

Online Complaint/Grievance System

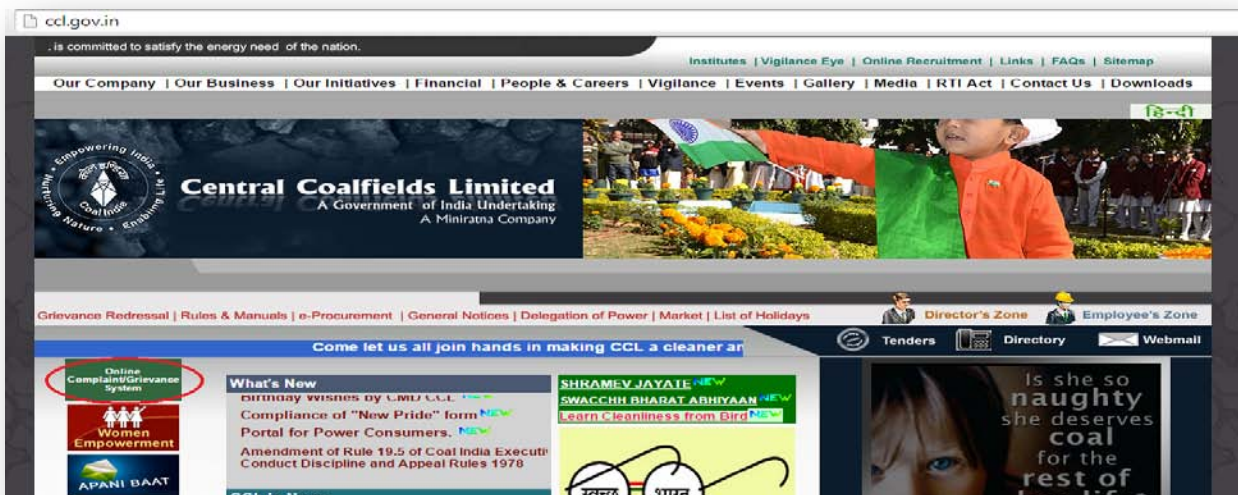
Online Complaint/Grievance System

Online Complaint/Grievance System is a system operated by Samadhan Department of CCL HQ. The main features, process flow and complaint/Grievance monitoring/tracking mechanism in the module are explained in details as below:

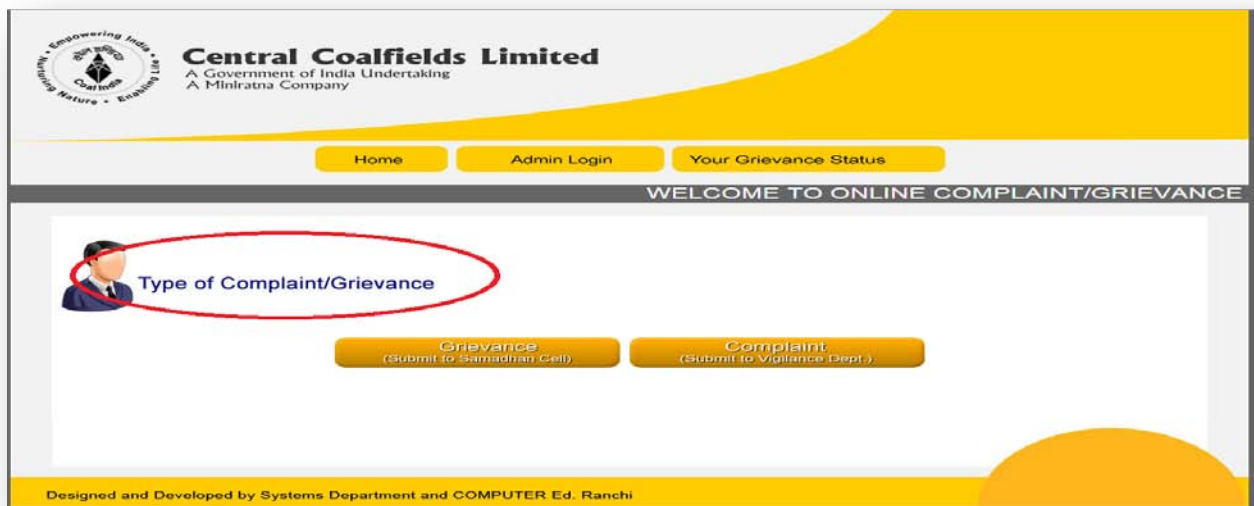
User Panel

How to access the software? (URL of the Software)

1. Open the following web address <http://www.ccl.gov.in> and Click on the “online Complaint /Grievance System”. The link is marked with red circle as shown below:

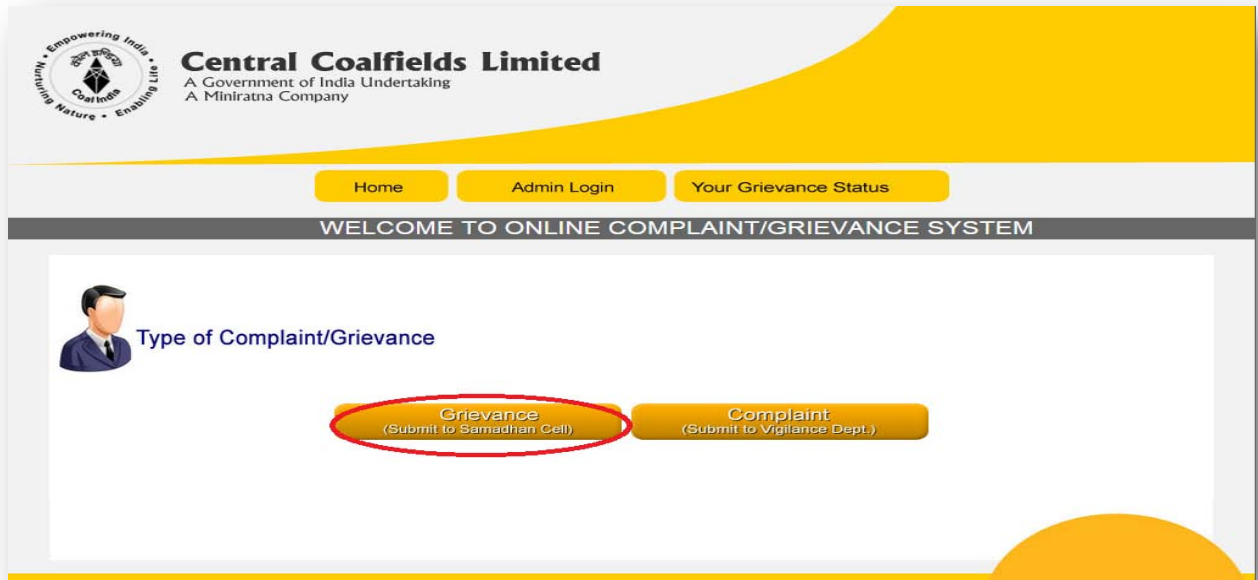


2. After clicking on the link , home page of Online Complaint/Grievance system will be opened as shown below:



Online Complaint/Grievance System

3. On the home page of the software, it will ask for the type of complaint/ Grievance as show above. If the complaint is of general nature like quarter maintenance, water , electricity in the quarters, pension etc., the complainant has to click on the Grievance button as shown below with red circle:



4. After opening the link, Grievance form will be opened as below:

Grievance Form

Fields marked with * are Mandatory

Your Contact Details

Your Full Name *

Father's Name *

Phone Number

Mobile Number *

Email-ID

Gender Male Female

Your Address *

State

District *

Detail of the incident or misconduct - Your Grievance

Subject *

Grievance related to the Area *

Grievance related to the Department/Unit *

Grievance in Details

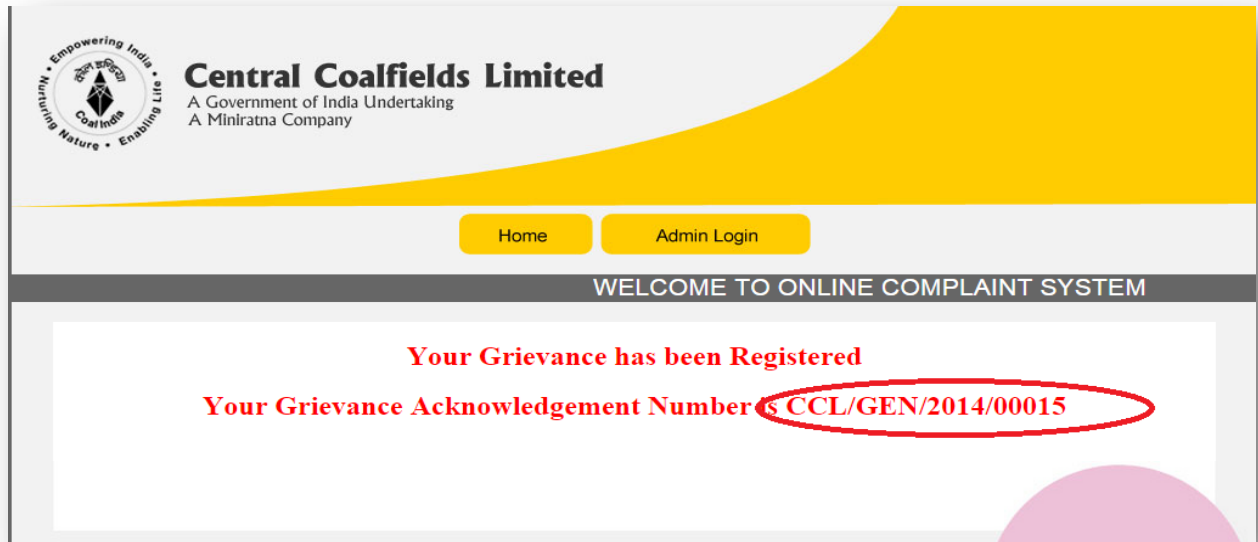
Name or details of Witnesses (if any)

Support Document (pdf or jpg Only Max. 1MB) No file chosen *

Captcha *

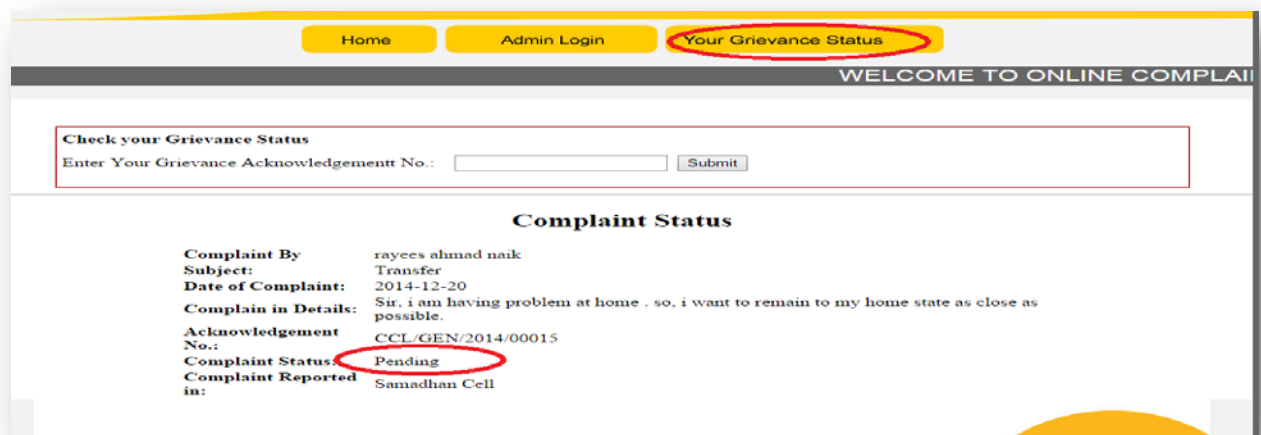
Online Complaint/Grievance System

- After filling all the mandatory fields, click on the “register grievance” button to submit the complaint to Samadhan Department. After submitting, a message is displayed which reads “your complaint has been Registered. Your acknowledgement number is CCL/GEN/2014/.....” . This Acknowledgement number is used in future for complaint tracking.



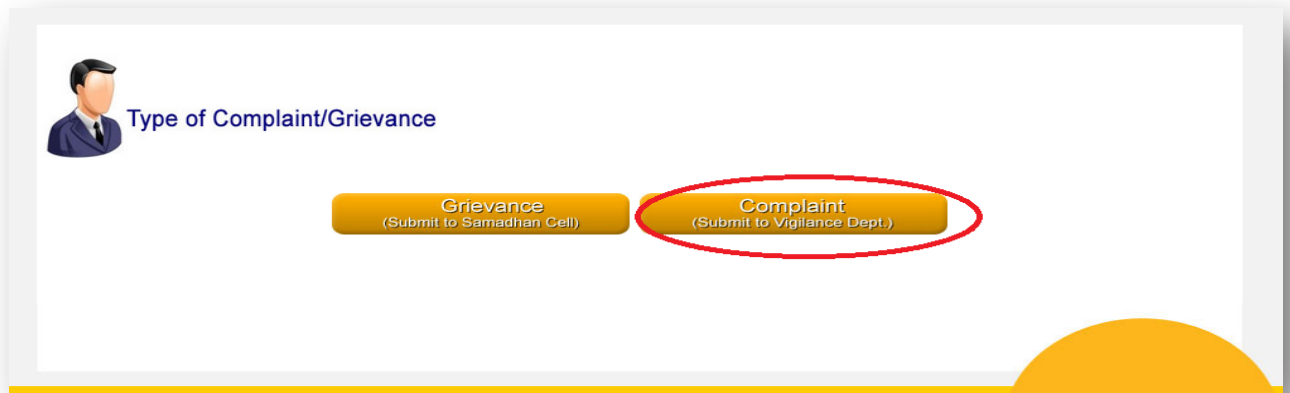
Your Grievance Status

- On the home page of online complaint/Grievance system, there is another feature for the user that is “Your Grievance system”. The complainant can track his/her Grievance at any time using his unique Acknowledgement Number.



Online Complaint/Grievance System

7. Same procedure is applied if the complaint is related to vigilance department as shown previously on home page.



Complaint Form

Fields marked with * are Mandatory

Your Contact Details

Your Full Name *

Father's Name *

Phone Number

Mobile Number

Email-ID

Gender Male Female

Your Address *

State *

District

Detail of the incident or misconduct - Your Complaint

Subject *

Name of the person/s involved

Complaint Related to the Area *

Complaint Related to the Department/Unit *

Designation/s

Complain in Details *

Did you pay the bribe? If yes, why?

Document in support of alleged allegations (pdf or jpg only Max. 1MB)
 No file chosen

Captcha *