- ✓ Appealed(if the aggrieved has appealed in a higher committee)

During all this updates, the DGRO can upload any document in support of the updated status and enter the details.

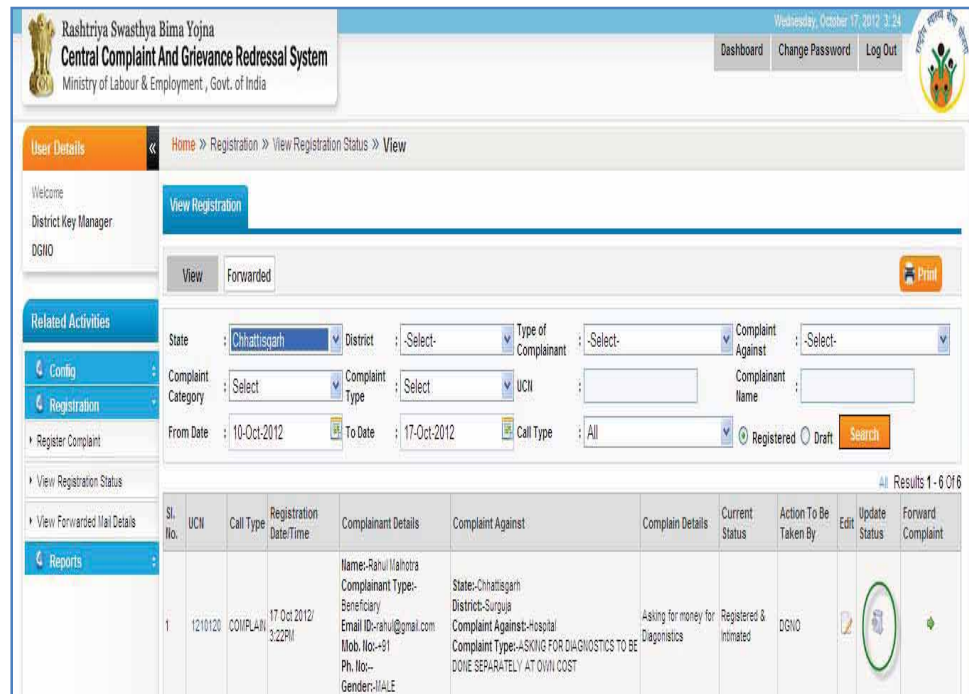


Figure 8: Update Complaint/Grievance Details



**Kaushalya Swachhya Bina Yojna**  
**Central Complaint And Grievance Redressal System**  
Ministry of Labour & Employment, Govt. of India

Dashboard Change Password Log Out

Home » Registration » Update Status » Update

**Case Details**

Complaint Name	:	Rahu Mishra	State	:	Chhattisgarh
Ordnertal ID	:		District	:	Surgur
Type Of Complaint	:	Beneficiary	Complaint Category	:	HOSPITAL RELATED
Category Of Complaint	:	IAI	Complaint Type	:	ADDD FOR DIAGNOSTICS TO BE DONE SEPARATELY AT OWNERS COST
Complaint Against	:	Health	BCN	:	121010
Complaint Details	:	Waiting for money for Diagnostics			

**Related Actions**

- Register Complaint
- View Registration Status
- View Forwarded For Details
- Records

**Status** :

**Action Date** :

**Upload Documents** :

**Remark** :

(Maximum 500 Characters)

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Figure 9: Update Complaint/Grievance Details with options