User Manual: Public Grievance Redressal System
SHG – Forest Based Enterprises

Department of Panchayats & Rural Development

www.prdgrievance.in

Table of Contents

1. Document Overview 3
2. Objective 3
3. Registration 3-4
4. Login 5-6
5. Create Grievance 7-8
6. View Grievance 9-10
7. Suggestions 11-12

1. Document Overview

This document outlines following steps for the Citizens to log a new Grievance in the application and view status of existing Grievance.

- ✓ Objective
- ✓ Registration
- ✓ Login
- ✓ Create new Grievance
- ✓ Check Grievance status
- ✓ Suggestion

2. Objective

To outline an efficient and effective grievance redressal mechanism for the rural Citizens of West Bengal.

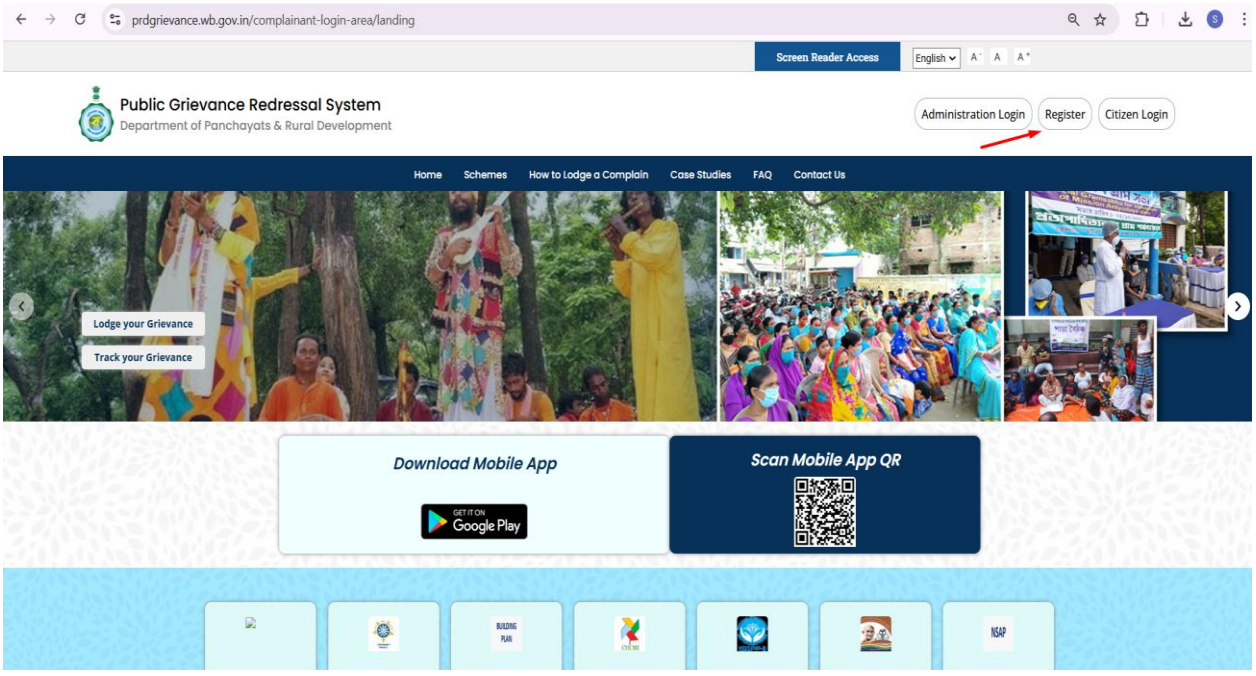
URL: https://prdgrievance.wb.gov.in/

Screenshots with URL (& Procedure), showing the online system of the Public Grievance Redressal System (PGRS), Govt. of West Bengal to address grievances and complaints of citizens regarding SHG – Forest Based Enterprises.

3. Registration

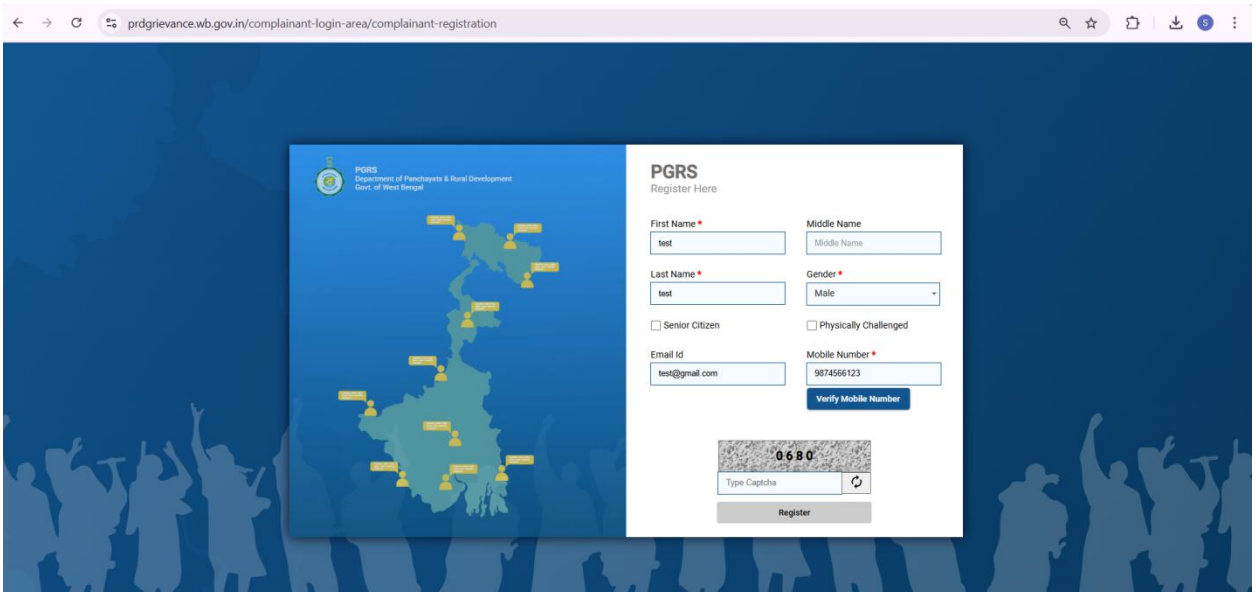
Step1

Citizen has to type the url (https://prdgrievance.wb.gov.in/) in the address bar of web browser. Citizen has to click on register menu at the top of the home page.



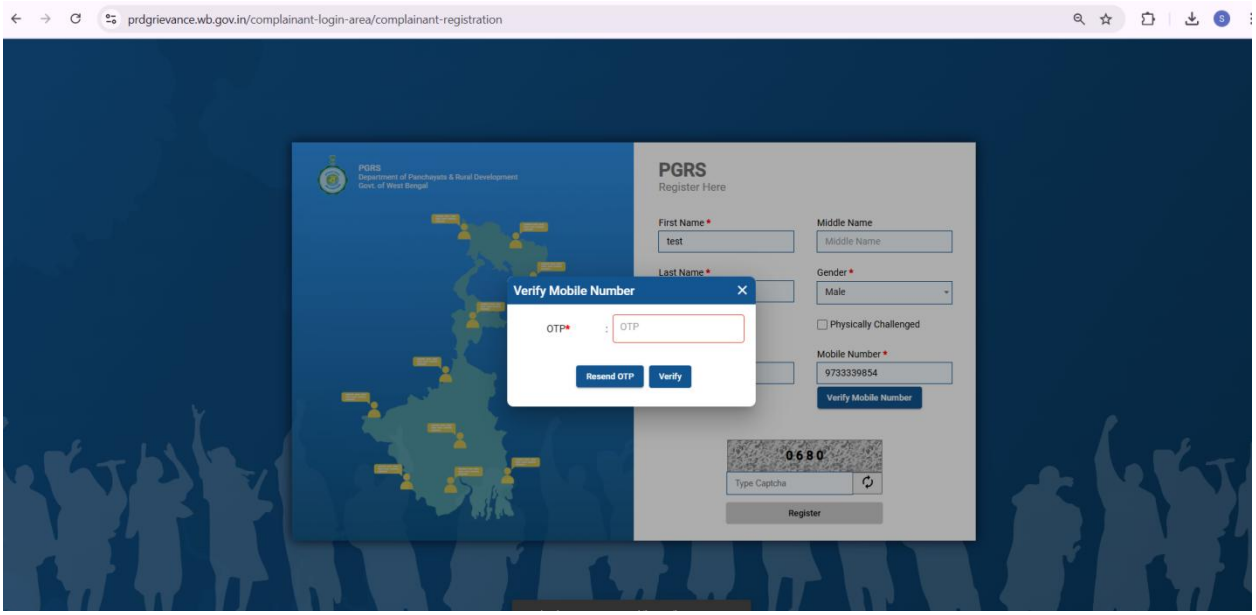
Step2

After clicking on the register button the page will redirect to (https://prdgrievance.wb.gov.in/complainant-login-area/complainant-registration) page. From here Citizen has to fill up the register form.



Step3

In the form there is a verify mobile number button. After clicking on the button an OTP popup will open and Citizen has to enter the OTP from his mobile and click verify button. After fill up the register form Citizen has to redirect into home page.

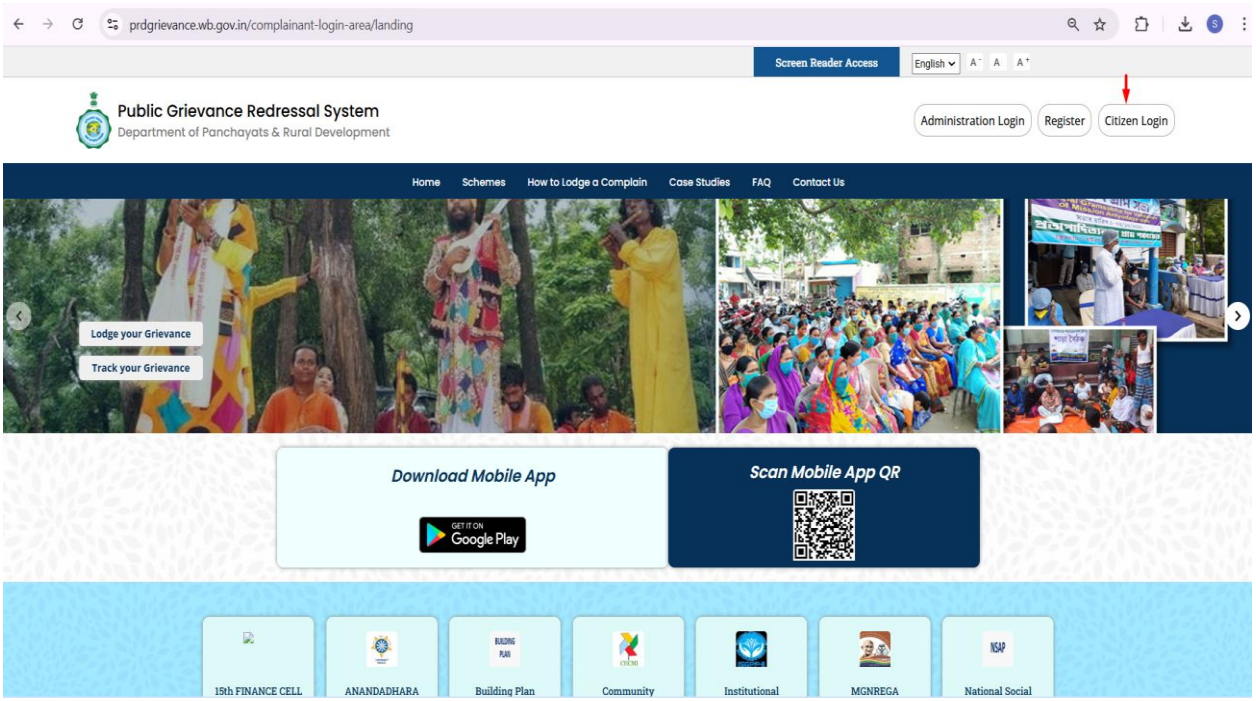


4. Login

Step4

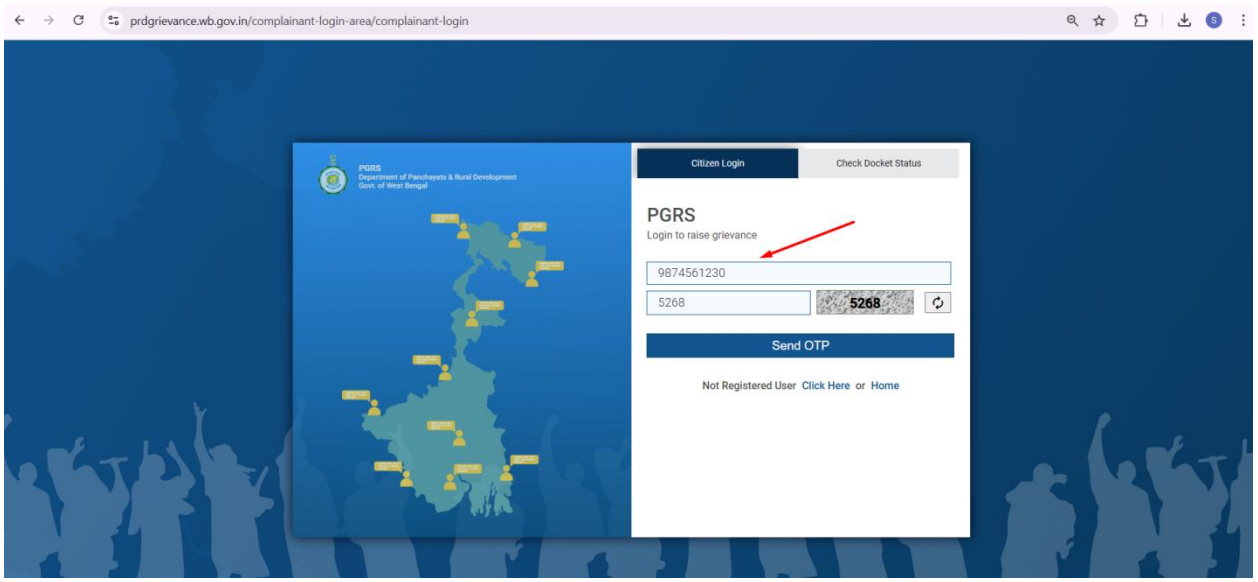
After registration the Citizen has to redirect to home page and click on the login button to log in.

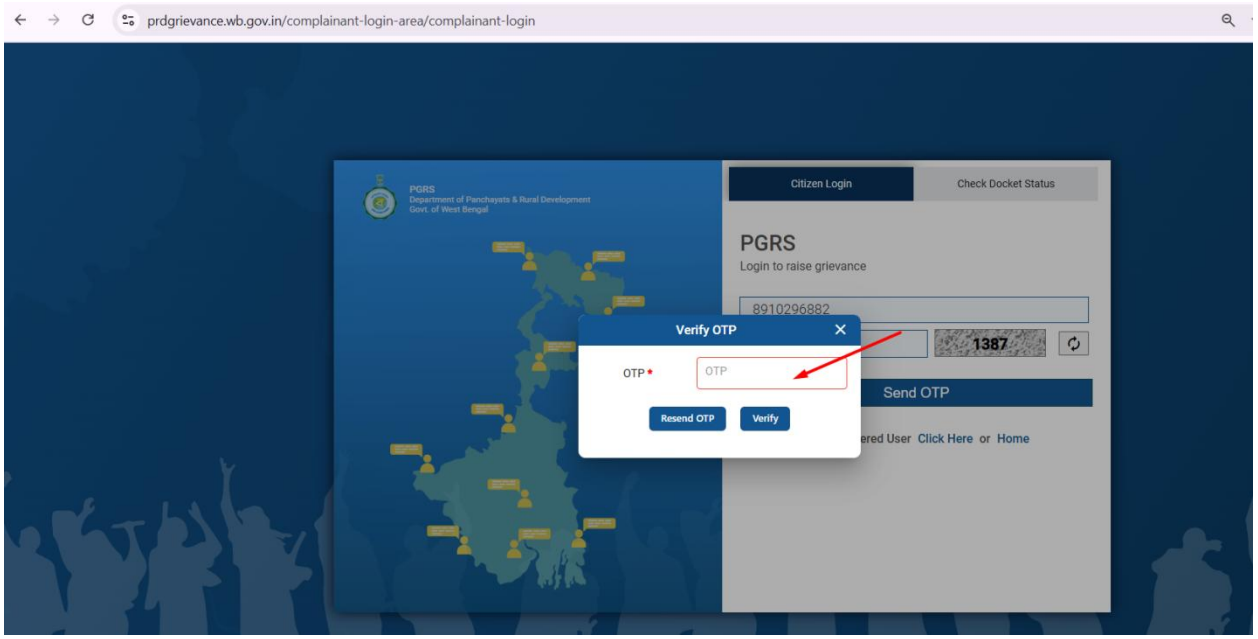
URL: https://prdgrievance.wb.gov.in/



Step5

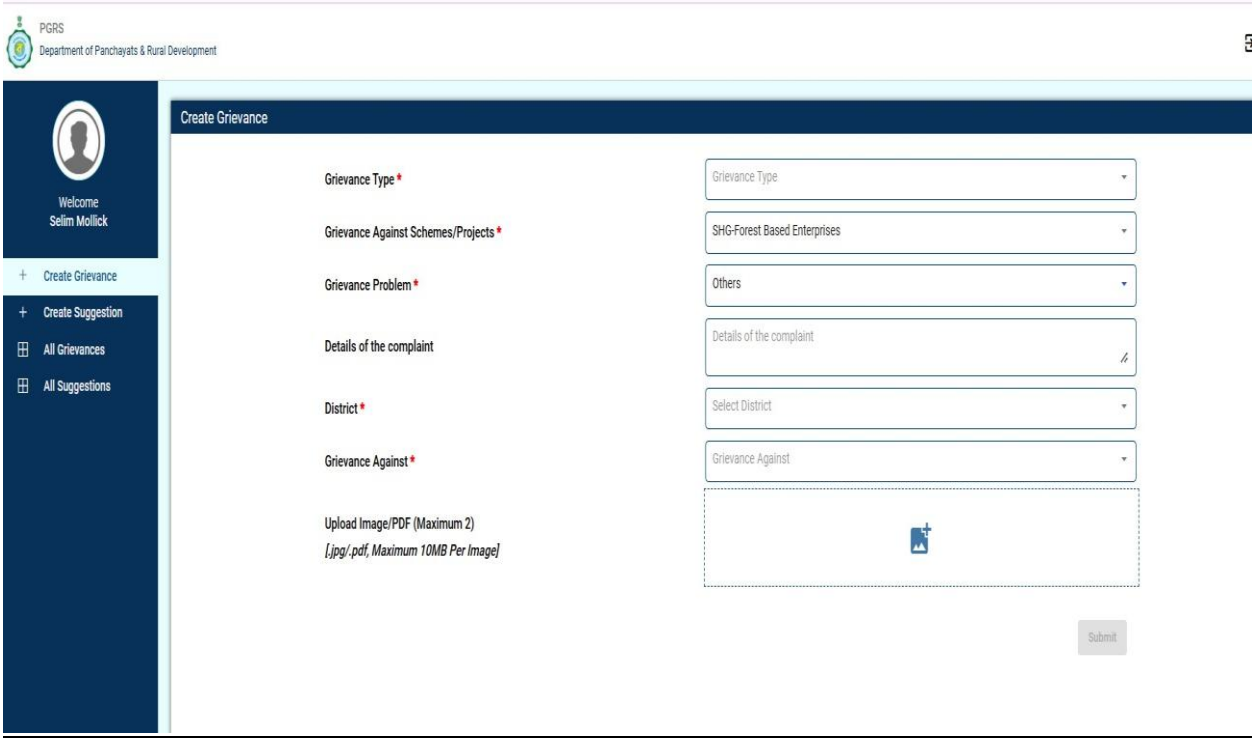
After clicking on the citizen login. It will redirect to log in page (https://prdgrievance.wb.gov.in/complainant-login-area/complainant-login). Here Citizen can login with their mobile number. After giving mobile number a popup for OTP will show. After verify their mobile number by giving OTP Citizen has to redirect into their dashboard. The OTP is valid for 10 minutes.





Step6

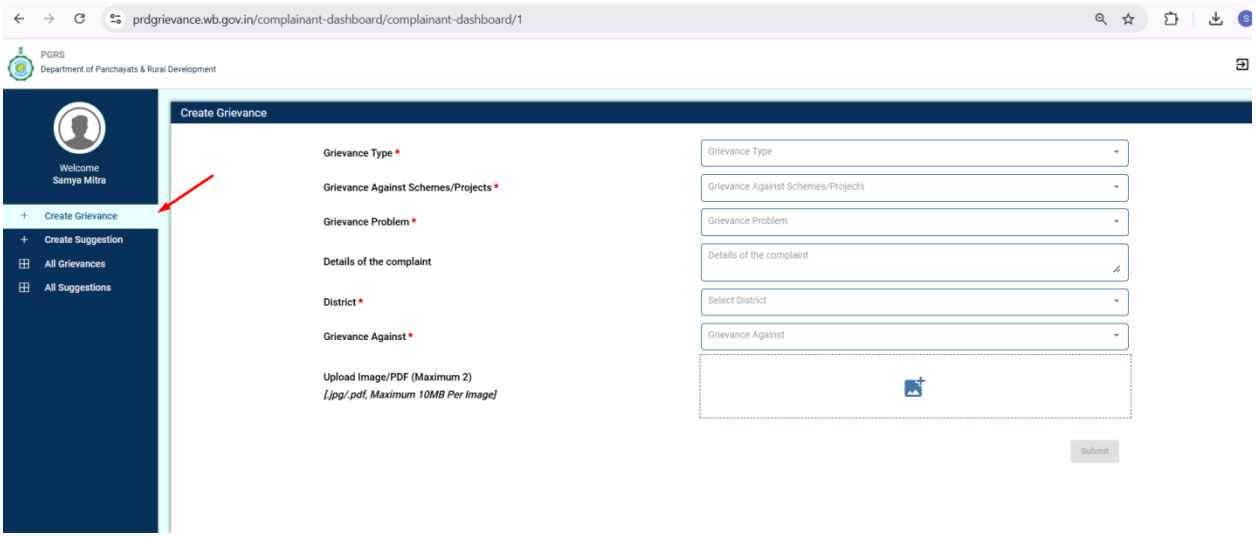
After successfully verify the mobile number with OTP it will redirect to Citizen dashboard (https://prdgrievance.wb.gov.in/complainant-dashboard/complainant-dashboard/1)



5. Create New Grievance

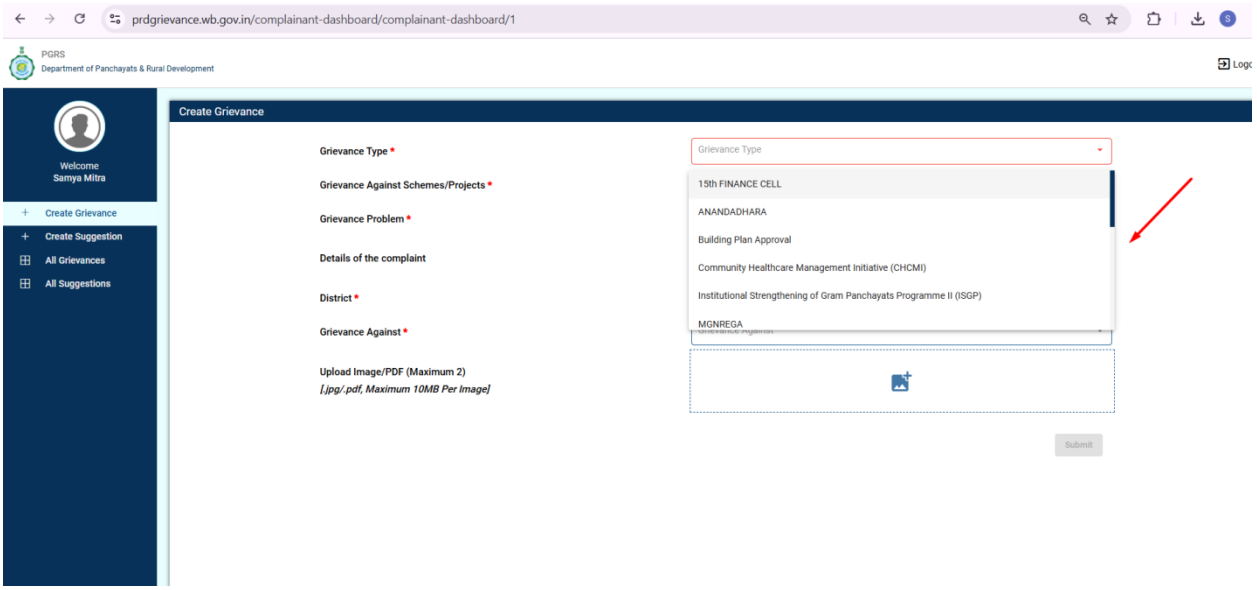
Step7

After login, Citizen got the **"Create Grievance"** menu link at the left menu. Create Grievance form will remain open by default as Citizen logged in to dashboard.

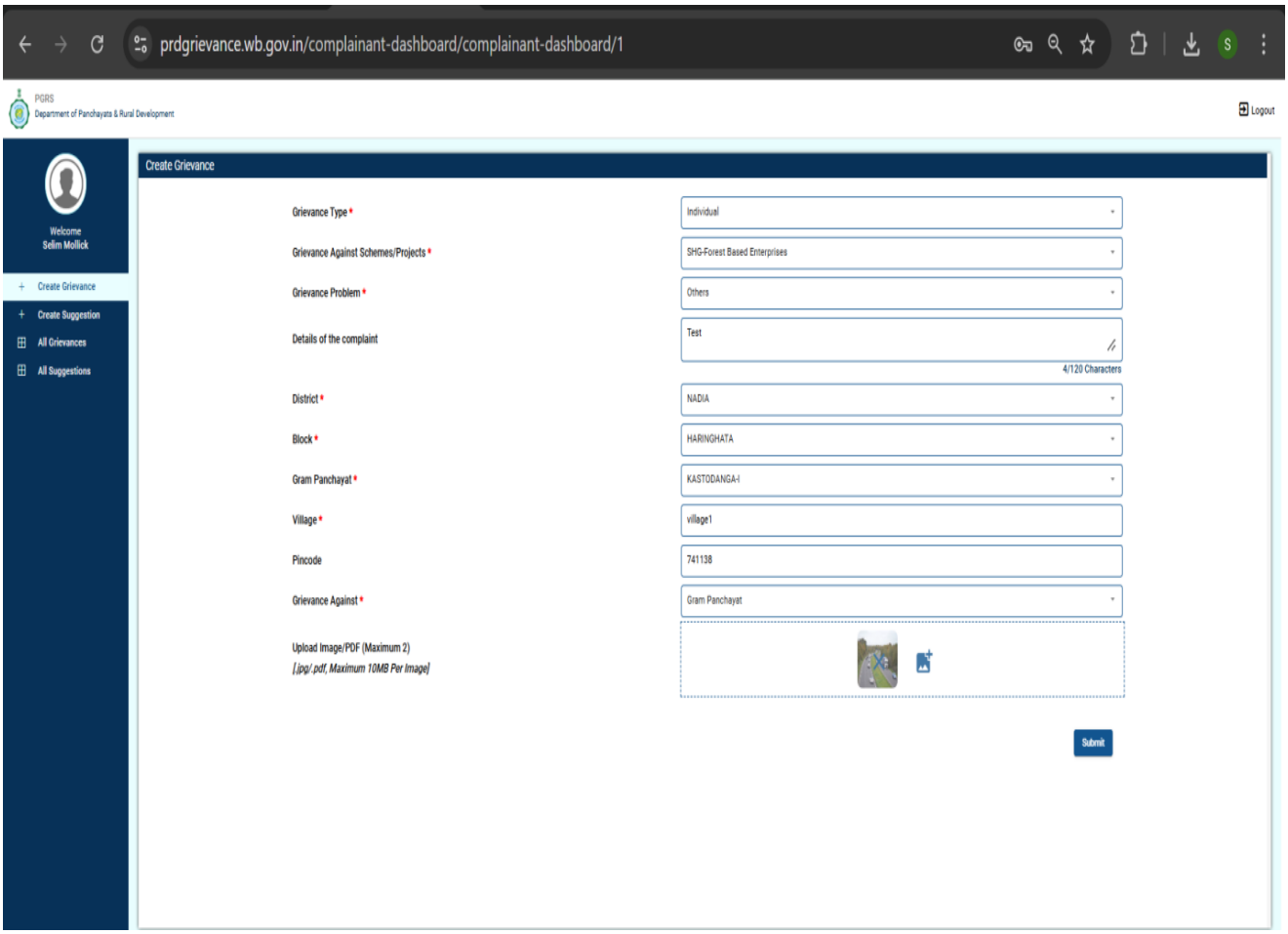


Step8

After fill up the form with Grievance type, Grievance against schemes/ Project, Grievance problem Citizen has to submit the form



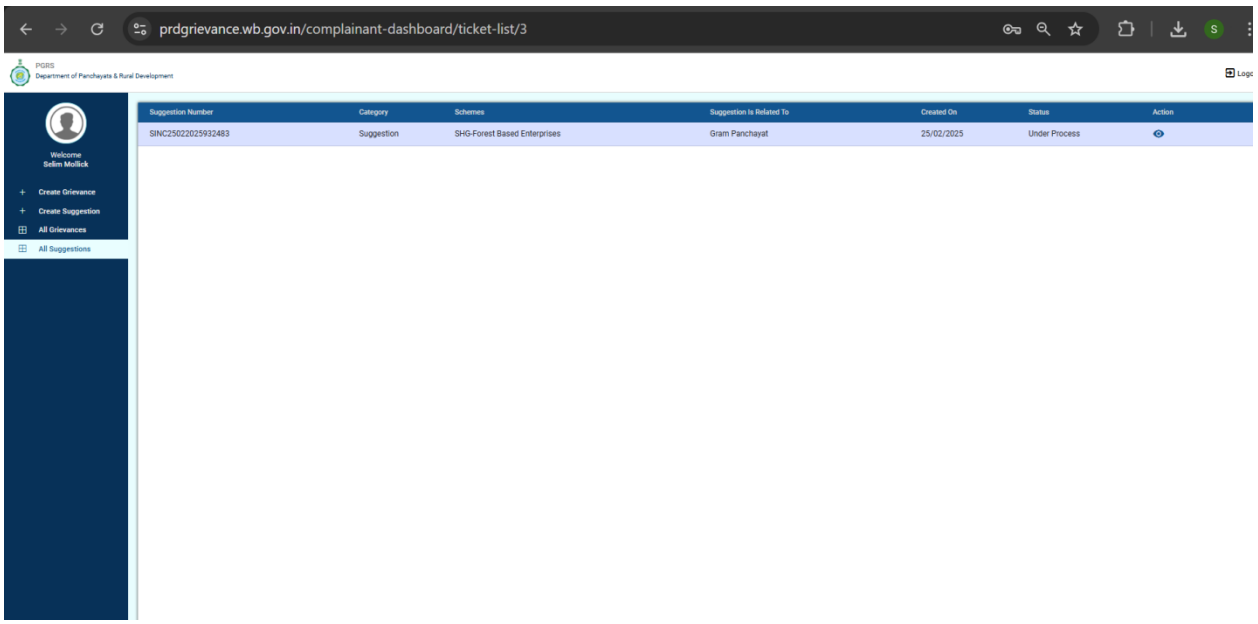
Field Name	Optional/ Mandatory	Field Description
Grievance Type	Mandatory	• **Individual** – if you are raising a grievance for your own inconvenience • **Community** – if you are doing it for others in your locality
Grievance Against Schemes/Projects	Mandatory	Please select the scheme **SHG- Forest Based Enterprise**
Grievance Problem	Mandatory	Once you select the scheme, you have to select the problem from the list of predefined problems
Details of the complaint	Optional	Please provide a brief description of the grievance.
District	Mandatory	Please select your district
Block	Mandatory	Based on your district selection, you have to select relevant Block from the list
Gram Panchayat	Mandatory	Based on your Blocks, you will be presented with a list of Gram Panchayats.
Village	Mandatory	You have to type the Village where you want to raise your grievance
Pincode	Optional	Please mention your village pin code
Grievance Against	Mandatory	Please select the relevant once from these options • Gram Panchayat • Panchayat Samity • District
Image	Optional	You can upload maximum 2 images to describe your grievance



6. Check Grievance Status

Step9

After successfully submission of their grievance. Citizen can see the submit grievance details from the **"All Grievances"** in left sidebar menu. After clicking on this link Citizen can go to (https://prdgrievance.wb.gov.in/complainant-dashboard/ticket-list/1). After submitting the grievance the ticket will be under process. After the grievance will be solved the status will be changed.



Grievance status will be one of the following:

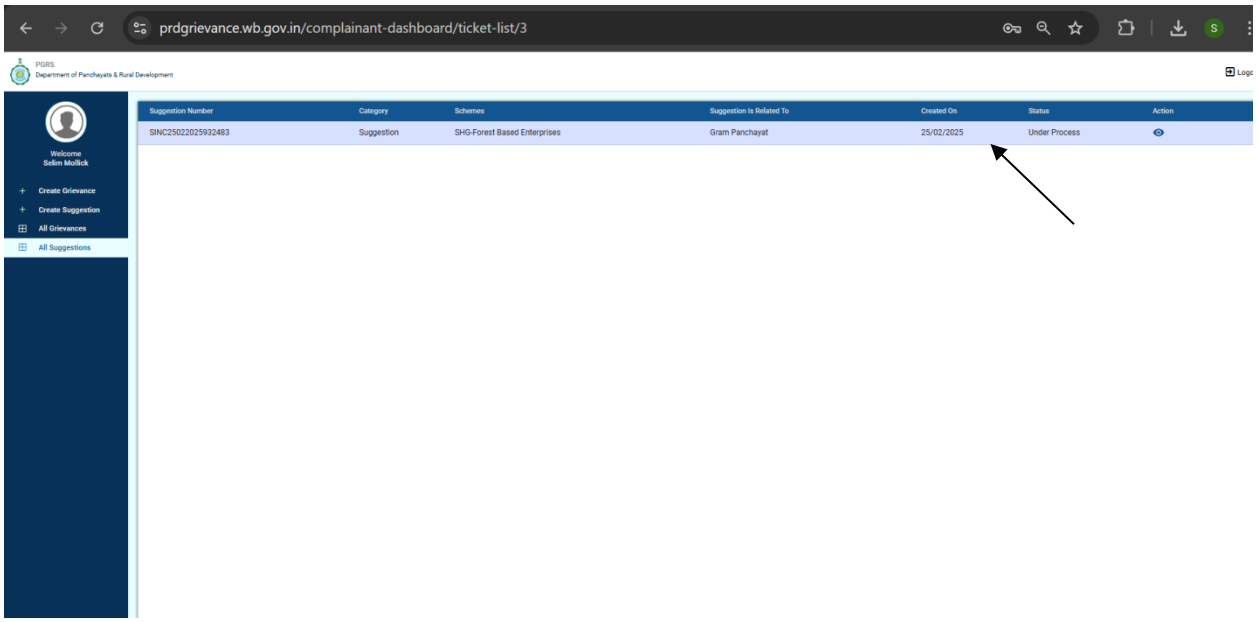
✓ **Under Process** – officials are still working on your Grievance and you will be notified once necessary action is taken

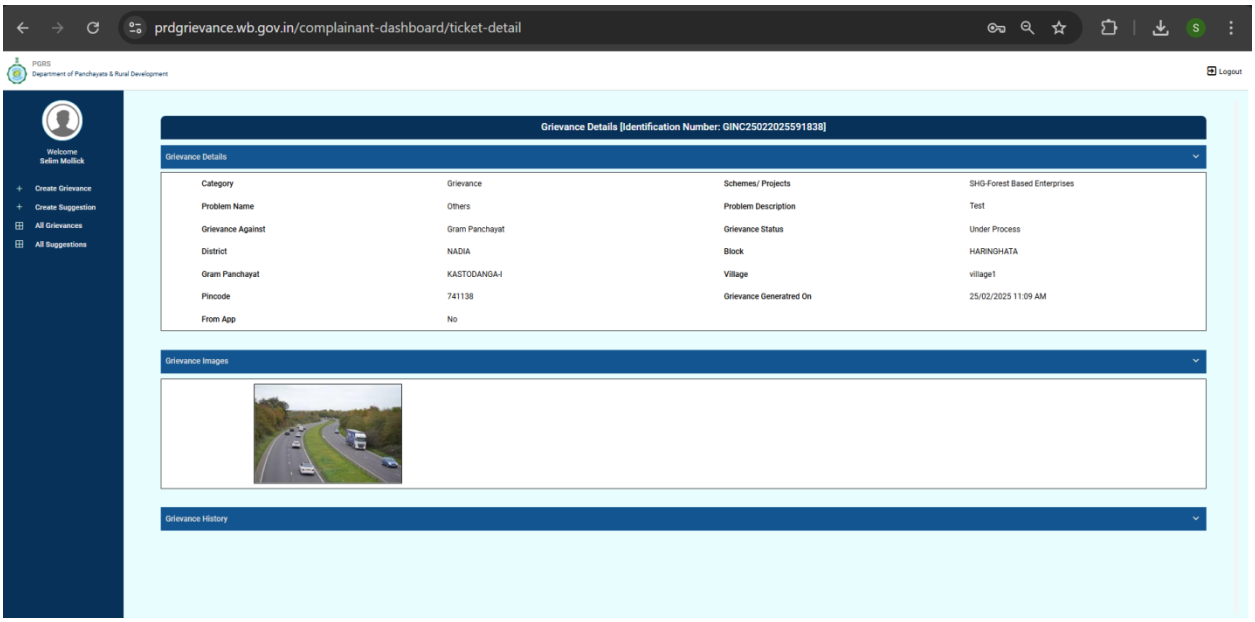
✓ **Resolved Completely** – once the Grievance is resolved, you will be notified through registered mobile number and email. You can provide your feedback once the status is change to Resolved Completely.

✓ **Incomplete Information** – you have to go through the Grievance details to understand the additional information needed. You have to log a new Grievance with additional information, you can mention the earlier Grievance # in the description for further reference.

Step10

After clicking on the eye sign under Action tab Citizen will enter into the particular details page (https://prdgrievance.wb.gov.in/complainant-dashboard/ticket-detail) and Citizen Can view all the details they have submitted.

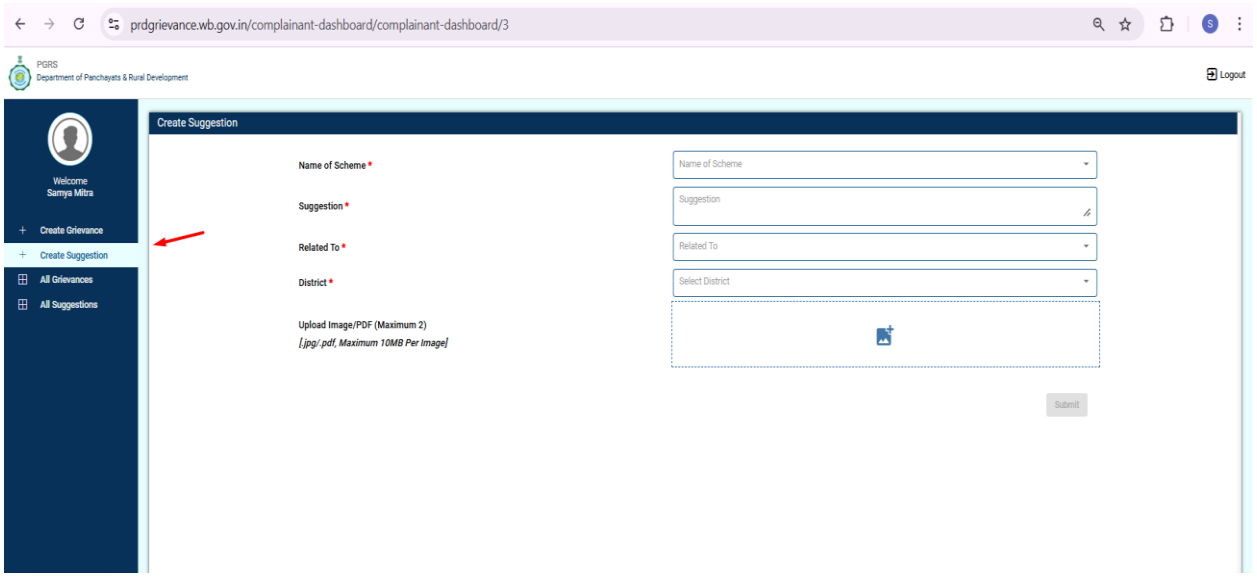




7. Suggestions

Step11

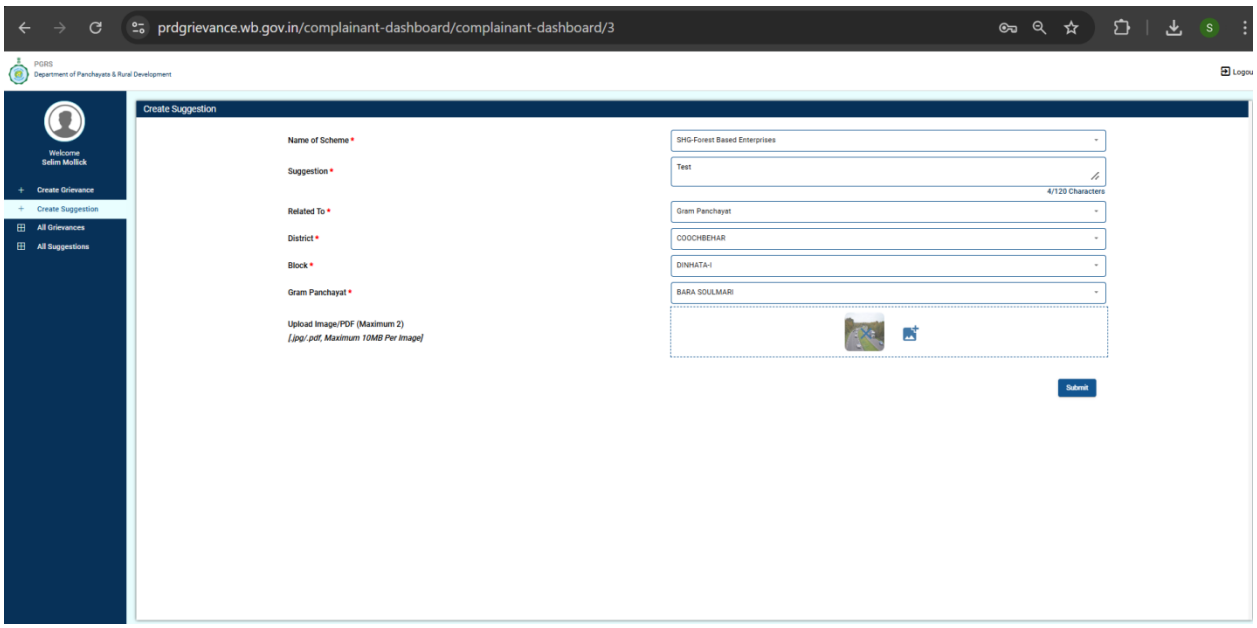
Citizen can enter their suggestion by fill up the form after clicking on **"Create Suggestion"** menu in the left side bar of the dashboard (https://prdgrievance.wb.gov.in/complainant-dashboard/complainant-dashboard/3).

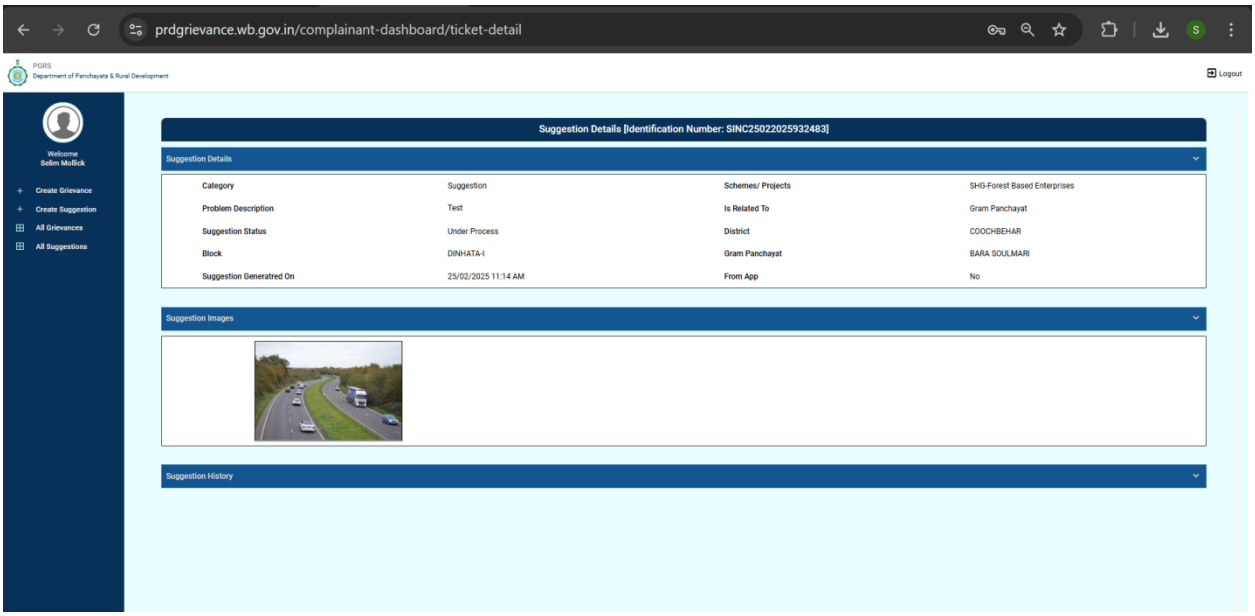


Step12

Citizen has to fill up the suggestion form entering their District, Block and Gram Panchayat and all the required field.

Screenshot for submitting the suggestion form with District, Block and Gram Panchayat name.





You can drop an email to prdgrievance.info@gmail.com for any further assistance or clarification. Please click on Logout link and close your browser once you are done.