

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

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About this Manual

Purpose

This manual has been written to help you understand and use the Excise Supply Chain Information Management System (ESCIMS)-Grievance application. It presents the functional capabilities and operational details of the ESCIMS-Grievance and 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 the Excise 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
<i>Italics</i> for Prompt Messages	Messages displayed by the system as a response. For example, <i>Do you wish to continue?</i>
Bold for Command and Screen element names	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.

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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 by the 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

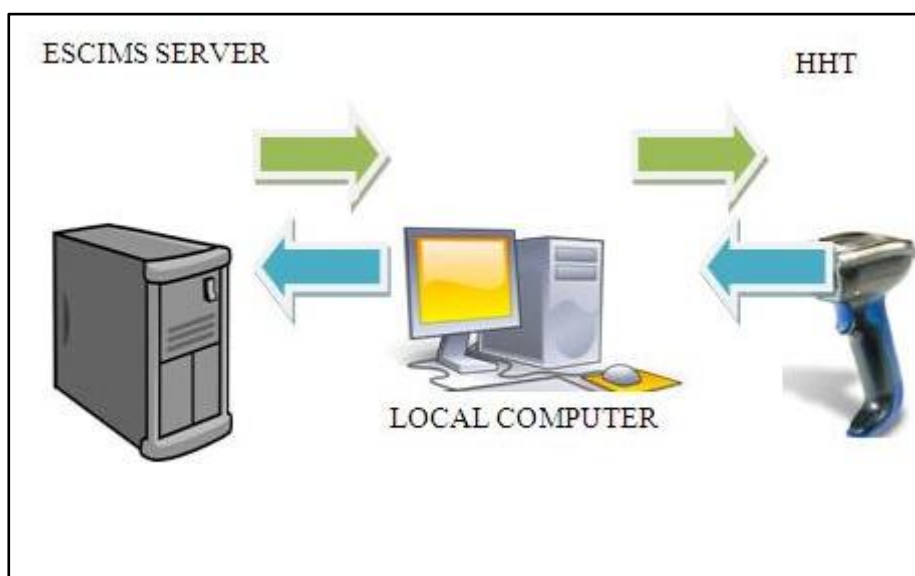


Figure 2: Information Flow at ESCIMS

The application has been developed as part 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, minimize 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:

- **Lodging the Grievance**
 - 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 Grievance and 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 login 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.

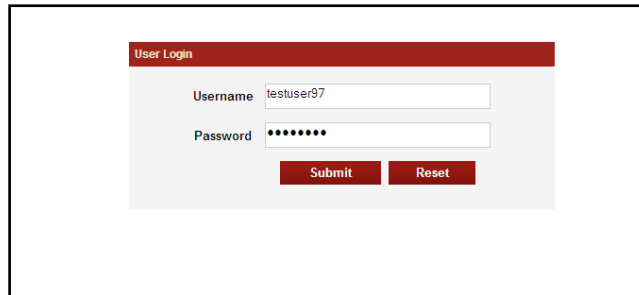


Figure 3: Login Screen – ESCIMS

4. MenuShown to the Applicant

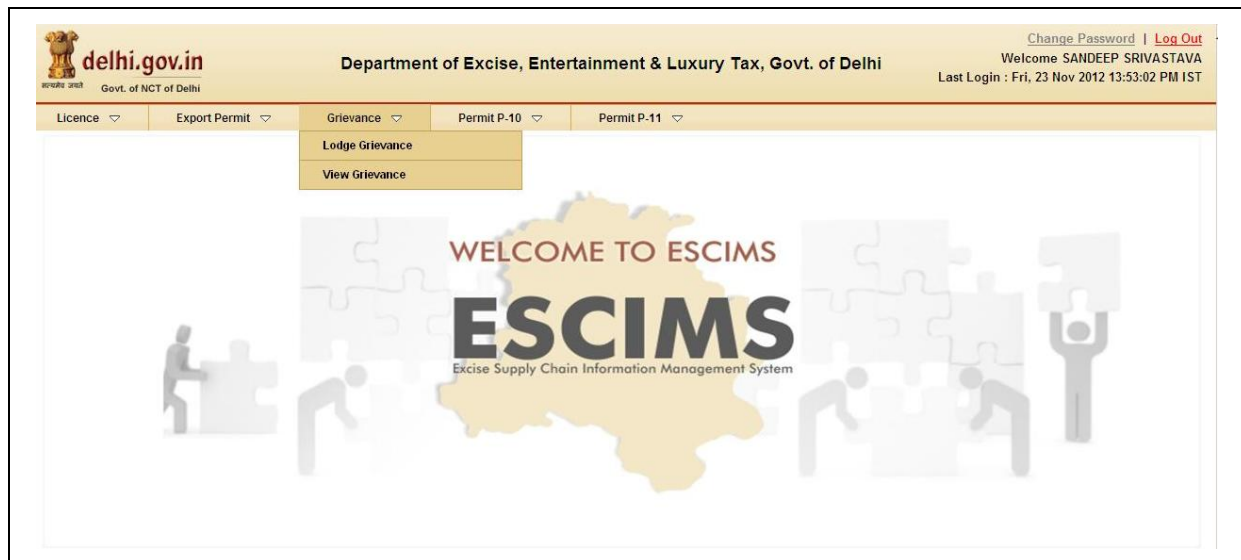


Figure 4: Menu in the application to Applicant

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

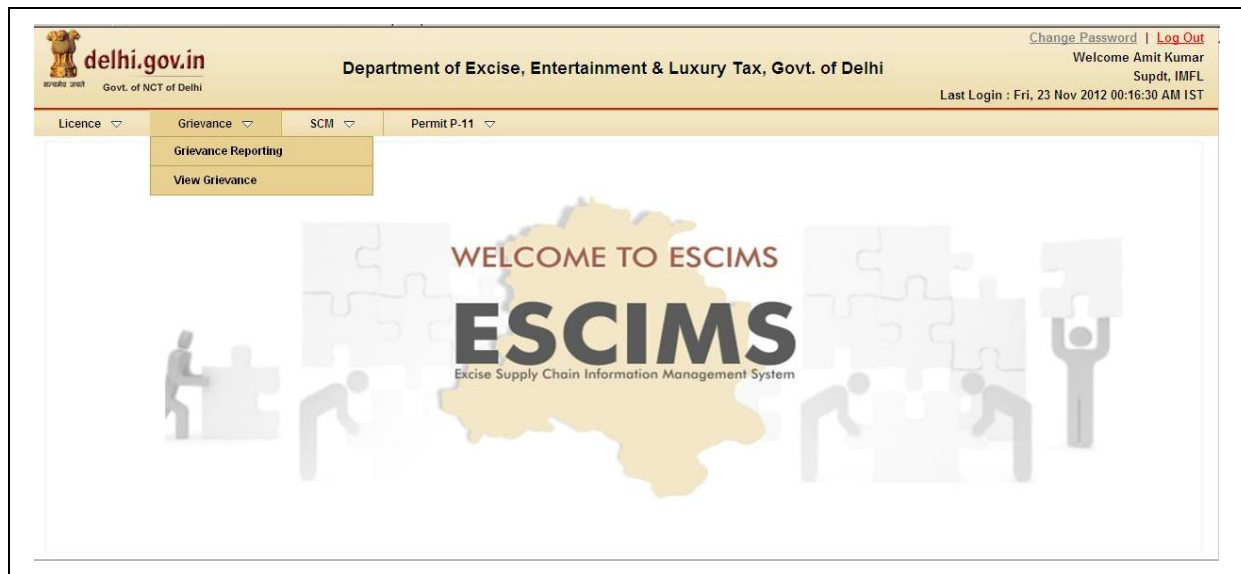


Figure 5: Menu in the application for Superintendent

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. Grievance 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.

Lodge Grievance			
Applicant Details			
First Name	SANDEEP	Middle Name	
Last Name		Date of Birth	30/11/1977
Gender		Email ID	SANDEEPSR1@GMAIL.COM
Mobile Number	9971909906	Landline Number	
Address			
Address Line 1	VAISHALI	Address Line 2	VAISHALI
City	GHAZIABAD		
State	Uttar Pradesh	Pincode	201010
Country	India		
Application Details			
Select Branch *	-.Please Select--	Grievance Submission Date	23/11/2012
Supporting Documents	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Grievance Description *	<input type="text"/>		
<div>Confirm Cancel</div>			

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 Number** input field appears.

Last Name		Date of Birth	30/11/1977				
Gender		Email ID	SANDEEPSR1@GMAIL.COM				
Mobile Number	9971909906	Landline Number					
Address							
Address Line 1	VAISHALI	Address Line 2	VAISHALI				
City	GHAZIABAD						
State	Uttar Pradesh	Pincode	201010				
Country	India						
Application Details							
Select Branch *	IL/FL	Grievance Submission Date	23/11/2012				
Supporting Documents	<input checked="" type="radio"/> Yes <input type="radio"/> No						
<table border="1"> <thead> <tr> <th>S.No.</th> <th>Document Reference Number</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>L120120067</td> </tr> </tbody> </table>				S.No.	Document Reference Number	1	L120120067
S.No.	Document Reference Number						
1	L120120067						
Add Row							
Grievance Description *	The licence is in inactive status						
Confirm		Cancel					

Figure 7: Lodge Grievance – Filled Form

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

delhi.gov.in <small>सरकार दिल्ली</small> Govt. of NCT of Delhi		Department of Excise, Entertainment & Luxury Tax, Govt. of Delhi		Change Password Log Out Welcome SANDEEP SRIVASTAVA Last Login : Fri, 23 Nov 2012 13:53:02 PM IST							
Licence ▾	Export Permit ▾	Grievance ▾	Permit P-10 ▾	Permit P-11 ▾							
Successful Registration											
<table border="1" style="width: 100%;"> <tr> <td>Your Registration Number is : GRE231112000049</td> </tr> <tr> <td>The Grievance is Lodged with the Branch : IL/FL</td> </tr> <tr> <td>Submitted to : ILFL_SUPERINTENDENT</td> </tr> <tr> <td>Email ID : grievance@delhiexcise.gov.in</td> </tr> <tr> <td>Expected Resolution Date : 08/12/2012</td> </tr> <tr> <td><small>Note: Kindly note the above mentioned registration number for further references. An e-mail has been sent to the email id SANDEEPSR1@GMAIL.COM as provided by you.</small></td> </tr> </table>						Your Registration Number is : GRE231112000049	The Grievance is Lodged with the Branch : IL/FL	Submitted to : ILFL_SUPERINTENDENT	Email ID : grievance@delhiexcise.gov.in	Expected Resolution Date : 08/12/2012	<small>Note: Kindly note the above mentioned registration number for further references. An e-mail has been sent to the email id SANDEEPSR1@GMAIL.COM as provided by you.</small>
Your Registration Number is : GRE231112000049											
The Grievance is Lodged with the Branch : IL/FL											
Submitted to : ILFL_SUPERINTENDENT											
Email ID : grievance@delhiexcise.gov.in											
Expected Resolution Date : 08/12/2012											
<small>Note: Kindly note the above mentioned registration number for further references. An e-mail has been sent to the email id SANDEEPSR1@GMAIL.COM as provided by you.</small>											
<div style="background-color: #800000; color: white; padding: 5px 20px; display: inline-block;">OK</div>											

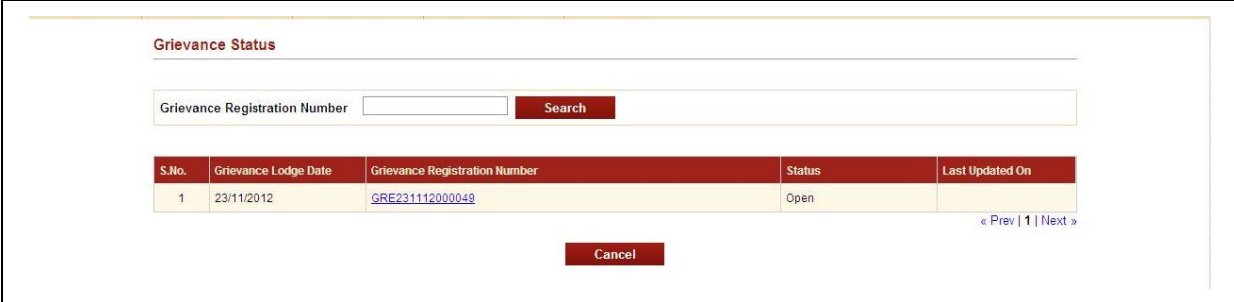
Figure 8: Successful Grievance Lodge Screen

- Click **OK**.
- The screen will be redirected to the **Applicant Welcome** 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.



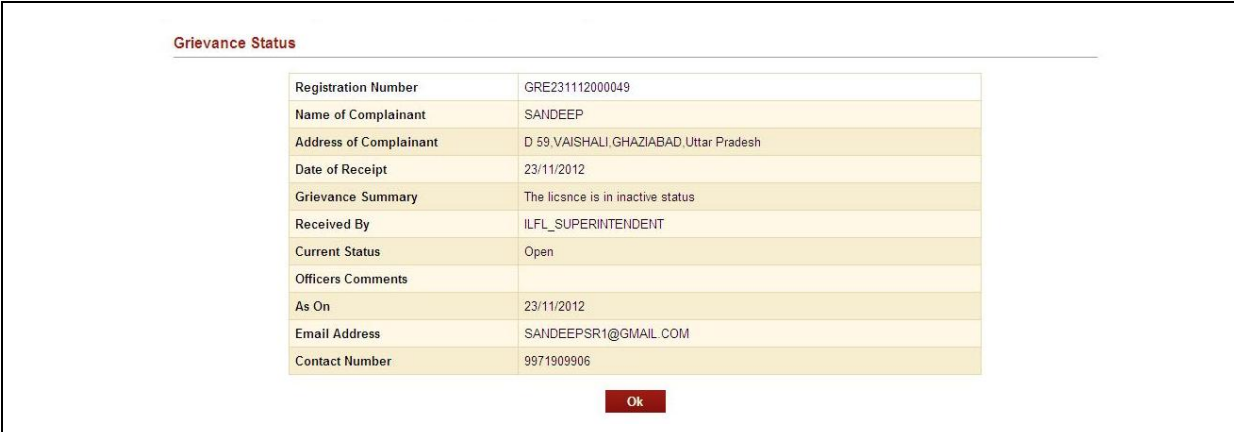
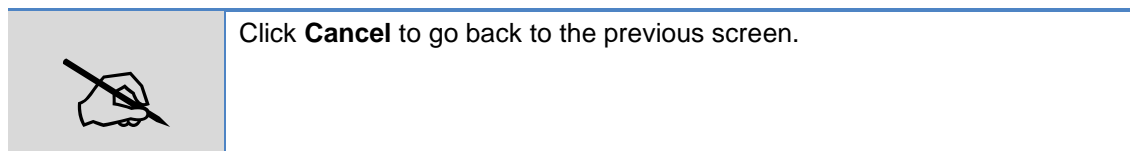
The screenshot shows the 'Grievance Status' interface. At the top, there is a search bar with the label 'Grievance Registration Number' and a 'Search' button. Below the search bar is a table with the following columns: S.No., Grievance Lodge Date, Grievance Registration Number, Status, and Last Updated On. The table contains one row with the following data: S.No. 1, Grievance Lodge Date 23/11/2012, Grievance Registration Number [GRE231112000049](#), Status Open, and Last Updated On. Below the table is a 'Cancel' button. On the right side of the table, there are navigation links: « Prev | 1 | Next ».

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

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 **Grievance** menu. The list of lodged grievance will be displayed to the applicant.
3. Click on Grievance Registration Number, the grievance detail screen appears as depicted in figure 10.



The screenshot shows the 'Grievance Detail' screen. It contains a form with the following fields: 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 licence is in inactive status), Received By (ILFL_SUPERINTENDENT), Current Status (Open), Officers Comments, As On (23/11/2012), Email Address (SANDEEPSR1@GMAIL.COM), and Contact Number (9971909906). Below the form is an 'Ok' button.

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 licence is in inactive status
Received By	ILFL_SUPERINTENDENT
Current Status	Open
Officers Comments	
As On	23/11/2012
Email Address	SANDEEPSR1@GMAIL.COM
Contact Number	9971909906

Figure 10: Grievance Detail Screen

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 liscnce 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 ?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Do you wish to escalate the grievance?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Escalation Remarks	<input type="text" value="Issue is not resolved"/>

Figure 11: Escalation of Closed Grievance by Applicant

1. Login to the ESCIMS application
2. Click **View Grievance** option from the Grievance menu. The list of **lodged** grievance will be displayed.
3. Click grievance Reference Number. The following will be displayed:
 - Grievance details
 - Status
 - Resolution Details
4. Select **No** for **Grievance is Redressed?**. Option to **escalate grievance** will be displayed to the user.
5. Select **Yes** and enter 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

Figure 12: Confirmation Screen for Grievance Escalation

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

Grievance Resolution

User- Excise user

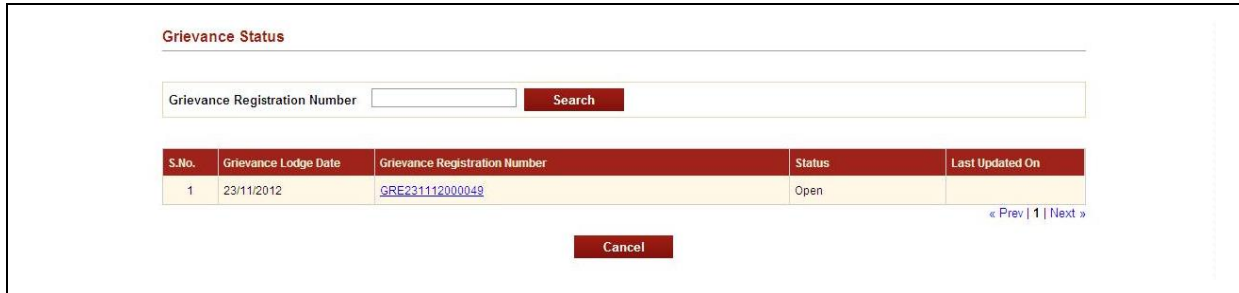
7. Grievance Resolution

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



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

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 displayed in section 5.
4. **Lodged grievance work list** will be displayed to the user.
5. Click the **Grievance Reference 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 search the grievance by enter the grievance reference number.

Grievance Status			
Registration Number	GRE231112000049	Name of Complainant	SANDEEP
Email Address	SANDEEPSR1@GMAIL.COM	Contact Number	9971909906
Address of Complainant	D 59, VAISHALI, GHAZIABAD, Uttar Pradesh	Date of Receipt	23/11/2012
Grievance Summary	The licence is in inactive status	Current Status	Open
Assigned Officer Name		As On	23/11/2012
Document Reference Number	L120120067,		

Accept/Reject Grievance	<input checked="" type="radio"/> Accept <input type="radio"/> Reject
Do You Want To Assign This Grievance	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enter Resolution Details	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>

Print
Cancel
Submit

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 for Grievance Assignment will 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 resolution 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.

Grievance Status

Registration Number	GRE231112000049	Name of Complainant	SANDEEP
Email Address	SANDEEPSR1@GMAIL.COM	Contact Number	9971909906
Address of Complainant	D 59,VAISHALI, GHAZIABAD, Uttar Pradesh	Date of Receipt	23/11/2012
Grievance Summary	The licsnce is in inactive status	Current Status	Reopen
Assigned Officer Name	Anju Bhandari	As On	23/11/2012
Document Reference Number	L120120067,	Escalation Remarks	Issue is not resolved
Officer Comments	GRIEVANCE IS RESOLVED		

Accept/Reject Grievance
☒ Accept
☐ Reject

Do You Want To Assign This Grievance
☐ Yes
☒ No

Enter Resolution Details

Print
Cancel
Submit

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 the resolution 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 in a mandatory field.

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 depicted in Figure 19.

Grievance Status

Grievance Registration Number

Search

Advance Search

Grievance Status

--Please Select--

Branch

--Please Select--

From Date

To Date

Search

S.No.	Grievance Lodge Date	Grievance Registration Number	Status	Last Updated On
1	23/11/2012	GRE231112000050	In Progress	23/11/2012
2	23/11/2012	GRE231112000051	In Progress	23/11/2012

« Prev | 1 | Next »

Cancel

Figure 19: Grievance List

- Displays the grievance status screen contains all the **In Progress** and **Open** state grievance in the list.
- Click the **Grievance Reference 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.

Grievance Status			
Registration Number	GRE231112000050	Name of Complainant	SWADESHI
Address of Complainant	VIKAS NAGAR, E BLOCK, BHOPAL, Madhya Pradesh	Date of Receipt	23/11/2012
Grievance Summary	Grievance against IL/FL Branch	Received By	IL/FL
Current Status	In Progress	As On	23/11/2012
Email Address	SAKSHI1@GMAIL.COM	Contact Number	9999999999
Grievance Summary	Grievance against IL/FL Branch	Current Status	In Progress
Assigned Officer	Anju Bhandari	Last Updated	23/11/2012

Do you want to send Reminder? ☒ Yes ☐ No

Comments

Send Reminder **Back**

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 mandatory.

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 required to generate grievance report:
 - **From Date**
 - **To Date**
 - **Grievance Status**
 - **Branch**
5. Enter the required details and click **Generate Report**. The Grievance report appears in **PDF format as depicted** in Figure 22.



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

Grievance Report

Report Generated on: 23/11/2012
 Report Generated By: AKUMAR84
 Grievance Report from: 2012-11-01 to 2012-11-23

Grievance Id	Grievance Description	Grievance Status	Grievance Logged Date	Grievance Redressal Date	Redressal Days	Concerned Branch	Receiving Officer	Comment History	Auto Escalate
GRE221112000025	Expiry bottle used for Sale.	In Progress	Nov 22, 2012	Nov 22, 2012	0	IL/FL	NSinha		Manual
GRE231112000050	Grievance against IL/FL Branch	In Progress	Nov 23, 2012			IL/FL	Anju Bhandari		

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Figure 22: Generated Report



- Click **Print** icon to print the grievance report.
- Click **Save** icon to save the grievance report.