GRIEVANCE WORKFLOW

Introduction:

This module is to provide grievance for PwD’s with old certificates and for re-assessment of newly issued digital certificates.

The proposed module work flow consists of the following:
1. Raising grievance for PwD’s with Old certificates misplaced, not received, not signed in certificates and re-assessments in new certificates.
2. Approval from Health Department (Director).
3. Booking new slot for assessment for PwD.
Below is the grievance workflow process

Step 1: Please login with In change credentials and click on “Sadarem Grievance Submission” Menu as shown in the below picture.

Step 2: Enter Sadarem id and click on Search button to get the details as shown in the below picture.
Step 3:-
1. After Clicking on the **Search** button, Details will be shown as per the records found in Sadarem application.
2. Select grievance type, Choose grievance file for upload and enter remarks.
3. After entering the details click on **Submit** button as shown in the below picture.

Step 4:- After submitting the details a new grievance id will be generated for the reference as shown in the below picture.
Step 5:

1. After successful generation of grievance id, it will be visible in the director login.
2. Director need to login with his credentials.
3. After login need to click on Sadarem Grievance’s menu as shown in the below picture.
Step 6:  
- After clicking on the menu report a dashboard will be displayed, which indicates the grievance received from different district hospitals.
- Click on the related district hospitals **Count** link to open the workflow page as shown in the below picture.

![Dashboard](image.png)

Step 7:  
1. After Clicking on the related district hospitals **Count** Link a page will be shown as below.
2. Click on **View** button to verify the grievance document proof.
3. After Verification Director Need to select the checkbox and enter the remarks to approve the grievance case.
4. After Verification Director can also reject the case by clicking on the reject button as shown in the below picture.
Step 8:-

- After Successful approval a page will be displayed as shown in the below picture.
Step 9:-

1. After successful approval process case will be visible in Developer login and when the developer submits the grievance. PwD can book a slot in MeeSeva center.