



User Manual for
JKC Employee Grievance System

Document Version:1.0

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1. Introduction

JKC is a public grievance redressal platform, an initiative of Government of Andhra Pradesh, for the citizens of Andhra Pradesh. The grievances can be registered from various sources viz. GSWS, 1902 Call Centre, Mobile App, Web Application, Collectorate grievance day (JKC Monday).

In similar lines, the Government of Andhra Pradesh introduced Employee Grievance Redressal module within the JKC portal.

Subjects identified for the Employee Grievances:

- Service Matters
- Personal Issues
- Financial
- Medical Reimbursement
- Disciplinary

2. Employee Grievance Redressal Process & Workflow

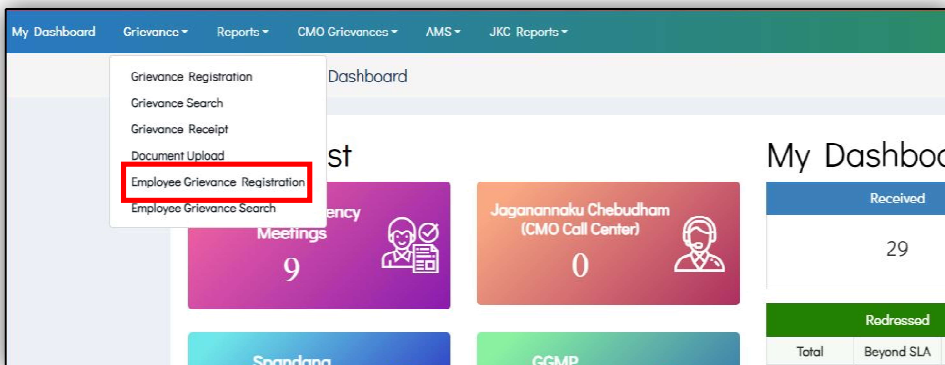
2.1. Grievance Redressal Process

- Grievance can be registered from Collector and HOD officer's login and a unique "YSR#" (Your Service Request Number) will be generated for each grievance.
- Grievance will be assigned to the respective redressal officer
- Redressal officer performs the necessary action and redresses the grievance

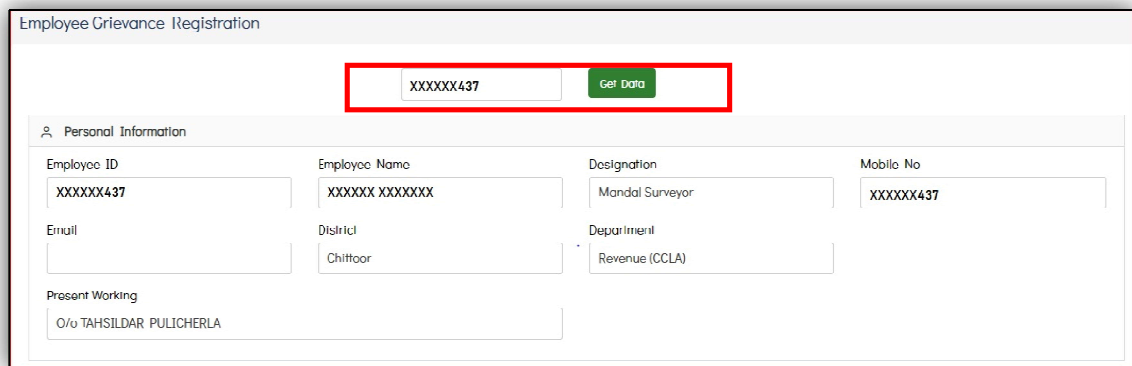
3. Employee Grievance Registration

3.1. In Menu bar you click on the Grievance tab

3.2. You can find the “Employee Grievance Registration” Module



3.3. Enter employee **CFMS ID** number and Click on “Get Data” Details



3.4. Personal Information:

3.4.1. Verify the information displayed.

3.4.2. Enter Employee Email ID

3.5. Grievance Information:

3.5.1. To Register grievance, Select relevant subjects from the following

- Service Matters
- Personal Issues
- Financial
- Medical Reimbursement
- Disciplinary

3.6. Upload Document:

(Note: Document type should be “PDF Only”)

3.7. After Selecting the subject, respective District level Officers and State level officer will be displayed.

3.7.1. GRA (Grievance Redressal Authority) to be selected by the concerned officer while registering the grievance.

3.8. Remarks:

3.8.1. Can provide other information relevant to the grievance to be brought to the notice of Grievance Redressal Authority.

3.9. Submit Grievance:

3.9.1. After filling the grievance registration form, click on “Submit”

Note: Please fill all the mandatory fields before clicking on “Submit” button.

3.10. Confirm the Grievance Details:

3.10.1. A confirmation screen will be displayed with basic details of grievance.

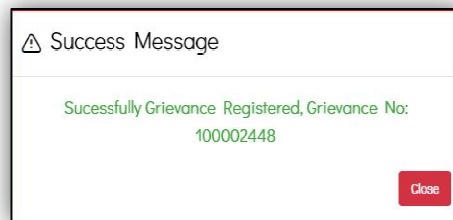
Please Confirm the Grievance Details!

Name	:	NELLEPALE MARAKONDAIAH
Designation	:	Mandal Surveyor
Subject	:	Service Related
Sub-subject	:	Service Related

Close
Confirm

3.10.2. Click on **“Confirm”**

3.10.3. On Confirmation, the Grievance number will be generated as shown below



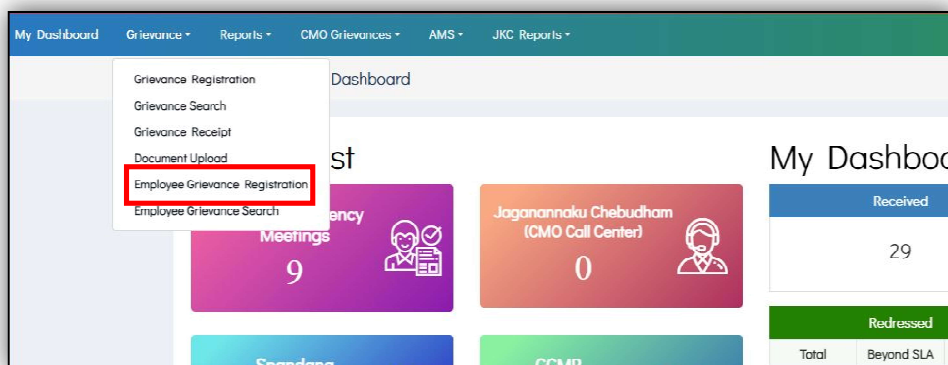
3.11. SMS Alert:

3.11.1. On successful registration of grievance, an SMS alert with grievance details will be sent to the **Employee**

4. Search

4.1. In Menu bar you click on the Grievance tab

4.2. You can find the **“Employee Grievance Search”**

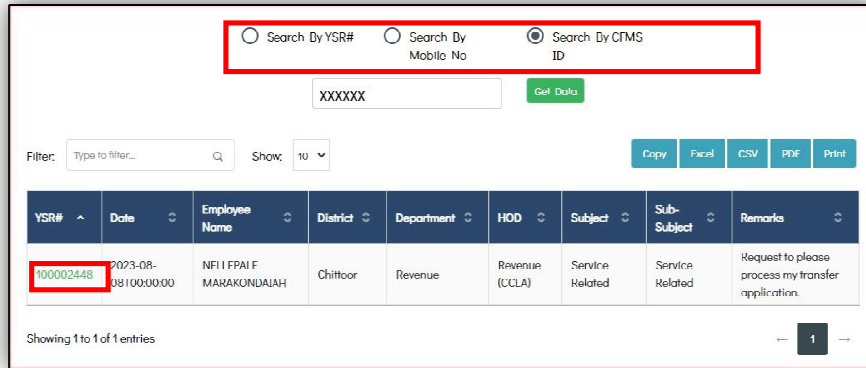


4.3. We find three options in **“Search”** tab

4.3.1. One to search for a grievance (**“Grievance Search”**) by using the

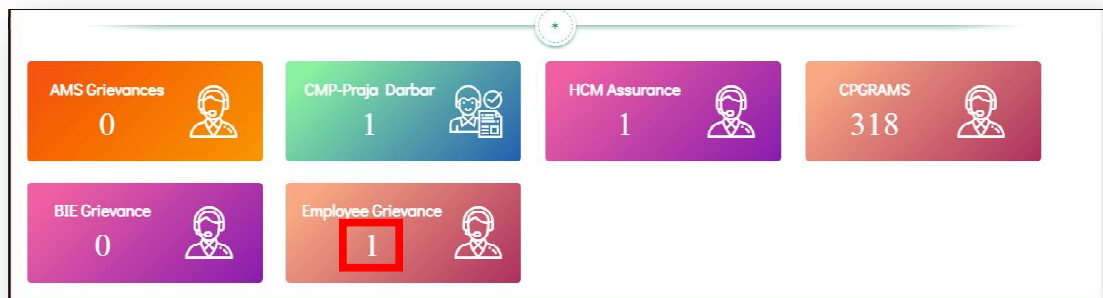
- Search by YSR#
- Search by Mobile No

- Search by CFMS ID

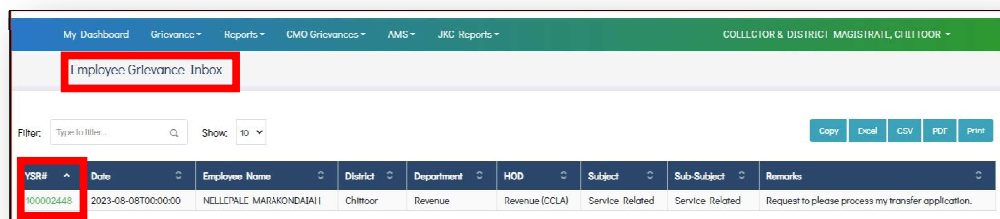


5. Grievance Inbox

5.1. We can find the “**Employee Grievance**” (Pending grievances to act on) by clicking on the pending grievance count



5.2. The “**Employee Grievance Inbox**” displays the list of grievances



5.3. Click on the grievance number (YSR#) to navigate to the “**Grievance Action**” page,

- Officer can view the full details of the grievance as mentioned in **Section 6 “Grievance Information”**
- Officer can perform the redressal or forward actions, as mentioned in the **Section 7 “Grievance Redressal”**

6. Grievance Information

6.1. Here we can find the details of the Applicant and Grievance

6.1.1. Grievance Snapshot view

- **YSR #** (Your Service Request Number)
- Grievance registration date, Application Type, Source and Priority

Employee Grievances View

Revenue (C.C.I A)-->Service Related-->Service Related

YSR# 100002448	Date of Registration 2023-08-08T00:00:00	Status Registered
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6.1.2. Action History

- Grievance action history can be seen here

Officer Replies / Endorsement

Action History

From: COLLECTOR & DISTRICT MAGISTRATE, CHITTOOR To: DISTRICT REVENUE OFFICER, CHITTOOR Action: Registered

ವಿಷಯ: DISTRICT REVENUE OFFICER, CHITTOOR- ಅಲ್ಲಿ ವಲಾರಣ ಜರಿಸಿ, ಈಗ ವರಗಲು ತಿಸುಕೊಡಿ.

Date: 08.08.2023 12:12:20

6.1.3. Applicant Details

- Applicant basic details and Mobile Number can be seen here

Employee Details

Employee Id	XXXXXXXX	Employee Name	NELLEPALE MARAKONDAIAH	Mobile No	XXXX
District	Chittoor	Designation	Mandal Surveyor	Working Area	O/o TAI SILDAR PULICHERLA

6.1.4. Grievance Details

- We can view Grievance details, Department, Subject and Sub-Subject

Grievance Details

Department	Revenue	HOD	Revenue (C.C.I A)
Subject	Service Related	Sub Subject	Service Related
Remarks	Request to please process my transfer application.		

7. Employee Grievance Redressal (Registered Grievance)

7.1. Select **Redressed** from the dropdown list.

The screenshot shows the 'Action' form with the following elements:

- Action** (Title)
- Status of the action***: A dropdown menu with 'Forward' selected. Other options include 'In Progress' and 'Redressed'.
- Upload Document(only.pdf) ***: A file upload area with 'Choose File' and 'No file chosen' text, and a note: 'File size should not be greater than 1 MB'.
- Remarks ***: A text area with the placeholder 'Enter if any remarks'.
- SUBMIT ACTION**: A green button at the bottom right.

7.1.1. If the grievance is related another officer click on **Forward**

The screenshot shows the 'Action' form with the 'Forward Officer' dropdown menu open. The menu lists the following officers:

- Select Officer
- DISTRICT REVENUE OFFICER, CHITTOOR
- JOINT COLLECTOR (RB & RI), CHITTOOR
- CHIEF COMMISSIONER OF LAND ADMINISTRATION & SPECIAL CHIEF SECRETARY
- Principal Secretary, Revenue (Land, Disaster Management)

7.1.2. Select **Redressed** from the dropdown list.

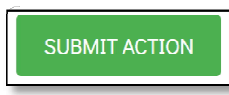
Note: If redressal requires time, then officer can click on In-progress

7.1.3. Upload the Redressal support document (**Mandatory**)

Note: 1. Total size of all Upload Documents should not exceed **1MB**.
2. All Upload Documents should be in **PDF Format Only**.

7.1.4. Type the detailed redressal details in **“Remarks”** section (**Mandatory**)

7.1.5. click on **“Submit Action”**



- After submitting the action, confirmation Message will be displayed.

The screenshot shows a 'Success Message' dialog box with the following content:

- Success Message** (Title)
- Successfully Grievance Redressed!
- Close** (Green button)

8. Reports

- 8.1. We can find the District-wise **“Reports”** tab in the menu bar
- 8.2. We can use different filters to see different the following reports
 - Department/HOD
 - Subject
 - Sub Subject
 - Source
 - Officer
 - Source of Registration

From Date: To Date: SUBMIT

Total	Received	Inprogress	Redressed	Forwarded
2	0	0	2	0

Subject

Subject Wise Employee Grievance Report

Filter: Show: Excel

Sno	Subject	Total	Received	Inprogress	Redressed	Forwarded
1	Service Related	2	0	0	2	0
Total		2	0	0	2	0