



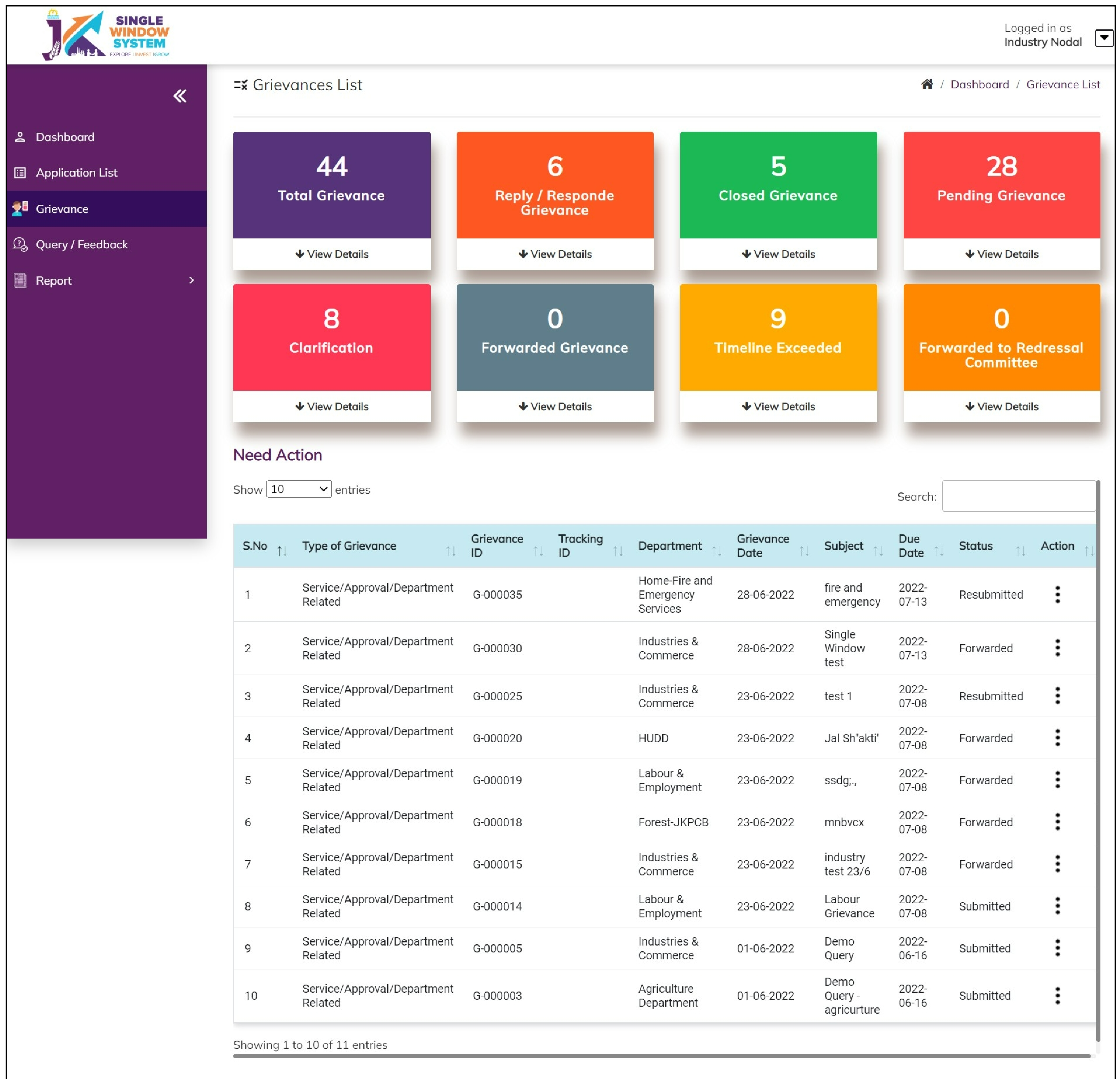
[singlewindow.jk.gov.in](http://singlewindow.jk.gov.in)

**Grievance for Department  
Industry Nodal**

Single Window System - J & K

# Grievance Dashboard

After department login, select **Grievance** from the left side menu. As a department Nodal officer, when I click 'Grievance' following dashboard will appear.



The dashboard displays a sidebar menu on the left with options: Dashboard, Application List, Grievance, Query / Feedback, and Report. The main content area is titled 'Grievances List' and shows a breadcrumb path: Dashboard / Grievance List. The user is logged in as 'Industry Nodal'.

Summary cards for Grievance categories:

- Total Grievance: 44
- Reply / Responde Grievance: 6
- Closed Grievance: 5
- Pending Grievance: 28
- Clarification: 8
- Forwarded Grievance: 0
- Timeline Exceeded: 9
- Forwarded to Redressal Committee: 0

**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-000035		Home-Fire and Emergency Services	28-06-2022	fire and emergency	2022-07-13	Resubmitted	⋮
2	Service/Approval/Department Related	G-000030		Industries & Commerce	28-06-2022	Single Window test	2022-07-13	Forwarded	⋮
3	Service/Approval/Department Related	G-000025		Industries & Commerce	23-06-2022	test 1	2022-07-08	Resubmitted	⋮
4	Service/Approval/Department Related	G-000020		HUDD	23-06-2022	Jal Sh'akti'	2022-07-08	Forwarded	⋮
5	Service/Approval/Department Related	G-000019		Labour & Employment	23-06-2022	ssdg,;	2022-07-08	Forwarded	⋮
6	Service/Approval/Department Related	G-000018		Forest-JKPCB	23-06-2022	mnbvcx	2022-07-08	Forwarded	⋮
7	Service/Approval/Department Related	G-000015		Industries & Commerce	23-06-2022	industry test 23/6	2022-07-08	Forwarded	⋮
8	Service/Approval/Department Related	G-000014		Labour & Employment	23-06-2022	Labour Grievance	2022-07-08	Submitted	⋮
9	Service/Approval/Department Related	G-000005		Industries & Commerce	01-06-2022	Demo Query	2022-06-16	Submitted	⋮
10	Service/Approval/Department Related	G-000003		Agriculture Department	01-06-2022	Demo Query - agriculture	2022-06-16	Submitted	⋮

Showing 1 to 10 of 11 entries

Under the grievance list there are 8 categories of data that will be showing which are - **Total Grievance, Reply/Respond Grievance, Closed Grievance, Pending Grievance, Clarification, Forwarded Grievance, Timeline Exceeded and Forwarded to Redressal Committee.** These box when clicked will display the data in the **Need Action** table accordingly.

# 46

## Total Grievance

↓ View Details

### Total Grievance

By clicking on this, complete list of total grievances will be displayed in the table as follows. In this table you can see the **Type of Grievance, Grievance ID, Tracking ID, Department, Grievance Date, Subject, Due Date, Status and Action** respective to the grievance.

**Total Grievance**

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-000048		Labour & Employment	02-07-2022	test	2022-07-17	Submitted	⋮
2	Service/Approval/Department Related	G-000047		Industries & Commerce	02-07-2022	test	2022-07-17	Submitted	⋮
3	Service/Approval/Department Related	G-000046		Industries/PHED	01-07-2022	new grievance today	2022-07-16	Clarification Required	⋮
4	IT Related / Single Window Application	G-000045	IN-968932	Industries & Commerce	01-07-2022	test	2022-07-16		View

In the table you can see all the details regarding the concerned grievance. When we click on the action button, we can see the actions we can commit regarding the concerned grievance. **Action menu's option depends on the status of the grievance.** next to the concerned grievance, **View** option displays. By clicking on view button, we can view the grievance details in the pop-up window.

Similar actions are applicable for Total Grievance, Reply/Respond Grievance, Closed Grievance, Clarification, Forwarded Grievance, Timeline Exceeded and Forwarded to Redressal Committee.

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## Pending Grievance

↓ View Details

### Pending Grievance

By clicking on this, complete list of pending grievances will be displayed in the table as follows. In this table you can see the **Type of Grievance, Grievance ID, Tracking ID, Department, Grievance Date, Subject, Due Date, Status and Action** respective to the grievance.

↑↓	Type of Grievance	↑↓	Grievance ID	↑↓	Tracking ID	↑↓	Department	↑↓	Grievance Date	↑↓	Subject	↑↓	Due Date	↑↓	Status	↑↓	Action
	Service/Approval/Department Related		G-000048				Labour & Employment		02-07-2022		test		2022-07-17		Submitted		⋮
	Service/Approval/Department Related		G-000047				Industries & Commerce		02-07-2022		test		2022-07-17		Submitted		⋮
	Service/Approval/Department Related		G-000046				Industries/PHED		01-07-2022		new grievance today		2022-07-16		Submitted		⋮
	IT Related / Single Window Application		G-000045		IN-968932		Industries & Commerce		01-07-2022		test		2022-07-16		Submitted		⋮
	Service/Approval/Department Related		G-000044				Labour & Employment		29-06-2022		New Subject		2022-07-14		Submitted		⋮

In the table you can see all the details regarding the concerned pending grievances. When we click on the action button, we can see the actions we can commit regarding the concerned grievance. **Action menu's option depends on the status of the grievance.** next to the concerned grievance, **View, Response, Seek Clarification and Forward** option displays.

By clicking on **View** button, we can view the grievance details in the pop-up window like following:

Grievance Details ✕

**Grievance Detail**

Grievance Date	02-07-2022
Grievance Type	Service/Approval/Department Related
Department	Labour & Employment
Project	Project Name
Tracking ID	
Applicant Name	Test User
Application Date	2022-07-02 05:35:42
Service Name	Service Name
Subject	test
Attachment	No Attachment Found
Description	test
Status	Submitted

**Grievances List**

Date	From User Name	To User Name	From Status	To Status	Comment	Attachment

Close

**Grievance Status - RESPONDED**

Grievance Date *	02-07-2022
Grievance Type *	Service/Approval/Department Related
Department *	Labour & Employment
Project *	
Tracking Id *	
Applicant Name	Test User
Application Date	2022-07-02 05:35:42
Service Name	Service Name
Subject	test
Attachment	No Attachment Found
Description	test
Status	Submitted

Response Date: 02-07-2022

Description \*

Upload your attachment:  No file chosen

By clicking on **Response** button, Nodal Officer can response to the grievance. grievance date is to be mentioned, add description and attach the file, if any and click on the **Submit** button.

By clicking on **Seek Clarification** button, Nodal Officer can submit the clarification request of the concerned grievance. Response date is to be mentioned, add description and attach the file, if any and click on the **Submit** button.

**Grievance Status - CLARIFICATION\_REQUIRED**

Grievance Date *	02-07-2022
Grievance Type *	Service/Approval/Department Related
Department *	Labour & Employment
Project *	
Tracking Id *	
Applicant Name	Test User
Application Date	2022-07-02 05:35:42
Service Name	Service Name
Subject	test
Attachment	No Attachment Found
Description	test
Status	Submitted

Response Date: 02-07-2022

Description \*

Upload your attachment:  No file chosen

**Grievance Status - Forwarded**

Grievance Id *	G-000048
Grievance Date *	2022-07-02 05:35:42
Department *	Labour & Employment
Tracking Id *	
Applicant Name *	Test User
Application Date *	2022-07-02 05:35:42
Service Name *	Service/Approval/Department Related
Subject *	test
Attachment *	No Attachment Found
Description	test

**Forward**

Forward Date \*: 02-07-2022

Department \*:

Role \*:

User \*:

Response:

Attachments:  No file chosen

By clicking on **Forward** button, Nodal Officer can forward the concerned grievance. Forward date is to be mentioned, select the concerned department from the dropdown menu, select the role from the dropdown menu, select user, add response and attach the file, if any and click on the **Submit** button. Now, the grievance is forwarded successfully.