

# Karnataka State Highways Improvement Project

Project Implementation Unit

## Complaint Handling Mechanism - CHM

Operational Manual



Submitted by:

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## Introduction

Handling complaints is an essential part of any organization's commitment to being accountable to its stakeholders. KSHIP-PIU has implemented a comprehensive Complaint Handling Mechanism (CHM) to address the road work related problems faced by the citizens of the state.

This document explains and guides user how to use Complaint Handling Mechanism (CHM)

This document is arranged in the following order.

- Explanation of the Complaint Handling Mechanism (CHM)
- Process Flow Diagram
- Roles and Responsibilities
- Manual for citizen
- Manual for department users
  - Login
  - Screen Layout
  - Analytical Charts
  - User Guides
    - Operational Manual for CMO (Complaint Management Officer)
      - Assign Complaints to RO
      - Despatch Response
      - Closure of redressal
    - Operational for Responding Officer (RO)
      - Address Complaints
      - Address Grievances
    - Operational for Verifying team
      - Internal verification/audit of redressal
    - Operational for Feedback collection team
      - Updating complainant feedback to the CHM

## Process Flow for Complaint Handling Mechanism (CHM)

### Input:

Complaint can be registered by the citizen in different Modes: Using Online web site, Postal Letter to department, Phone, Fax, Email. Online complaints can be registered by visiting [www.kship.in](http://www.kship.in). Complainant enters the details of the issue and contact details along with supporting Photo (optional).

Citizen can also send the complaint to the department through post, email, fax, or phone. Complaint Management Cell (CMC) arranges the entry of the complaint into the CHM through a Data Entry Operator (DEO).

A unique Complaint number is generated through CHM and acknowledgement is sent as email automatically if email is mentioned in the contact details. A printout of the acknowledgement also can be taken. The complaint no can be used for finding the current status of the complaint.

### Response:

Complaint Management Officer (CMO) assigns the complaint along with time frame to the Concerned Expert who (Responding Officer - RO) will prepare the response to the complaint.

If RO is not the concern authority, it can be re-assigned or transferred to another officer.

Finally RO prepares the response along with attachment of relevant documents and completes the redressal.

### Verification and Feedback:

After the response is ready, it will be verified by internal verification/audit team. The team updates the verification result in CHM.

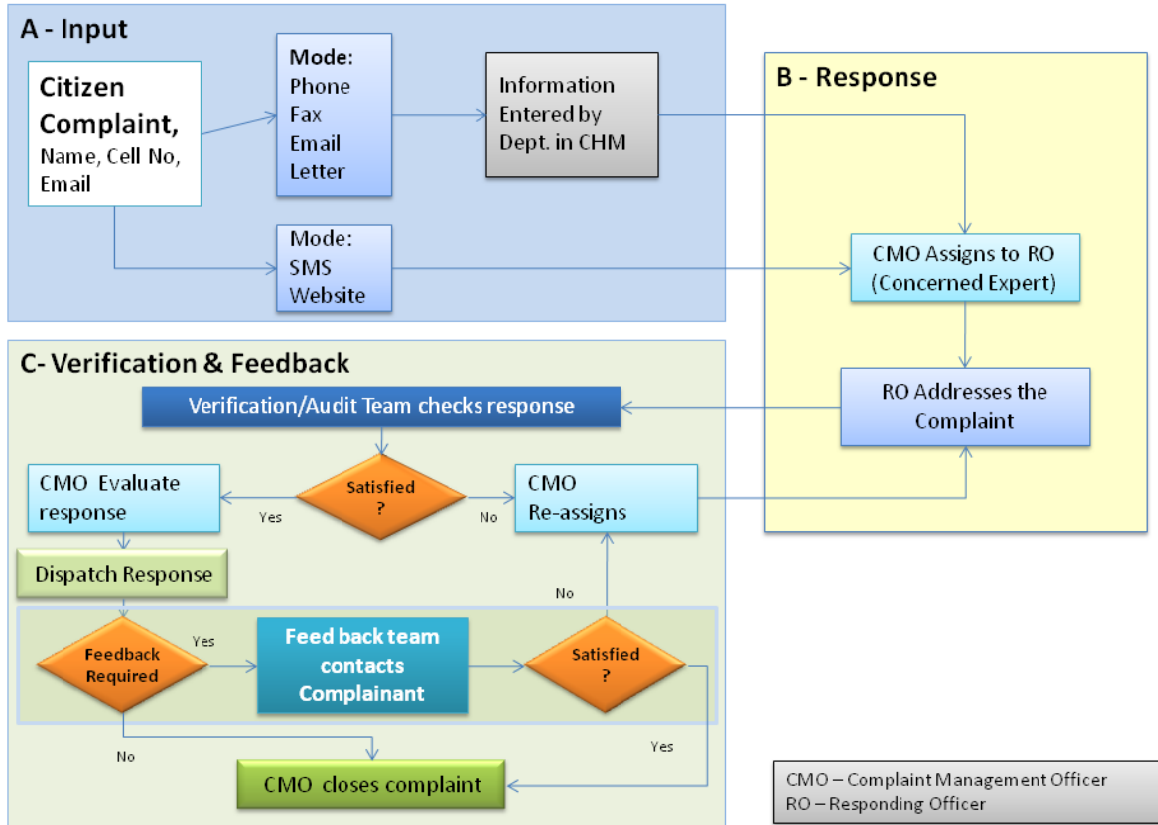
CMO will be able to re-assign the complaint to same/other expert if verification result is not satisfactory.

CMO can evaluate the response and verification result and despatches it to the complainant by updating the despatch no in CHM. CMO may ask the Feedback Collection team to collect feedback from the complainant or may directly close the complaint (this decision is taken depending on the nature of the complaint).

The Feedback Collection team can contact the complainant through Email, phone or in person.

CMO can re-assign the complaint to RO if the feedback is negative from the complaint. Otherwise CMO can do the closure of the complaint. If required, CMO may be able to ask to collect feedback again optionally.

## Process flow diagram



### Roles and Responsibilities

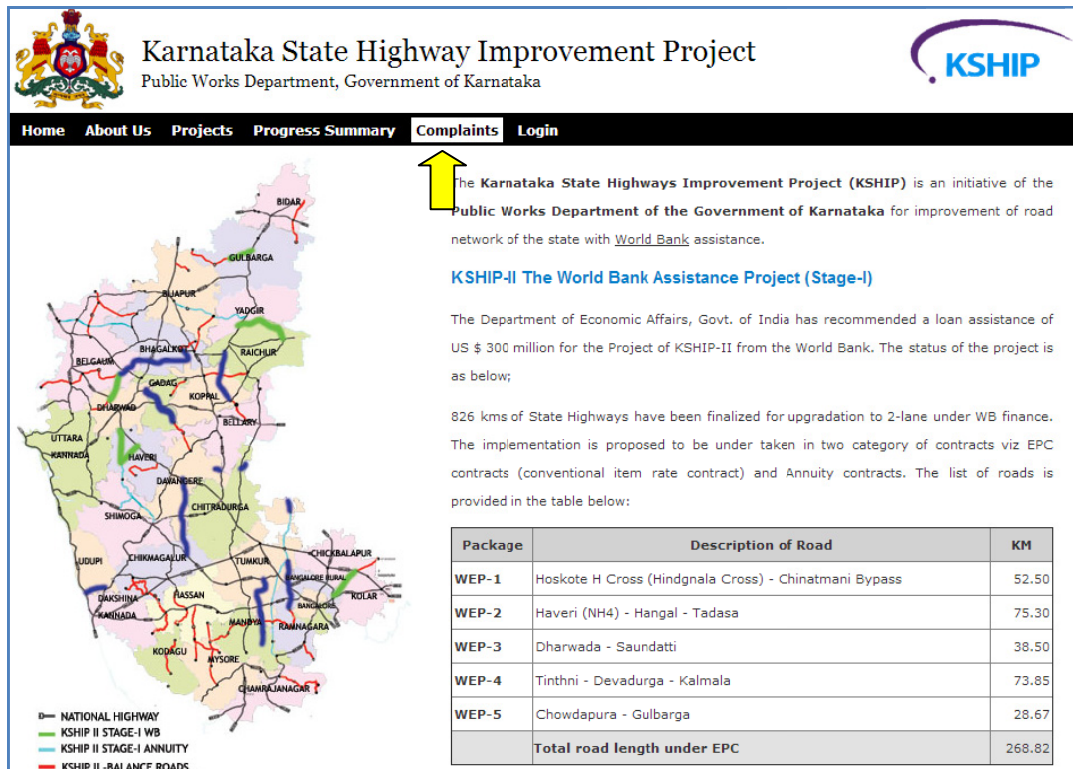
There are six different roles are identified for CHM

Citizen	Citizen can able to register compliant by clicking a link on the department web site, and also citizen can able to view the status of the complaint using the complaint no. Citizen can able to recover the complaint no by providing email id and mobile no.
CMO	Complaint Management Officer is responsible person for administrating CHM. He/she assigns the complaint to the responding officer, despatches the complaint to complainant, and closing the complaint after optionally receiving the feedback from feedback team.
DEO	Data Entry Operator enters the complaints, which are received via offline modes like post, email, .and phone. DEO works under guidance of CMO
RO	Responding Officer can be any employee of the department who can able to resolve the complaint assigned. RO can able to re-assign to another RO if the complaint if necessary. RO can able to transfer to another RO if current is not concern expert. RO's main responsibility is to resolve the complaint and prepare proper response and finally complete the redressal of the complaint.
Verification Team Member	This team is responsible to do the internal audit of the redressal process before despatching response to complaint by CMO.
Feedback Team Member	This team is responsible to collect feedback from Complaint via multiple modes like phone, email, post etc. The response from this team helps CMO to do a proper closure of the complaint

## Guide for Citizen

To register a Complaint online

1. Visit [www.kship.in](http://www.kship.in)
2. Click **Complaints** on navigation bar



**Karnataka State Highway Improvement Project**  
Public Works Department, Government of Karnataka

**Home About Us Projects Progress Summary Complaints Login**

The Karnataka State Highways Improvement Project (KSHIP) is an initiative of the Public Works Department of the Government of Karnataka for improvement of road network of the state with World Bank assistance.

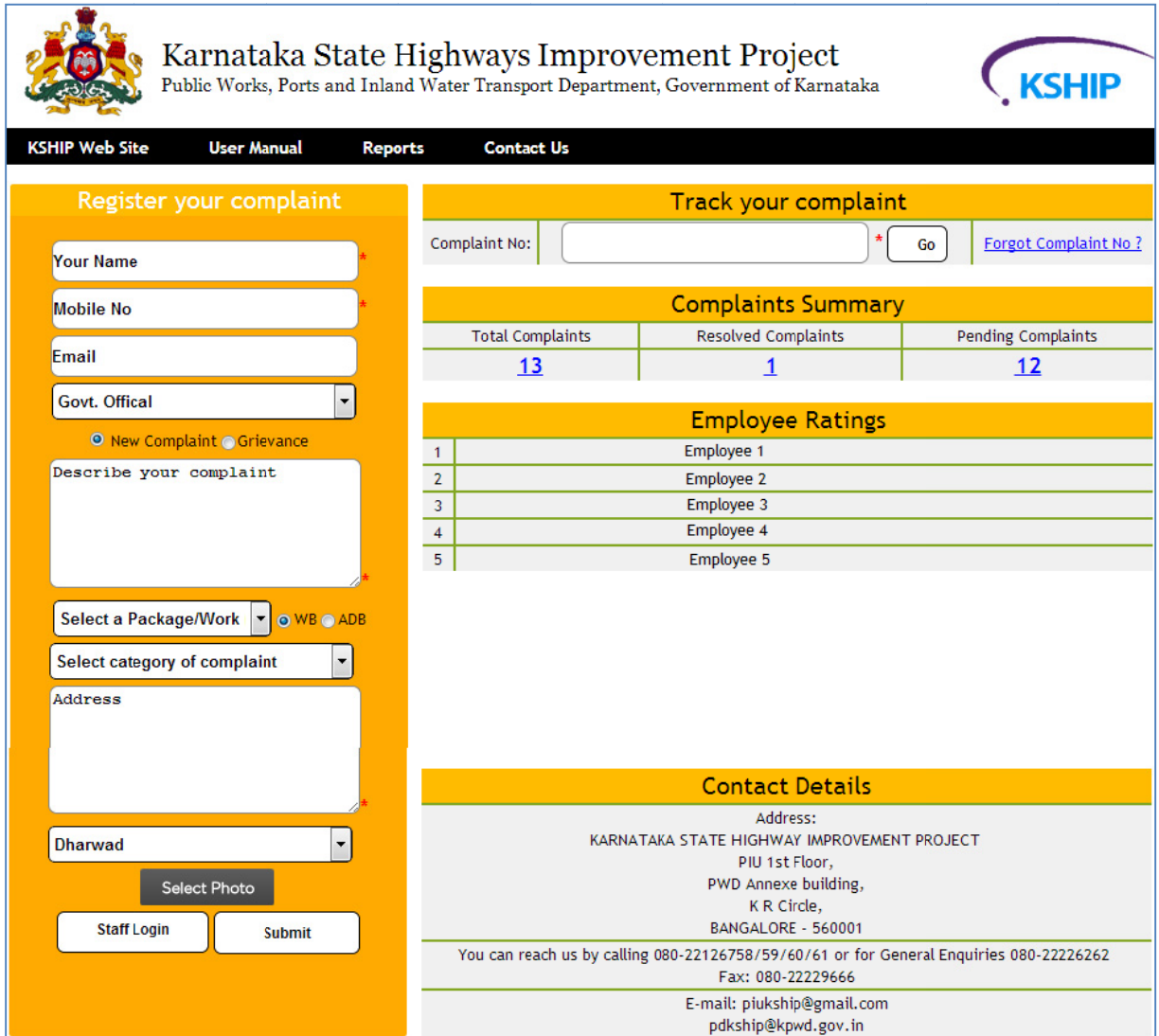
**KSHIP-II The World Bank Assistance Project (Stage-I)**

The Department of Economic Affairs, Govt. of India has recommended a loan assistance of US \$ 300 million for the Project of KSHIP-II from the World Bank. The status of the project is as below;

826 kms of State Highways have been finalized for upgradation to 2-lane under WB finance. The implementation is proposed to be under taken in two category of contracts viz EPC contracts (conventional item rate contract) and Annuity contracts. The list of roads is provided in the table below:

Package	Description of Road	KM
WEP-1	Hoskote H Cross (Hindgnala Cross) - Chinatmani Bypass	52.50
WEP-2	Haveri (NH4) - Hangal - Tadasa	75.30
WEP-3	Dharwada - Saundatti	38.50
WEP-4	Tinthni - Devadurga - Kalmala	73.85
WEP-5	Chowdapura - Gulbarga	28.67
<b>Total road length under EPC</b>		<b>268.82</b>

3. Fill complaint registration form.



**Karnataka State Highways Improvement Project**  
Public Works, Ports and Inland Water Transport Department, Government of Karnataka

**KSHIP**

KSHIP Web Site    User Manual    Reports    Contact Us

### Register your complaint

Your Name \*

Mobile No \*

Email

Govt. Official

New Complaint  Grievance

Describe your complaint

Select a Package/Work     WB     ADB

Select category of complaint

Address

Dharwad

Select Photo

Staff Login    Submit

### Track your complaint

Complaint No:  \*    Go    [Forgot Complaint No ?](#)

### Complaints Summary

Total Complaints	Resolved Complaints	Pending Complaints
13	1	12

### Employee Ratings

1	Employee 1
2	Employee 2
3	Employee 3
4	Employee 4
5	Employee 5

### Contact Details

Address:  
KARNATAKA STATE HIGHWAY IMPROVEMENT PROJECT  
PIU 1st Floor,  
PWD Annexe building,  
K R Circle,  
BANGALORE - 560001

You can reach us by calling 080-22126758/59/60/61 or for General Enquiries 080-22226262  
Fax: 080-22229666

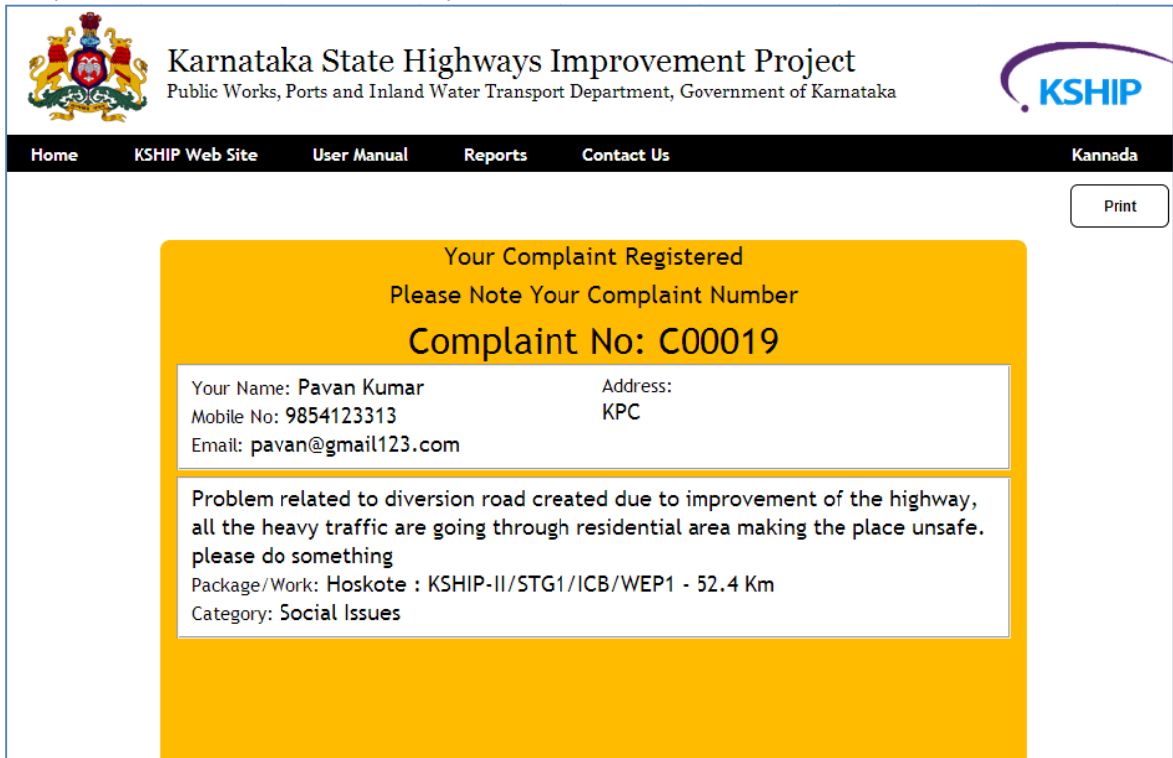
E-mail: piukship@gmail.com  
pdkship@kpwd.gov.in

4. Citizen must fill mandatory details (marked with \*)

5. Click Submit button.



After successful submission, Citizen can able to view an acknowledgement which mentions the complaint no. Citizen can able to take printout for future reference.



The screenshot shows the KSHIP website interface. At the top, there is a navigation bar with links for Home, KSHIP Web Site, User Manual, Reports, and Contact Us. A 'Print' button is located in the top right corner. The main content area features a yellow background with the following text:

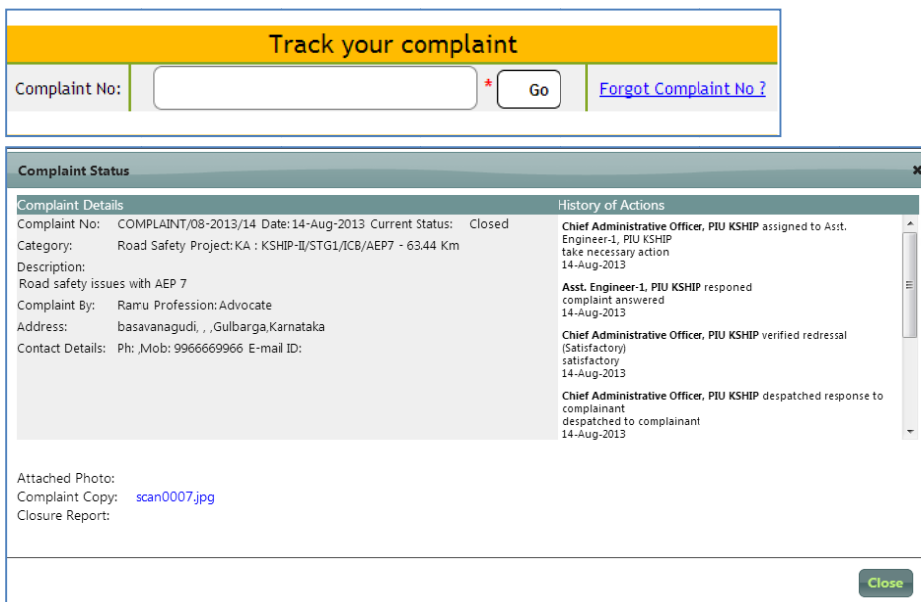
**Your Complaint Registered**  
Please Note Your Complaint Number  
**Complaint No: C00019**

Your Name: Pavan Kumar	Address: KPC
Mobile No: 9854123313	
Email: pavan@gmail123.com	

Problem related to diversion road created due to improvement of the highway, all the heavy traffic are going through residential area making the place unsafe. please do something

Package/Work: Hoskote : KSHIP-II/STG1/ICB/WEP1 - 52.4 Km  
Category: Social Issues

Citizen can view to status by giving the complaint no



The screenshot shows the 'Track your complaint' form and the 'Complaint Status' window. The form has a search field for 'Complaint No:', a 'Go' button, and a link for 'Forgot Complaint No?'. The 'Complaint Status' window displays the following details:

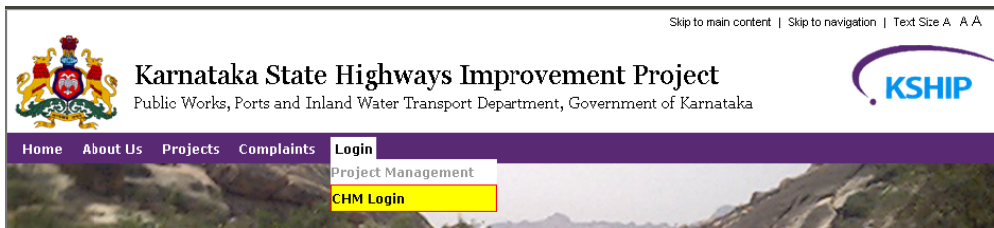
Complaint Details	History of Actions
Complaint No: COMPLAINT/08-2013/14 Date: 14-Aug-2013 Current Status: Closed	Chief Administrative Officer, PIU KSHIP assigned to Asst. Engineer-1, PIU KSHIP
Category: Road Safety Project: KA : KSHIP-II/STG1/ICB/AEP7 - 63.44 Km	take necessary action 14-Aug-2013
Description: Road safety issues with AEP 7	Asst. Engineer-1, PIU KSHIP responded complaint answered 14-Aug-2013
Complaint By: Ramu Profession: Advocate	Chief Administrative Officer, PIU KSHIP verified redressal (Satisfactory) satisfactory 14-Aug-2013
Address: basavanagudi, , Gulbarga, Karnataka	Chief Administrative Officer, PIU KSHIP despatched response to complainant despatched to complainant 14-Aug-2013
Contact Details: Ph: ,Mob: 9966669966 E-mail ID:	
Attached Photo: Complaint Copy: <a href="#">scan0007.jpg</a>	
Closure Report:	

## Operational Manual for Department Login

To do the redressal of the complaints posted by citizen, the department user needs to login to Complaint Handling Mechanism (CHM). The user names and passwords are provided to each user to do his/her part of the work.

### Login to CHM

1. To Login to CHM open URL <http://www.kship.in> in browser, then from Login menu select CHM Login

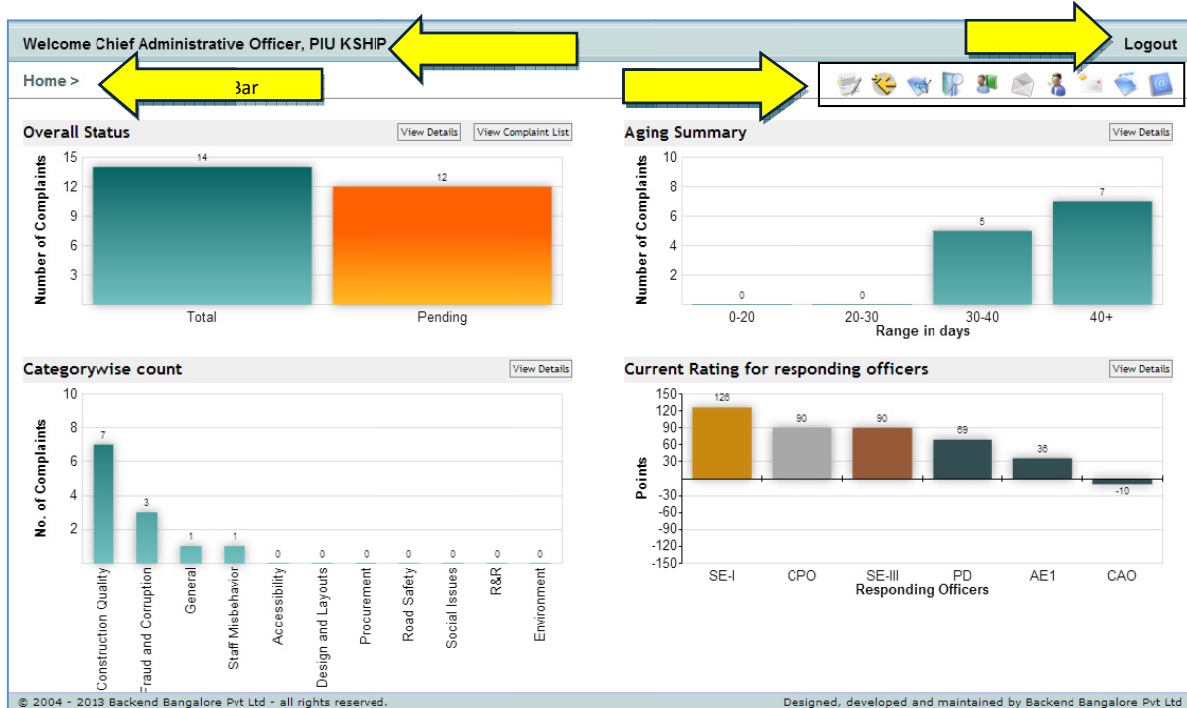


2. Login screen appears. Enter user name and password and click login button.



## Screen Layout

After successful login the home screen appears, which displays few analytical charts along with menu and navigation bar



Explanation of the screen layout:

- **User Name:** User can able to change password by clicking on the user name
- **Logout button:** This is used to logout from CHM
- **Navigation Bar:** This is used to navigation between various screen
- **Menu Bar:** This bar shows various icons as per user privilege for different user can take.

Analytical Charts:

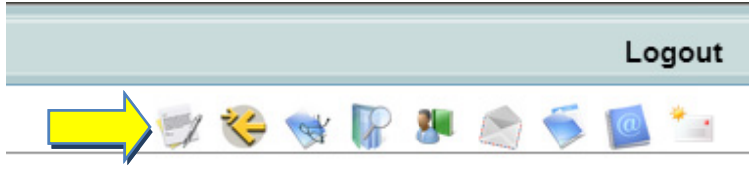
- **Overall Status:** shows total pending complaint against total complaint. User can able to see view more details by clicking View Details button and View Complaint List button
- **Aging Summary:** shows count of complaints pending in different range of days
- **Category wise count:** shows count of complaints in different category
- **Current Rating for Employees:** show summary of point employees achieved during redressal process.

## Manual for CMO (Complaint Management Officer)

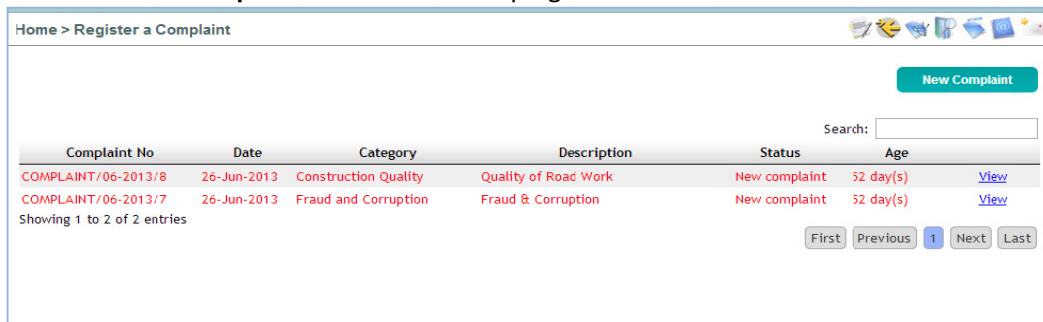
### Entry of New Complaint

Offline complaints received by the department can be entered in CHM by Data Entry Operator (DEO)

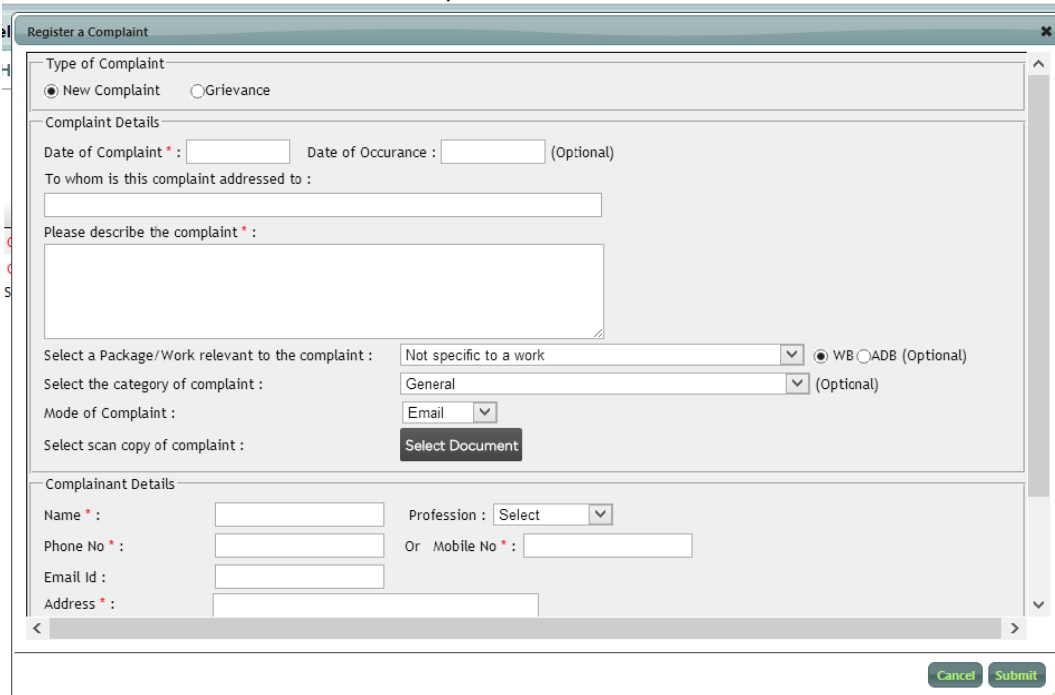
1. To enter the complaint, click on 'Add New Complaint' icon in menu bar



2. Click on 'New Complaint' button on the top right of the screen



3. DEO can enter the details of the complaints



**Register a Complaint**

Type of Complaint  
 New Complaint  Grievance

Complaint Details  
 Date of Complaint \* :  Date of Occurance :  (Optional)  
 To whom is this complaint addressed to :   
 Please describe the complaint \* :   
 Select a Package/Work relevant to the complaint :  Not specific to a work  WB  ADB (Optional)  
 Select the category of complaint :  General  (Optional)  
 Mode of Complaint :  Email   
 Select scan copy of complaint :

Complainant Details  
 Name \* :  Profession :  Select   
 Phone No \* :  Or Mobile No \* :   
 Email Id :   
 Address \* :

## Assign Complaint to RO

CMO receives list of complaint which are registered by Citizen or entered by Data Entry Operator, which are required to be assigned to concern expert for response.

1. Click “Assign Complaint” icon in the menu bar.



A screen appears with list of New Complaints along with complaints which are termed “Not Satisfactory” by verification team or feedback collection team. These are required to be assigned to the Responding Officer

Welcome Chief Administrative Officer, PIU KSHIP Logout

Home > Unassigned Complaints

Complaint No	Date	Category	Description	Status	Age	
COMPLAINT/07-08-2013/9	08-Jul-2013	General	Road built between MYSORE and KUSHALNAGAR in the past few years are developing L...	New complaint	39 d	<a href="#">Take Action</a>
COMPLAINT/06-2013/8	26-Jun-2013	Construction Quality	Quality of Road Work	New complaint	52 day(s)	<a href="#">Take Action</a>
COMPLAINT/06-2013/7	26-Jun-2013	Fraud and Corruption	Fraud & Corruption	New complaint	52 day(s)	<a href="#">Take Action</a>

Showing 1 to 3 of 3 entries

First Previous 1 Next Last

2. Click on ‘Take Action’ to assign individual complaint
3. To assign self select “Assign to self”
4. To assign to others select “Assign to others” and Select Responding Officer (RO) from the list.
5. Mention time frame (in days)

Welcome Chief Administrative Officer, PIU KSHIP Logout

Assign Complaint

**COMPLAINT DETAILS**

Complaint No: COMPLAINT/07-08-2013/9 Date:08-Jul-2013  
(Added On 08-Jul-2013 at 11:33)

Category: General Project:Not specific to a work

Addressed To:

Description: Road built between MYSORE and KUSHALNAGAR in the past few years are developing lot of cracks and not upto the quality i believe. Pls look into the same and rectify / also there are many HUMPS erected recently , thus slowing travel time. Pls educate users both drivers and pedestrian to use responsibly

Complaint By: TANOJ Profession:  
Address: BANGALORE , Bangalore Urban  
Contact Details: (11M)9880303067 E-mail ID:

**ACTION DATES**

Due Date for Reply: 01-Aug-2013  
Expected Action By: By:  
Closure Report:  
Verification Response: Not Done  
Feedback Response: Not Taken

**HISTORY OF ACTIONS**

---

**ACTIONS**

Assign to self  Assign to others

Chief Project Officer, PIU KSHIP

Expected Action by \* : 0 day(s)

Comment \* :

Cancel Done

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## Despatch Complaints

Response for the complaint is required to send to the complainant after internal verification/audit. CMO can update Despatch No to ensure the communication.

1. click on 'Despatch Complaints' icon on the menu bar  
The list of complaints where are verified satisfactorily by internal team appears.



2. click on 'Despatch' to Despatch the complaint

Welcome Chief Administrative Officer, PIU KSHIP						Logout	
Home > Despatch Response							
Complaint No	Date	Category	Description	Status	Age	Search:	
COMPLAINT/02-2012/2	24-Feb-2012	Construction Quality	Upgradation of Thiniti - Kalamala road work under KSHIP-II ,Stage-I EPC Contract...	Redressal verified (Satisfactory)	540 day(s)	<a href="#">Despatch</a>	
Showing 1 to 1 of 1 entries							
<input type="button" value="First"/> <input type="button" value="Previous"/> <input type="button" value="1"/> <input type="button" value="Next"/> <input type="button" value="Last"/>							

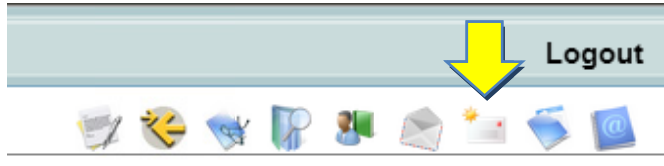
3. Enter the Despatch number

Welcome Chief Administrative Officer, PIU KSHIP		Logout
Despatch Response to Complainant		
<b>COMPLAINT DETAILS</b> Complaint No: COMPLAINT/02-2012/2 Date:24-Feb-2012 (Added On 24-Jun-2013 at 00:00) Category: Construction Quality Project: Tinthni : KSHIP-II/STG1/ICB/WEP4 - 73.80 Km Addressed To: The Project Director Description: <a href="#">Complaint-Sharanappa.pdf</a> Upgradation of Thiniti - Kalamala road work under KSHIP-II ,Stage-I EPC Contract WEP-4 Regarding Complaint By: V Sharanappa Profession: Other Address: Amarapur,Door No 218 EWS, nijalingappa Colony Raichur 584101,Amarapur,,Raichur ,Raichur,Karnataka Contact Detail: (111)9483696200 E-mail ID:		<b>HISTORY OF ACTIONS</b> Chief Administrative Officer, PIU KSHIP assigned to Superintending Engineer-I, KSHIP Assigned to SE-1 24-Jun-2013 Superintending Engineer-I, KSHIP Re-Assigned Assigned to SE-1 24-Jun-2013 Chief Administrative Officer, PIU KSHIP responded completed 14-Aug-2013 Chief Administrative Officer, PIU KSHIP verified redressal (Satisfactory)
<b>ACTION DATES</b> Due Date for Reply: 30-Mar-2012 Expected Action By: 17-Aug-2013 By: Closure Report: <a href="#">ico-delete.jpg</a> Verification Response: Satisfactory Feedback Response: Not Taken	<b>ACTIONS</b> Despatch No * : <input type="text"/> Comment * : <input type="text"/> <input type="button" value="Cancel"/> <input type="button" value="Done"/>	
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## Close Complaints:

The addressed Complaints need to be closed after all required actions are completed.

1. Click of **'Close Complaints'** icon in the menu bar. A list of complaints awaiting closure will appear



Welcome Chief Administrative Officer, PIU KSHIP Logout

Home > Completed Complaints awaiting closure 


Complaint No	Date	Category	Description	Status	Age	Search: <input type="text"/>
COMPLAINT/02-2012/2	24-Feb-2012	Construction Quality	Upgradation of Thiniti - Kalamala road work under KSHIP-II ,Stage-I EPC Contract...	Despatched Response to complainant	540 day(s)	<a href="#">Take Action</a>

Showing 1 to 1 of 1 entries

2. Click on **'Take Action'** on selected complaint. A window appears with detail/history of complaint
3. CMO evaluate if the complainant feedback is required or not. Click on **"Send to feedback team"** to request feedback collection team to collect feedback. Otherwise click **"Close"** to do the closure.

Close Complaint

COMPLAINT DETAILS	HISTORY OF ACTIONS
Complaint No: COMPLAINT/02-2012/2 Date: 24-Feb-2012 (Added On 24-Jun-2013 at 00:00) Category: Construction Quality Project: Tinthni : KSHIP-II/STG1/ICB/WEP4 - 73.80 Km Addressed To: The Project Director Description: <a href="#">Complaint-Sharanappa.pdf</a> Upgradation of Thiniti - Kalamala road work under KSHIP-II ,Stage-I EPC Contract WEP-4 Regarding Complaint By: V Sharanappa Profession: Other Address: Amarapur,Door No 218 EWS, nijalingappa Colony Raichur 584101,Amarapur,Raichur ,Raichur,Karnataka Contact Details: 011/009483696200 E-mail ID:	Chief Administrative Officer, PIU KSHIP assigned to Superintending Engineer-I, KSHIP Assigned to SE-I 24-Jun-2013 Superintending Engineer-I, KSHIP Re-Assigned Assigned to SE-1 24-Jun-2013 Chief Administrative Officer, PIU KSHIP responded completed 14-Aug-2013 Chief Administrative Officer, PIU KSHIP verified redressal (Satisfactory)
ACTION DATES	ACTIONS
Due Date for Reply: 30-Mar-2012 Expected Action By: 27-Aug-2013 By: Closure Report: <a href="#">ico-delete.jpg</a> Verification Response: Feedback Response: Not Taken	<input checked="" type="radio"/> Close <input type="radio"/> Send to Feed back team Comment * : <input type="text"/> <div style="text-align: right;"> <input type="button" value="Cancel"/> <input type="button" value="Done"/> </div>

## Manual for Responding Officer (RO)

### Address Complaints

RO has to prepare the response and update in CHM.

1. Click on **“Address Complaint”** on menu bar. The list of Complaints assigned to him/her after login.



Welcome Superintending Engineer-I, KSHIP Logout

Home > Complaint Redressal [Icons]

Complaint No	Date	Category	Description	Status	Age	Search: <input type="text"/>
COMPLAINT/02-2013/4	24-Feb-2013	Construction Quality	Upgradation of Thintini-Kalamala road work under KSHIP-II, Stage-I, EPC contract ...	Assigned to Superintending Engineer-I, KSHIP	174 day(s)	<a href="#">Take Action</a>
COMPLAINT/02-2012/1	24-Feb-2012	Construction Quality	Upgradation of Thintini-Kalamala road work under KSHIP-III, Stage-I EPC contract ...	Assigned to Superintending Engineer-I, KSHIP	540 day(s)	<a href="#">Take Action</a>

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

2. Click on **‘Take Action’** on the selected complaint. A window appears with details.
3. RO has option to transfer or re-assign to other RO if required.
4. Click on **“Completed”** radio button and mentioned mandatory Closure Note (along with closure note).
5. Click **“Done”** button to complete

Address Complaint

COMPLAINT DETAILS	HISTORY OF ACTIONS
<p>Complaint No: COMPLAINT/02-2013/4 Date: 24-Feb-2013 (Added On 24-Jun-2013 at 00:00)</p> <p>Category: Construction Quality Project: Tintini : KSHIP-II/STG1/ICB/WEP4 - 73.80 Km</p> <p>Addressed To: The Project Director</p> <p>Description: <a href="#">Complaint-Sharanappa.pdf</a></p> <p>Upgradation of Thintini-Kalamala road work under KSHIP-II, Stage-I,EPC contract WEP-4 Regarding</p> <p>Complaint By: V Sharanappa Profession:Other</p> <p>Address: Amarpur,Door No 218, EWS Nijalingappa, 584101, Amarpur,Raichur,Karnataka</p> <p>Contact Details: (111)0483696200, E-mail</p>	<p>Chief Administrative Officer, PIU KSHIP assigned to Superintending Engineer-I, KSHIP SE-1 24-Jun-2013</p>

**ACTIONS**

Completed  Re-Assign  Transfer

**Attach supporting documents :**

**Closure Note \* :**

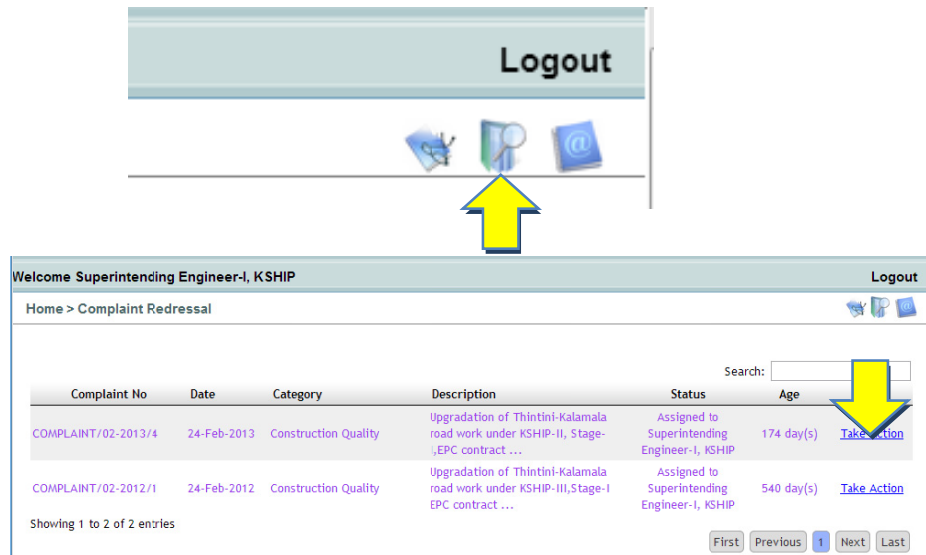
Cancel Done



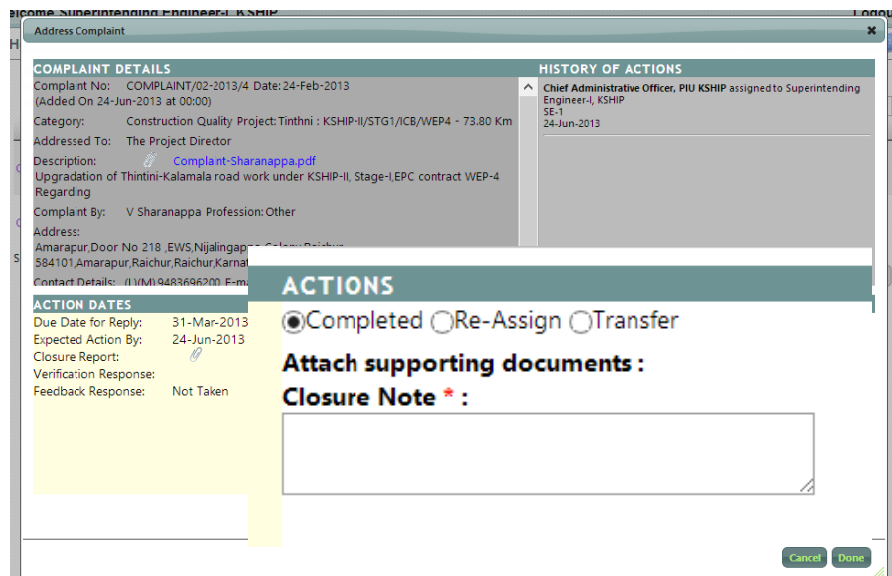
## Address Grievance

RO has to prepare the response an update in CHM.

1. Click on **“Address Grievance”** on menu bar. The list of Complaints assigned to him/her after login.



2. Click on **‘Take Action’** on the selected complaint. A window appears with details.
3. RO has option to transfer or re-assign to other RO if required.
4. Click on **“Completed”** radio button and mentioned mandatory Closure Note (along with closure note).
5. Click **“Done”** button to complete



## Manual for Internal Verification Team

The verification team does the internal audit/verification of the redressal process before despatching the response.

1. Click **Verify** icon on menu bar after login

A screen appears with the complaints where are awaiting verification.



Welcome Chief Administrative Officer, PIU KSHIP Logout

Home > Verify Redressal

Complaint No	Date	Category	Description	Status	Age	Action
COMPLAINT/07-16-2013/12	16-Jul-2013	Fraud and Corruption	Regarding the quality of the road	Responded	32 day(s)	<a href="#">Take Action</a>
COMPLAINT/02-2012/5	24-Feb-2012	Construction Quality	Upgradation of Thintini-Kalamala road work under KSHIP-II Stage-I EPC Contract W...	Responded	540 day(s)	<a href="#">Take Action</a>

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

2. Click **'Take Action'** link. The details of the complaints appear with action area
3. Choose response **"Not Satisfactory"** or **"Satisfactory"** by selecting ration button with comments
4. Click **Done** button

Welcome Chief Administrative Officer, PIU KSHIP Logout

Verify Redressal

**COMPLAINT DETAILS**

Complaint No: COMPLAINT/07-16-2013/12 Date: 16-Jul-2013  
(Added On 16-Jul-2013 at 11:30)

Category: Fraud and Corruption Project:  
Koratagere : KSHIP-I/STG1/ICB/AEP1 - 68.20 Km

Addressed To: The project Director

Description: [Complaint-Sudhakar.pdf](#)  
Regarding the quality of the road

Complaint By: Suresh Profession:  
Address: banglore, ,Bangalore Rural,Ka

Contact Details: (L)(M) 9611265906 E-mail ID: sy

Redressal Age: 11 day(s)

**ACTION DATES**

Due Date for Reply: 01-Sep-2013  
Expected Action By: 07-Aug-2013 By:

Closure Report:

Verification Response:

Feedback Response: Not Taken

**HISTORY OF ACTIONS**

Chief Administrative Officer, PIU KSHIP assigned to Superintending Engineer-I, KSHIP Assigned 16-Jul-2013

Superintending Engineer-I, KSHIP Re-Assigned Re assigned 16-Jul-2013

**ACTIONS**

**Complaint Redressal was: (Choose your response)**

Not Satisfactory

Satisfactory


**Comment \* :**

[Cancel](#) [Done](#)

## Manual for Feedback Collection team

Complainant feedback are collected by this team and also this team is responsible for updating the feedback in CHM

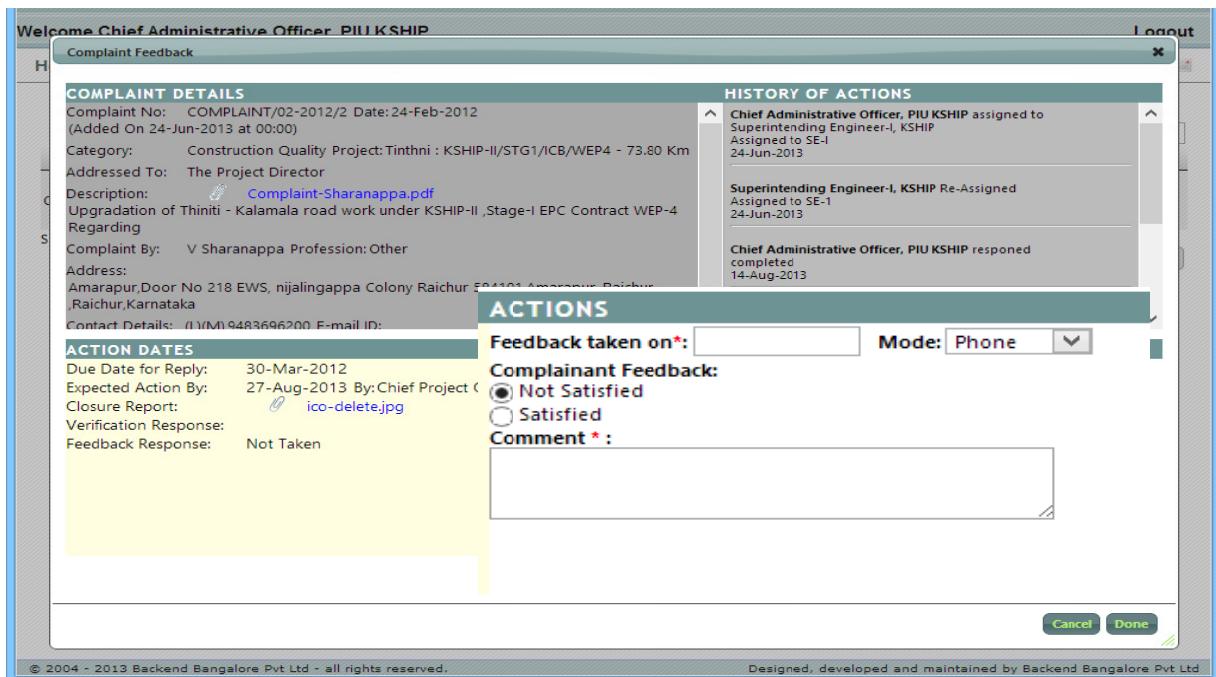
1. Click on 'Collect Feedback' icon on the menu bar after login



The screenshot shows the user interface after login. A yellow arrow points to the 'Collect Feedback' icon in the top navigation bar. Below the navigation bar, the user is logged in as 'Chief Administrative Officer, PIU KSHIP'. The main content area displays a table of complaint feedback entries. A yellow arrow points to the 'Take Action' link in the first row of the table.

Complaint No	Date	Category	Description	Status	Age	
COMPLAINT/02-2012/2	24-Feb-2012	Construction Quality	Upgradation of Thiniti - Kalamala road work under KSHIP-II ,Stage-I EPC Contract...	Sent to complainant feedback	540 day(s)	<a href="#">Take Action</a>

2. Click 'Take Action' link. A window with complaint details appears.



The screenshot shows the 'Complaint Feedback' window with the following details:

- COMPLAINT DETAILS**
  - Complaint No: COMPLAINT/02-2012/2 Date: 24-Feb-2012 (Added On 24-Jun-2013 at 00:00)
  - Category: Construction Quality Project: Tinthni : KSHIP-II/STG1/ICB/WEP4 - 73.80 Km
  - Addressed To: The Project Director
  - Description: [Complaint-Sharanappa.pdf](#)
  - Upgradation of Thiniti - Kalamala road work under KSHIP-II ,Stage-I EPC Contract WEP-4 Regarding
  - Complaint By: V Sharanappa Profession: Other
  - Address: Amarapur,Door No 218 EWS, nijalingappa Colony Raichur 594101, Amarapura Distur, Raichur,Karnataka
  - Contact Details: (11/M)9483696200 E-mail ID:
- HISTORY OF ACTIONS**
  - Chief Administrative Officer, PIU KSHIP assigned to Superintending Engineer-I, KSHIP Assigned to SE-1 24-Jun-2013
  - Superintending Engineer-I, KSHIP Re-Assigned Assigned to SE-1 24-Jun-2013
  - Chief Administrative Officer, PIU KSHIP responded completed 14-Aug-2013
- ACTIONS**
  - Feedback taken on\*:  Mode:
  - Complainant Feedback:
    - Not Satisfied
    - Satisfied
  - Comment \*:

Buttons: Cancel Done

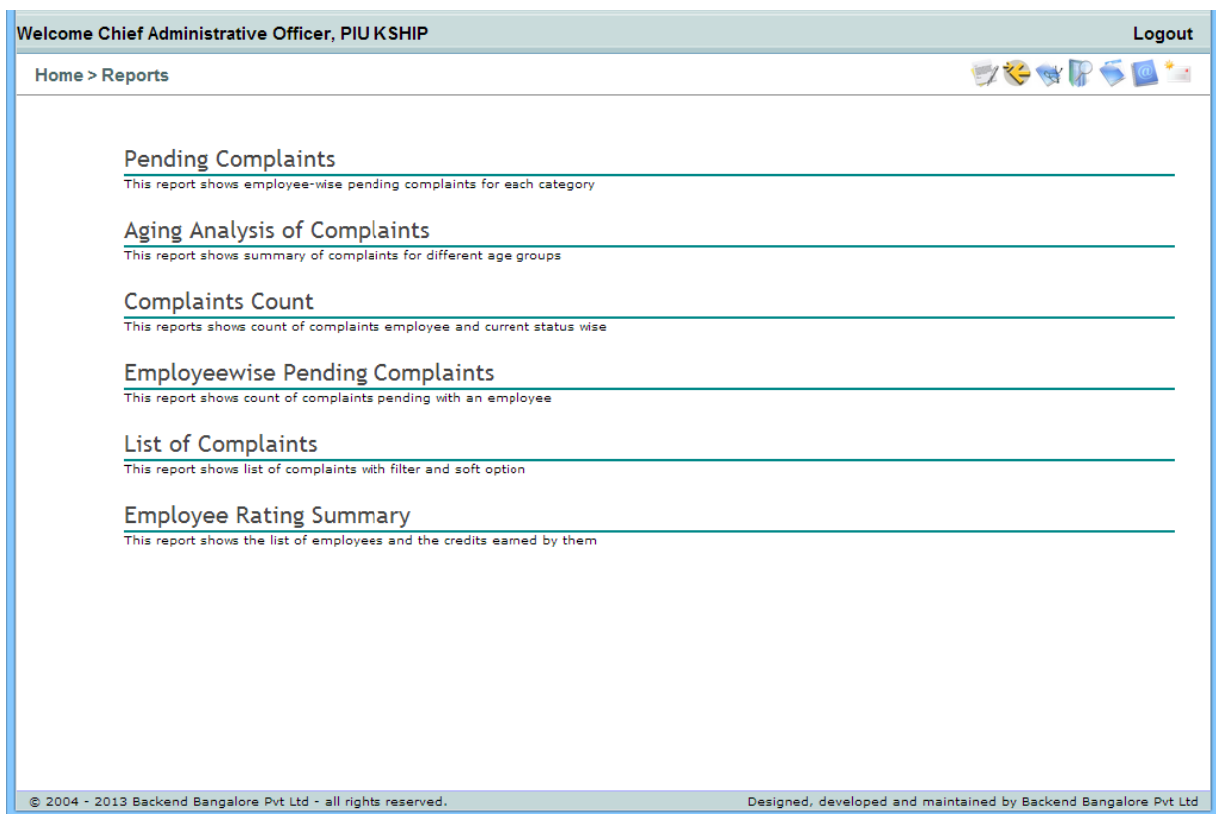
3. Select **date of communication**
4. Select **mode** of communication with the complainant
5. Select "Not Satisfied" or "Satisfied" radio with comment from complainant
6. Click **Done** button

## Reports:

To view the reports click on 'Reports' icon on the menu bar after login



Click on links in List of Reports

A screenshot of a web application interface. At the top, a header bar contains "Welcome Chief Administrative Officer, PIU KSHIP" on the left and "Logout" on the right. Below the header, a breadcrumb trail reads "Home > Reports". A row of icons is visible on the right side of the page. The main content area lists six report categories, each with a title and a brief description: "Pending Complaints" (employee-wise pending complaints), "Aging Analysis of Complaints" (summary of complaints by age group), "Complaints Count" (count of complaints by employee and status), "Employee-wise Pending Complaints" (count of pending complaints per employee), "List of Complaints" (list of complaints with filters), and "Employee Rating Summary" (list of employees and their credits). At the bottom, a footer contains copyright information: "© 2004 - 2013 Backend Bangalore Pvt Ltd - all rights reserved." and "Designed, developed and maintained by Backend Bangalore Pvt Ltd".

- Count of Pending complaints of different category:

Employee	Construction Quality	Fraud and Corruption	Staff Misbehavior	Total
Chief Project Officer, PIU KSHIP	1	0	0	1
Superintending Engineer-II, KSHIP	1	1	0	2
Superintending Engineer-I, KSHIP	2	0	0	2
Chief Administrative Officer, PIU KSHIP	1	0	1	2
<b>Total</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>7</b>

- Aging analysis of complaints for different category

Range	General	Construction Quality	Fraud and Corruption	Staff Misbehavior	Total
0 to 20 days	0	0	0	0	0
20 to 30 days	0	0	0	0	0
30 to 40 days	1	1	2	0	4
Above 40 days	0	6	1	0	7
<b>Total</b>	<b>1</b>	<b>7</b>	<b>3</b>	<b>1</b>	<b>12</b>

- Count of Complaint Status-wise

Employee	Registered	Assigned	Sent for Feedback	Verified	Dispatched	Completed	Closed	Total
Chief Project Officer, PIU KSHIP	0	0	1	0	0	0	0	1
Superintending Engineer-II, KSHIP	0	2	0	0	0	0	0	2
Superintending Engineer-I, KSHIP	0	2	0	0	0	0	0	2
Chief Administrative Officer, PIU KSHIP	0	1	0	0	0	0	0	1
Not specific to a person	3	0	0	0	1	1	1	6
<b>Total</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>13</b>

- List of all complaints. Various filters are available to search the complaints based on their Categories, Age, Status and Date of Complaint. Click view link to view more details.

**List of Complaints**

Age From:  To:  Period From:  To:  Status:

Category:

Total No. of Complaints: 14 Unassigned: 3 Closed: 2

Search:

Complaint No	Date	Category	Description	Status	Age	
COMPLAINT/02-2012/1	24-Feb-2012	Construction Quality	Upgradation of Thintini-Kalamala road work under KSHIP-III,Stage-I EPC contract ...	Assigned to Superintending Engineer-I, KSHIP	540 day(s)	<a href="#">View</a>
COMPLAINT/02-2012/2	24-Feb-2012	Construction Quality	Upgradation of Thintini - Kalamala road work under KSHIP-II ,Stage-I EPC Contract...	Sent to complainant feedback	540 day(s)	<a href="#">View</a>
COMPLAINT/05-2012/3	02-May-2012	Construction Quality	Quality of work of KSHIP- II ,stage-I EPC Contract in respect of WEP-I Regarding ...	Closed	472 day(s)	<a href="#">View</a>
COMPLAINT/02-2013/4	24-Feb-2013	Construction Quality	Upgradation of Thintini-Kalamala road work under KSHIP-II, Stage-I,EPC contract ...	Assigned to Superintending Engineer-I, KSHIP	174 day(s)	<a href="#">View</a>
COMPLAINT/02-2012/5	24-Feb-2012	Construction Quality	Upgradation of Thintini-Kalamala road work under KSHIP-II Stage-I EPC Contract W...	Responded	540 day(s)	<a href="#">View</a>
COMPLAINT/06-2013/6	26-Jun-2013	Construction Quality	Quality Design	Assigned to self	52 day(s)	<a href="#">View</a>
COMPLAINT/06-2013/7	26-Jun-2013	Fraud and Corruption	Fraud & Corruption	New complaint	52 day(s)	<a href="#">View</a>
COMPLAINT/06-2013/8	26-Jun-2013	Construction Quality	Quality of Road Work	New complaint	52 day(s)	<a href="#">View</a>
			Road built between MYSORE and			

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- Summary of Employee Rating. To view the details of the rating click on 'View Details'

**Summary of Employee Ratings**

Employee Name	Total Points Earned	
Superintending Engineer-I, KSHIP	126	<a href="#">View Details</a>
Superintending Engineer-III, KSHIP	90	<a href="#">View Details</a>
Chief Project Officer, PIU KSHIP	90	<a href="#">View Details</a>
Project Director, PIU KSHIP	69	<a href="#">View Details</a>
Asst. Engineer-1, PIU KSHIP	36	<a href="#">View Details</a>
Chief Administrative Officer, PIU KSHIP	-2023	<a href="#">View Details</a>

**Details of the rating**

Employee Name: Superintending Engineer-I, KSHIP  
 Phone: 8050866087  
 Email: dckship@gmail.com

Complaint No	Complaint Date	Date of Action	Due Date of Action	Difference in days	Credit Earned
COMPLAINT/02-2012/2	24-Feb-12	24-Jun-13	24-Jun-13	0	0
COMPLAINT/05-2012/3	02-May-12	24-Jun-13	24-Jun-13	0	0
COMPLAINT/02-2012/5	24-Feb-12	24-Jun-13	24-Jun-13	0	0
COMPLAINT/07-15-2013/11	15-Jul-13	15-Jul-13	06-Aug-13	22	66
COMPLAINT/07-16-2013/12	16-Jul-13	16-Jul-13	05-Aug-13	20	60