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सीपज़ एसईजेड प्राधिकरण, आरआईएसई SEEPZ SEZ Authority is ईआरपी प्लेटफॉर्म के कार्यान्वयन के माध्यम से एक undertaking a major digital प्रमुख डिजिटल परिवर्तन पहल कर रहा है। यह transformation initiative through the प्लेटफॉर्म भारत सरकार के डिजिटल इंडिया के implementation of the RISE ERP दृष्टिकोण का हिस्सा है और इसका उद्देश्य सीपज़ platform. This platform is part of the एसईजेड के सभी हितधारकों के लिए परिचालन Government of India's vision of दक्षता, पारदर्शिता और नागरिक-केंद्रित सेवा प्रदान Digital India and aims to bring करना है। इस संबंध में, प्रमुख कार्यों जैसे कि एस्टेट operational efficiency, transparency, प्रबंधन, वित्तीय प्रबंधन मॉड्यूल, कोर्ट केस प्रबंधन and citizen-centric service delivery to मॉड्यूल, यूनिट प्रबंधन आदि को डिजिटल बनाने के all stakeholders of SEEPZ SEZ. In लिए कई मॉड्यूल पहले ही विकसित और तैनात this regard, several modules have किए जा चुके हैं, जिसमें सीपज़ प्राधिकरण और already been developed and deployed डीसी कार्यालय के सभी प्रमुख संचालन शामिल हैं to digitalize key functions such as जैसे विभिन्न अनुमतियां, आवंटन प्रक्रियाएं, Estate Management, Financial एनओसी और पत्राचार बिलिंग और वित्त, गेस्ट Management Module, Court Cases हाउस, सम्मेलन प्रबंधन, अनुबंध प्रबंधन और Management Module, Unit वास्तविक समय के डेटा के साथ सभी कार्यों के Management etc. which includes all डिजिटाइज्ड रिकॉर्ड।

key operations of the SEEPZ Authority and Office of DC such as various permissions, allotment processes, NOCs and correspondences billing, and finance, Guest House, Conference Management, Contract Managements and digitalized records of all operations with real time Data.

2. विभिन्न हितधारकों की शिकायतों के समाधान के 2. Along with all operations to address लिए सभी कार्यों के साथ-साथ, प्राधिकरण के complaints of various stakeholders संचालन/जिम्मेदारियों/भूमिका के साथ-साथ डीसी and one place storage of all such कार्यालय और शिकायतों से संबंधित सभी Grievances both related to शिकायतों का एक ही स्थान पर भंडारण, RISE Operations/ Responsibilities/ Role of ERP प्रणाली के किसी भी मॉड्यूल में आने वाली the Authority as well as DC Office and तकनीकी समस्याओं का वर्तमान में विकेंद्रीकृत और Grievance technical issues खंडित तरीके से निपटारा किया जा रहा है - भौतिक encountered in any of the Modules of पत्रों, अनौपचारिक ईमेल, प्रत्यक्ष कॉल, व्हाट्सएप RISE ERP system which are currently समूहों के माध्यम से - जिससे परिहार्य विलंब, being handled in a decentralized and सीमित पता लगाने की क्षमता और खराब fragmented manner through physical उपयोगकर्ता अनुभव होता है। इसके अलावा, सभी letters, informal emails, direct calls, शिकायतों को संग्रहीत करने के लिए कोई एकल whatsapp groups leading to avoidable

_____ नहीं है और ऐसी शिकायतों की रिपोर्ट, पिछला delays, limited traceability, and poor इतिहास एक ही स्थान पर खोजना कठिन है, जो user experience. Also no single संगठन के लिए कारणों को समझने, उचित platform to store all the Grievances नीतियां/दिशानिर्देश बनाने, बार-बार आने वाली and it is hard to find reports, previous तकनीकी समस्याओं के लिए मॉड्यूल में बदलाव history of such complaints at one करने आदि के लिए आवश्यक है। place which is necessary for organization to understand the reasons, make appropriate policies/ guidelines, make changes in Modules for frequent Technical issues etc.

3. इन चुनौतियों का समाधान करने के लिए, सीपज़ 3. To address these challenges, the एसईजेड प्राधिकरण ने आरआईएसई ईआरपी SEEPZ SEZ Authority has developed प्लेटफॉर्म के अंतर्गत दो आवश्यक मॉड्यूल and is now implementing two विकसित किए हैं और अब उन्हें लागू कर रहा है: essential modules under the RISE

(1) शिकायत निवारण प्रबंधन मॉड्यूल, और ERP platform:

(2) तकनीकी हेल्पडेस्क सहायता मॉड्यूल।

ये मॉड्यूल पारदर्शी और जवाबदेह तरीके से शिकायत निवारण और उपयोगकर्ता सहायता को मानकीकृत, डिजिटलीकृत और निगरानी करने के लिए शुरू किए जा रहे हैं।

(1) Grievance Redressal Management Module, and

(2) Technical Helpdesk Support Module.

These modules are being introduced to standardize, digitalize, and monitor grievance redressal and user support in a transparent and accountable manner.

4. शिकायत निवारण प्रबंधन मॉड्यूल, SEEPZ 4. The Grievance Redressal इकाई धारकों, SEEPZ अधिकारियों और आम Management Module allows SEEPZ जनता को ऑनलाइन शिकायत दर्ज करने की unit holders, SEEPZ officials, and सुविधा देता है। उपयोगकर्ता अपनी शिकायतों को members of the public to submit वास्तविक समय में ट्रैक कर सकते हैं, समय पर grievances online. Users can track अपडेट प्राप्त कर सकते हैं और सीधे सिस्टम से their grievance in real-time, receive समाधान रिपोर्ट डाउनलोड कर सकते हैं। सभी timely updates, and download शिकायतें SEEPZ के विकास आयुक्त के सतर्कता resolution reports directly from the अनुभाग को भेजी जाती हैं, जो या तो सीधे system. All grievances are routed to शिकायत को बंद कर सकते हैं या सत्यापन और the Vigilance Section, Development समाधान के लिए संबंधित अधिकारी/अनुभाग को Commissioner, SEEPZ, who may भेज सकते हैं। महत्वपूर्ण बात यह है कि RISE ERP either close the grievance directly or प्रणाली के बाहर प्राप्त होने वाली कोई भी शिकायत - forward it to the concerned जिसमें PG पोर्टल, ईमेल या भौतिक पत्र शामिल हैं officer/section for verification and - केंद्रीकृत ट्रैकिंग और पूर्ण पारदर्शिता सुनिश्चित resolution. Importantly, any करने के लिए लोक शिकायत अनुभाग द्वारा सिस्टम grievance received outside the RISE में दर्ज की जाएगी। चलते-फिरते पहुँच सुनिश्चित ERP system including through the करने के लिए शिकायत मॉड्यूल का एक मोबाइल PG Portal, emails, or physical letters एप्लिकेशन संस्करण भी लॉन्च किया गया है। will be entered into the system by the Public Grievance Section to ensure centralized tracking and complete transparency. A mobile application version of the grievance module has also been launched to ensure accessibility on the go.

5. दूसरी ओर, तकनीकी हेल्पडेस्क सहायता 5. The Technical Helpdesk Support मॉड्यूल उपयोगकर्ताओं को सिस्टम से संबंधित Module, on the other hand, enables तकनीकी टिकट दर्ज करने में सक्षम बनाता है। users to raise system-related प्रत्येक सहायता अनुरोध को एक विशिष्ट टिकट technical tickets. Each support आईडी दी जाती है और उसे एक समर्पित डैशबोर्ड request is assigned a unique Ticket के माध्यम से ट्रैक किया जा सकता है। यदि समस्या ID and can be tracked through a का समाधान नहीं होता है, तो उपयोगकर्ता टिकट dedicated dashboard. Users can also पुनः खोल सकते हैं और बंद होने पर प्रतिक्रिया दे reopens tickets if the issue remains सकते हैं। हेल्पडेस्क प्रबंधक उपयुक्त तकनीकी टीम unresolved and provide feedback को टिकट आवंटित करने के लिए जिम्मेदार होगा। upon closure. The Helpdesk Manager जहाँ समस्याएँ गैर-तकनीकी प्रकृति की पाई जाती हैं shall be responsible for assigning (जैसे, नीतियों, पर्व दरों या अनुमतियों से संबंधित tickets to the appropriate technical प्रश्न), तो मामला संबंधित मॉड्यूल प्रभारी या team. Where issues are found to be संबंधित अधिकारी को भेज दिया जाएगा। लंबित non-technical in nature (e.g., queries समस्याओं के शीघ्र समाधान के लिए एक अंतर्निहित regarding policies, gala rates, or एस्केलेशन मैट्रिक्स एकीकृत किया गया है। permissions), the matter will be forwarded to the respective module in-charge or concerned officer. A built-in escalation matrix has been integrated to ensure prompt resolution of pending issues.

RISe ERP पोर्टल के माध्यम से शिकायतें प्रस्तुत करना: **Submitting Grievances through the RISe ERP Portal:**

सुव्यवस्थित शिकायत प्रबंधन और समस्या समाधान में पारदर्शिता सुनिश्चित करने के लिए, In order to ensure structured सभी हितधारकों - इकाइयों, सार्वजनिक grievance management and उपयोगकर्ताओं और SEEPZ अधिकारियों - को transparency in issue resolution, all RISe ERP प्लेटफॉर्म का उपयोग करके शिकायतें stakeholders—units, public users, प्रस्तुत करने और उन पर नज़र रखने के लिए नीचे and SEEPZ officials—must follow the दी गई प्रक्रिया का पालन करना होगा। process outlined below for submitting

A. SEEPZ इकाई उपयोगकर्ताओं के लिए: and tracking grievances using the शिकायत दर्ज करने के लिए, SEEPZ इकाइयों के RISe ERP platform.

अधिकृत उपयोगकर्ता:

a. <https://rise.seepz.gov.in> पर RISe पोर्टल पर A. For SEEPZ Unit Users: जाएँ।

b. SEEPZ SEZ प्राधिकरण द्वारा प्रदान किए गए To raise a grievance, authorized आधिकारिक क्रेडेंशियल्स का उपयोग करके लॉग users from SEEPZ units shall: इन करें।

c. डैशबोर्ड पर "शिकायत" मॉड्यूल पर जाएँ।

d. "मेरी शिकायत" अनुभाग तक पहुँचें जिसमें तीन उपखंड हैं:

- "नया" - एक नई शिकायत प्रस्तुत करने के लिए;
- "प्रस्तुत" - पहले प्रस्तुत की गई सभी शिकायतों और उनकी वास्तविक समय स्थिति को देखने के लिए;
- "निपटारा" - उन शिकायतों को देखने के लिए जिन्हें सुलझा लिया गया है और आधिकारिक रूप से बंद कर दिया गया है।

a. Visit the RISe portal at <https://rise.seepz.gov.in>.

b. Log in using official credentials provided by SEEPZ SEZ Authority.

c. Navigate to the "Grievance" module on the dashboard.

d. Access the "My Grievance" section which contains three subsections:

- New" – for submitting a new grievance;
- "Submitted" – for viewing all previously submitted

- grievances and their real-time status;
- iii. "Settled" – for viewing grievances that have been resolved and officially closed.

B. सार्वजनिक उपयोगकर्ताओं के लिए (लॉगिन B. For Public Users (Without Login Credentials):

SEEPZ ERP के साथ पंजीकृत नहीं कोई भी व्यक्ति सार्वजनिक पहुँच इंटरफ़ेस के माध्यम से भी Any individual not registered with SEEPZ ERP may also raise a grievance through the public access interface:

- https://rise.seepz.gov.in पर जाएँ।
- होमपेज पर उपलब्ध "लोक शिकायत" टैब पर क्लिक करें।
- बुनियादी व्यक्तिगत पहचान जानकारी के साथ शिकायत विवरण भरें।
- सफलतापूर्वक सबमिट करने पर, सिस्टम एक विशिष्ट ट्रैकर आईडी स्वतः उत्पन्न करेगा, जिसका उपयोग शिकायतकर्ता पोर्टल के माध्यम से किसी भी समय शिकायत की स्थिति की निगरानी के लिए कर सकता है।
- Visit <https://rise.seepz.gov.in>.
- Click on the "Public Grievance" tab available on the homepage.
- Fill in the grievance details along with basic personal identification information.
- Upon successful submission, the system will auto-generate a unique Tracker ID, which the complainant can use to monitor the grievance status at any time through the portal.

C. सीपज़ अधिकारियों और कर्मचारियों के लिए: C. For SEEPZ Officials and Staff:

सीपज़ अधिकारी अपने RISE ERP लॉगिन क्रेडेंशियल के माध्यम से शिकायतें दर्ज कर सकते हैं SEEPZ officials can submit and track grievances through their RISE ERP login credentials. Upon submission, और उन पर नज़र रख सकते हैं। शिकायत दर्ज करने के बाद, वे "मेरी शिकायत" डैशबोर्ड के अंतर्गत प्रगति की निगरानी कर सकते हैं। they can monitor progress under the "My Grievance" dashboard.

(iii) RISE ERP के अंतर्गत प्राप्त शिकायतों का प्रक्रिया प्रवाह (iii). Process Flow of Received Grievances within RISE ERP

विशेषाधिकार प्राप्त SEEPZ उपयोगकर्ताओं के पास Privileged SEEPZ users have additional access:

- वे अन्य उपयोगकर्ताओं द्वारा उठाई गई सभी शिकायतों को देख सकते हैं।
- वे सत्यापन के लिए शिकायतों को संबंधित अनुभाग या प्राधिकरण को अग्रेषित कर सकते हैं।
- वे शिकायत पर अन्य अधिकारियों की टिप्पणियों को स्वीकार करने के लिए उन्हें शामिल (टैग) कर सकते हैं।
- विशेषाधिकार प्राप्त उपयोगकर्ता शिकायत का निपटान (समाधान/बंद) कर सकते हैं।
- RISE ERP प्रणाली के बाहर प्राप्त शिकायतों को अपलोड करना, जिनमें PG पोर्टल, ईमेल, भौतिक
- They can view all grievances raised by other users.
- They can forward grievances to the concerned section or authority for verification.
- They can loop in (tag) other officers to accept their remarks on the grievance.
- Privileged users can dispose of (resolve/close) the grievance.
- Uploading grievances received

पत्रों के माध्यम से प्राप्त शिकायतें भी शामिल हैं।

outside the RISE ERP system, including those submitted through PG Portal, Email, Physical letters.

इन बाहरी शिकायतों को विशेषाधिकार प्राप्त उपयोगकर्ता सिस्टम में पंजीकृत कर सकते हैं ताकि केंद्रीकृत रिकॉर्ड बनाए रखा जा सके और उचित अनुवर्ती कार्रवाई सुनिश्चित की जा सके। सभी शिकायतें, चाहे पोर्टल के माध्यम से प्रस्तुत की गई हों या लोक शिकायत अनुभाग द्वारा अपलोड की गई हों, प्रारंभ में विकास आयुक्त (डीसी) द्वारा प्राप्त की जाती हैं। निम्नलिखित प्रक्रियात्मक प्रवाह का पालन किया जाएगा:

These external grievances can be registered into the system by privileged users to maintain centralized records and ensure proper follow-up. All grievances, whether submitted through the portal or uploaded by the Public Grievance Section, are initially received by the Development Commissioner (DC). The following procedural flow shall be followed:

A. विकास आयुक्त (डीसी):

A. Development Commissioner (DC):

- 1) इस प्रणाली के अंतर्गत प्रस्तुत सभी शिकायतों के लिए डीसी प्रारंभिक प्राप्तकर्ता और प्रशासनिक प्राधिकारी है।
- 2) डीसी निम्नलिखित कार्य कर सकता है:
 - क. शिकायत को सहायक विकास आयुक्त (एडीसी - सतर्कता) या किसी अन्य नामित अधिकारी/कर्मचारी को चिह्नित या अग्रेषित कर सकता है;
 - ख. टिप्पणियों, टिप्पणियों या तथ्यात्मक रिपोर्टों के लिए अन्य अधिकारियों को शामिल कर सकता है, भले ही वे समाधान के लिए सीधे तौर पर जिम्मेदार न हों।

1. The DC is the initial recipient and administrative authority for all grievances submitted under this system.
2. The DC may:
 - a. Mark or forward the grievance to the Assistant Development Commissioner (ADC – Vigilance) or any other designated officer/official;
 - b. Loop in other officials for remarks, observations, or factual reports, even if not directly responsible for resolution.

नोट: यौन उत्पीड़न निवारण (POSH) से संबंधित शिकायतों के मामले में, POSH समिति के अध्यक्ष प्राधिकृत अधिकारी के रूप में कार्य करेंगे।

Note: In the case of grievances related to Prevention of Sexual Harassment (POSH), the Chairperson of the POSH Committee shall act as the Authorized Officer.

B. प्राधिकृत अधिकारी:

B. Authorized Officer:

- क) प्राधिकृत अधिकारी (या तो उपायुक्त या POSH समिति के अध्यक्ष) के पास निम्नलिखित विवेकाधिकार होगा:
- i. शिकायत का उचित टिप्पणियों के साथ सीधे समाधान करना, या
 - ii. शिकायत को आगे की जाँच के लिए किसी संबंधित अधिकारी को अग्रेषित करना, और आवश्यकतानुसार अन्य अधिकारियों को भी इसमें शामिल करना।

- a. The Authorized Officer (either DC or Chairperson of POSH Committee) shall have the discretion to:
 - i. Resolve the grievance directly with appropriate remarks, or
 - ii. Forward the grievance to any Concerned Official for further

ख) शामिल अधिकारियों द्वारा प्रस्तुत टिप्पणियाँ, टिप्पणियाँ और रिपोर्ट शिकायत रिकॉर्ड के "टिप्पणियाँ" अनुभाग के अंतर्गत दिखाई देंगी।

examination, and simultaneously loop in other officials, as deemed necessary.

- b. The remarks, comments, and reports submitted by looped-in officials will be visible under the "Remarks" section of the grievance record.

C. संबंधित अधिकारी:

क) जिस अधिकारी को औपचारिक रूप से शिकायत अग्रेषित की जाती है, वह संबंधित अधिकारी बन जाता है।

ख) जिम्मेदारियों में शामिल हैं:

- i. लूप किए गए अधिकारियों द्वारा दी गई टिप्पणियों/टिप्पणियों के साथ शिकायत की समीक्षा करना;
- ii. पोर्टल के भीतर एक विस्तृत रिपोर्ट या टिप्पणी प्रस्तुत करना;
- iii. यदि आवश्यक हो, तो गहन जांच के लिए शिकायत को किसी अन्य संबंधित अधिकारी या अनुभाग को अग्रेषित करना (यह विशेषाधिकार केवल संबंधित अधिकारियों के लिए है)।

C. Concerned Official:

- a. The officer to whom the grievance is formally forwarded becomes the Concerned Official.

- b. Responsibilities include:

- i. Reviewing the grievance along with remarks/comments provided by looped officials;
- ii. Submitting a detailed report or comment within the portal;
- iii. If required, further forwarding the grievance to another relevant officer or section for deeper inquiry (a privilege exclusive to Concerned Officials).

क) सभी आवश्यक इनपुट पूरे होने के बाद, संबंधित अधिकारी को निम्नलिखित कार्य करने होंगे:

- i. अंतिम उत्तर संकलित करके प्रस्तुत करना, या
- ii. औपचारिक उत्तर के बिना निपटान की अनुशंसा करना (उदाहरण के लिए, पुनरावृत्ति, योग्यता की कमी, या शिकायतकर्ता द्वारा वापसी के मामले में),
- iii. परिणाम को प्राधिकृत अधिकारी को वापस भेजना।

- c. After completion of all necessary inputs, the Concerned Official is required to:

- i. Compile and submit a final reply, or
- ii. Recommend disposal without formal reply (e.g., in case of repetition, lack of merit, or withdrawal by complainant),
- iii. Forward the outcome back to the Authorized Officer.

डी. लूपिंग अधिकारी:

लूपिंग अधिकारी वे अधिकारी होते हैं जिन्हें शिकायत में इनपुट, स्पष्टीकरण या विषय-वस्तु सत्यापन के उद्देश्य से टैग किया जाता है, बिना शिकायत को औपचारिक रूप से चिह्नित किए। उन्हें केवल "लूपिंग" टैब के अंतर्गत टिप्पणियाँ या रिपोर्ट

D. Looping Officials:

Looping Officials are officials tagged in the grievance for the purpose of input, clarification,

प्रस्तुत करने की अनुमति है और उनके पास शिकायत को अग्रप्रेषित या निपटाने का अधिकार नहीं है।

अंतिम निपटान:

प्राधिकृत अधिकारी, संबंधित अधिकारी से संकलित रिपोर्ट या प्रस्तावित समाधान प्राप्त करने के बाद, निम्नलिखित कार्य करेगा:

क) रिपोर्ट से संतुष्ट होने पर, औपचारिक उत्तर के साथ या उसके बिना शिकायत का निपटान करेगा, या

ख) यदि आगे स्पष्टीकरण या कार्रवाई की आवश्यकता हो, तो शिकायत को पुनः जाँच के लिए वापस कर देगा।

इसके अतिरिक्त, RISE ERP प्रणाली के बाहर प्राप्त कोई भी शिकायत—चाहे वह भौतिक पत्रों, ईमेल या केंद्रीय लोक शिकायत (PG) पोर्टल के माध्यम से हो—सतर्कता/लोक शिकायत अनुभाग द्वारा आधिकारिक रूप से दर्ज की जाएगी और RISE ERP प्रणाली में अपलोड की जाएगी। इससे सभी शिकायतों की केंद्रीकृत दृश्यता और निगरानी सुनिश्चित होती है।

or subject-matter verification, without the grievance being formally marked to them. They are permitted only to submit comments or reports under the “Looping” tab and do not possess the authority to forward or dispose of the grievance.

Final Disposal:

The Authorized Officer, upon receiving the compiled report or proposed resolution from the Concerned Official, shall:

- a. Dispose off the grievance with or without a formal reply, if satisfied with the report, or
- b. Revert the grievance back for re-examination, should further clarification or action be required.

In addition, any grievances received outside the RISE ERP system—whether through physical letters, email, or via the Central Public Grievance (PG) Portal—will be officially recorded and uploaded into the RISE ERP system by the Vigilance/ Public Grievance Section. This ensures centralized visibility and monitoring of all grievances.

2. तकनीकी एवं हेल्पडेस्क सहायता प्रबंधन

RISe ERP प्लेटफॉर्म पर उपयोगकर्ताओं को

नेविगेट करने और किसी भी तकनीकी चुनौती का समाधान करने में सहायता के लिए, सिस्टम में एक समर्पित तकनीकी एवं हेल्पडेस्क सहायता प्रबंधन मॉड्यूल एकीकृत किया गया है।

यह मॉड्यूल उपयोगकर्ताओं को निम्नलिखित कार्य करने की अनुमति देता है:

- a. किसी भी तकनीकी समस्या के लिए सहायता टिकट प्रस्तुत करना,
- b. अपने टिकटों की प्रगति और समाधान की स्थिति की निगरानी करना,
- c. यदि आवश्यक हो तो बंद टिकटों को पुनः खोलना,
- d. हल किए गए मुद्दों के लिए प्रतिक्रिया और रेटिंग प्रदान करना।

2. Technical & Helpdesk Support

Management

To support users in navigating the RISE ERP platform and address any technical challenges, a dedicated

Technical & Helpdesk Support Management Module has been integrated into the system.

This module allows users to:

- a. Raise support tickets for any technical issues,
- b. Monitor the progress and resolution status of their tickets,
- c. Reopen closed tickets if required,

- d. Provide feedback and ratings for resolved issues.

हेल्पडेस्क टीम प्रबंधक संबंधित तकनीकी The helpdesk team manager assign कर्मचारियों को टिकट आवंटित करता है। समस्या tickets to the relevant technical staff. का समाधान हो जाने पर, टिकट बंद कर दिया जाता Once an issue is resolved, the ticket is है और उपयोगकर्ता को स्वचालित रूप से सूचित closed, and the user is notified कर दिया जाता है। एक अंतर्निहित एस्केलेशन तंत्र automatically. A built-in escalation यह सुनिश्चित करता है कि अनसुलझे या जटिल मुद्दों mechanism ensures that unresolved का उचित कर्मियों (SEEPZ अधिकारियों) द्वारा or complex issues are addressed शीघ्रता से समाधान किया जाए। promptly by the appropriate

यह मॉड्यूल SEEPZ प्राधिकरण को समग्र सहायता personnel (SEEPZ Officials).

प्रक्रिया की निगरानी करने और किसी भी लंबित या This module plays a vital role in आवर्ती समस्या की पहचान करने में महत्वपूर्ण helping the SEEPZ Authority monitor भूमिका निभाता है, जिससे बेहतर सेवा वितरण और the overall support process and निरंतर सुधार में योगदान मिलता है। identify any outstanding or recurring

RISe पर तकनीकी हेल्पडेस्क मॉड्यूल के माध्यम issues, contributing to better service से टिकट उठाने की प्रक्रिया delivery and continuous तकनीकी हेल्पडेस्क मॉड्यूल में टिकट उठाने की improvement.

प्रक्रिया: Process for Raising Tickets through the Technical Helpdesk Module on RISe

SEEPZ/यूनिट उपयोगकर्ता

चरण 1: राइज़ होम पेज पर पहुँचना

1. rise.seepz.gov.in पर जाएँ।
2. उपयोगकर्ता नाम, पासवर्ड दर्ज करें और फिर [लॉगिन] बटन पर क्लिक करके आगे बढ़ें।

चरण 2: अनुरोध प्रस्तुत करना

1. मॉड्यूल का होम पेज देखने के लिए मॉड्यूल Page आइकन पर क्लिक करें।
2. टिकट उठाने के लिए हेल्पडेस्क आइकन पर क्लिक करें।
3. मूल विवरण दर्ज करें, समस्या का वर्णन करें और टिकट संख्या जनरेट करने के लिए सबमिट करें।
4. शिकायत को ट्रैक करने के लिए टिकट संख्या का उपयोग किया जा सकता है।
5. टिकट संख्या के विरुद्ध बंद स्थिति को ट्रैक किया जा सकता है।
6. अनुरोध को पुनः खोलने के लिए [पुनः खोलें] बटन पर क्लिक करें।
7. रेटिंग देने के लिए [रेटिंग] बटन पर क्लिक करें।

The Process of raising tickets in the Technical Helpdesk module:

SEEPZ/UNIT USERS

Step 1: Accessing the Rise Home

1. Visit rise.seepz.gov.in.
2. Enter Username, Password and then proceed by clicking the [Login] Button

Step 2: Request Submission

1. Click on Module icon to view home page of the module.
2. Click on icon of helpdesk to raise the ticket.
3. Enter basic details, describe the issue and submit to generate ticket number.
4. Ticket number can be used for tracking the complaint.
5. Close status against the ticket

- number can be tracked.
- Click on [Reopen] button to reopen the request.
 - Click on [Rating] button to give rating.

SEEPZ उपयोगकर्ता (हेल्पडेस्क टीम) की जिम्मेदारी

Responsibility of SEEPZ USER (Helpdesk Team)

चरण 1: अनुरोध संसाधित करें

- अनुरोध स्वीकार करें और संबंधित व्यक्ति को सौंपें।
- समाधान पर टिप्पणी के साथ अनुरोध को बंद करें। हालाँकि, यदि अनुरोध या प्रश्न गैर-तकनीकी प्रकृति का है—जैसे कि गाला दरों, नीतियों, या हेल्पडेस्क टीम के दायरे से बाहर के मामलों से संबंधित प्रश्न—तो उसे विकास आयुक्त (डीसी) कार्यालय में संबंधित मॉड्यूल प्रभारी के पास भेजा जाना चाहिए।

Step 1: Process Request

- Accept and assign request to the concern.
- Close the request with remarks on resolution. However, if the request or query is non-technical in nature—such as queries related to Gala rates, policies, or matters beyond the Helpdesk Team's scope—it should be escalated to the respective module in-charge at the Development Commissioner's (DC) Office.

इस आदेश के साथ एक विस्तृत उपयोगकर्ता पुस्तिका संलग्न है। किसी भी प्रश्न या प्रशिक्षण आवश्यकताओं के प्रबंधन के लिए एक समर्पित सहायता इकाई स्थापित की गई है। उपयोगकर्ताओं की भूमिकाएँ अनुलग्नक-ए में उपलब्ध हैं। यह विकास आयुक्त, सीपज़-सेज़ के अनुमोदन से जारी किया जा रहा है।

A detailed user manual is enclosed with this order. A dedicated support unit has been set up to manage any queries or training requirements. The roles of Users are available in Annexure-A.

This issues with the approval of the Development Commissioner, SEEPZ-SEZ.

Digitally signed by
(मितल हिरेमठ/ Mital Hiramath)
संयुक्त विकास आयुक्त / Jt. Development Commissioner,
सीपज़ सेज़, मुंबई / SEEPZ SEZ

F.No.: SEEPZ-SEZ/E-OPT-11/76/2022-IT/10476
2025

Date: 04-08-

प्रतिलिपि /Copy To:

1. सभी अधिकारी/कर्मचारी/ All Officers/Staff Members
2. विआका/संविआका/उविआका/विआ/ DCO/JDCO/DDCO/SO
3. कार्यालय आदेश फ़ाइल / रजिस्टर/ Office Order file/register
4. सीप्ज़ वेबसाइट/ SEEPZ Website
5. नोटिस बोर्ड/ Notice Board
6. ईआरपी टीम/ ERP Team

Annexure A

Roles of Users in Grievance Redressal Management Module

User	Roles in Module
Development Commissioner	a) View Dashboard b) Generate Reports c) View of all received Grievances d) Forward Grievances to Concerned Section/ Officer e) View Pendency f) Privilege to dispose off any grievance
Joint Development Commissioner	a) View Dashboard b) Generate Reports c) View of all received Grievances d) View Pendency e) Forward Grievances to Concerned Section/ Officer
Deputy Development Commissioner	a) View Dashboard b) Generate Reports c) View of all received Grievances d) View Pendency e) Forward Grievances to Concerned Section/ Officer
Sr. AO SEEPZ	a) View POSH related Grievances b) Resolution of Grievances c) View Dashboard d) Generate Reports e) Privilege to dispose POSH related grievances
ADC	a) View Dashboard b) Generate Reports c) View Grievances specific to concerned section
Unit	a) Submit Grievance b) Track Grievance c) View Resolution Report
Contract Employees	a) Submit Grievance b) Track Grievance c) View Resolution Report



RISe ERP for SEEPZ SEZ

USER MANUAL

for

GRIEVANCE REDRESSAL MANAGEMENT PUBLIC USER

Submitted to

SEEPZ SPECIAL ECONOMIC ZONE

Office of Zonal Development Commissioner
(Maharashtra, Goa, Union Territory of Daman,
Diu & Dadra Nagar Haveli)

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1 VERSION HISTORY

VER NO	CHANGE SUMMARY	DATE	PREPARED BY	REVIEWED BY	APPROVED BY
1.0	First Version	01-08-2024	Nishmitha K V	Sourav K	Vishnu K S
1.1	Second Version	05-02-2025	Nishmitha K V	Sourav K	Vishnu K S
1.2	Third Version	10-06-2025	Nishmitha K V	Sourav K	Sooraj S

2 INTRODUCTION

2.1 PRODUCT FUNCTION

Grievance refers to a formal complaint or concern raised by SEEPZ User, Unit user or Public User regarding a specific issue or situation related to their rights or any suggestions. The User raises a complaint through Grievances in order to seek a solution. All Grievances are submitted to the SEEPZ Authorized user. After receiving a grievance, the authorized user can view it. The authorized user has the exclusive privilege to resolve grievances. However, the grievance can be forwarded to any user on the forwarded list for review. Finally, the authorized user is responsible for settling the grievance. The Users who raise the complaints can view the status of their settlements and download the relevant settlement reports.

2.2 INTENDED AUDIENCE

This manual is designed for Public user:

PUBLIC USER:

The Public User forwarded their concerns to the SEEPZ authority and had the option to provide their details anonymously. Consequently, they receive a permission to track the progress and download the relevant settlement report.

3 PUBLIC USER



Figure 1 - Public Grievance

3.1 ABOUT

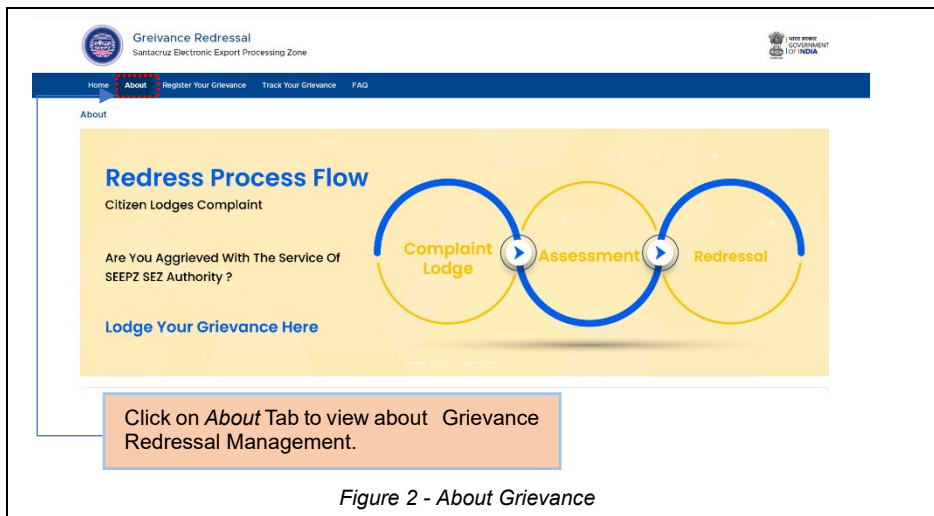


Figure 2 - About Grievance

3.2 REGISTER YOUR GRIEVANCE

Grievance Redressal
Santacruz Electronic Export Processing Zone

Home About Register Your Grievance Track Your Grievance FAQ

Would you like to keep your identity anonymous? ☐ Yes ☒ No

Subject: Category: Date of Incident:

Type: Place of Incident leading to Grievance:

Detailed Description of Grievance:

(Max. 3000 character allowed)

Click on **[Yes]** button to remain the identity as anonymous and Click on **[No]** button to reveal all the personal information.

Provide required details.

Figure 3 - New Grievance Details

Detailed Description of Grievance:

(Max. 3000 character allowed)

Grievant Details

Name: Email:

Phone Number: Address of Grievant:

If Proof Type: Choose file: No file chosen

Grievance Supporting Documents

Attachment Subject: Choose file: No file chosen

Captcha:

Enter the Captcha:

Submit

Provide the necessary details and click on **[Submit]** button to submit Public Grievances.

Figure 4 - Submit Public Grievance

The submitted grievances are received by the authorized user. Once the details

are submitted, the status and resolution can be viewed by tracking the grievance.

3.3 TRACK YOUR GRIEVANCE

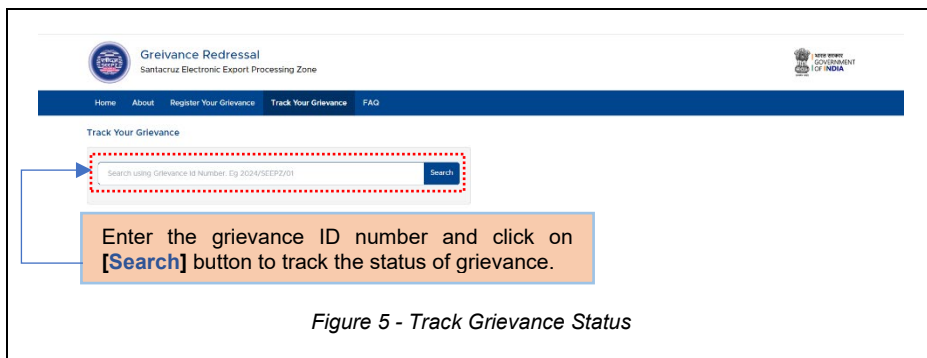


Figure 5 - Track Grievance Status

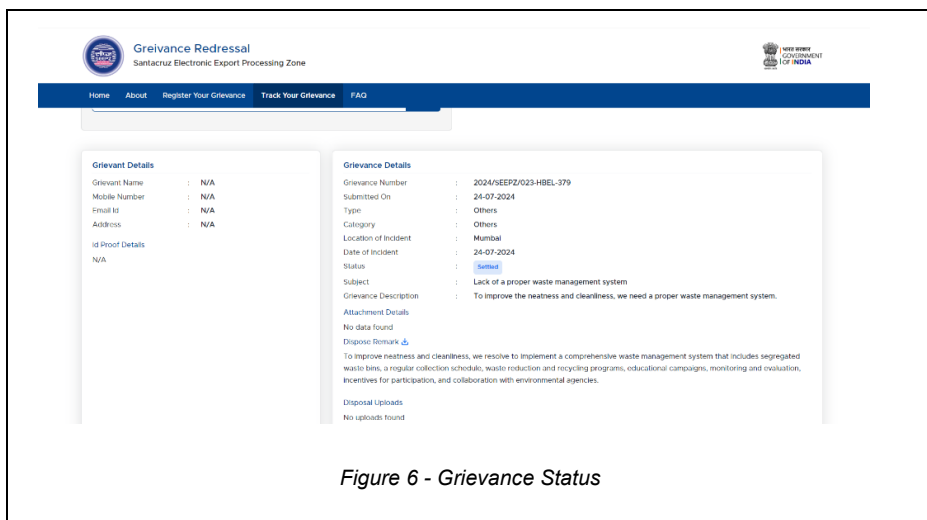


Figure 6 - Grievance Status

Note: Grievances submitted directly will trigger a notification and Grievance ID to be sent to the provided email ID or mobile number once manually entered. The user can then track the grievance using this ID.

3.4 FAQ (FREQUENTLY ASKED QUESTIONS)

In the FAQ section, questions and answers are provided to help users easily create and track grievances.

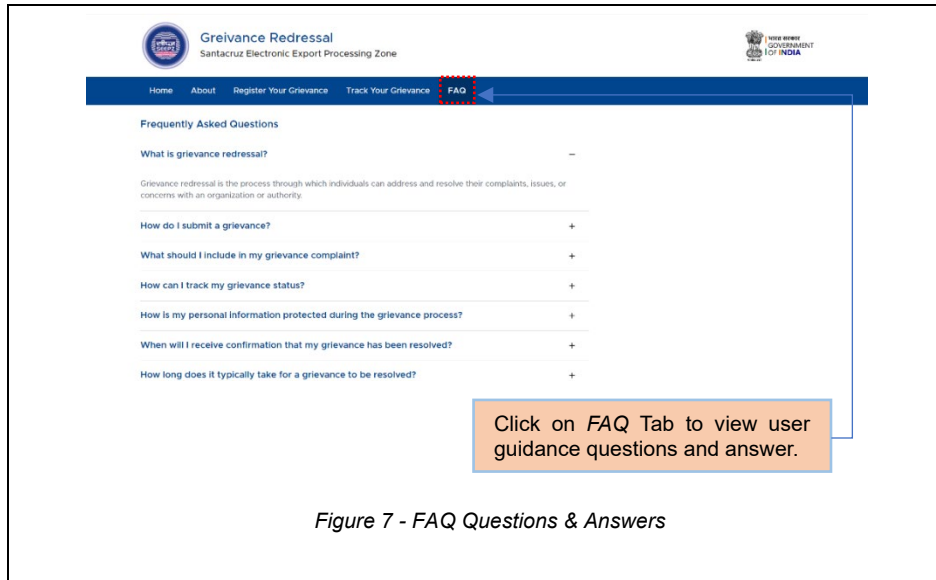


Figure 7 - FAQ Questions & Answers

****End Of the Module – RISE (Grievance Redressal Management – Public User) ****

“Thank you for thoroughly exploring the features and information.”



RISe ERP for SEEPZ SEZ

USER MANUAL

for

GRIEVANCE REDRESSAL MANAGEMENT UNIT USER

Submitted to

SEEPZ SPECIAL ECONOMIC ZONE

Office of Zonal Development Commissioner
(Maharashtra, Goa, Union Territory of Daman,
Diu & Dadra Nagar Haveli)

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1 VERSION HISTORY

VER NO	CHANGE SUMMARY	DATE	PREPARED BY	REVIEWED BY	APPROVED BY
1.0	First Version	01-08-2024	Nishmitha K V	Sourav K	Vishnu K S
1.1	Second Version	05-02-2025	Nishmitha K V	Sourav K	Vishnu K S
1.2	Third Version	10-06-2025	Nishmitha K V	Sourav K	Sooraj S

2 INTRODUCTION

2.1 PRODUCT FUNCTION

Grievance refers to a formal complaint or concern raised by SEEPZ User, Unit user or Public User regarding a specific issue or situation related to their rights or any suggestions. The User raises a complaint through Grievances in order to seek a solution. All Grievances are submitted to the SEEPZ Authorized user.

After receiving a grievance, the authorized user can view it. The authorized user has the exclusive privilege to resolve grievances. However, the grievance can be forwarded to any user on the forwarded list for review. Finally, the authorized user is responsible for settling the grievance. The Users who raise the complaints can view the status of their settlements and download the relevant settlement reports.

2.2 INTENDED AUDIENCE

This manual is designed for Unit user:

UNIT USER:

The Unit User can raise their grievances and submit them to the SEEPZ authority. Following this, the Unit User is granted access to view and download the corresponding settlement report.

3 UNIT USER

3.1 LOGIN – UNIT USER

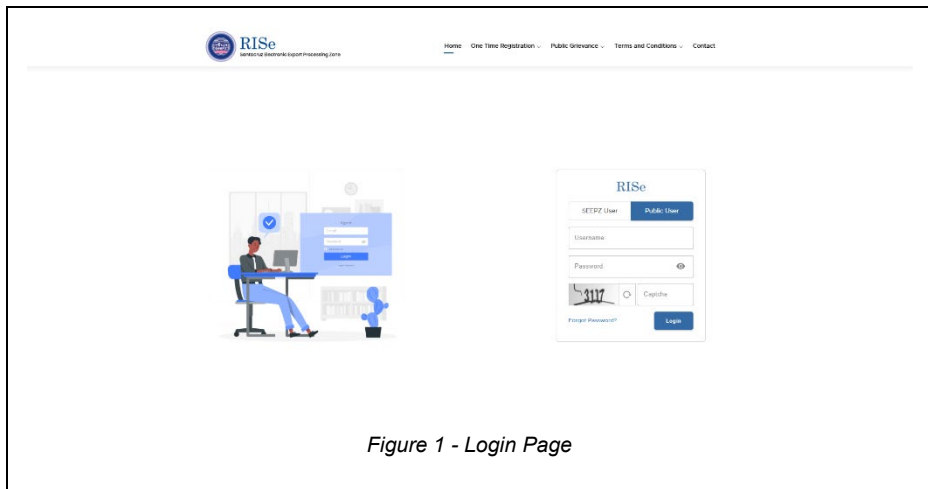


Figure 1 - Login Page

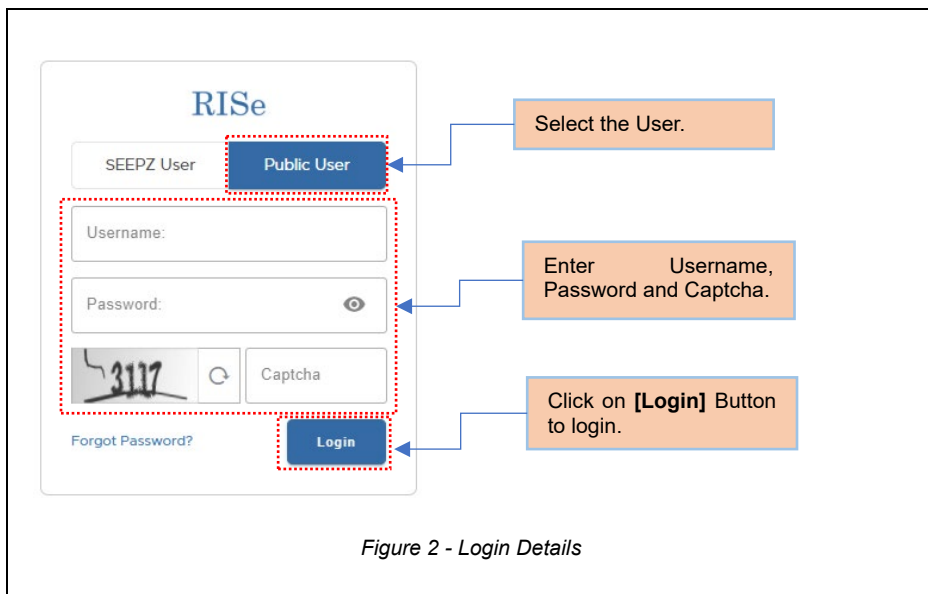


Figure 2 - Login Details

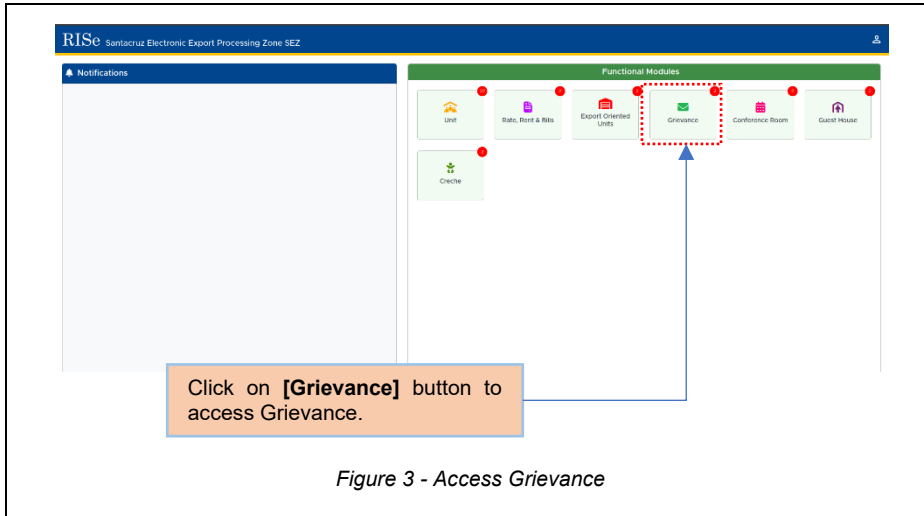


Figure 3 - Access Grievance

Upon clicking the **[Grievance]** button, the homepage will open to the Unit user.

3.1.1 INBOX

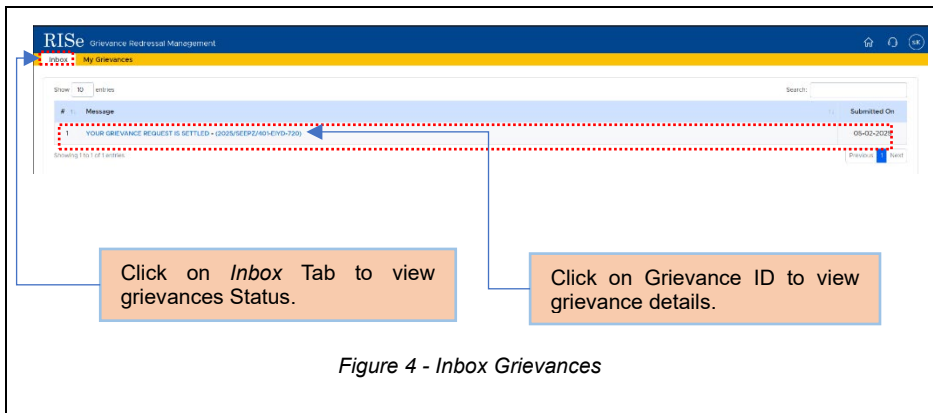


Figure 4 - Inbox Grievances

3.1.2 MY GRIEVANCES

3.1.2.1 NEW

Click on *My Grievance* Tab to create new Grievance.

RISe Grievance Redressal Management

My Grievances

Grievance Form

Category* --Select Category--

Type* --Select Type--

Subject*

Name of Grievant*

Email Id

Contact Number

Address of Grievant

Place of Incident leading to Grievance

Date of Incident dd mm yyyy

Detailed Description of Grievance (Max. 2000 character allowed)

Grievance Supporting Documents

attach relevant files, such as images, documents, or other media, to provide additional information or evidence related to their grievance.(Max file : 2mb)

Attachment Subject

Choose file

No file chosen

(Allowed Types : .pdf, .png, .jpg, .jpeg) (Max Size : 2mb)

Clear Save

--Select Category--

Complaint

Suggestion

Posh ACT




Provide all the required details and click on [Save] button to create new Grievance.

Figure 5 - Create New Grievance

To create a grievance, the user can select a category. There are three types of complaint categories: Complaint, Suggestion, and POSH Act.

- When the user selects the Complaint or Suggestion category, it will be directed to the authorized user handling those categories.
- If the user selects the POSH Act category, it will be directed to the designated authorized user.

Upon saving the details, the newly created grievances will be displayed in *My Grievance Tab*.

#	Grievance Number	Category	Type	Subject	Initiated By	Initiated On	Status	Action
1	2025/SEEP2/565-OJXB-738	Posh ACT	Work Condition	test		05-02-2025	Initiated	  

Click here to edit, delete and submit the newly created grievance.

Figure 6 - Edit/Delete/Submit Grievance

Once the [Submit] button is chosen, it will redirect to the newly created grievance details page.

RISE Grievance Redressal Management

Home My Grievances

New Submitted Settled

Grievance Details

Grievance/ Complaint Id 2025/SEFPZ/565-OJXB-738	Type Work Condition	Category Push ACT	Status Initiated
Name of Grievant	Email Id	Mobile Number	Address ..
Place of Incident	Date of Incident 04-02-2025		
Subject	Description of Grievance ..	Supporting Documents No Attachments Found	

Click on **[Submit]** button to submit the grievance.

Are you sure you want to submit the grievance?

No Yes

Select **[Yes]** button to submit the grievance.



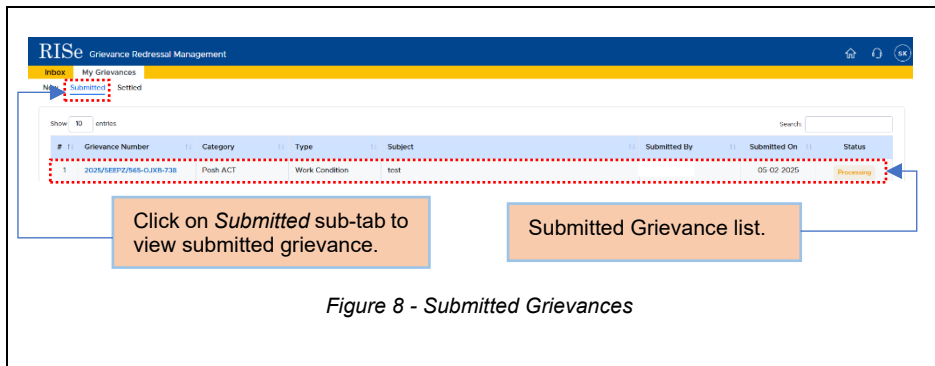
Your Grievance has been submitted successfully.

Close

Click on **[Close]** button to submit the grievance successfully.

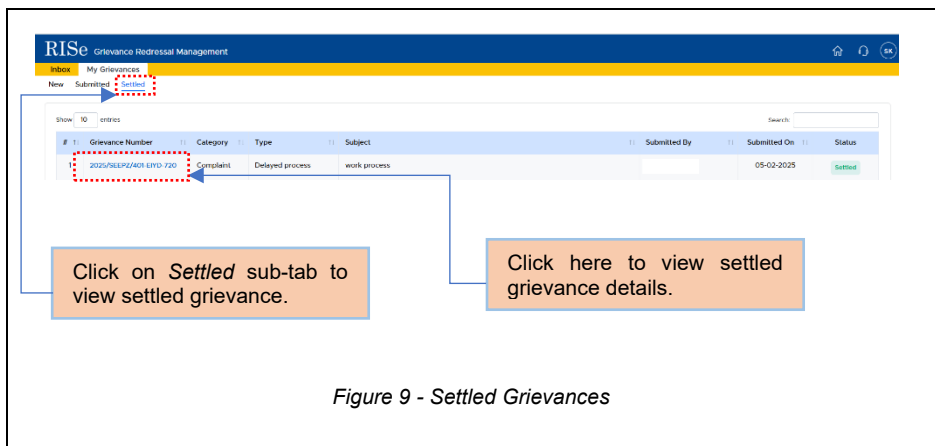
Figure 7 - Submit Grievance

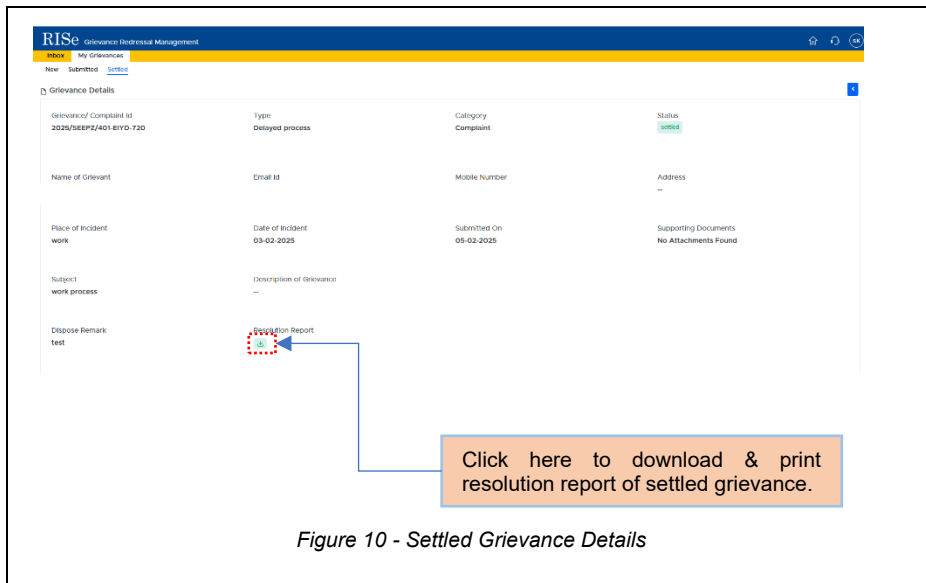
3.1.2.2 SUBMITTED



The submitted grievances are received by the authorized user. Once the authorized user settles a grievance, it will be displayed in the *Settled* subtab.

3.1.2.3 SETTLED





Note: The directly submitted grievance will be displayed under the *Submitted* tab once it is entered manually.

****End Of the Module – RISE (Grievance Redressal Management - Unit User) ****

“Thank you for thoroughly exploring the features and information.”



RISe ERP for SEEPZ SEZ

USER MANUAL

for

GRIEVANCE REDRESSAL MANAGEMENT SEEPZ USER

Submitted to

SEEPZ SPECIAL ECONOMIC ZONE

Office of Zonal Development Commissioner
(Maharashtra, Goa, Union Territory of Daman,
Diu & Dadra Nagar Haveli)

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1 VERSION HISTORY

VER NO	CHANGE SUMMARY	DATE	PREPARED BY	REVIEWED BY	APPROVED BY
1.0	First Version	01-08-2024	Nishmitha K V	Sourav K	Vishnu KS
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1.2	Third Version	10-06-2025	Nishmitha K V	Sourav K	Sooraj S

2 INTRODUCTION

2.1 PRODUCT FUNCTION

Grievance refers to a formal complaint or concern raised by SEEPZ User, Unit user or Public User regarding a specific issue or situation related to their rights or any suggestions. The User raises a complaint through Grievances in order to seek a solution. All Grievances are submitted to the SEEPZ Authorized user.

After receiving a grievance, the authorized user can view it. The authorized user has the exclusive privilege to resolve grievances. However, the grievance can be forwarded to any user on the forwarded list for review. Finally, the authorized user is responsible for settling the grievance. The Users who raise the complaints can view the status of their settlements and download the relevant settlement reports.

2.2 INTENDED AUDIENCE

This manual is designed for SEEPZ user:

SEEPZ USER:

The SEEPZ User raised their Grievances and submitted them to the SEEPZ authority. Following this, SEEPZ User granted access to view and download the corresponding settlement report.

AUTHORIZED USER - SEEPZ:

The complaint category is classified into three types: Complaint, Suggestion, and POSH Act. Complaints and Suggestions are directly forwarded to the authorized user for disposal, while POSH Act-related complaints are forwarded to a different authorized user for disposal.

3 SEEPZ USER

3.1 LOGIN SEEPZ USER

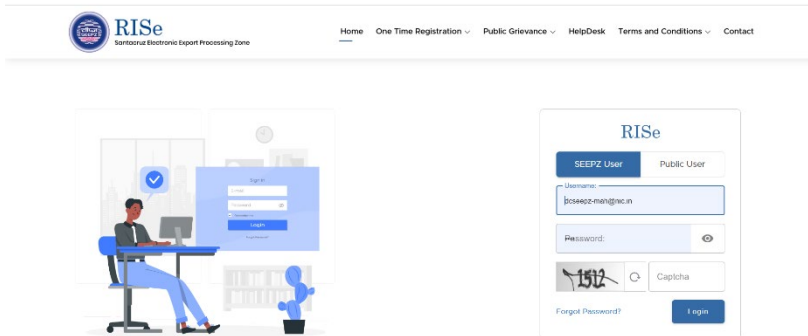


Figure 1 - Login Page

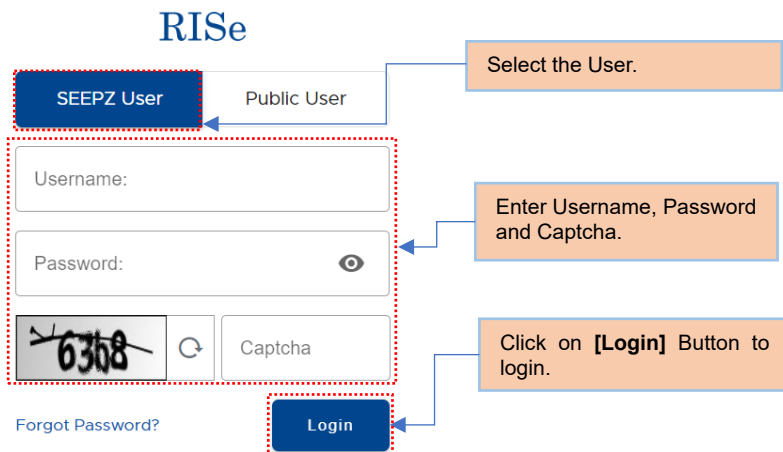


Figure 2 - Login Details

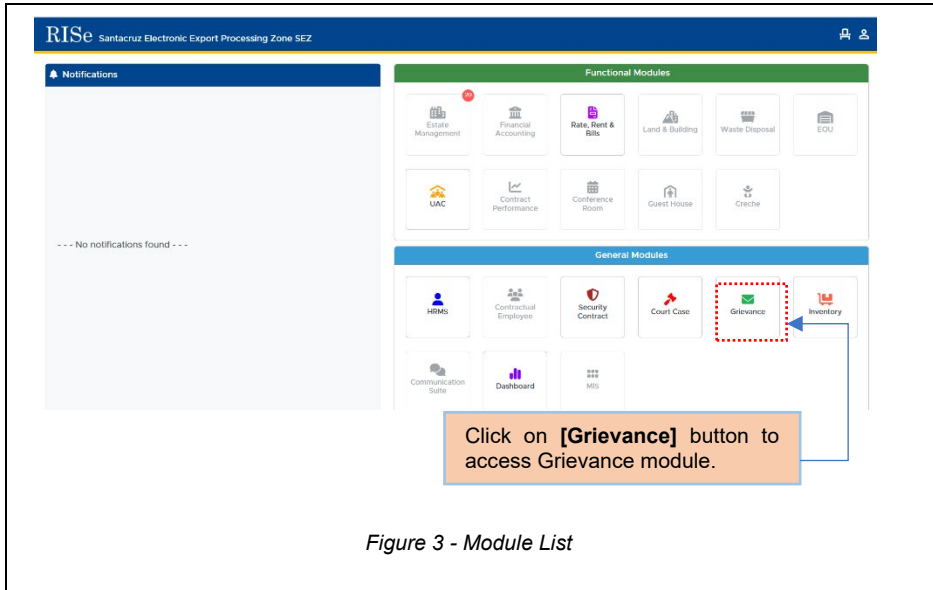


Figure 3 - Module List

Upon clicking the **[Grievance]** button, the homepage will open to the SEEPZ user.

3.1.1 MY GRIEVANCES

3.1.1.1 NEW

Click on *My Grievances* Tab to create new grievances.

RISe Grievance Redressal Management

Dashboard | Inbox | Looping | Received Grievances | Forwarded | All Grievances | **My Grievances** | Manual Grievance Entry | Reports

New Submitted Settled

Add Your Grievance

Grievance Form

Category* --Select Category-- Type* --Select Type-- Subject*

Name of Grievant* Email Id Contact Number Address of Grievant

Place of incident leading to Grievance Date of incident dd mm yyyy Detailed Description of Grievance (Max. 2000 character allowed)

Grievance Supporting Documents

attach relevant files, such as images, documents, or other media, to provide additional information or evidence related to their grievance.(Max Size : 2mb)

Attachment Subject Choose file No file chosen (Allowed Types: pdf, png, jpg, jpeg) (Max Size : 2mb)

Clear Save

Furnish the required details and Click on **[Save]** button to create new grievances.

--Select Category--

--Select Category--

Complaint

Suggestion

Posh ACT

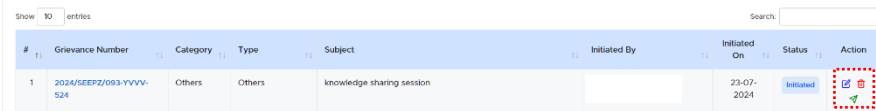
Figure 4 - Create New Grievances

To create a grievance, the user can select a complaint category. There are three types of complaint categories: Complaint, Suggestion, and POSH Act.




- When the user selects the Complaint or Suggestion category, it will be directed to the authorized user handling those categories.

- If the user selects the POSH Act category, it will be directed to the designated authorized user.

Upon saving the details, the newly created grievances will be displayed in *My Grievance Tab*.



The screenshot displays a table with the following columns: #, Grievance Number, Category, Type, Subject, Initiated By, Initiated On, Status, and Action. The first row contains the following data: # 1, Grievance Number 2024/SEEPZ/093-YVVV-524, Category Others, Type Others, Subject knowledge sharing session, Initiated By (empty), Initiated On 23-07-2024, Status Initiated, and Action (containing edit, delete, and submit icons). A callout box with the text 'Click here to edit, delete and submit the newly created grievance.' points to the Action column of the first row.

#	Grievance Number	Category	Type	Subject	Initiated By	Initiated On	Status	Action
1	2024/SEEPZ/093-YVVV-524	Others	Others	knowledge sharing session		23-07-2024	Initiated	  

Click here to edit, delete and submit the newly created grievance.

Figure 5 - Edit/Delete/Submit Grievances

Once the **[Submit]** button is chosen, it will redirect to the newly created grievance details page.

RISE Grievance Redressal Management

Dashboard | Inbox | Logging | Received Grievances | Forwarded | All Grievances | My Grievances | Manual Grievance Entry | Reports

New | Submitted | Settled

Grievance Details

Grievance/ Complaint Id 2024/SEEPZ/093-YYYY-524	Type Others	Category Others	Status Initiated
Name of Grievant	Email Id	Mobile Number	Address
Place of Incident mumbai	Date of Incident 23-07-2024		
Subject knowledge sharing session	Description of Grievance Arranging weekly knowledge sharing sessions will improve employees skills.	Supporting Documents No Attachments Found	

Click on **[Submit]** button to submit the grievance.

Are you sure you want to submit the grievance?

No Yes

Select **[Yes]** button to submit the grievance.



Your Grievance has been submitted successfully.

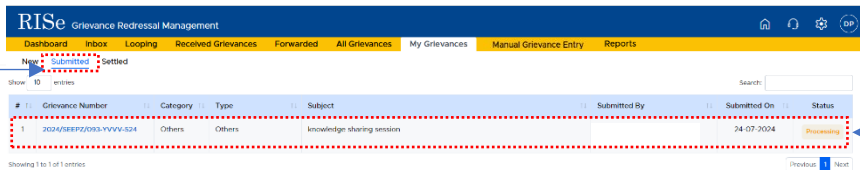
Close

Click on **[Close]** button to submit the grievance successfully.

Figure 6 - Submit Grievance

3.1.1.2 SUBMITTED

The submitted grievances are displayed in the *Submitted* sub-Tab.



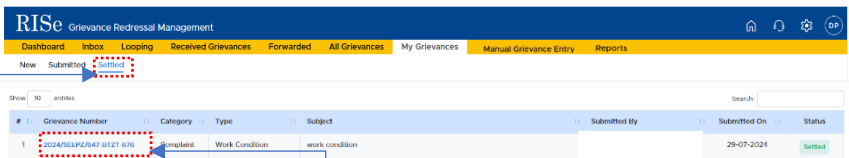
Click on *Submitted* sub-tab to view submitted grievance.

Submitted Grievance list.

Figure 7 - Submitted Grievance

The submitted grievances are received by the authorized user. Once the authorized user settles a grievance, it will be displayed in the *Settled* sub-tab.

3.1.1.3 SETTLED



Click on *Settled* sub-tab to view settled grievance.

Click here to view settled grievance details.

Figure 8 - Settled Grievance

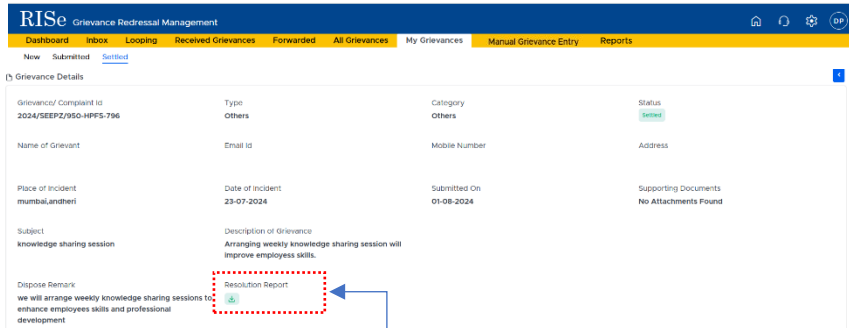


Figure 9 - Download Settled Grievance Report

3.2 LOGIN – AUTHORIZED USER (POSH ACT COMPLAINT)

3.2.1 DASHBOARD

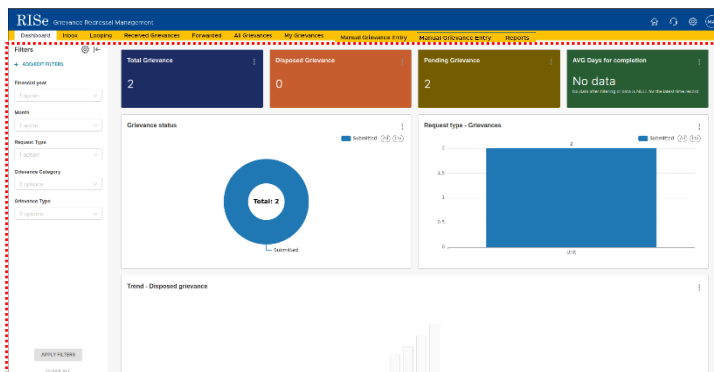


Figure 10 - Dashboard

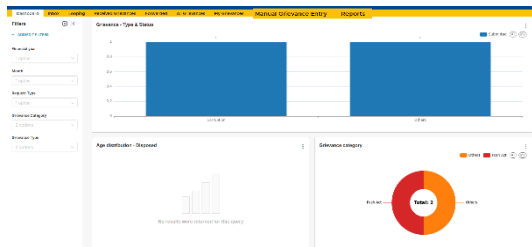


Figure 11 - Dashboard (1)

3.2.2 INBOX

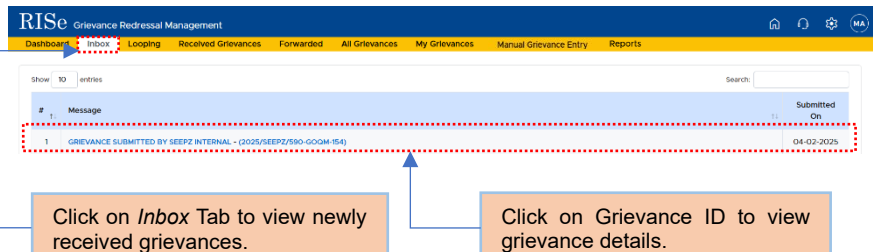


Figure 12 - Newly Submitted Grievance

3.2.3 LOOPING

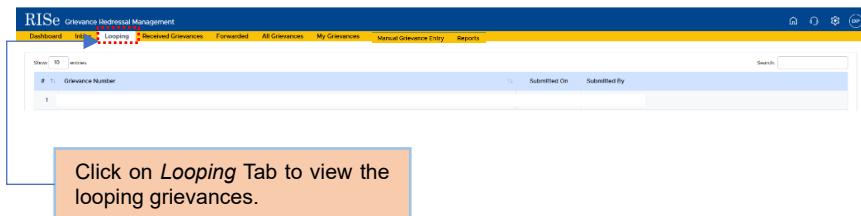
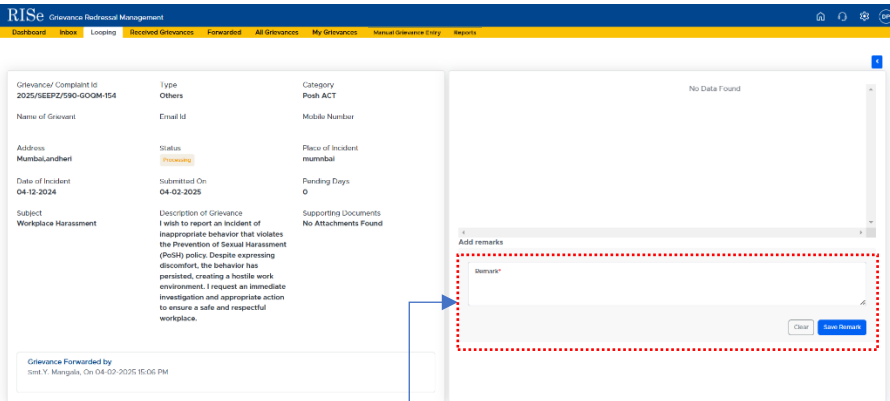


Figure 13 - Looping

The CC Grievance can only access the view option and add remarks.



RISe Grievance Redressal Management

Dashboard Home Logging **Received Grievances** Forwarded All Grievances My Grievances Manual Grievance Entry Reports

Grievance/ Complaint Id	Type	Category
2025/SEEPZ/590-GOQM-154	Others	Push ACT

Name of Grievant	Email Id	Mobile Number
Mumbai,landheri		

Address	Status	Place of Incident
Mumbai,landheri	Pending	mumbai

Date of Incident	Submitted On	Pending Days
04-12-2024	04-02-2025	0

Subject	Description of Grievance	Supporting Documents
Workplace Harassment	I wish to report an incident of inappropriate behavior that violates the Prevention of Sexual Harassment (PoSH) policy. Despite expressing discomfort, the behavior has persisted, creating a hostile work environment. I request an immediate investigation and appropriate action to ensure a safe and respectful workplace.	No Attachments Found

Grievance Forwarded by
Smt.Y. Mangala, On 04-02-2025 15:06 PM

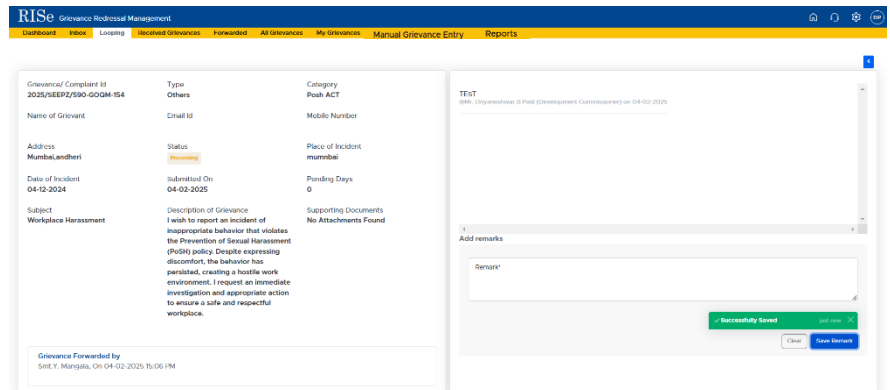
Add remarks

Remark*

Clear Save Remark

Enter the remarks and click on [Save Remark] button.

Figure 14 - Add Remarks



RISe Grievance Redressal Management

Dashboard Home Logging **Received Grievances** Forwarded All Grievances My Grievances Manual Grievance Entry Reports

Grievance/ Complaint Id	Type	Category
2025/SEEPZ/590-GOQM-154	Others	Push ACT

Name of Grievant	Email Id	Mobile Number
Mumbai,landheri		

Address	Status	Place of Incident
Mumbai,landheri	Pending	mumbai

Date of Incident	Submitted On	Pending Days
04-12-2024	04-02-2025	0

Subject	Description of Grievance	Supporting Documents
Workplace Harassment	I wish to report an incident of inappropriate behavior that violates the Prevention of Sexual Harassment (PoSH) policy. Despite expressing discomfort, the behavior has persisted, creating a hostile work environment. I request an immediate investigation and appropriate action to ensure a safe and respectful workplace.	No Attachments Found

Grievance Forwarded by
Smt.Y. Mangala, On 04-02-2025 15:06 PM

Add remarks

Remark*

Success! Remark Saved 04-02-2025 15:06 PM

Clear Save Remark

Figure 15 - Added Remarks

3.2.4 RECEIVED GRIEVANCES

In the *Received Grievances* Tab section, grievances from SEEPZ user are placed in the *Internal* sub-Tab, grievances from Public users are placed in the *Public* sub-Tab, and grievances from Unit users are placed in the *Unit* sub-Tab.

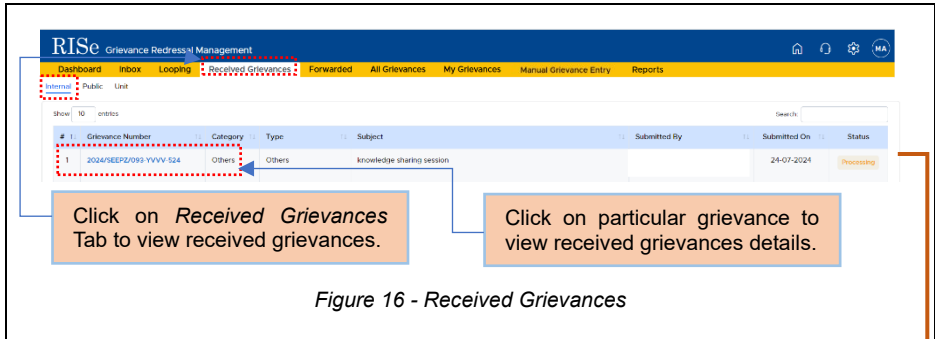


Figure 16 - Received Grievances

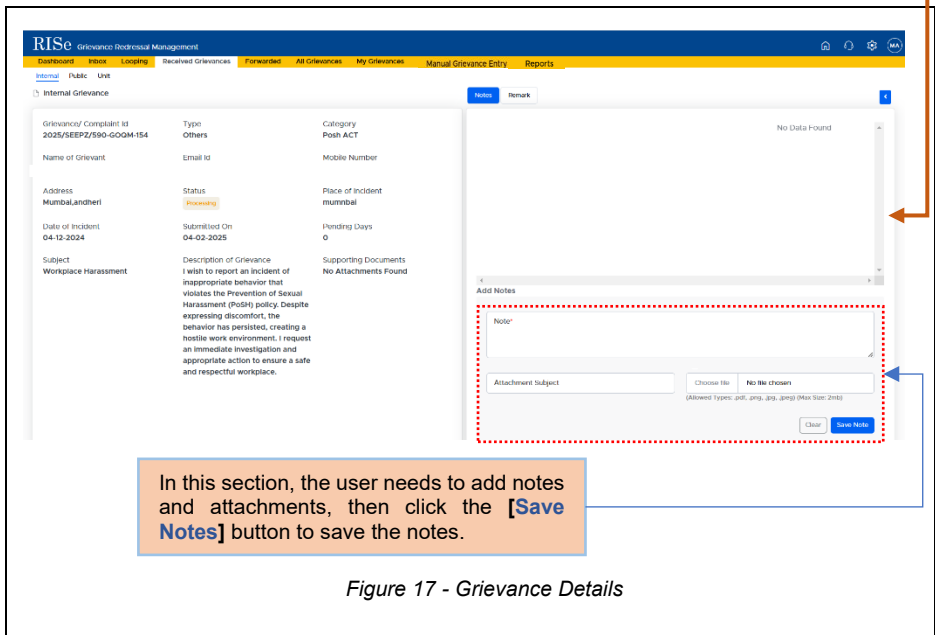


Figure 17 - Grievance Details

The authorized user has the exclusive privilege to dispose of grievances.

However, the grievance can be forwarded to any other user on the forwarded list for viewing. Ultimately, the grievance is settled by the authorized user.

3.2.4.1 FORWARD GRIEVANCE

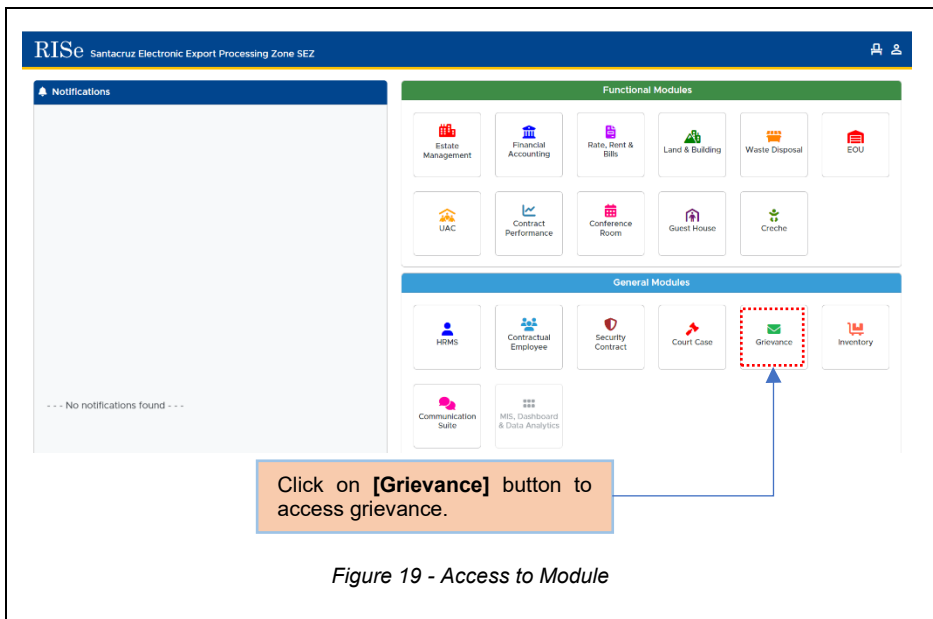
The screenshot displays the RISE Grievance Redressal Management interface. The main window shows a grievance detail for '2025/SEEPZ/789-GDGM-154'. The 'Forward' button is highlighted with a red dashed box. A callout box points to this button with the text: "Click on [Forward] button to forward the grievance." Below the main window, a 'Forward' dialog box is open, showing a list of users to forward the grievance to. The 'External Social L2C-TT Experts' user is selected. A callout box points to this selection with the text: "Select the To & CC user and click on [Forward] button to forward the grievance." The 'OK' button in the dialog box is highlighted with a red dashed box, and a callout box points to it with the text: "Click on [OK] button to forward the grievance." Below the dialog box, a confirmation message 'Successfully Forwarded' is displayed with a green checkmark icon.

Figure 18 - Forward Grievance

Once a grievance is to be forwarded, select the primary recipient (one user) and CC (multiple users). Only the primary recipient can forward the grievance, while CC users can only view it in the Looping tab. Once it is forwarded to the authorized user, the authorized user will dispose of it. In this case, it is forwarded to the DC.

3.2.4.2 GRIEVANCE FORWARDED TO DC

DC logs in with their username, password, and the provided captcha.



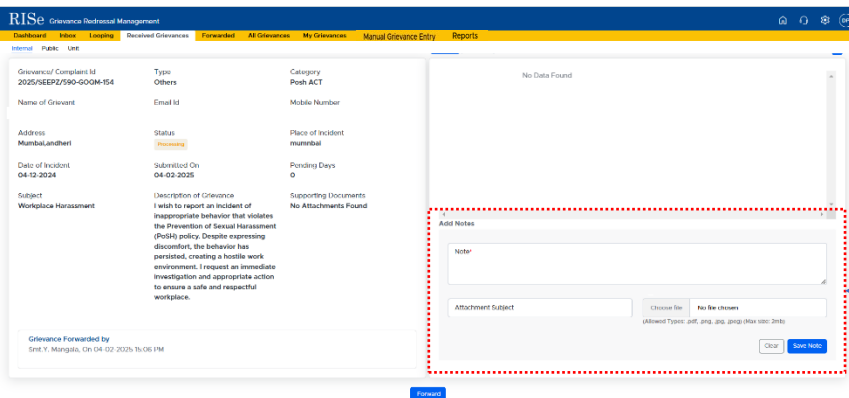


Grievance Number	Category	Type	Subject	Submitted By	Submitted On	Status
1	2025/SEEPZ/S90-GOQM-154	Post ACT	Workplace Harassment		04-02-2025	Pending
2	2025/SEEPZ/S90-GOQM-154	Others	Knowledge sharing session		04-03-2025	Pending

Click on *Received* Tab to view the received Grievance.

Click on the Grievance ID to view the grievance details.

Figure 20 - Received Grievance



Grievance/ Complaint Id
2025/SEEPZ/S90-GOQM-154

Name of Grievant
MumbaiLandheri

Address
MumbaiLandheri

Date of Incident
04-12-2024

Subject
Workplace Harassment

Type
Others

Email Id
Mobile Number

Status
Pending

Place of Incident
Mumbai

Submitted On
04-02-2025

Pending Days
0

Description of Grievance
I wish to report an incident of inappropriate behavior that violates the Prevention of Sexual Harassment (PoSH) policy. Despite expressing discomfort, the behavior has persisted, creating a hostile work environment. I request an immediate investigation and appropriate action to ensure a safe and respectful workplace.

Supporting Documents
No Attachments Found

Add Notes

Notes

Attachment Subject

Choose File

No file chosen
(allowed Types: pdf, png, jpg, jpeg, doc, docx)

Clear

Save Note

Grievance Forwarded by
Smit Y. Mangalga, On 04-02-2025 To 06 PM

Forward

In this section, the user needs to add notes and attachments, then click the **[Save Notes]** button to save the notes.

Figure 21 - Grievance Details

Click on **[Forward]** button to forward the grievance.

Select the user and click on **[Forward]** button to forward the grievance.

Click on **[OK]** button to forward the grievance.

Do you want to forward the grievance?

Forward

Successfully Forwarded

Figure 22 - Forward Grievance

Once the grievance details are viewed, they can be forwarded to another user in the forwarded option for further review, or forwarded to the authorized user for disposal.

3.2.4.3 DISPOSE GRIEVANCE

Authorized user logs in with their username, password, and the provided captcha.

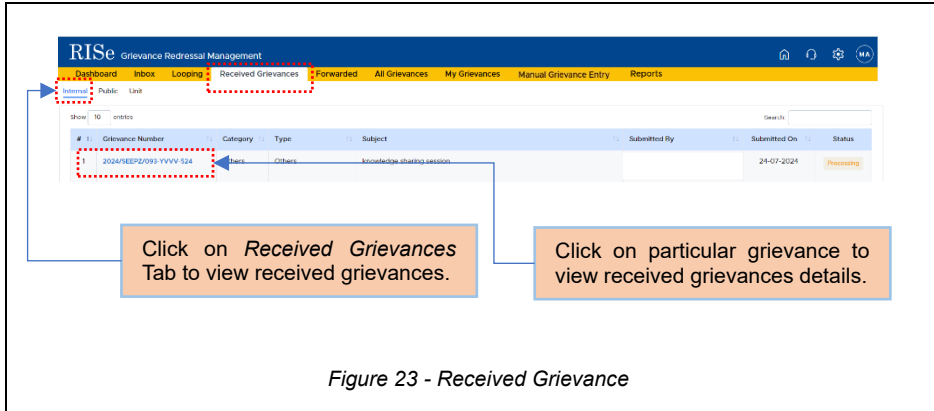


Figure 23 - Received Grievance

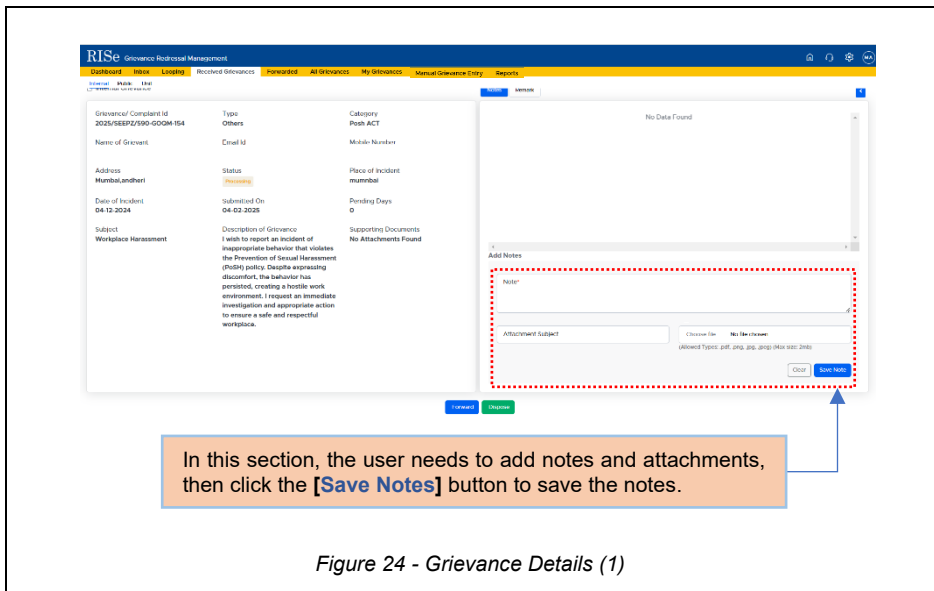
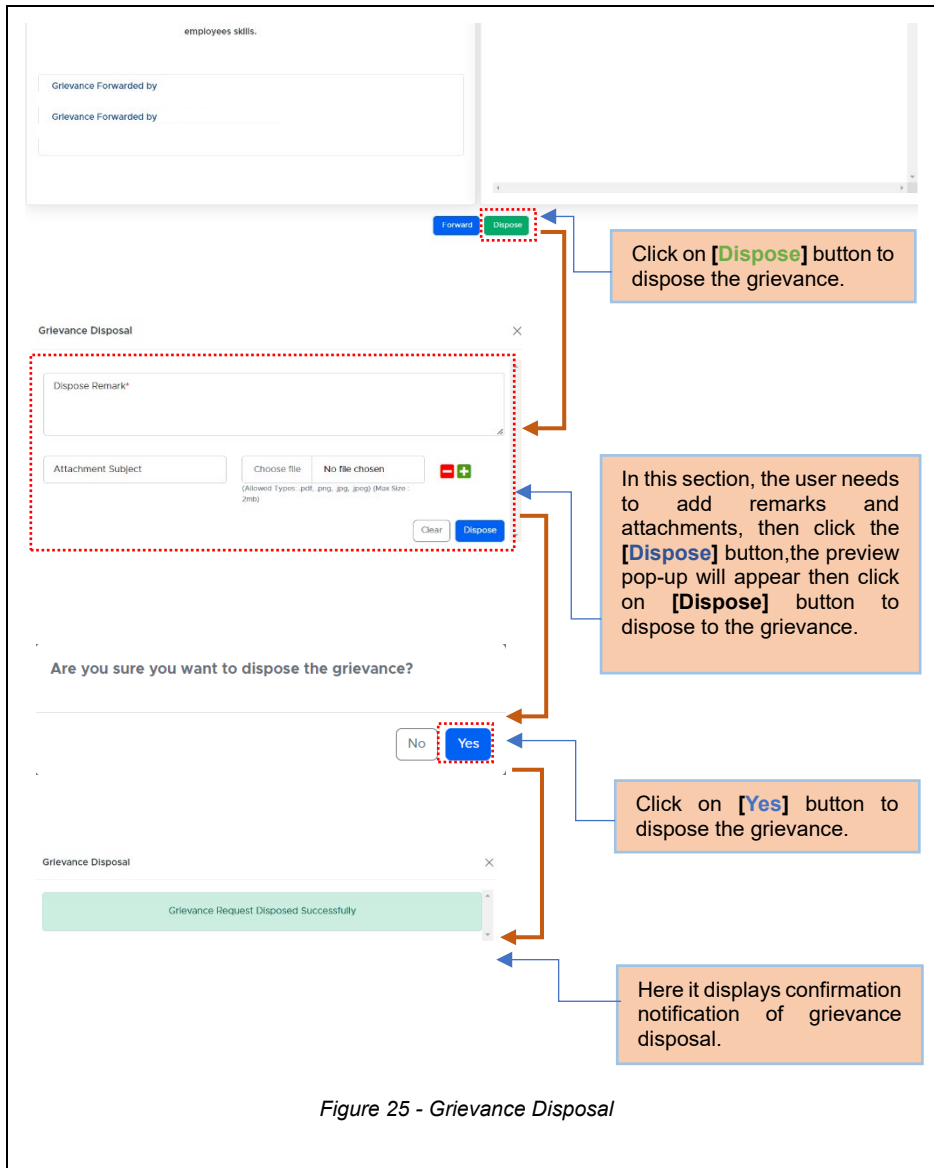


Figure 24 - Grievance Details (1)



Once grievances are resolved, they will be displayed under the *Settled* subtab in the *My Grievances* Tab on the page of the user who created them.

3.2.5 FORWARDED

Click on *Forwarded* Tab to view forwarded grievances.

Forwarded grievance details are displayed here.

#	Grievance Number	Category	Type	Subject	Forwarded Date	Forwarded To	Action
1	2025/SEP/05/00-0004-04	Post-ACT	Others	Workplace Harassment	04-02-2025		Processing

Figure 26 - Forwarded Grievances

3.2.6 All GRIEVANCES

Click on *All Grievance* Tab to view Open & Settled grievances.

#	Grievance Number	Category	Type	Subject	Submitted On	Grievant Name	Status
1	2025/SEP/05/00-0004-04	Post-ACT	Others	Workplace Harassment	04-02-2025		Processing
2	2025/SEP/05/00-0004-02	Suggestion	Others	Knowledge sharing session	04-02-2025		Processing

Figure 27 – All Grievances

3.2.6.1 OPEN

The screenshot shows the RISE Grievance Redressal Management interface. The top navigation bar includes tabs for Dashboard, Home, Logging, Received Grievances, Forwarded, All Grievances, My Grievances, Manual Grievance Entry, and Reports. The 'Open' sub-tab is selected under the 'Received Grievances' section. Below the navigation bar, there is a table of open grievances. The table has columns for Grievance Number, Category, Type, Subject, Submitted On, Grievant Name, and Status. Two grievances are listed: one with ID 2025/SEEPZ/550-GO098-154 and another with ID 2025/SEEPZ/541-BX004-408. The first grievance is categorized as 'Workplace Harassment' and the second as 'Knowledge sharing session'. Both are marked as 'Pending'. A callout points to the 'Open' sub-tab, and another points to the 'Grievance ID' column header.

Click on *Open* sub-tab to view Open grievances.

Click on Grievance ID to update the pending reason.

Figure 28 – Open Grievances

The screenshot shows the details of a specific grievance in the RISE system. The left panel displays the grievance details, including the Grievance/Complaint ID (2025/SEEPZ/550-GO098-154), Name of Grievant (MumbaiLambert), Address (MumbaiLambert), Date of Incident (04-12-2024), Subject (Workplace Harassment), and Status (Pending). The right panel shows the 'Update Pending Reason' button, which is highlighted by a callout. The 'Notes' section is empty, displaying 'No Data Found'.

Click on **[Update Pending Reason]** button to update the reason for open grievances.

Figure 29 - Update Pending Reason

The screenshot displays the RISE Grievance Redressal Management interface. On the left, a table shows details for a grievance with ID 2025/RISE/P/RO-GOIM 154, categorized as 'Push ACT'. The status is 'In Progress'. On the right, a modal titled 'Add Pending Reason' is open, featuring a text input field labeled 'Pending Reason*' and a 'Save' button. A red dashed box highlights the input field, and an orange arrow points from a text box to it.

Add the pending reason and click on [Save] button to update the pending reason.

This screenshot shows the 'Add Pending Reason' modal after a successful update. A green notification box with the text 'Successfully Saved just now' is displayed, accompanied by a close icon (X). Below the notification are 'Clear' and 'Save' buttons. A red dashed box highlights the notification, and a blue arrow points from a text box to it.

Here it displays confirmation notification of pending reason updated successfully.

Figure 30 - Add Pending Details

RISE Grievance Redressal Management

Dashboard Home Listing Received Grievances Forwarded All Grievances My Grievances Manual Grievance Entry Reports

Internal Grievance

Grievance Complaint ID: 2024/SEEPZ/990-0004-954

Name of Grievant: Others

Address: Mumbai, India

Date of Incident: 04-10-2024

Subject: Workplace Harassment

Status: Pending

Submitted On: 04-10-2025

Date of Submission: 0

Description of Grievance: I wish to report an incident of inappropriate behavior that violates the Prevention of Sexual Harassment (POSH) policy. Despite expressing discomfort, the behavior has persisted, creating a hostile work environment. I request an immediate investigation and appropriate action to ensure a safe and respectful workplace.

Supporting Documents: No Attachments Found

Grievance Forwarded by: [Name]

Add Pending Reason

Pending Reason: The grievance is pending due to internal processing.

Save Cancel

Display only the most recent updated pending reason.

Figure 31 – Updated Pending Reason

3.2.6.2 SETTLED

RISE Grievance Redressal Management

Dashboard Home Listing Received Grievances Forwarded All Grievances My Grievances Manual Grievance Entry Reports

Show 10 entries

#	Grievance Number	Category	Type	Subject	Submitted On	Grievant Name	Status
1	2024/SEEPZ/003-VVVV-524	Others	Others	knowledge sharing session	24-07-2024	[Name]	Settled

Click on **Settled** sub-tab to view settled grievances.

Click on Grievance ID to view settled grievance details.

Figure 32 - Settled Grievance Details

The screenshot displays the 'Internal Grievance' details page. The header includes navigation tabs: Dashboard, Inbox, Logging, Received Grievances, Forwarded, All Grievances, My Grievances (highlighted), Manual Grievance Entry, and Reports. The main content area shows the following details:

Complaint/ Complaint ID	Type	Category
2024/SEEPZ/003-YVVV-524	Others	Others

Name of Grievant	Event Id	Mobile Number
Munib,landheri	status	Place of Incident number

Date of Incident: 23-07-2024
Submitted On: 24-07-2024

Subject: knowledge sharing session
Description of Grievance: Arranging weekly knowledge sharing sessions will improve employees skills.

Q Proof Details: Not Applicable
Supporting Documents: No Attachments Found

Disposal Remark: we will arrange weekly knowledge sharing sessions to enhance employees' skills and professional development.
Resolution Report: [Link]

Disposed by: SHILPAKSH KUMAR MISHRA (J.S.S.), On 24-07-2024

Figure 33 - Settled Grievance Details

3.2.7 MY GRIEVANCES

The screenshot displays the 'My Grievances' tab in the RISE system. The 'Add Your Grievance' form is visible, with the following fields:

- Category: [Select Category--]
- Type: [Select Type--]
- Subject: [Text Field]
- Name of Grievant: [Text Field]
- Email: [Text Field]
- Contact Number: [Text Field]
- Address of Grievant: [Text Field]
- Place of incident leading to Grievance: [Text Field]
- Date of Incident: [dd-mm-yyyy]
- Detailed Description of Grievance: [Text Field]

Grievance Supporting Documents section includes a text area for additional information and a file upload button. The file upload section shows a 'Choose File' button and a 'No file chosen' status.

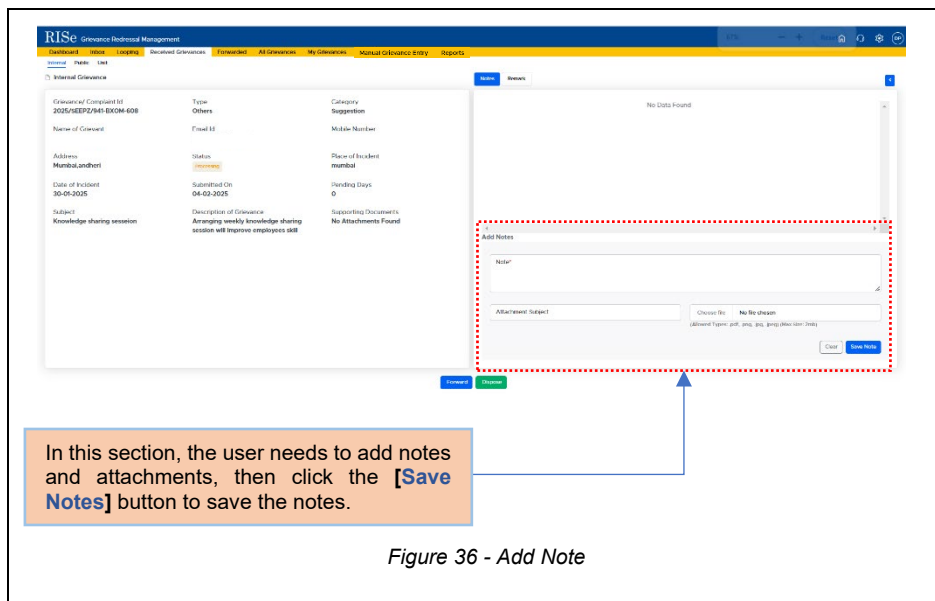
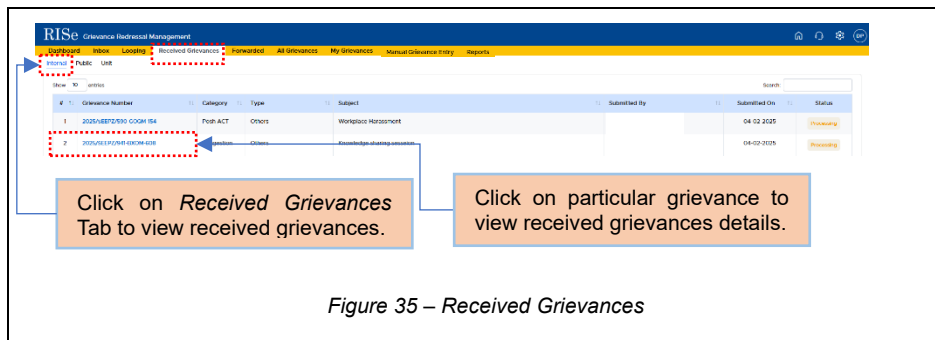
Click on My Grievance Tab to create new Grievance.

Figure 34 - Create New Grievance

When the user selects the Complaint or Suggestion category and submits it, the grievance will be forwarded to the authorized user.

3.3 LOGIN –AUTHORIZED USER (COMPLAINT/SUGGESTION)

3.3.1 RECEIVED GRIEVANCE



3.3.1.1 FORWARD GRIEVANCE

Click on **[Forward]** button to forward the grievance.

Select the user and click on **[Forward]** button to forward the grievance.

Click on **[OK]** button to forward the grievance.

Do you want to forward the grievance?

Forward

Successfully Forwarded

Figure 37 - Forward Grievance

Once a grievance is to be forwarded, select the primary recipient (one user) and CC (multiple users). Only the primary recipient can forward the grievance, while

CC users can only view it in the Looping tab. Once it is forwarded to the authorized user, the authorized user will dispose of it. Here, it is forwarded to the DC.

3.3.1.2 GRIEVANCE FORWARDED TO CORRESPONDENT USER IN LIST

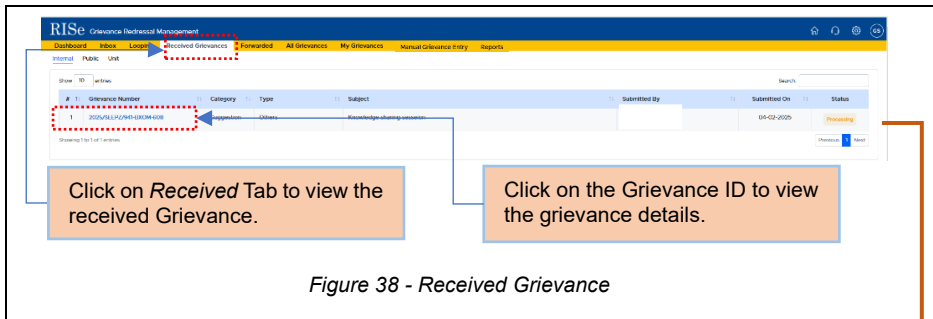


Figure 38 - Received Grievance

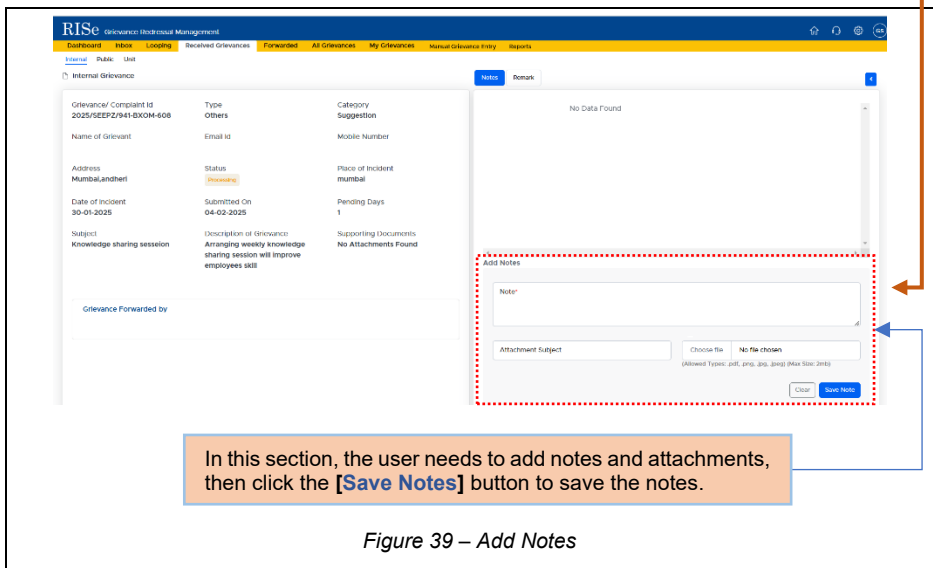


Figure 39 – Add Notes

The screenshot displays the RISE Grievance Redressal Management interface. The top navigation bar includes links for Dashboard, Home, Location, Received Grievances, Forwarded, All Grievances, My Grievances, Manual Grievance Entry, and Reports. The main content area shows a list of grievances with columns for Grievance/ Complaint Id, Type, Category, Name of Grievant, Email Id, Module Number, Address, Status, Place of Incident, Date of Incident, Submitted On, Pending Days, Subject, Description of Grievance, Supporting Documents, and Knowledge sharing session. A 'Forward' button is visible next to the 'Submitted On' column. Below the list, a 'Forward' dialog box is shown with 'TO' and 'CC' fields. The 'TO' field contains a list of users, and the 'CC' field contains a list of users. A 'Forward' button is located at the bottom of the dialog. A confirmation message 'Do you want to forward the grievance?' is displayed, with 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with a red dashed border. Below the confirmation message, a 'Forward' button is shown with a green checkmark and the text 'Successfully Forwarded'.

Click on **[Forward]** button to forward the grievance.

Select the user and click on **[Forward]** button to forward the grievance.

Do you want to forward the grievance?

Click on **[OK]** button to forward the grievance.

Forward

Successfully Forwarded

Figure 40 - Forward Grievance

Once the grievance details are viewed, they can be forwarded to another user in the forwarded option for further review, or forwarded to the authorized user for disposal.

3.3.1.3 DISPOSE GRIEVANCE

Authorized user logs in with their username, password, and the provided captcha.

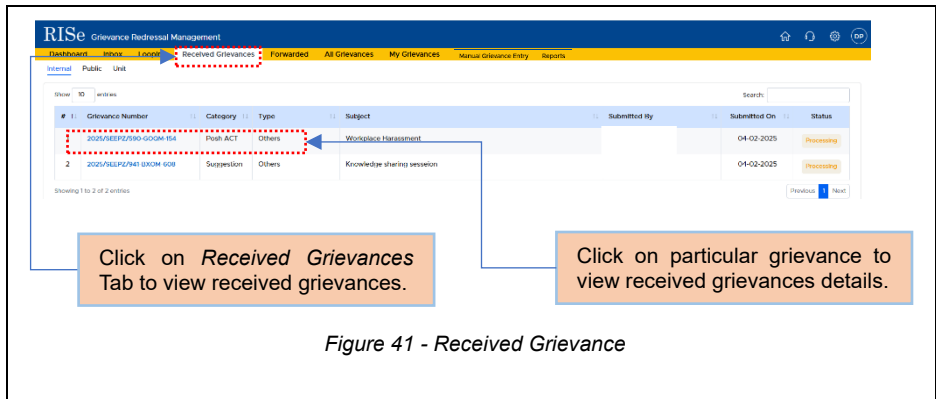


Figure 41 - Received Grievance

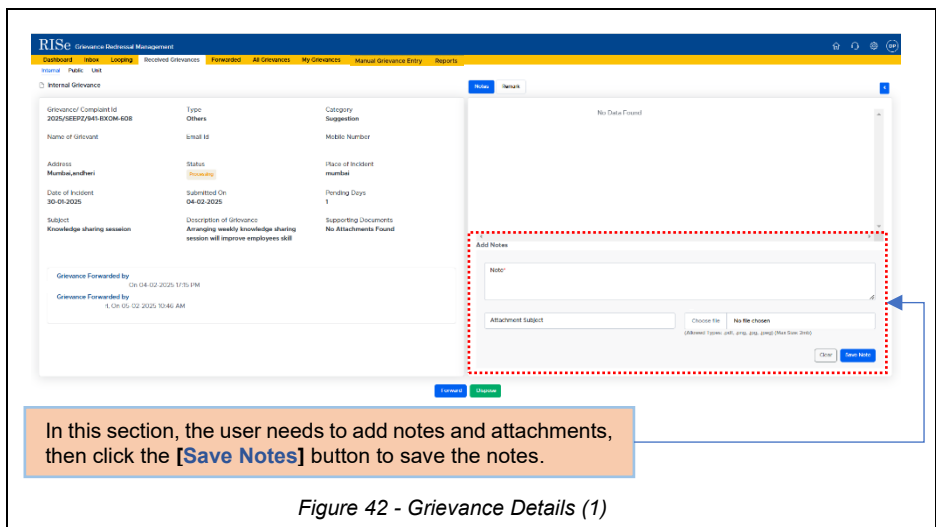


Figure 42 - Grievance Details (1)

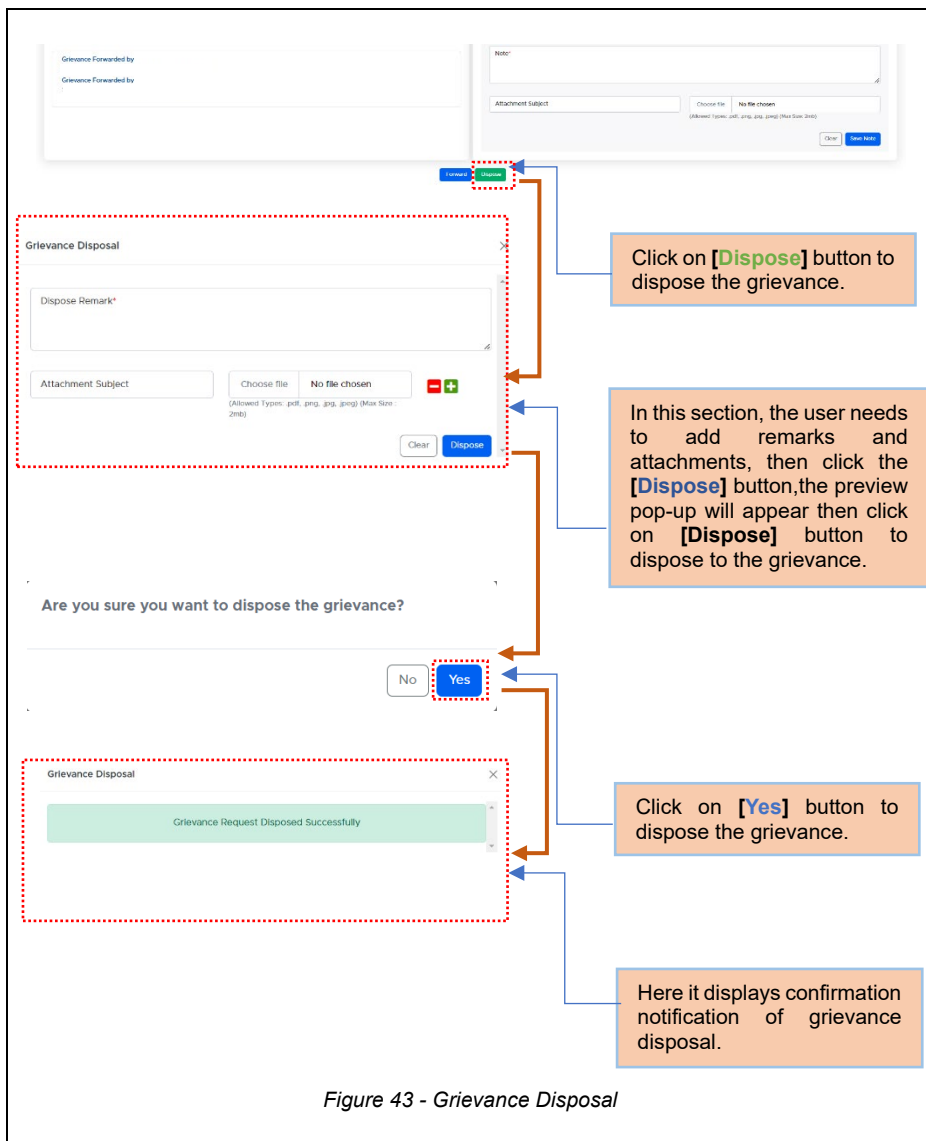


Figure 43 - Grievance Disposal

4 MANUAL GRIEVANCE ENTRY

In this section, certain grievances can be submitted directly to SEEPZ. These grievances should be entered manually in the Manual Grievance Entry tab.

Navigate to *Manual Grievance Entry* Tab to enter grievance manually.

Furnish the required details and Click on [Save] button.

Figure 44 – Manual Grievance Entry

There are three types of complaint categories: Complaint, Suggestion, and POSH Act.

- When the user selects the Complaint or Suggestion category, it will be directed to the authorized user handling those categories.
- If the user selects the POSH Act category, it will be directed to the designated authorized user.

In the Grievance User section, if the user selects "Unit User," the unit and related details will be automatically populated.

If "Public User" is selected, the user will need to manually enter the relevant details.

The saved details will be displayed under the *Manual Grievance Entry* tab.

The screenshot displays the 'Manual Grievance Entry' form in the RISE system. The form includes fields for Category, Type, Subject, Grievant User Type, Address of Grievant, Place of Incident, Date of Incident, Grievance Received Date, Mode Of Receipt, and Detailed Description of Grievance. Below the form is a section for 'Grievance Supporting Documents' with an attachment field. At the bottom, a table lists the saved details.

#	Grievance Number	Category	Type	Subject	Initiated By	Initiated On	Status	Action
1	2025/SEEPZ/702-LHYB-063	Suggestion	Pay and benefits	8888	TestTest	09-09-2025	Processing	

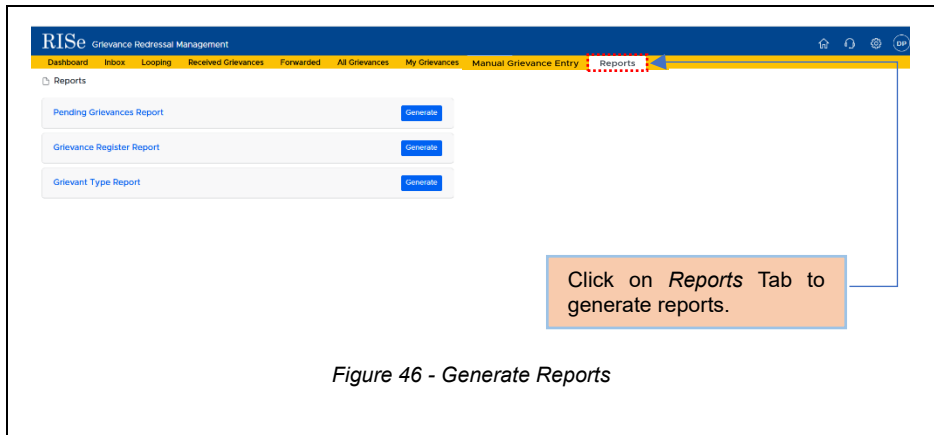
An orange callout box with the text 'The entered detail will be displayed here.' has an arrow pointing to the first row of the table.

Figure 45 – Saved Details

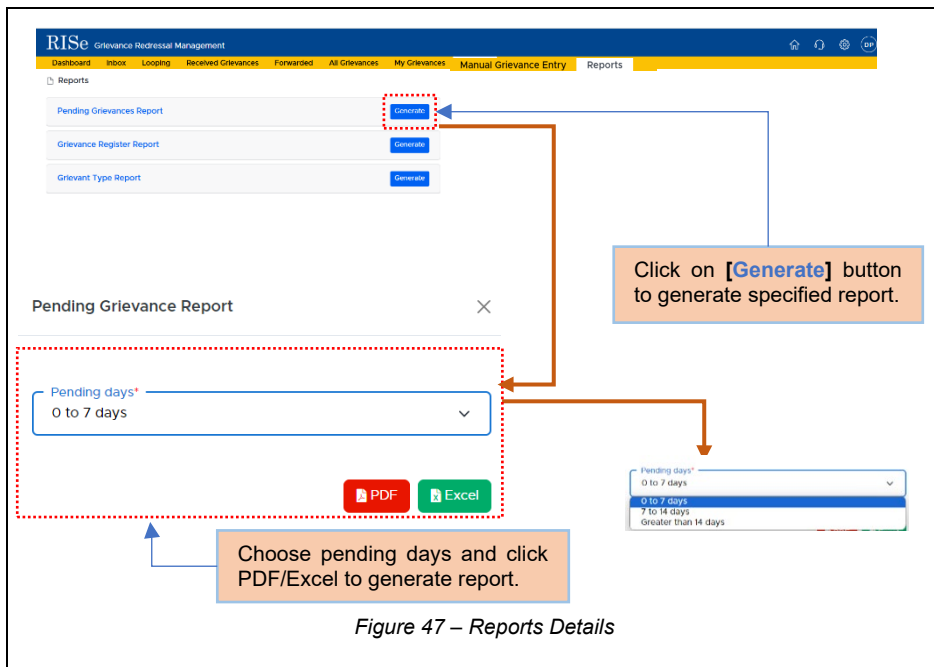
Once the grievance is manually entered and saved, a notification will be sent to the respective user.

- If it is a Unit User, the grievance will appear under the *Submitted* tab.
- If it is a Public User, the notification will be sent to the provided email ID and mobile number. The Public User can track the status of the grievance using the given Grievance ID.

5 REPORTS



5.1 PENDING GRIEVANCE REPORT



**SEEPZ Special Economic Zone Authority**

SEEPZ Service Centre Building, SEEPZ SEZ, Andheri (E), Mumbai 400 096

Ph:022-28294700, E-mail: ediseepz-mah@nic.in, Website: www.seepz.gov.in

Pending Grievances Report

#	Grievance No	Category	Type	Grievant Type	Submitted On	Subject	Pending Reason	Pendency (In days)
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Figure 48 - Sample Report

The same procedure can be followed for generating Grievance Register Report and Grievant Type Report.

****End Of the Module – RISE (Grievance Redressal Management – SEEPZ User) ****

“Thank you for thoroughly exploring the features and information.”