



## ***AAP KI SUNWAI***

### **USER'S MANUAL FOR HOD**



**DOCUMENT VERSION: 1.0**

**DATE: 15/06/2008**

**PREPARED BY: SACHIN SINHA**

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### **REVISION HISTORY**

REVISION NUMBER	DATE	AUTHOR	COMMENT

## ::Aap Ki Sunwai:: Grievance Management System



*Welcome*

*to*

***AAPKI SUNWAI***

[Register  
Grievance](#)



[Department Login](#)



AAP KI SUNWAI

AAP KI SUNWAI  
Department Dashboard

Department Login

User ID :

Password :

To Log On To This Site Please Access It Through  
<http://www.155345.in>

AAP KI SUNWAI

AAP KI SUNWAI  
Department Dashboard

IT Department Department

Help? | Log Out

[Grievance](#) [Reports](#) [Change Password](#) [Modify Information](#)

Grievance

All Records

Current

Redressed

Pending

Forward Grievance

Club Grievance

☐ G. No.

☐ File No

☐ Name

☐ Date

From Date :

To Date :

Current Records for 10/07/2008

Grievance Number	Grievance	Status	Registered On	Last Action Date	Call Priority	Department
No Records Found						

Option to modify the information.

## **Modify Information:**

Modify information is a utility to modify the already existing information in the Information dissemination database. Only HOD of the concerned department can modify or update the information.

HOD logs on into the site and click on the "Modify Information" button on the header to open the Modify Information home page.

## **Modify Information Home Page**

Department : IT Department

[Back](#) [Logout](#)

[Add Services](#)

[Add FAQ](#)

[Add Locations FAQ](#)

[Add Grievances](#)

**Consent**

I confirm that no other change/modification/amendments are required at this stage on the information pertaining to my department apart from the changes which I have done

[I Agree](#)

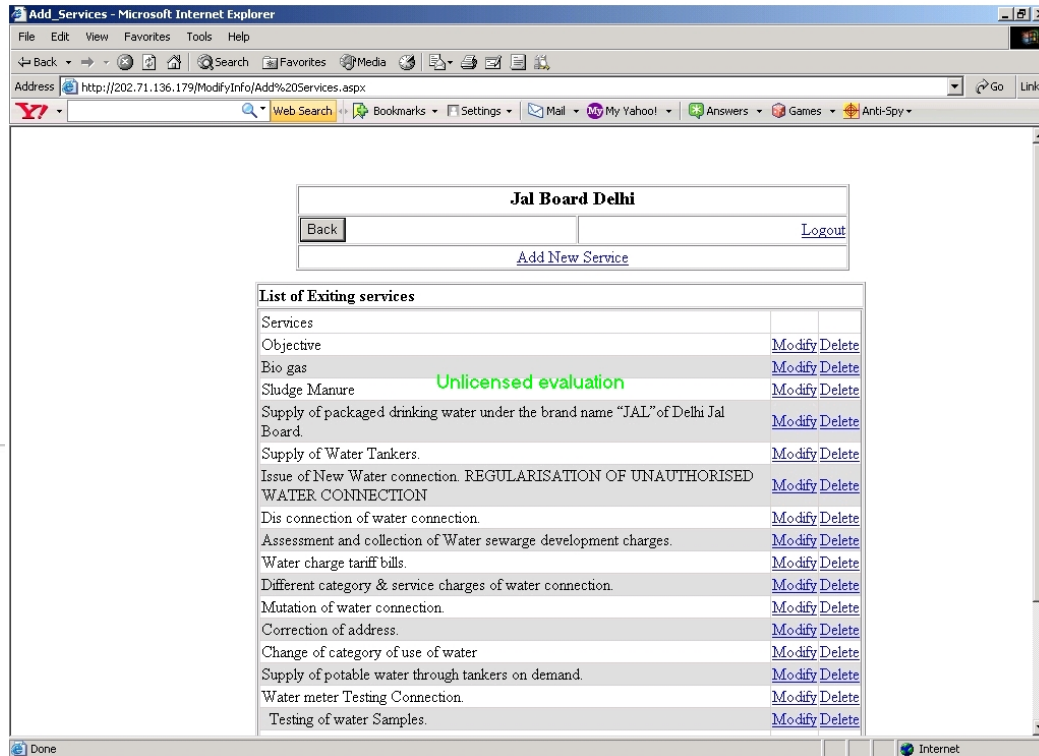
**Aap Ki Sunwai**  
An Intelenet Company

This utility provides four options to the department to work upon.

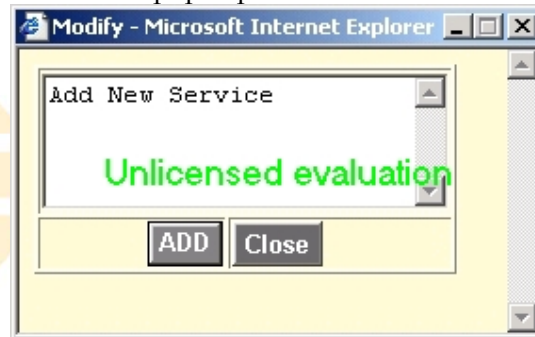
1	Add Services	Add/Delete/Update services related to the department
2	Add FAQ	Add/Delete/Update FAQs related to the department
3	Add Locations FAQ	Add/Delete/Update Locations and service specific locations related to different
4	Add Grievances	Add/Delete/Update Grievances relate to the department

## ::Aap Ki Sunwai:: Grievance Management System

### Add Services:

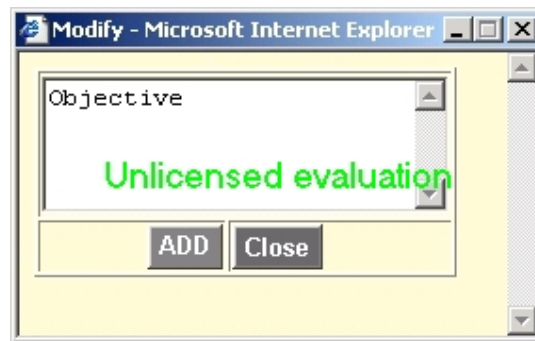


Clicking on the “Add New Service” button pops up a new window for the adding of the new service.



Enter the new service name in the text box and click on the “ADD” button to add the new service in the list. Click on the “Close” button to close the window and return to home page.

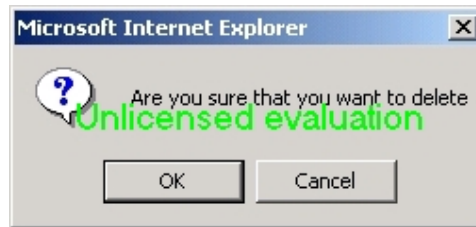
There are two options available for the existing services. Click on the “Modify” button to modify the service.



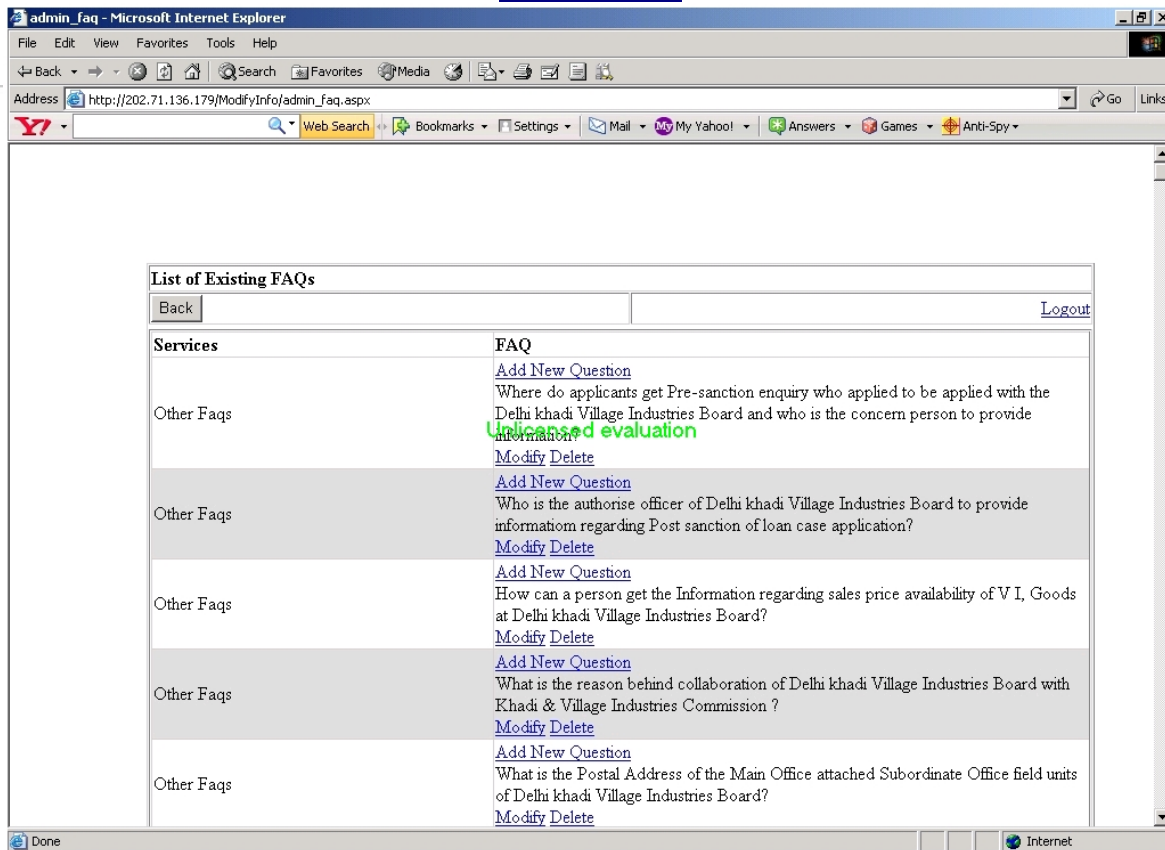
Rename the service name and click on the “ADD” button to modify the service and then click on the “Close” button to close the pop up window and return to home page.

## **::Aap Ki Sunwai:: Grievance Management System**

Click on the “Delete” button of a service to delete from the list. Before deleting a confirmation box appears clicking on “Yes” deletes the service from the list. Clicking on the “No” button cancels the action and service remains in the list.



### **Add FAQ:**



Clicking on the “Add FAQ” button on the Home page opens a page consisting of the list of all the existing FAQs. Clicking on the “Add New Question” inserts a new question to that service.

## ::Aap Ki Sunwai:: Grievance Management System

Question

TestQuestion

Answer

Test Answer

Unlicensed evaluation

ADD Close

“Add New Question” pop up window consists of two text boxes and two buttons.

1	Text Box	Question	To Add New Question write down the question details in the provided text box
		Answer	Write down the Answer of the question in the provided text box
2	Button	Add	Click on the Add button to accomplish the action
		Close	Click on the Close button either to Cancel the action or to close the window after accomplishment of the action

Clicking on the Modify button for any question pops up a new window.

Question

Where do applicants get Pre-sanction enquiry who applied to be applied with the Delhi Khadi Village Industries Board and who is the concern person to provide information?

Answer

Public Relationship Officer (PRO) available between 10 to 3 PM at Head office to provide information regarding Pre sanction

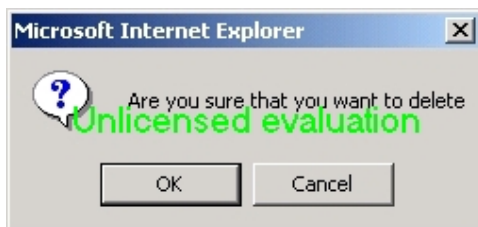
Unlicensed evaluation

ADD Close

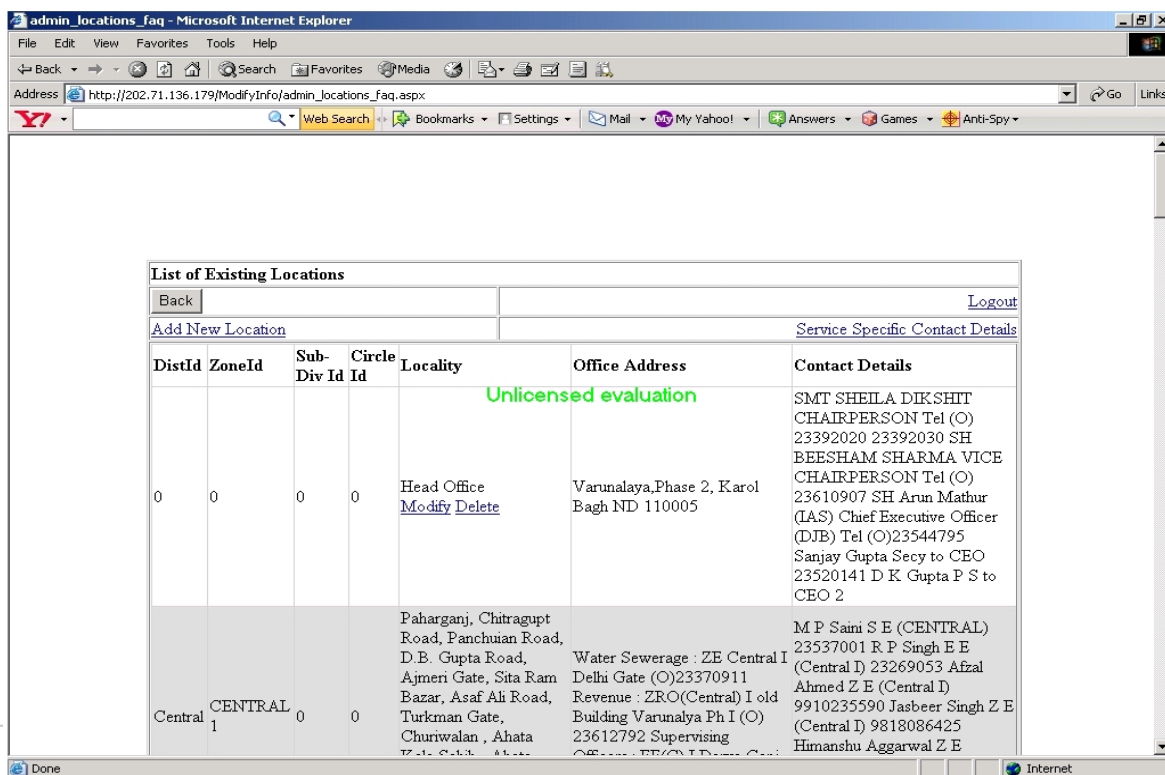
## ::Aap Ki Sunwai:: Grievance Management System

Here modify the information as desired and click on the “ADD” button to update the same. Click on the “Close” button either to go to previous page after accomplishment of the action or to cancel the action and go to previous page.

Click on the “Delete” button of a FAQ to delete it from the list. Before deleting a confirmation box appears clicking on “Yes” deletes the FAQ from the list. Clicking on the “No” button cancels the action and FAQ remains in the list.



### Add Location FAQ:



The home page lists all the existing locations of the department.

1	<b>DistID</b>	District of the locality
2	<b>ZoneID</b>	Zone of the locality
3	<b>SubDivID</b>	Sub division of the locality
4	<b>CircleID</b>	Circle of the locality
5	<b>Locality</b>	Locality of either Head Office or sub ordinate office
6	<b>Office Address</b>	Office Address of the related department
7	<b>Contact details</b>	Contact details of the concerned departmental personnel

1	<b>Add New Location</b>	To add new location in the list
2	<b>Service Specific Contact Details</b>	To add new contact details to a specific service



## ::Aap Ki Sunwai:: Grievance Management System

### 1. Add New Location:

**AddLocality - Microsoft Internet Explorer**

**DistrictId** East **Sub-Div-Id** Preet Vihar

**Zone-Id** EAST 2 **Circle-Id** Patpar Ganj

**Locality**

Patpar Ganj Depot

**Office Address**

Patpar Ganj Depot

**Contact Person Details**

Mr Mittal  
9891000111

**ADD** **Close**

Clicking on the "Add New Location" button pops up a new window same as above.

Step1:

Select District from the DistID combo box. Selecting District causes cascading auto Updation in the rest of the combo boxes.

Step2:

Select Zone from the ZoneID combo box.

Step3:

Select Sub division ID from the Sub-Div-ID combo box.

Step4:

Select Circle from the Circle-ID combo box.

Step5:

Enter locality in the "Locality" text box.

Step6:

Enter Office Address in the "Office Address" text box.

Step7:

Enter Personal Contact details in the provided text box.



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1	<b>ADD</b>	To Add the new location
2	<b>Cancel</b>	To go to the home page either after accomplishment of the action or cancellation of the action

Clicking on the “Modify” button pops up a new window for the modification of the locality.

**AddLocality - Microsoft Internet Explorer**

DistrictId: Central Sub-Div-Id: Daryaganj

Zone-Id: CENTRAL 1 Circle-Id: Pahar Ganj

**Locality**

Head Office

**Office Address**

Varunalaya, Phase 2, Karol Bagh ND 110005

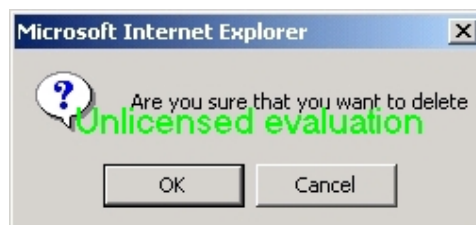
**Contact Person Details**

SMT SHEILA DIKSHIT CHAIRPERSON Tel (O) 23392020 23392030 SH BEESHAM SHARMA VICE CHAIRPERSON Tel (O) 23610907 SH Arun Mathur (IAS) Chief Executive Officer (DJB) Tel (O) 23544795 Sanjay Gupta Secy to CEO 23520141

**Update Close**

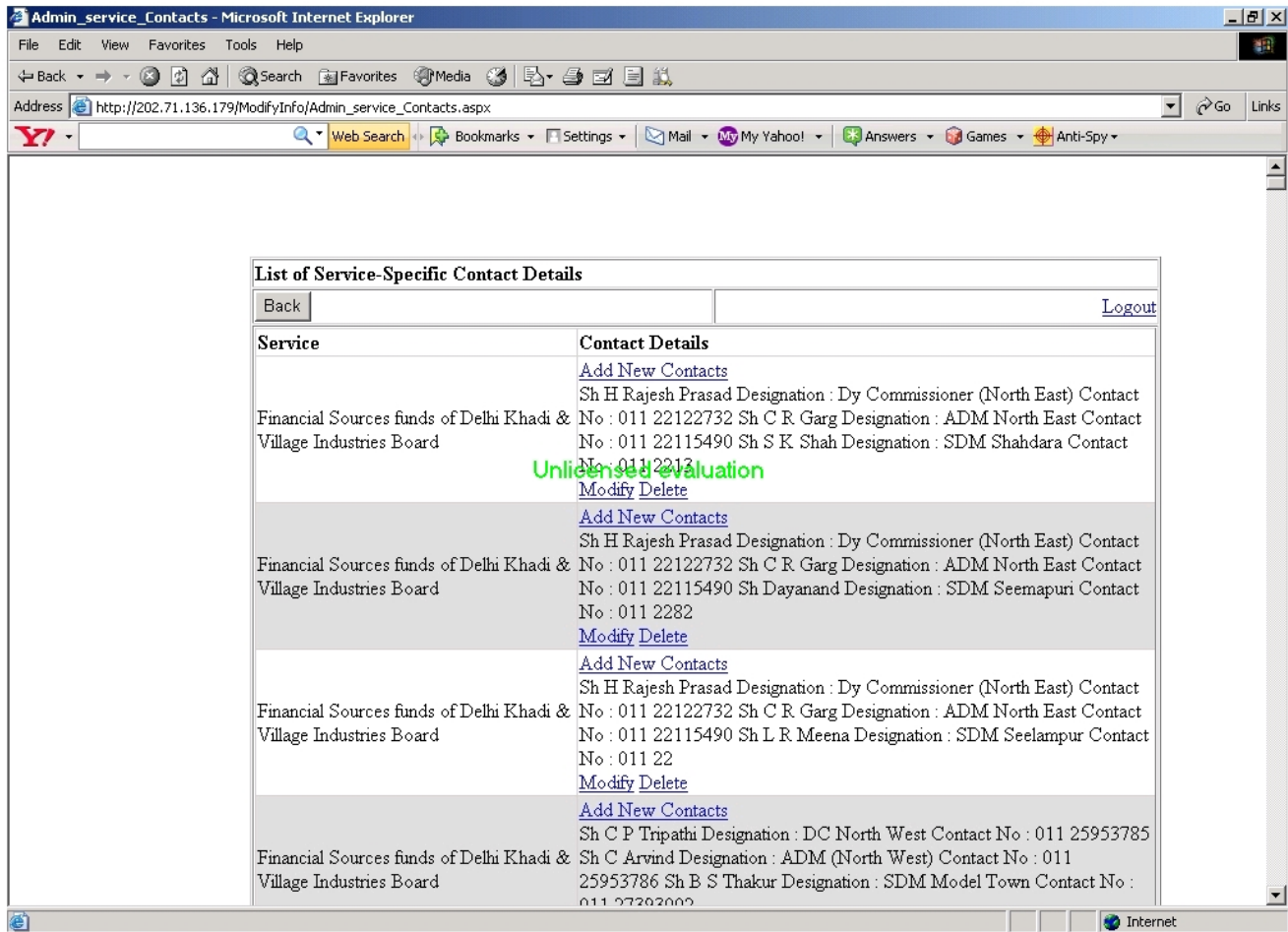
Click on the “Update” button to update the record after making changes. Click on close button to close the pop up window.

Click on the “Delete” button of a FAQ to delete it from the list. Before deleting a confirmation box appears clicking on “Yes” deletes the FAQ from the list. Clicking on the “No” button cancels the action and FAQ remains in the list.

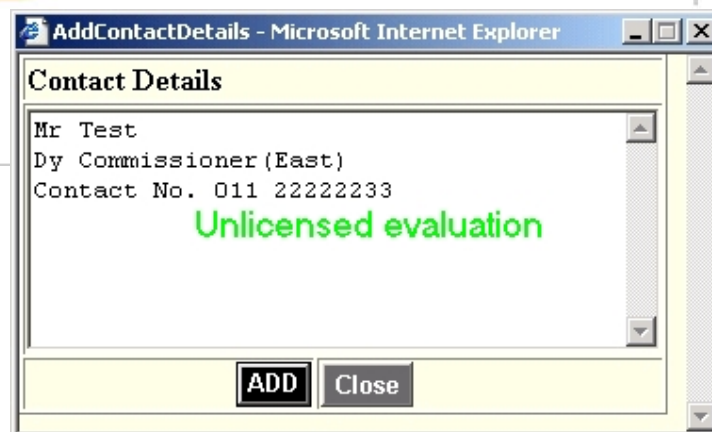


## ::Aap Ki Sunwai:: Grievance Management System

### 2. Service Specific Location



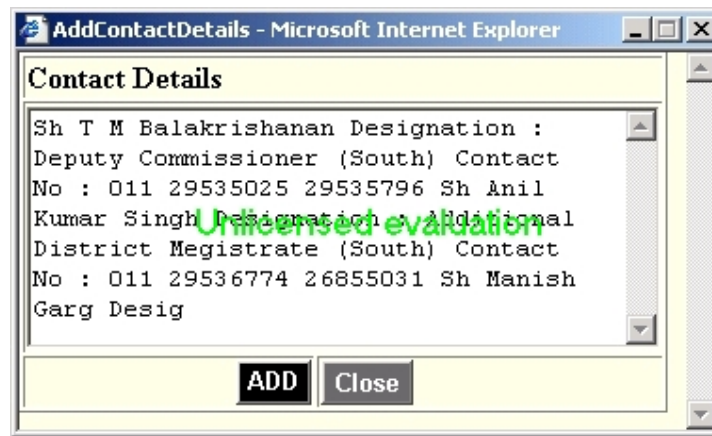
Clicking on the Add New Contacts pops up a new window to add new contacts for a specific service.



Enter the contact details in the provided text box and click on “ADD” button to add the contact. Click on close button to close the pop up window.

Clicking on the “Modify” button pops up a new window to modify the contact details.

## ::Aap Ki Sunwai:: Grievance Management System



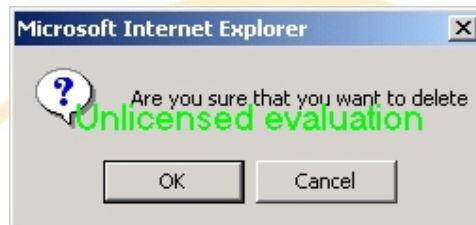
**Contact Details**

Sh T M Balakrishanan Designation : Deputy Commissioner (South) Contact No : 011 29535025 29535796 Sh Anil Kumar Singh Designation : Additional District Magistrate (South) Contact No : 011 29536774 26855031 Sh Manish Garg Desig

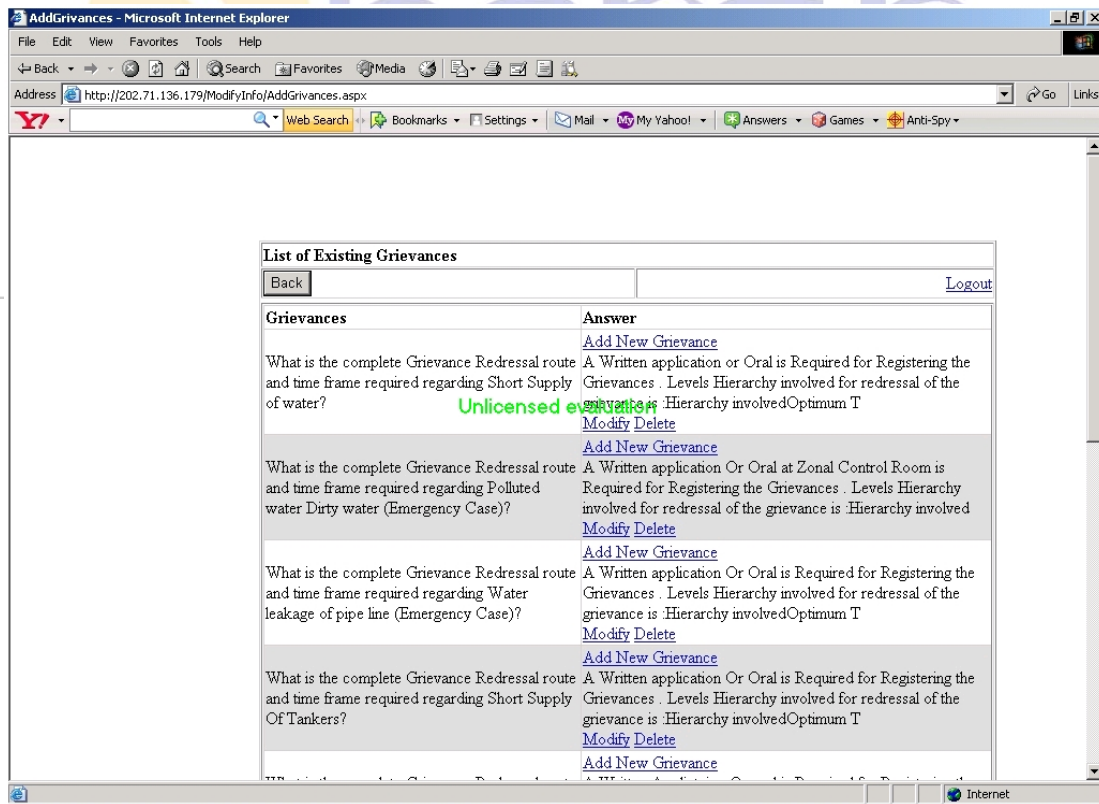
**ADD** **Close**

Click on the “ADD” button to update the record. Click on close button to close the pop up window.

Click on the “Delete” button of a FAQ to delete it from the list. Before deleting a confirmation box appears clicking on “Yes” deletes the FAQ from the list. Clicking on the “No” button cancels the action and FAQ remains in the list.



### Add Grievances:



**AddGrievances - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Media Print Mail News RSS Feeds

Address http://202.71.136.179/ModifyInfo/AddGrievances.aspx Go Links

Web Search Bookmarks Settings Mail My Yahoo! Answers Games Anti-Spy

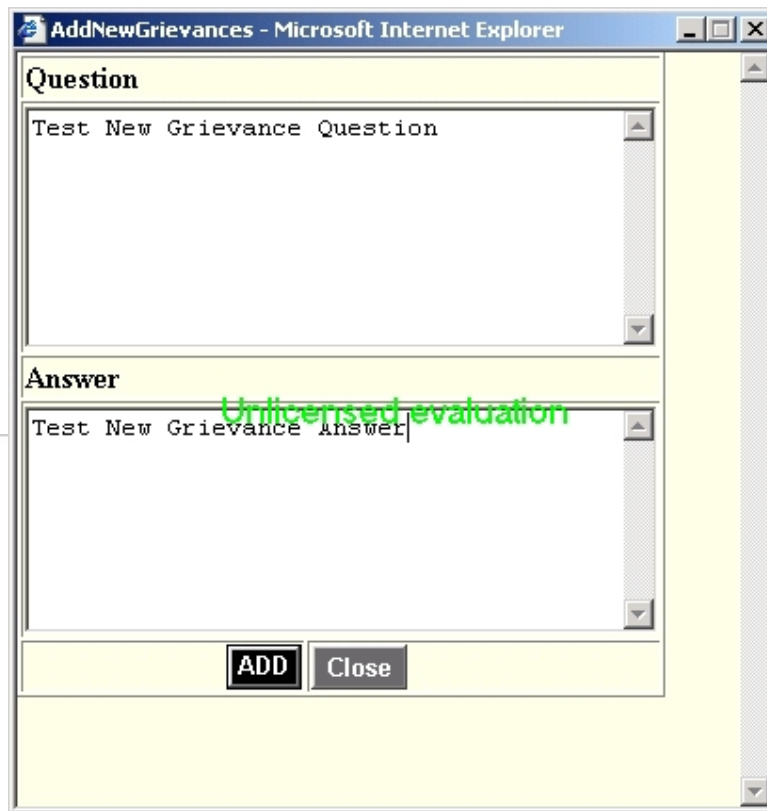
**List of Existing Grievances**

[Back](#) [Logout](#)

Grievances	Answer
What is the complete Grievance Redressal route and time frame required regarding Short Supply of water?	<a href="#">Add New Grievance</a> A Written application or Oral is Required for Registering the Grievances . Levels Hierarchy involved for redressal of the grievance is :Hierarchy involvedOptimum T
What is the complete Grievance Redressal route and time frame required regarding Polluted water Dirty water (Emergency Case)?	<a href="#">Add New Grievance</a> A Written application Or Oral at Zonal Control Room is Required for Registering the Grievances . Levels Hierarchy involved for redressal of the grievance is :Hierarchy involved
What is the complete Grievance Redressal route and time frame required regarding Water leakage of pipe line (Emergency Case)?	<a href="#">Add New Grievance</a> A Written application Or Oral is Required for Registering the Grievances . Levels Hierarchy involved for redressal of the grievance is :Hierarchy involvedOptimum T
What is the complete Grievance Redressal route and time frame required regarding Short Supply Of Tankers?	<a href="#">Add New Grievance</a> A Written application Or Oral is Required for Registering the Grievances . Levels Hierarchy involved for redressal of the grievance is :Hierarchy involvedOptimum T

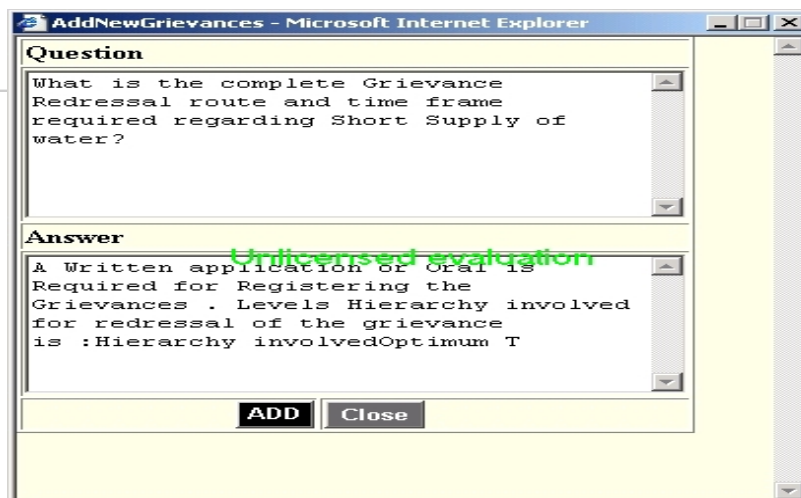
## ::Aap Ki Sunwai:: Grievance Management System

Clicking on the “Add New Grievance” Add a new Grievance.



1	Text Box	Question	To Add New Question write down the question details in the provided text box
		Answer	Write down the Answer of the question in the provided text box
2	Button	Add	Click on the Add button to accomplish the action
		Close	Click on the Close button either to Cancel the action or to close the window after accomplishment of the action

Clicking on the “Modify” button to pops up a new window to modify the Grievance information.



Make changes as desired and click on the “ADD” button to update the record. Click on the “Close” button to close the popup window.

### **::Aap Ki Sunwai:: Grievance Management System**

Click on the "Delete" button of a FAQ to delete it from the list. Before deleting a confirmation box appears clicking on "Yes" deletes the FAQ from the list. Clicking on the "No" button cancels the action and FAQ remains in the list.

