delhi.gov.in

Department of Excise, Entertainment and Luxury Tax

USERMANUAL

ESCIMS

Excise Supply Chain Information Management System

USER MANUAL
Grievance Redressal
Version - I

ESCIMS
Excise Supply Chain Information Management System

Department of Excise, Entertainment and Luxury Tax

Notice
This is a controlled document. Unauthorised access, copying, replication or usage for a purpose other than for which it is intended, are prohibited.
All trademarks that appear in the document have been used for identification purposes only and belong to their respective companies.
Copyright: Department of Excise, Entertainment and Luxury Tax,2012

About this Manual

Purpose

This manual has been written to help you understand and use the Excise Supply Chain Information Management System (ESCIMS)-Grievanceapplication. It presents the functional capabilities and operational details of the ESCIMS-Grievanceand contains the procedures that you should know for lodging the grievance using the application.

The database maintenance tasks have not been covered in this manual.

Intended Audience

This manual is primarily intended for users at theExcise Department / Licensee and the general user of the application.

Prerequisites for Use

Following are the prerequisites for understanding this manual:

Functional	Basic understanding of business performed by Delhi Excise.
Technical	Basic understanding of computer hardware and software You must be familiar with data-entry operations.

Organization of the Manual

This manual is organized in the following manner:

Chapter	Description
Chapter 1	**Introduction** provides an overview of the ESCIMS application. It also details the hardware and software requirements, and its interfaces with other systems
Chapter 2	**ABOUT ESCIMS-GRIEVANCE**provides an overview of the ESCIMS-Grievance application.
Chapter 3	**Getting Started** takes you on a quick tour of ESCIMS-Grievance application. It gives a brief introduction about the general working features of the application.
Chapters 4	**MENU SHOWN TO THE APPLICANT** provides an overview of the menus displayed on the home page for the applicant.
Chapter 5	**MENU SHOWN TO THE SUPERINTENDENT** provides an overview of the menus displayed on the home page for the superintendent.
Chapter 6	**LODGE GRIEVANCE**provides an overview of the functionality which can be performed by the applicant.
Chapter 7	**GRIEVANCE RESOLUTION** provides an overview of the functionality which can be performed by the excise officials.
Chapter 8	**VIEW GRIEVANCE AND REPORT** provides an overview of the functionality to view the grievance and the reporting.

Typographical Conventions

The following table gives the details of the typographical conventions used in the document:

Formatting Convention	Type of Information
*Italics*for Prompt Messages	Messages displayed by the system as a response. For example, *Do you wish to continue?*
Bold forCommand and Screen elementnames	Buttons, check boxes, etc. Commands that you choose from the menus or dialog boxes appear in title case and in bold font. Example: Click **Components** from the **Action** menu.

Contents

List of Figures

List of Tables

List of Abbreviations

Abbreviation/ Acronym	Expansion
AC	Assistant Commissioner
BWH	Bonded Ware House
DA	Dealing Assistant
DC	Deputy Commissioner
EC	Excise Commissioner
Supt.	Superintendent

INTRODUCTION

1. Introduction to ESCIMS

Excise Supply Chain Information Management System (ESCIMS) is a simple internet-based application used bythe Department of Excise, Entertainment and Luxury Tax and its stakeholders including Distilleries, Bonded Ware Houses, Corporation and Private Vends, Canteen Store Depots, Hotels, Clubs and Restaurants. The following figure depicts the ESCIMS:
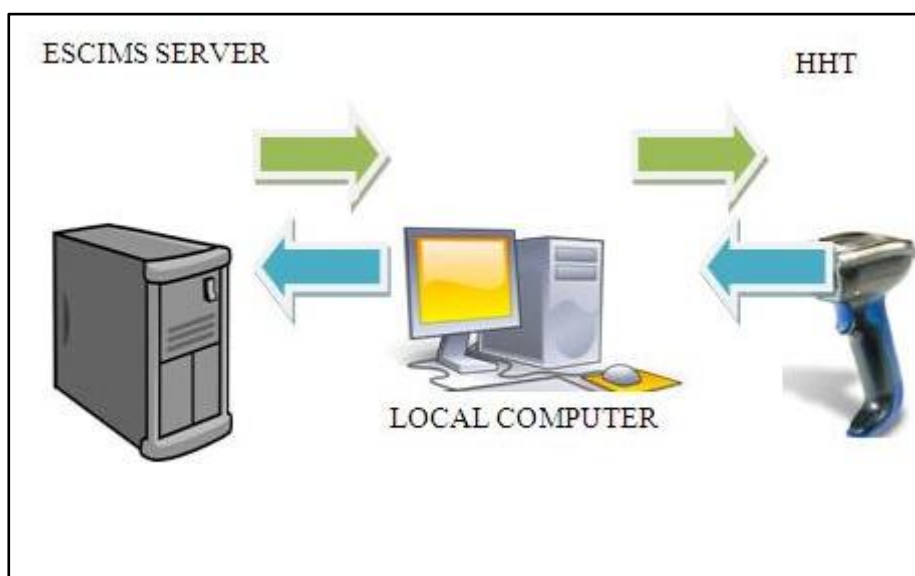

Figure 1: ESCIMS Ecosystem

Figure 2: Information Flow ar ESCIMS

The application has been developed as apart of the ecosystem to:

- automate the supply distribution
- ease out operations
- bring in transparency
- control the supply chain management of liquor distribution

The application will allow real time monitoring of the distribution of liquor, minimze adulteration and prevent sale of illicit liquor.

2. About ESCIMS-Grievance

As a Government organisation, customer service and customer satisfaction is the prime concern of the Excise Department. This process document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism, and ensuring prompt redressal of customer complaints and grievances. The review mechanism helps in identifying the shortcomings in the service delivery.

2.1 Features of ESCIMS-Grievance

The Licensing business system covers the following functionalities:

- **LodgingtheGrievance**
  - Lodging new Grievance
  - View Grievance Status by Applicant
  - Grievance Escalation by Applicant

- **Grievance Resolution**
  - Processing Grievance Application
  - Grievance Resolution by the Assistant Commissioner (Branch)
  - Renew Licence Letter

- **View Grievanceand Report**
  - View Grievance by Higher Excise Official
  - Grievance Report

2.2 User Roles

- Applicant
- Superintendent
- Assistant Commissioner
- Deputy Commissioner
- Excise Commissioner

GETTING STARTED

Logging in ESCIMS

3. Getting Started

The chapter provides details of loggin in and accessing the basic required functionality of the ESCIMS application.

3.1 Logging In

To access the application,

1. Click ESCIMS application link.

The User Login screen appears as depicted in the following figure.

2. Enter your **Username** and **Password**. The Welcome screen appears as depicted in Figure 4

Note:

- Access to the ESCIMS application is limited to authorised users

- The **Username**will be created at the ESCIMS core application.

- ESCIMS application will set the **Password** for all the users.

User Login	
Username	testuser97
Password	••••••••
	Submit Reset
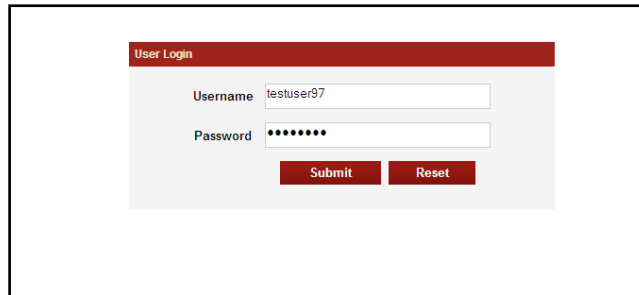
Figure 3: Login Screen – ESCIMS

4. MenuShown to the Applicant
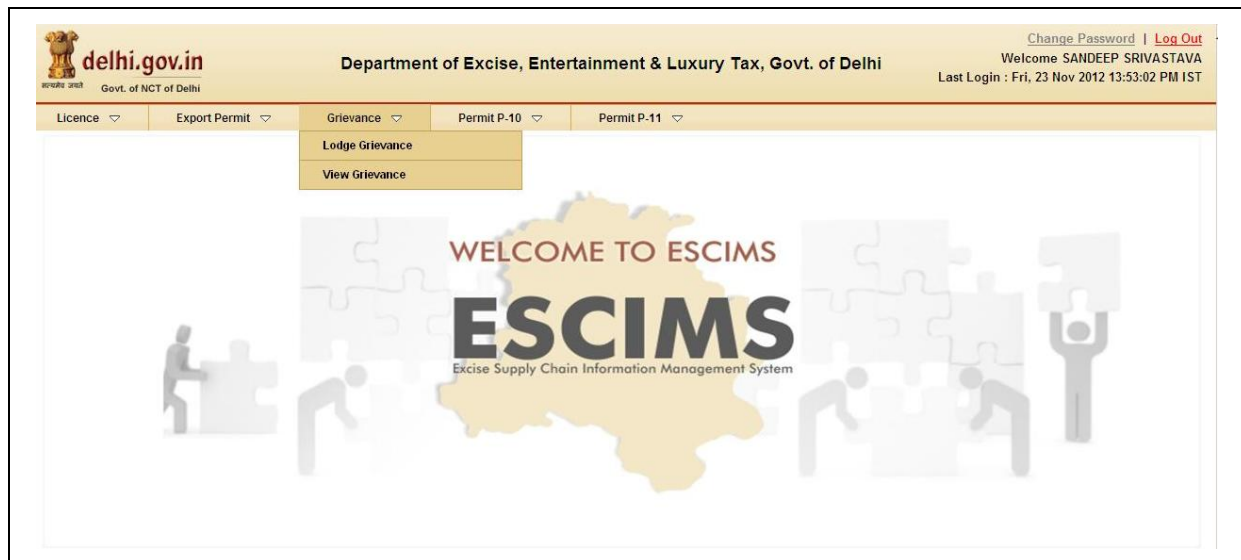
Figure 4: Menu in the applicationto Applicant

The following table lists the menus displayed to the applicant in ESCIMS application:

Table 1: Menus in the Application

S. No.	Menu Name	Description
1.	**Grievance**	The following functionalities are available in the menu: a. Lodge Grievance b. View Grievance

5. Menu Shown to the Superintendent
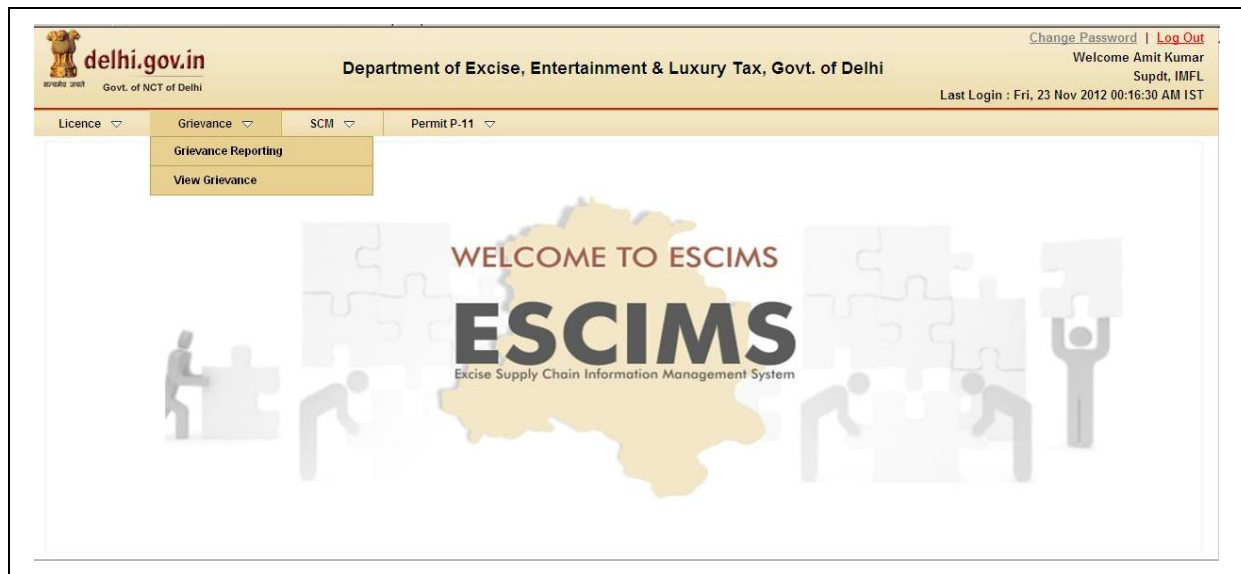
Figure 5: Menu in the application for Superintendent

The following table lists the menus displayed to the Superintendent in ESCIMS application:

Table 2: Menus in the application For Supt.

S. No.	Menu name	Description
1.	**Grievance**	The following functionalities are available in the menu: a. Grievnace Reporting b. View Grievance

6. Lodge Grievance

This section lists the steps to be followed to lodge a grievance.

6.1   Lodging a Grievance by Applicant

This section lists the steps to be followed to lodge a new grievance.

Figure 6: Lodging A Grievance

To lodge a grievance

1. Login to the **ESCIMS** application as instructed in section 3.1.

2. Click Grievance menu to Access the **Lodge Grievance** functionality from the grievance menu. The Lodge Grievance screen appears.

3. Choose **Branch**from **Select Branch**dropdown list**.**

4. Choose **Yes** from **Supporting Documents** option**.** The **Document Reference Numberinput** field appears**.**

Figure 7: Lodge Grievance – Filled Form

5. Enter the grievance description in the **Grievance Description** field as shown in Figure 7.

6. Click **Confirm** to confirm the grievance. The **Successful Grievance Lodge**screen appears as depicted in Figure 8.

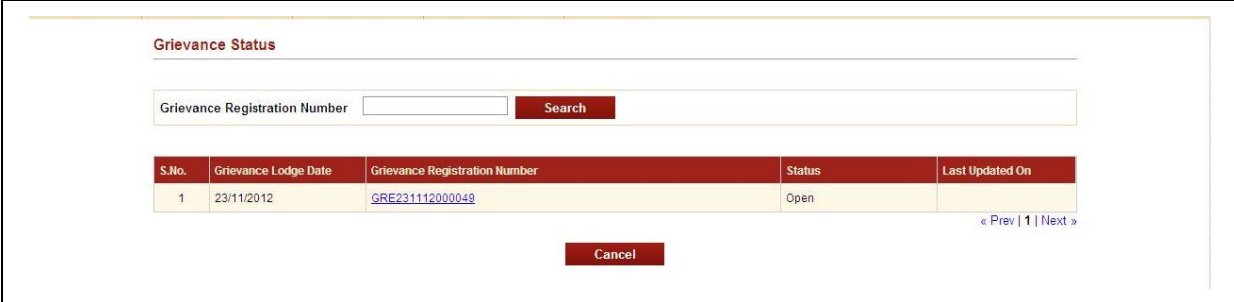|	• Click **Cancel**to terminate the process.
	• Click **Add Row**to enter more document reference number.

Figure 8: Successful Grievance Lodge Screen

7. Click **OK**.

8. The screen will be redirected to the **Applicant Wecome**page as shown in Figure 4.

Note: The fields marked with Asterisk (*) are mandatory fields.

6.2 Viewing Grievance Status by Applicant

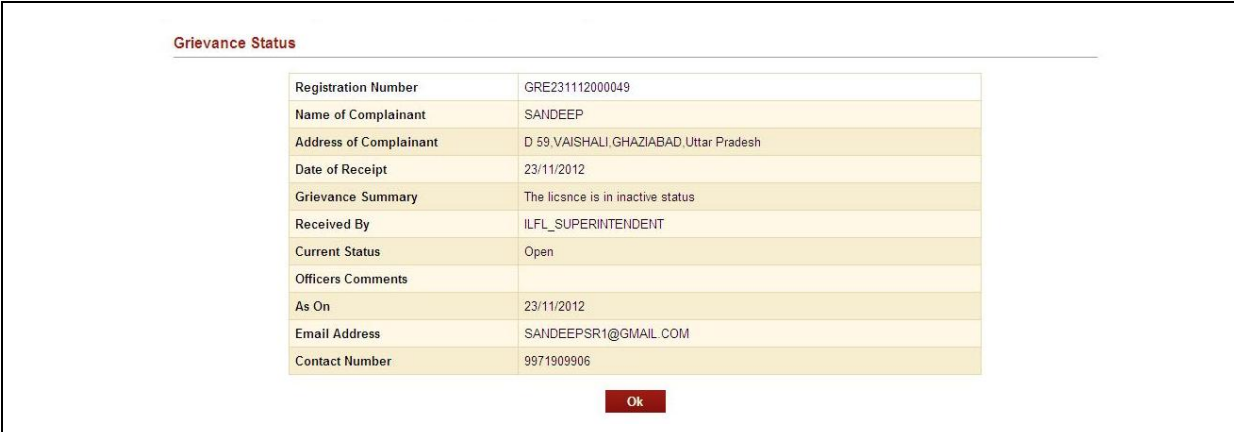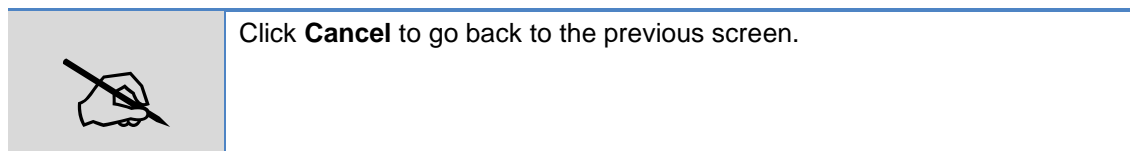This section lists the steps to view the lodged grievance status.

Figure 9: List of Lodged Grievance

To view the lodged grievance status by the applicant

1. Login to the ESCIMS application as instructed in section 3.1.

2. Click**View Grievance** menu option from the **Grievancecne** menu.The li**st of lodged g**rievance will be displ**ayed to the** applicant.

3. Click on Grievance Registration Number, the grievance detail screen appears as depicted in figure 10.

	Click **Cancel** to go back to the previous screen.

Figure 10: Grievance Detail Sreen

4. Click **OK**. The screen will be redirected to the Applicant Welcome page as shown in Figure 4

6.3 Grievance Escalation by Applicant

This section lists the steps to be followed to escalate the grievance by the applicant.

Registration Number	GRE231112000049
Name of Complainant	SANDEEP
Address of Complainant	D 59,VAISHALI,GHAZIABAD,Uttar Pradesh
Date of Receipt	23/11/2012
Grievance Summary	The licsnce is in inactive status
Received By	ILFL_SUPERINTENDENT
Current Status	Closed
Officers Comments	GRIEVANCE IS RESOLVED
As On	23/11/2012
Email Address	SANDEEPSR1@GMAIL.COM
Contact Number	9971909906

Grievance is redressed ? ○ Yes ● No

Do you wish to escalate the grievance? ● Yes ○ No

Escalation Remarks Issue is not resolved

Submit   **Cancel**

Figure 11: Escalation of Closed Grievance by Applicant

1. Login to the ESCIMS application

2. Click**View Grievance** option from the Grievance menu.The li**st of lodged gr**ievance will be displayed**.**

3. Click grievance Reference Number.The following wi**l**l be displayed:

   - Grievance details

   - Status

   - Resolution Details

4. Select **No**for **Grievance is Redressed?**.Option **to esca**late grievance will be displayed to the user.

5. Select**Yes**andenter the escalation remarks in **Escalation Remarks** field.

6. Click **Submit**. A confirmation screen appears as depicted in the Figure 12.

> Click **Cancel** to go back to the previous screen.
> **Note:** Escalation Remark is mandatory fields.

Successful Registration

Your Registration Number GRE231112000049 is escalated	
Submitted to : ILFL_AC	
Email ID : grievance@delhiexcise.gov.in	

OK

Figure 12: Confirmation Screen for Grievance Escalation

7. Click **OK**.to redirect to the Applicant Welcome page.

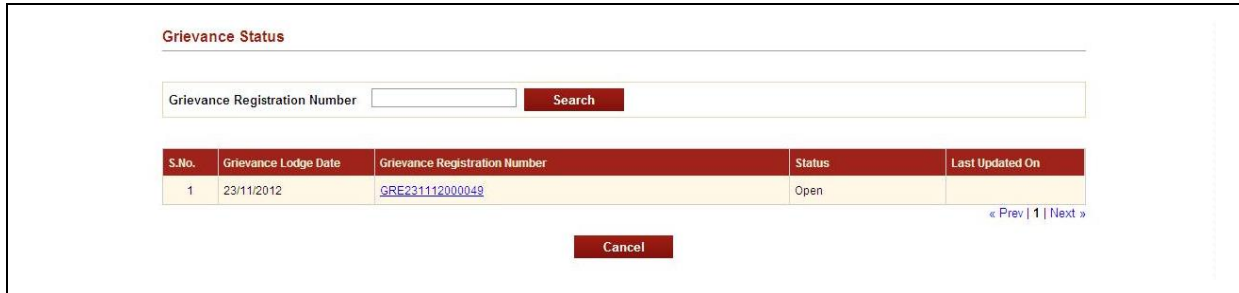# Grievance Resolution
User- Excise user

7. Grievance Resolution

This section covers the steps in process to resolution of the grievance.

7.1   Grievance Resolution by the Superintendent

The following sub sections list the steps to be followed by the superintendent to resolve the grievance.

7.1.1 Processing Grievance Application

Grievance Status

| Grievance Registration Number | | Search | | |

S.No.	Grievance Lodge Date	Grievance Registration Number	Status	Last Updated On
1	23/11/2012	GRE231112000049	Open	

« Prev | 1 | Next »

Cancel

Figure 13: Grievance Worklist for superintendent

To process grievance application:

1. Login to the **ESCIMS** application as described in section 3.1.

2. Access **Grievance** functionality from the displayed menu.

3. Click**View Grievance** sub menu option as per the menu displyed in section 5.

4. **Lodged grievance work list** will be displayed to the user.

5. Click the**Grievance Referecnce Number** to view the grievance details.The Grievance Detail Screen appears as depicted in Figure 15

	● Click **Cancel** to go back to the previous screen. **Note**: You may also **s**earch the grievance by enter the grievance reference number.

Figure 14: Grievance Details Screen Superintendent

The Grievance details screen displayed to the user with the option to **accept/reject** the grievance.

6. Select **Accept**for **Accept/Reject Grievance**option**.**Option forGrievance Assignmentwill be displayed to the user.

7. Select **No**option for **Do You Want to Assign Grievance**.

8. Enter the resolution details.

9. Click **Submit**.The grievance status will be closed by the system and the work item will be moved from the superintendent's work list.

	• Click **Print** to print the grievance details.
	• Click **Cancel** to go back to the previous screen.
	Note: Enter reolution details is mandatory field.

7.1.2 Grievance Resolution by the Assistant Commissioner (Branch)

Figure 15: Menu Option Displayed to the Assistant Commissioner

To resolve the grievance:

1. Login to the **ESCIMS** application as described in section 3.1

2. Access **Grievance** functionality from the displayed menu**.** The Grievance sub menu will be displayed to the user.

3. Click on the **Grievance Work List** sub menu. The Lodged grievance work list appears as depicted in Figure 17.

Figure 16: Grievance Work List for Assistant commissioner

4. Click **Grievance Reference Number**. The Lodged grievance detail screen appears as depicted in Figure 17.

	• Click **Cancel** to go back to the previous screen.
	Note: You may also search the grievance by enter the grievance reference number.

Figure 17: Grievance Details for Assistant commissioner

5. Mark **Accept** for **Accept/Reject Grievance** option.

6. Mark **No** for*Do You Want To Assign This Grievance*option.

7. Enter theresolution details and click **Submit**.The grievance status will be closed by the system and the work item will be moved from the superintendent's work list.

	• Click **Print** to print the grievance details. • Click **Cancel** to go back to the previous screen. **Note:** Enter resolution details isa mandatoryfield.

View Grievance and Report By Excise Officials

8. View Grievance and Report

This section covers the steps to view grievance and grievance report.

8.1 View Grievance by Excise Officials

The following sub sections list the steps to be followed by the excise officials to view the lodged grievance and to generate the report.

8.1.1 View Grievance by Higher Excise Official

Figure 18: Menu Displayed to The Higher Excise Officials

To view grievance status by the higher Excise Officials:

1. Login to the **ESCIMS** application as described in section 3.1.

2. Access **Grievance** functionality from the displayed menu.

3. Click**View Grievance** sub menu option.**Grievance List Screen** appears as depictedin Figure 19.

Figure 19: Grievance List

4. Displays the grievance status screen contains all the **In Progress** and **Open** state grievance in the list.

5. Click the **Grievance Referecnce Number** to view the grievance details.Grievance DetailScreen appears as depicted in Figure 20.

	Click **Cancel**to go back to the previous screen.
	Note:
	You may also search the grievance by enter the grievance reference number.
	You may also do the advance search for the particular grivance status, particular branch and with in the specified period.

Figure 20: Grievance Details Screen

The Grievance details screen displayed to the user with the option to send a reminder to the officer who has received the grievance.

6. Select **Yes** for the **Do You Want To Send Reminder?**.Option to **enter comments**will be displayed to the user.

7. Enter the comments.

8. Click the **Send Reminder**.A notification mail will be sent to the officer who has received the grievance.

	• Click **Back** to go back to the previous screen. Note: Comment field is mendatory.

8.1.2 Grievance Report

Steps to be followed by the superintendent to generate the grievance report.

Figure 21: Grievance Work List for Assistant commissioner

1. Login to the ESCIMS application as described in section 3.1.

2. Access **Grievance** functionality from the displayed menu**.**Grievance **sub menu** will be displayed to the user.

3. Click on the **Grievance Reporting** sub menu.

4. Display the following input fields requried to generate grievance report:

    * **From Date**

    * **To Date**

    * **Grievance Status**

    * **Branch**

5. Enter the requried details and click **Generate Report**.The Grievance report appearse in **PDF** f**ormat as depict**ed in Figure 22.

	Note: The fields **mar**ked with Asterisk (*) are mandatory fields.

Figure 22: Generated Report

	• Click **PrintIcon** to print the grievance report.
	• Click **Save Icon** to save the grievance report**.**