



# AP CRDA Grievance Portal

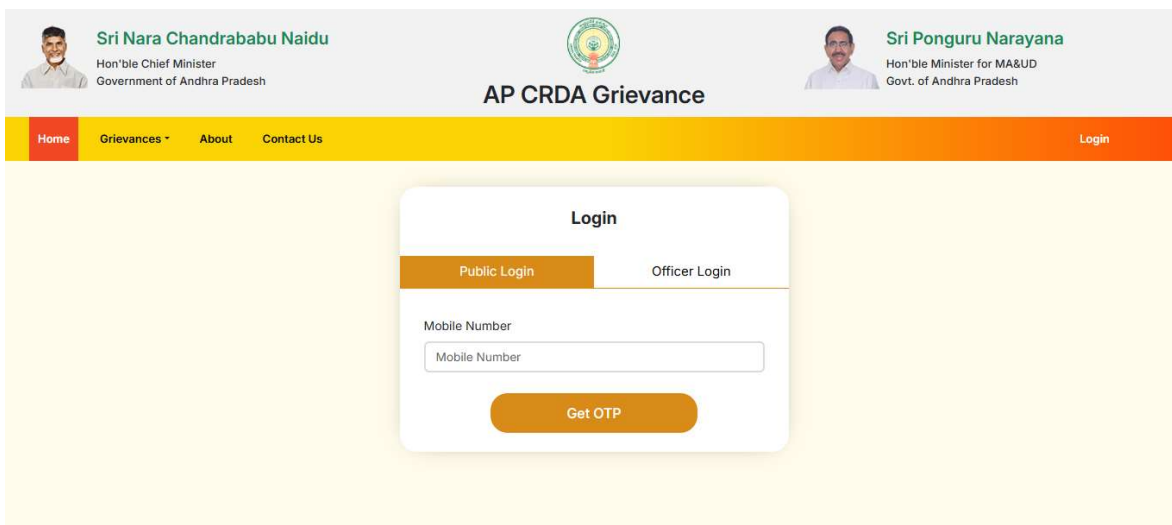
**User Manual and SOP**

## Public Interface

1. To raise a grievance through online, citizens can visit the **CRDA Grievance Web Portal** at <https://parishkaram.el91.com/grievances/> using any internet browser.



2. Click on the “**Login**” tab on the top right corner and In the login screen, click on the “**Public Login**” section and enter the mobile number and authenticate with the One-Time Password.



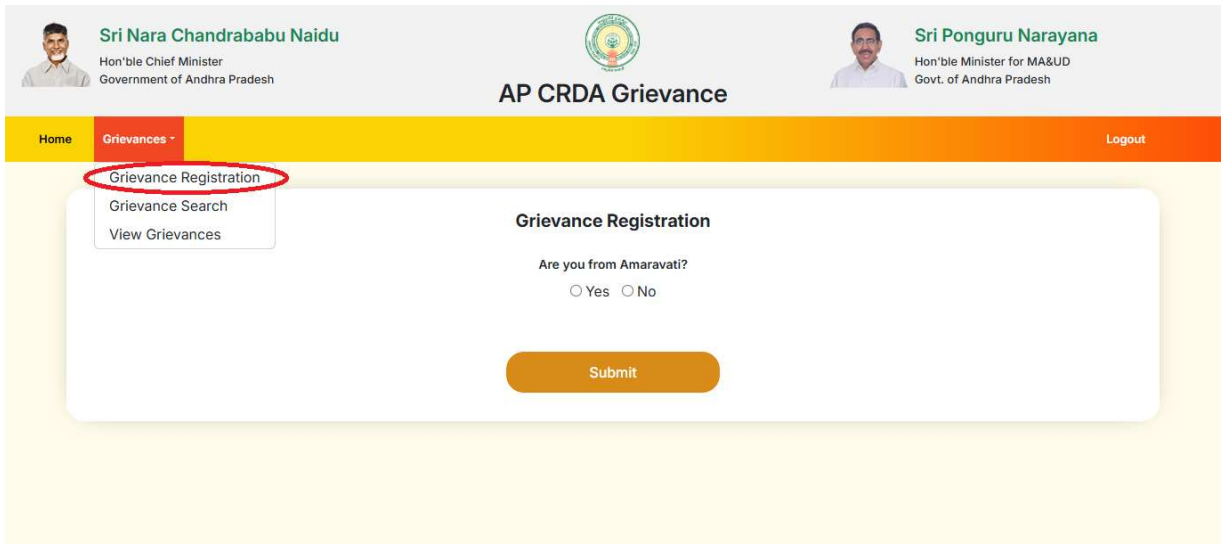
3. The Grievance section has three sub modules:

- ❖ **Grievance Registration**
- ❖ **Grievance Search**
- ❖ **View Grievance**



❖ **Grievance Registration:**


- On **Grievance Registration** from the dropdown menu under the **Grievances** tab to navigate to the grievance registration page.
- Only citizens from the Amaravati region, i.e. Mangalagiri, Tadepalli, and Thulluru Mandal in Guntur District, should select **"Yes"**, rest should select **"No"** then click on submit.




- After clicking the **"Submit"** button Grievance registration application will appear.

## The application contains the following details:


- 1. Mobile Number:** Enter your active mobile number.
- 2. Aadhaar Number:** Provide your Aadhaar number for identity verification.
- 3. Full Name:** Input your full name as per official records.
- 4. District, Mandal, and Village:** Select your District, Mandal, and Village from the dropdown menus.
- 5. Address:** Specify your door number and street name.
- 6. Subject:** Choose the subject of your grievance.
- 7. Department:** Select the relevant department to address your grievance.
- 8. Complaint Description:** Provide a detailed description of your grievance.
- 9. Attachment:** Upload supporting documents (JPEG or PDF) if applicable.
- 10. Submit:** After filling out all fields, click **Submit** to register your grievance.



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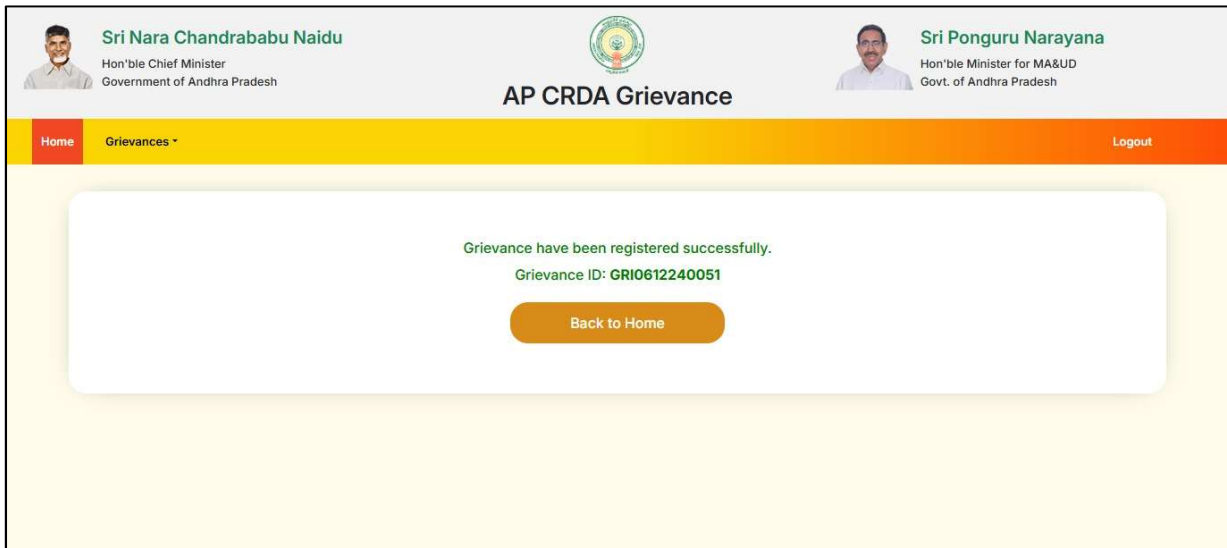
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### Grievance Registration

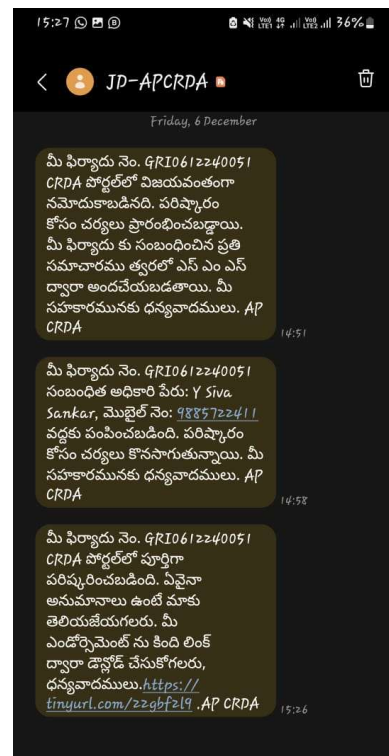
Mobile Number/మొబైల్ నంబర్ <input type="text" value="7288877881"/>	Aadhaar Number/ఆధార్ సంఖ్య <input type="text" value="Aadhaar Number"/>	Full Name*/పూర్తి పేరు* <input type="text" value="Full Name"/>
District*/జిల్లా* <input type="text" value="Select"/>	Mandal*/మండలం* <input type="text" value="Select"/>	Village Name*/గ్రామం పేరు* <input type="text" value="Select"/>
Door No. & Street Name*/డోర్ నెం. & వీధి పేరు <input type="text" value="Address"/>		
Subject*/విషయం <input type="text" value="Select"/>	Department*/శాఖ* <input type="text"/>	
Complaint Description*/ఫిర్యాదు వివరణ* <input type="text" value="Write something"/>	Attachment*/ఫైల్ అప్లోడ్* (jpg, pdf) <input type="button" value="Upload"/>	

**11. After Successful submission, A pop can be displayed that Grievance has been successfully registered along with the Grievance Id.**



**12. The Grievance Id can be communicated to the citizen in Telugu font to the registered mobile number through SMS and also the communication can be shared in all the stages along with the officer details until the resolve of the grievance.**

**13. After the completion of digital signature of HOD, the endorsement document link can be communicated through SMS and it can be downloaded by using this link.**



**❖ Grievance Search:**

- To Search a grievance application, User needs to either enter the grievance ID or the mobile number.
- Upon entering the details and clicking on Get Data, the grievance application with that specific ID or the mobile number will appear.

### ❖ View Grievance:

- The "View Grievances" page allows users to search for and track the status of their submitted grievances.

#### 1. Search by Grievance ID:

- Use the **Search with Grievance ID** field to quickly locate a specific grievance.

#### 2. Filter by Criteria:

- **Subject:** Select a grievance subject to filter the records.
- **Department:** Choose the relevant department to narrow down the search results.
- **From Date and To Date:** Use these fields to specify a date range for filtering grievances.
- **Status:** Select the grievance status (e.g., Pending, Resolved) to view grievances in that category.

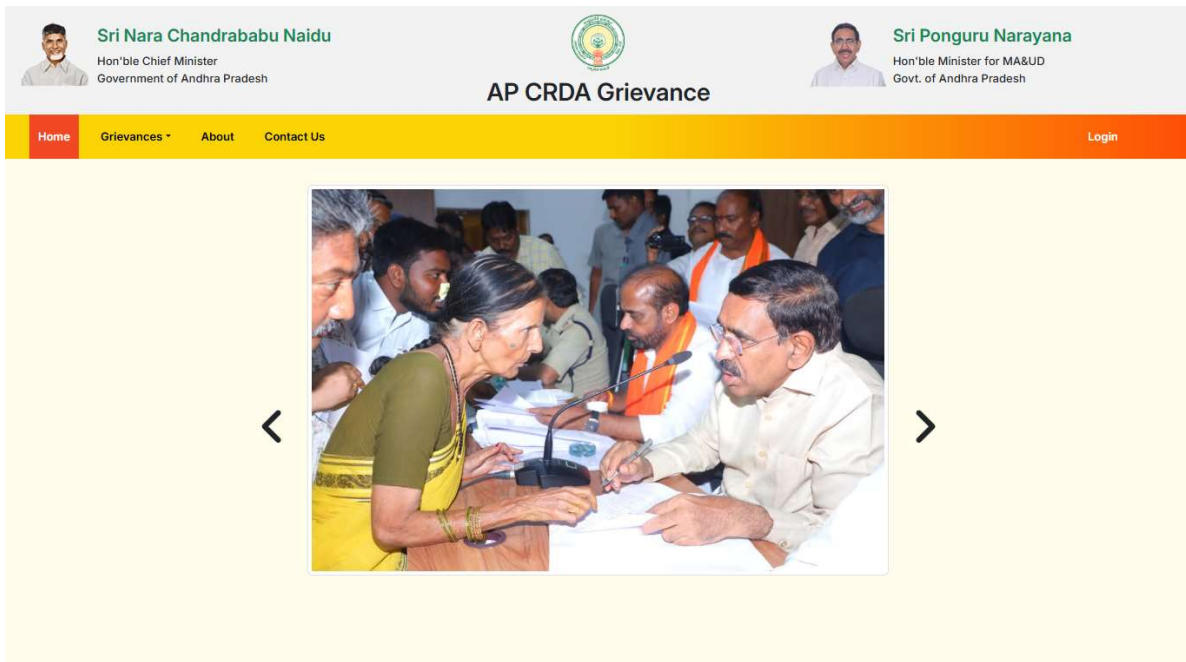
#### 3. Download Option:

- Click the **Download** button to download the list of grievances in a Excel format for your records.

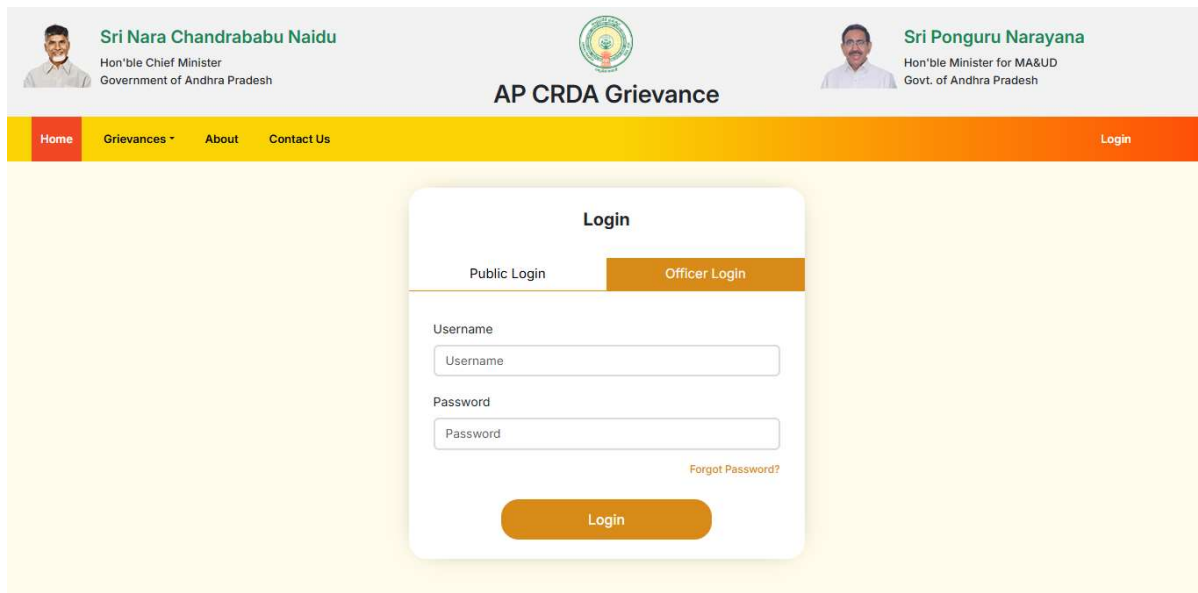


## HOD Login Interface

1. HOD can go to the website by using link: <https://parishkaram.el91.com/grievances/>



2. Click on the “**Login**” tab on the top right corner to enter the login credentials. & In the login screen, switch to the “**Officer Login**” section and enter the username & password to proceed with login.



3. After Successful login, user will be directed to the HOD dashboard.

### **Dashboard Insights:**

- ❖ **Total** : Displays the total number of grievances registered in the system.
- ❖ **Accepted** : Shows the count of grievances accepted for further processing.
- ❖ **Rejected** : Indicates the grievances that have been rejected.
- ❖ **Unassigned** : Displays the grievances yet to be assigned to the next level officers.
- ❖ **Pending** : Highlights the grievances that are currently awaiting action.
- ❖ **Resolved** : Shows the number of grievances successfully resolved.
- ❖ **Digital Sign Pending** : Represents the grievances pending digital Signature by the HOD.
- ❖ **Open Beyond SLA** : Indicates grievances that have not been addressed within 15 days.
- ❖ **PGRS Applications** : Shows the count of grievances submitted through the Public Grievance Redressal System (PGRS).
- ❖ **Offline Applications** : Displays the grievances submitted through offline (Tappal section).

### **Reports Section**

#### **Department-Wise Report:**

A detailed view of grievances categorized by departments, showing their statuses as accepted, resolved, or rejected.

Example: The **Development Promotion** department has handled 25 accepted cases, resolved 21, and rejected 19.


#### **Subject-Wise Report:**

A detailed view of grievances categorized by Subject-Wise, showing their statuses as accepted, resolved, or rejected.


Example: For **Building/Layout Permissions**, 7 cases are accepted, 5 resolved, and 7 rejected.

4. The HOD must review the grievances listed under **Unassigned** and carefully go through the details of each grievance.






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Total  
**45**




Accepted  
**26**




Rejected  
**19**




Unassigned  
**0**




Pending  
**1**




Resolved  
**22**




Digital Sign Pending  
**3**



Open Beyond SLA  
**0**



PGRS Applications  
**4**



Offline Applications  
**3**

#### Department Wise Report

Department	Accepted	Resolved	Rejected
Development Promotion	25	21	19

#### Subject Wise Report

Subject	Accepted	Resolved	Rejected
Building / Layout permissions	7	5	7
TDR / RDP	0	0	0
Fee refund BPS /LRS	0	0	0
Change of Land Use	0	0	0
LTP/ Developer	0	0	0
Complaint on on-going Developments (Building/ Lay-Out)	7	6	0
Other Issues	18	12	12

5. The HOD can verify/review the application by clicking on the "View" icon. Once the HOD reviews the grievance, he/she can take one of the following actions:

**Accept and Assign:** HOD can Accept and Assign the grievance to a lower-level officer for further investigation or resolution.

**Accept and Transfer:** HOD can redirect the grievance to a different HOD if it pertains to their department.

**Reject:** Deny the grievance if it is deemed inappropriate or outside the scope of resolution HOD can reject the grievance.

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New Grievances List

"View" icon

ID	Subject	Department	Date	Action	View
#GRI0710240002	Infra-I	Providing infrastructure in 29 villages of Capital City	07-10-2024	<a href="#">Accept &amp; Assign</a> <a href="#">Accept &amp; Transfer</a> <a href="#">Reject</a>	
#GRI0910240003	Infra-I	Work Bills Payments	09-10-2024	<a href="#">Accept &amp; Assign</a> <a href="#">Accept &amp; Transfer</a> <a href="#">Reject</a>	
#GRI1010240003	Infra-I	Work Bills Payments	10-10-2024	<a href="#">Accept &amp; Assign</a> <a href="#">Accept &amp; Transfer</a> <a href="#">Reject</a>	
#GRI1410240001	Infra-I	Request for providing Roads, Drains, Water Supply, Sewerage, Street Lighting and providing parks in Capital	14-10-2024	<a href="#">Accept &amp; Assign</a> <a href="#">Accept &amp; Transfer</a> <a href="#">Reject</a>	

6. If the HOD accepts the grievance and assigns it to the next level officer for further information:

- The next level officer provides the required information.
- The next level officer forwards the grievance back to the HOD.

In this scenario, the grievance will be moved to the "Digital Sign Pending" section for the HOD's Digital signature.

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Total 45	Accepted 26	Rejected 19	Unassigned 0
Pending 1	Resolved 22	Digital Sign Pending 3	Open Beyond SLA 0
PGRS Applications 4	Offline Applications 3		



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**View Grievances**

**"View" icon**

Download

Search with grievance ID  Subject  Department  From Date  To Date  Resolved

S.No	ID	Subject	Department	Date	Status
1	#GRI1911240002	Complaint on on-going Developments (Building/ Lay-Out)	Development Promotion	19-11-2024	✓ Digital Sign Pending
2	#GRI2011240004	Building / Layout permissions	Development Promotion	20-11-2024	✓ Digital Sign Pending
3	#GRI2311240003	Building / Layout permissions	Development Promotion	23-11-2024	✓ Digital Sign Pending

7. The HOD can review the officer's reply or History of the grievance by clicking the "View" button.



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**Complaint on on-going Developments (Building/ Lay-Out)**

Grievance ID	Full Name	Mobile Number	Aadhaar Number
<b>GRI1911240002</b>	<b>Brahmaiah M</b>	<b>9959590939</b>	<b>7544XXXXX6</b>
Department	District	Mandal	Secretariat Name
<b>Development Promotion</b>	<b>NTR</b>	<b>PENUGANCHIPROLU</b>	<b>PENUGANCHIPROLU</b>

Door No & Street  
**M.Narasimha rao, Near water tank penuganchiprolu**

Complaint Description  
**Illegal construction in the R**

View Attachment

**Track Progress**

- Date: 19-11-2024  
Complaint submitted
- Date: 19-11-2024  
Complaint Accepted  
Assigned to: V Suneetha  
Comments:  
Forwarded To: Ch.Venkaiah, JPO/TPO
- Date: 19-11-2024  
Forwarded  
Assigned to: biadm\_nandigama  
Comments: Please Verify and put up.  
**Verification Pending jpotpo\_nandigama**  
Forwarded By: Ch.Venkaiah, JPO/TPO  
Forwarded To: K.Tharun, BI/ADM
- Date: 21-11-2024  
Resolved  
Assigned to: K.Tharun  
Comments: Inspected the said premises and verified the Revenue records. It is to submit that there exists G 1 floor RCC building, over which columns were erected for second floor. The site is categorized as 'Bandidhari - Government land' as per adangal. Since, the local body is responsible to safe guard the Government land  
Attachment: View Attachment


8. If the HOD is satisfied with the officer's information, he/she can proceed with the digital signature by selecting "**Approved**" in the status dropdown and adding remarks. Once approved, the grievance will be digitally signed, and the citizen will receive a notification along with the signed attachment from the concerned HOD. However, if the HOD decides to reject the grievance, they can select "**Revert**" in the status dropdown, provide remarks, and the grievance will be forwarded back to the officer who initially sent it to the HOD.

The screenshot displays a user interface for handling grievances. At the top, there are two notification cards. The first card is for a 'Resolved' status, dated 12-11-2024, with comments 'ghgkhjgkhkjhkhkj' and an attachment 'View Attachment'. The second card is for an 'Approved' status, dated 12-11-2024, with comments 'test by anil' and an attachment 'View Attachment'. Below these cards is a form with a 'Status\*' dropdown menu and a 'Remarks\*' text area. The dropdown menu is open, showing options: 'Select Status', 'Approved', and 'Revert'. The text area is empty. Below the form, there are 'Cancel' and 'Submit' buttons. Red arrows point from the dropdown menu to the label 'Status section' and from the text area to the label 'Remarks'.

#### ❖ Reports :

- In the Reports section, HOD user can view the district, location, department/ HOD, subject and Officer wise reports, also he can download the data in Excel format.
- In the top section of the Reports page, the user can view the overview of the applications that are pending within SLA, applications that are lapsed in 24 – 72 hours.

  
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### Reports

Pending Within SLA

8

Lapsing in 24 hrs

0

Lapsing in 24 to 48 hrs

0

Lapsing 72 hrs

1

District	Location	Department/ HOD	Subject	Officer
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### District Wise Report

Download

Subject

Department

From Date

To Date

Status

S.NO	District	Total	Addressed			Pending			Redressed			Digital Sign Pending	% of Redressed
			Accepted	Rejected	Unassigned	Total	WSLA	BSLA	Total	WSLA	BSLA		
1	GUNTUR	53	26	19	8	17	8	9	36	11	6	5	67.92
2	KRISHNA	19	18	1	0	8	7	1	11	5	5	1	57.89
3	ELURU	1	1	0	0	1	1	0	0	0	0	0	0
4	NTR	15	9	1	4	6	5	1	9	6	1	2	60
5	BAPATLA	3	1	1	1	1	1	0	2	1	0	0	66.67
6	PALNADU	4	1	0	3	3	0	3	1	1	0	0	25
7	MY AMARAVATI	773	756	2	14	102	92	10	671	371	290	8	86.8
Total		868	812	24	30	138	114	24	730	395	302	16	84.1

### ❖ Software Applications :

- We have provided the necessary software for easy download, which will be helpful for creating digital signatures. These software applications are mandatory.

  
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### Software Support for Digital Sign

📄 E-PASS KEY DRIVERS

📄 EMSIGNER

📄 SAFE NET KEY DRIVERS

📄 WDPROXY KEY DRIVERS

📄 JAVA

## Officer Login Interface

1. HOD can go to the website by using link: <https://parishkaram.el91.com/grievances/>




2. Click on the “Login” tab on the top right corner to enter the login credentials. & In the login screen, switch to the “Officer Login” section and enter the username & password to proceed with login.




3. After Successful login, user will be directed to the Officer dashboard. Officers are required to review the pending grievances assigned by the HOD.






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**Total**  
52




**Pending**  
17



**Approval for Digital Sign**  
0



**Resolved**  
35



**Digital sign pending**  
0


**Department Wise Report**

Department	Accepted	Resolved	Rejected
Lands- Capital City	52	35	0


**Subject Wise Report**

Subject	Accepted	Resolved	Rejected
Plot Allotment Pending	5	2	0
Plot Re-Allotment/ Alternate Plot	6	4	0
Returnable Plot Registration Pending	8	6	0
Land Pooling Scheme	19	11	0
Land Acquisition	2	2	0
Annuity Amount not Credited	7	6	0
Annuity related other issues	0	0	0


4. Pending Grievance section displays a list of applications pending in the officer's login. Officers can view each grievance by clicking on the view icon.



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**Pending Grievances** [Download](#)

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▾

S.No	ID	Subject	Department	Date	Status	
1	#GRI1511240002	Land Pooling Scheme	Lands- Capital City	15-11-2024	✓ Accepted	
2	#GRI1511240024	Plot Re-Allotment/ Alternate Plot	Lands- Capital City	15-11-2024	✓ Accepted	
3	#GRI1511240033	Land Pooling Scheme	Lands- Capital City	15-11-2024	✓ Accepted	

5. After reviewing the grievance, the officer must prepare a reply, select "Resolve" from the status dropdown, add remarks, and then submit. The grievance will then be forwarded to the assigned HOD for a digital signature.

The screenshot displays the AP CRDA Grievance portal interface. At the top, it identifies the Hon'ble Chief Minister (Sri Nara Chandrababu Naidu) and the Hon'ble Minister for MA&UD (Sri Ponguru Narayana). The main header is 'AP CRDA Grievance'.

The user is logged in as 'K Shanthi Sri, Dy Tahsildar'. The navigation menu includes 'My Dashboard', 'Grievances', and 'Reports'.

The main content area shows a grievance form for 'Land Pooling Scheme'. The form includes the following details:

- Grievance ID:** GRI1511240002
- Full Name:** para Kanagadurga
- Mobile Number:** 9440986979
- Aadhaar Number:** 5174XXXXXX9
- Department:** Lands- Capital City
- District:** Guntur
- Mandal:** Thulluru
- Secretariat Name:** Ananthavaram
- Door No & Street:** ananthavaram
- Complaint Description:** అనంతవరం గ్రామంలో నాకు కేటాయించిన గ్రామకంఠం ఆర్.సి. నెం 405/2015/crda/Dir ; డటా: 10-01-2016 0.08 సెంటుస్సు ఏ విద్యమైన రోడ్డు సౌకర్యం హద్దులు, కొలతలు, ఏవి లేవు కనుక తమరు పరిష్కరించగలరు అని మనవి

There is a 'View Attachment' button next to the complaint description.

The 'Track Progress' section shows the following steps:

- Step 1:** Date: 15-11-2024, Complaint submitted.
- Step 2:** Date: 15-11-2024, Complaint Accepted, Assigned to :B L N Raja Kumari, Comments: Forwarded To: K Shanthi Sri, Dy Tahsildar.

The 'Status\*' dropdown menu is currently set to 'Resolved' and is highlighted with a red box. Below the status dropdown, there is an 'Upload Attachment\*' section with an 'Upload' button. There is also a field for 'Enter Efile Number' and a 'Remarks\*' text area for entering comments. At the bottom right, there are 'Cancel' and 'Submit' buttons.

6. After reviewing the grievance, if the officer wishes to forward it to a lower-level officer, he/she can assign it by selecting "Forward" from the status dropdown. After entering the remarks, the officer can submit, and the grievance will be forwarded to the lower-level officer.



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### Land Pooling Scheme

Grievance ID <b>GRI1511240002</b>	Full Name <b>para Kanagadurga</b>	Mobile Number <b>9440986979</b>	Aadhaar Number <b>5174XXXXXX9</b>
Department <b>Lands- Capital City</b>	District <b>Guntur</b>	Mandal <b>Thulluru</b>	Secretariat Name <b>Ananthavaram</b>
Door No & Street <b>ananthavaram</b>			

#### Complaint Description

అనంతవరం గ్రామంలో నాకు కేటాయించిన గ్రామకంఠం ఆర్.సి. నెం 405/2015/crda/Dir ; డట: 10-01-2016 0.08 సెంటుస్కు ఏ విద్యమైన రోడ్డు సౌకర్యం హద్దులు , కొలతలు , ఏవి లేవు కనుక తమరు పరిష్కరించగలరు అని మనవి

[View Attachment](#)

### Track Progress

- Date: 15-11-2024  
Complaint submitted
- Date: 15-11-2024  
Complaint Accepted  
Assigned to :B L N Raja Kumari  
Comments:  
Forwarded To: K Shanthi Sri, Dy Tahsildar

Status*	Remarks*
Forward	Enter Remarks
Assigned To	
Select	

Cancel

Submit

### ❖ Reports :

- In the Reports section, HOD user can view the district, location, department/ HOD, subject and Officer wise reports. And also he can download the data in Excel format.
- In the top section of the Reports page, the user can view the overview of the applications that are pending within SLA, applications that are lapsed in 24 – 72 hours.



# APCRDA

| Thank  
You