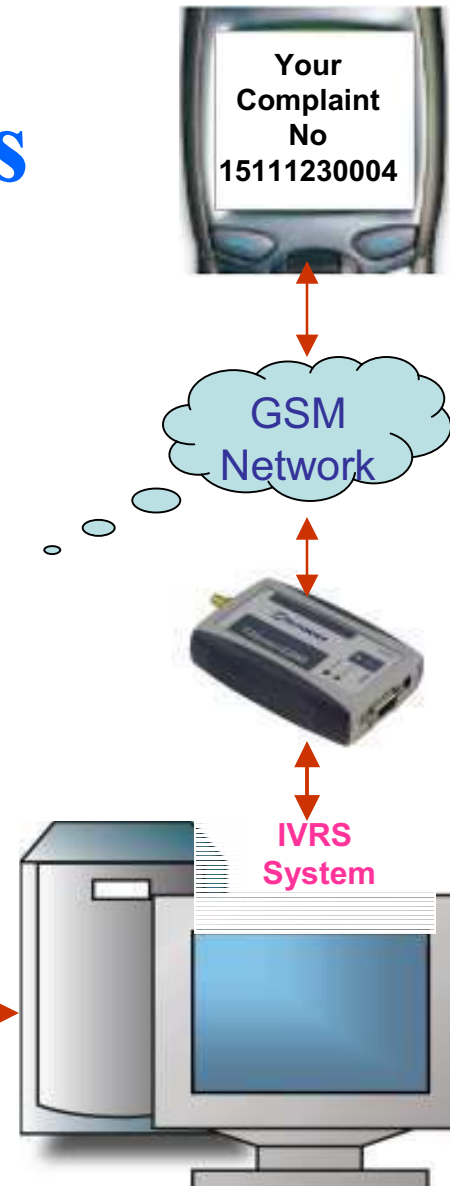


# User manual for Officers

## e-lokshahi

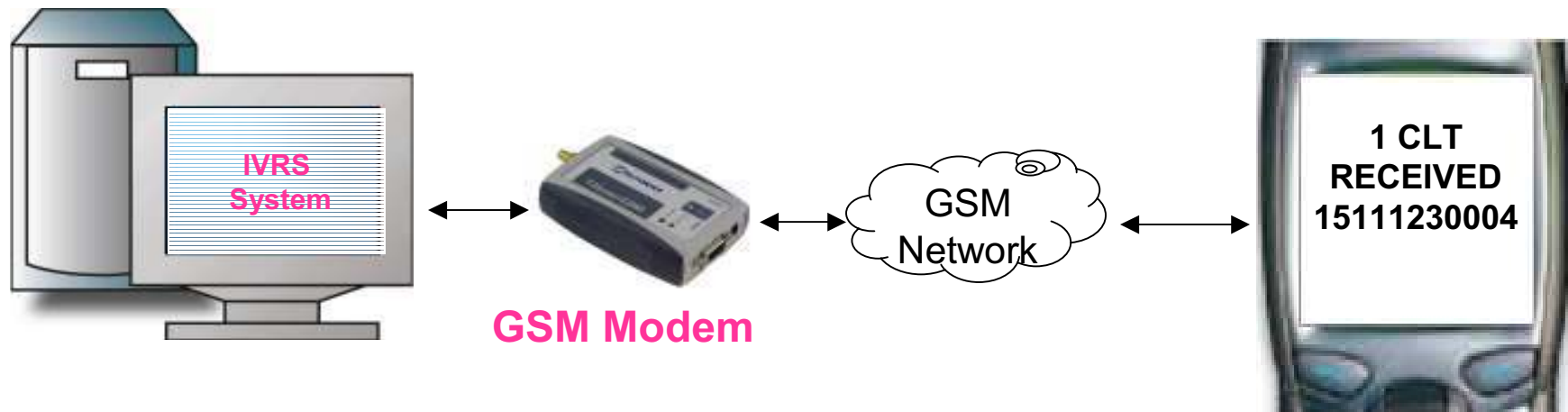
Dial - 2222222



## Collector Office Jalgaon

# e-lokshahi Project

After Registering Complaint Alert SMS Will be Sent to the Corresponding Officer in defined SMS Format



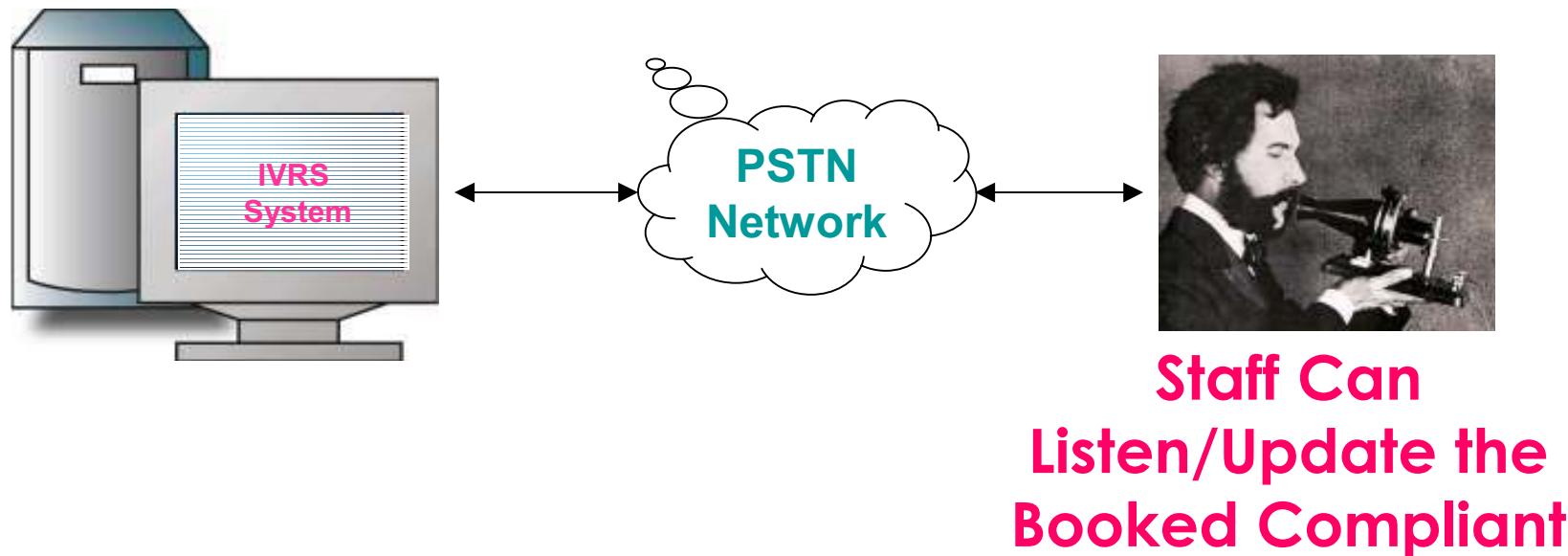
**SMS will be Sent in Office Hours it can be configurable**

Sending SMS To Officer

## How the officers will Listen / Update Booked Complaint ?

- ☯ Using IVRS (Dial 0257-2222222)  
Officers can update the complaint status.
- ☯ Using Internet website Officers can view & listen the complaint details.

# How Department Persons/ Officers will Listen/Update to the Pending Complaints through IVRS?



# Dial - 222222

\* Playing Welcome Message To Caller.

\* Playing Language Option For Marathi dial 1/English dial 2/Hindi dial 3

\* For Registering new Complaint - Dial 5/To Know the status of registered complaint  
Dial 6/To Listen FAQ -Dial 7/.  
**(Officer will dial 9)**

\* Officer will dial his secret code

\* For Listening the complaint Dial 5, To update the complaint  
Dial 6

\* Total number of pending complaint will be given and serially the  
officer can listen the complaint

# e-lokshahi Project

next.....

**\* To update the complaint Dial the complaint ID Number**

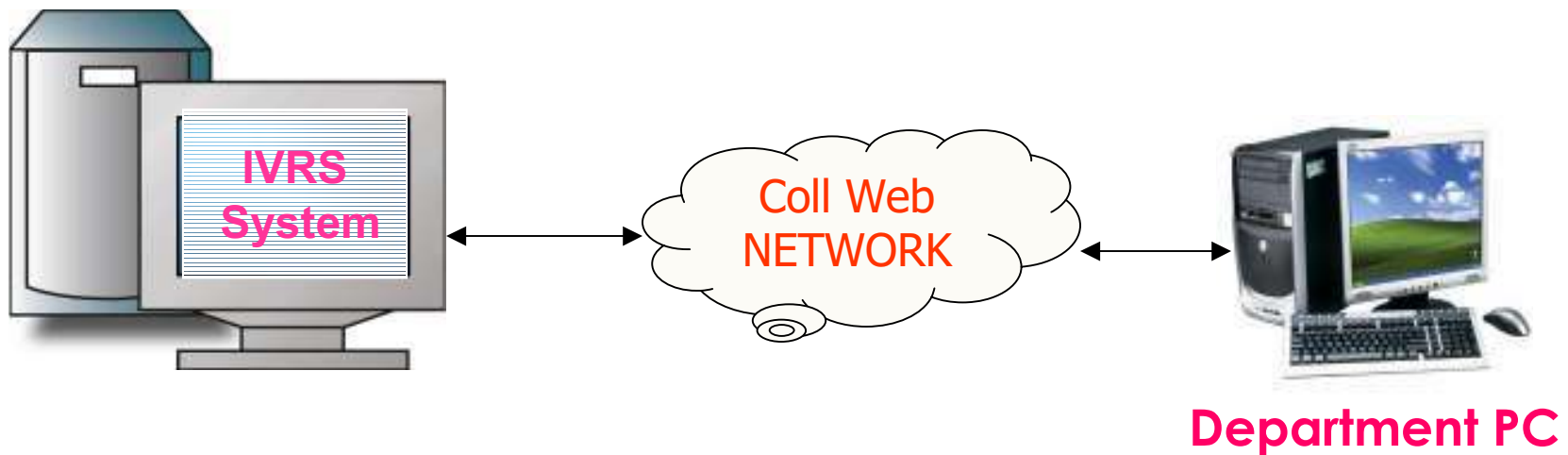
**\* To Listen the same complaint Dial 5/ To update the complaint Dial 6 / To listen next complaint Dial 7/ To exit from system Dial 8**

**\* To Update the Complaint Dial 1/To process the complaint Dial 2/ If complaint cannot be solve Dial 3 (In it the officer have to record his remark or opinion to the complainer about the complaint)**

**\* The Status of Complaint will given to the Complainer (If he has dialed his Mobile Number the Complaint Status SMS will be sent on his mobile)**

**\*Thanks for using e-lokshahi service of Collector office Jalgaon**

# How Department Persons /Officers will Listen/View to the Pending Complaints through Website?





## Public Grievance Redressal System



SIGN IN FOR STAFF

USER NAME

PASSWORD

**LOGIN**

To get the username password and secret code

Hit Count	
WEB Hit Count	2963
FAQ Hits	1915
Grievance Hits	19944
Voter Help Line	4508

Forgot Your Password

Enter Your Mobile Number


**Get**

Login & Password is given to all officers

LogOut

Complaint Status    Complaints    Data Entry    Data    Reports    Re

COMPLAINTS IN PENDING [ 9 ]	EDIT MY PROFILE	COMPLAINTS IN DETAIL
COMPLAINTS IN PROCESS [ 0 ]	ADD/EDIT USER DETAILS	COMPLAINT SUMMARY
CLOSED COMPLAINTS [ 14 ]	ASSIGN DEPARTMENT / COMPLAINT TO OFFICERS	CALL HISTORY CHANNEL WISE
FORWARD REQUESTED COMPLAINTS [ 0 ]	SETUP	CALL HISTORY HOUR WISE
		CLI BASED CALL HISTORY
		CALL ACCESS IN LAST 24 HRS
		SMS SENT IN DETAIL
		SMS RECEIVED IN DETAIL
		SMS SUMMARY



# COMPLAINT MANAGEMENT

[Back](#)

[Pending Complaints \[ 9 \]](#) [Complaints in Process \[ 0 \]](#) [Complaints closed \[ 14 \]](#) [Complaints Forwarded \[ 0 \]](#)

## Pending Complaint List

Complaint No	Booked Date	Department	Complaint Type
<a href="#">08083310001</a>	08-08-2008 12:02:02	Election Department	Adding name in Electoral Roll
<a href="#">06082110001</a>	06-08-2008 06:32:42	Supply Department	About Ration card issue
<a href="#">05083130006</a>	05-08-2008 20:54:24	Election Department	Correction of name in Electoralroll
<a href="#">05082110005</a>	05-08-2008 20:10:56	Supply Department	About Ration card issue
<a href="#">04085160004</a>	04-08-2008 12:49:28	Sanjay Gandhi Yojana And Other Eco Benefit Schemes	To get the benefit in SJY and other Schemes
<a href="#">04089120003</a>	04-08-2008 12:41:12	Other Deptatment	Land acquisition case inquiry
<a href="#">04084120002</a>	04-08-2008 12:27:33	Natural Calmity And Scarcity Department	Relief under Natural Calamity
<a href="#">04089120001</a>	04-08-2008 10:17:56	Other Department	Land acquisition case inquiry
<a href="#">01082110017</a>	01-08-2008 21:58:43	Supply Department	About Ration card issue

Sorting :  Ascending  Descending

Enable Deparment Wise Search

Enable Complaint No Wise Search

Enable DateWise Search

SEARCH

9 Record Found

Click the number to open the grievance

# COMPLAINT DETAILS

[Back](#)

Complaint No : **08083310001**    Booked Date : **08/08/2008 12:02:02**  
 Taluk : **3 Arandol**    Closed Date :  
 Department : **Election Department**  
 Complaint Type **Adding name in Electoral Roll**

Status : **Pending**

Complainer Name

Play Stop

Address

Play Stop

Complaint

Play Stop

Telephone Number

[Forward](#)

Level1 Remark

Level2 Remark

Level3 Remark

Level4 Remark

Status

Level  
 Officer Name  
 Designation  
 MobileNo  
 SMS Details  
 Level

Click Play to listen

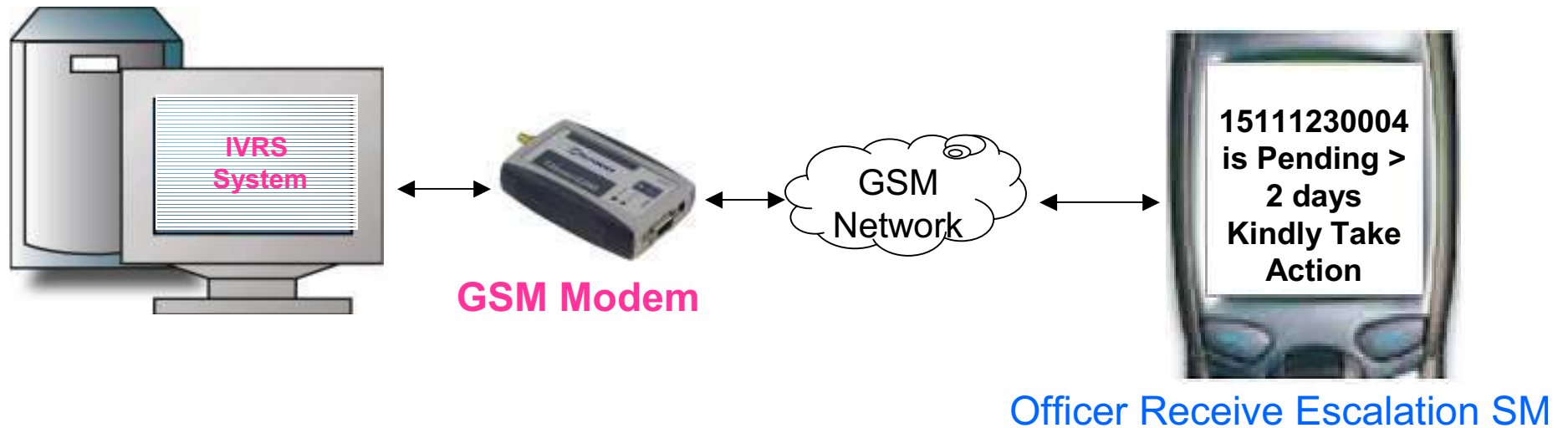
Officer Name **R RAJPUT**  
 Designation **Tahsildar**  
 MobileNo **9420112277**  
 Escalation Duration **5 days from the date of booking**  
 SMS Details **SMS is expected to send on 13/08/2008 12:02:02**

Level 3  
 Officer Name **ANIL PAWAR**  
 Designation **S D O**  
 MobileNo **9422286455**  
 Escalation Duration **3 days from the date of booking**  
 SMS Details **SMS is expected to send on 11/08/2008 12:02:02**

Level 4  
 Officer Name **KUNAL KUMAR**  
 Designation **DISTRICT COLLECTOR**  
 MobileNo **9766753335**

# e-lokshahi Project

Escalation SMS will Be Sent to Higher Official when Complaint remain Pending For defined Period?



- Total 4 Levels of Escalation Available
- Period For Escalation also be configured

**IVRS CHART OF GRIVANCES SUBJECT, CONCERN OFFICERS LIST & TIME SHEDULE**

<b>No</b>	<b>BRANCH</b>	<b>NO</b>	<b>Grivence Subject</b>	<b>1st Officer</b>	<b>Time (days)</b>	<b>2nd Officer</b>	<b>Time (days)</b>	<b>3rd Officer</b>	<b>Time (days)</b>	<b>Final Officer</b>
1	<b>Revenue Branch</b>	1	Related to issue of 7/12 extract	N.T (Rev)	5	TAHSILDAR	3	S.D.O	3	COLLECTOR
		2	Related to issue of 8A extract	N.T (Rev)	5	TAHSILDAR	3	S.D.O	3	COLLECTOR
		3	About registration of mutation	N.T (Rev)	5	TAHSILDAR	3	S.D.O	3	COLLECTOR
		4	About Revenue recovery of land	N.T (Rev)	5	TAHSILDAR	3	S.D.O	3	COLLECTOR
		5	Property card issue	TILR	5	SLR	3	S.D.O	3	COLLECTOR
		6	City survey Mutation	TILR	5	SLR	3	S.D.O	3	COLLECTOR
		7	Land measurement	TILR	5	SLR	3	S.D.O	3	COLLECTOR
2	<b>Supply Branch</b>	1	About Ration card issue	S.I.O	5	TAHSILDAR	3	S.D.O	3	Add. COLLECTOR
		2	About kerosene availability	S.I.O	5	TAHSILDAR	3	S.D.O	3	Add. COLLECTOR
		3	About Ration foodgrains	S.I.O	5	TAHSILDAR	3	S.D.O	3	Add. COLLECTOR
		4	About services of PDH Shops	S.I.O	5	TAHSILDAR	3	S.D.O	3	Add. COLLECTOR
3	<b>Election Branch</b>	1	Adding name in Electoral Roll	N.T (Ele)	5	TAHSILDAR	3	S.D.O	3	COLLECTOR
		2	Reducing name from Electoralroll	N.T (Ele)	5	TAHSILDAR	3	S.D.O	3	COLLECTOR
		3	Correction of name in Electoral roll	N.T (Ele)	5	TAHSILDAR	3	S.D.O	3	COLLECTOR
		4	About Election Indenty card	N.T (Ele)	5	TAHSILDAR	3	S.D.O	3	COLLECTOR
4	<b>Natural calamity &amp; Scarcity</b>	1	Information about Natural calamity & Disaster	TAHSILDAR	2	S.D.O	2	R.D.C	3	COLLECTOR
		2	Relief under Natural Calamity	TAHSILDAR	3	S.D.O	3	R.D.C	3	COLLECTOR
5	<b>Sanjay Gandhi Yojana &amp; other Eco. Benefit schemes</b>	1	Sanjay Gandhi Yojana money order	N.T (SJY)	5	TAHSILDAR	3	S.D.O	3	Add. COLLECTOR
		2	Indira Gandhi Yojana money order	N.T (SJY)	5	TAHSILDAR	3	S.D.O	3	Add. COLLECTOR
		3	Shravan Bal Yojana Money order	N.T (SJY)	5	TAHSILDAR	3	S.D.O	3	Add. COLLECTOR
		4	Indira Gandhi old landlesswomen scheme moneyorder	N.T (SJY)	5	TAHSILDAR	3	S.D.O	3	Add. COLLECTOR
		5	Family Benefit Schemes proposal	N.T (SJY)	5	TAHSILDAR	3	S.D.O	3	Add. COLLECTOR
		6	To get the benefit in SJY & other Schemes	N.T (SJY)	5	TAHSILDAR	3	S.D.O	3	Add. COLLECTOR

6	Entertainment Tax	1	Facilities in Cinema Theaters	TAHSILDAR	5	S.D.O	3	D.E.O	3	Add. COLLECTOR	
		2	Cable connections	TAHSILDAR	5	S.D.O	3	D.E.O	3	Add. COLLECTOR	
		3	Video House	TAHSILDAR	5	S.D.O	3	D.E.O	3	Add. COLLECTOR	
		4	About Entertainment Tax	TAHSILDAR	5	S.D.O	3	D.E.O	3	Add. COLLECTOR	
7	Setu	1	Not getting certificate in time limit	N.T	5	TAHSILDAR	3	S.D.O	3	COLLECTOR	
		2	Complaint of setu operator	N.T	5	TAHSILDAR	3	S.D.O	3	COLLECTOR	
		3	Complaint of Setu service	N.T	5	TAHSILDAR	3	S.D.O	3	COLLECTOR	
		4	Setu Officer/servent corruption complaint	Collector							
8	Resettlement	1	Project Affected certificate	District Resettlement Officer				5	COLLECTOR		
		2	Seniority in Project Affected List	District Resettlement Officer				5	COLLECTOR		
		3	Land permission for project affected area	District Resettlement Officer				5	COLLECTOR		
9	Other Branches	1	EGS Work demand	TAHSILDAR	5	S.D.O	3	Dy.Collector (EGS)	5	COLLECTOR	
		2	Land acquisition case inquiry	A.K Land Aqu.	1	SLAO	7	PALAQ	3	COLLECTOR	
		3	Freedom Fighter Branch inquiry	Chitnis				5	Dy.Collector (Rev)	3	COLLECTOR
		4	Minor Mineral Extraction	TAHSILDAR	3	S.D.O	3	R.D.C	3	COLLECTOR	
		5	About quality of works & other complaint of work done of planning dept./ MPMLA Schemes	D.P.O	3	Collector					
		6	About Complaint of work of all Rev.Officer/employee	Collector							

# Thanking You



# Collector Office, Jalgaon