

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

Department of Panchayats & Rural Development

www.prdgrievance.in

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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.

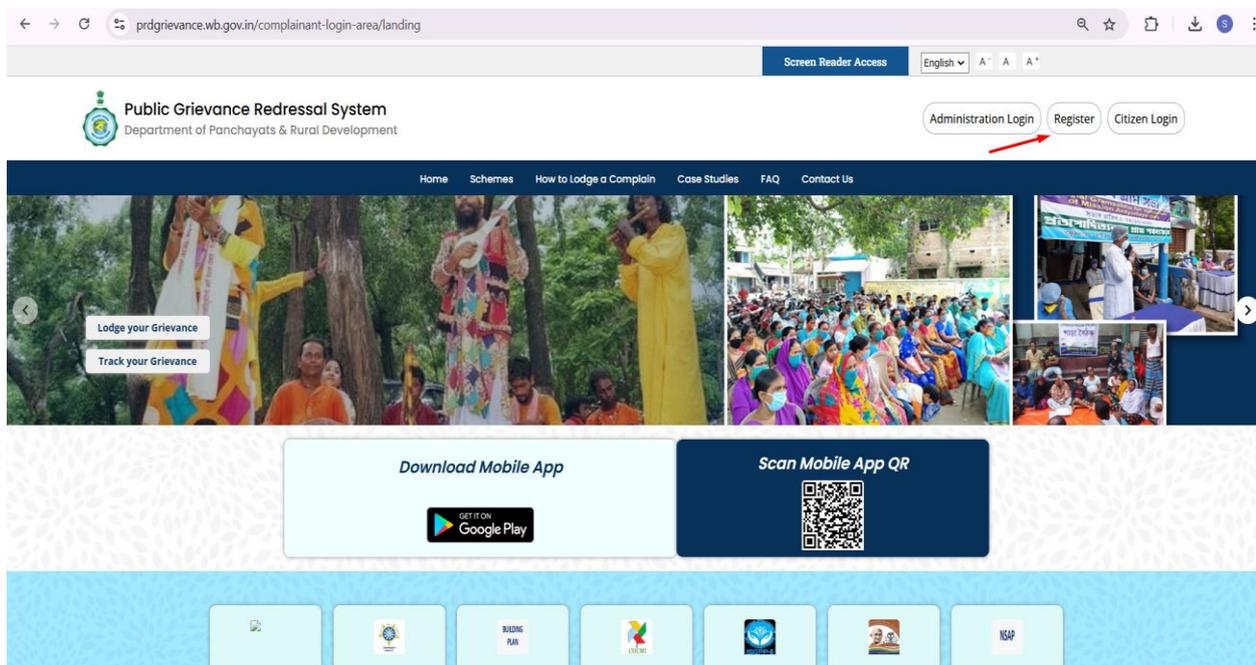
URL: <https://prdgrievance.wb.gov.in/>

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

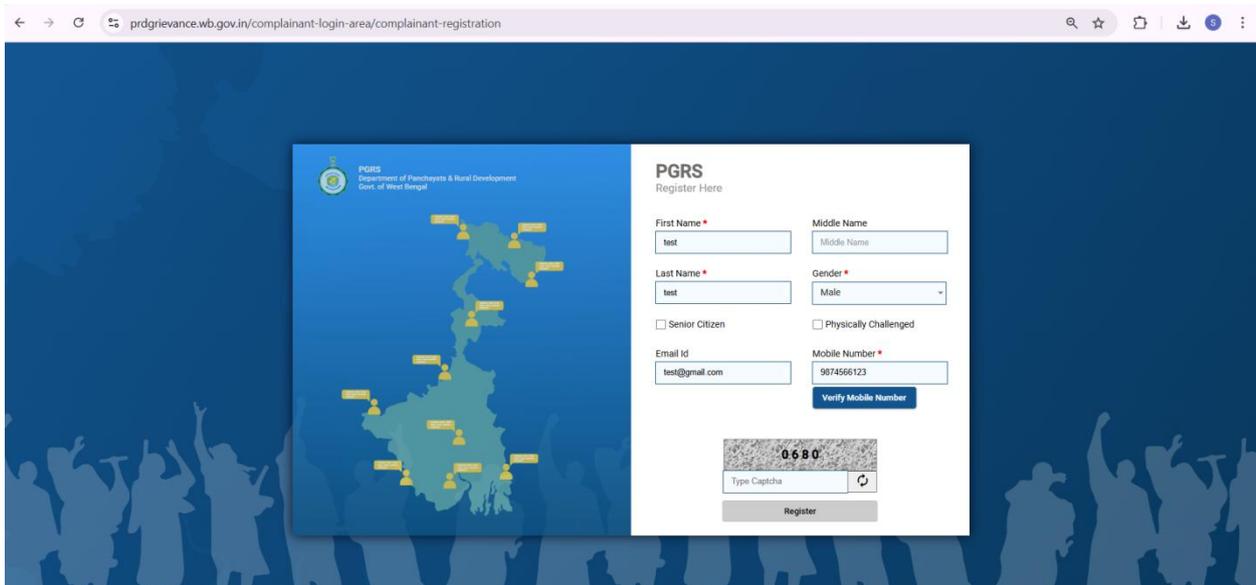
Step1

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.

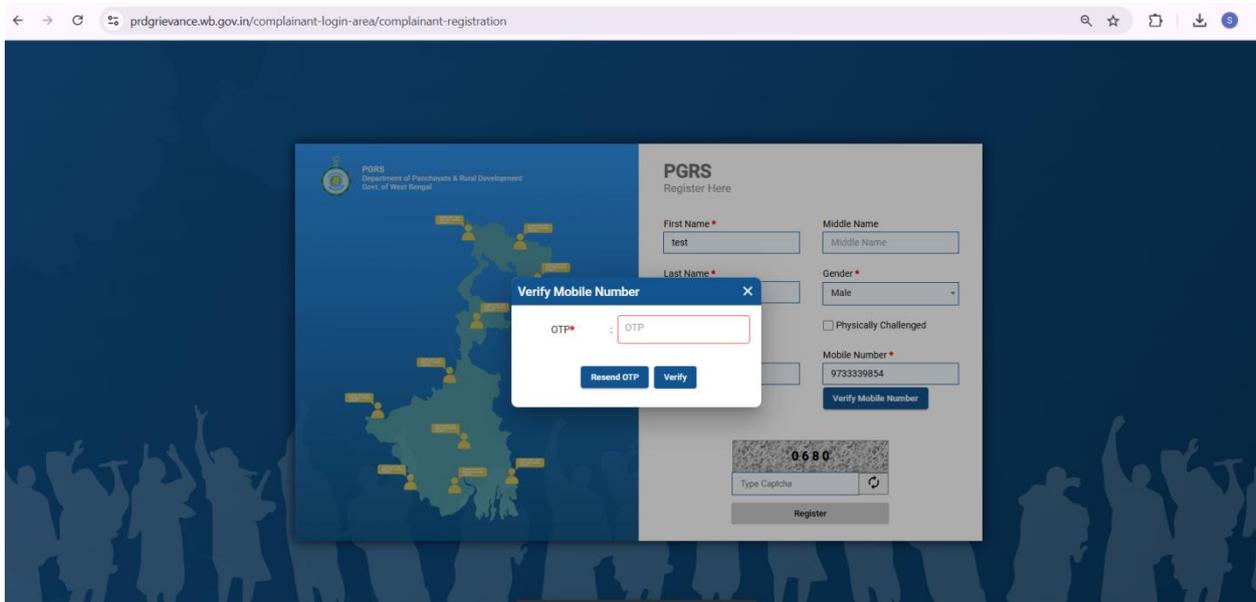


The screenshot shows a web browser window with the URL prdgrievance.wb.gov.in/complainant-login-area/complainant-registration. The page features a map of West Bengal on the left and a registration form on the right. The form is titled "PGRS Register Here" and includes the following fields and options:

- First Name * (text input: test)
- Middle Name (text input: Middle Name)
- Last Name * (text input: test)
- Gender * (dropdown menu: Male)
- Senior Citizen (checkbox: unchecked)
- Physically Challenged (checkbox: unchecked)
- Email Id (text input: test@gmail.com)
- Mobile Number * (text input: 9874566123)
- Verify Mobile Number (button)
- Type Captcha (text input: 0680)
- Register (button)

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.



The screenshot shows the same registration form as in Step 2, but with a "Verify Mobile Number" popup window overlaid. The popup contains the following fields and buttons:

- OTP * (text input: OTP)
- Resend OTP (button)
- Verify (button)

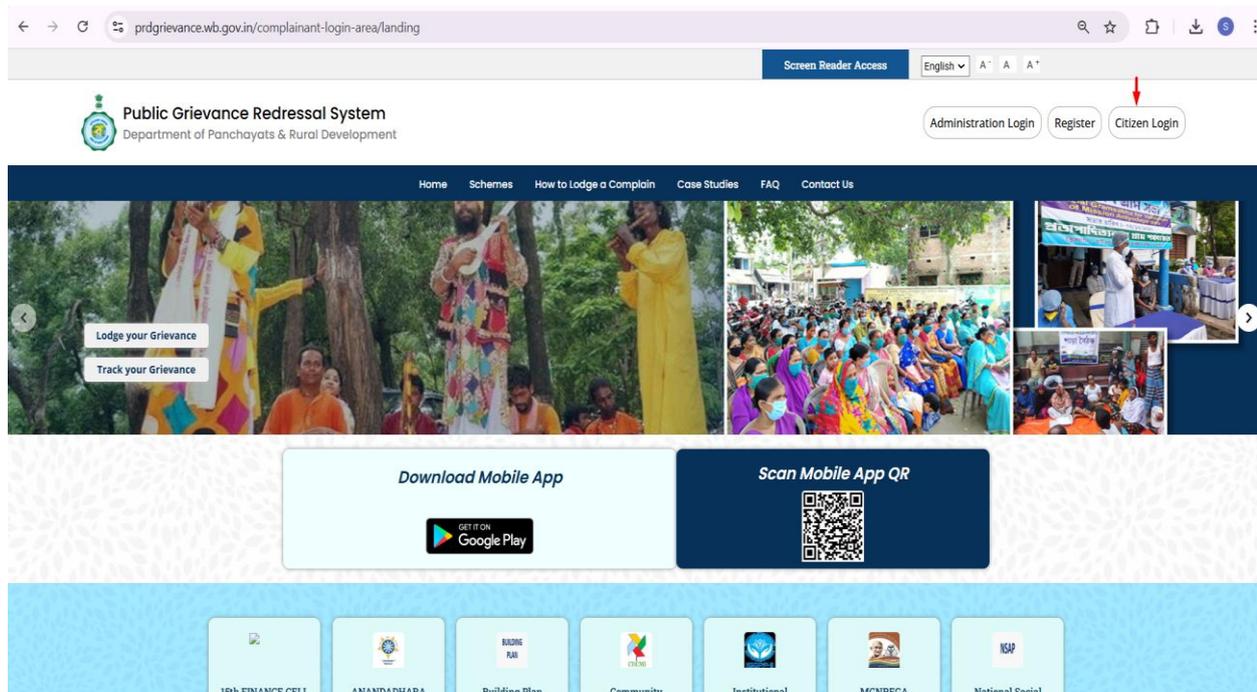
The background registration form is dimmed, showing the "Verify Mobile Number" button and the "Mobile Number" field (973339854) in a lighter shade.

4. Login

Step4

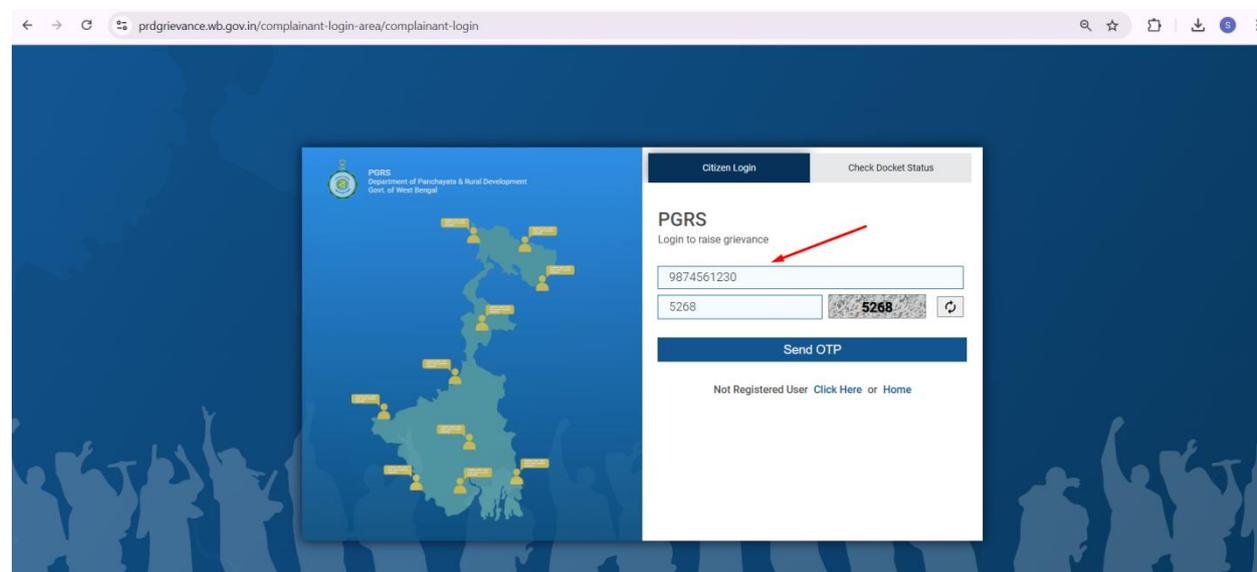
After registration the Citizen has to redirect to home page and click on the login button to log in.

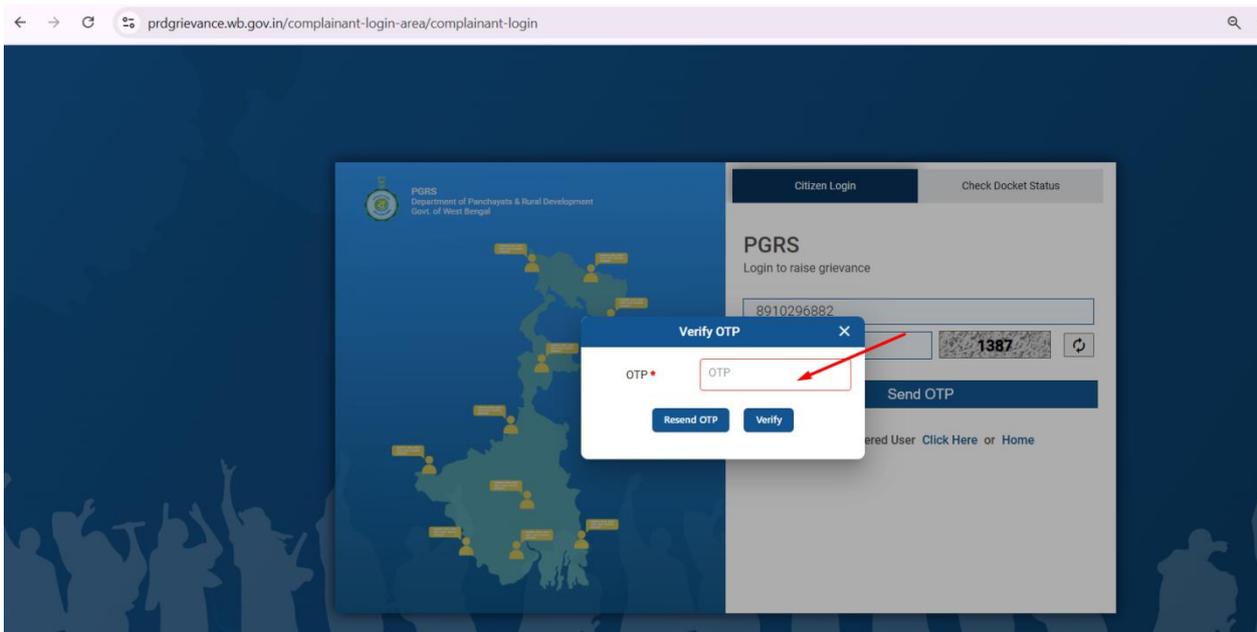
URL: <https://prdgrievance.wb.gov.in/>



Step5

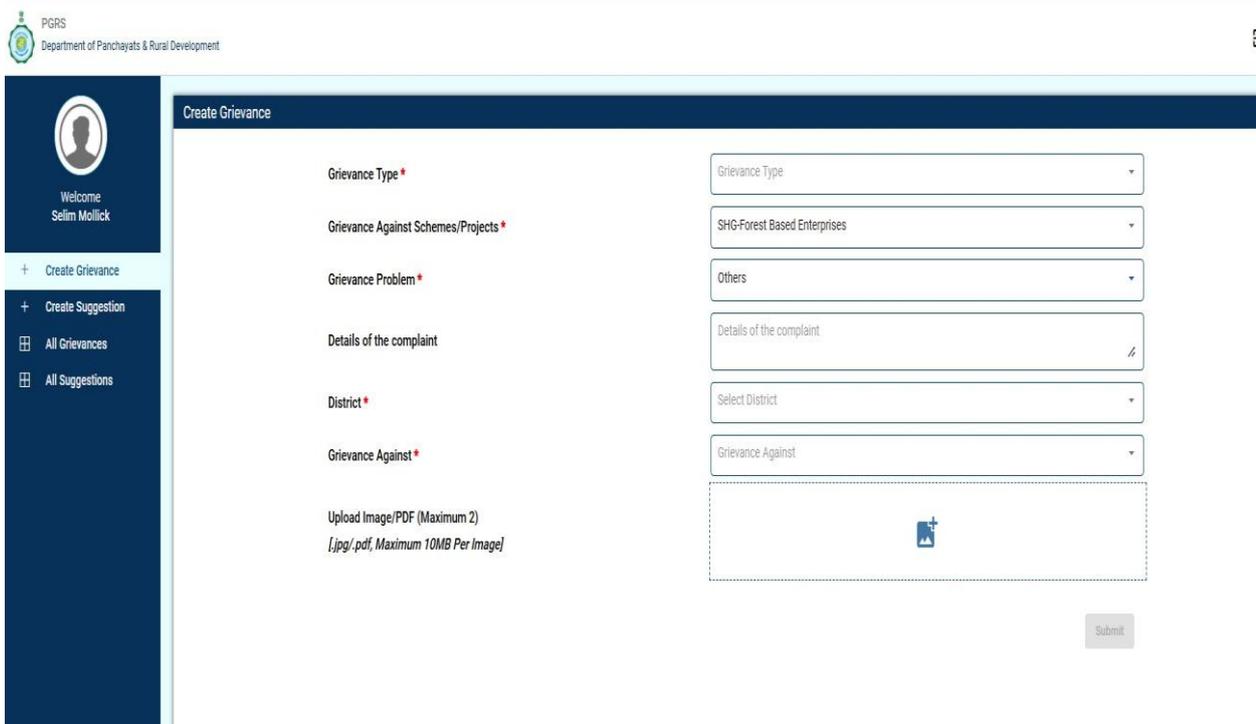
After clicking on the citizen login. It will redirect to log in page (<https://prdgrievance.wb.gov.in/complainant-login-area/complainant-login>). Here Citizen can login with their mobile number. After giving mobile number a popup for OTP will show. After verify their mobile number by giving OTP Citizen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

The screenshot shows the 'Create Grievance' form in the PGRS dashboard. The form is partially filled with dropdown menus for 'Grievance Type', 'Grievance Against Schemes/Projects', 'Grievance Problem', 'District', and 'Grievance Against'. A red arrow points to the 'Create Grievance' link in the left sidebar.

Step8

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

The screenshot shows the 'Create Grievance' form in the PGRS dashboard. The form is now fully filled with dropdown menus for 'Grievance Type', 'Grievance Against Schemes/Projects', 'Grievance Problem', 'District', and 'Grievance Against'. A red arrow points to the 'Submit' button.

Field Name	Optional/ Mandatory	Field Description
Grievance Type	Mandatory	<ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Gram Panchayat • Panchayat Samity • District
Image	Optional	You can upload maximum 2 images to describe your grievance

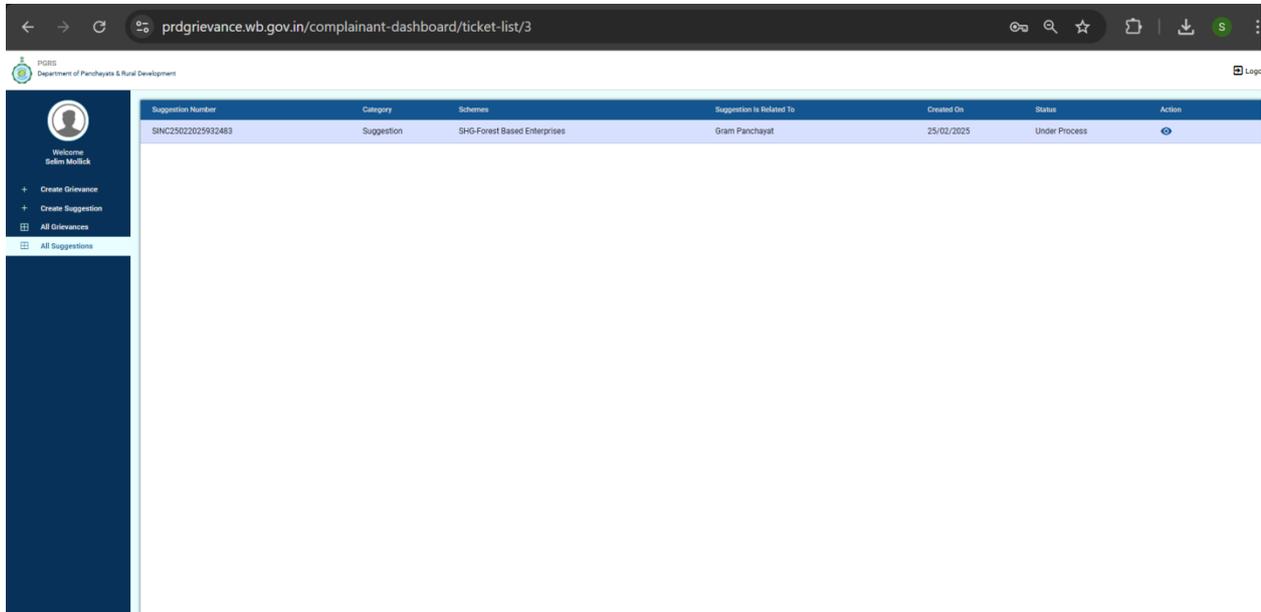
The screenshot shows the 'Create Grievance' form on the website prdgrievance.wb.gov.in. The form is filled with the following data:

- Grievance Type:** Individual
- Grievance Against Schemes/Projects:** SHG-Forest Based Enterprises
- Grievance Problem:** Others
- Details of the complaint:** Text (4/120 Characters)
- District:** NADIA
- Block:** HARINGHATA
- Gram Panchayat:** KASTODANGA-I
- Village:** village1
- Pincode:** 741138
- Grievance Against:** Gram Panchayat
- Image Upload:** A dashed box for uploading images, with a 'Submit' button below it.

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.

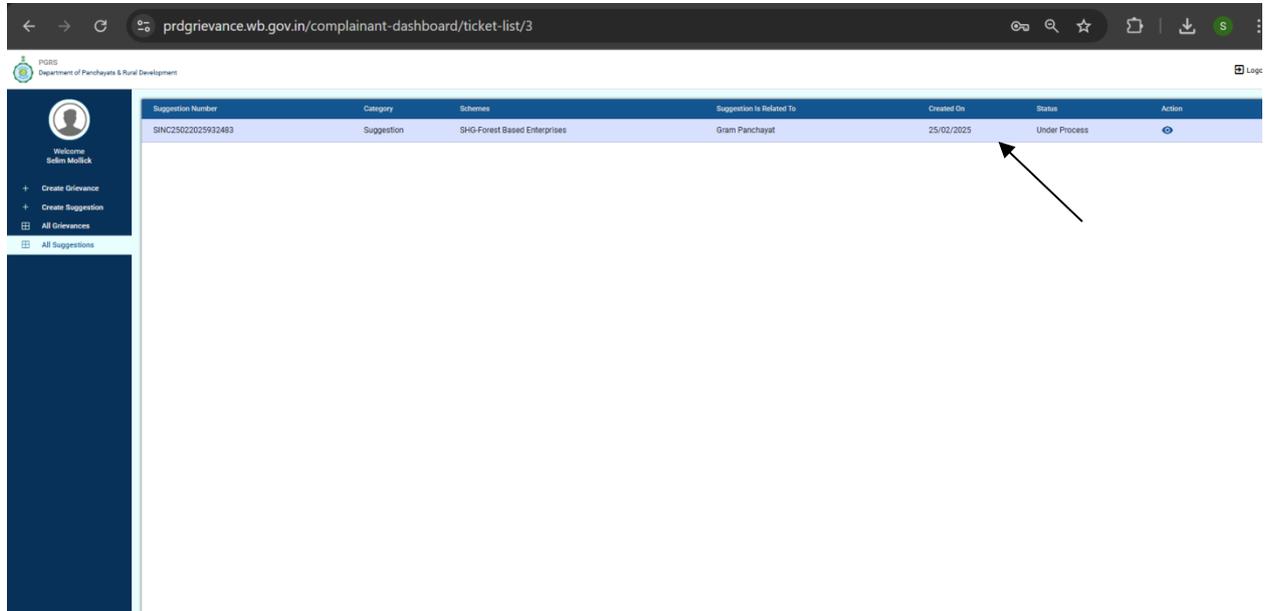


Grievance status will be one of the following:

- ✓ **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

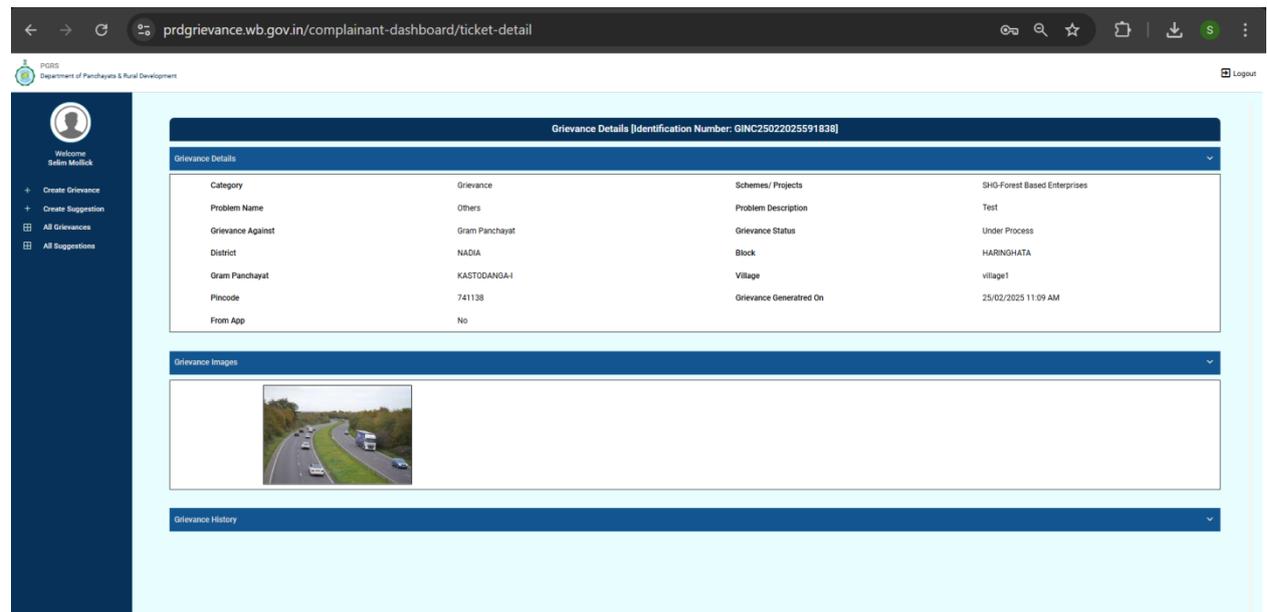
After clicking on the eye sign under Action tab Citizen will enter into the particular details page (<https://prdgrievance.wb.gov.in/complainant-dashboard/ticket-detail>) and Citizen Can view all the details they have submitted.



The screenshot shows the PRDGrievance portal interface. The browser address bar displays prdgrievance.wb.gov.in/complainant-dashboard/ticket-list/3. The page header includes the PRDG logo and the text "Department of Panchayats & Rural Development". A sidebar on the left contains a user profile for "Welcome Sabin Mallick" and navigation options: "Create Grievance", "Create Suggestion", "All Grievances", and "All Suggestions". The main content area features a table with the following data:

Suggestion Number	Category	Schemes	Suggestion Is Related To	Created On	Status	Action
SINC25022025932493	Suggestion	SHG-Forest Based Enterprises	Gram Panchayat	25/02/2025	Under Process	

An arrow points to the "Under Process" status in the table.



The screenshot shows the PRDGrievance portal interface for a specific grievance. The browser address bar displays prdgrievance.wb.gov.in/complainant-dashboard/ticket-detail. The page header includes the PRDG logo and the text "Department of Panchayats & Rural Development". A sidebar on the left contains a user profile for "Welcome Sabin Mallick" and navigation options: "Create Grievance", "Create Suggestion", "All Grievances", and "All Suggestions". The main content area features a "Grievance Details [Identification Number: GINC25022025591838]" section with the following data:

Category	Grievance	Schemes/ Projects	SHG-Forest Based Enterprises
Problem Name	Others	Problem Description	Test
Grievance Against	Gram Panchayat	Grievance Status	Under Process
District	NADIA	Block	HARINGHATA
Gram Panchayat	KASTODANGA-I	Village	village1
Pincode	741138	Grievance Generated On	25/02/2025 11:09 AM
From App	No		

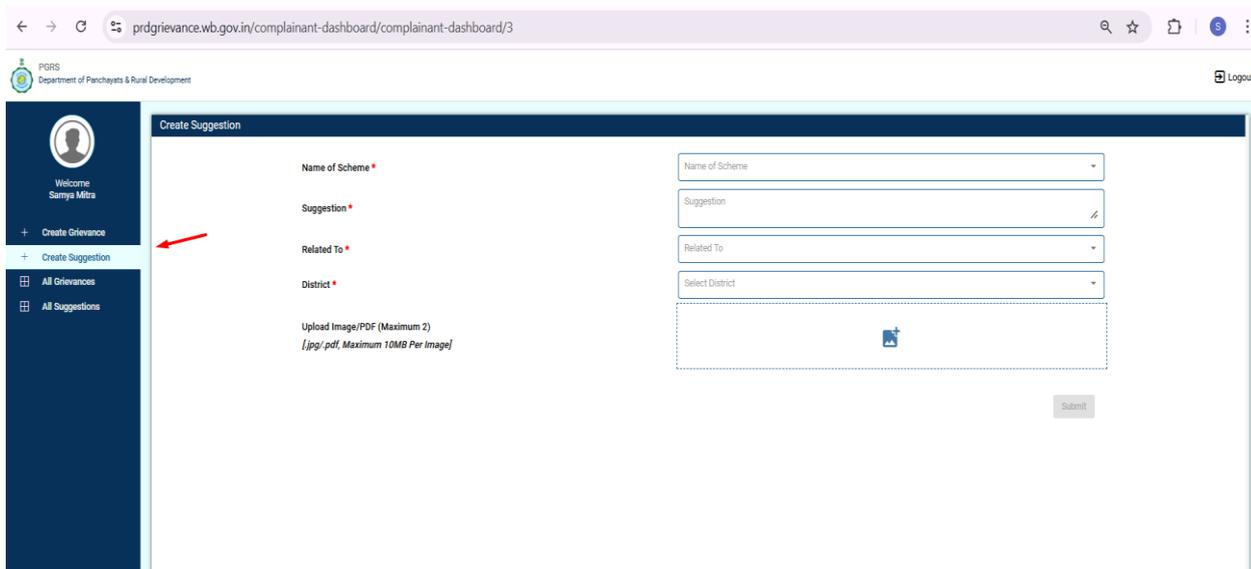
Below the details section is a "Grievance Images" section containing a single image of a road with a bus and cars. At the bottom is a "Grievance History" section.

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>).



The screenshot shows a web browser window with the URL prdgrievance.wb.gov.in/complainant-dashboard/complainant-dashboard/3. The page title is "Create Suggestion". On the left sidebar, the user is logged in as "Welcome Samya Mitra". The sidebar menu includes "Create Grievance", "Create Suggestion" (highlighted with a red arrow), "All Grievances", and "All Suggestions". The main form area contains the following fields:

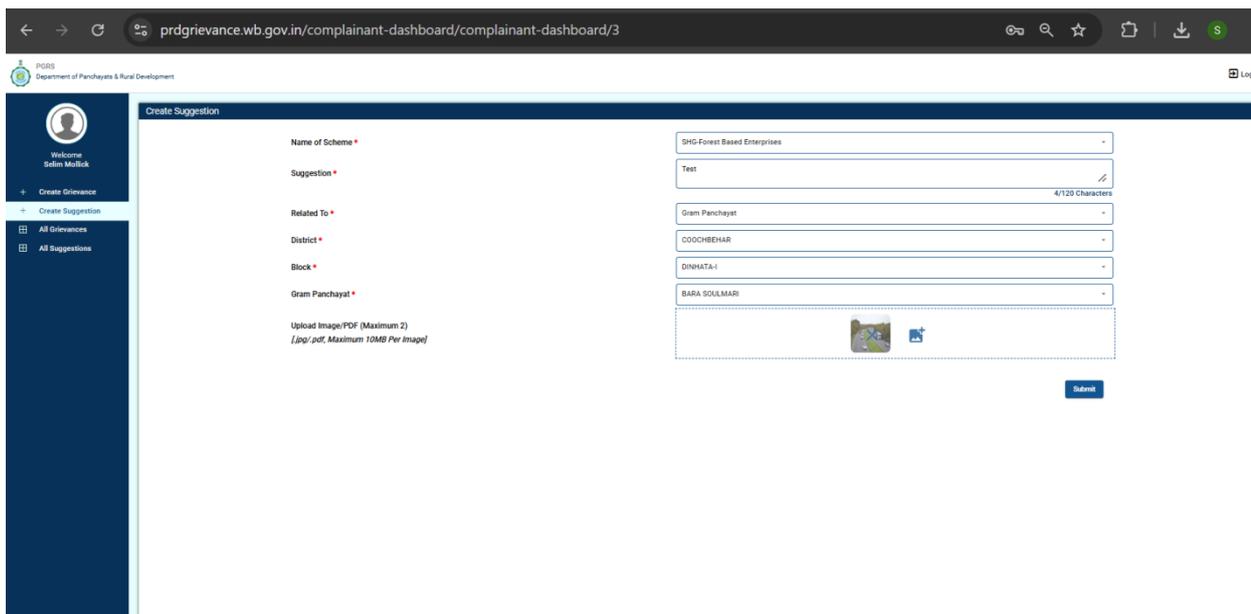
- Name of Scheme *
- Suggestion *
- Related To *
- District *
- Upload Image/PDF (Maximum 2) [jpg/.pdf, Maximum 10MB Per Image]

A "Submit" button is located at the bottom right of the form.

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.



The screenshot shows the same "Create Suggestion" form, but now it is filled out. The fields are populated with the following information:

- Name of Scheme *: SHG Forest Based Enterprises
- Suggestion *: Test (4/120 Characters)
- Related To *
- District *: COOCHBEHAR
- Block *: DINHATA-I
- Gram Panchayat *: BARA SULLMARI

The "Submit" button is now highlighted in blue.

prdgrievance.wb.gov.in/complainant-dashboard/ticket-detail

PGRES
Department of Panchayats & Rural Development

Welcome!
Sibon Mallick

- + Create Grievance
- + Create Suggestion
- All Grievances
- All Suggestions

Suggestion Details [Identification Number: SINC25022025932483]

Suggestion Details			
Category	Suggestion	Schemes/ Projects	SHG-Forest Based Enterprises
Problem Description	Test	Is Related To	Gram Panchayat
Suggestion Status	Under Process	District	COOCHBEHAR
Block	DINHATA-I	Gram Panchayat	BARA SOULMARI
Suggestion Generated On	25/02/2025 11:14 AM	From App	No

Suggestion Images



Suggestion History

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.