

### **PARIVAR PEHCHAN PATRA**

SERVICES GRIEVANCE REDRESSAL

HELP GUIDE

(VERSION 1.0)



Ques: What is PPP Services Grievance Redressal portal?

**Ans**: Citizen can visit the website i.e. <a href="https://grievance.edisha.gov.in/">https://grievance.edisha.gov.in/</a> for all type of grievances with are linked with PPP driven services. At present citizens can raise the grievances for below services:

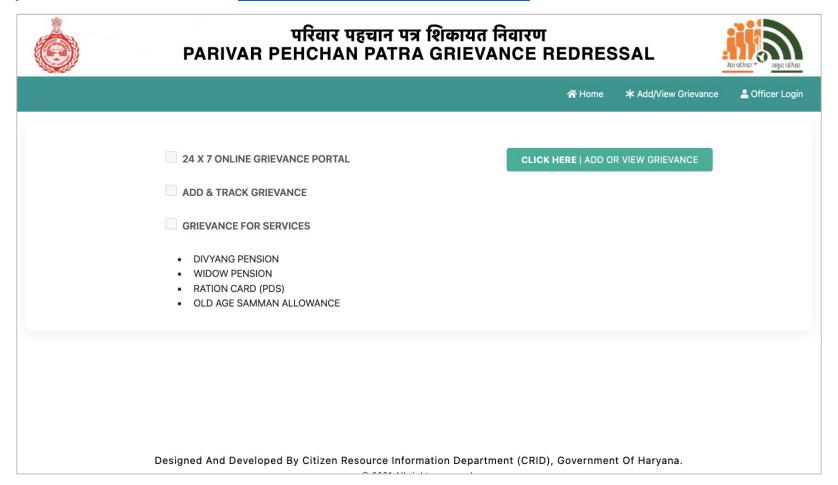
- Divyang Pension
- Old Age Samman Allowance
- Ration Card (PDS)
- Widow Pension



Ques: How can I register my PPP services related grievance?

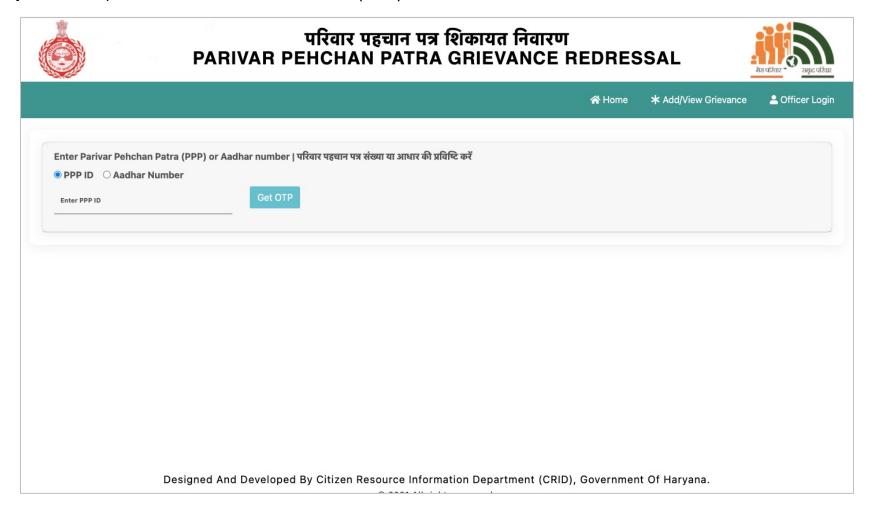
**Ans**: Kindly follow below steps for filing the grievance:

**Step 1**. Visit the website i.e. <a href="https://grievance.edisha.gov.in/">https://grievance.edisha.gov.in/</a>





- Step 2. Click on "Add/view Grievance" option at home page & at main menu also
- Step 3. Enter your Parivar Pehchan Patra (PPP) id or Aadhaar id



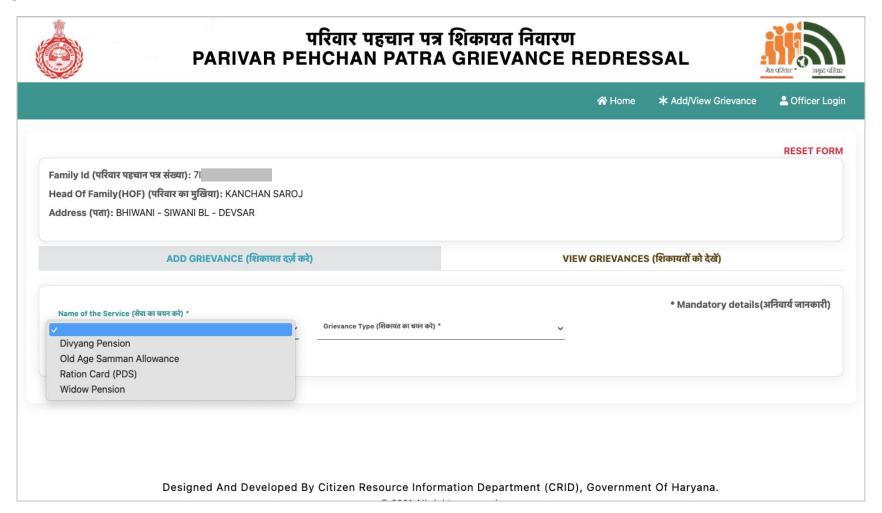


**Step 4.** Verify your PPP id or Aadhaar id via OTP. (OTP will be coming on registered mobile number or on Head of the Family member registered number.)

	परिवार पहचान पत्र शिकायत निवारण PARIVAR PEHCHAN PATRA GRIEVANCE REDRESSAL						
				<b>☆</b> Home	★ Add/View Grievance	🚨 Officer Login	
Family Id: 7I		रिवार पहचान पत्र संख्या या आधार की प्रवि Enter OTP:	ष्टि करें	Validate OTP	Resend OTP		
OTP Sent to your regis	tered mobile No. *****2047. It is V	/alid for 10 min					
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**Step 5:** Once PPP id / Aadhaar id is validated, citizen can see Head of Family member name and registered address. User need to select "Name of Service"





- **Step 6:** Provide the necessary information as defined, services wise
- **Step 7:** Provide supportive documents, as defined, service wise
- **Step 8:** Submit the grievance
- **Step 9:** Ticket d will be generated for future reference to track your grievance and its status
- **Step 10**: User will be receiving the SMS with confirmation of logging the grievance date, time and it's tracking id.

#### **DIVYANG PENSION GRIEVANCE SERVICES**





Family Id (परिवार पहचान पत्र संख्या): 7

Name of the Service (सेवा का चयन करे) \*

Divyang Pension

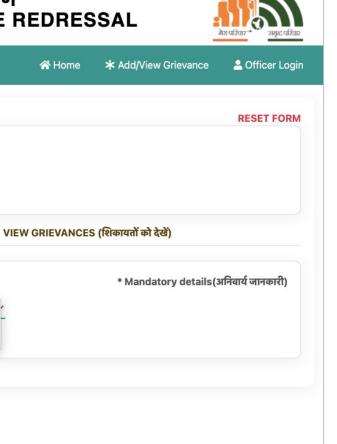
Head Of Family(HOF) (परिवार का मुखिया): KANCHAN SAROJ

ADD GRIEVANCE (शिकायत दर्ज़ करे)

Address (पता): BHIWANI - SIWANI BL - DEVSAR

#### परिवार पहचान पत्र शिकायत निवारण PARIVAR PEHCHAN PATRA GRIEVANCE REDRESSAL

☆ Home



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Grievance Type (शिकायत का चयन करे) \*

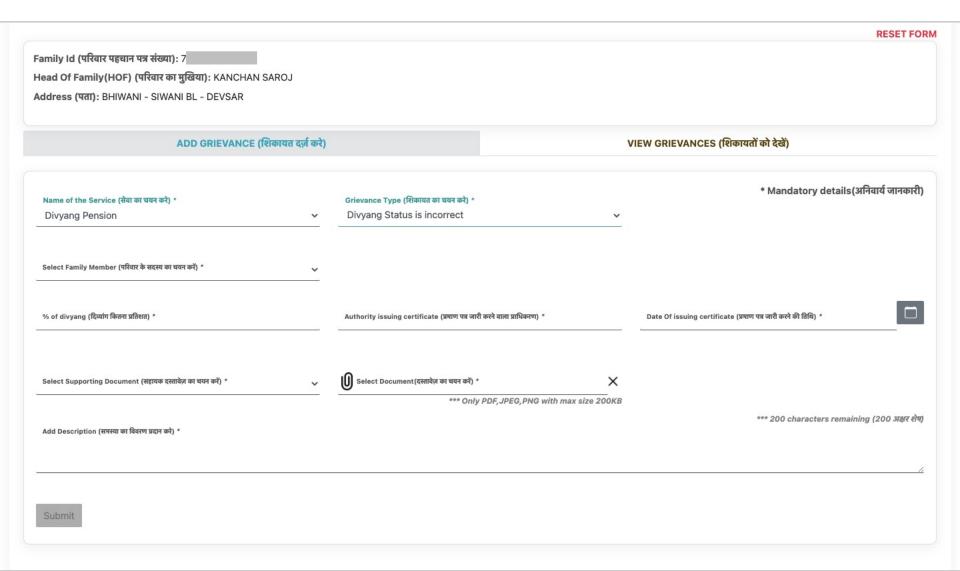
Divyang Status is incorrect Income of beneficiary is incorrect



## **DIVYANG PENSION SERVICES - GRIEVANCE TYPE**

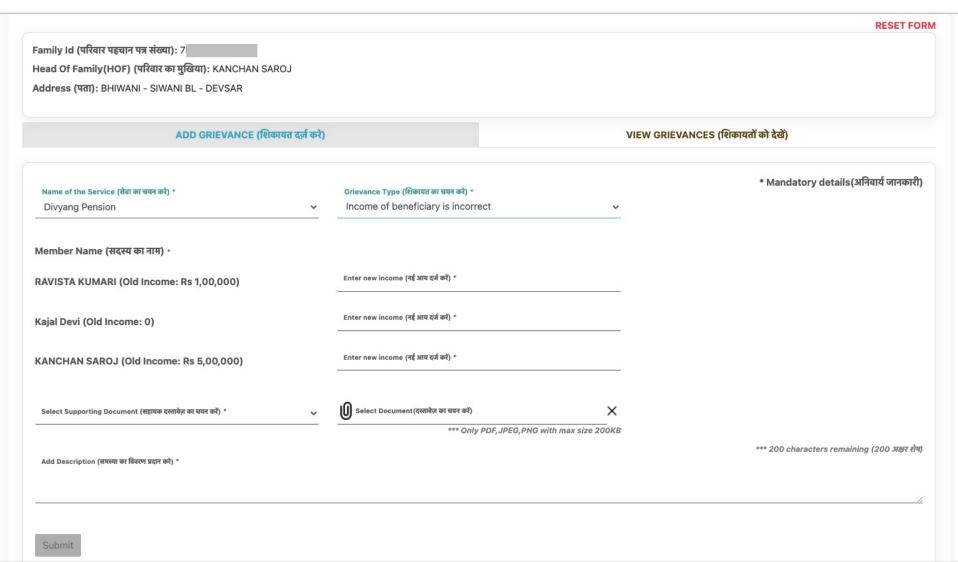














### **OLD AGE SAMMAN ALLOWANCE SERVICES - GRIEVANCE TYPE**











amily Id (परिवार पहचान पत्र संख्या): 7					RESET FO	
ead Of Family(HOF) (परिवार का मुखिया): KANCHAN SAF	201					
ddress (पता): BHIWANI - SIWANI BL - DEVSAR	(03					
ADD GRIEVANCE (शिकायत दर्ज़ करे)			VIEW GRIEVANCES (शिकायतों को देखें)			
Name of the Service (सेंवा का चयन करें) *		Grievance Type (शिकायत का चयन करे) *		* Mandatory deta	ils(अनिवार्य जानका	
Old Age Samman Allowance	~	Age/Dob is incorrect	~			
Select Family Member(परिवार के सदस्य का चयन करें) *	~	Select Dob(जन्म तिथि चुनें) *				
Gelect Supporting Document (सहायक दस्तावेज़ का चयन करें) *	~	Enter Document Id (दस्तावेज़ आईडी दर्ज करें) *	<b>∭</b> Select Docu	ument(दस्तावेज़ का चयन करें) *	2	
.dd Description (समस्या का विवरण प्रदान करें) *				*** 200 characters re		
Submit						

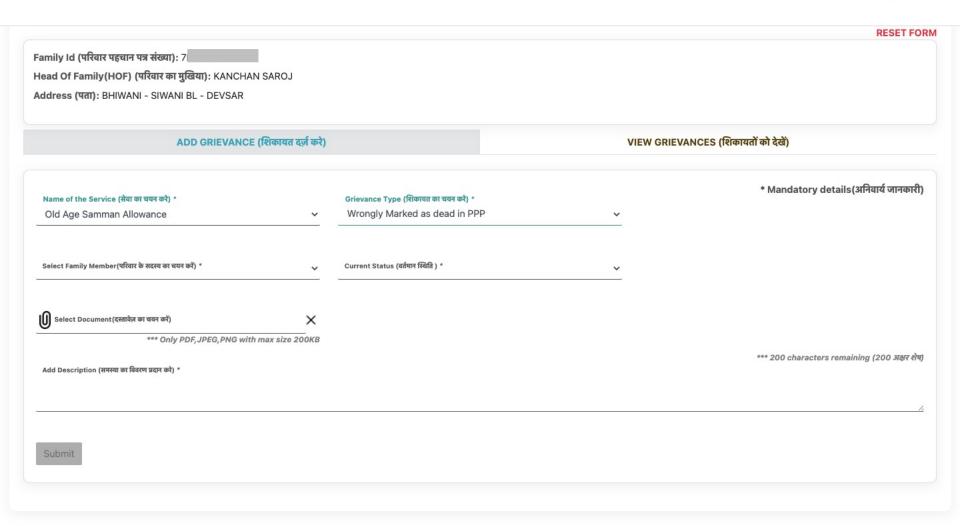




Family Id (परिवार पहचान पत्र संख्या): 7 Head Of Family(HOF) (परिवार का मुखिया): KANCHAN SAROJ Address (पता): BHIWANI - SIWANI BL - DEVSAR ADD GRIEVANCE (शिकायत दर्ज़ करे) VIEW GRIEVANCES (शिकायतों को देखें) \* Mandatory details(अनिवार्य जानकारी) Name of the Service (सेवा का चयन करे) \* Grievance Type (शिकायत का चयन करे) \* Income of beneficiary & spouse is incorrect Old Age Samman Allowance Member Name (सदस्य का नाम) \* Enter new income (नई आय दर्ज करें) \* RAVISTA KUMARI (Old Income Rs 1,00,000) Enter new income (नई आय दर्ज करें) \* Kajal Devi (Old Income 0) Enter new income (नई आय दर्ज करें) \* KANCHAN SAROJ (Old Income Rs 5,00,000) Select Document(दस्तावेज़ का चयन करें) Enter Document Id (दस्तावेज़ आईडी दर्ज करें) Select Supporting Document (सहायक दस्तावेज़ का चयन करें) \* \*\*\* Only PDF, JPEG, PNG with max size 200KB \*\*\* 200 characters remaining (200 अक्षर शेष) Add Description (समस्या का विवरण प्रदान करे) \*



#### OLD AGE SAMMAN ALLOWANCE: Wrongly marked as dead in PPP





# RATION CARD (PDS) SERVICES - GRIEVANCE TYPE







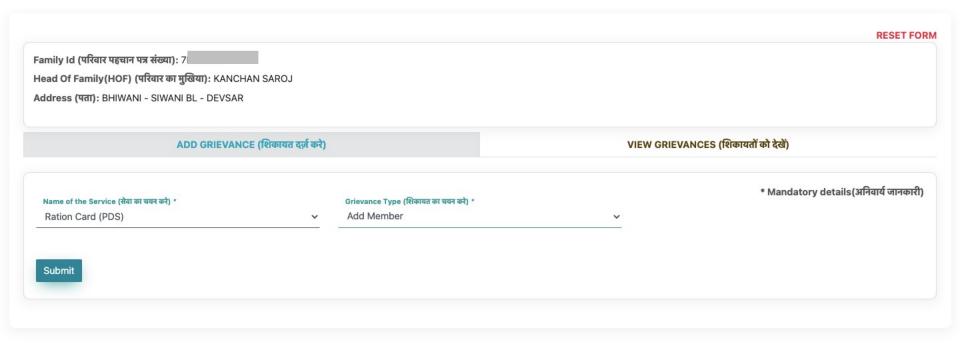
### परिवार पहचान पत्र शिकायत निवारण PARIVAR PEHCHAN PATRA GRIEVANCE REDRESSAL



		<b>☆</b> Home	* Add/View Grievance	2 Officer Login		
				RESET FORM		
Family Id (परिवार पहचान पत्र संख्या): 7						
Head Of Family(HOF) (परिवार का मुखिया): KANCHAI	SAROJ					
Address (पता): BHIWANI - SIWANI BL - DEVSAR						
ADD GRIEVANCE (शिकायत दर्ज़ करे)		VIEW GRIEVANCES (शिकायतों को देखें)				
			* Mandatory details(3	अनिवार्य जानकारी)		
Name of the Service (सेवा का चयन करे) * Ration Card (PDS)	Grievance Type (शिकायत का चयन करें) *					
Ration Card (FDS)	Add Member					
	Address Change					
	Delete Member					
	Family income is incorrect					



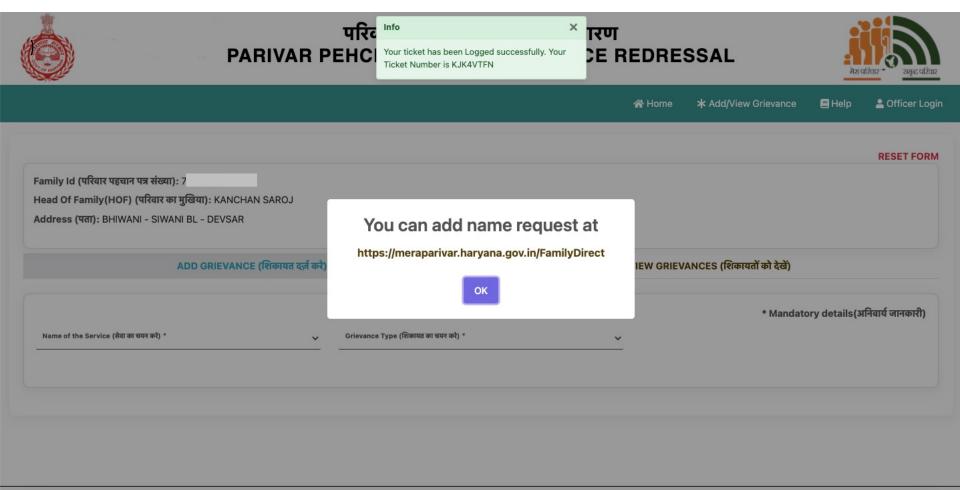








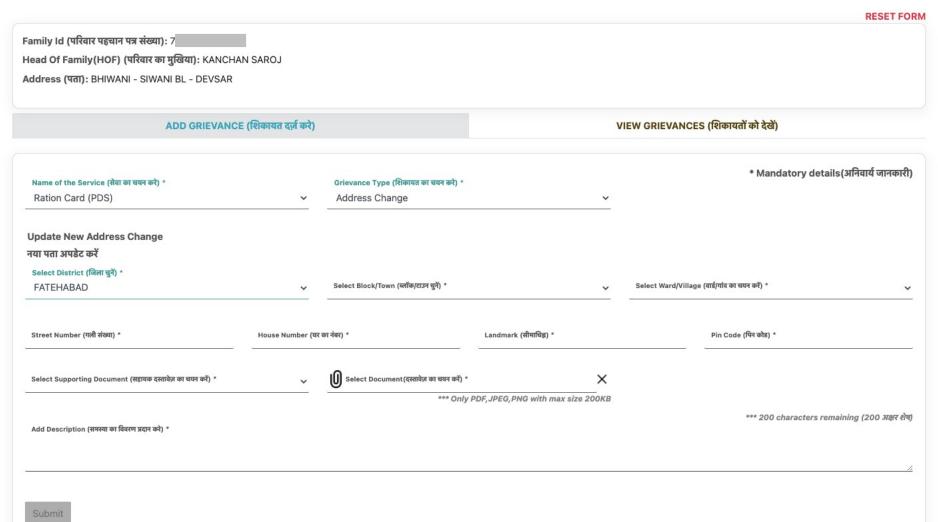
(user need to visit <a href="https://meraparivar.haryana.gov.in/FamilyDirect">https://meraparivar.haryana.gov.in/FamilyDirect</a>)



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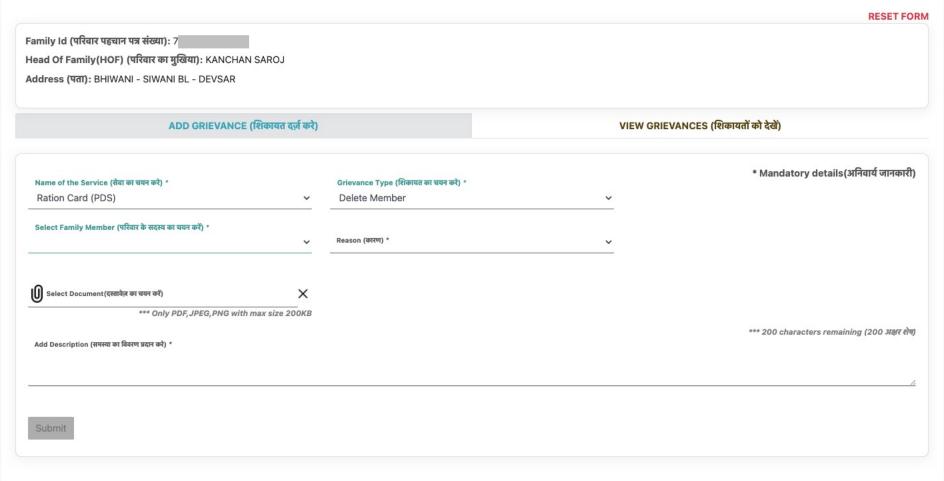






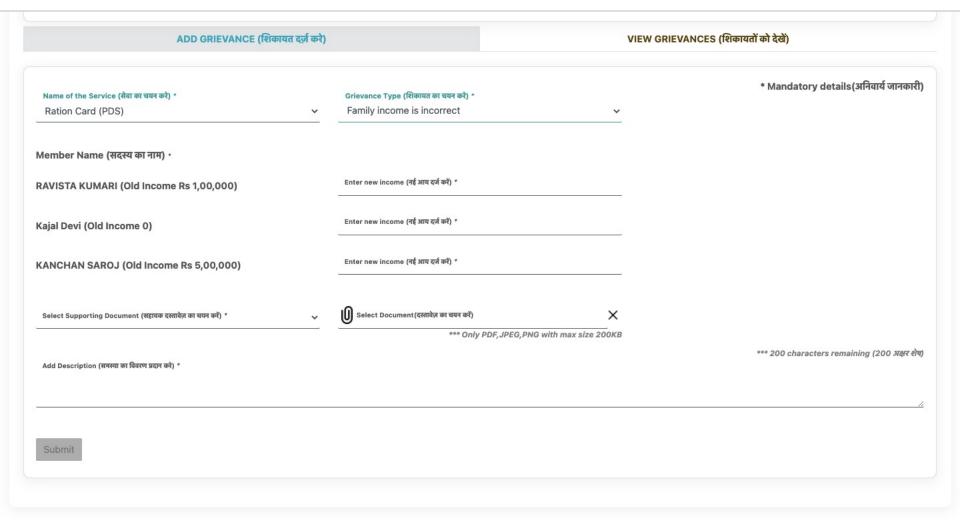








#### RATION CARD (PDS) SERVICES: Family income is incorrect





## **WIDOW PENSION SERVICES - GRIEVANCE TYPE**

#### **WIDOW PENSION GRIEVANCES**





### परिवार पहचान पत्र शिकायत निवारण PARIVAR PEHCHAN PATRA GRIEVANCE REDRESSAL

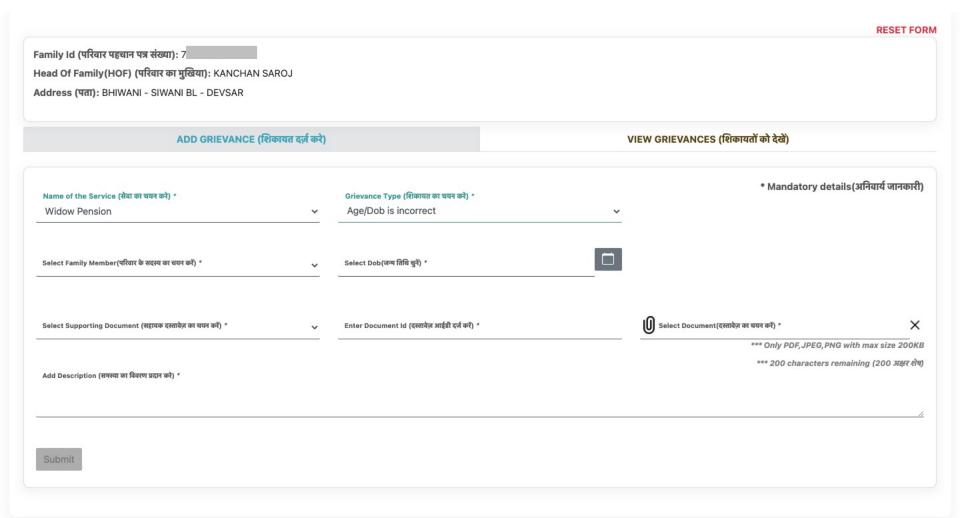


			*	Home	* Add/View Grievance	🚨 Officer Login			
						RESET FORM			
Family Id (परिवार पहचान पत्र संख्या): 7						RESET FORM			
Head Of Family(HOF) (परिवार का मुखिया): KANCH	AN SAROJ								
Address (पता): BHIWANI - SIWANI BL - DEVSAR									
				:					
ADD GRIEVANO	ADD GRIEVANCE (शिकायत दर्ज़ करे)			VIEW GRIEVANCES (शिकायतों को देखें)					
Name of the Service (सेवा का चयन करे) *		Grievance Type (शिकायत का चयन करे) *			* Mandatory details(3	ानिवार्य जानकारी)			
Widow Pension	~	Grievance Type (शिकायत का चयन कर)	~						
8		_							

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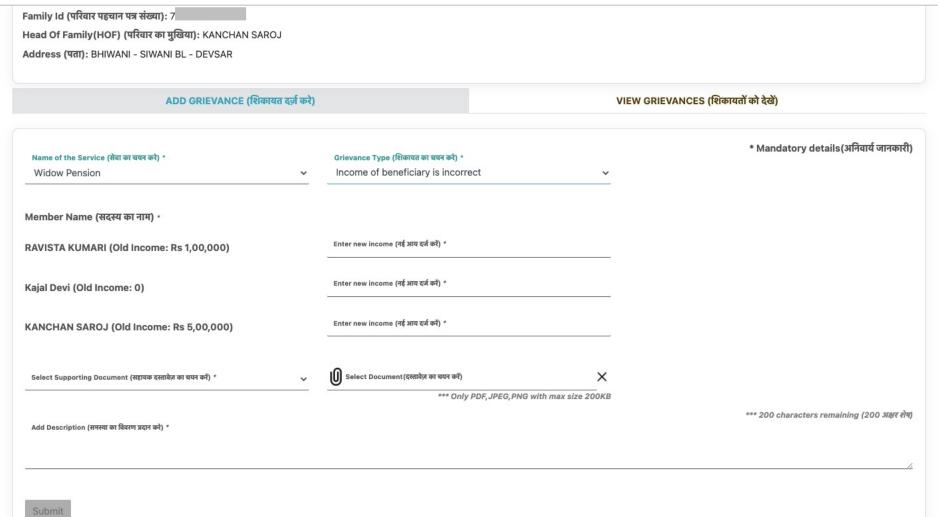
















Family Id (परिवार पहचान पत्र संख्या): 7 Head Of Family(HOF) (परिवार का मुखिया): KANCHAN SAROJ Address (पता): BHIWANI - SIWANI BL - DEVSAR ADD GRIEVANCE (शिकायत दर्ज़ करे) VIEW GRIEVANCES (शिकायतों को देखें) \* Mandatory details(अनिवार्य जानकारी) Grievance Type (शिकायत का चयन करे) \* Name of the Service (सेवा का चयन करे) \* Marital status is incorrect Widow Pension Select Family Member(परिवार के सदस्य का चयन करें) \* Current Marital Status (वर्तमान वैवाहिक स्थिति) \* Select Document(दस्तायेज़ का चयन करें) \* X Select Supporting Document (सहायक दस्तावेज़ का चयन करें) \* \*\*\* Only PDF, JPEG, PNG with max size 200KB \*\*\* 200 characters remaining (200 अक्षर शेष) Add Description (समस्या का विवरण प्रदान करे) \*



# **VIEW GRIEVANCES** (OLD & CURRENT)

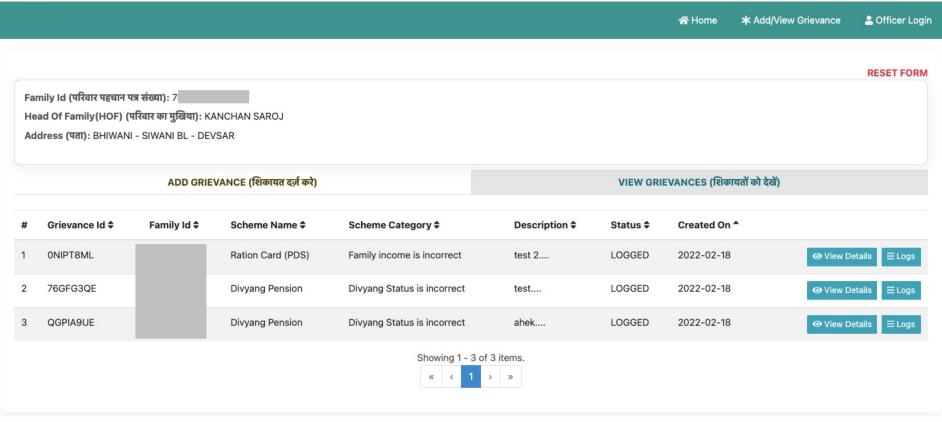
#### **VIEW GRIEVANCES**





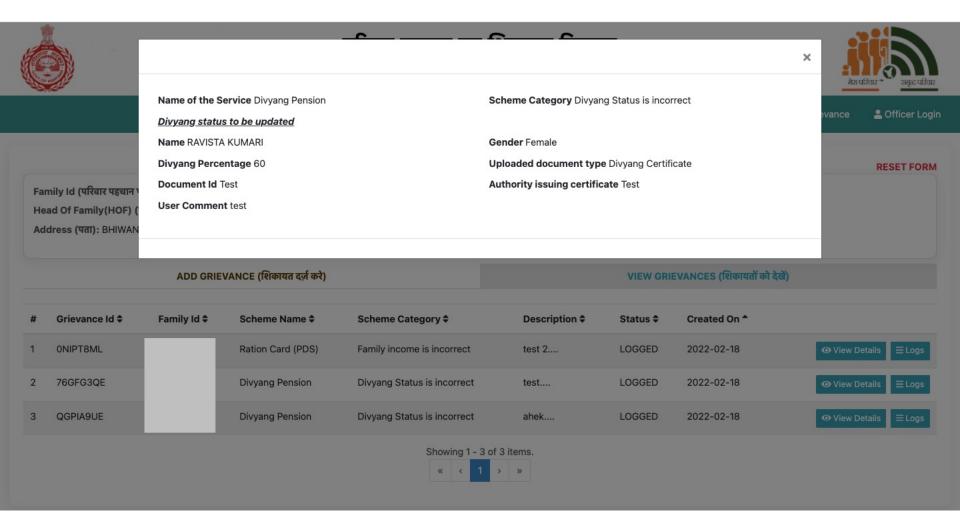
#### परिवार पहचान पत्र शिकायत निवारण PARIVAR PEHCHAN PATRA GRIEVANCE REDRESSAL













# Thank you