

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)

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Complaint / Grievance Registration

Online Offline Track Status

Welcome to Grievance Redressal and Vigilance Complaint System

Employee Login

Objective:

In order to adopt best practices and e-governance in the organisation, the Software has been developed to addresses Public Complaint / Grievance process. This application enables public to submit complaint / grievance online and also tracks their status this brings transparency in the entire process.

Instructions:

The Complainants can register their complain online in the application and an unique Complaint Id is generated for tracking the status. The complainant can see the progress of their complaints by logging in the application with the help of his unique complain id.

Employee of the Corporation can login to the system and submit their complaint / grievance online and also can track the status. Guidelines

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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.

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

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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.

Register Offline

The user can submit the complaint offline by downloading the form by **Offline**. After clicking on **Offline** button, the list of Grievance Redressal Authorities will appear and a **Download Form** button will appear on the left side. The complainant can send his complaint to the concern Grievance Redressal Authority.

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Complaint / Grievance Registration

Online Offline Track Status

Welcome to Grievance Redressal and Vigilance Complaint System Employee Login

Public Grievance Redressal Authorities In Case The Service Standards Are Not Met With
All Public Grievance may be sent to Grievance Redressal Authority in prescribe Form in the concern Unit/Location

Jurisdiction	Grievance Redressal Authority	Contact Details
THDCIL as a whole	Sh. R.N Singh AGMSP Director Public Grievances THDC India Limited Plot No. 20, Sector 14, Kaushambi, Ghaziabad U.P - 201010	9899280905 0120-2776490 0120-2776433 rnsingh@thdc.gov.in
Rishikesh Unit	Sh. S.K. Agarwal GMPAPGRO THDC India Limited Bhagirathi Bhawan, Bye-Pass Road, Pragatipuram Rishikesh Uttarakhand - 249201	9411101902 0135-2430753 0135-2431465 skagarwal@thdc.gov.in
Tehri Unit	Sh. Rakesh Saran Mehrotra Executive Director (Tehri Complex)/ PGRO THDC India Limited Bhagirathipuram Tehri Garhwal Uttarakhand - 249124	9412988495 01376-236312 01376-235282 dkgovil@thdc.gov.in
Koteshwar Unit	Sh. S.R. Mishra GM (Incharge)/PGRO THDC India Limited Koteshwar Tehri Garhwal Uttarakhand - 249004	9412051370 01378-231300 01378-231337 srmishra@thdc.gov.in
Vishnugad Pipalkoti Project	Sh. P.P.S. Mann Executive Director(Project)/PGRO THDC India Limited Alaknanda Puram, Siyasain Pipalkoti Chamoli Uttarakhand - 249201	9411101352 01372-256200 01372-256203 ppsmann@thdc.gov.in
Lucknow Unit	Sh Bhawesh Asthana GM(Dhukwan)/ PGRO THDC India Limited Liaison Office Lucknow (U.P) - 249201	9412076625 0522-2204112 0522-2204042 bnaweshasthana@thdc.gov.in

Download Form

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Figure 1.5

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.

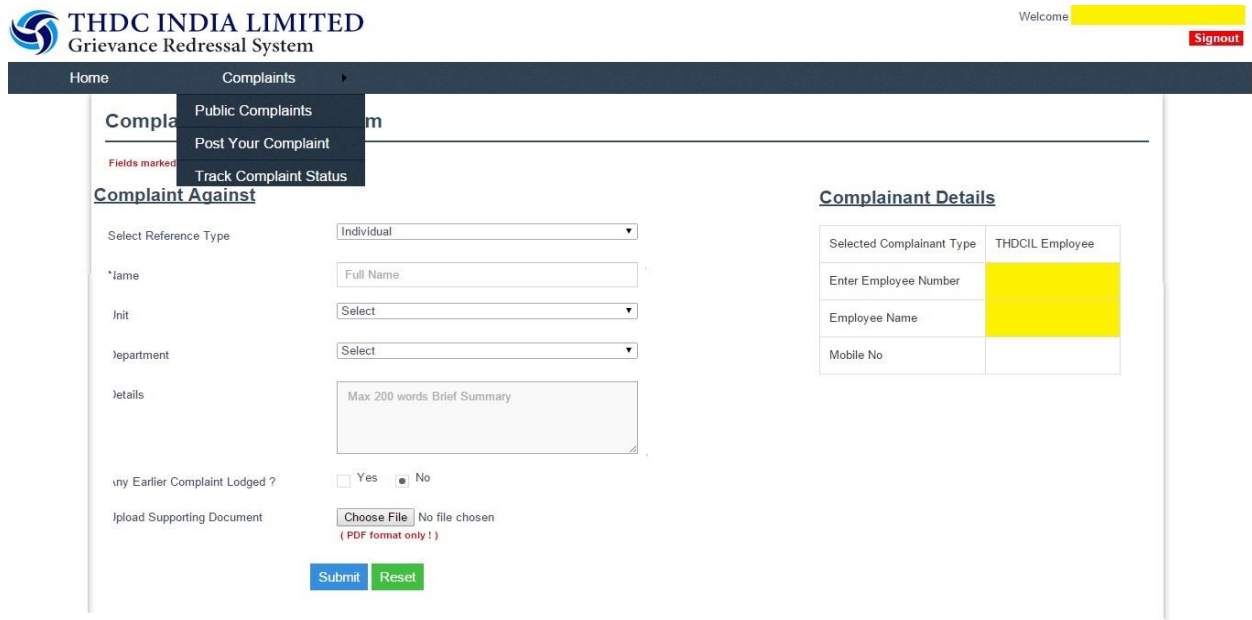


Figure 1.7

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

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	[Redacted]
Unit	[Redacted]
Department	[Redacted]
Complaint Brief Summary	Temporary Testing

Complaint Status

Date	Status
04-Nov-2014	Complaint Registered

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