

User Manual: Query and Grievance Modules

1. Query Module

Using this module, a user can raise query regarding any service provided by the MAITRI-SWS portal or pertaining to any information request.

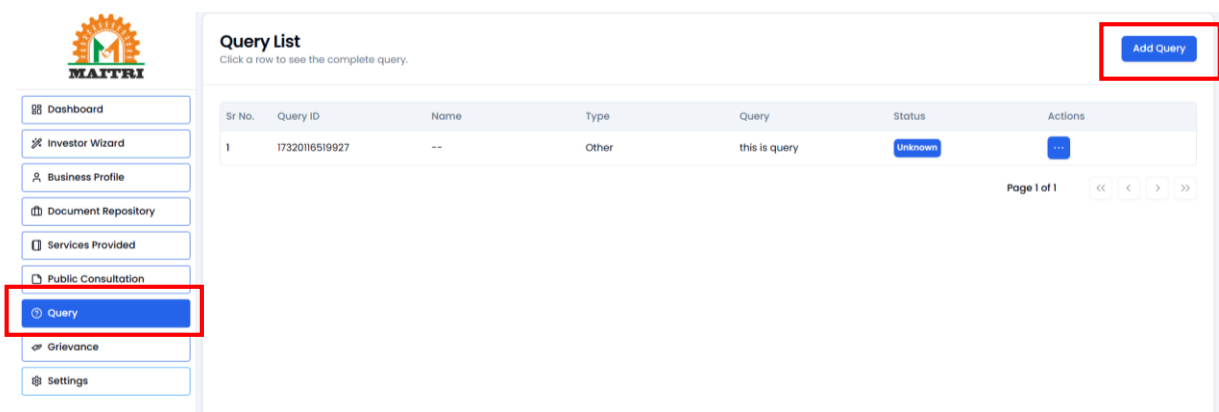
This provision is available under **Services** menu and then **Submit Your Query** button.



The below page will be displayed.

How to raise query:

1. Go to Query menu → Click on 'Add Query' button



2. Query form will appear. Fill the details and click on 'Add Query' Button.

Add Query
Enter details to add Query

Name of the business entity
TechNova Solutions

Query Type *
Select a Query Type

Query *
Type your query

Department
Select a Department

Service Name
Select Service Name

Add Query Cancel

3. You can view the query in the 'Query List'

Query List
Click a row to see the complete query.

Add Query

Sr No.	Query ID	Name	Type	Query	Status	Actions
1	1732016519927	--	Other	this is query	Unknown	...
2	17325357245896	--	Service Requirement	Delayed in services	Raised	...

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4. Using action button, different actions can be performed.

Query List
Click a row to see the complete query.

Add Query

Sr No.	Query ID	Name	Type	Query	Status	Actions
1	1732016519927	--	Other	this is query	Unknown	...
2	17325357245896	--	Service Requirement	Delayed in services	Raised	...

View Query
View Replies
Close

5. View Query: The Query raised will be shown.
6. View Replies: The Answer for your query will be shown.
7. Close Query: You can also close the query from your side.

2. Grievance Module

- Grievance module is available for investor to file any grievance regarding any service or any other issue faced.
- The concerned department will act on it..

Grievance List
Click a row to see the complete grievance.

Add Grievance

Sr No.	Grievance ID	Grievance Category	Grievance Description	Status	Actions
1	1732343821252	Delay in Approval	Delayed	Unknown	...

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1. Go to 'Grievance' menu → Click on 'Add Grievance'

Add Grievance
Enter details to add grievance

Address *
Enter your address

Department Name *
Select a Department Name

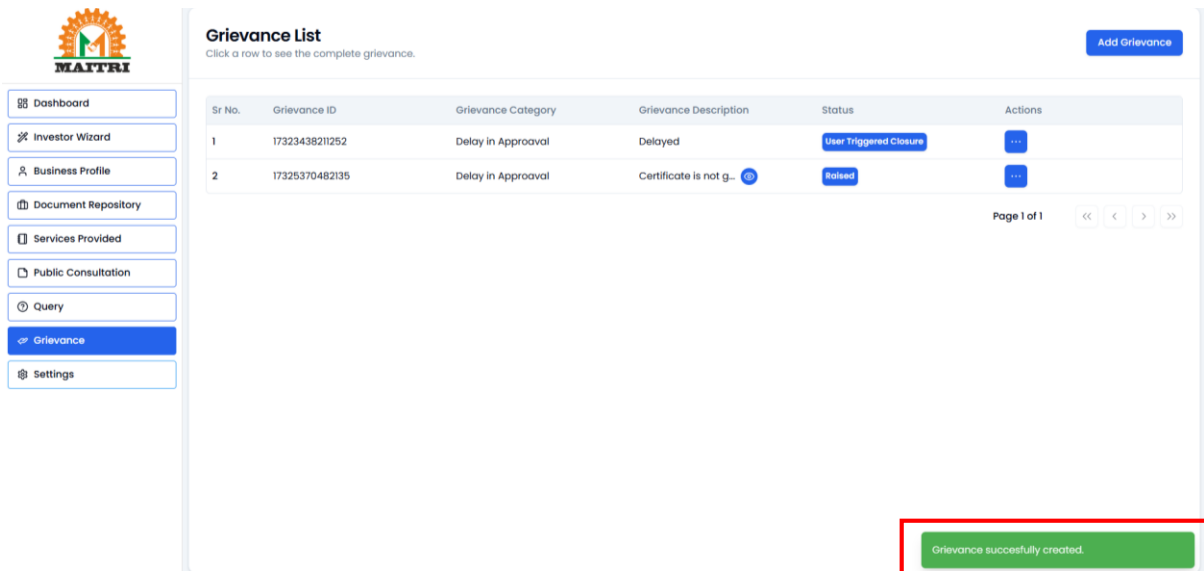
Category *
Select a Category

Description *
Enter description

File Attachment *

Add **Cancel**

2. Fill the details and click on 'Add' Button



Grievance List
Click a row to see the complete grievance.

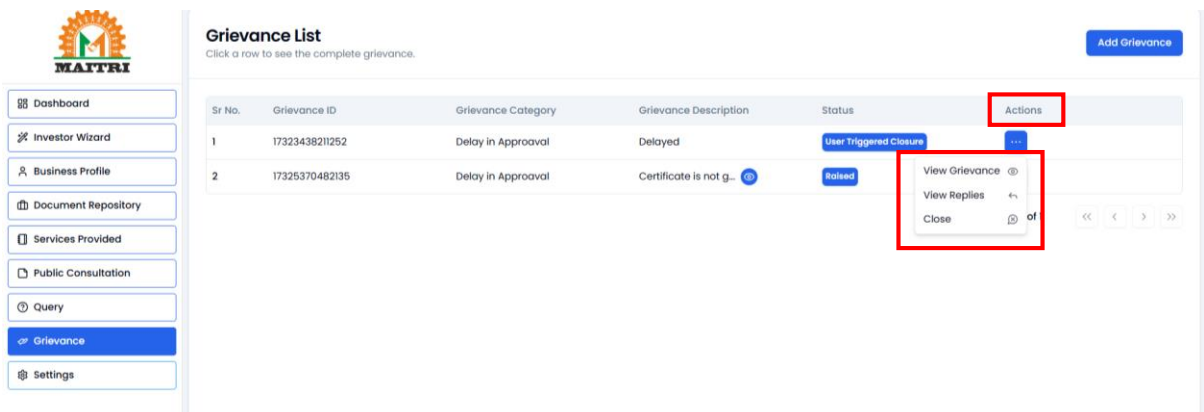
[Add Grievance](#)

Sr No.	Grievance ID	Grievance Category	Grievance Description	Status	Actions
1	1732343821252	Delay in Approval	Delayed	User Triggered Closure	...
2	17325370482135	Delay in Approval	Certificate is not g-	Raised	...

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Grievance successfully created.

3. user can view all the grievances in the 'Grievance List'.



Grievance List
Click a row to see the complete grievance.

[Add Grievance](#)

Sr No.	Grievance ID	Grievance Category	Grievance Description	Status	Actions
1	1732343821252	Delay in Approval	Delayed	User Triggered Closure	...
2	17325370482135	Delay in Approval	Certificate is not g-	Raised	View Grievance View Replies Close

4. Under action button, user can view the replies as well as respond.

5. The user may also choose to close the grievance.