

“e-Chhawani”

Online Management of Cantonment

Boards



Public Grievance Redressal

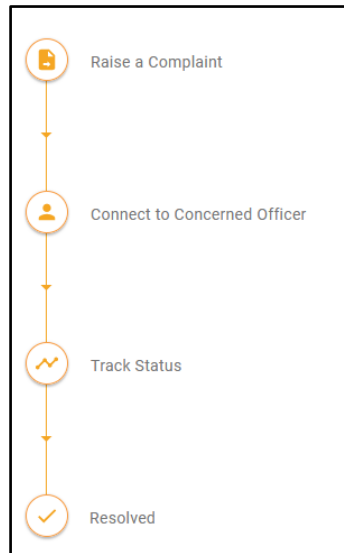
User Manual

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About this Manual

The purpose of this document is to help citizen to operate the Public Grievance Redressal System (PGR). The product provides a digital interface, allowing citizens to raise the complaint and track the status of the complaint till it is resolved. The following is the time line of activities



The PGR allows the citizens to:

- a. **File a Complaint**
- b. **Rate the Complaint**
- c. **Reopen the Complaint**
- d. **View the complaint**
- e. **Call an Employee**
- f. **Chat or leave a comment**

This manual covers up the various features of PGR and every feature is defined with a screenshot for user assistance.

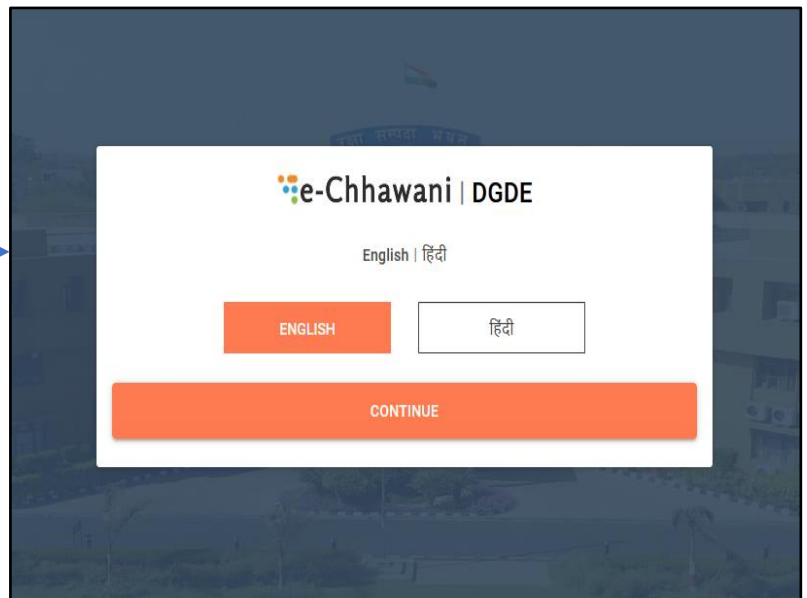
1. General Functions

1.1 Login into the Application

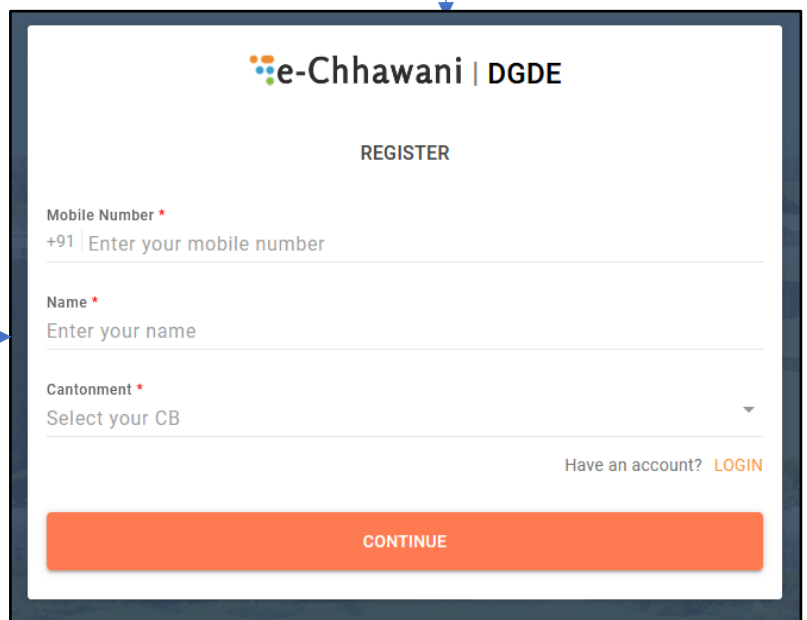
To login, please go to the following link:

<https://echhawani.gov.in/citizen/>

The citizen lands on the following page. Select the language of choice and click on **Continue**.



To Register, Enters Mobile Number, Name and selects his/her CB and click on **Continue**.



An OTP will be sent to the entered Mobile Number.

Enter the received OTP and click on **Continue**.

e-Chhawani | DGDE

ENTER OTP

An OTP has been sent to : 8095459303 ✎

Please check your messages

OTP *
Enter OTP

Request another OTP in 26 seconds

CONTINUE

On login, the homepage will be displayed on the citizen screen.

LUCKNOW CANTONMENT BOARD

ENGLISH

103

DIGIT

Search

Home

Complaints

Trade License

Bill Genie

Lease

Receipts

Citizen Services

Complaints

Trade License

Lease

Local Information

My Cantonment

What's New

Trade License

TL apl no: TL-APP-TEST-2020-12-14-005006 is approved. Subject to fee payment of INR 1430 pay @ <https://13.71.65.215.nip.io/egov-url-shortening/cpJ>

PAY NOW

19 hrs ago

VIEW ALL

For an already registered user, click on “Login”.

e-Chhawani | DGDE

REGISTER

Mobile Number *
+91 | Enter your mobile number

Name *
Enter your name

Cantonment *
Select your CB

Have an account? [LOGIN](#)

CONTINUE

Enter the registered Mobile Number and click **CONTINUE**.

e-Chhawani | DGDE

LOGIN

Mobile Number *
+91 | Enter your mobile number

Don't have an account? [REGISTER](#)

CONTINUE

Enter the received OTP and click on **Continue**.

e-Chhawani | DGDE

ENTER OTP

An OTP has been sent to : 8095459303 ✎

Please check your messages

OTP *
Enter OTP

Request another OTP in 26 seconds

CONTINUE

On login, the homepage will be displayed on the citizen screen.

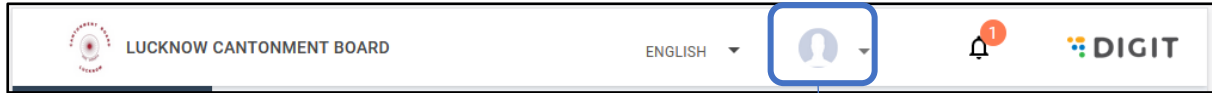
1.2 Editing the Profile

Follow the steps shown below to edit your profile. You can:

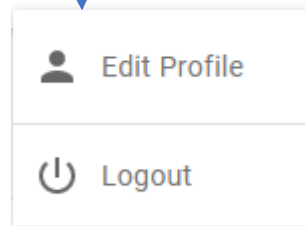
- Enter/Update Name, Cantonment and Email ID

b) Upload Profile Photo

1.2.1 Enter/Update Name, Cantonment and Email ID

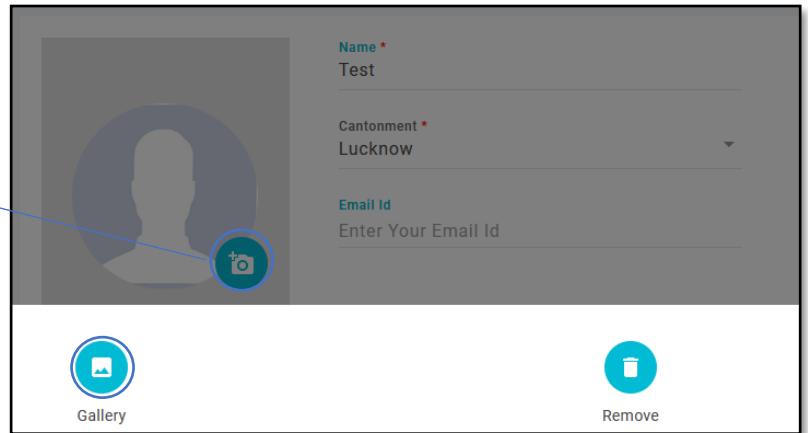


User sees the “Edit Profile” page where he/she can upload a new profile picture, edit his/her name, Phone Number and Email Id.

A screenshot of the 'Edit Profile' form. On the left is a large grey placeholder for a profile picture with a blue circular camera icon in the bottom right corner. To the right of the image are three input fields: 'Name *' with the text 'Test|', 'Cantonment *' with a dropdown menu showing 'Lucknow', and 'Email Id' with the placeholder text 'Enter Your Email Id'. At the bottom right of the form is an orange 'SAVE' button.

1.2.2 Update Profile Photo

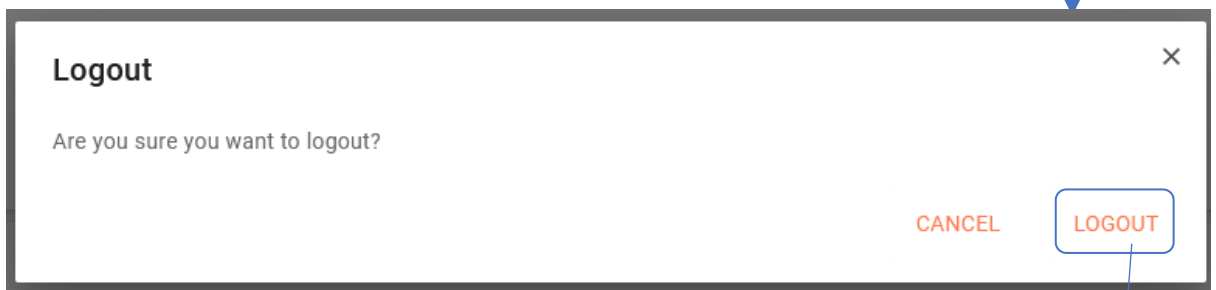
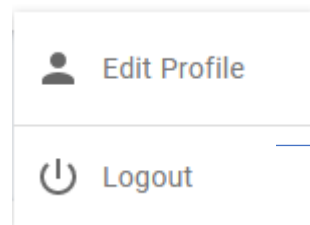
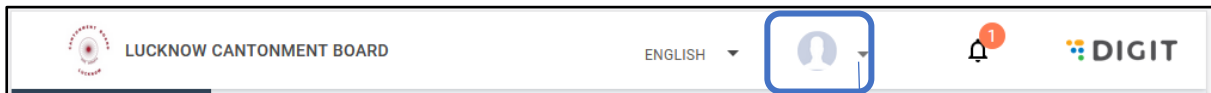
To update the profile photo, click on the Camera Icon.



Two options appear on the screen:
“Gallery” and “Remove”.

Clicks on “Remove” to remove the present profile picture and click on “Gallery” to upload a new picture from the computer.
Once the user is done editing his/her profile, click on “SAVE” button in the bottom right of the page to save the changes

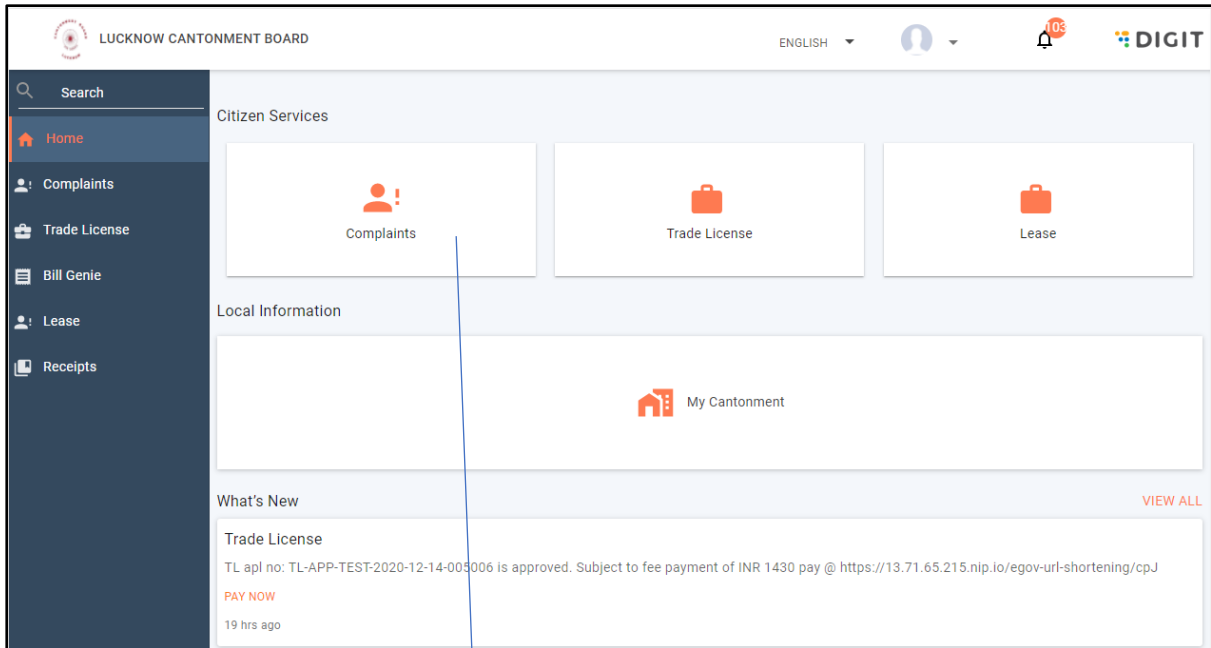
1.3 Logout



Click on “LOGOUT” to logout of the application

2. Complaints

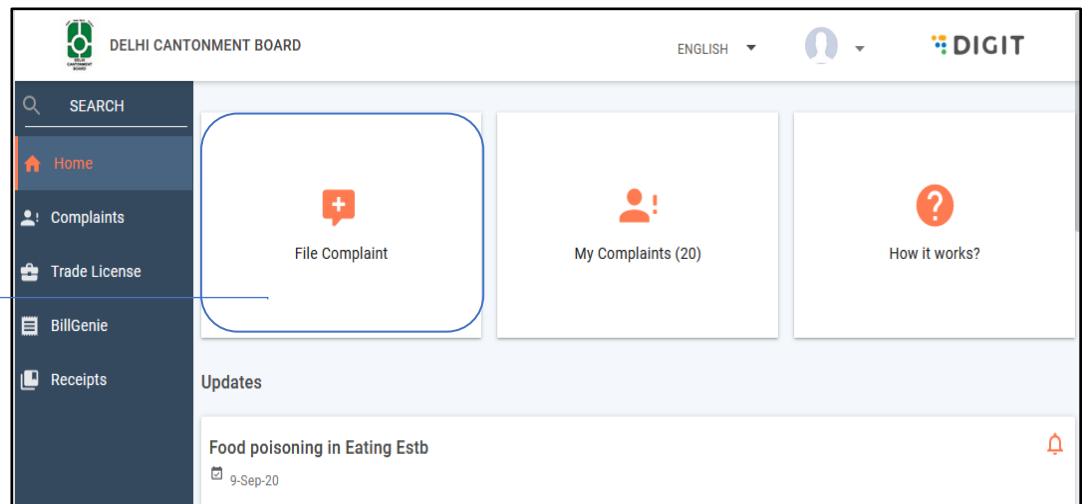
2.1 File Complaint




On the Landing page, click on “Complaints” to proceed.

Three options appear on the screen:

“File Complaint”,
“My Complaints” and
“How it Works?”.



File Complaint


UPLOAD
PHOTOS

Complaint Type *
Select complaint type

Complaint Additional Details
Enter Complaint additional details

Complaint Location
Enter Complaint Location

City *
Select

Locality/Mohalla *
Choose Locality/Mohalla

House No. and Street Name
Enter House No. and Street Name

Landmark
Enter a landmark (E.g. Central mall)

FILE COMPLAINT

The above form will be displayed. You can Upload the photo, select the Complaint type, City, Mohalla and fill other additional details.
Click on **“FILE COMPLAINT”** to add a new complaint.

On filing a complaint, the complaint is sent to Grievance Routing Officer of the CB.

2.2 View the Complaint

SEARCH

- Home
- Complaints
- Trade License
- BillGenie
- Receipts

File Complaint

My Complaints (20)

How it works?

Updates

Food poisoning in Eating Estb
9-Sep-20
Your Complaint has been Assigned

Illegal Cutting Of Trees
9-Sep-20

My Complaints (20)

Food poisoning in Eating Estb
9-Sep-20
Complaint No : 09/09/2020/000209
Your Complaint has been Assigned

Illegal Cutting Of Trees
9-Sep-20
Complaint No : 09/09/2020/000208
Your Complaint has been Filled

OPEN

OPEN

All Complaints filed by the citizen can be viewed along with the Status (Open/Closed).

Click on the complaint to view the Complaint Summary.

Complaint Summary

Complaint Details

Default

Complaint No : 09/09/2020/000183
Current Status : Filled
Filed Date : 9-Sep-20

Address Details

Mohalla/City : URI Enclave - Ward 2,Dehli

Complaint Timeline

Complaint pending at GRO

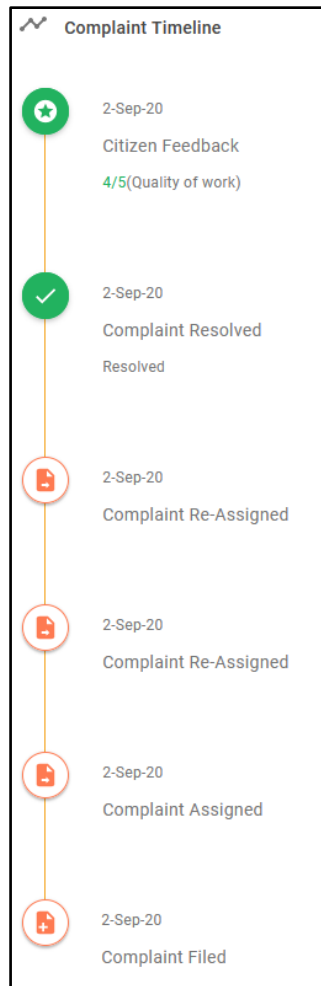
9 Sep 20
Complaint Filled

Comments

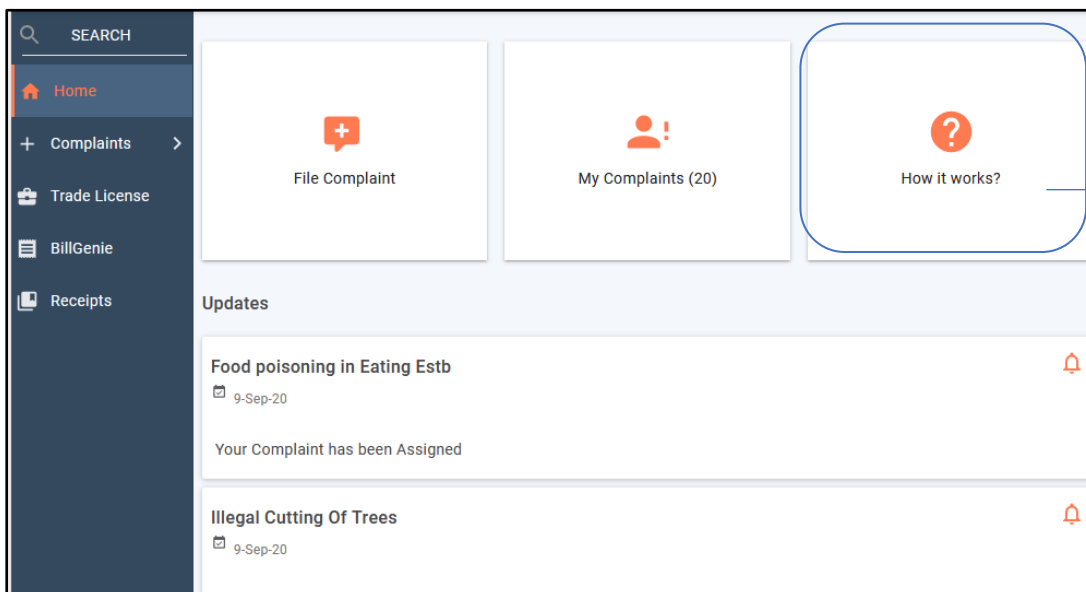
Write your comments...

To Chat/Leave a Comment to the employee enter here.

The complete Timeline of a complaint is as below.



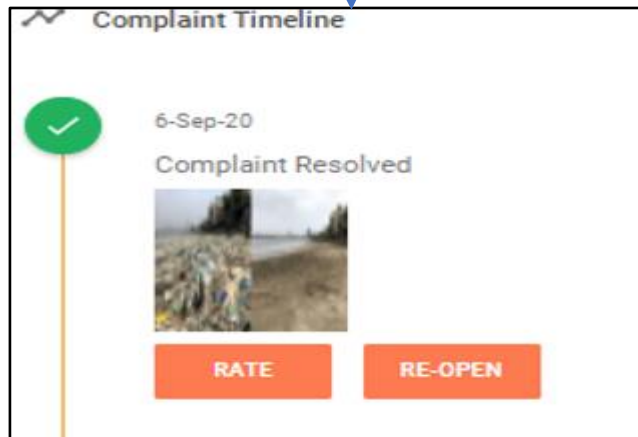
2.3 How it Works



To view the PGR user manual, click on "How it Works?"

2.4 Reopen the Complaint

Once the complaint is resolved by the CB employee, in the Complaint timeline “Rate” and “Reopen” option is shown




On RE-OPEN, select/enter the reason for re-opening, upload photo (if any) and click on “CONTINUE”

Reopen Complaint

Why do you want to Re-Open your Complaint?

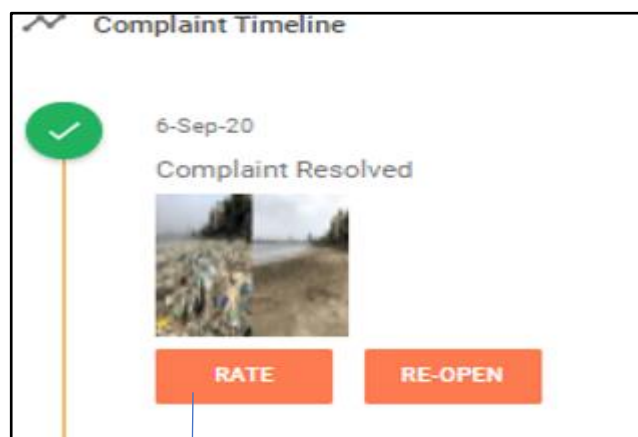
- No work was done
- Only partial work was done
- Employee did not turn up
- No permanent solution


 UPLOAD PHOTOS

Type your comments

On reopening the complaint, the complaint is sent to again Grievance Redressal Officer of the CB.

2.5 Rate the Complaint

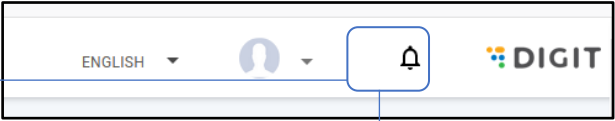


On **RATE**, rate and select/enter the comments and click on **"SUBMIT"**

The screenshot shows a 'Feedback' form with a 5-star rating system. The first four stars are filled with orange, and the fifth is grey. Below the stars, the text 'What was good?' is followed by four checked checkboxes: 'Services', 'Resolution Time', and 'Quality of Work', and one unchecked checkbox labeled 'Others'. A text input field contains the text 'Good service'. An orange 'SUBMIT' button is located at the bottom right of the form.

2.6 View Notifications

Click on the bell icon to view all the notifications.



Public Grievance Redressal

Dear Citizen, Your complaint for Foodpoisoningin Eating Estb with ID 09/09/2020/000209 submitted on 09-Sep-2020 has been RE-OPEN as per your request. You can track your complaint status and connect with our officials on the eChhawani web portal.

3 days ago

Public Grievance Redressal

Dear Citizen, Your complaint for Foodpoisoningin Eating Estb with ID 09/09/2020/000209 submitted on 09-Sep-2020 has been resolved by Srikanth RO. If you are not satisfied with service you can RE-OPEN complaint through your eChhawani web portal or by calling our CSR.

[REVIEW](#)

3 days ago

Public Grievance Redressal

Dear Citizen, Your complaint for Foodpoisoningin Eating Estb with ID 09/09/2020/000209 submitted on 09-Sep-2020 has been assigned to Srikanth RO, Deputy Chief Executive Officer, Health & Sanitation. You can track your complaint status and connect with our officials on the on the eChhawani web portal.

3 days ago

All notifications are sent to the registered email id and mobile number. The same can be viewed in the notification section.

*****END OF DOCUMENT*****