Online Complaint/Grievance System

Online Complaint/Grievance System is a system operated by Samadhan Department of CCL HQ. The main features, process flow and complaint/Grievance monitoring/tracking mechanism in the module are explained in details as below:

User Panel

How to access the software? (URL of the Software)

1. Open the following web address http://www.ccl.gov.in and Click on the "online Complaint /Grievance System". The link is marked with red circle as shown below:



2. After clicking on the link , home page of Online Complaint/Grievance system will be opened as shown below:

Central A Government A Miniratna Co	Coalfields of India Undertaking mpany	Limited		
	Home	Admin Login	Your Grievance Status	
			WELCOME TO ONLINE	COMPLAINT/GRIEVAN
Type of Compla	Grievance Grie (Submit to S	evance amadhan Celly	Complaint (Submit to Viplance Dept.)	1

3. On the home page of the software, it will ask for the type of complaint/ Grievance as show above. If the complaint is of general nature like quarter maintenance, water , electricity in the quarters, pension etc., the complainant has to click on the Grievance button as shown below with red circle:

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	Home	Admin Login	Your Grievance Status	
	WELCOME T	O ONLINE COM	IPLAINT/GRIEVANCE	SYSTEM
Type of Compla	int/Grievance	evance madhan Cell)	Complaint (Submit to Vigilance Dept.)	
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4. After opening the link, Grievance form will be opened as below:

rievance Fo	rm	
		Fields marked with * are Mandatory
You	ır Contact Details	
You	r Full Name	*
Fath	er's Name	*
Pho	ae Number	
Mot	oile Number	*
Ema	ail-ID	
Gen	der	● Male ○ Female
You	r Address	
State	a.	.lbarkband
Dist	rict	<select district=""> V *</select>
Det	ail of the incident or mi	sconduct - Your Grievance
Subj	ect	<> Select Subject> *
Grie	vance related to the Area	<select area=""> V *</select>
Grie	vance related to the	Select Department/ur 🔻 *
Dep	artment/Ont	
Grie	vance in Details	
Nan any)	ne or details of Witnesses (if	
Supp	port Document (pdf or jpg On	ly Max. 1MB) Choose file No file chosen *
Cap	tcha	/9VCpn/≈
		Register Grievance Reset

5. After filling all the mandatory fields, click on the "register grievance" button to submit the complaint to Samadhan Department. After submitting, a message is displayed which reads"your complaint has been Registered. Your acknowledgement number is CCL/GEN/2014/......". This Acknowledgement number is used in future for complaint tracking.

ennowering Intel Bandar Bandar Bandar	Central Coalfields Limited A Government of India Undertaking A Miniratna Company
	Home Admin Login
	WELCOME TO ONLINE COMPLAINT SYSTEM
	Your Grievance has been Registered
	Your Grievance Acknowledgement Number & CCL/GEN/2014/00015

Your Grievance Status

6. On the home page of online complaint/Grievance system, there is another feature for the user that is "Your Grievance system". The complainant can track his/her Grievance at any time using his unique Acknowledgement Number.

		WELCOME TO ONLINE COMP
Check ve	ur Grievance Status	
Enter Yo	ur Grievance Acknowledgen	nentt No.: Submit
		Complaint Status
	Complaint By Subject: Date of Complaint:	rayees ahmad naik Transfer 2014-12-20
	Complain in Details:	Sir, i am having problem at home . so, i want to remain to my home state as close as possible.
	Acknowledgement No.: Complaint Status Complaint Reported	CCL/GEN/2014/00015 Pending Samadhan Cell

7. Same procedure is applied if the complaint is related to vigilance department as shown previously on home page.

Jaint Form Fields marked with * are Mandatory Your Contact Details Your Full Name Father's Name Phone Number Phone Number Phone Number Phone Number State Cender Your Address State District State Complaint Related to the Area Complaint nelated to the Area Posignation's Complain in Details Did you pay the bribe? If yes, wh? Decument in support of alleged allegations (pdf or jpg only Max: 1MB)	Type of Complaint/Grievance	Srievance Samadhan Cell) Samadhan Cell)
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Phone Number Mobile Number Email-ID Gender Your Address State State District Subject Name of the person/s involved Complaint Related to the Area Complaint Related to the Area Designation/s Complain in Details Did you pay the bribe? If yes, why? Document in support of alleged allegations (pdf or jpg only Max. 1MB) Choose file No file chosen	Father's Name	*
Mobile Number Email-ID Gender Your Address State District Select State District Select District Select District Detail of the incident or misconduct - Your Complaint Subject Name of the person/s involved Complaint Related to the Area Complaint Related to the Designation/s Complain in Details Did you pay the bribe? If yes. why? Document in support of alleged allegations (pdf or jpg only Max. 1MB)	Phone Number	
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Subject Select Subject * Name of the person/s involved Complaint Related to the Area Complaint Related to the Select Area > * Designation/s Select Department • * Select Department • * Complain in Details * * Did you pay the bribe? If yes, why? * * Document in support of alleged allegations (pdf or jpg only Max. 1MB) Choose file No file chosen	Detail of the incident or m	isconduct - Your Complaint
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