# PGRS – Grievnace Module(Revenue Sadassulu)

# Revenue Sadassulu Grievance Registration

# RS Grievance Registration (1/3)

**1. Click on Revenue Sadassulu Grievance Registration**

| My Dashboard | Grievance ▾ | Reports ▾ | AMS ▾ | **Revenue Sadassulu** | | TAHSILDAR, PAMIDIMUKKALA ▾ |

## Revenue Sadassulu Grievance Registration

626600000000   **Get Applicant Details**

Do You Want to Change Mobile No ?
మీరు మొబైల్ నంబర్ మార్చాలనుకుంటున్నారా ?

7396693333     ◉ Yes/అవును     ○ No/కాదు

### 👤 Personal Information/వ్యక్తిగత సమాచారం

| Name/పేరు * | C/O Name/పేరు * | DOB/పుట్టిన తేది * | District/జిల్లా * | Mandal/మండలం * |
|---|---|---|---|---|
| VELINENI SRUJAN DUTT | na | 29-02-1992 00:00:00 | BAPATLA | TSUNDURU |

| GS/WS Name గ్రామ/వార్డు సచివాలయము పేరు * | House No/ఇంటి నంబరు * | Habitation/నివాసము * | Gender/లింగము * |
|---|---|---|---|
| PEDAGADELAVARRU | 1-43 | 1-43 | MALE |

**Citizen's data fetched from VSWS (Name, Mobile number and Citizen location)**

### 📍 Location of the Grievance /ఫిర్యాదుల చిరునామా ⓘ

| District/జిల్లా * | Mandal/మండలం * | Village Name గ్రామ/వార్డు పేరు * | GS/WS Name గ్రామ/వార్డు సచివాలయము పేరు * |
|---|---|---|---|
| Krishna | Pamidimukkala-R | పెనుమత్స | AGINAPARRU |

- Grievance location needs to be selected Manually i.e., District, Mandal, Village and VSWS

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## Grievance Information/ ఫిర్యాదుల సమాచారము

**Search for a Sub Subject** ⓘ

(Search for a Sub-Subject using Scheme name, problem description etc) ▼

**Department/శాఖ** *ⓘ
Revenue ▼

**HOD/హెచ్.ఓ.డి** *
Revenue (CCLA) ▼

**Subject/సబ్జెక్టు** *
Encroachments on Central Govt Land ▼

**Sub-Subject/సబ్ సబ్జెక్టు** *
Other Encroachments ▼

**Source Type/అర్జీ నమోదు రకము** *
Revenue - Sadassulu ▼

**SubSubject Priority/సబ్ సబ్జెక్టు ప్రాధాన్యత**
`HIGH`

**Grievance redressal authority(GRA)/పరిష్కరించు అధికారి**
`Tahsildar, Pamidimukkala`

☐ Click here for select officer manually

> Manual Selection of GRA

## ✎ Remarks/వ్యాఖ్యలు *

**RS Receipt Number**

Enter if any postal number

Grievance related to Encroachments

466 Characters left

`SUBMIT GRIEVANCE`

- Department/HOD, Subject & Sub-Subject to be selected as per the citizen issue

- Issue description to be captured in Remarks

- Officer is mapped as per the Issue and Grievance location

- Enter, Revenue Sadassulu Counter Receipt number

- Citizen can track the **Grievance** with
  - ✓ Grievance Number
  - ✓ Aadhar Number
  - ✓ Mobile number
  - ✓ RS Receipt Number



- After Submitting of **Grievance Registration, Message** will be received registered mobile number

- Auto Generated **Receipt** will be Generated

అర్జీ రశీదు
Hon'ble Chief Minister Sri Nara Chandrababu Naidu
Sri Anagani Satya Prasad Hon'ble Minister for Revenue, Registration & Stamps

Revenue-Sadassulu
East Godavari

| Grievance No | RSEAG20241205285 | అర్జీ నమోదు తేది | 05-12-2024 |
|---|---|---|---|
| అర్జీ విభాగము | Revenue (Ccla)-->Revenue Court Cases->Issues Related To Revenue Court Cases | | |
| పేరు | CHIRANJEEVI | ఫోను | 7330781755 |
| జిల్లా | East Godavari | మండలము | Rajanagaram |
| సచివాలయము | DIWANCHERUVU2-(R), 10490324 | ప్రస్తుత నివాసం | 3-43, 3-43, DAMARAPAKAM-(R), 11090710, Nagari, Chittoor |
| పరిష్కరించు అధికారి | Tahsildar, Rajanagaram | | |
| గడువు | 30 Day(s) | పరిష్కరించు గడువు తేది | 04-01-2025 |
| ఎన్రోల్మెంట్ ఆపరేటర్ | Tahsildar, Nagari | | |

గమనిక! మీ యొక్క ఫిర్యాదు స్థితి కొరకు మీరు మీ Grievance No # ని ఉపయోగించి http://pgrs.ap.gov.in లో మీ అర్జీ పై తదుపరి పురోగతిని తెలుసుకోవచ్చు.

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# PGRS Redressal

# PGRS Redressal Work-flow

Officer needs to Accept (or) Reassign the received Grievance within 24 hrs

Enquiry officer needs to take complainant photo
(If the complaint is related to Sanitation, it is mandatory to upload the photos)

**Enquiry**

**Redressal Flag**

**Redressed**

**Acceptance**

The Officer need to Assign Field officer to visit Citizen's doorstep for proper enquiry.

**Photo with Citizen**

After examining the Enquiry report, the Redressal officer uploads the required documents (endorsement, enquiry report, pre-visit, post visit photos and selects the Redressal actions during the grievance closure.

If the Grievance is not related to the redressal officer / department/Jurisdiction, the officer can reassign the grievance to concerned .

**Redressal action**
- Citizen benefited
- Citizen Yet to be benefited - Financial
- Awaiting Govt. decision
- Court case/Civil Issue
- Rejected and Valid reasons provided
- Citizen Asked to apply in APeSEVA
- FIR Registered (Only for Police Department)

# PGRS Officer Login Page



There are two options displayed: "Officer login" and "Citizen login" , Upon clicking "Officer login", a new section or form appears specifically for officers to enter username, password followed by captcha and click on Login.

# My Dashboard (Officer)

## My Worklist & My Dashboard

| | | | |
|---|---|---|---|
| **0** CMO Grievances PRIORITY | **0** PR (Ministers, Mld's) IMPORTANT | **2** Revenue Sadassulu NEW | **7** PGRS (Monday/Other Days) |
| **0** AMS Grievances | **0** CMP | **0** HCM Assurance | **0** CPGRAMS |

## My Dashboard

| Received | In Progress | | | Redressed | | | Reopened |
|---|---|---|---|---|---|---|---|
| | Total | Beyond SLA | Within SLA | Total | Beyond SLA | Within SLA | |
| 252 | 9 (9%) | 0 (0%) | 9 (100%) | 243 (96%) | 21 (9%) | 222 (91%) | 0 (0%) |

- This is the main interface where officers can view their assigned tasks, pending actions, or grievances that require their attention.

The Officer's **My Dashboard** consists of following grievance data:

- Received
- In Progress
- Redressed
- Reopen

# Grievance Redressal (1/5)



My Worklist & My Dashboard

| | | | |
|---|---|---|---|
| 0 CMO Grievances **PRIORITY** | 0 PR (Ministers, Mla's) **IMPORTANT** | 2 Revenue Sadassulu **NEW** | 7 PGRS (Monday/Other Days) |
| 0 AMS Grievances | 0 CMP | 0 HCM Assurance | 0 CPGRAMS |

## My Dashboard

| Received | In Progress | | | Redressed | | | Reopened |
|---|---|---|---|---|---|---|---|
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| 252 | 9 (9%) | 0 (0%) | 9 (100%) | 243 (96%) | 21 (9%) | 222 (91%) | 0 (0%) |

- When you click on the "pending grievances" block within the Officer's dashboard or interface, it typically directs you to a section known as the "Grievance Inbox."

- **Details Displayed**:
  - **Grievance Details**: Grievance Number with date of registration
  - **Citizen Details**: citizen who filed the grievance, such as their name, contact information displayed
  - **Department/HOD**: Indicates which department or Head of Department (HOD)
  - **Subject and Sub-Subject**: Describes the main topic or issue of the grievance (Subject), specific category (Sub-Subject)

| Grievance No | Date | Source | SLA | Priority | Applicant Name | Mobile No | Grievance Address | Department | Sub-Subject |
|---|---|---|---|---|---|---|---|---|---|
| RSKRI202412042742 | 04-DEC-24 | Revenue-Sadassulu | 30 | MEDIUM | VELINENI SRUJAN DUT... | ........... | Krishna, Pamidimukkala, AGINAPARRU-(R), 10690333 | Revenue | Correction of Entries in Revenue Records(Name/Relation/Aadhar/Mobile Number, etc.,) |

## Grievance Action

Revenue (Ccla)-->Record Of Rights Ror->Correction Of Entries In Revenue Records(Name/Relation/Aadhar/Mobile Number, Etc.,)

| Grievance No | Date of Registration | Application Type | Source From | Priority | Red Flag |
|---|---|---|---|---|---|
| RSKRI202412042742 | 04-12-2024 | Regular | Revenue-Sadassulu | MEDIUM | - |

### Officer Replies / Endorsment

**Action History**

From : 10690333-Village Revenue Officer (Grade-Ii),Aginaparru,Pamidimukkala,Krishna     To : Tahsildar, Pamidimukkala     Action : Registered

విషయము: Tahsildar, Pamidimukkala- అర్జీ పై విచారణ జరిపి , తగు చర్యలు తీసుకోండి.

Date : 04-12-2024 04:10:35 PM

### Applicant Details

| Applicant Name | VELINENI SRUJAN DUTT | C/O Name | NA | Age/DOB | 29-FEB-92 |
|---|---|---|---|---|---|
| Gender | MALE | Mobile No | ▇▇▇▇▇ | Date of Registration | 04-12-2024 |
| Permanent Address | H.No : 1-43, Habitation : 1-43, Village : PEDAGADELAVARRU-(R), 10790390, Mandal : Tsunduru, District : Bapatla | | | | |

**Grievance Life Cycle View:**

- It displays all the parameters of grievance.

  - Grievance Number
  - Registration Date
  - Source
  - Priority
  - Red flag,
  - Officer Assigned
  - Status of Grievance
  - SLA
  - Citizen & Grievance Location details

Officer need to confirm whether the grievance is registered correctly with the right Department/HoD/Subject/Sub-Subject as per the citizen's complaint.

Is the grievance registered with the right Department/HoD/Subject/Sub-Subject as per Citizen's complaint?

- ⦿ Yes    ◯ No

"Please click on the "Accept the grievance" button to proceed with the actions and redress the grievance"

**Accept The Grievance**

Officer need to click on Yes if the grievance is assigned correctly else officer need to select no.

Is the grievance registered with the right Department/HoD/Subject/Sub-Subject/Grievance Address as per Citizen's complaint?

- ◯ Yes    ⦿ No

**Forward**

If the grievance is wrongly assigned to officer, then officer can reassign the grievance to concerned by selecting no as shown

**Redressed actions by officer – Enquiry, Upload Photo and Redressal report**

🔄 Update Enquiry ( File size should not be greater then 2mb )

| Update Action* | E-Office File Number | Upload Enquiry Report (.pdf)* | Upload Enquiry Photo with Benefeci... |
|---|---|---|---|
| Redressed ⌄ | | Choose File   No file chosen | Choose File   No file chosen |

Officer with Citizen photo to be uploaded

Enquiry report given by subordinate/redressal officer to be uploaded

🔄 Update Action

| Upload Redressal support document (.pdf)* | Upload Pre Visit Photos (only .jpg, .png) | Upload Post Visit Photos (only .jp... |
|---|---|---|
| Choose File   No file chosen | Choose File   No file chosen | Choose File   No file chosen |

pre visit & post visit photos are to be uploaded for grievances involving public assets/facilities (Roads, Drains, Drinking Water, Sanitation & Electricity etc..)

Redressal report with complete action taken details based on enquiry report to be uploaded by GRA

**Remarks ***

Is this grievance redressed as per citizen request? *

| -SELECT- ⌄ |
|---|
| **-SELECT-** |
| Citizen Asked to apply in APeSEVA |
| Citizen benefited |
| Citizen Yet to be benefited - Financial |
| Citizen Yet to be benefited - Awaiting Govt. decision |
| Court Case/Civil Issue |
| Rejected and Valid reasons provided |
| FIR Registered |

Redressal remarks to be selected from the list based on the redressal report

**SUBMIT ACTION**

- Pre & Post images are optional.
- Officer need to mentioned redressal remarks & click on submit action.

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## Redressed Actions History



Revenue (Ccla)-->Gsws/Meeseva Grievances (Revenue)->Non Issuance / Delay In Certificates Beyond Sla (Revenue)

| Grievance No | Date of Registration | Application Type | Source From | Priority | Red Flag |
|---|---|---|---|---|---|
| KRI20240625313 | 25-06-2024 | Regular | ONLINE USER | MEDIUM | - |

**Officer Replies / Endorsment**

**Action History**

From : Tahsildar, Pamidimukkala   To : -   Action : Redressed

కావున, సదరు అర్జీదారు ఆరోపించిన విధముగా, గ్రామ రెవిన్యూ అధికారి, తాడంకి అనువారు సరి అయిన విధముగా స్పందించుట లేదు అనునది వాస్తవము కాదు అనియు, అలాగే సదరు అర్జీదారు కోరిన విధముగా తాడంకి గ్రామ సర్వే నెంబర్. 29/2 నందు గల య. 0.02 సెంట్ల 40 గజముల ఫలము పై కోర్ట్ నందు దావా ఉన్నందున, ప్రస్తుతమునకు పొజిషన్ సర్టిఫికేట్ ఇచ్చుట సాధ్యపడదు అనియు, సదరు కోర్ట్ కేసు నందు తీర్పు వచ్చిన పిమ్మట, సదరు తీర్పునకు అనుగుణముగా చేయగలవారమని ఈ ఎండార్స్మెంట్ ద్వారా తెలియ పరచడమైనది.

Date : 02-07-2024 04:10:07 PM   Pre Visit Photo   Post Visit Photo   Enquiry Photo   Enquiry Report   Redressal Report/Endorsment

**Redressed Status : Citizen benefited**

From : Online(Self)   To : Tahsildar, Pamidimukkala   Action : Registered

విషయము: Tahsildar, Pamidimukkala- అర్జీ పై విచారణ జరిపి, తగు చర్యలు తీసుకోండి.

Date : 25-06-2024 04:52:31 PM

' ప్రజా సమస్యల పరిష్కార వేదిక'{ #var#} గారు, Grievance # {#var#} తో నమోదు చేసిన మీ అర్జీని పరిష్కరించాము. మరిన్ని వివరాలను దయచేసి http://meekosam.ap.gov.in ద్వారా తెలుసుకోవచ్చుధన్యవాదములు –ఆంధ్ర ప్రదేశ్ ప్రభుత్వం

# PGRS Do's & Don'ts

# Do's & Dont's

## Do's

**Acceptance Criteria:** Grievances will be accepted for redressal only if they pertain to the department or jurisdiction of the redressal officer.

**Handling Incorrectly Mapped Grievances:** In case a grievance is incorrectly mapped, the officer will reassign it to the appropriate officer responsible.

**Closure Requirements:** Every redressed grievance must include: A comprehensive enquiry report, A redressal report or endorsement.
An uploaded photo documenting the enquiry process.

• **Endorsement Quality:** The uploaded endorsement must be: Legible and clear, Properly signed by the responsible officer, Specifically addressing the citizen's concerns.

• **Citizen Communication:** Throughout the process, the citizen must be kept informed and updated on the progress and resolution of their grievance

## Don't's

- The Officer shall not redress grievance if it doesn't belong to their department or Jurisdiction.
- The officer shall not close the grievance without informing the status to the citizen.
- The Grievances shall not be closed without out detailed enquiry.
- Reopen grievances shall not upload with same endorsement uploaded by the earlier GRA.
- Blank/ invalid/Incorrect/incomplete Endorsements shall not be uploaded

# THANK YOU