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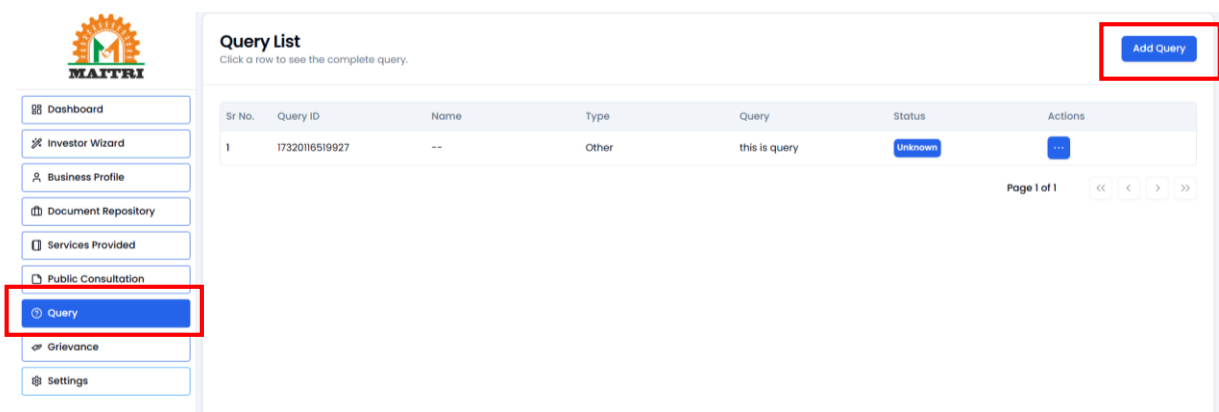
This provision is available under **Services** menu and then **Submit Your Query** button.

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.

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

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

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..

1. Go to 'Grievance' menu → Click on 'Add Grievance'
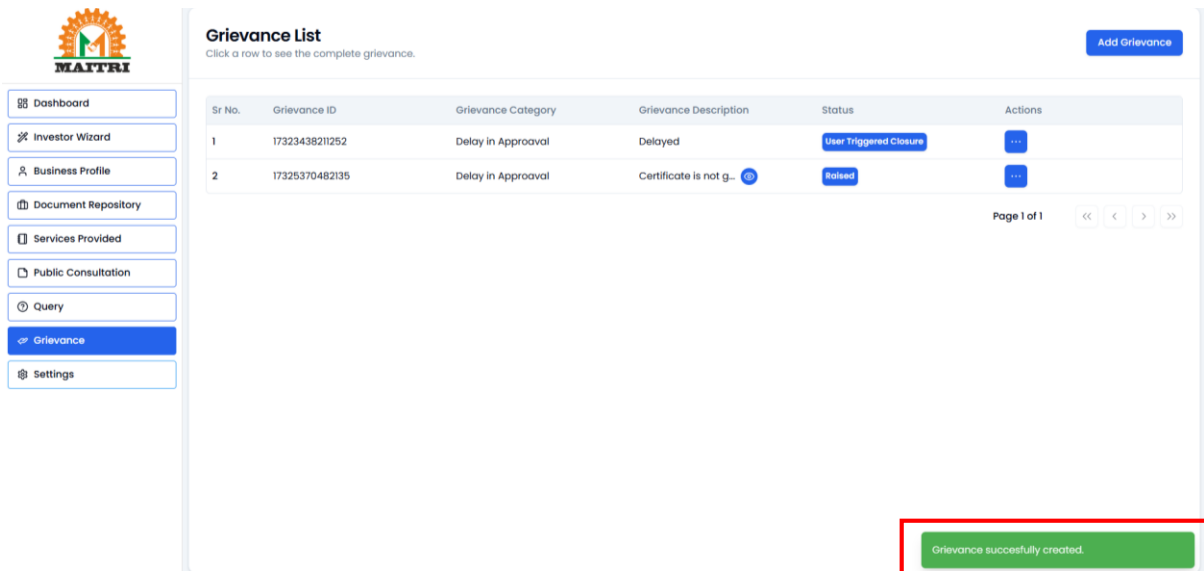
2. Fill the details and click on 'Add' Button
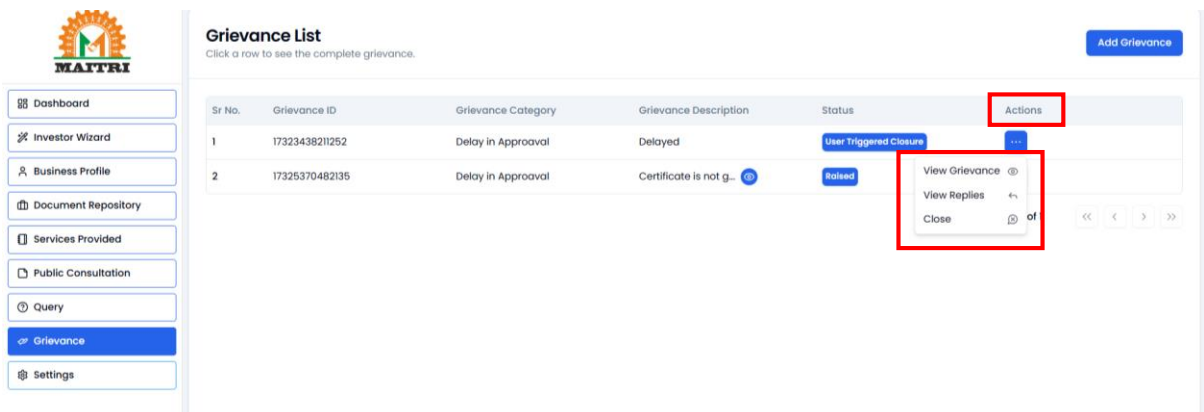
3. user can view all the grievances in the 'Grievance List'.

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

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