

Rural Works Department
Vishweshwaraiah Bhawan
Patna, Bihar

User Manual for Grievance Redressal

2017

Introduction-

The Rural Works Department (RWD), Road infrastructure represents one of the largest and most promising investments by any country. A vital part of nation's economic growth directly associated with movements of people and goods within and outside the geographical boundaries. In India, rural roads are the part of tertiary road system, which consist of other district roads (ODR) and village roads (VR). Nearly 50% of 6 lacs villages have road access. Rural roads address connectivity and mobility; the important keys for reaching out and opening up opportunities. Rural connectivity is upgrading day by day, one of the prime objective of the state government is to reach all villages across Bihar with proper road connectivity.

Here, the RWD department has initiated a Quality Monitoring system with the help of online monitoring and online complaints submission across Bihar regarding Roads, Bridges, Culverts and others.

Online complaint submission at Rural works Department-

Any user across globe can register their complain about roads and bridges construction in Bihar.

User first have to put - **<http://rwd.bihar.gov.in>** in their browsers URL column with proper internet connection of the device through which the complainant want to register their complain. Any browser can be used for the complain registration process at RWD, Bihar.

A below annexed page will appear on your screen.

Click on the Link "Submit Complain"

The screenshot shows the official website of the Rural Works Department, Government of Bihar, India. The header includes the department's name and logo, along with navigation links for Home, Contact Us, WebMail, and Login. A search bar is also present. The main content area features a large image of construction equipment (excavators and a loader) and a welcome message from the Hon'ble Chief Minister, Sri Nitish Kumar, and the Minister RWD, Sri Shailesh Kumar. The Secretary RWD, Vinay Kumar, is also mentioned. The basic objective of the department is to construct and maintain rural roads falling mainly in the category of Other District Roads (ODR) and Village Roads (VR). The vision is to provide Farm to Market Connectivity to all eligible habitations. A row of buttons at the bottom includes Tenders, Budget, GTSNY, Mobile App, Submit Complaint, Monitoring System, RTI, Contractor Registration, and Progress Monitoring. An arrow points to the 'Submit Complaint' button.

After clicking on Submit button a window will appear showing different labels as below-

grievance.rwdbihar.gov.in/Complain/Personal

Rural Work Department (Government of Bihar)

Change Language : English

NEW COMPLAIN COMPLAIN STATUS FEEDBACK Login

Applicant Information Complain Information Upload Image/File Final Preview Registration Message

Applicant Information (*) Field must be filled by user.

Applicant Type : * --Select--

Name : * Enter Full Name

Mobile Number : * Enter 10 digit Mobile Number

Email : * Enter Email ID

State : * Bihar

District : * Araria

Block : * --Select--

Village : * Enter Village

Address : * Enter Address

Next

Sr. No	Label Name	Description
1	Sender*	One can choose from drop down whether citizen, contractor, RWD employee or other departments
2	Name*	Complainants will have to enter their Full Name
3	Mobile Number*	Complainants will enter their Mobile No.
4	E-mail Id	Complainants will enter their E- Mail Id
5	State*	Bihar, this will be a fixed label
6	District*	Name of Districts will be shown in drop down ,complainants will choose their district of res

7	Block*	Name of Block will be shown in drop down ,complainants will choose their Block of residence
8	Village*	Complainants will have to enter their Village name or Tola if any
9	Address*	Complainants will enter their complete address

*-Showing mandatory fields, these fields cannot be left Blank

Click on the “Next” Button after inserting the required fields showing at the bottom of the filled labels.

Again, a new form will appear on screen after successful submission of Personal (Native Information), showing the below mentioned labels of complain Information, fill the required fields.

Rural Work Department (Government of Bihar)

Change Language : English

NEW COMPLAIN COMPLAIN STATUS Login

Personal(Native) Information ✓ Complain Information Upload Image/File Final Preview Registration Message

Complain Information

Complain Category : * ☐ Roads ☐ Bridges ☐ Culvert ☐ Others

Complain Type : * --Select--

District : * Araria Block Name : * --Select--

Road Name : * --Select-- Scheme : * --Select--

Village / Tola / Mohalla Village / Post Office Details : * Enter Details

Previous Next

(*) Field must be filled by user.

Sr. No	Label Name	Description
1	Complain Category	Buttons choose any of the Road/Bridges/culvert/others
2	Complain Type	Choose the name of road/bridge for which wants to register complain
3	District	Name of district can be chosen from Drop down list
4	Block Name	Name of block can be chosen from Drop down list
5	Road Name	After block name road name comes in drop down itself
6	Scheme	Scheme automatically get filled once road name selected
7	Village/Mohalla/Tola	Complainants will enter their name of Village/Mohalla/Tola
8	Details	Complainants will enter their specific complain about roads/Bridges

<i>Buttons</i>		
1	Previous	This button will take complainant to earlier page submitted
2	Next	This button will take user in to next stage after submission of the complain information page

Next stage Uploading option comes in where user can upload any photograph/Image related to their query. Uploading is not mandatory, so one can skip the upload and continue to next stage.

The screenshot displays the 'Rural Work Department (Government of Bihar)' web portal. The header includes the department logo, name, and a language dropdown set to 'English'. Below the header, there are navigation links for 'NEW COMPLAIN' and 'COMPLAIN STATUS', and a 'Login' button. The main content area shows a progress bar with five steps: 'Personal(Native) Information' (checked), 'Complain Information' (checked), 'Upload Image/File' (active), 'Final Preview', and 'Registration Message'. The 'Upload Image/File' step is expanded, showing a section titled 'Images'. It contains an 'Upload Image' section with a 'Choose File' button (labeled 'No file chosen') and an 'Upload' button. Below this, there are two input fields: 'Uploaded Image' and 'Uploaded Files', both displaying 'Data Not Available' in red text. At the bottom of the section, there are 'Previous' and 'Next' buttons. A note at the very bottom states: '(*) Field must be filled by user.'

<i>Sr no.</i>	<i>Label Name</i>	<i>Description</i>
1	Upload image	Complainants may upload the image if any related to the concerned road /bridge issue
<i>Buttons</i>		
1	Previous	This button will take complainant to earlier page submitted
2	Next	This button will take user in to next stage after submission of the upload Image/File page

Final Preview-

Here, one can check the details entered along with image if any through earlier stages and can make correction if required.

Rural Work Department (Government of Bihar)

Change Language : English

NEW COMPLAIN COMPLAIN STATUS Login

Personal(Native) Information ✓ Complain Information ✓ Upload Image/File ✓ Final Preview Registration Message

Final Preview

Personal Details

Mobile Number :	7562015564	Received Mode :	Online
Name :	Vikram Kumar	Email :	vikram.pmu@gmail.com
Address :	Near Railway station Vill+P.O.-Mokama Mokama		
Grievance Category :	Bridges		
District :	Patna	Block :	Mokama
Village :	Mokama		

Complain Details

Grievance Name :	Complain related to reconstruction of bridge.		
Grievance District :	Lakhisarai	Block Name :	Barahiya
Road Name :	Murwariya - Ram nagar	Scheme :	PMGSY
Village / Tola / Mohalla	Jaitpur		
Details :	road widening		

Uploaded Image/File

Previous Final Submit

In case of no correction , one can submit their request by clicking on the final submit button.

Sr. No.	Buttons	Description
1	Previous	One can switch to the last page entered for correction or confirmation
2	Final Submit	If the complainants find no further correction required then they can submit their concern after clicking on the final submit button.

Registration Message-

This is the acknowledgement step of the complainants, they will receive a message on their mobile no. and e-mail id provided while registering the concern.

Rural Work Department (Government of Bihar)

Change Language : English

NEW COMPLAIN COMPLAIN STATUS Login

Personal(Native) Information ✓ Complain Information ✓ Upload Image/File ✓ Final Preview ✓ Registration Message

Registration Message

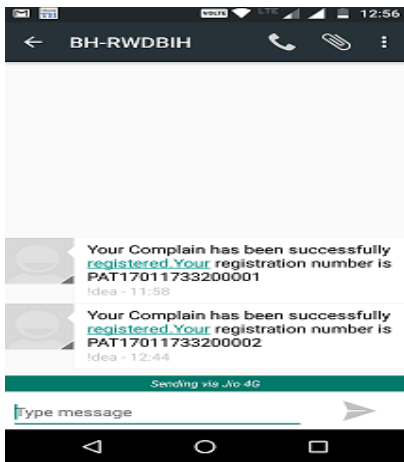
Registration Number : PAT17011733200002

Kindly keep the Registration No. for future reference

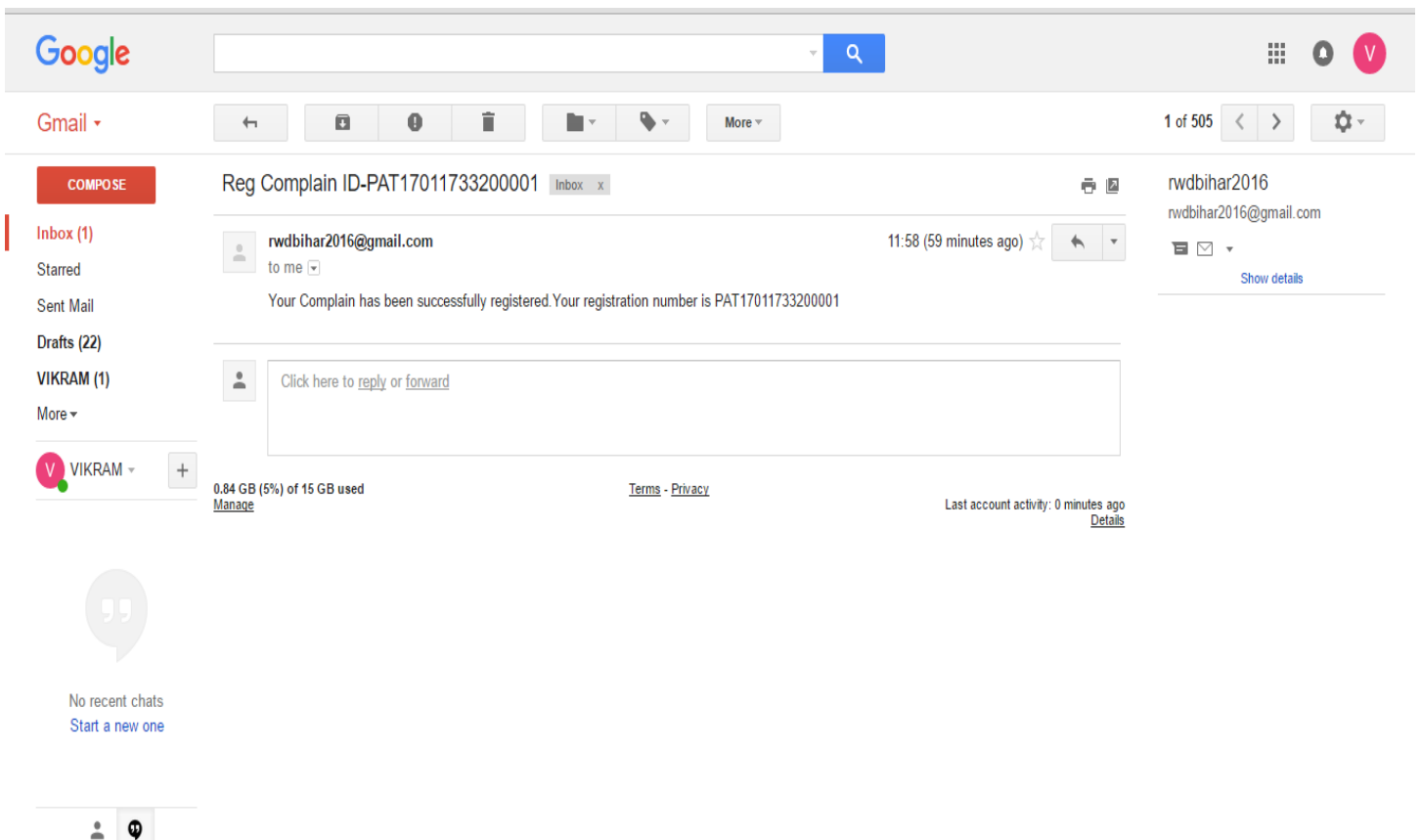
Register Another Complain Go To Home Page

<i>Sr. No.</i>	<i>Buttons</i>	<i>Description</i>
1	Register Another complain	After successful submission of the complaint one can log another complain by clicking on the “register another complain” button.
2	Go to Home Page	This button will route user/complainants to the home page screen of Rural works Department Portal.

User or complainant will receive notification of complete submission of their queries on mobile as annexed below-



User or complainant will receive submission notification on their E-mail Id also as annexed below.



Complaint Status-

Enter Your Registration No. as received on your provided contact no. and E-mail id, click on search button enabled after entering the required details. Entered details will be displayed on screen; user/complainants can print or save the details for future references.



The screenshot shows the 'Rural Work Department (Government of Bihar)' website. The header includes the department name and a 'Change Language' dropdown set to 'English'. The main navigation bar has links for 'NEW COMPLAIN' and 'COMPLAIN STATUS'. The 'COMPLAIN STATUS' section is active, displaying a form titled 'Check Grievance Status'. The form has a text input field labeled 'Enter Registration Number / Mobile Number : *' and a green 'Search' button.

Toll free No.- 1800-3458-179



Users/complainant can also log their complains through RWD customer care toll free no. provided on the portal as well. User can call free of network costs from 10-00AM to 6-00 PM, Monday to Friday for their grievance Redressal.

After, successful registration of complains, its departments call to take initiative as per the type of complaints. At grievance cell of Rural works Department the officials can login with their unique User Id and Password provided to them by the concerned IT cell.

First of all, complaints get received at RWD grievance cell , grievance has been categorized in to 2- Parts.

Typ-1) Grievance related to Department and its employees

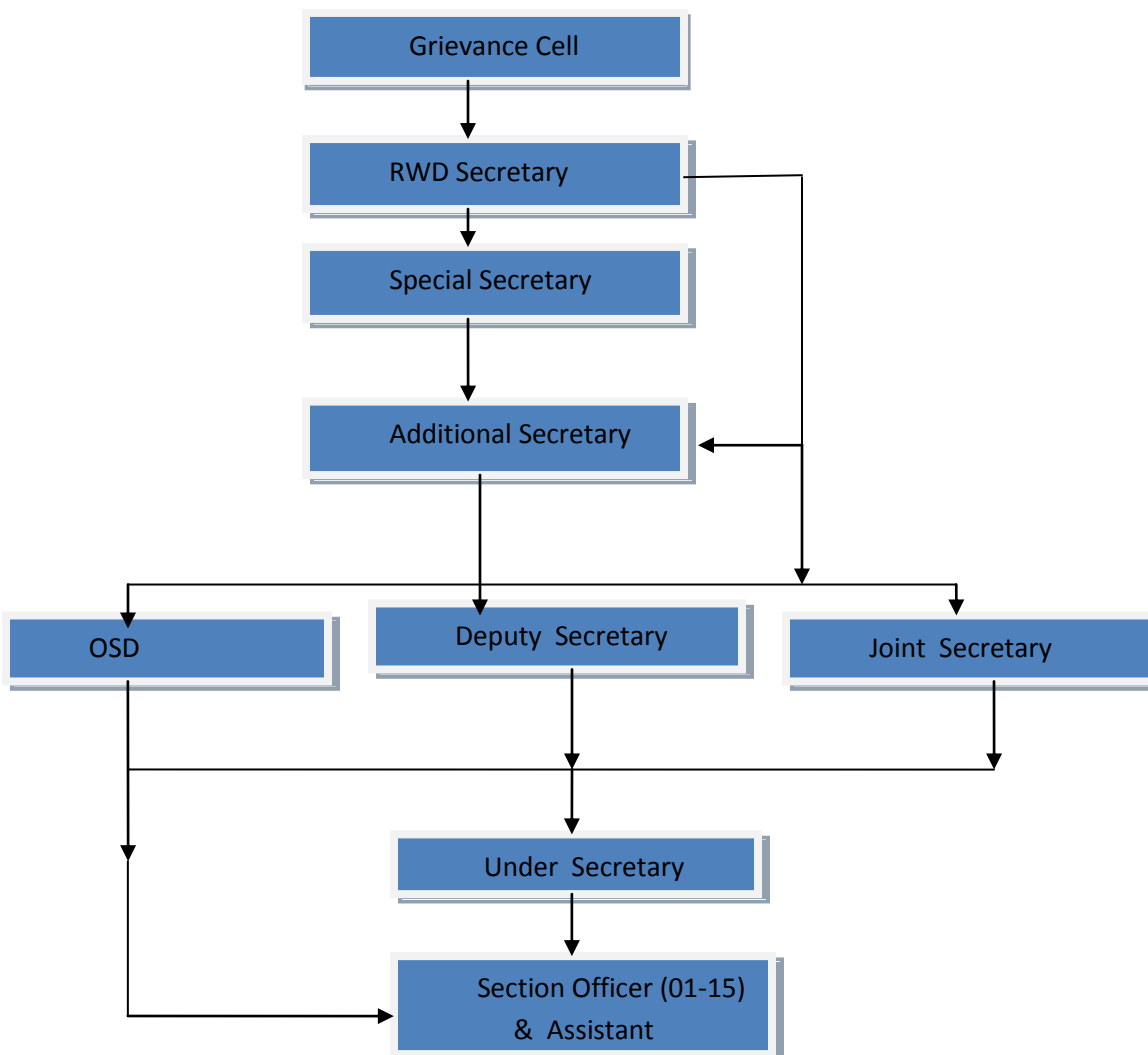
Typ-2) Grievance related to Road/Bridge construction and maintenance related to Public Issues

Type-1) Grievance related to Department and its employees related Issues

If Any grievance of this category comes to RWD grievance cell then it is forwarded to RWD secretary and special secretary. Following the same procedure Secretary , RWD will forward the grievance to special secretary ,additional secretary, OSD, Deputy secretary and joint secretary.

Deputy secretary and joint secretary both can forward the grievance to under secretary for speedy redressal.OSD can forward the grievance to under secretary and section officers.

As, we have 15-section officers at RWD as per their division they will sort out the grievance issues. The following diagram showing the grievance flow when it gets received at grievance cell ,RWD.



Type-2) Grievance for Road/Bridge Constructions and maintenance related Public Issues

These grievances will be addressed to RWD Engg. In chief and BRRDA ACEO simultaneously. They will login with their credentials and will shoot the issue to their concern officials/channels. Grievances other than PMGSY and MMGSY Schemes directly deal with RWD secretary or BRRDA ACEO and its Engg. In chief and its channel. For grievances concerned with PMGSY and MMGSY schemes will be directly deal with RWD Secretary and BRRDA ACEO and its channel.

- ✓ Channel represents the Chief Engg 1,2,3 &4, Program Nodal Officers of different schemes, section officers, Senior Engg., Executive Engg., Assistant Engg. & Junior Engg..
- ✓ Demographic wise distribution of Circle and divisions has been identified and associated with chief Engg.'s of RWD .
- ✓ Any Higher authority can send grievances directly to its lower channel authorities directly or by defined hierarchy.
- ✓ Lower level channel cannot forward grievances directly to its higher level authorities.
- ✓ Lower level authorities can send the reply of any grievance only to its higher level authorities who has sent grievances.

RWD Secretary can send grievances directly to special secretary, Additional secretary, OSD, Deputy Secretary, Joint secretary, for administrative and employees related issues and to Engg. in chief C1-4, for other than PMGSY and MMGSY related issues and to BRRDA ACEO for PMGSY OR MMGSY issues. Auto alert and notification will be generating after each grievance execution to the related RWD employees and to the Users.

Grievance cell Nodal officer can send Manual alerts and notification to any authorized RWD employees. Higher authorities can send group messages to its lower authorities like or flashing any message or in inbox.

- Automatically time frame will start when RWD grievance Nodal officer receives grievances from the users. Overall time frame will be 90 days only or can be changed by RWD only.
- Overall time frame will be divided in to 7-days interval up to 90 days. Higher authority can set time frame or select time frame before forwarding it to any channel at lower levels.
- Middle level authorities or lower level authorities will have to provide solution in to the specified time limit provided by their higher level authorities under the max. time limit of 90 days fixed by the RWD.

Figure-1) The above showing the login button on RWD portal under submit complain menu

Once the user login with their credentials they can tackle all grievances as per the authority/Hierarchy.

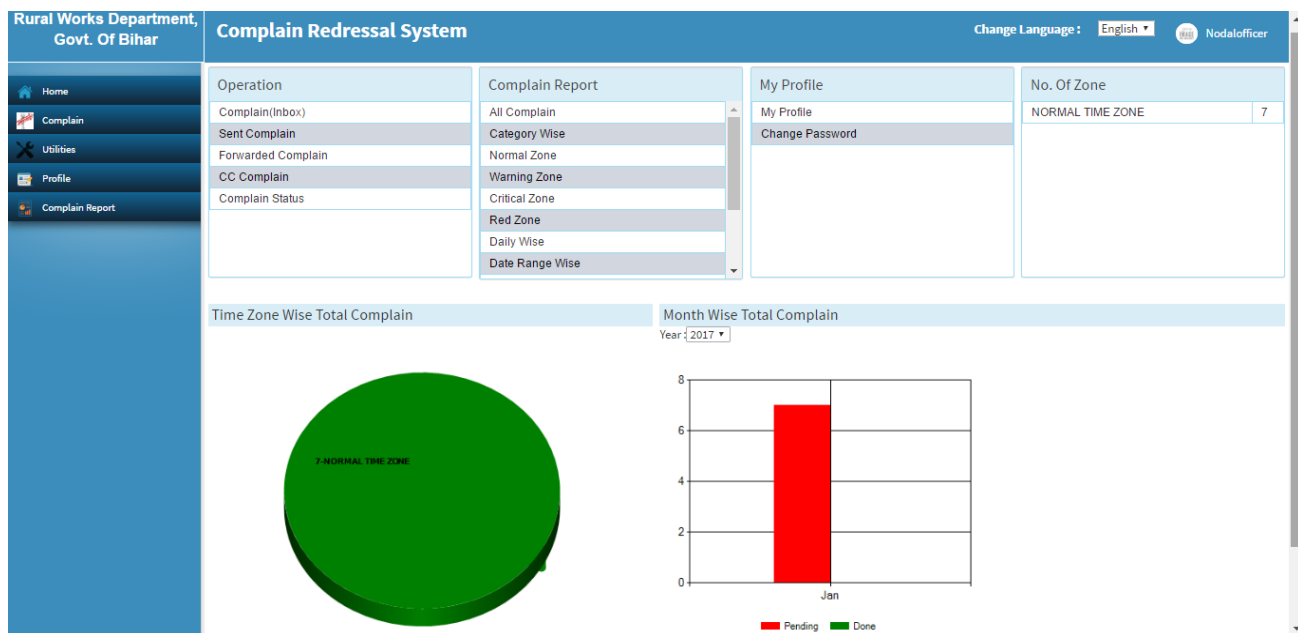


Figure-2) The above showing the home page after login on RWD portal under submit complain menu

Time frame will be categorized as following-

- **Red Zone Cases** – When grievance will not be solved with in 90 days.
 - **Time framed crossed cases** – Grievance is not solved into specified time frame but it is under 90 days.
 - **Critical Issues** – Grievance is not solved and 80% of the max. time has been crossed.
 - **Warning cases** – Grievance is not solved and 60% of the max. time has been crossed.
 - **Normal Cases** – Grievance is not solved and 40% of the max.. time has been crossed.
 - ✓ **Note- Time frame and Percentage related with issues needs to get approved by the RWD.**
 - Automatically alert/notification will be sent to RWD employees and its higher authority in every time frame crossed event.
 - RWD employees can access their Alerts/Notification from inbox once they login with their credentials of RWD.
- At the same time alert/Notification will be sent to RWD employees on their registered contact no. and E-mail Id's.
- No further execution will be there on portal/web mail once it crossed the max. time frame of 90 days, and grievance would be automatically enter in to inactive/unsolved grievance, In these cases higher authority will take action/decision on such inactive grievances.

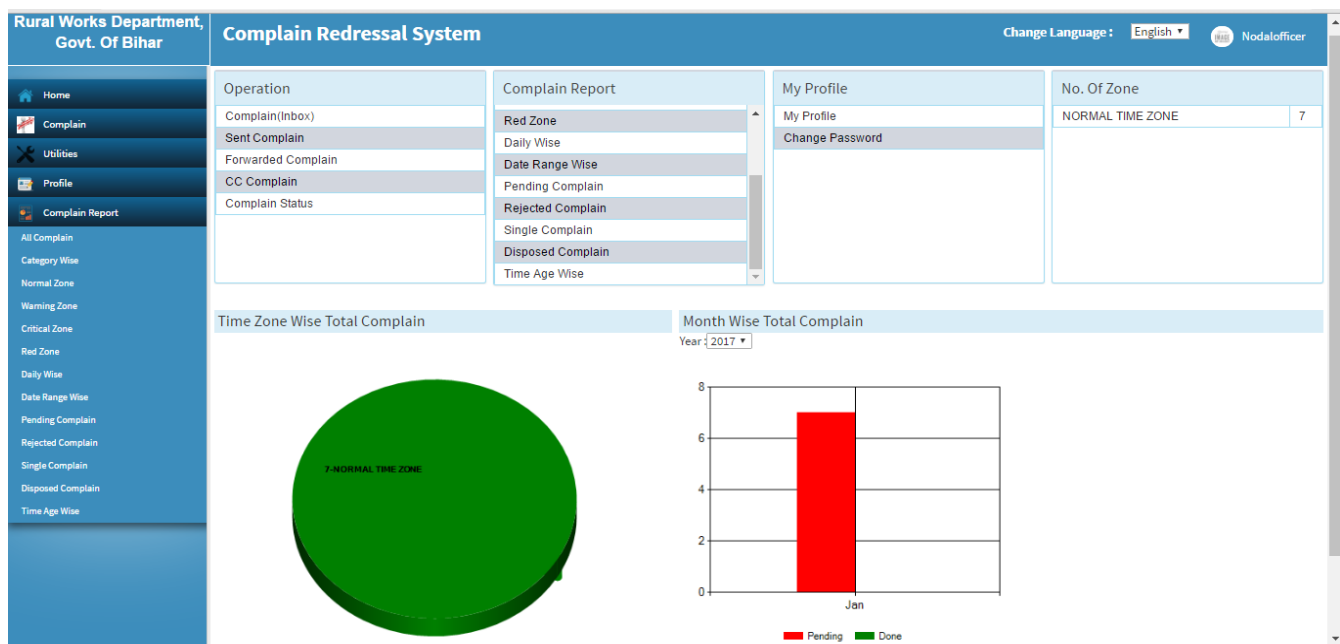


Figure-3) The above showing the home page after login on RWD portal under submit complain menu

- If any grievance gets untouched or unsolved for a long span but with in 90 days i.e. max. time frame then an information message will be sent to all the related officers for taking priority based actions.
- Grievance execution outflow channel will follow the same hierarchy as it follows in inflow direction.

