



USER MANUAL GRIEVANCE

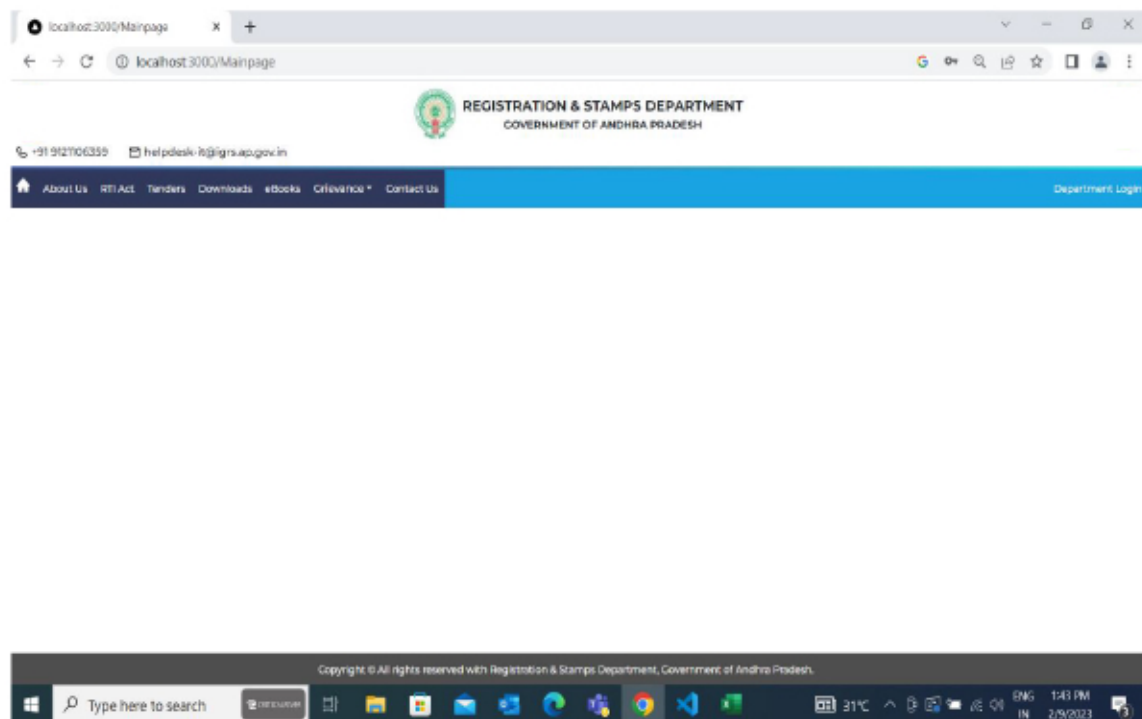
(Registration Made Easy)

**GOVERNMENT OF ANDHRA
PRADESH REGISTRATION AND
STAMPSDEPARTMENT
VIJAYAWADA
2023**

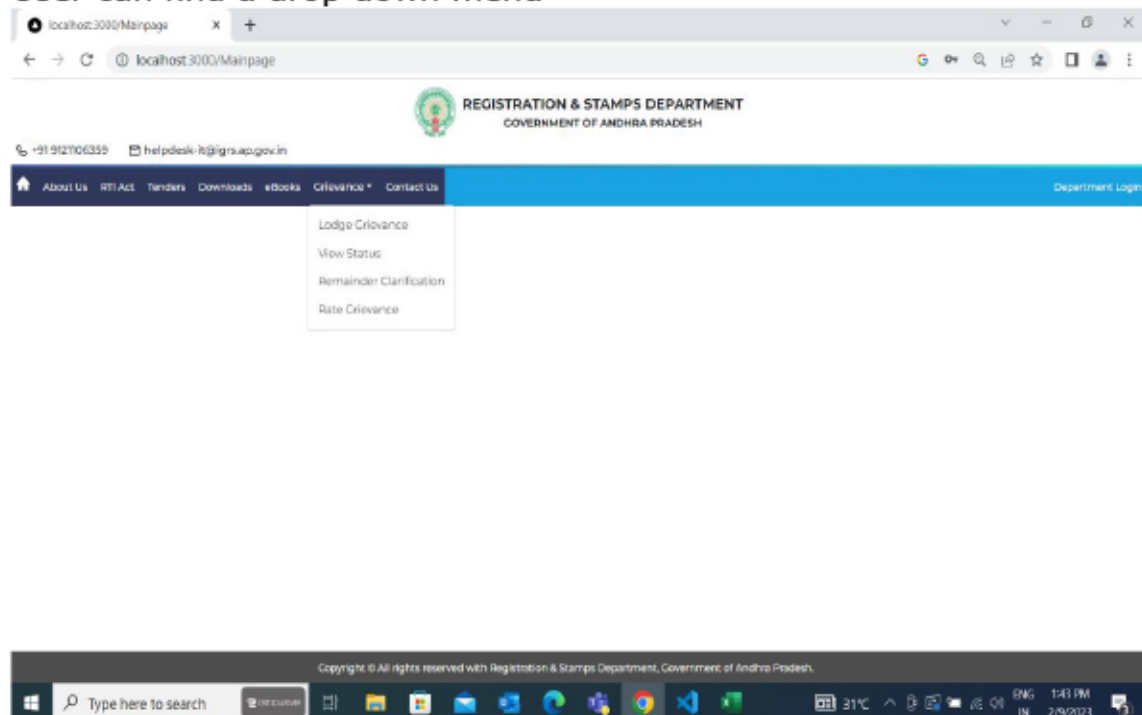
USER SIDE

- ❖ The link to the Grievance is available in the department website
<http://registration.ap.gov.in/>

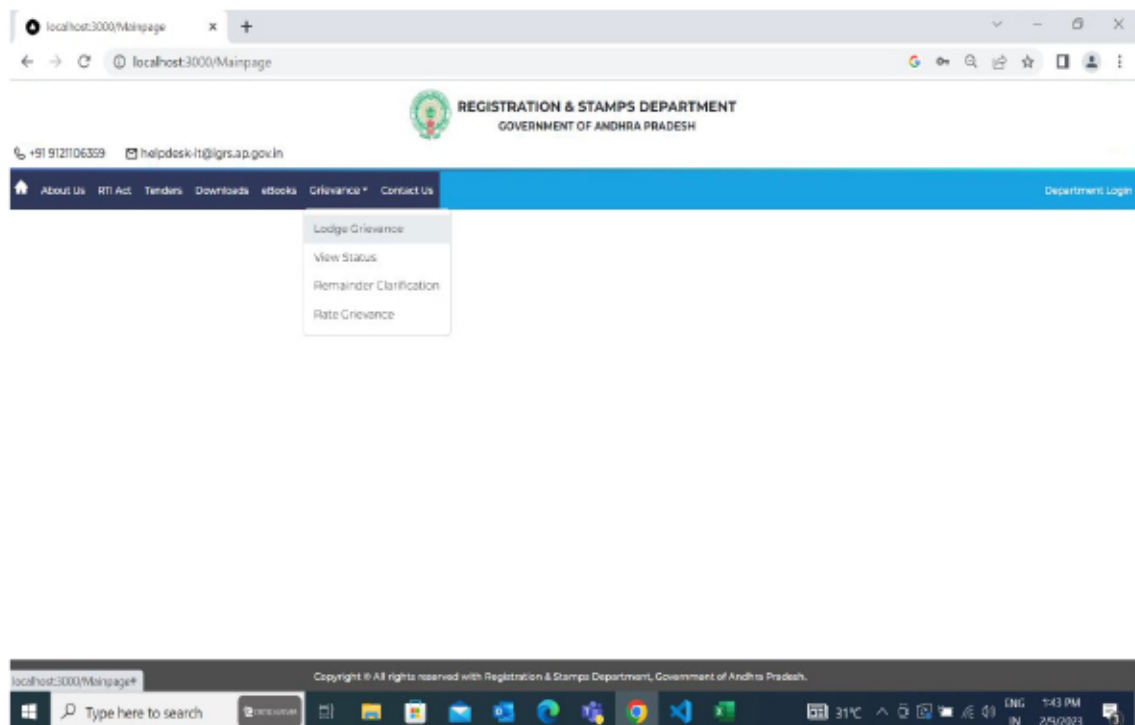
This is the home screen where user can view after clicking on the link



- ❖ User can find a drop down menu



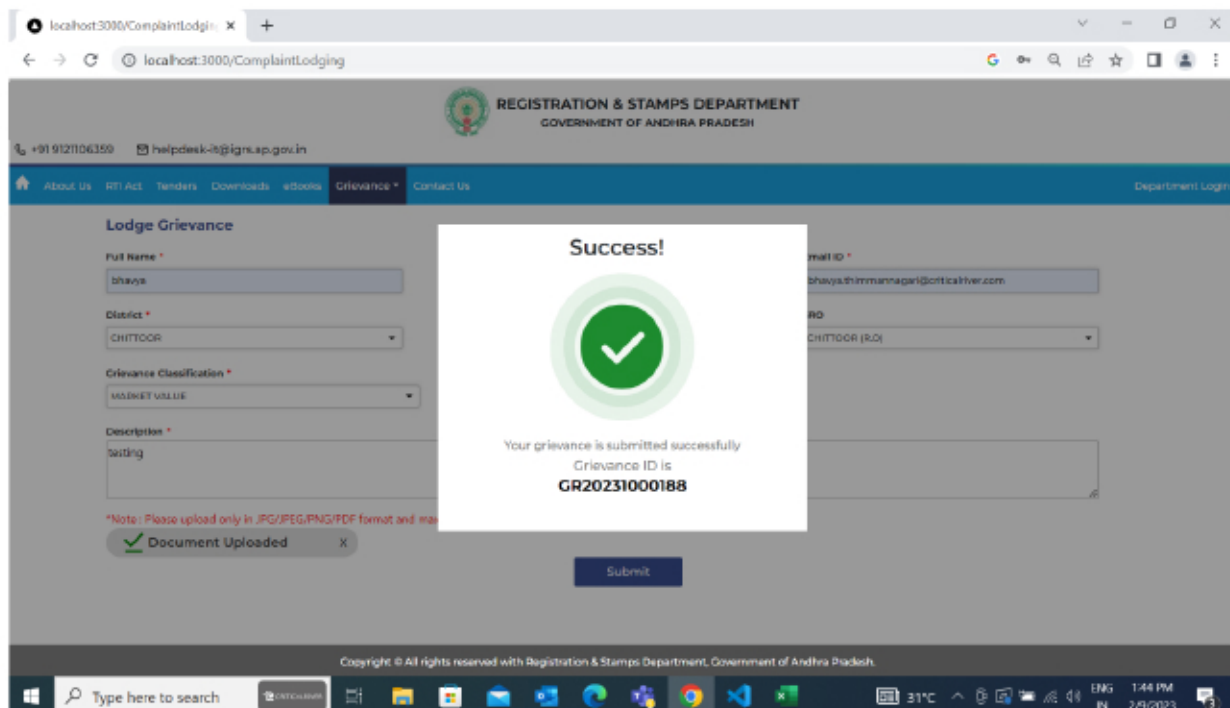
- ❖ By clicking on the Lodge Grievance user can lodge his grievance



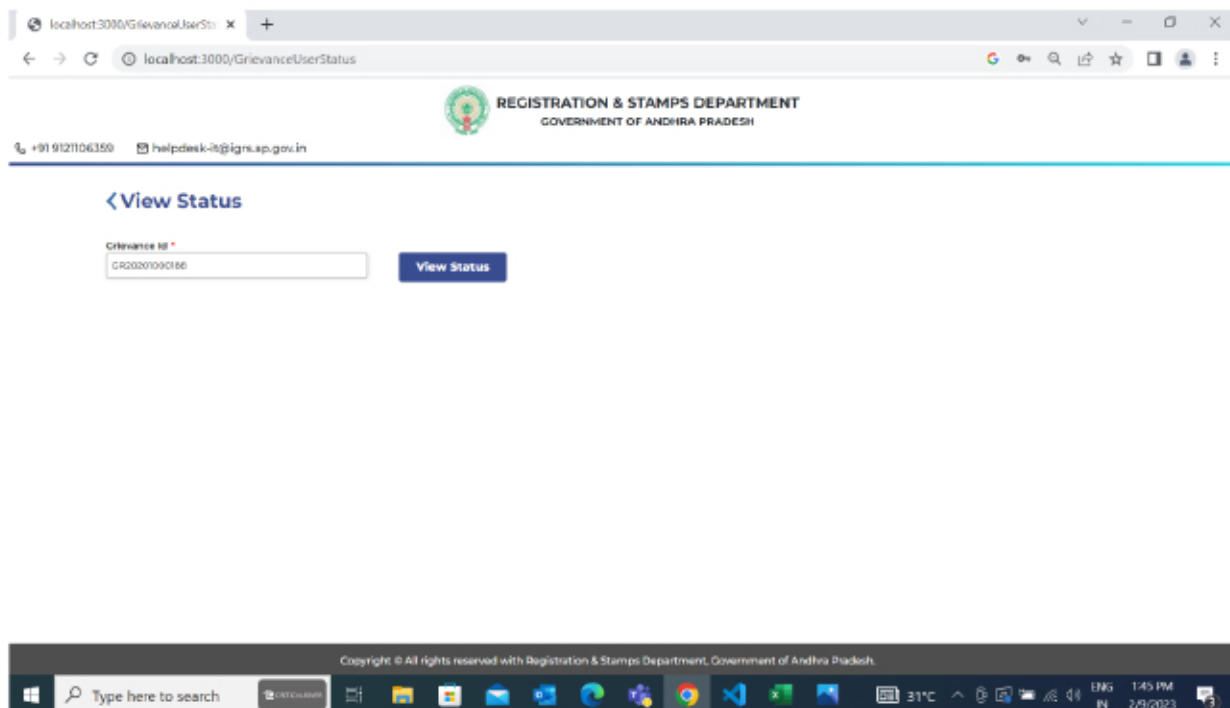
- ❖ User can view the following screen where he can fill personal details, Select the SRO, Select Grievance classification, Write description about the grievance and also he can upload documents relating to grievance only in JPG/JPEG/PNG/PDF format and maximum size 5MB only and click on the submit button below

A screenshot of the 'Lodge Grievance' form on the same website. The browser address bar shows 'localhost:3000/ComplaintLodging'. The form is titled 'Lodge Grievance' and contains several input fields: 'Full Name', 'Contact Number', 'Email ID', 'District', 'Mandal', 'SRO', and 'Grievance Classification'. Each field has a 'SELECT' or 'Enter' prompt. There is a 'Description' field with a character limit of 1000. Below the form, there is a note: '*Note: Please upload only in JPG/JPEG/PNG/PDF format and maximum size 5 MB only.' and an 'Upload Documents' section with a 'Choose File' button. A 'Submit' button is at the bottom right. The footer and Windows taskbar are also visible.

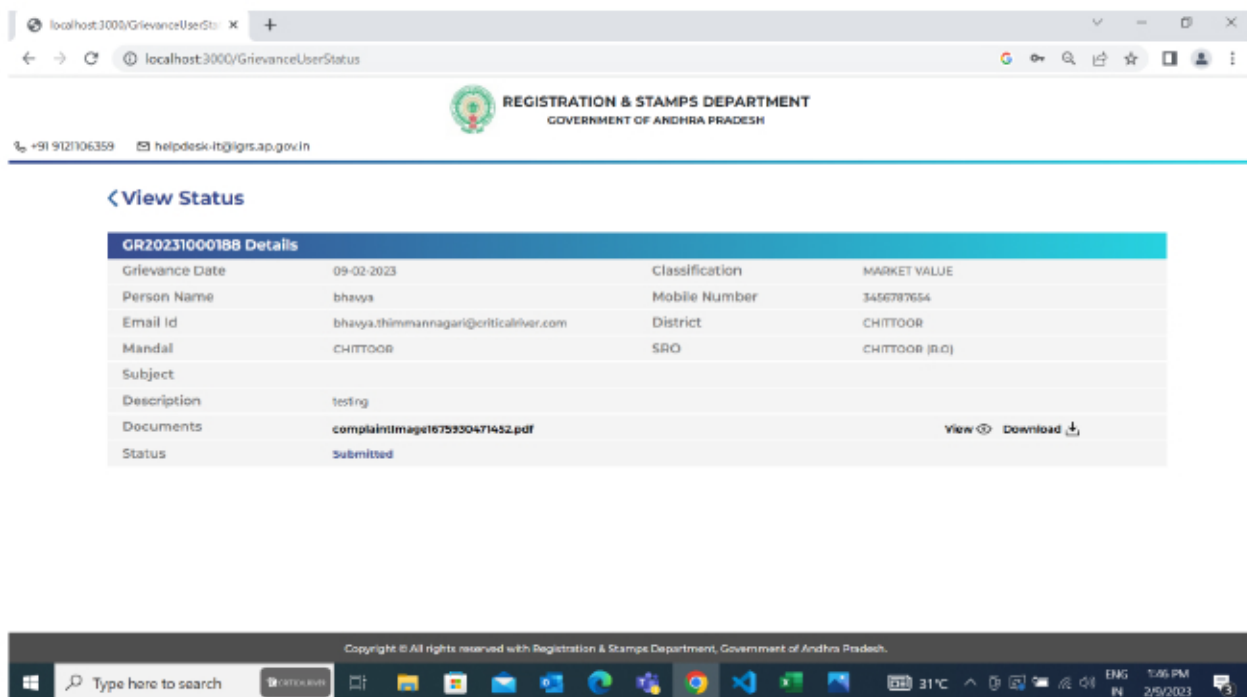
- ❖ By Clicking on the submit user can view a popup message about successful submission of Grievance with Grievance ID. User also gets an E-mail with details of the Grievance.



- ❖ User can also check the status of the Grievance from view Status by entering the Grievance Id



- ❖ Here user can view the details of Grievance and can view status of submission



localhost:3000/GrievanceUserSto x +

localhost:3000/GrievanceUserStatus

REGISTRATION & STAMPS DEPARTMENT
GOVERNMENT OF ANDHRA PRADESH

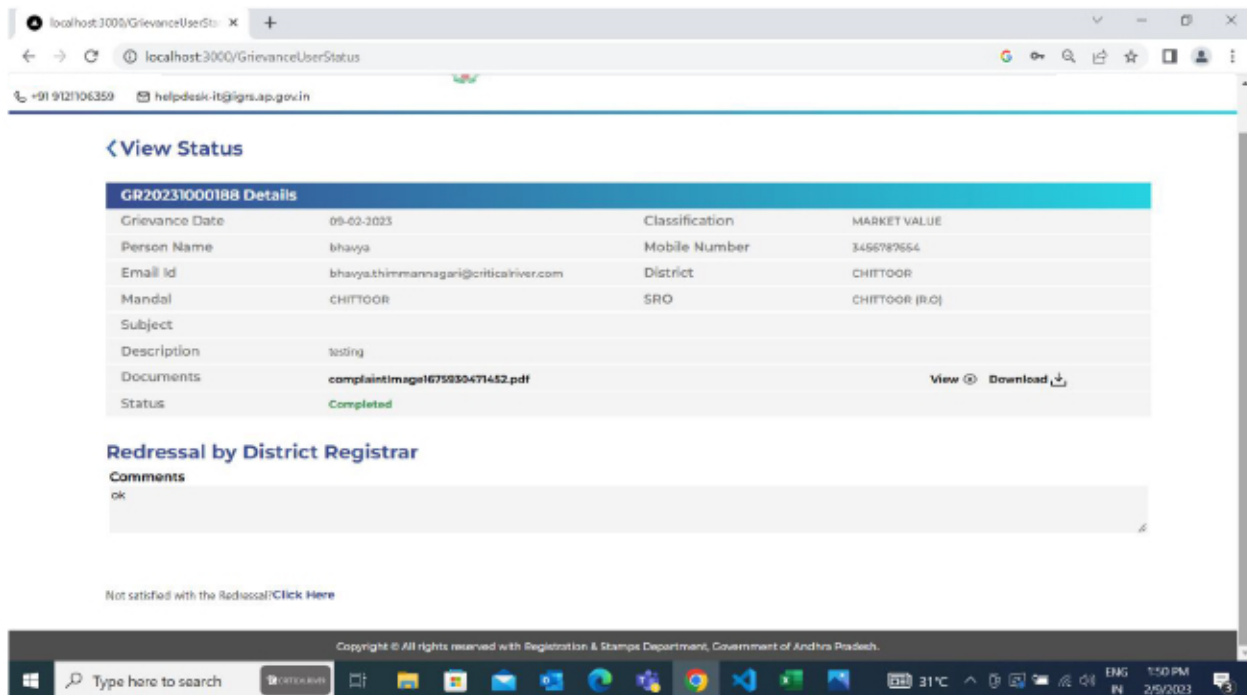
+91 912106359 helpdesk-it@igs.ap.gov.in

< View Status

GR20231000188 Details			
Grievance Date	09-02-2023	Classification	MARKET VALUE
Person Name	bhavya	Mobile Number	3456787654
Email Id	bhavya.thimmannagari@criticalriver.com	District	CHITTOOR
Mandal	CHITTOOR	SRO	CHITTOOR (R.O)
Subject			
Description	testing		
Documents	complaintImage1675930471452.pdf		View Download
Status	Submitted		

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- ❖ After reply from concerned officer user gets an E-mail regarding the Grievance. User can now check the reply from View Status and can also download documents if any, uploaded by officer



localhost:3000/GrievanceUserSto x +

localhost:3000/GrievanceUserStatus

REGISTRATION & STAMPS DEPARTMENT
GOVERNMENT OF ANDHRA PRADESH

+91 912106359 helpdesk-it@igs.ap.gov.in

< View Status

GR20231000188 Details			
Grievance Date	09-02-2023	Classification	MARKET VALUE
Person Name	bhavya	Mobile Number	3456787654
Email Id	bhavya.thimmannagari@criticalriver.com	District	CHITTOOR
Mandal	CHITTOOR	SRO	CHITTOOR (R.O)
Subject			
Description	testing		
Documents	complaintImage1675930471452.pdf		View Download
Status	Completed		

Redressal by District Registrar

Comments

ok

Not satisfied with the Redressal? [Click Here](#)

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- ❖ If user is not satisfied with the reply from officer he can click on the option provided at the bottom and appeal to Higher Authority

localhost3000/GrievanceUserSto: X

localhost3000/GrievanceUserStatus

Person Name	bhaya	Mobile Number	3456787654
Email Id	bhaya.thimmannagari@criticalriver.com	District	CHITTOOR
Mandal	CHITTOOR	SRO	CHITTOOR (R.O.)
Subject			
Description	testing		
Documents	complaintimage%7330471452.pdf		View Download
Status	Completed		

Redressal by District Registrar

Comments

ok

Comments *

Enter Max 1000 Characters

*Note: Please upload only in JPG/JPEG/PNG/PDF format and maximum size 5 MB only.

Upload Documents

Choose File No file chosen

Submit

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localhost3000/GrievanceUserSto: X

localhost3000/GrievanceUserStatus

GR20231000188 Details

Grievance Date	09-02-2023	Classification	MARKET VALUE
Person Name	bhaya	Mobile Number	3456787654
Email Id	bhaya.thimmannagari@criticalriver.com	District	CHITTOOR
Mandal	CHITTOOR	SRO	CHITTOOR (R.O.)
Subject			
Description	testing		
Documents	complaintimage%7330471452.pdf		View Download
Status	Appealed to Higher Authority		

Redressal by District Registrar

Comments

ok

Success!

Appealed to Higher Authority Successfully

Appeal from the Complainant

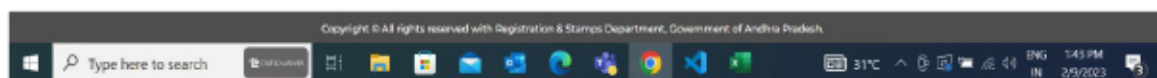
ok

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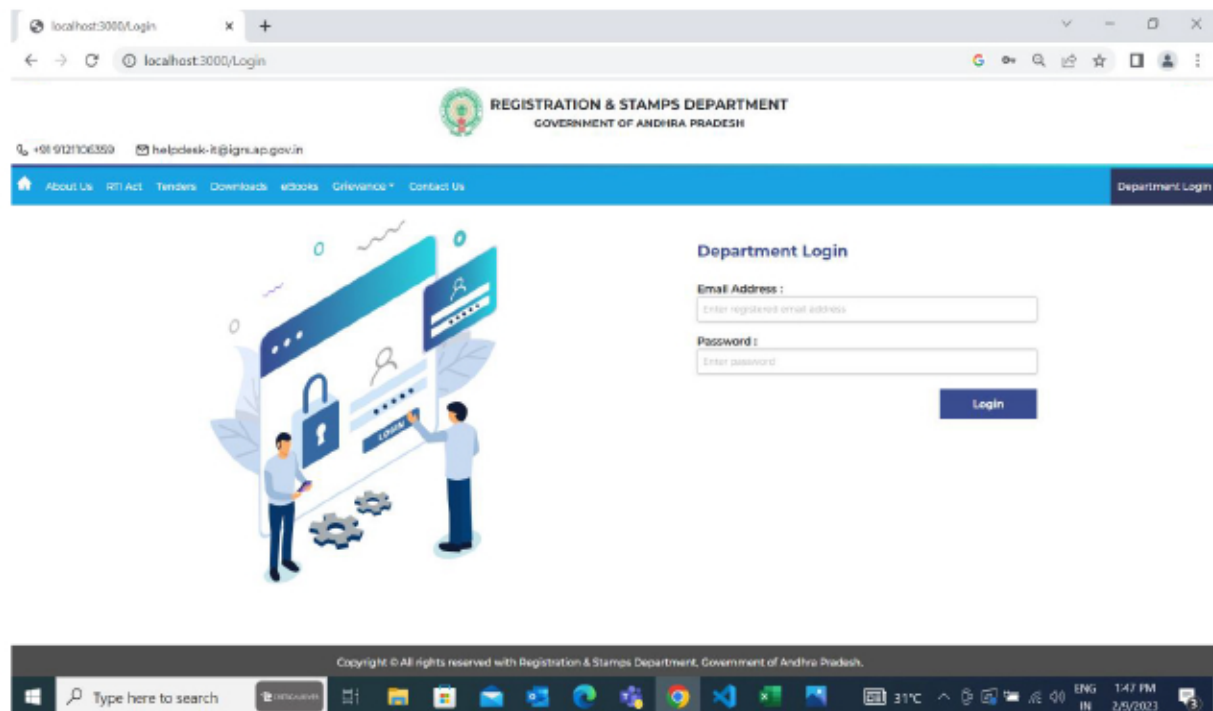
❖ DEPARTMENT SIDE

- ❖ The link to the Grievance is available in department website <http://registration.ap.gov.in/>

This is the home screen which can be viewed after clicking on the link



- ❖ Officer has to click on the Department Login, which is available on top right corner and enter the credentials provided



- ❖ After Successful login officer can view the below dashboard

The screenshot shows a web application interface for the Registration & Stamps Department, Government of Andhra Pradesh. The user is logged in as Chittoor(DR) CHITTOOR. The dashboard displays a summary of grievances and a detailed list of logged grievances.

Summary:

New	In Progress	Completed	Closed	Appealed to Higher Authority	Auto Escalated	Total Complaints
6	1	1	2	1	2	13

Logged Grievances:

S.No	Created On	Grievance ID	Classification	Subject	Status	Action
1	09-02-2023	GR20231000188	Market Value	MARKET VALUE	New	[Icon]
2	08-02-2023	GR20231000179	Registration	REGISTRATION	New	[Icon]
3	04-01-2023	GR20231000093	Registration	REGISTRATION	Closed	[Icon]
4	19-01-2023	GR20231000184	Market Value	MARKET VALUE	Auto-Escalated	[Icon]
5	19-01-2023	GR20231000183	Ec	EC	Completed	[Icon]
6	04-01-2023	GR20231000182	Ec	EC	Auto-Escalated	[Icon]
7	08-02-2023	GR20231000181	Fraudulent Registrations	FRAUDULENT REGISTRATIONS	In Progress	[Icon]
8	06-02-2023	GR20231000090	Market Anomaly	MARKET ANOMALY	Closed	[Icon]
9	06-02-2023	GR20231000098	Sale Of Stamps	SALE OF STAMPS	Appealed to Higher	[Icon]

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- ❖ After clicking on to a particular application, officer, can view the details of the grievance, view and download the attachments. Here officer will reply to the grievance and attach any documents if needed.

The screenshot shows the 'Details of Lodged Grievance' page for application GR20231000188. It provides a detailed view of the grievance and options for the officer to respond.

GR20231000188 Details

Grievance Date	09-02-2023	Classification	MARKET VALUE
Person Name	bhavya	Mobile Number	3456787654
Email Id	bhavya.thimmanagar@criticalriver.com	District	CHITTOOR
Mandal	CHITTOOR	SRO	CHITTOOR (R.O)
Subject			
Description	testing		
Documents	complaintimage1675230471452.pdf		

View [Icon] Download [Icon]

For Officer's Use

Comments *

Enter Max 1000 Characters

*Note: Please upload only in JPG/JPEG/PNG/PDF format and maximum size 5 MB only.

Upload Documents

Choose File No file chosen

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- ❖ By clicking on the Submit button a popup message can be viewed as completed successfully, which means reply to Grievance is submitted to user.

The screenshot shows a web application interface for the Registration & Stamps Department, Government of Andhra Pradesh. The page title is 'Details of Lodged Grievance'. A central popup message reads 'Success!' with a green checkmark icon and 'Completed Successfully' below it. The background page displays the following details for grievance GR20231000188:

GR20231000188 Details	
Grievance Date	09-02-2023
Person Name	bhavya
Email id	bhavya.zhimannaga
Mandal	CHITTOOR
Subject	
Description	testing
Documents	complaintimage6751

Below the details, there is a section for 'Redressal by District Registrar' with a 'Comments' field containing the text 'ok'. To the right of the details, there is a table for 'MARKET VALUE' with the following data:

MARKET VALUE	
3456787654	
CHITTOOR	
CHITTOOR (S.O)	

At the bottom right of the market value table, there are links for 'View' and 'Download'.

- ❖ Now after reply from officer, user gets a mail regarding the reply, if user is not satisfied with the reply he can appeal to the higher authority. In case if the officer does not reply to the grievance within 15 days of submission, it will be auto escalated to higher authority and the grievance will be redressed to the user by higher authority.