SUJOG - Sustainable Urban Services in a Jiffy by Odisha Government



Public Grievance Redressal Module

- Citizen User manual

Document History

Date	Version	Author	Review by	Approved By	Description
16 June 2021	1.0	Vasabdatta Sen	Manoj Sahu	H&UDD	Final Draft

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1. Introduction

The Housing & Urban Development Department (H&UDD), Government of Odisha has ambitious plans to scale up e-governance across 113 Urban Local Bodies (ULBs) in the State of Odisha. It aims to enhance the citizen experience of public services by providing integrated, end-to-end services using a comprehensive State-wide Service Delivery Infrastructure. Public Grievance Redressal System (PGR) is one of the focus areas for the H&UDD to help citizen to register grievance online, track the grievance resolution progress until its closure.

Currently the grievances are received through various communication channels like an online application developed by TCS, PGR call center helpdesk, email and CM Portal. The grievances received from Twitter are communicated to concerned officials over email/Letter.

DIGIT- The module will allow the citizens of Odisha state to register any municipality related grievance through a website or a mobile application. The grievances received through grievance redressal helpdesk over call, email or any other source will be registered in the online application by the PGR call center helpdesk agent.

1.1. Purpose of this document

The purpose of this document is to help the interested citizens to operate the Public Grievance Redressal Module (PGR) of SUJOG platform. Public Grievance Redressal Module (PGR) Citizen User Manual is for interested citizens users to register and file any grievance related to Municipal Corporations and Municipalities and NACs of the State of Odisha. This user manual will help citizen to access through the system to register themselves and file, track and rate grievances. This manual covers up the various features of PGR and every feature is defined with a screenshot for user assistance.

1.2. Objective

In pursuance of the government's objective of accountable, transparent and citizen friendly government, it was decided to establish a speedy and effective grievance redress machinery. The objective is to ensure online availability of the grievance system to the citizens thereby providing him/her facilities to lodge the grievances, find the status, and send reminders etc., irrespective of their geographical location

1.3. Intended Audience

The PGR system enables citizens to file a grievance remotely and track its status to closure. This manual can be used by Citizens to file, track and rate grievance. The PGR allows the Citizen to:

- Lodge and Track Complaints via Web Portal and Mobile App.
- Upload Photographs related to the complaint and any additional details about the said complaint.
- Reopen or escalate a complaint that has been resolved if the citizen is not satisfied with the resolution
- Rate a complaint after resolution
- View all complaints filed pending and completed
- Receive Notifications via App, SMS, email for complaint updates
- Citizen can Interact with municipality (Call & Comments)

2. General Functionalities of SUJOG

2.1. Citizen Registration

1. To Register, please go to the following link: <u>https://sujog.odisha.gov.in/home</u>



2. Click on 'Register' as shown in the image below

<u>ب</u> ۳	UJOG Odisha
	LOGIN
Mobile Number * +91 Enter your mo	bile number
	Don't have an account? REGISTER
	CONTINUE

3. Enter your mobile number and Name, select your city and click on 'continue' button



^変 SUJOG	
REGISTER	
Mobile Number * +91 Enter your mobile number	
Name * Enter your name	
City★ Select your city	Ŧ
Have	an account? LOGIN
CONTINUE	

- 4. Application generated OTP (One Time Password) will be sent to the registered mobile number
- 5. Enter the received OTP and click on get started to login into your account

SUJOG
ENTER OTP
An OTP has been sent to :
Please check your messages
OTP *
Enter OTP
Request another OTP in 21 seconds
CONTINUE

2.2. Citizen Login Application

1. Open the application and enter your registered mobile number and click on continue.



[™] SN1OG
LOGIN
Mobile Number * +91 Enter your mobile number
Don't have an account? REGISTER
CONTINUE

2. Citizen will need to enter the OTP received on the registered mobile number click on 'Continue'.

SUJOG
ENTER OTP
An OTP has been sent to :
Please check your messages
OTP *
Enter OTP
Request another OTP in 21 seconds
CONTINUE

2.3. Edit User Profile

- 1. After completing the user registration on the portal, citizen will be able to make the following changes:
 - Upload profile photo
 - Capture/update mobile number
 - Capture/update email ID
 - Capture/update base city

2. Citizen will select 'My Profile' icon on the top right corner and select Edit Profile option

	۵				ENGLISH	-	Q	Ŧ	¢	SCIOC
٩	SEARCH						÷	Edit Profile		←
A		Citizen Services					U	Logout		
. !	Complaints	• 1	<u></u>	<u> </u>	æ		B -1			CA .
₽	Property Tax	Complaints	Property Tax	Trade License	Water & Sewerage	Buildin	g Plan A	pproval	e	DCR Scrutiny
E	eDCR Scrutiny									
▦	Building Plan Approval	Local Information								
ĉ	ACTION_TEST_TRADE_LICEN									
م	Water & Sewerage		Events			ń	My	City		

3. A new screen will appear where citizen will be able to update/make changes to profile picture, name, phone number and email id

	۲		ENGLISH 🔻	0 -	≊SO1O G
٩	SEARCH	Edit Profile			
A	Home				
. :	Complaints				
▦	Property Tax	Name * XXX			
52	eDCR Scrutiny	City *		~	
▦	Building Plan Approval				
*	ACTION_TEST_TRADE_LICEN	Enter Your Email Id			
.	water & Sewerage				
					SAVE
					SAVE

3. Functionalities of PGR Module

Using the SUJOG PGR system, the citizen can file a grievance remotely and track its status to closure.

3.1. New Compliant Registration by citizen

- 1. After login, the citizen will be to navigate to the home page and view the Dashboard.
- 2. To access the Grievance system, the citizen selects the 'Complaints' tile.

۲				ENGLIS	H • 🚺 •	¢ ≋snioe
Q SEARCH	Citizen Services					
A Home						
_ ! Complaints	<u>.</u> !	n l		, 👼		55
貯 Property Tax	Complaints	Property Tax	Trade License	Water & Sewerage	Building Plan Approval	eDCR Scrutiny
E eDCR Scrutiny						
Building Plan Approval	Local Information					
ACTION_TEST_TRADE_LICE	IN					
🍜 Water & Sewerage		Events			My City	
	What's New					VIEW ALL

3. To register a new complaint, citizen will select 'File Complaint' option

۲		
Q SEARCH		
A Home		
	P	_ !
■ Property Tax	File Complaint	My Complaints (2)
EDCR Scrutiny		
🔠 Building Plan Approval	Updates	
ACTION_TEST_TRADE_LICEN	Cleaning of Public Toilet	Φ
👼 Water & Sewerage	2 9-Jun-21	
	Your Complaint has been Assigned	
	Garbage bin overflowing ☑ _{6-Jun-21}	¢
	Your Complaint has been Closed	

Note: The citizen can also click on + (plus) button on the top left of the landing page and click on File Complain option.

- 4. A new form will appear where citizen will need to enter complaint details. Citizen will need to fill up the following details to Submit Complaint:
 - Select complaint type from the dropdown list. (mandatory)
 - Enter complaint additional details.
 - Enter compliant location details.
 - Enter the landmark to provided location if any.



٠	Enter Photo of complaint citizen wants to register
	F

	<u>نې</u>		ENGLISH 🔻	Q	-	≊snìog
م	SEARCH	File Complaint				
n	Home					
. !	Complaints	0				
₽	Property Tax	UPLOAD				
62	eDCR Scrutiny	PHOTOS				
₽	Building Plan Approval	Complaint Type *				
÷	ACTION_TEST_TRADE_LICEN	Select complaint type				· ·
ŗ.	Water & Sewerage	Complaint Additional Details * Enter Complaint additional details				
	٢		ENGLISH 🔻	Q	-	≝SUJOG
a _	SEARCH	Complaint Additional Details * Enter Complaint additional details				
1		Complete Leasting Dataile				
•	: Complaints	Complaint Location Details				
		Select		/		
▦	Property Tax	Village *				
Er	eDCR Scrutiny	Choose Village		/		
₽	Building Plan Approval	House No. and Street Name 4		_		
£	ACTION_TEST_TRADE_LICEN	Enter House No. and Street Name				
آ م	 Water & Sewerage 	Pincode * Enter Pincode				
		Landmark Enter a landmark (E.g. Central mall)				
					FILE COMP	LAINT

5. Click on File complaint button file a fresh complaint.

		ENGLISH 🔻 🌔	✓ SUJOG
٩	SEARCH		
A			
. :	Complaints		
₽	Property Tax		
82	eDCR Scrutiny	Thank You!	
▦	Building Plan Approval	Complaint Registered Successfully	
ĉ	ACTION_TEST_TRADE_LICEN	Complaint No 14/06/2021/000161	
ē	Water & Sewerage	You can track the status of your complaint on\nthis app anytime!	
			CONTINUE

6. Citizen will be able to track the status of his/her complaint using the system generated complaint number.

3.2. Track Status of Complaint

1. The citizen will login to the application, select 'complaints' section under citizen services section

	٢				ENGLISH	- 0 -	Ċ DOCUS≋ 2010G
٩	SEARCH						
♠		Citizen Services					
. !	Complaints	• 1		<u> </u>		H a	ER .
₽	Property Tax	Complaints	Property Tax	Trade License	Water & Sewerage	Building Plan Approval	eDCR Scrutiny
52	eDCR Scrutiny						
₽	Building Plan Approval	Local Information					
÷	ACTION_TEST_TRADE_LICE						
ر هم	Water & Sewerage		Events			My City	
		What's New					VIEW ALL
_		Public Grievance Redre	essal				

2. Thereafter, select 'my complaints' option as shown in the image below:

۲								
Q SEARCH								
🔒 Home								
L: Complaints	P	<u>_</u> !						
Property Tax	File Complaint	My Complaints (3)						
E eDCR Scrutiny								
Building Plan Approval	Updates							
	Garbage bin overflowing	¢						
👎 Water & Sewerage	☐ 14-Jun-21							
	Your Complaint has been Filed							
	Cleaning of Public Toilet	¢						
	☑ 9-Jun-21							
	/our Complaint has been Assigned							

3. Citizen will be able to view all the complaints registered by him/her till date. Citizen will need to select a complaint in order to view all complaint related details.

	۲		ENGLISH	•	Ū	*	≝S ΩIOG
٩	SEARCH	My Complaints (3)					
A							
. :	Complaints	Garbage bin overflowing 14-Jun-21				OPEN	
▦	Property Tax	Complaint No : 14/06/2021/000161					
82	eDCR Scrutiny	Your Complaint has been Filed					
▦	Building Plan Approval	Cleaning of Public Toilet				OPEN	
ĉ	ACTION_TEST_TRADE_LICEN	□ 9-Jun-21					
æ	Water & Sewerage	Complaint No : 09/06/2021/000149 Your Complaint has been Assigned					
		Garbage bin overflowing G-Jun-21 Complaint No : 06/06/2021/000138				CLOSED	•

4. Citizen will be able to view the complaint timeline including complaint assignment details, status of the complaint, etc.

	۲		ENGLISH 🔻	0 -	≊S ΩIOG
٩	SEARCH	Complaint Details			
1	Home	Garbage bin overflowing			
.	Complaints	Complaint No 14/06/2021/000161			
₽	Property Tax	Current Status Filed			
5	eDCR Scrutiny	Filed Date 14-Jun-21			
₽	Building Plan Approval	Complaint Additional Garbage is overflowing near the Temple Details			
ĉ	ACTION_TEST_TRADE_LICEN	Address Details			
ŗ	Water & Sewerage	House/Street No			
		Village			
		Landmark			
		Pincode			
	۲		ENGLISH 🔻	0 -	≝S UJOG
Q	SEARCH	Village	ENGLISH 🔻	Ū.	≋SNIOG
Q 	SEARCH Home	Village	ENGLISH 🔻	O •	≊sujog
	SEARCH Home Complaints	Village Landmark Pincode	ENGLISH 🔻	Ū.	≝sujog
	SEARCH Complaints Property Tax	Village	ENGLISH •	Ū.	≊sujog
	SEARCH Home Complaints Property Tax eDCR Scrutiny	Village Landmark Pincode Complaint Timeline Complaint pending at GRO	ENGLISH 🔻	<u>0</u> -	≊SUJOG
	SEARCH Borne Complaints Property Tax eDCR Scrutiny Building Plan Approval	Village Landmark Pincode Complaint Timeline Complaint pending at GRO	ENGLISH •	<u>0</u> .	≊SUJOG
	SEARCH SEARCH Home Complaints Property Tax eDCR Scrutiny Building Plan Approval ACTION_TEST_TRADE_LICEN	Village Landmark Pincode Complaint Timeline Complaint pending at GRO 14-Jun-21	ENGLISH •	<u>∩</u> .	ZSUJOG
		Village Landmark Pincode Complaint Timeline Complaint pending at GRO I14-Jun-21 Complaint Filed	ENGLISH •	<u>∩</u> .	≊SUJOG
	SEARCH SEARCH Complaints Complaints Property Tax eDCR Scrutiny Building Plan Approval ACTION_TEST_TRADE_LICEN Water & Sewerage	Village Landmark Pincode Complaint Timeline Complaint pending at GRO I 14-Jun-21 Complaint Filed	ENGLISH •	<u>•</u> •	ZSUJOG
	SEARCH SEARCH Complaints Property Tax eDCR Scrutiny Building Plan Approval ACTION_TEST_TRADE_LICEN Water & Sewerage	Village Landmark Pincode Complaint Timeline Complaint pending at GRO 14-Jun-21 Complaint Filed Complaint Filed Complaint Filed	ENGLISH •	0.	ZSUJOG

3.3. Re-opening a resolved complaint by citizen

Once marked resolved by the department officer, in case the citizen is not satisfied with the resolution of complaint. He/she can choose to Re-Open the complaint.

When a complaint is re-opened once, it will be escalated to level 1 escalation officer within the department, to level 2 escalation officer if a complaint will be re-opened for the second time, to level 3 escalation officer if a complaint will be re-opened for the third time and to level 4 escalation officer if a complaint will be re-opened for the fourth time

1. To re-open a resolved complaint, citizen will select 'My Complaints' option as shown in the screen below

E		
Q SEARCH		
🛖 Home		
👤: Complaints	P	<u>_</u> !
🖶 Property Tax	File Complaint	My Complaints (3)
E eDCR Scrutiny		_
🔠 Building Plan Approval	Updates	
ACTION_TEST_TRADE_LICEN	Garbage bin overflowing	۵
추 Water & Sewerage	□ 14-Jun-21	
	Your Complaint has been Resolved	
	Cleaning of Public Toilet	¢
	Your Complaint has been Assigned	

- 2. Screen with all the complaints registered by the citizen will appear. Citizen can click on any Closed Grievances
- 3. A Closed complaint will have two option 'Rate' & 'Re-Open' as show in the image below



4. Citizen will select 'Re-Open' option in order to re-open the complaint

	è				ENGLISH 🔻	· ·	≊SUJOG
٩	SEARCH	~	✓ Co	mplaint Timeline			
♠	Home			14-Jun-21			
. :	Complaints		T.	Complaint Resolved			
▦	Property Tax			Solved RATE RE-OPEN			
62	eDCR Scrutiny						
₽	Building Plan Approval	(14-Jun-21			
2	ACTION_TEST_TRADE_LICEN		T	Re-Assigned to LME 🛛 📞 +91 811111129			
م ةم	Water & Sewerage			Assistant Town Planner CMC (Planning)			
		(14-Jun-21 Assigned to			

5. After clicking on re-open button citizen need to provide valid reason to re-open the complaint and will also have a provision to upload supporting image.

E		ENGLISH 🔻	Q -	≋SN1O ∂
Q SEARCH	Reopen Complaint			
🔒 Home	Why do you want to Re-Open your Complaint?			
L: Complaints	O No work was done			
💼 Property Tax	O Only partial work was done			
eDCR Scrutiny	O Employee did not turn up			
Building Plan Approval	O No permanent solution			
	LICEN			
🏝 Water & Sewerage	UPLOAD PHOTOS			
			CONT	INUE

6. Citizen will click on continue button and complaint will be re-opened and escalated to officer.



	2			ENGLISH 🔻	0.	≊sujog
م	SEARCH	N Cor	mplaint Timeline			
A	Home		14 Jun 21			
. :	Complaints		Re-opened & escalated to Level-1 officer			
₽	Property Tax					
5	eDCR Scrutiny	\bigcirc	14-Jun-21			
₽	Building Plan Approval		Complaint Resolved Solved			
÷	ACTION_TEST_TRADE_LICEN					
ŗē	Water & Sewerage		14-Jun-21 Re-Assigned to LME Assistant Town Planner CMC (Planning) 14-Jun-21			

3.4. Re-opening a rejected complaint

- 1. The citizen will select 'My Complaints' option.
- 2. A new screen with all the complaints registered by the citizen will be visible
- 3. Citizen will select the complaint that been rejected by the department and citizen wishes to re-open.
- 4. After selecting the complaint, below screen would appear and citizen will need to select 'Re-Open' button

	E				ENGLISH	•	Ō	•	≊S UJOG
<u>م</u>	SEARCH	1	✓ Co	mplaint Timeline					
A	Home			14-Jun-21					
. :	Complaints		T	Complaint Resolved					
₽	Property Tax			Solved RATE RE-OPEN					
62	eDCR Scrutiny								
₽	Building Plan Approval	(14-Jun-21					
ĉ	ACTION_TEST_TRADE_LICEN		Ť	Re-Assigned to LME 🛛 📞 +91 811111129					
ب	Water & Sewerage			Assistant Town Planner CMC (Planning)					
		(14-Jun-21 Assigned to					

- 5. After selecting on re-open button citizen will need to provide a valid reason to reopen the complaint along with the attached photo of the problem
- 6. Citizen will click on continue button and complaint will be re-opened and escalated to higher level officer

3.5. Provision to Post Messages on Registered Complaint

- 1. Citizen will select the complaint where citizen wants to add a comment.
- 2. Citizen will be able to enter his/her comments in comment box and select Submit icon in order to post the comment.

SOLOG

۲		ENGLISH 🔻	0 -	≊SN1O ∂
Q SEARCH	Complaint Timeline			
A Home	15-May-21			
L: Complaints	Assigned to Assistant Town Planner			
E Property Tax	CMC (Planning)			
💼 Building Plan Approval				
ACTION_TEST_TRADE_LICEN	15-May-21			
itater & Sewerage 🗸 🗸 🗸				
	Comments			
	Write your comments			>

3. After adding a comment, it will be visible to all concerned citizen including the GNO (Grievance Nodal Officer) under complaint details forever.

Both citizen and departmental citizen having access to the complaint will be able to post comments as and when required. Sample available in the screen below

3.6. Provide Feedback on Complaint

The citizen will receive an alert/notification/SMS on his/her mobile number registered with the application after a complaint registered by him/her is resolved by the department.

1. In order to provide feedback on a resolved complaint, the citizen will select 'My Complaints' and select the complaint for which citizen wishes to give feedback.



2. Citizen will get the detailed summary of his/her complaint

3. Following screen will appear after selecting 'Rate' button

	٢		ENGLISH 🔻	0.	a sujog
م	SEARCH	Feedback			
A	Home				
. :	Complaints	$\star \star \star \star \star$			
₽	Property Tax	What was rood 2			
E	eDCR Scrutiny				
₽	Building Plan Approval				
≏	ACTION_TEST_TRADE_LICEN	Resolution Time			
ب	Water & Sewerage	Quality of Work			
		Others			
		Type your comments			
				SI	UBMIT

4. After filling the feedback form citizen will click on 'submit' to drop the feedback.