



## Monitoring Pending Grievances

Redressal Officials can view all the pending grievances assigned to them.

To view pending grievances, use the following navigation.

*Left Panel > Applications > Grievance Redressal > Grievance > My pending grievance*

**My Pending Grievance** page appears, as shown in *Figure .*

The page shows list of all pending grievances assigned to you. It shows the status details of the grievances along with their due date. This helps the officials focus on those grievances that are approaching the due date.

**Figure 20: My Pending Grievance**

S.No	Complaint Number	Complaint Type	Department	Location	Status	Registration Date	Due Date
1	24619-2018-EV	Obstruction of water flow	ENGINEERING	Ameena Abbas Nagar - Election Ward No. 44	REGISTERED	20/12/2018	21/12/2018

Showing 1 to 1 of 1 entries  
Show 10 entries

Previous 1 Next

Close

## Acting on the Grievances

Redressal officials, who have grievances assigned to them, need to act on them in order to redress and close them.



To open a grievance for action:

1. Click on the grievance from the **My Pending Grievance** list. **Update Grievance** page appears, as shown in *Figure* .

**Figure 21: Update Grievance**

**Grievance Details**

Name:	Harsha	Phone Number:	9700886855
CRN	24619-2018-EV	Grievance Date:	20/Dec/2018 12:16 PM
Grievance Department:	ENGINEERING	Next Escalation Date:	21/Dec/2018 12:16 PM
Grievance Type:	Obstruction of water flow	Filed via:	CCC User
Grievance Details:	obstruction of water flow in our area please rectify as soon as possible.	Receiving Center Details:	commissioner office
Photos/Video:	No attachments found		
Location:	Ameena Abbas Nagar - Election Ward No. 44		
Landmark (if any):	Not applicable		

**Grievance Processing History**

Updated On	Updated By	Status	Process Owner	Department	Comments
Thu 20/Dec/2018 12:16 PM	Harsha	REGISTERED	R.Raja Sekhar (Assistant Executive Engineer)	ENGINEERING	Grievance registered with CRN : 24619-2018-EV

**Actions**

Change Status: REGISTERED (dropdown)

Change Grievance Type: Obstruction of w (dropdown)

Change Jurisdiction: Election Ward N (dropdown), Ameena Abbas (dropdown)

Forward Grievance To: Select Department (dropdown), Select Designation (dropdown), Select User (dropdown)

Include Message \*

Upload Photograph/Video

Submit Send Email Reset Close

2. Enter the actions performed on the grievance, as described in the following table:



Actions	
Change Status	Select <b>Change Status</b> from Change Status list – Select the status as: <b>REGISTERED</b> - If the Grievance is Registered. <b>FORWARDED</b> - If the Grievance is Forwarded to any other officer for Redressal <b>PROCESSING</b> - If the Grievance is under process. <b>REJECTED</b> - If the Grievance is Rejected, it will be removed from the inbox. <b>COMPLETED</b> - If the Grievance is Completed, it will be removed from inbox and citizen will be alerted.
Change Grievance Type	Select <b>Grievance Type</b> from the list, in case you wish to change the Grievance Type.
Change Jurisdiction	Select the <b>Jurisdiction</b> from the list to change the jurisdiction.
Forward Grievance To	To forward a grievance to a specific user, select a department, designation, and user from the respective lists.
Include Message	Enter brief description about the action to be taken for the grievance.



Upload Photograph or Video	Select <b>Upload Photograph or Video</b> to upload photo or video of the grievance
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3. Click **Submit**, to update the grievance.

If you want to send email of the actions performed, click **Send Email**, Enter Email address, and then click **Send**.