

## *Jal Sunwayi Grievance Redressal Portal*

- In order to allow citizens to file their grievances related to the functioning of Jal Shakti Department, an online Complaint Redressal Mechanism has been devised by the department, which shall facilitate the redressal of grievances of the general public in a speedy and transparent manner.

## *Main features of Jal Sunwayi Grievance Redressal Portal*

- ▶ It automates entire grievance procedure right from its registration to closure of complaint
- ▶ All complaints, irrespective of the source (GoI/ HLG References Monitoring Cell / directly filed), or supervisory office from where the complaint is being monitored, can be processed through this software
- ▶ Facility of flexibly forwarding the file to any level officer in the field.
- ▶ Fair and speedy means of grievance handling
- ▶ Round the clock availability of portal hence real time status
- ▶ Greater transparency in complaints dealing procedure, facility for applicant to track status of file.
- ▶ Streamlined and systematic grievance reporting
- ▶ Advantage over paper-based systems

## Test Run Status

- ▶ The portal is presently in operation for only officers/officials
- ▶ The system is presently being tested and users have been created at multiple levels of hierarchy under various HoDs
- ▶ Trainings of users at various levels have been conducted and all HoDs have been sensitized about utility of the software.
- ▶ A number of complaints have been forwarded to HoDs and after obtaining ATRs electronically , are being disposed as part of Soft Run.

# MODULES

4

1. [Complaint Registration](#)
2. [Track Complaint](#)
3. [Dashboard](#)
4. [Add Officer](#)
5. [Add Sub Category](#)
6. [View Complaint](#)
7. [Linked Complaints](#)

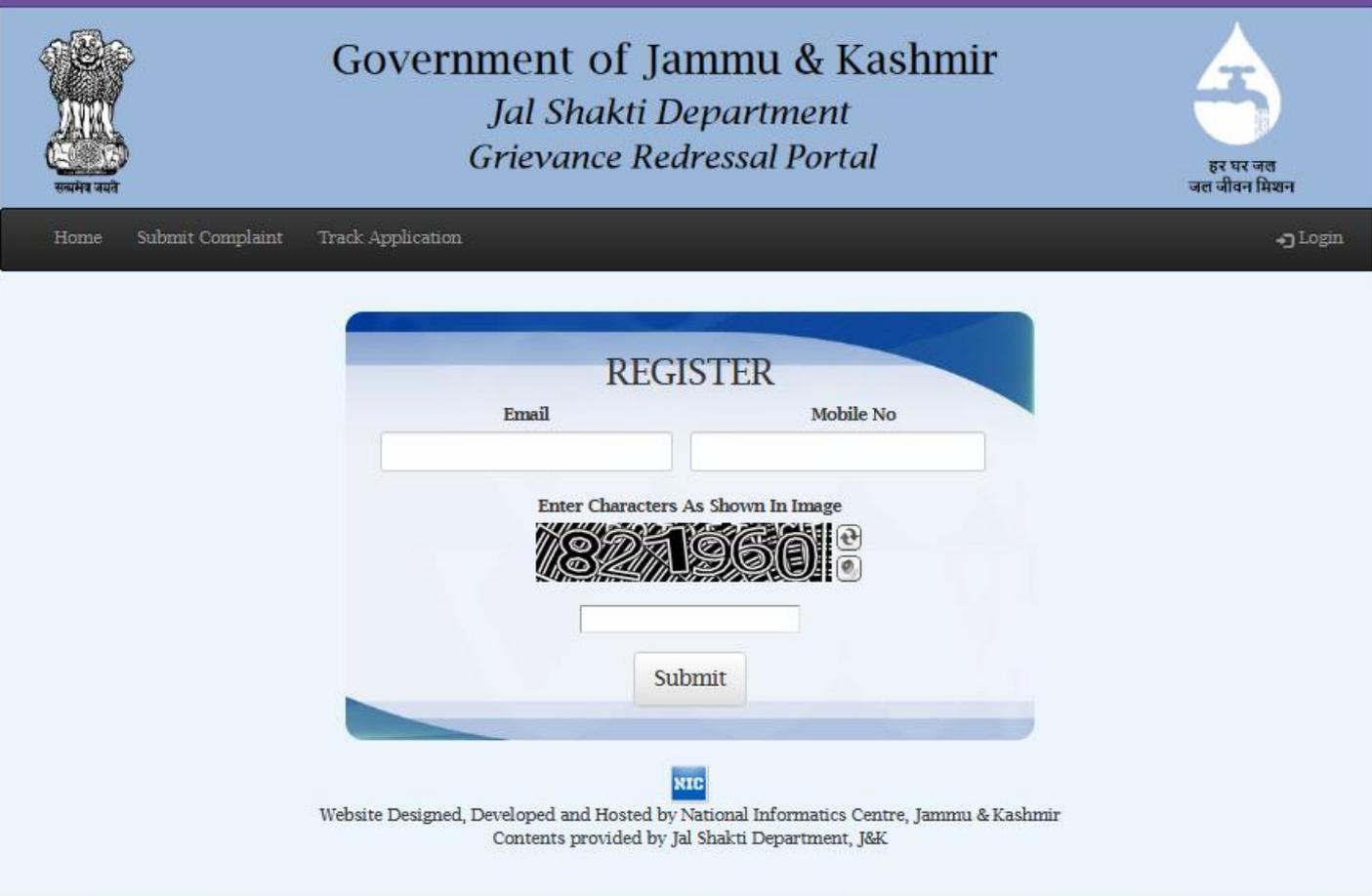
# MODULES

5

8. Add Subsequent Comments
9. Forward Complaint
10. Pull back Complaint
11. Send back Complaint
12. Disposal Of Complaint
13. Closure Of Complaint
14. Complaint History
15. Search Complaint

# COMPLAINT REGISTRATION

To register complaint, complainant has to provide mobile number and email address for receiving OTP.



The screenshot shows the registration page of the Government of Jammu & Kashmir Jal Shakti Department Grievance Redressal Portal. The header features the Government of India emblem on the left, the department name in the center, and a water tap icon with the motto 'हर घर जल जल जीवन मिशन' on the right. Below the header is a navigation bar with links for Home, Submit Complaint, Track Application, and a Login button. The main content area contains a 'REGISTER' form with input fields for Email and Mobile No. Below these is a CAPTCHA challenge with the instruction 'Enter Characters As Shown In Image' and a 'Submit' button. The footer includes the NIC logo and text stating the website is designed, developed, and hosted by the National Informatics Centre, Jammu & Kashmir, with contents provided by the Jal Shakti Department, J&K.

Government of Jammu & Kashmir  
Jal Shakti Department  
Grievance Redressal Portal

हर घर जल  
जल जीवन मिशन

Home Submit Complaint Track Application Login

REGISTER

Email Mobile No

Enter Characters As Shown In Image

1821960

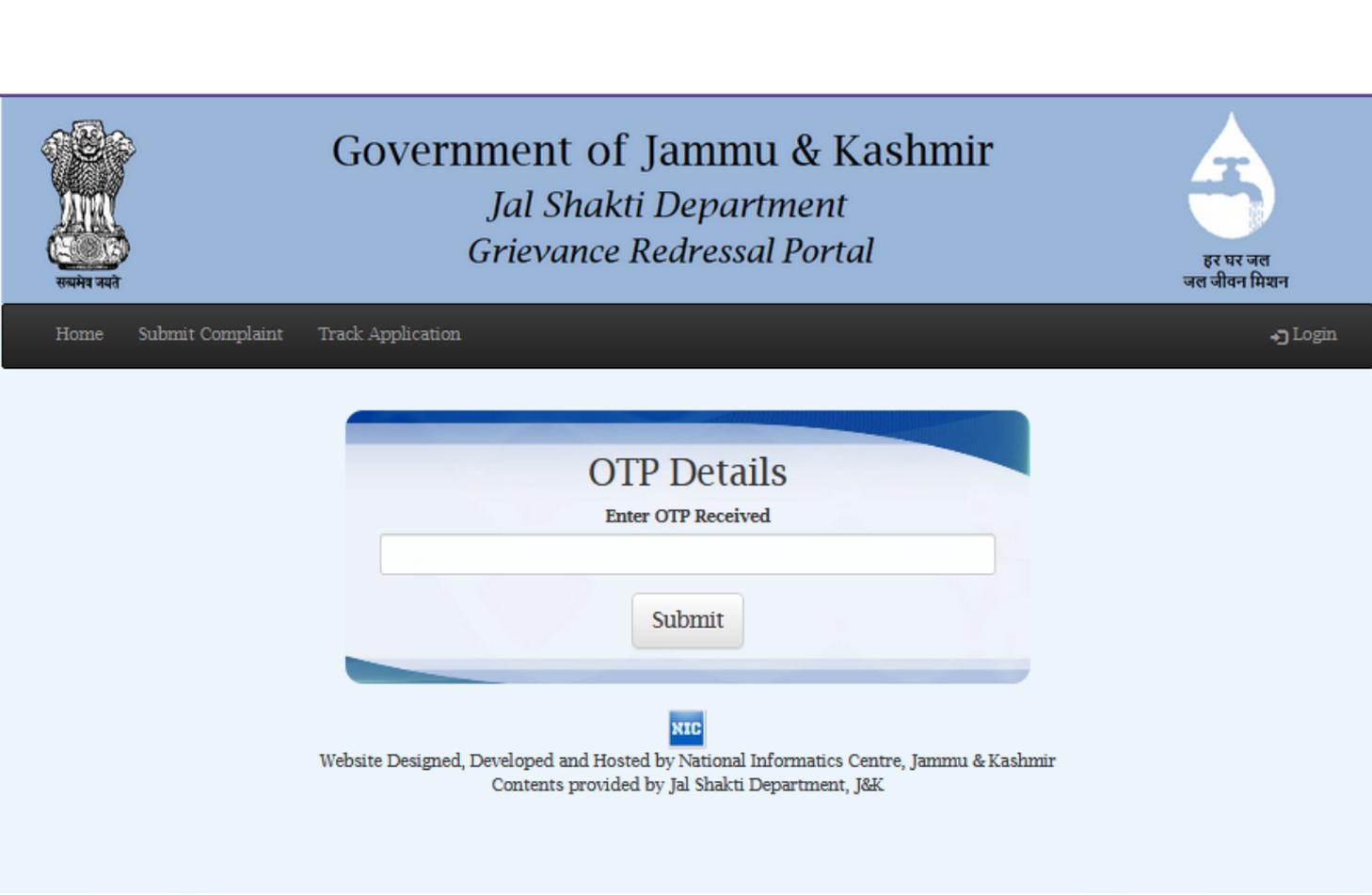
Submit

NIC

Website Designed, Developed and Hosted by National Informatics Centre, Jammu & Kashmir  
Contents provided by Jal Shakti Department, J&K

# OTP SCREEN

Complainant next enters the OTP received on his mobile / email



The screenshot shows the OTP entry screen of the Government of Jammu & Kashmir Jal Shakti Department Grievance Redressal Portal. The page features the state emblem on the left and the Jal Shakti logo on the right. The main heading is "Government of Jammu & Kashmir Jal Shakti Department Grievance Redressal Portal". Below the heading is a navigation bar with links for "Home", "Submit Complaint", "Track Application", and "Login". The central form is titled "OTP Details" and contains a text input field labeled "Enter OTP Received" and a "Submit" button. At the bottom, there is a logo for the National Informatics Centre (NIC) and a footer stating: "Website Designed, Developed and Hosted by National Informatics Centre, Jammu & Kashmir Contents provided by Jal Shakti Department, J&K".

सत्यमेव जयते

Government of Jammu & Kashmir  
*Jal Shakti Department*  
*Grievance Redressal Portal*

हर घर जल  
जल जीवन मिशन

Home Submit Complaint Track Application Login

OTP Details  
Enter OTP Received

Submit

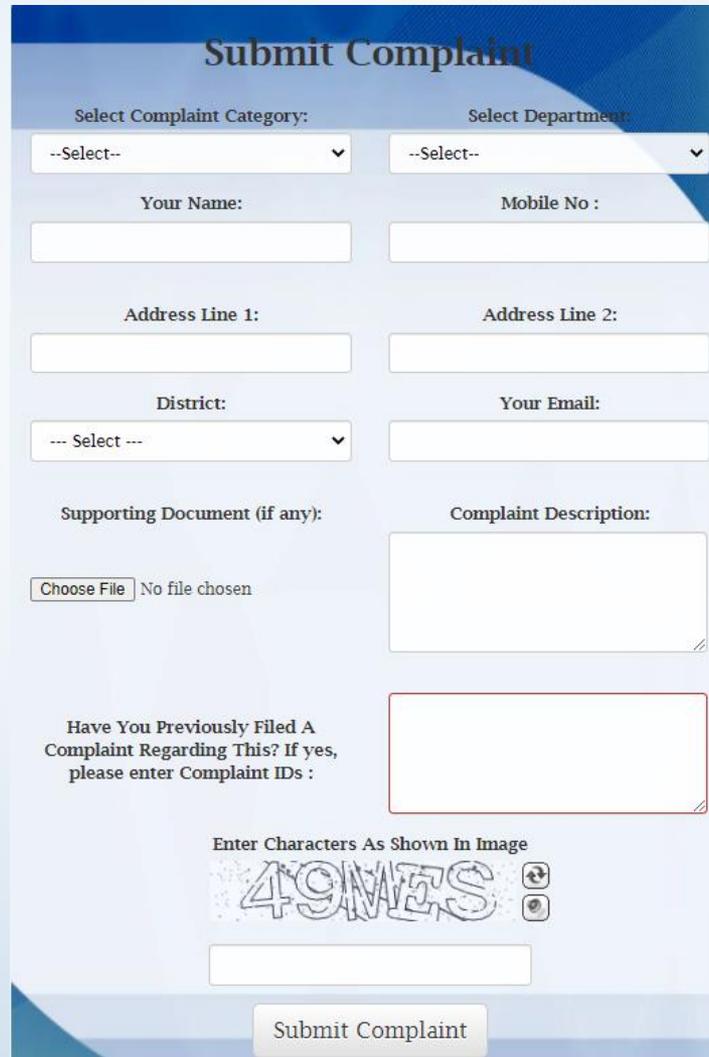
NIC

Website Designed, Developed and Hosted by National Informatics Centre, Jammu & Kashmir  
Contents provided by Jal Shakti Department, J&K

# SUBMISSION OF COMPLAINT

Complainant fills up his complaint details along with his personal details. Active mobile number and functional email id is required for registration. Option to attach supporting documents is also available

Officers too have an option to initiate complaint at their end. Option to do so is available after login.

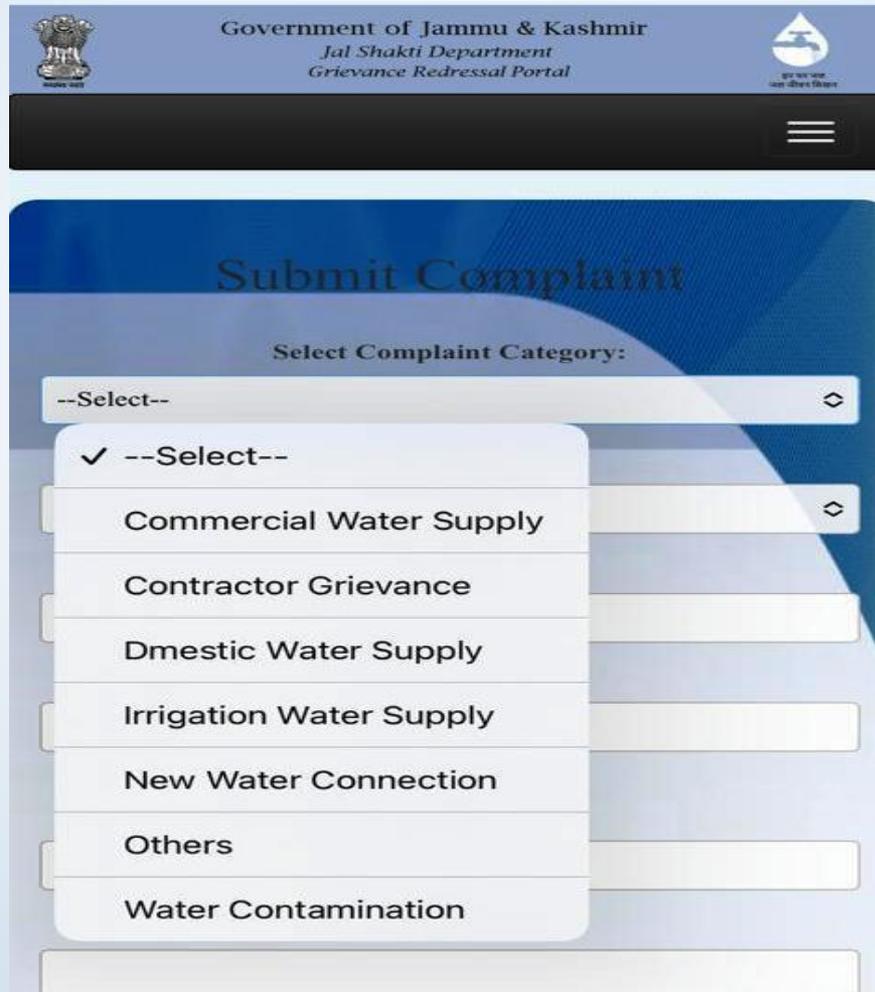


The screenshot shows a web form titled "Submit Complaint". The form is divided into several sections:

- Select Complaint Category:** A dropdown menu with "--Select--" as the current selection.
- Select Department:** A dropdown menu with "--Select--" as the current selection.
- Your Name:** A text input field.
- Mobile No :** A text input field.
- Address Line 1:** A text input field.
- Address Line 2:** A text input field.
- District:** A dropdown menu with "--- Select ---" as the current selection.
- Your Email:** A text input field.
- Supporting Document (if any):** A section with a "Choose File" button and the text "No file chosen".
- Complaint Description:** A large text area for describing the complaint.
- Have You Previously Filed A Complaint Regarding This? If yes, please enter Complaint IDs :** A text area for entering previous complaint IDs.
- Enter Characters As Shown In Image:** A CAPTCHA section showing the characters "49MFS" and a small image of a person's face.
- Submit Complaint:** A button at the bottom of the form.



## List of Categories to choose from for the convenience of citizens.



Government of Jammu & Kashmir  
Jal Shakti Department  
Grievance Redressal Portal

Submit Complaint

Select Complaint Category:

--Select--

- ✓ --Select--
- Commercial Water Supply
- Contractor Grievance
- Dmestic Water Supply
- Irrigation Water Supply
- New Water Connection
- Others
- Water Contamination

# TRACKING COMPLAINT

Complainant can track the status of his complaint by providing unique complaint number (generated at the time of filing complaint) and registered mobile number. Complete travel history of complaint along with date and time are shown

Government of Jammu & Kashmir  
Jal Shakti Department  
Grievance Redressal Portal

Home Submit Complaint Track Application Login

**Track Your Complaint**

Complaint Number:  
20230010491

Mobile Number:  
959642222

Enter Characters As Shown In Image  
4093888

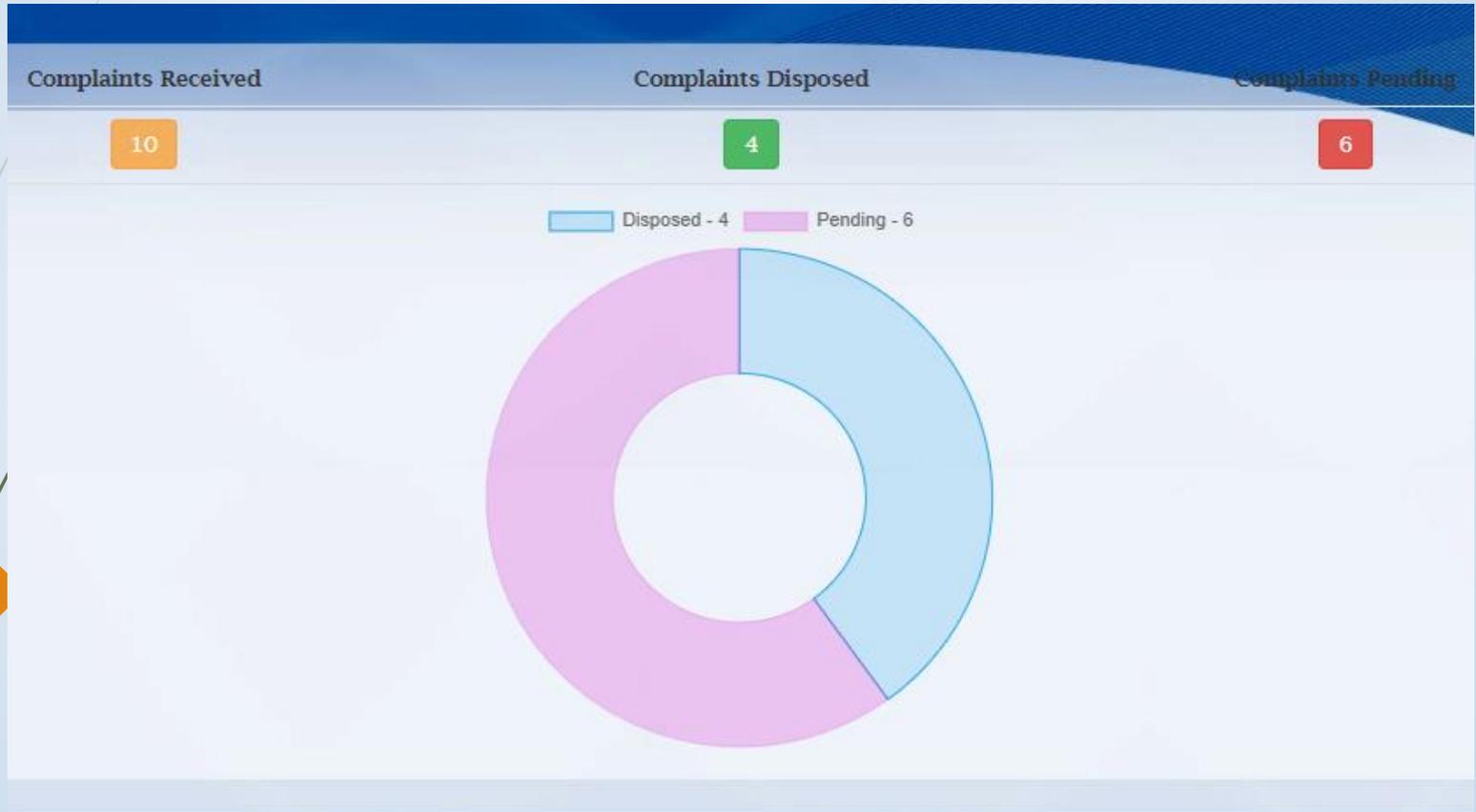
View Complaint

Status	Date & Time	Remarks
Complaint Forwarded To cephekashmir By Dept Head	Aug 9 2023 3:41PM	nil
Complaint Forwarded To Bilalahmedmalik By cephekashmir	Aug 9 2023 3:46PM	Complaint forwarded to Xen Handwara by tomorrow
Complaint Forwarded To warisahmadshikh By cephekashmir	Aug 10 2023 1:11PM	Forwarded to Xen Kupwara



# DASHBOARD

Graphical representation of complaints received, disposed and pending



# ADD OFFICER

(Any new)

This option is used to add officers



The screenshot shows the 'Add Officer' form in the Government of Jammu & Kashmir Jal Shakti Department Grievance Redressal Portal. The page header includes the state emblem, the department name, and the mission statement 'हर घर जल जल जीवन मिशन'. A navigation menu is located below the header, and the user is logged in as 'Department Head - admin'. The form itself is titled 'Add Officer' and contains several input fields and checkboxes.

Government of Jammu & Kashmir  
Jal Shakti Department  
Grievance Redressal Portal

हर घर जल  
जल जीवन मिशन

Home Master Tables - View Complaint Process Complaint Pull Back Complaint Search Complaint Change Password Logout

Logged In as Department Head - admin

### Add Officer

Select Top Level Officer:

Allow To Add:  Complaints  Comments

UserName:

Designation:

Details:

Mobile No:

Email ID:

Address:



# ADD SUB CATEGORY

This option is used to add sub category for grouping of complaints  
(Section Wise)



The screenshot displays the 'Add Sub Category' page of the Government of Jammu & Kashmir Jal Shakti Department Grievance Redressal Portal. The page header includes the state emblem, the department name, and the slogan 'हर घर जल जल जीवन मिशन'. A navigation menu at the top contains links for Home, Master Tables, View Complaint, Process Complaint, Pull Back Complaint, Search Complaint, Change Password, and Logout. The user is logged in as 'Department Head - admin'.

The main content area features a form with a text input field labeled 'Sub Category Name' and an 'Add' button. Below the form is a table listing existing sub-categories:

Sub Category	Edit/Delete
test	Edit Delete
Officer	Edit Delete
Dept	Edit Delete
admin	Edit Delete
Precise	Edit Delete



# ASSIGN SUB CATEGORY (on the basis of source)

This option is used to assign sub category to received complaints



सत्यमेव जयते

Government of Jammu & Kashmir  
Jal Shakti Department  
Grievance Redressal Portal



हर घर जल  
जल जीवन मिशन

[Home](#) [Master Tables](#) [View Complaint](#) [Process Complaint](#) [Pull Back Complaint](#) [Search Complaint](#) [Change Password](#) [Logout](#)

Logged In as Department Head - admin

## Assign Sub Category

Category	Sub Category	Complainant Name	Complainant Email	Date & Time	Edit/Delete
Others	<input type="text" value="test"/>	Public hearing and issues thereof	kathjootufail009[at]gmail[dot]com	Apr 11 2023 10:32AM	Edit
Water Contamination	<input type="text" value="test"/>	testttt		Apr 11 2023 10:39AM	Edit
Commercial Water Supply	<input type="text" value="Select Sub Categ"/>	Test123	mibone6956[at]fectode[dot]com	Apr 11 2023 10:52AM	Edit
CS Office	<input type="text" value="Dept"/>	Precise	mibone6956[at]fectode[dot]com	Apr 11 2023 10:54AM	Edit
GAD	<input type="text" value="Officer"/>	Dummy	mibone6956[at]fectode[dot]com	Apr 11 2023 10:57AM	Edit
GAD Pukaar	<input type="text" value="Dept"/>	Dummy	mibone6956[at]fectode[dot]com	Apr 11 2023 11:03AM	Edit
JKIGRAM	<input type="text" value="Precise"/>	Rajiv Abrol		Apr 11 2023 1:06PM	Edit
Others	<input type="text" value="Select Sub Categ"/>	A	jsdsecretariatgrievance7777[at]gmail[dot]com	May 17 2023 12:03PM	Edit



# VIEW COMPLAINT

Officer can view complaints grouped under *Pending*, *Response Submitted* and *Closed* categories

Government of Jammu & Kashmir  
Jal Shakti Department  
Grievance Redressal Portal

हर घर जल  
जल जीवन मिशन

Home Master Tables View Complaint Process Complaint Pull Back Complaint Search Complaint Change Password Logout

Logged In as Department Head - admin

### View Complaint

Select Complaint Status  Pending  Response Submitted  Closed [Show](#)

Complaint No	Category	Details	Complainant Name	Submission Date & Time	Pending Since (In Days)	Pending At Level	View	Edit
20230010208	Others	Representation for seeking immediate	Sayad Atikullah Safvi SoSayad Ahmad Safvi RoBemina	May 8 2023 11:09AM	94	head	<a href="#">View</a>	<a href="#">Edit</a>
20230010209	CS Office	Application for Construction Irrigation	Rekh Village	May 8 2023 11:14AM	94	head	<a href="#">View</a>	<a href="#">Edit</a>
20230010307	Others	I am writing to follow up	Mohd Sarim	Jun 7 2023 10:00AM	64	Adm Dept	<a href="#">View</a>	<a href="#">Edit</a>

15

# CLOSED COMPLAINTS

16

Officer can view closed complaints and re-open for verification, if desired

The screenshot displays the 'View Complaint' page of the Government of Jammu & Kashmir Jal Shakti Department Grievance Redressal Portal. The page header includes the state emblem, the department name, and the slogan 'हर घर जल जल जीवन मिशन'. A navigation menu at the top contains links for Home, Master Tables, View Complaint, Process Complaint, Pull Back Complaint, Search Complaint, Change Password, and Logout. The user is logged in as 'Department Head - admin'. The main content area features a 'View Complaint' section with a filter for 'Select Complaint Status' set to 'Closed'. Below this is a table listing a single closed complaint.

Complaint No	Category	Details	Complainant Name	Complaint Date & Time	Response (In Days)	Closed On	
20230010012	Others	Complaint regarding Providing of contaminated drinking water from WSS village Alluchi bagh Pampore	Public hearing and issues thereof	Feb 7 2023 4:29PM	28	3/8/2023 11:33:07 AM	<a href="#">View History</a> <a href="#">Re-Open Comp</a>

# ADD SUBSEQUENT/ADDITIONAL FACTS/COMMENTS

Officer can add subsequent **SUBSEQUENT/ADDITIONAL FACTS** comments to any pending complaint which later on are shown in the complaint history

Complaint ID 20230010208

Complaint No	Category	Sub Category	Complainant Name	Complainant Mobile	Date	Download Supporting Doc
20230010208	Others		Sayad Atikullah Safvi SoSayad Ahmad Safvi RoBemina	7780966094	08 May 2023	<a href="#">Download Supporting Doc</a>

Add Comment

No file selected.

COMPLAINT SUBSEQUENT COMMENTS (ID 20230010208)

No Details Found

Close

20230010209 CS Office Application for Reh Village May 8 2023 94 head

17



# TRAVEL HISTORY OF COMPLAINT

Complete travel history of complaint along with the subsequent comments by department head is visible to the officer, along with the option to forward / dispose the complaint along with uploading of ATR (action taken report)

### Process Complaint

Complaint ID	Action	Official Remarks	Public Remarks	Action Taken Report
20230010074	--Select--	<input type="text"/>	<input type="text"/>	<input type="button" value="Browse..."/> No file selected.

COMPLAINT DETAILS (ID 20230010074)

Category	Complainant Name	Complainant Desc	Complainant Mobile	Date	Supporting Doc
Others	Mushtaq Ahmad Qureshi	Disruption of Water Supply		24 Mar 2023	<a href="#">Download</a>

COMPLAINT FORWARD HISTORY (Linked IDs 20230010074)

Complaint No	Status	Date	Remarks	Action Taken Report
20230010074	Complaint Forwarded To cephejammu By Dept Head	Mar 24 2023 9:46AM	Reply/ATR reach tomorrow positively	
20230010074	Complaint Forwarded To anilgupta By cephejammu	Apr 3 2023 3:04PM	forward	



# PULL BACK COMPLAINT

If desired, an officer can pull back any forwarded complaint

The screenshot displays the 'Pull Back Complaint' interface on the Government of Jammu & Kashmir Jal Shakti Department Grievance Redressal Portal. The page header includes the state emblem, the department name, and the slogan 'हर घर जल जल जीवन मिशन'. A navigation menu at the top contains links for Home, Master Tables, View Complaint, Process Complaint, Pull Back Complaint, Search Complaint, Change Password, and Logout. The user is logged in as 'Department Head - admin'. The main content area features a table with the following data:

Complaint No	Category	Sub Category	Complainant Name	Date/Time	Pull Back Reason	Pull Back
20230010414	Others		Inhabitants of Doon Ward No1	Jul 17 2023 8:55AM	<input type="text"/>	<input type="button" value="Pull Back"/>
20230010434	HLGRMC		Chariman	Jul 17 2023 9:48AM	<input type="text"/>	<input type="button" value="Pull Back"/>
20230010436	HLG		Shri Sanjeev	Jul 17 2023 9:55AM	<input type="text"/>	<input type="button" value="Pull Back"/>
20230010454	Others		inhabitants of New Colony	Jul 25 2023 12:22PM	<input type="text"/>	<input type="button" value="Pull Back"/>



# SEND BACK

An officer can send back a complaint if wrongly forwarded to him by his superior

Complaint No	Category	Sub Category	Complainant Name	Date/Time	Send Back Reason
20200020001	Corruption Related		Rasvinder Kour	Jun 2 2020 2:16PM	<input type="text"/> <input type="button" value="Send Back"/>



# CLOSURE OF COMPLAINT

Complaint can be closed at the level of department head based on the ATR submitted by the subordinate officers

The screenshot displays the 'Jal Shakti Department Grievance Redressal Portal' interface. At the top, there is a header with the department name and logo. Below this, the main heading is 'Process Complaint'. The interface features a table with columns for 'Complaint ID', 'Action', 'Official Remarks', 'Public Remarks', and 'Action Taken Report'. The 'Action' dropdown is set to 'Close'. Below the table is a 'Submit' button. Further down, there are sections for 'COMPLAINT DETAILS (ID 20230010074)' and 'COMPLAINT FORWARD HISTORY (Linked IDs 20230010074)'. The details table shows a complaint category of 'Others' for 'Mushtaq Ahmad Qureshi' regarding a 'Disruption of Water Supply' on '24 Mar 2023'. The forward history table shows two entries: one forwarded to the department head on 'Mar 24 2023' and another forwarded to 'anilgupta' on 'Apr 3 2023'.

Complaint ID	Action	Official Remarks	Public Remarks	Action Taken Report
20230010074	Close			<input type="button" value="Browse..."/> No file selected.

COMPLAINT DETAILS (ID 20230010074)

Category	Complainant Name	Complainant Desc	Complainant Mobile	Date	Supporting Doc
Others	Mushtaq Ahmad Qureshi	Disruption of Water Supply		24 Mar 2023	<a href="#">Download</a>

COMPLAINT FORWARD HISTORY (Linked IDs 20230010074)

Complaint No	Status	Date	Remarks	Action Taken Report
20230010074	Complaint Forwarded To cephejammu By Dept Head	Mar 24 2023 9:46AM	Reply/ATR reach tomorrow positively	
20230010074	Complaint Forwarded To anilgupta By cephejammu	Apr 3 2023 3:04PM	forward	



# COMPLETE COMPLAINT HISTORY

Department head / officers can view the complete history of a complaint along with the submitted ATRs

## COMPLAINT FORWARD HISTORY (Linked IDs 20230010105)

Complaint No	Status	Date	Remarks	Action Taken Report
20230010105	Complaint Forwarded To cephejammu By Dept Head	Apr 17 2023 10:35AM	Kindly furnish reply/ATR within two days positively	
20230010105	Complaint Forwarded To sudhirkumarsharma By cephejammu	Apr 27 2023 11:32AM	forwarded	
20230010105	Complaint Pulled Back From sudhirkumarsharma By cephejammu	23 May 2023 11:17 AM	reply	
20230010105	Response Submitted By cephejammu	May 23 2023 11:18AM	reply	<a href="#">Download</a>

Close



# SEARCH COMPLAINT

A complaint can be searched using different search criteria like sub category, mobile number, email id and status of complaint like *Pending / Disposed / Closed*



The screenshot shows the web interface for searching complaints. At the top, there is a header with the Government of Jammu & Kashmir logo on the left, the text "Government of Jammu & Kashmir Jal Shakti Department Grievance Redressal Portal" in the center, and a water tap icon with the motto "हर घर जल जल जीवन मिशन" on the right. Below the header is a navigation menu with links: Home, Master Tables, View Complaint, Process Complaint, Pull Back Complaint, Search Complaint, Change Password, and Logout. The user is logged in as "Department Head - admin". The main content area is titled "Search Complaint" and contains a search form with the following fields:

Select Category	--Select--
Select Sub Category	--Select--
Mobile No	<input type="text"/>
Email ID	<input type="text"/>
Forwarded To	All
Complaint No	<input type="text"/>
Status	<input checked="" type="radio"/> All <input type="radio"/> Pending <input type="radio"/> Disposed <input type="radio"/> Closed



Thanks