



Grievance Redressal Monitoring System Government of West Bengal Finance Department



To ensure that the citizens of West Bengal get the responsive, accountable and transparent administration, redress of citizens' grievances is one of the most important initiatives of the State Government. This Portal is hosted with an objective of speedy redress and effective monitoring by the State Government besides providing a fast access to the public.

The Grievance Redress Process Flow is as follows:-

1	REGISTRATION OF GRIEVANCE BY CITIZENS									
	<table border="1" style="width: 100%;"><tr><td style="text-align: center;">ON - LINE</td><td colspan="2" style="text-align: center;">OFF - LINE (Public Grievance Cell)</td></tr><tr><td style="text-align: center;">Public Grievance Portal hosted at www.wbfin.gov.in</td><td style="text-align: center;">Letter / In Person</td><td style="text-align: center;">Phone / Fax</td></tr><tr><td></td><td colspan="2" style="text-align: center;">Entering Grievance Data into Portal by Operator</td></tr></table>	ON - LINE	OFF - LINE (Public Grievance Cell)		Public Grievance Portal hosted at www.wbfin.gov.in	Letter / In Person	Phone / Fax		Entering Grievance Data into Portal by Operator	
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2	Ensuring authenticity of Complainant through 'One Time Password (OTP)' sent to his/her Mobile No. by PGMS system required for Submission of Grievance									
2	Generation of Grievance Id. & Acknowledgement									
3	Auto-SMS to the Complainant acknowledging receipt of Grievance									
4	Auto-SMS Alert to the Nodal Officer of concerned Office (Department/Directorate/DM Office/Undertakings or the Sub-Offices)									
5	Recipient Officer logs on to PGMS to (a) Assessment of Grievance (b) Examines / Initiates to Redress (c) Prepares a Reasoned Reply / Action Taking Note OR (d) Forwards it to other office for Prompt Redress									
6	Auto-SMS sent to Complainant informing Action Taken by Office									
7	Complainant may view Online the Grievance Status / Action Taking Note									
8	Complainant can also PULL information from '9231025205' through SMS to know the Grievance Status / Action Taking Note. For this, Complainant may send SMS to 9231025205 in the following format:- <XPERT>Blank Space<PGMS><Numeric part of Grievance Id.>. For example: XPERT PGMS 1299									

Executive Summary:-

- The workflow based Public Grievance Monitoring System is made available at www.wbfin.nic.in . The related link is made available at the bottom of home page of aforesaid portal.
- Department/Directorate/District Magistrate wise Administrator for the software is created.
- Provision is made so that Implementing Office specific link of the software may be placed at its websites. This is achieved through binding of IP Addresses of websites with PGMS s/w.
- The Administrators of Departments/Directorates/District Magistrate Offices/Undertakings can create Nodal Officers & Grievance Categories for its offices.
- On Clicking the 'Public Grievance' link at www.wbfin.nic.in, it will invoke a screen which facilitates:-
 - ✓ Online Grievance Lodging by Citizens/Organizations (Public Domain) → Data entry on particulars of Complainant & Grievance along with uploading of relevant Documents, if available. *One Time Password* will be sent to the Complainant at his registered Mobile Number which will be required to submit the Grievance. Besides, an Acknowledgement will be generated on submission of Grievance.
 - ✓ Check Status of lodged Grievance by Citizen (Public Domain) → The Complainant can see the Status of Grievance lodged by him/her. Besides, Complainant can PULL Grievance Status by sending SMS in specified format to 9231025205.
 - ✓ Entry of Grievances received in other Modes (Authenticated Page) → The Authorized User can login with user credentials to enter the Grievances received in person or other offline modes.
 - ✓ Redress of Grievances (Authenticated Page) → Nodal Officers can see all the Grievances received online/offline in tabular form. The Nodal Officer may then (a) Assess the Grievance, (b) Initiate to redress, (c) Prepare a Reasoned Reply / Action Taking Note OR Forward the Grievance to other office for prompt redress.
 - ✓ Auto-Sending of SMS to Complainant → SMS is sent automatically to the Complainant informing the Action Taking Note.