

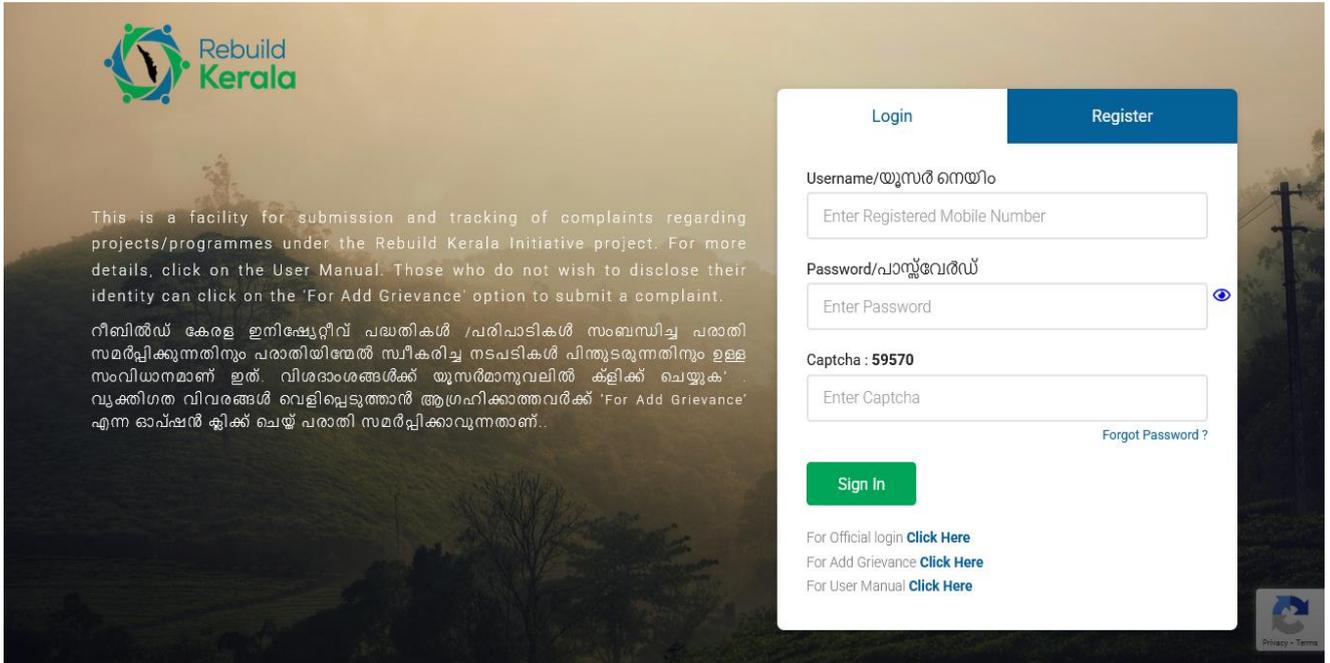
User Manual for RKI Grievance Redressal Mechanism

1. Introduction

Welcome to our GRM web application! This user manual will guide you through the registration process, login process, and initial verification steps.

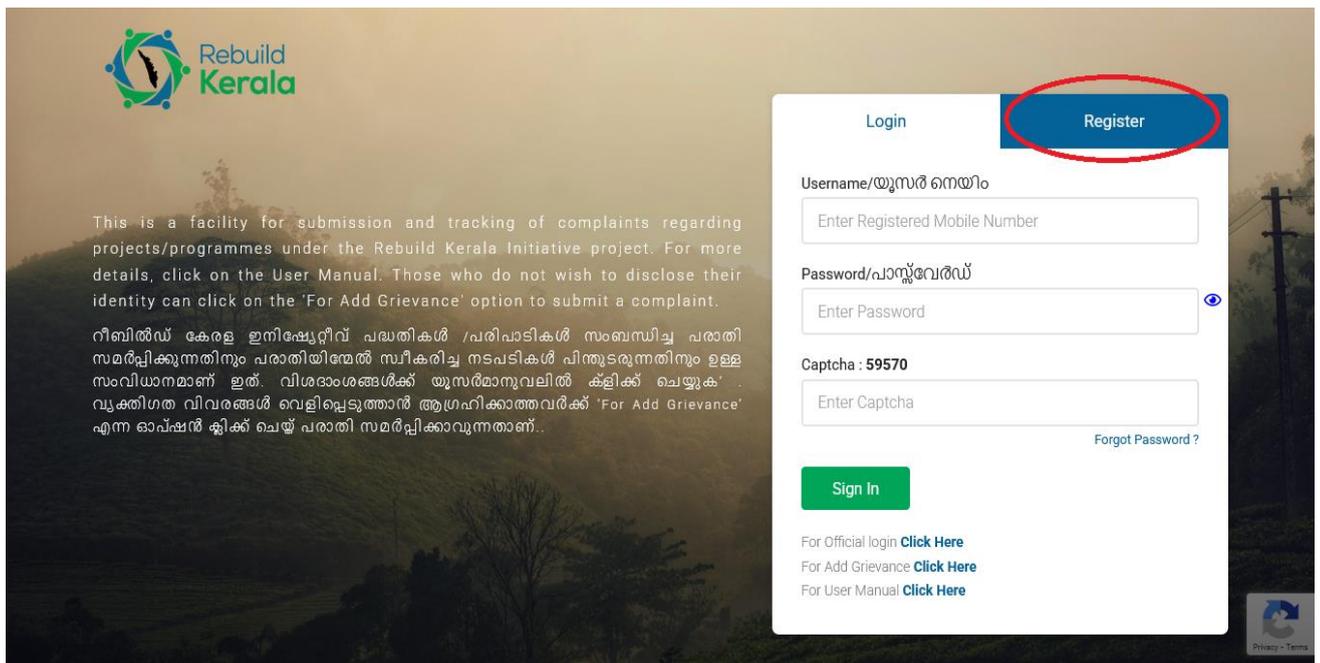
Open any internet browser and type in the following URL <https://grm.rebuild.kerala.gov.in> on the browser's address bar. Press the 'Enter key' and the rebuild Kerala initiative web page appears.

2. Registration



Step 2.1: Navigate to the home page of the GRM web application.

Step 2.2: Locate and click on the "Register" button.



Step 2.3: You will be directed to the registration form.

Rebuild Kerala Initiative

The screenshot shows the registration page for the Rebuild Kerala Initiative. On the left, there is a banner with the logo and text in Malayalam explaining the facility for submitting complaints. On the right, there is a registration form with the following fields:

- Name / പേര് ***: Full Name
- Email / ഇമെയിൽ**: E-mail address
- Mobile Number / മൊബൈൽ നമ്പർ***: mobile number
- Password / പാസ്‌വേർഡ് ***: Password
- Confirm Password***: Confirm Password

 A green 'Register' button is located below the form. At the bottom, there are links for 'Official login', 'Add Grievance', and 'User Manual'.

Step 2.4: Fill in the following details:

This screenshot shows the same registration form as in Step 2.3, but with sample data entered:

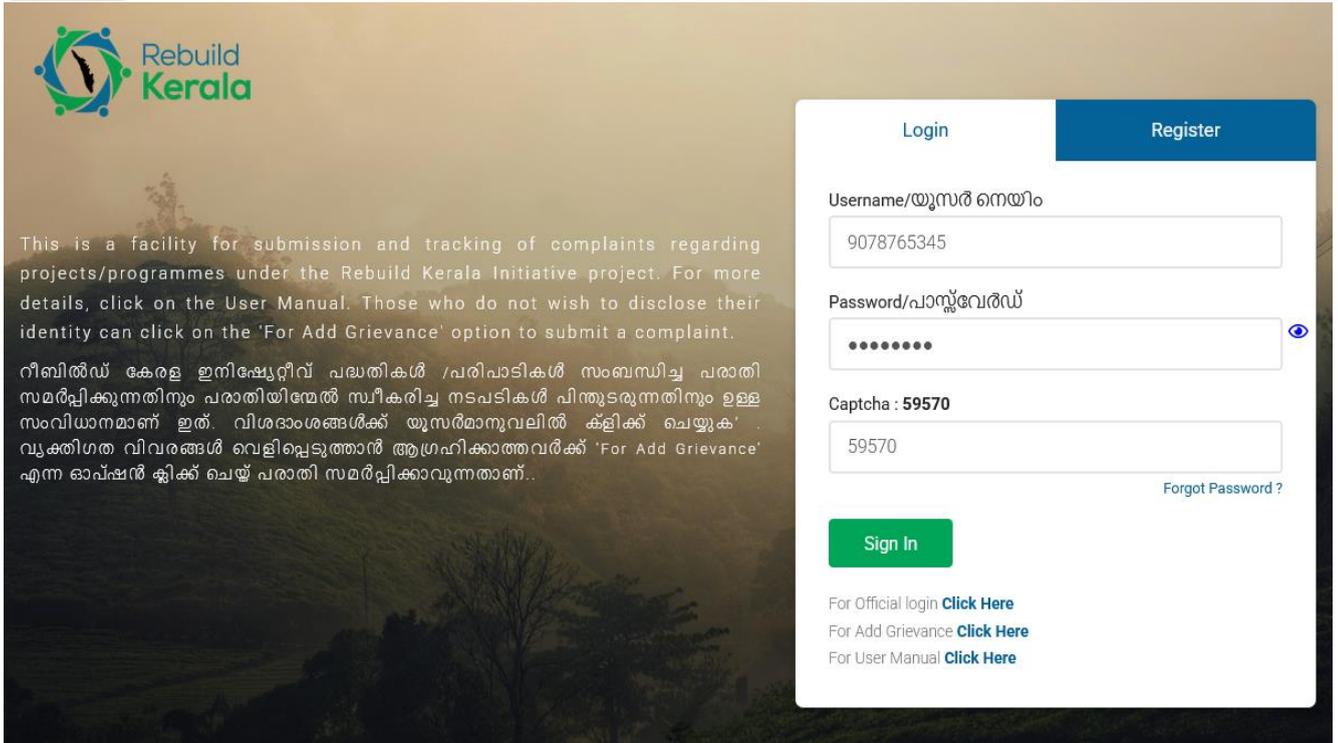
- Name / പേര് ***: test
- Email / ഇമെയിൽ**: test@gmail.com
- Mobile Number / മൊബൈൽ നമ്പർ***: 9076785436
- Password / പാസ്‌വേർഡ് ***: Masked with 8 dots
- Confirm Password***: Masked with 8 dots

 The 'Register' button is highlighted in green, indicating it is the next step in the process.

Step 2.5: Once all fields are filled, click on the "Register" button.

Step 2.6: Upon successful registration, you will be redirected to the login page.

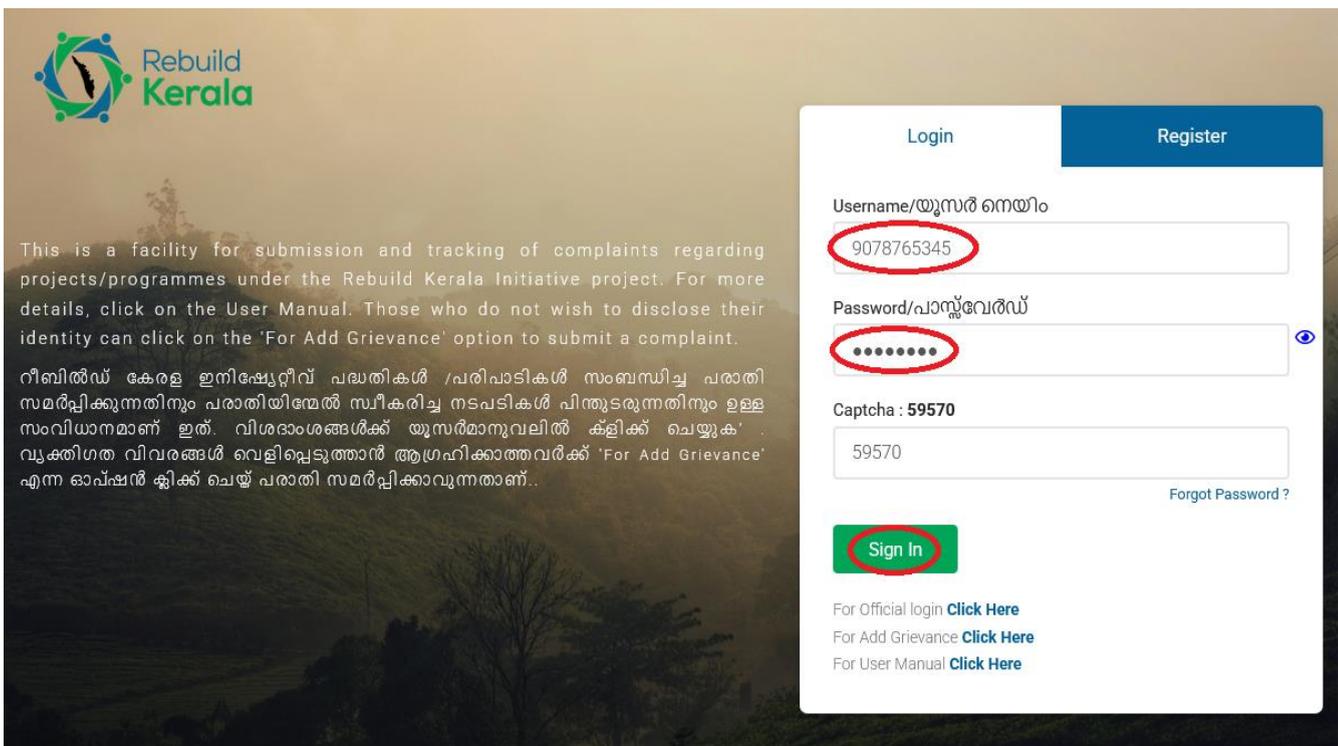
3. Login



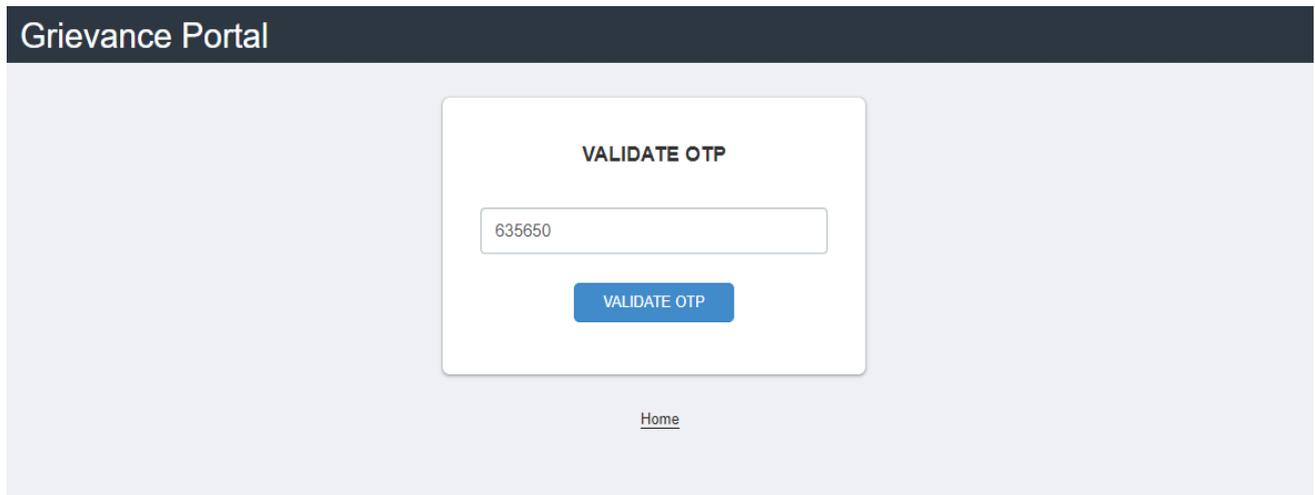
Step 3.1: On the login page, enter the registered mobile number as the username.

Step 3.2: Enter the password you provided during registration.

Step 3.3: Click on the "Sign In" button.



4. Initial Verification

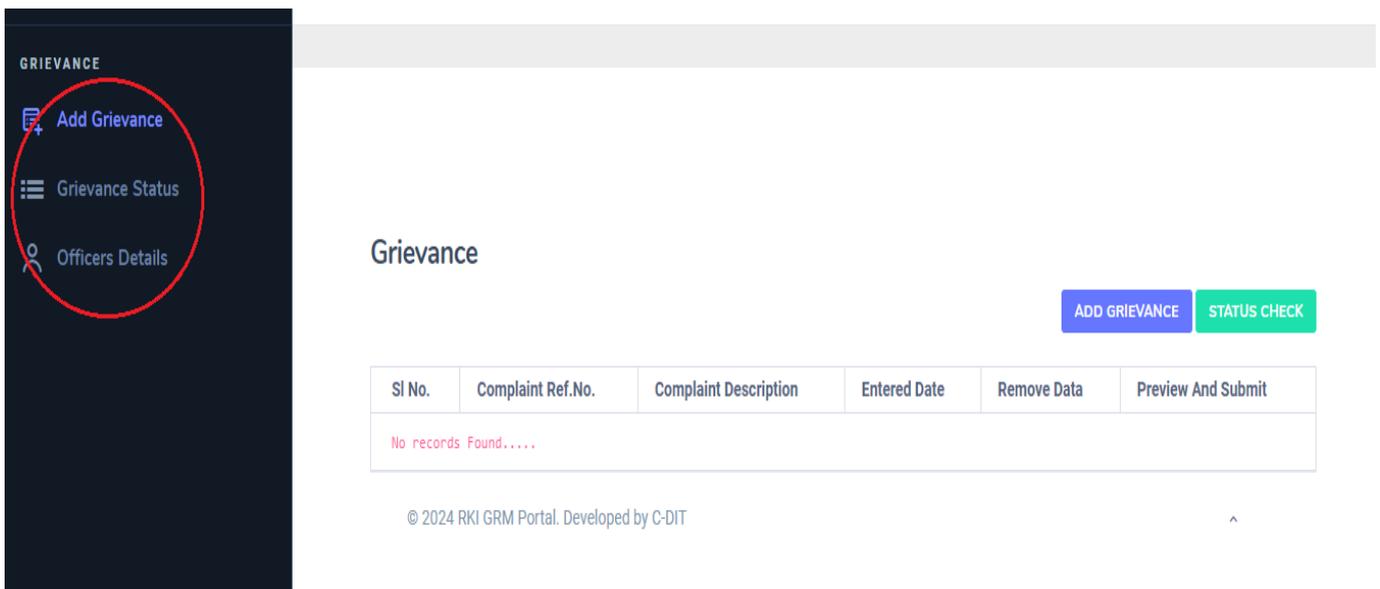


Step 4.1: Upon signing in for the first time, you will receive an OTP (One-Time Password) on the registered phone number.

Step 4.2: Enter the OTP received on your registered phone number.

Step 4.3: Click on “VALIDATE OTP” for verification.

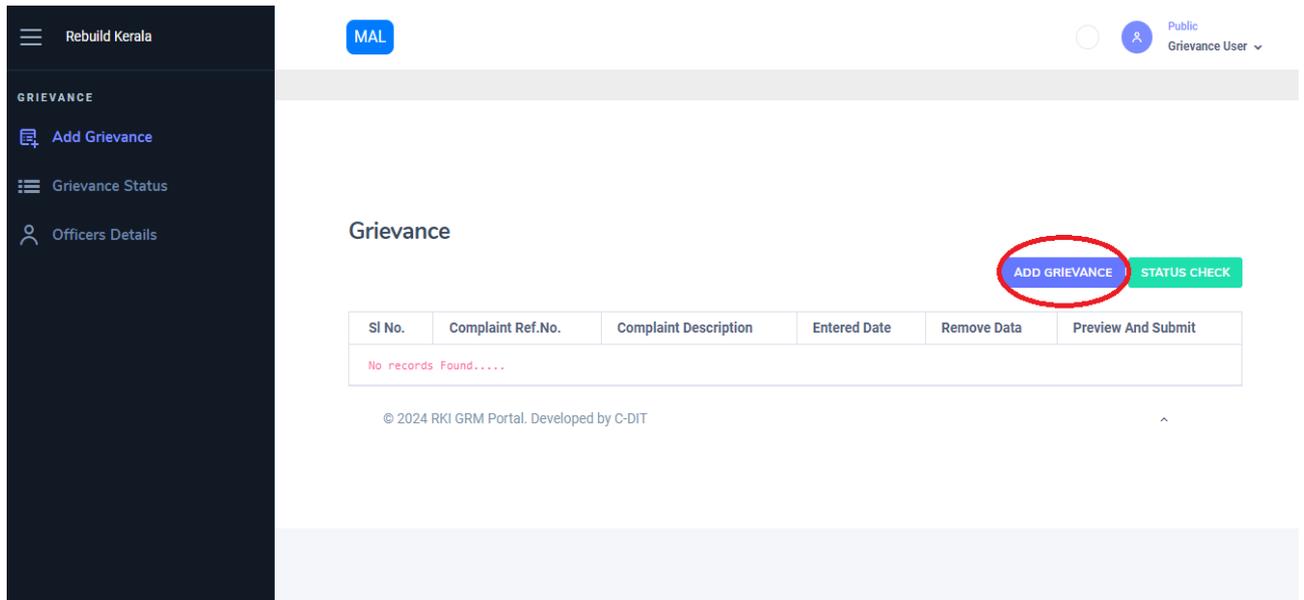
Step 4.4: Upon successful verification, you will be directed to your GRM homepage.



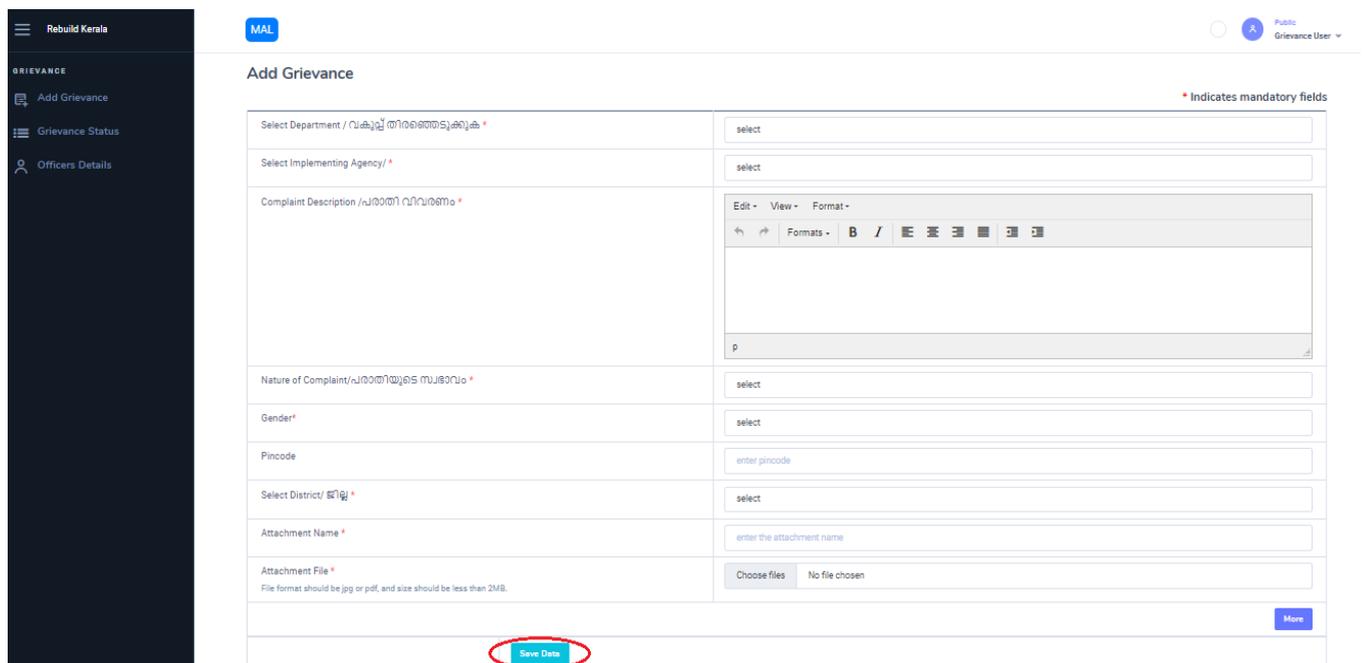
Upon logging in, you will land on the GRM homepage of the web application. Here, you will find three menus on the left side:

4.4.1. Add Grievance

Click on the "Add Grievance" menu option.



You will be directed to a form where you can submit a new grievance.



“*” depicts mandatory fields. Fill all mandatory fields. Fill in the necessary details such as the type of department, description, etc.

Step 4.4.1.2. Ensure all mandatory fields are filled before clicking save data

Step 4.4.1.3. Click on save data and you will be directed to a grievance preview page.

Grievance

ADD GRIEVANCE STATUS CHECK

Sl No.	Complaint Ref.No.	Complaint Description	Entered Date	Remove Data	Preview And Submit
1	RKI/RKI/00000377	complaint description	2024-05-22	Remove	Preview

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Step 4.4.1.4. Then click 'Preview' button to preview the details.

Rebuild Kerala MAL Public Grievance User

GRIEVANCE

- Add Grievance
- Grievance Status
- Officers Details

Complaint Ref.No.	RKI/RKI/00000377
Name	sreyas
Contact Number	8891678745
Complaint Description	complaint description
Nature of Complaint	Serious life-threatening matters
Department	Rebuild Kerala Initiative
Implementing Agency	Rebuild Kerala
Attachment 1	attachment1 - View

here by confirm that I have verified the details

Submit Grievance

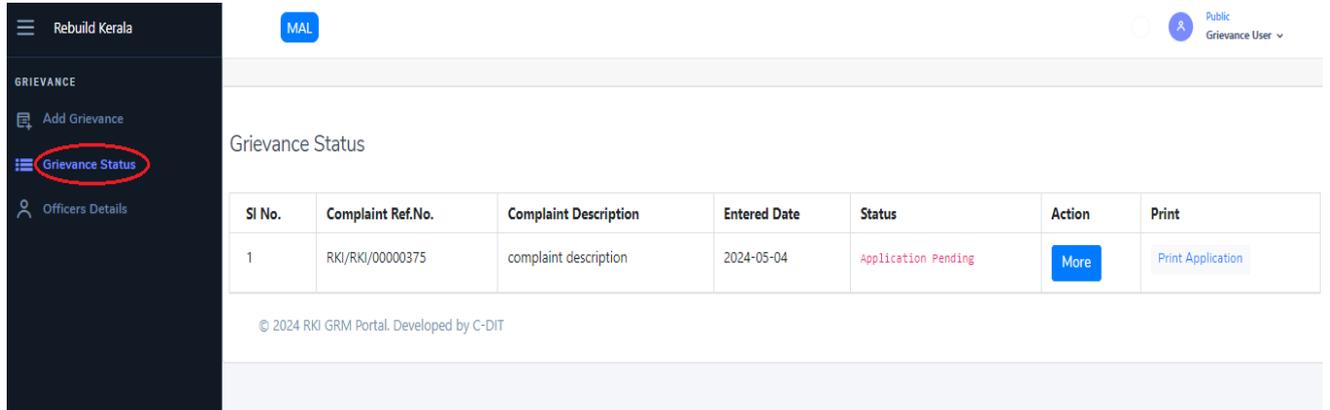
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You can preview and submit the grievance. On submission a GRN Ref. No. will be generated and sent to your registered mobile number

SAMPLE GRN Ref. No. "RKI/RKI/00000374"

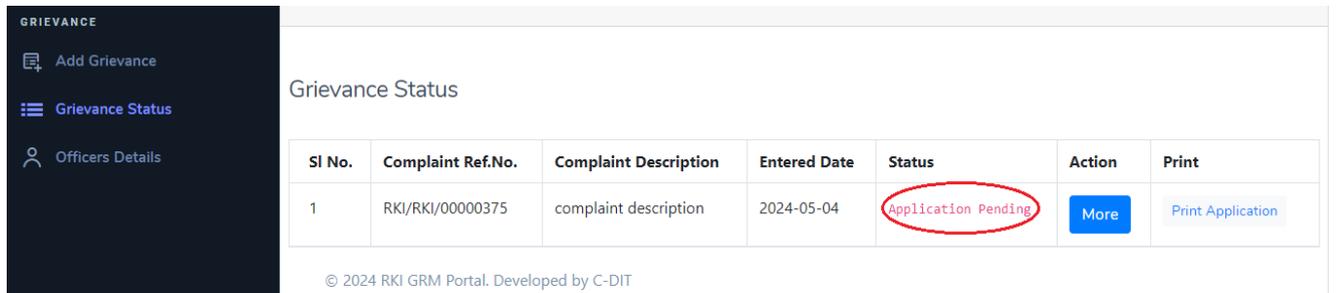
4.4.2. Grievance Status

Click on the "Grievance Status" menu option.

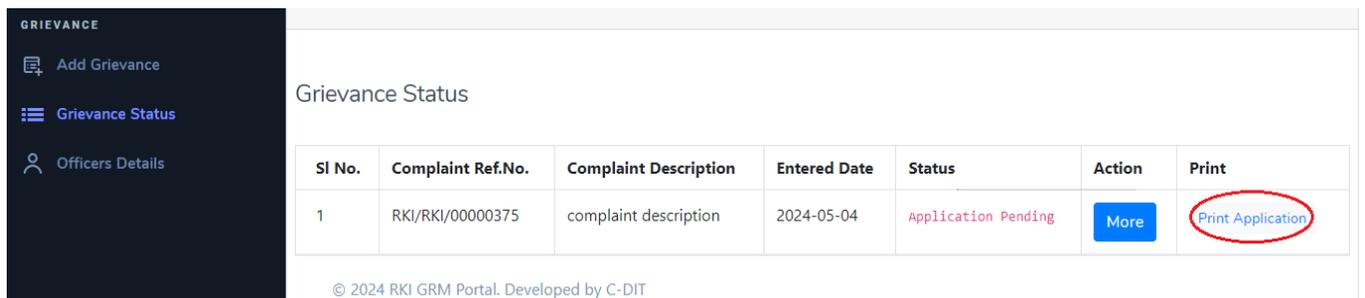


You will be able to view the current status of the grievances you have submitted

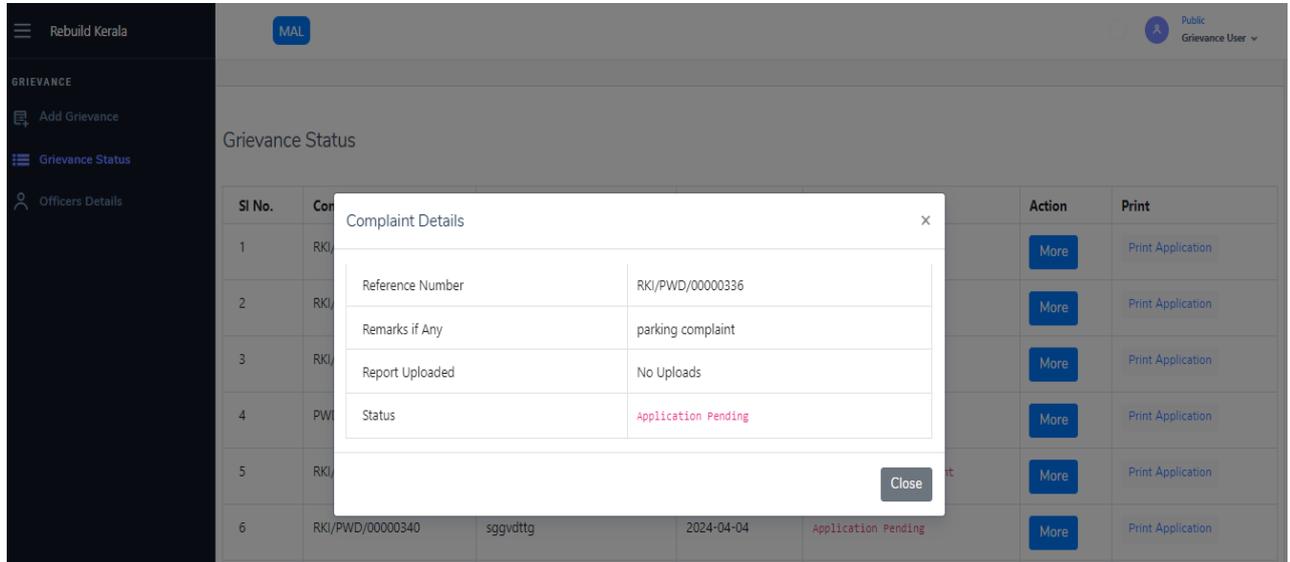
The status may include whether the grievance is pending, under processing, or resolved.



The grievance submitted can be printed by clicking the Print Application

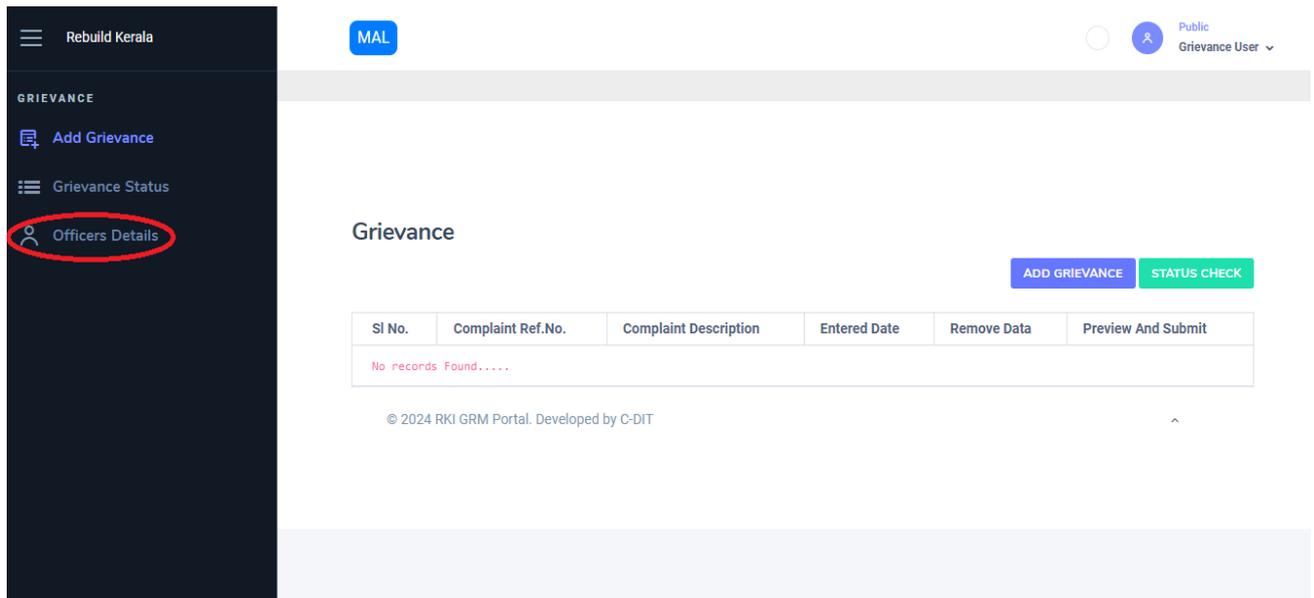


Click on the "More" button, a pop-up window shows the user details .



4.4.3. Officers Details

Click on the "Officers Details" menu option.



You will see a list of nodal officers from various departments along with their contact details.

This information can be useful if you need to contact a specific officer regarding your grievance

Rebuild Kerala Initiative

Note:

Make sure to navigate through the menus carefully to access the desired features.

*Mandatory fields are marked with a * symbol. Ensure all mandatory fields are filled before submitting the form.*

If you have any questions or encounter any difficulties while using the homepage features, feel free to reach out to our support team for assistance.

Thank you for using our GRM web application! We hope this user manual helps you navigate through the homepage efficiently.