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**.

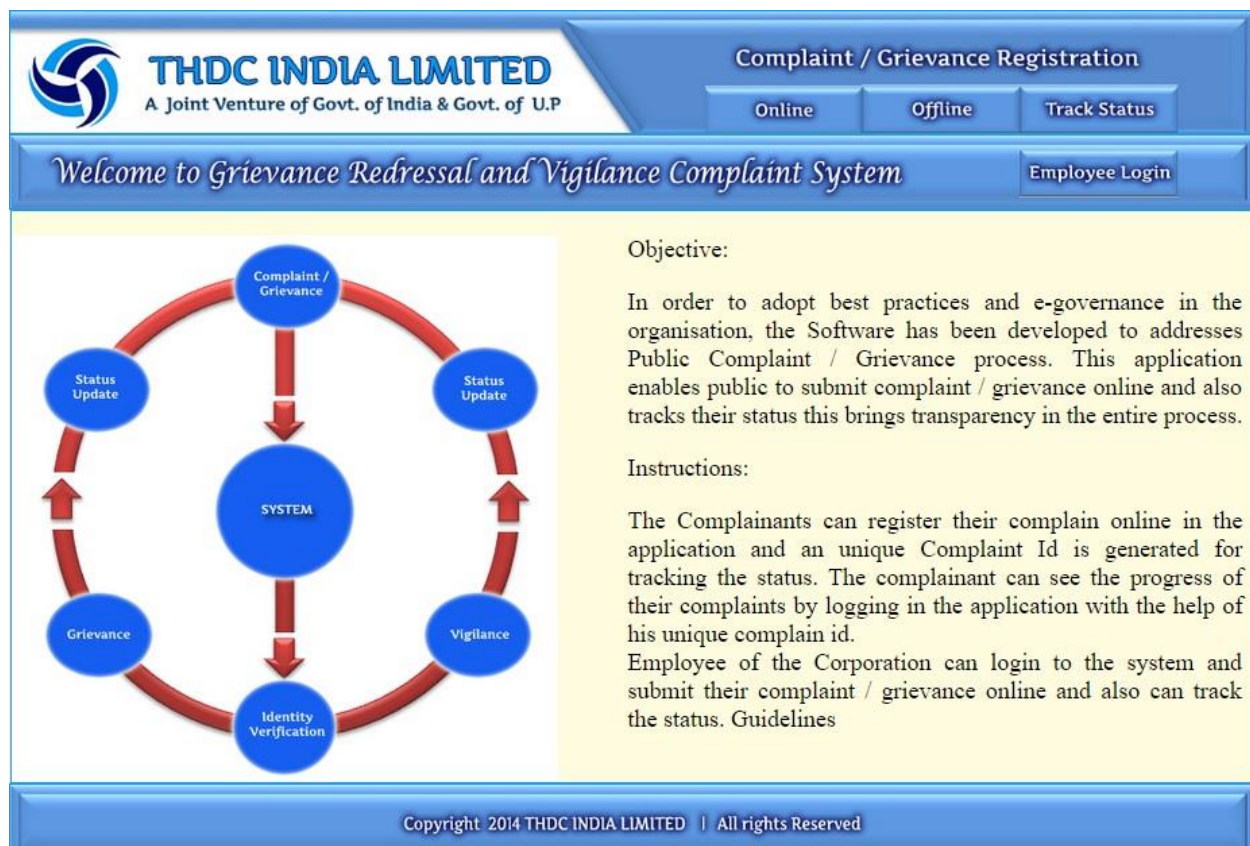**(The screenshots are attached for the above mentioned)**

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.

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.

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

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.**

Figure 1.6

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

Figure 1.7

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

THDC INDIA LIMITED
Grievance Redressal System

Welcome

Signout

Home   Complaints   ▶

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	
Unit	
Department	
Complaint Brief Summary	Temporary Testing

Complaint Status

Date	Status
04-Nov-2014	Complaint Registered

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