



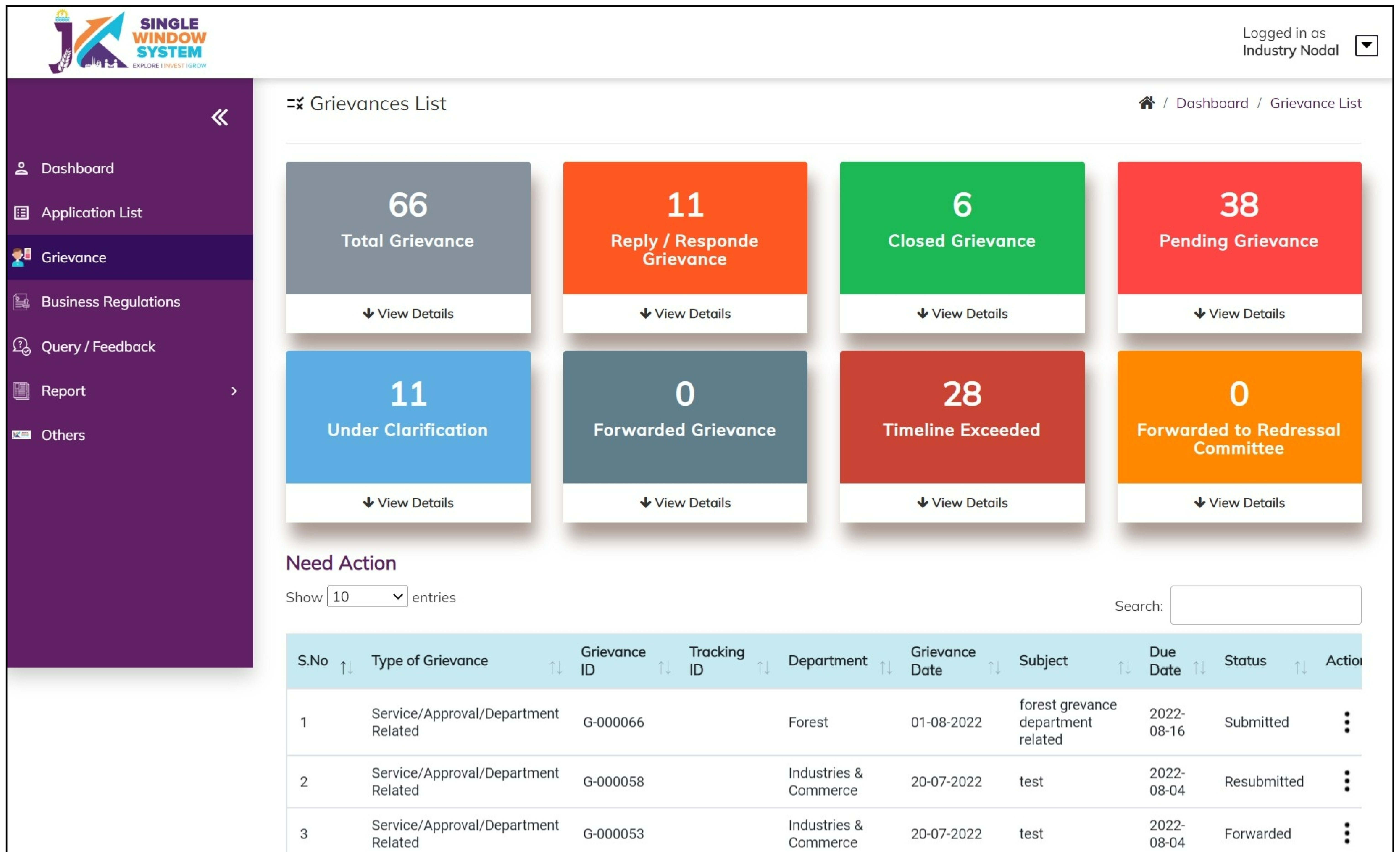
singlewindow.jk.gov.in

**DEPARTMENT
GRIEVANCE & QUERY/FEEDBACK**

Single Window System - J & K

Grievance

After department login, user can select grievance from the left menu and following screen will appear:



The screenshot shows a dashboard titled "Grievances List" with a left sidebar menu. The main content area features eight summary cards for different grievance statuses, each with a "View Details" link. Below these cards is a "Need Action" section with a search bar and a table of grievance entries.

S.No	Type of Grievance	Grievance ID	Tracking ID	Department	Grievance Date	Subject	Due Date	Status	Action
1	Service/Approval/Department Related	G-000066		Forest	01-08-2022	forest grievance department related	2022-08-16	Submitted	⋮
2	Service/Approval/Department Related	G-000058		Industries & Commerce	20-07-2022	test	2022-08-04	Resubmitted	⋮
3	Service/Approval/Department Related	G-000053		Industries & Commerce	20-07-2022	test	2022-08-04	Forwarded	⋮

Here, we can see the 8 sections i.e., Total Grievance, Reply/Respond Grievance, Pending Grievance, Under Clarification, Forwarded Grievance, Timeline Exceeded and Forwarded to Redressal Committee. Here, departmental User will be able to view these sections as per their department is concerned. Also, these sections will display the updated count. When departmental user click on these section respective table is display as shown in the figure above.

The table will have the following table head:

Type of Grievance- Here the type of the grievance will be listed.

Grievance ID- Here grievance ID will be displayed.

Tracking ID- Here tracking ID will be displayed.

Department- Here the department will be mentioned from which department the grievance has been made.

Grievance Date- Here the date of grievance made will be displayed.

Subject- Here the subject or short title of the grievance will be listed.

Due Date- Here the due date will be mentioned within which grievance needs to be responded.

Status- It shows the current status of the grievance whether it is submitted, resubmitted or forwarded.

Action- In this column action as per work-flow will appear:

Need Action

Show entries Search:

S.No	Type of Grievance	Grievance ID	Tracking ID	Department	Grievance Date	Subject	Due Date	Status	Action
1	Service/Approval/Department Related	G-000066		Forest	01-08-2022	forest grevance department related	2022-08-16	Submitted	⋮
2	Service/Approval/Department Related	G-000058		Industries & Commerce	20-07-2022	test	2022-08-04	View Response Seek Clarification Forward	
3	Service/Approval/Department Related	G-000053		Industries & Commerce	20-07-2022	test	2022-08-04		
4	Service/Approval/Department Related	G-000051		Labour & Employment	19-07-2022	grievance'ssubject	2022-08-03		
5	Service/Approval/Department Related	G-000048		Labour & Employment	02-07-2022	test	2022-07-17	Forwarded	⋮

View option in the action menu will view the submitted grievance in an non-editable mode. Here department user can see the Grievance Details and its list in detail. An example view is shown as follows:

Grievance Details

Grievance Detail

Grievance Date	23-06-2022
Grievance Type	Service/Approval/Department Related
Department	Forest-JKPCB
Project	Project Name
Tracking ID	
Applicant Name	Hitesh Langer
Applicant Email	hiteshmanager1328@gmail.com
Applicant Mobile	9898989898
Applicant Address	Chavan National park, Jammu 180015
Applicant Division	Applicant Division
Applicant District	Applicant District
Application Date	2022-06-23 05:37:36
Service Name	Service Name
Subject	mnbvcx
Attachment	View
Description	
Status	Forwarded

Grievances List

Date	From User Name	To User Name	From Status	To Status	Description	Attachment
30-06-2022	Rajesh Mahajan	DIC Doda	null	Forwarded		No Attachment Found

[Close](#)

Response- Here the grievance can be responded by the concerned department. The following screen will appear and the department user can respond to the grievance by reviewing the grievance details and fill the Response Date, Department, Response by Department, Upload your Attachment and click on the submit button to proceed. An example response screen is as follows:

Grievance Status -
✕

Grievance Date *	23-06-2022
Grievance Type *	Service/Approval/Department Related
Department *	Forest-JKPCB
Project *	
Tracking Id *	
Applicant Name	Hitesh Langer
Applicant Email	hitesh1anger1929@gmail.com
Applicant Mobile	
Applicant Address	charni harnmat, jammu 180015
Applicant Division	Applicant Division
Applicant District	Applicant District
Application Date	2022-06-23 05:37:36
Service Name	Service Name
Subject	mnbvcx
Attachment	View
Description	
Status	Forwarded

Response Date

Department *

Response by Department *

Upload your attachment No file chosen

Seek Clarification- If department user wants some clarifications on the applied grievance, he can click the seek clarification to do so. It is done by departmental user in case they need any clarification from the applicant regarding their grievances. Here the department user can view the grievance status and can seek clarification from the user by filling the Response Date, Department, Response by Department, Upload your Attachment and click on the submit button to proceed.

Forward- If department user can forward the grievance to other department if needed. When the department user clicks on the forward button the following page appears shown on the next page:

Grievance Status - Forwarded
✕

Grievance Id *	G-000068
Grievance Date *	2022-08-02 09:44:45
Department *	Forest
Tracking Id *	
Applicant Name *	Adhitya Pandita
Applicant Email *	adhitya.pandita@optimizeitsystems.com
Applicant Mobile *	7780972304
Applicant Address *	House no:-489/4,gangyal,jammu(jammu&kashmir) 180010
Applicant Division *	Jammu
Applicant District *	Jammu
Application Date *	2022-08-02 09:44:45
Service Name *	Service/Approval/Department Related
Subject *	Working not done properly
Attachment *	View
Description	Dissatisfied

Forward

Forward Date *

Department *

Role *

User *

Response

Response

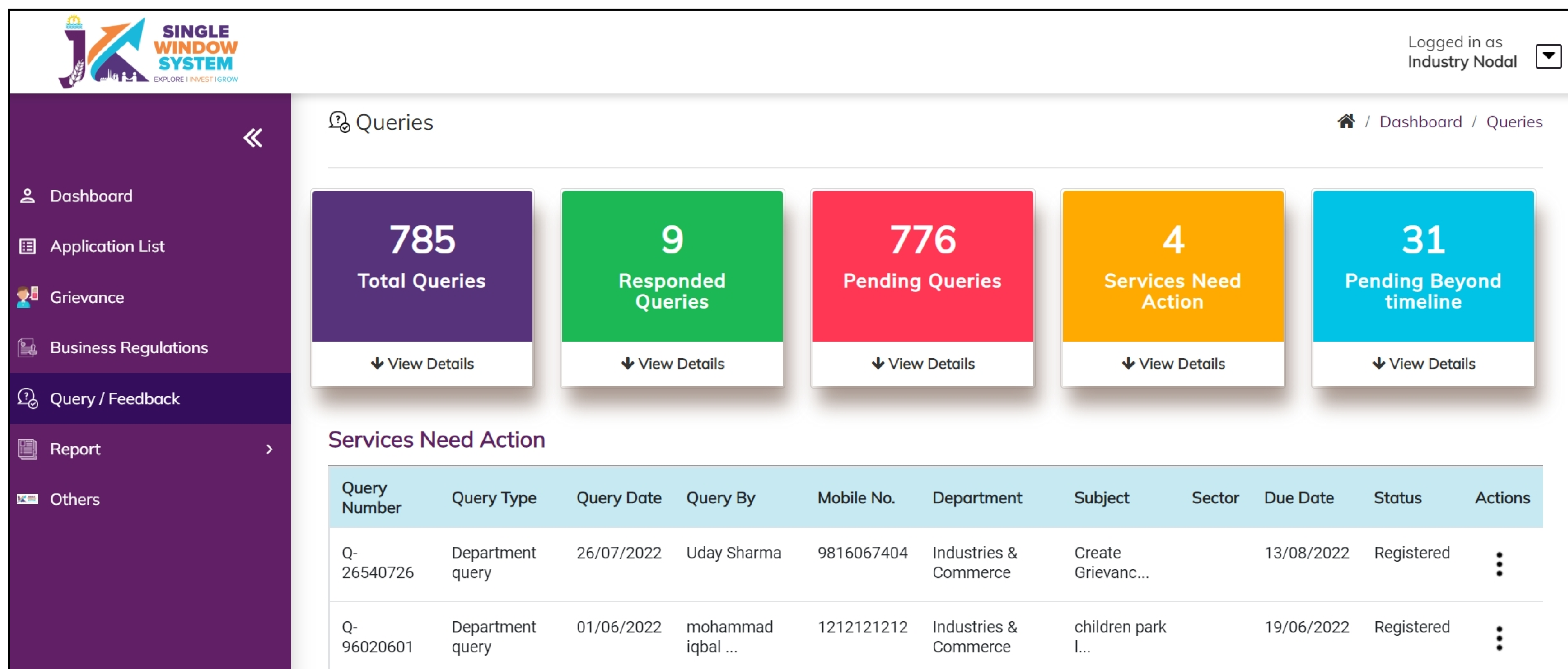
Attachments

 No file chosen

On this screen the departmental user can view the grievance status and have to fill out the forward section. Under the forward section department user have to fill the Forward Date, Department, Role, User, Response and have to upload the attachment if any. After filling all the mandatory fields the department user can forward the grievance clicking on the submit button.

Query/Feedback

After department login, user can select Query/Feedback from the left menu and following screen will appear:



The screenshot shows a dashboard with a left sidebar and a main content area. The sidebar contains menu items: Dashboard, Application List, Grievance, Business Regulations, Query / Feedback (selected), Report, and Others. The main content area has a breadcrumb trail: / Dashboard / Queries. It features five summary cards: Total Queries (785), Responded Queries (9), Pending Queries (776), Services Need Action (4), and Pending Beyond timeline (31). Below these is a table titled 'Services Need Action' with columns: Query Number, Query Type, Query Date, Query By, Mobile No., Department, Subject, Sector, Due Date, Status, and Actions. Two rows of data are visible in the table.

Query Number	Query Type	Query Date	Query By	Mobile No.	Department	Subject	Sector	Due Date	Status	Actions
Q-26540726	Department query	26/07/2022	Uday Sharma	9816067404	Industries & Commerce	Create Grievanc...		13/08/2022	Registered	⋮
Q-96020601	Department query	01/06/2022	mohammad iqbal ...	1212121212	Industries & Commerce	children park l...		19/06/2022	Registered	⋮

On this screen the departmental user can view the five sections i.e., **Total Queries** where total number of queries will be displayed and on clicking on it we can see its details in a tabular form under the table Service Need Action,

Responded Queries where total number of responded queries will be displayed and on clicking on it we can see its details in a tabular form under the table Service Need Action,

Pending Queries where total number of pending queries will be displayed and on clicking on it we can see its details in a tabular form under the table Service Need Action,

Service Need Action where total number of queries will be displayed where the service needs action and on clicking on it we can see its details in a tabular form under the table Service Need Action and

Pending Beyond Timeline where total number of queries which are pending beyond timeline will be displayed and on clicking on it we can see its details in a tabular form under the table Service Need Action.

After we click on any of the five sections as explained the respective details will be appear in the table for. An example table is shown below:

Services Need Action										
Query Number	Query Type	Query Date	Query By	Mobile No.	Department	Subject	Sector	Due Date	Status	Actions
Q-26540726	Department query	26/07/2022	Uday Sharma	9816067404	Industries & Commerce	Create Grievanc...		13/08/2022	Registered	⋮
Q-96020601	Department query	01/06/2022	mohammad iqbal ...	1212121212	Industries & Commerce	children park l...		19/06/2022		View Forward Response
Q-83540601	Department query	01/06/2022	abishek kesar	9906384511	Industries & Commerce	creating query		19/06/2022		
Q-38980601	Department query	01/06/2022	abishek kesar	9906384511	Industries & Commerce	test		19/06/2022	Registered	⋮

Under the Service Need Action following table head will appear:

- a) **Query Number-** It is an auto-generated number/identifier that defines each query. With its help, one can identify and track the query.
- b) **Query Type-** Here the type of query will be shown.
- c) **Query Date-** Here you can find the date of the query.
- d) **Query By-** Here we can find who raised the query.
- e) **Mobile No.-** Here we can find the mobile number of one who raised the query.
- f) **Department-** Here we can find the department of the query.
- g) **Subject-** Here the subject of the query is mentioned.
- h) **Sector-** Here the sector related to query is mentioned.
- i) **Due Date-** Here the due date will be mentioned within which query needs to be responded.
- j) **Status-** It shows the current status of the raised query.

k) Actions- In this column action as per work-flow will appear.

View- After clicking on the view option the view page will appear as follows where one can view the respective query.

View Query
✕

Name	<input type="text" value="Uday Sharma"/>
Mobile No	<input type="text" value="9876543210"/>
Email Id	<input type="text" value="udaymca.net@gmail.com"/>
Type of Query	<input type="text" value="Department query"/>
Department	<input type="text" value="Industries & Commerce"/>
Sector	<input type="text" value=""/>
Details of Query	
Subject	<input type="text" value="Create Grievance"/>
Description	<input type="text" value="desccc"/>
Attachment	<input type="button" value="View"/>
Response Date	<input type="text" value="04/08/2022"/>
Response	<input type="text" value="Response"/>
Attachment	<input type="button" value="Choose File"/> No file chosen <input style="margin-left: 20px;" type="button" value="View"/>

Forward- After clicking on the forward option the forward process page will appear as follows where one can forward the respective query by submitting the forward response.

Forward Process ✕

Forward Date	<input type="text" value="04/08/2022"/>
Forward To	<input type="text" value="Industry Director"/>
Forward Response	<input style="height: 40px;" type="text"/>

Close
Submit

Response- After clicking on the response option the Response Against Query page will appear as follows where one can response the respective query by submitting the response. Also, detailed query will also appear on this page.

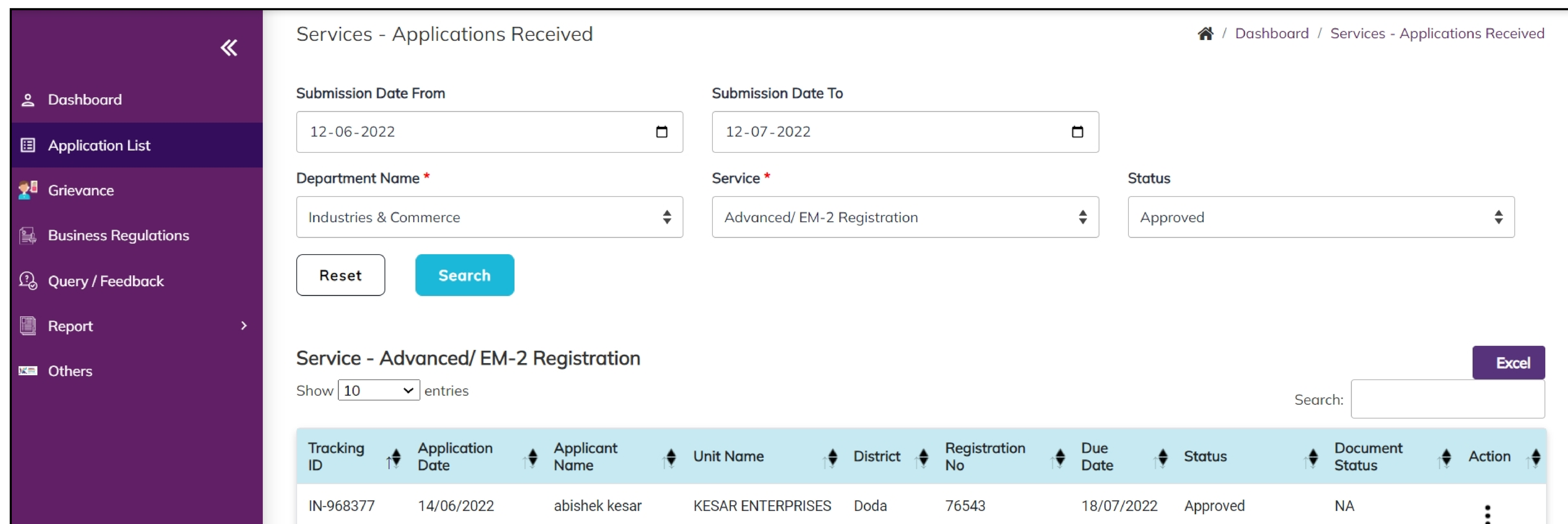
Response Against Query ✕

Name	<input type="text" value="Uday Sharma"/>
Mobile No	<input type="text" value="9816067404"/>
Email Id	<input type="text" value="udaymca.net@gmail.com"/>
Type of Query	<input type="text" value="Department query"/>
Department	<input type="text" value="Industries & Commerce"/>
Sector	<input type="text"/>
Details of Query	
Subject	<input type="text" value="Create Grievance"/>
Description	<input style="height: 20px;" type="text" value="desccc"/>
Attachment	View
Response Date	<input type="text" value="04/08/2022"/>
Response	<input style="height: 20px;" type="text"/>
Attachment	<input type="button" value="Choose File"/> No file chosen View

Close
Submit

Application List

After department login, user can select Application List from the left menu and following screen will appear:



Submission Date From and Submission Date to- Submission Date From and Submission Date To is the field where we have to fill the date range. In above example the date range entered is between 12-06-2022 to 12-07-2022.

Department Name- Here from the dropdown menu select the concerned department name. This is a mandatory field to enter. For example, in above example Industries and Commerce department is selected.

Service- It is a mandatory field in which you have to select the concerned service. For example in the above form Advance/ EM-2 Registration has been selected.

Status- Here user can select the application status like in above example Approved status is selected.

Now, after filling all the details click on **search button** to proceed else in case to reset all the fields to default click on the **reset button**.

After clicking on the search button, a tabular data will appear as shown in the above image. There are following table head in the table:

Tracking ID- Here Tracking ID of the applicant will appear.

Application Date- Here application's date will appear.