



User Manual Ver. 1.2

Grievance - Licensee

Department Of Telecommunication



DECEMBER 7, 2023

Protean eGov Technologies Limited

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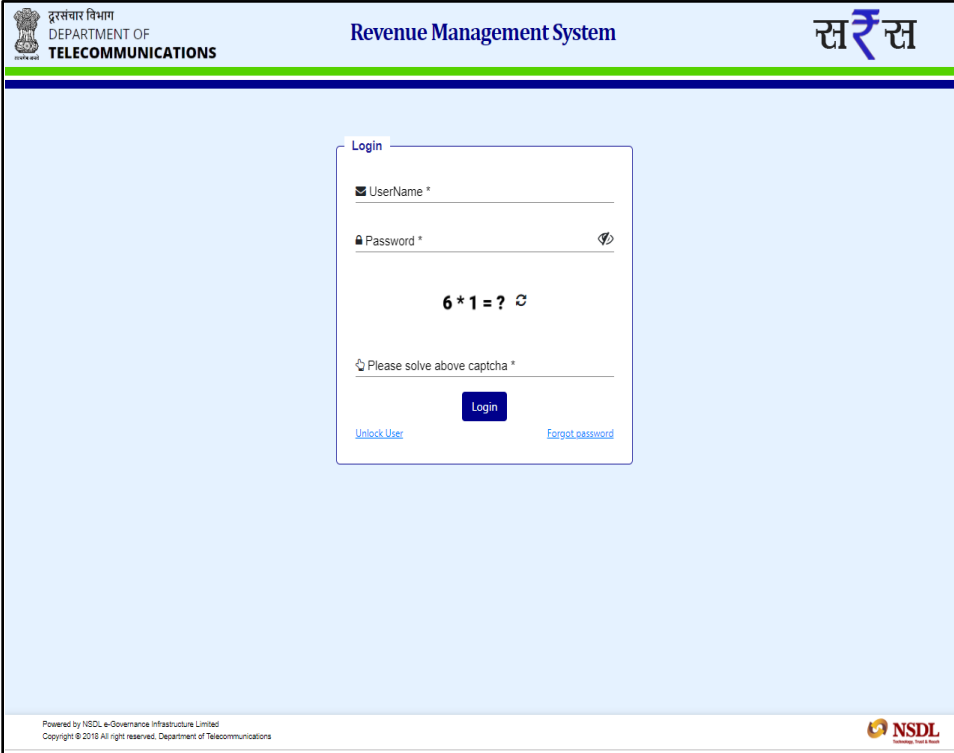
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1. Background

Grievance module will enable Licensee users to raise online Complaints / Grievance on RMS. While raising the Grievance, Licensee needs to mark it for **“For Action”**. Licensee can mark Grievance as **“For Information”**. The DoT / CCA Users can respond to the raised Grievances. The Grievances will be marked for Escalations in case if they are not responded to.

2. Raise Grievance

- Licensee to login to SARAS system using login credentials
 - Enter User Name and Password of Licensee Maker User
 - Enter CAPTCHA
 - Click on Login button.



The screenshot shows the login interface of the SARAS Revenue Management System. The header includes the Department of Telecommunications logo, the text "DEPARTMENT OF TELECOMMUNICATIONS", the system name "Revenue Management System", and the SARAS logo. The login form is centered and contains the following elements:

- A "Login" tab.
- A "UserName *" field with a user icon.
- A "Password *" field with a password icon and an eye toggle.
- A CAPTCHA image showing the text "6 * 1 = ?".
- A text prompt "Please solve above captcha *".
- A "Login" button.
- Links for "Unlock User" and "Forgot password".

At the bottom, it states "Powered by NSDL e-Governance Infrastructure Limited" and "Copyright © 2018 All right reserved. Department of Telecommunications", along with the NSDL logo.

- Licensee User will select the sub-menu **“Raise Grievance”** under the **Grievance** menu.
“Grievance >> Raise Grievance”



- The screen to raise Grievance will be displayed and user needs to enter the details as mentioned below
 - a. The user needs to select appropriate details from the drop downs such as Grievance Category, For Action, For Information, etc.
 - b. The user also needs to enter fields such as Subject, Description, Communication reference, etc.

- c. Licensee user can upload the required supporting document by clicking the link “Click Here’ to upload supporting document”.
- d. When Licensee user clicks on submit button, Grievance gets submitted

Supporting Document

Supporting Document

Document Description *

Upload Documents

Browse

Upload

- The Licensee user can also link a Grievance which is being raised to the Grievances which have been raised earlier by clicking on the link **“Link Grievance”** provided on the **“Raise Grievance”** screen, refer the screen below. The licensee can search and select the grievance to be mapped from the searched results.

✓ Link Grievance

☒ Search By Grievance Date

From Date To Date

DD/MM/YYYY DD/MM/YYYY

☐

Grievance Reference Number

Search Clear Close

Not secure | 172.21.23.66:8080/RMS/RaiseGrievance

✓ Link Grievance

Search By Grievance Date

From Date
DD/MM/YYYY
13/08/2019

To Date
DD/MM/YYYY
20/08/2019

Grievance Reference Number

Search Clear Close

Select	Grievance Number	Grievance Category	For Action	Subject
<input checked="" type="checkbox"/>	1138910	Other	CCA(Rajasthan)	

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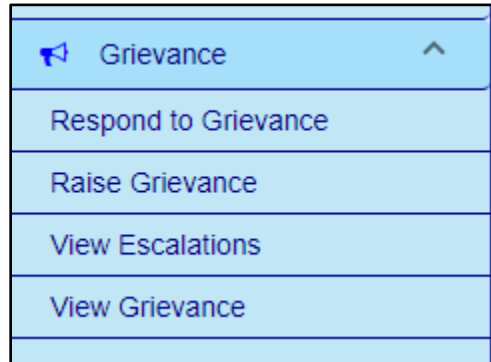
Close Link

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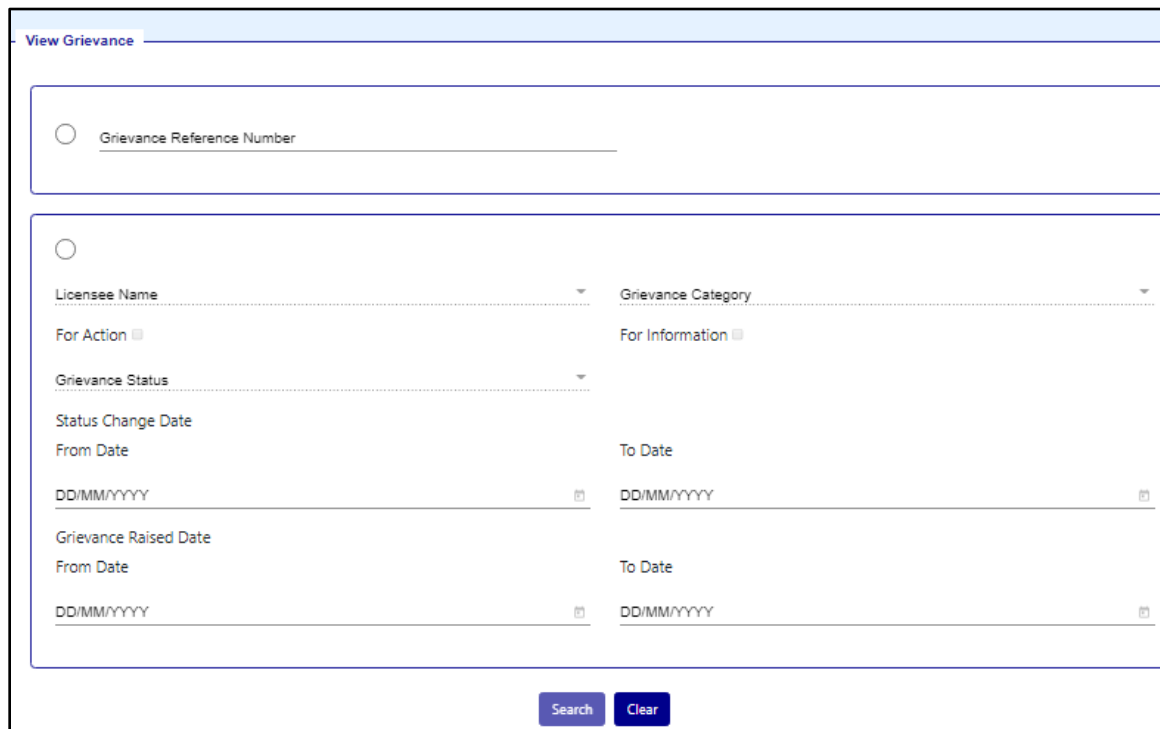
- When Licensee user enters the details and clicks on Submit, a unique reference number for the Grievance will be generated.
- **Licensees may use this module to raise the appeal against the License Fee Assessment Notice or Spectrum Usage Charges Assessment Notice by sending it to office with appellate authority mentioned in the notice.** Licensees can check the status of disposal of the grievance by checking the status as detailed below.
- Status of the Grievance raised can be tracked using reference number.

3. View Grievance

- User needs to login into the SARAS and select the option “View Grievance” under the Grievance menu, “Grievance >> View Grievance”



- When the user selects the option “View Grievance”, below screen will be displayed. The user can search for the raised Grievance by entering the Grievance Reference Number or using the search criteria option(s) from the below screen.

A screenshot of the "View Grievance" search interface. It features a header bar with the title "View Grievance". Below the header, there are two main search sections. The first section has a radio button and a text input field labeled "Grievance Reference Number". The second section has a radio button and a grid of search criteria. The grid includes: "Licensee Name" and "Grievance Category" (both dropdown menus); "For Action" and "For Information" (checkboxes); "Grievance Status" (dropdown menu); "Status Change Date" with "From Date" and "To Date" date pickers (format DD/MM/YYYY); and "Grievance Raised Date" with "From Date" and "To Date" date pickers (format DD/MM/YYYY). At the bottom of the form are "Search" and "Clear" buttons.

- The below screen with the search results in grid will be displayed after the user clicks on search button.

Grievance Reference Number	Licensor Name	For Action	Grievance Category	Grievance Status	Grievance raised Date	Subject
178299	SanjanaPatil	CCA(Pune)	Bharatkosh	Submitted	26/03/2019	Hi Everyone@#5 %^&*()_~
170885	NIHAL	CCA(Delhi)	Other	Grievance Responded	18/03/2019	OKOKOKOK
182983	Idea	CCA(Mumbai)	LF	Submitted	04/04/2019	okok
177378	NIHAL	CCA(Delhi)	LF	Grievance Responded	25/03/2019	H
172123	chetan kharje	CCA(Delhi)	LF	Grievance Responded	19/03/2019	asach complaint

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- The user can click on the Grievance to be viewed and then the Grievance details will be displayed. The Grievance details will be populated as displayed in the screen below.

Grievance >> View Grievance	
View Grievance	
Grievance Reference Number 178299	Licensee Name SanjanaPatil
Grievance Category Bharatkosh	For Action CCA(Pune)
For Information	Grievance Status Submitted
<ul style="list-style-type: none"> • Licensee-Admin • DOT-LFP • CCA-Pune • CCA-Delhi 	
Grievance raised Date 26-03-19	Communication Reference hi **((43535/@##\$\$\$%^^&
Subject Hi Everyone@#\$%*&*!)_~	Description QWQvewieq@3424234%*&*!)\$
Grievance Reference:	Link to view uploaded document: Click here to view uploaded document
Sequence of Events: Click here to View the Sequence of Events	Responded/Forwarded By
Forwarded By Office	Responded/Forwarded Date
Remarks	