

2013



Government of Nepal
Ministry of Physical Infrastructure and Transport
Department of Roads

Grievance Redress System (GRS)
PUBLIC USER'S MANUAL

www.grs.dor.gov.np



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1. INTRODUCTION

Grievance Redress System is the Centralized Web Based System where users can lodge Grievances to different offices of Department of Roads with the help of Internet. Not only lodge the Grievance, the Users can also view the status of their Grievances with the help of **Reference Number** and can also send reminder or clarification of the grievance. Some of the basic features of this system are:

1. Responsive Layout- You can also use this system on your mobile as it is compatible with mobile browser or any other smart devices like ipad, think pad etc.

2. Support Dual language – This system is available both in English and Nepali Language

3. Support Multiple File Uploading- This system supports multiple file uploads.

4. Email & SMS Notifications- The system will send the notification on user Email and SMS if the email or mobile number is provided.

5. Easy to Use- The system is designed in a very simple way reducing the tedious work for user. Use of short form, maximum use of select and check option, passed message on tool tips over every links and fields to give the information in more clear way etc.

2. HOME PAGE

This is the landing page of the system which you will see first when browsing <http://ww.grs.dor.gov.np>

Home Policy Download Reports FAQs Contact Us

Government of Nepal
Ministry of Physical Infrastructure & Transport
DEPARTMENT OF ROADS

Select language: Nepali

Grievance Redress System for Department of Roads

FOR PUBLIC USE **LODGE GRIEVANCE** **VIEW GRIEVANCE STATUS**

(Click here if you wish to [change your password](#) OR if you have [forgotten your password](#)!)

हामी तपाईंको हरेक गुनासो, उजुरी, रिपोर्ट र सल्लाहप्रति सवेदनशिल छौं ।

For official use

admin

.....

Sign In

Forgot Password?

Other government agencies login

Introduction

DoR being the largest public entity concerned with development and maintenance of road infrastructure spending substantial part of national budget needs a well-designed GRM to make people feel good governance on one hand and to receive feedback from stakeholders on systemic basis so as to keep itself updating, reforming and strengthening. From legal and policy perspectives, it needs to develop and execute GRM for:

- addressing the necessary elements of good governance agenda of the Government;
- complying with the legal requirements of protecting one's right to information;
- promoting transparency in public service delivery system;
- making public servants accountable to their job performance for maintaining confidence and trust in institutional integrity;
- supporting anti-corruption drive;
- ensuring grievance-less public procurement practices.

Useful links

- Our main website
- E-procurement Section
- Bridge Management System
- Statistics of Strategic Road Network (SSRN)

USER'S MANUAL

This is the official grievance redress system for Department of Roads, Nepal. The web site is owned by Department of Roads, Government of Nepal.
Designed, developed by **Dryice Solutions Pvt. Ltd.**

In the home page, you can see banner image and introduction section. Also, you can browse different pages navigation link at the top like HOME, POLICY DOCUMENT, FAQ, and CONTACT whereas at the right bottom corner you will see different external links under 'USEFUL LINKS' section.

You will also be able to download or view user manual by clicking the image at right bottom corner as ‘**USER’S MANUAL**’.

Since the system is available in dual language both in English & Nepali, You will also be able to switch from ‘**select language**’ link at the right top below the national flag as per your language comfort. Unicode is supported in Nepali language therefore we recommend you not to use any other Nepali font.

3. LODGE GRIEVANCE

At the top of home page or any other pages, right below the header bar, you can see FOR PUBLIC USE – LODGE GRIEVANCE & VIEW GRIEVANCE BUTTON. To lodge the grievance, you need to click lodge grievance button and once it is clicked, you will see the form with title ‘**Lodge Your Grievance Here**’.

FOR PUBLIC USE **LODGE GRIEVANCE** **VIEW GRIEVANCE STATUS**

(Click here if you wish to [change your password](#) OR if you have [forgotten your password!](#))

i Lodge Your Grievance Here

1 Grievance Details 2 Receiving Office Details 3 Your Personal Details

Select the grievance category *

Grievance Details *

Upload the relevant document (if any) No file selected.
[Add More](#)

Do you want password for this grievance?
(Only if you wish to keep your grievance status/result more secured) Yes No

To complete the grievance lodging process, you need to follow the three different steps as described below:

1. Grievance Details
2. Receiving Office Details
3. Your Personal Details

3.1 STEPS FOR GRIEVANCE DETAILS

- You need to select a Grievance category from the drop down list which is mandatory.
- You need to write about your Grievance on Grievance Details.
- If there is any relevant document you can attach the file by clicking Browse and you can send as many file as you have simply by clicking add more button. You can also remove the uploaded file by clicking remove this option.
- You can also set password for your grievance by clicking ‘Yes’ in the radio button of ‘**Do You want password for your Grievance?**’ field and set password by entering it and confirming it. This password is required only if you want to keep your grievance status/result highly confidential by preventing other user from accessing it. Although, your grievance reference number provided by the system is random number and it’s hard to guess but also if you set password for your grievance, it will add high security on your grievance.

Lodge Your Grievance Here

1 Grievance Details 2 Receiving Office Details 3 Your Personal Details

Select the grievance category *

Grievance Details *

Upload the relevant document (if any) No file selected.
[Add More](#)

Do you want password for this grievance?
(Only if you wish to keep your grievance status/result more secured) Yes No

Password

Confirm Password

Email address
(Required during password recovery)

Your email is required if you would like to set the password for your grievance because without your email address, you will be unable to retrieve your password in lost or forgotten case. Once

you fill up all the mandatory field you can click next button to go to *step2* of the lodge grievance form.

3.2 STEPS FOR RECEIVING OFFICE DETAILS

FOR PUBLIC USE [LODGE GRIEVANCE](#) [VIEW GRIEVANCE STATUS](#)

(Click here if you wish to [change your password](#) OR if you have [forgotten your password!](#))

i Lodge Your Grievance Here

1 Grievance Details

2 Receiving Office Details

3 Your Personal Details

Select the office category

-- Please Select --

▼

Select the office name

-- Please Select --

▼

BackNextCancel

In step 2, you need to fill up the receiving office Details

- Select office category from the drop down list, if you have idea to which office category does your grievance pertains to. If you have no idea you can select no idea as well. This field is not mandatory.
- After that you need to select office name from the dropdown list. This list depends upon the Office category that you have select. For e.g. if you have selected regional office on office category then the list of regional directorate office will only be shown in the list of office name. This field is also optional.
- To continue the grievance lodging process, you can click next button for *Step3* or if you want to go back to *Step1* you can click back button.

3.3 STEPS FOR PERSONAL DETAILS

- In this section you can supply your personal details but if you don't want to disclose your details. You can simply click on "NO" on "**Do you want to supply your personal details?**" and then you can click on submit button after checking the check box "I hereby confirm that the above supplied information is correct".
- By submitting this, your Grievance will be lodged and registered to the system and will be received by respective office. This type of Grievance will be submitted as anonymous Grievance.

FOR PUBLIC USE [LODGE GRIEVANCE](#) [VIEW GRIEVANCE STATUS](#)

(Click here if you wish to [change your password](#) OR if you have [forgotten your password!](#))

i Lodge Your Grievance Here

1 Grievance Details 2 Receiving Office Details 3 Your Personal Details

Do you want to supply your personal details?

Yes No

(This information is required to furnished the feedback regarding your grievance. Your information will be kept confidential and will be accessed by designated official only)

I hereby confirm that above supplied information is correct.

[Back](#) [Submit](#) [Cancel](#)

If want to disclose your information you can click on “Yes” radio button and below information field will be shown. After providing your details you can submit your Grievance.

i Lodge Your Grievance Here

1 Grievance Details 2 Receiving Office Details 3 Your Personal Details

Do you want to supply your personal details?

Yes No

(This information is required to furnished the feedback regarding your grievance. Your information will be kept confidential and will be accessed by designated official only)

i Supply your Information

Enter your full name

i Name

i Address Details

i Phone

i Email address

i Fax no

I hereby confirm that above supplied information is correct.

4. CONFIRMATION MESSAGE

Once you submit the grievance, you can see the confirmation message on the screen as shown below in figure. Also, this reference number will be sent to your email and SMS if you have provided your email address and mobile number.

You need to remember the reference number (Number shown in green) and the password if you have set for further updates on registered Grievance to check the status. You can print this confirmation message by clicking print button and keep the print out safely.

Grievance Redress System for Department of Roads

Thanks for putting your grievance.

You will be informed about the activities taken by the Department soon. Your Grievance is Registered vide Registration no. **12-2013-FY8ZM2** on **2013-12-01**

* Please keep the registration number for all future correspondence.

[Back to Home](#) [Lodge Another Grievance](#) [Print](#)

5. VIEW STATUS

You can see the status of registered Grievance by supplying a Grievance reference number and password if set.

✓ Track your Grievance status by filling up the form below

Reference no. * :

Password :

(Only if you have)


Submit

Cancel

The result of your grievance status will be shown as below:

:

Reference no	11-2013-AIUOD8
Name of the Complainant	N/A
Received by	Head Office
Received on	2013-11-28
Current Status	We have received your grievance and will soon take action over it

 Lodge Reminder / Clarification

6. LODGE REMINDER/CLARIFICATION

After viewing the status of your Grievance and if you want to send reminder or more clarification on your grievance, you can send reminder/clarification of by clicking the ‘**Lodge Reminder/Clarification**’ button on view status page. To send Reminder clarification you need to fill up the form as shown below.

At first you have to supply your registration number and password (if you have) as shown below.

FOR PUBLIC USE

[LODGE GRIEVANCE](#)

[VIEW GRIEVANCE STATUS](#)

(Click here if you wish to [change your password](#) OR if you have [forgotten your password](#)!)

✓ Lodge Reminder/ Clarification here

Reference no *

12-2013-FY8ZM2

Password

Do You want to send reminder or clarification?

Lodge Reminder Clarification

[Submit](#)

[Cancel](#)

After providing a registration number and password, you can choose either you want to send a reminder or clarification. If you want to send reminder, check on “Lodge Reminder” option or if you want to send clarification check clarification button and add clarification message along with supporting files if you have.

✓ Lodge Reminder/ Clarification here

Reference no *

Password

Do You want to send reminder or clarification? Lodge Reminder Clarification

Description of Clarification/Remarks (upto 1000 Characters) *

Upload the relevant document (if any) No file selected.
[Add More](#)
Max Size: 4MB

After submitting a reminder/ clarification you will get the confirmation message as below.

Grievance Redress System for Department of Roads

FOR PUBLIC USE

(Click here if you wish to [change your password](#) OR if you have [forgotten your password](#)!)

Your reminder/clarification has been successfully saved.

You can't send reminder or clarification on same Grievance within seven days of first reminder or clarification. The 'Lodge Reminder/Clarification' button will be invisible and the following message will be highlighted.

FOR PUBLIC USE **LODGE GRIEVANCE** **VIEW GRIEVANCE STATUS**
(Click here if you wish to [change your password](#) OR if you have [forgotten your password!](#))

:



Reference no	12-2013-FY8ZM2
Name of the Complainant	dharna budhathoki
Received by	Head Office
Received on	2013-12-01
Current Status	We have Received Your grievance and will soon take action over it

Information!
Your last reminder/clarification date was **2013-12-01**, Please wait till **2013-12-07** for lodging another reminder/Clarification.

7. CHANGE AND FORGET PASSWORD

If you want to change a password of your registered Grievance or if you forgot a password, you can go to 'forgotten your password' link at For Public Use section. To retrieve your password, you need to enter your registration number of Grievance and submit the form. The system will send you the link in your email, click the link provided and you will get the option to set new password.

Grievance Redress System for Department of Roads

 **LODGE GRIEVANCE** |  **VIEW STATUS**
(Click here if you wish to [change your password](#) OR if you have [forgotten your password!](#))

✔ **Forgot your password**

Enter Your Registration Number *

Submit **Cancel**

To change the password of your grievance, you can click the ‘**Change Password**’ link under **FOR PUBLIC USE** section and fill up the form by supplying your grievance reference number, old password and setting up new password by confirming new password by entering twice.

✓ Change Your Grievance Password

Reference no *	<input type="text"/>
Current Password	<input type="text"/>
New Password	<input type="text"/>
Confirm Password	<input type="text"/>

