SWS Grievance User Manual

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Introduction:

1.1 Audience

This user manual has been provided for the users of SWS Grievance application. It has been assumed that the user has basic working knowledge of computers as well as internet browsing experience and is well versed with grievance redress mechanism.

1.2 Purpose

The purpose of this document is to provide an interface between the user and the application. It will help users to understand various features of the application and will enable them to operate the application. The objective of the application is to provide an online grievance redress and monitoring system to the SWS User/Investors for all Departments/ Organizations of Government of Jharkhand.

2.0 Features: The highlights and important features of SWS Grievance application are as listed under:

2.1. It is an integrated application system, based on web technology which primarily aims at submission of grievances by the aggrieved Investors/SWS User from anywhere and anytime (24x7) basis for instant and easy communication between the Nodal and Secondment officers of Government of Jharkhand departments and Organizations and User resulting in the speedy redress of their grievances.

2.2. SWS Grievance facilitates the system generated unique registration number upon the online submission of grievances from aggrieved citizens to concerned Departments/Organizations, GoJ through Internet using any Browser Interface.

2.4. SWS Grievance has been designed and developed with a view to achieve the uniform and systematic approach towards monitoring of procedures by adopting a comprehensive classification and standardisation of grievances and redress actions across the government of Jharkhand Departments and organisations.

2.5. SWS Grievance will facilitate the online lodging of grievances by citizens to the concerned Departments/Organizations which can be linked to their official Web site.

2.6. The system is flexible enough to be extended down below as per the requirement of Departments/Organizations for online speedy and effective redress of grievances.

Being a web based application software; installation of the software is not required on individual client machines. The users are required to be able to access internet on the machine(computer) intended to be used for the application.

In order to access the application from an internet browser, open your internet browser and type www.http://advantage.jharkhand.gov.in in the address bar and press enter. The following web page will open:
Login Form for Users: The application uses forms based authentication security architecture for access control. All users are required to login using a username and password.
1. Enter your username and password to login.
2. On successful login, click on ‘Account’ link in the top navigation to access User Dashboard/Account.

To add new grievance, Click Grievance in the side menu and further click on ‘List of Grievance. That will show you a list of existing grievances and option to add a new grievance.
Place your cursor and click on the ‘Add’ button to raise a new grievance.

Fill the details. Before you press the submit button to save, please verify your Mobile no. with OTP.

Submit Grievance.
1. Check Grievance Status.
2. Click on the link ‘View’ under ‘Action’ column to view the details of raised grievance.