

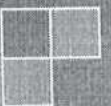
2023



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



drvice
solutions
ISO 9001: 2015

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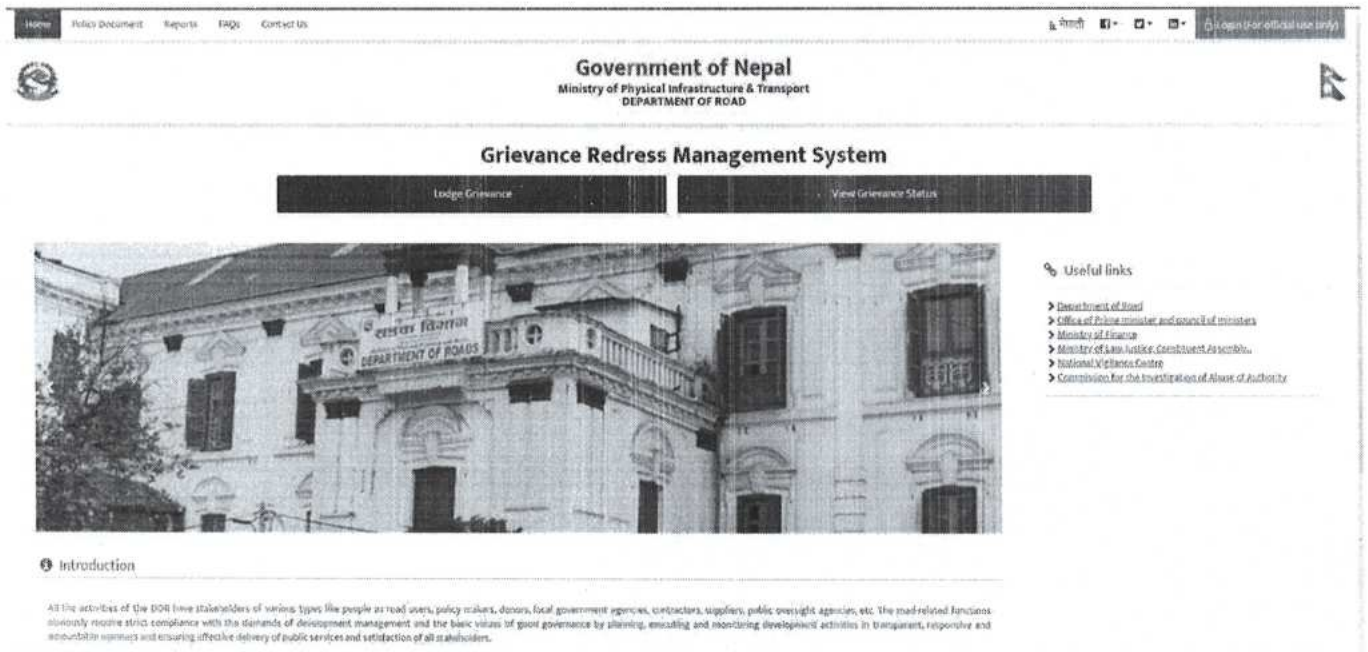
1. INTRODUCTION

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 <https://www.grms.dor.gov.np>



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’.

The screenshot displays the web interface for the Grievance Redress Management System. At the top, there is a navigation menu with links for Home, Policy Document, Reports, FAQs, and Contact Us. On the right side of the header, there are social media icons and a login button labeled "Login (For official use only)". The main header identifies the Government of Nepal, Ministry of Physical Infrastructure & Transport, and the Department of Road. Below the header, the title "Grievance Redress Management System" is centered. Two main buttons are visible: "Lodge Grievance" and "View Grievance Status". The "Lodge Your Grievance Here" section is active, showing a sidebar with three steps: 1. Grievance Details, 2. Locating Office Details, and 3. Your Personal Details. The main form area includes a "Select grievance category" dropdown menu currently set to "-- Select One --", a "Grievance Details" text area, and an "Upload additional document (if any)" section with a "Choose File" button and "No file chosen" text. Below this is an "Add More" section with a question "Do you want password for this grievance?" and radio buttons for "Yes" and "No". At the bottom of the form, there are "Back", "Next", and "Cancel" buttons.

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 Providing Other Details
3 Set Password (if any)

Select grievance category* --Select One--

Grievance Details*

Upload additional document (if any)
(You can upload any documents/images, video of size upto 10 MB)

Choose File 1/0 file chosen

Add More

Do you want password for this grievance?
(Only if you wish to keep your grievance status/result more secured)

Yes No

Back Next Cancel

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

Lodge Your Grievance Here

1 Grievance Details
2 Receiving Office Details
3 New Personal Details

Select office category: - All offices -
Select office name: - Select One -

Back Next Cancel

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.

Lodge Your Grievance Here

1	Complaint Details
2	Responsible Office Details
3	Your Personal Details

Do you want to provide your personal details? (This information is required to provide response on your grievance, Your information will be kept confidential and will be accessed by designated official only)

Yes No

I have reviewed the information

Back Cancel

GRIEVANCE REDRESS SYSTEM - User Manual For Public User - 2023

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.

Lodge Your Grievance Here

- 1 Grievance Details
- 2 Grievance Office Details
- 3 Your Personal Details

Do you want to provide your personal details? (This information is required to provide response on your grievance. Your information will be kept confidential and will be accessed by designated official only.)

Yes No

Provide your Information

Name

Address Details

Phone
If you wish to receive your grievance status notification via SMS, Email.

Email address

Fax no

I have reviewed the information

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

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.

The screenshot shows the user interface of the Grievance Redress Management System. At the top, there is a navigation bar with links for Home, Policy Document, Reports, FAQs, and Contact Us. On the right, there is a language selector set to 'नेपाली' (Nepali) and a 'Login (For official use only)' button. The main header identifies the 'Government of Nepal', 'Ministry of Physical Infrastructure & Transport', and 'DEPARTMENT OF ROAD'. Below this, the system title 'Grievance Redress Management System' is displayed. Two buttons are visible: 'Lodge Grievance' and 'View Grievance Status'. The central message area contains a confirmation: 'Thank you for lodging your grievance. Your Grievance Registration no. is 07-2023-JQQYUK on 2023-07-30'. A warning icon and text state: '* Please keep this registration number safely for tracking your grievance result in future.' At the bottom, there are three buttons: 'Back to Home', 'Lodge Another Grievance', and '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


Registration no. %

Password:
(Only if you have)

Submit


Cancel

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

 Grievance Status

Registration no	07-2023-MLXGET
Name of the lodger	abc
Received by	Head office
Received on	2023-07-10
Current Status	We have received your grievance and will soon take action over it

Lodge Reminder / Clarification
(If you want to remind or send additional information on your grievance.)



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.

boecontent p 3

Lodge Reminder / Clarification

Lodge Reminder (your reminder will be sent automatically) Clarification (if you want to provide additional information to your grievance)

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.

box content p-3

✓ Lodge Reminder / Clarification

Lodge Reminder (Your reminder will be sent automatically) Clarification (If you want to provide additional information to your grievance)

Description of Clarification/Additional information

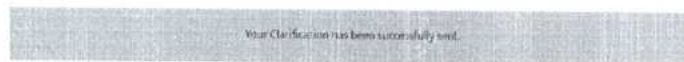
Upload additional document (if any)

Choose File No file chosen

Add More


Submit Cancel

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




Sign Out

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.


 Grievance Status

Registration no	07-2023-19VPUZ
Name of the lodger	ABC
Received by	Maintenance Branch
Received on	2023-07-10
Current Status	We have received your grievance and will soon take action over it.

 Your Reminder/Clarification History

Type	Registration Date
Clarification	2023-07-10

Information!
Your last reminder/clarification date was 2023-07-10. Please wait till 2023-07-17 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.

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.

Grievance Redress Management System

Lodge GrievanceView Grievance Status

Your request for password change has been successfully received. Please check your registered email address for further processing.

[Back to Home](#)[Sign Out](#)

✓ **Change Your Grievance Password**

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

SubmitCancel