

Guidelines

How to use Grievance Redressal and Vigilance Complaint System.

This application enables public to submit complaint / grievance online and also tracks their status this brings transparency in the entire process.

Home Page

1. THDC employee can login inside the portal by clicking **Employee Login**.
2. The user can register the complaint by clicking **Online** button.
3. After registering the complaint user will get a unique complaint number, with that complaint number the process of the complaint will be shown to the complainant. The details of the complaint will be visible by complaint number after clicking on **Track Status**.
4. The user can get the offline complaint registration form by clicking on **Offline**.

(The screenshots are attached for the above mentioned)

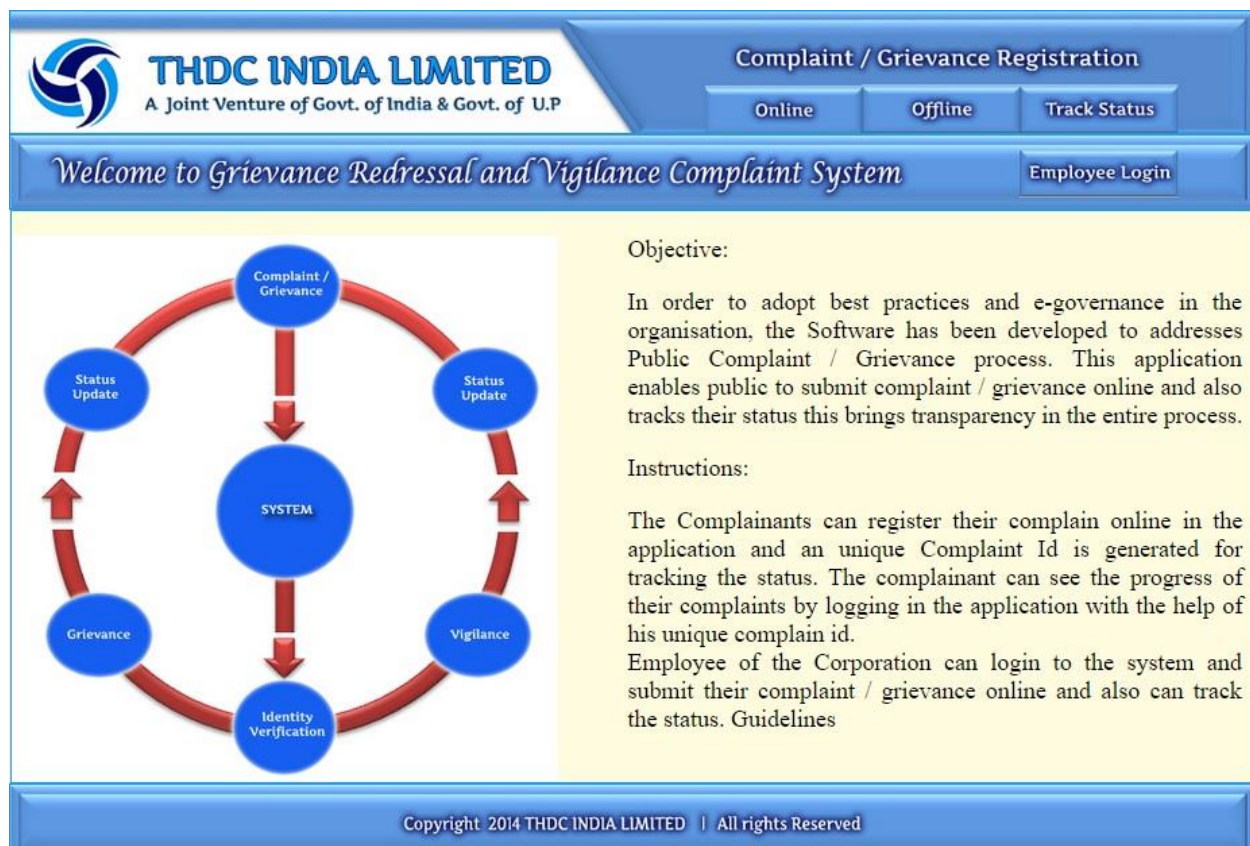


Figure 1.1

Register Online

The user can register the complaint by clicking on **Online**. The details should be genuine because the identity verification will be conducted. If the identity verification is not found genuine, the complaint will be rejected. If the identity verification is genuine then only the complaint will be proceeded for investigation.

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Complaint / Grievance Registration

Online Offline Track Status

Welcome to Grievance Redressal and Vigilance Complaint System Employee Login

Complaint Registration Form

Fields marked with (*) are mandatory.

Complainant Details

Complainant Type: Individual

Name: Full Name * Gender: Male

Address: Line 1 * Line 2 * Land Mark *

Village / City: Village / City * District: District * State: State *

Pincode: Pincode * Country: Country * Mobile: Mobile Number *

Telephone No: Ex-0123-1234567 Email: Email ID

Complaint Against

Select Reference Type: Select

Any Earlier Complaint Lodged? ☐ Yes ☒ No

Upload Supporting Document(Complaint Details): No file chosen (PDF format only !)

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Figure 1.2

After registering the complaint, complainant will get a unique complaint number with that number the process of the complaint will be available to the complainant by clicking **Track Status**. In case the complainant forgot the complaint number user need to input his/her name and the mobile number which is used at the time of registering the complaint.

For track the complaint status.

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Complaint / Grievance Registration

Online Offline Track Status

Welcome to Grievance Redressal and Vigilance Complaint System Employee Login

View Complaint Status

Fields marked with (*) are mandatory

*Enter Your Complaint No.

8781J

Enter the text above

[Forgot Complaint Number?](#)

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Figure 1.3

In Case of forgot complaint number, Click on Forgot Complaint Number as mentioned in the figure 1.3.

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Complaint / Grievance Registration

Online Offline Track Status

Welcome to Grievance Redressal and Vigilance Complaint System Employee Login

View Complaint Status

Fields marked with (*) are mandatory

*Full Name

*Mobile Number

Captcha fae73

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Figure 1.4

User need to input the name, mobile number and random generated number. If the above information is correct then the complaint number will appear on the screen for track the status of the complaint.

THDCIL EMPLOYEE

THDCIL Employee can login through his/her login id and password. After clicking on **Employee Login** button.

The screenshot shows the top header of the THDC India Limited Grievance Redressal System. The header includes the THDC India Limited logo and name, stating it is a joint venture of the Govt. of India and Govt. of U.P. Navigation links for 'Complaint / Grievance Registration' include 'Online', 'Offline', and 'Track Status'. A welcome message reads 'Welcome to Grievance Redressal and Vigilance Complaint System'. A prominent 'Employee Login' button is located on the right. Below the header is a 'SIGN IN' form with fields for 'Username', 'Password', and 'Captcha' (displaying 'DWX7c'). 'Login' and 'Cancel' buttons are at the bottom of the form. The footer contains the copyright notice: 'Copyright 2014 THDC INDIA LIMITED | All rights Reserved'.

Figure 1.6

After successfully logging in into the portal complaint can be submitted.

The screenshot displays the complaint submission interface after a successful login. The top navigation bar includes 'Home' and 'Complaints'. A dropdown menu for 'Complaints' shows options: 'Public Complaints', 'Post Your Complaint', and 'Track Complaint Status'. The main content area is divided into two sections: 'Complaint Against' and 'Complainant Details'. The 'Complaint Against' section contains fields for 'Select Reference Type' (set to 'Individual'), 'Full Name', 'Init' (a dropdown), 'Department' (a dropdown), 'Details' (a text area with a 'Max 200 words Brief Summary' limit), 'Any Earlier Complaint Lodged?' (radio buttons for 'Yes' and 'No'), and 'Upload Supporting Document' (a 'Choose File' button and a note that no file is chosen, with a '(PDF format only !)' instruction). The 'Complainant Details' section is a table with the following data:

Complainant Details	
Selected Complainant Type	THDCIL Employee
Enter Employee Number	
Employee Name	
Mobile No	

At the bottom of the 'Complaint Against' section are 'Submit' and 'Reset' buttons. The top right of the page shows a 'Welcome' message followed by a redacted name and a 'Signout' button.

Figure 1.7

After register the complaint, complainant will get a unique complaint number which will be available automatically after logged into the system.

Complaints Detail

Date	Against Whom	Complaint No.
04-Nov-2014	Individual	2a518227

Complaint Details

Grievance Identification Number	2a518227
Grievance Registration Date	04/11/2014

Complaint Against

Reference Type	Individual
Name	<div></div>
Unit	<div></div>
Department	<div></div>
Complaint Brief Summary	Temporary Testing

Complaint Status

Date	Status
04-Nov-2014	Complaint Registered

[Back](#)