

GUIDELINES TO ENTER GRIEVANCE AND FEEDBACK

1. Click on link either '**Please enter your Grievance here**' or '**Please enter your Feedback here**' to enter grievance or feedback.
2. After clicking, it will open a new page in which all the fields marked with '*' are compulsory and must be filled by the user i.e. Complaint/ Feedback type, Name, Address, Country, State, District, Pin code, Email id, Mobile Number for authentication of user and to send OTP etc.
3. Complaint type is further divided into sub category where user can select according to their requirements.
4. After clicking on '**submit button**' user will be redirected to another page to verify the OTP sent to his valid mobile number.
5. After verifying the OTP, their grievance or feedback will be submitted. User has to note down the allotted **UNIQUE ID, USER ID** and
 - 1) If user is filing the grievance or feedback 1st time, then they will get the password on their valid mobile number.
 - 2) If user is already registered, then their USER ID and password will remain same as previously sent to them.
6. User can track their grievance status using **USER ID** and **PASSWORD** by clicking on link '**Login System**'.