Version 1.0

Help Document

mSeva - Public Grievance Redressal

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Get started with mSeva in a matter of minutes and lodge your first complaint to make a change. mSeva gives you the power to:

- Lodge a complaint and track its status
- Re-open complaints
- Provide your feedback

mSeva provides an easy to register and login experience so that you can use it most effectively. Some of the key features that make this possible are:

- Simple OTP based registration – Gone are the days of lengthy and complex registration forms
- Phone No and OTP based Login – No need to remember any username or password, your Phone No and an OTP logs you in
- User Profile – Manage your profile and make changes to it whenever needed

1. Getting Started

1.1   Register via Mobile No:

Enter your Mobile No, Name, select your City and CONTINUE

mSeva will automatically pick and enter the OTP. If not, enter the OTP and GET STARTED

1.2   Login through OTP:

Enter your registered Mobile No and CONTINUE

mSeva will automatically pick and enter the OTP. If not, enter the OTP and GET STARTED

1.3   View/Edit Profile:

Once you log in, the landing page will show options to File Complaint and view the list of complaints filed by you in 'My Complaints'. This will be empty for now. To view your profile click on the hamburger icon next to 'Home' on the top of the screen

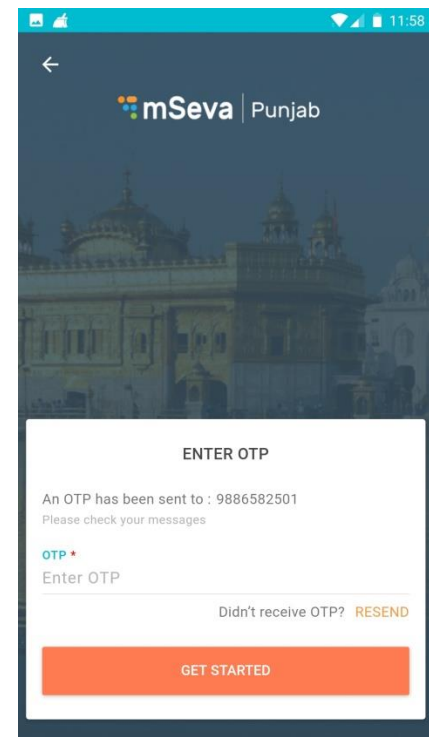You will see a menu pop up with the following options: Home – Takes you back to the landing page, Edit Profile – Lets you edit your profile details, Contact Us – Shows the contact information of your Municipality, How it Works – Quickly explains you the complaint lodging process, Logout – Logs you out of mSeva

Select 'Edit Profile' to view and edit your profile

Here you see your Profile details and are free to edit any information. You can add a profile picture by selecting the camera icon on the default profile image, change your name, city and add an email address to get email notifications

Once you are done making the changes select SAVE and your profile will be updated. Now you can select the back arrow next to 'Edit Profile' on the top of the page to go back to the landing page

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2. Lodge your first complaint

On the landing page, select 'File Complaint'

Here you can file your complaint by filling all the relevant details. You can upload up to three pictures of the complaint subject, select the complaint type from a list, choose the location of the complaint subject from a map, if you are at the complaint location, the location will be automatically set, enter a Landmark, and provide any additional details and SUBMIT COMPLAINT

Once the complaint is submitted, you will see an acknowledgement page with the complaint no. Make a note of this complaint no if you wish to track the status of the complaint over the help line without using the app. CONTINUE to get back to the landing page

3. Track your complaints

You can track the status of your complaint by interacting with the Last Mile employee. If the complaint is registered through the Citizen Service desk, you can track the status of your complaint by calling the citizen service representative.

3.1   Interact with the Last Mile employee:

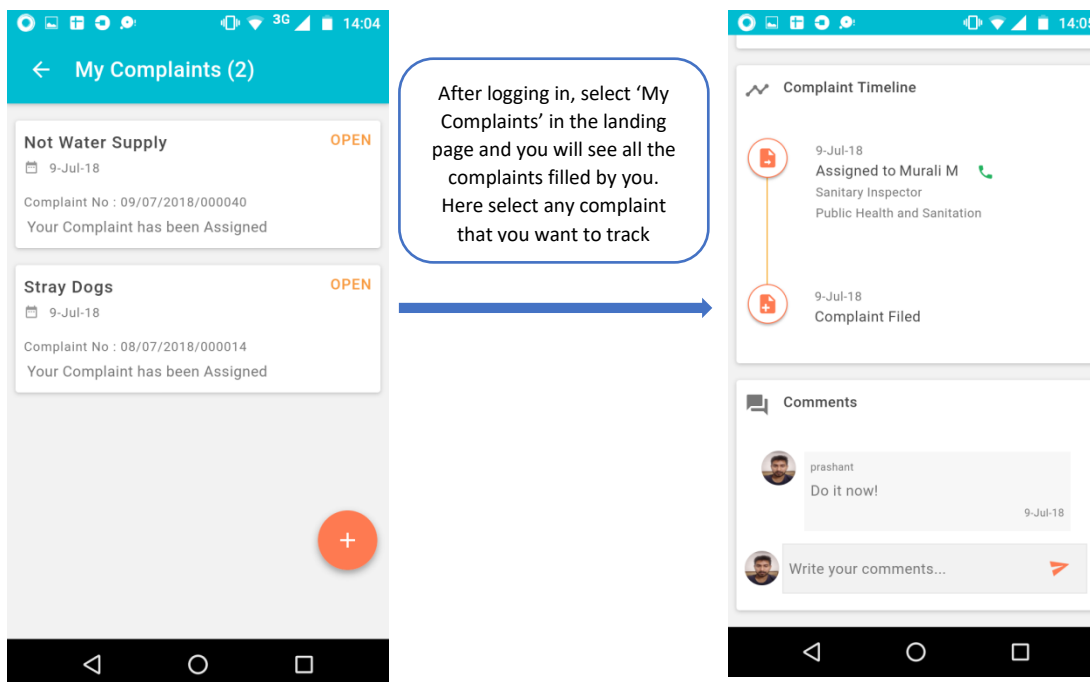mSeva provides two ways to interact with the assigning officer and the last mile employee:

3.1.1   Through Call
3.1.2   Through Chat

After logging in, select 'My Complaints' in the landing page and you will see all the complaints filled by you. Here select any complaint that you want to track

You will see the 'Complaint Summary' screen with all the details of the complaint. Here in the 'Complaint Timeline' section you can see the whole lifecycle of the complaint. Select the phone icon next to the 'Assigned to' update to call the Last Mile employee. (Murali M in the case of this screenshot)

To chat with the Last Mile employee leave a comment in the comments section in the 'Complaint Summary' screen. Both he assigning officer and the Last Mile employee can reply to your comments.

3.1.3   Contact citizen service desk:

If you have lodged the complaint using the helpline number over phone, to track the status of your complaint you can contact the citizen service desk by dialling: 1800 1800 0172.
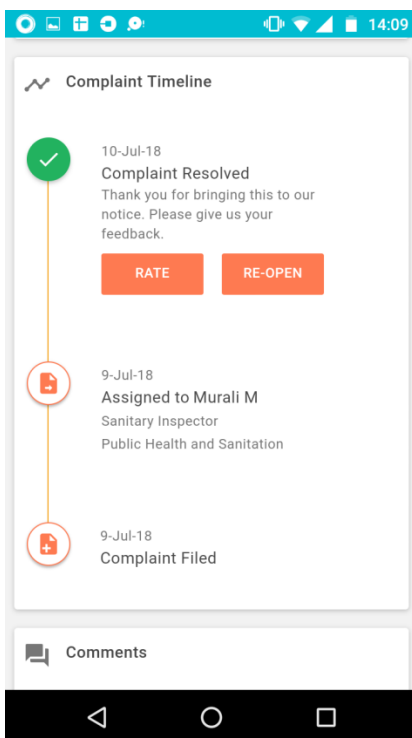
4. Resolution of complaint

The Last Mile employee will work on the complaint and resolve it. Once the complaint is marked as resolved you have two options:
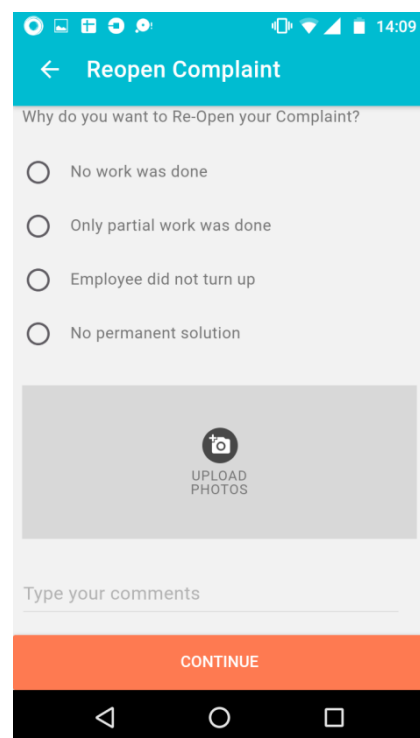
- Re-open the complaint (within 2 weeks of resolution)
- Give Feedback/Rate the resolution

If the complaint is rejected by the Assigning officer you can still re-open it within 2 weeks of rejection
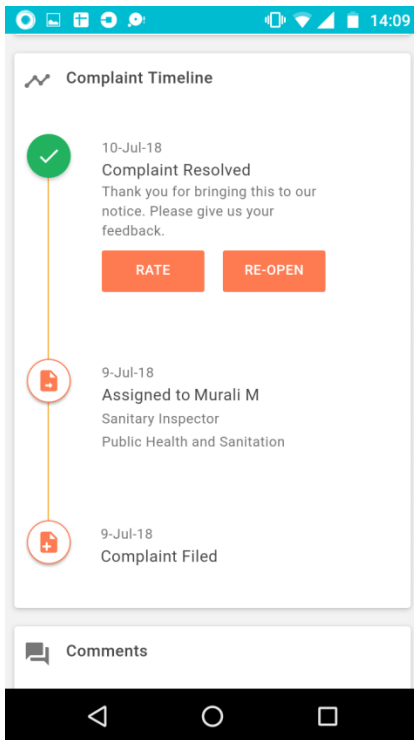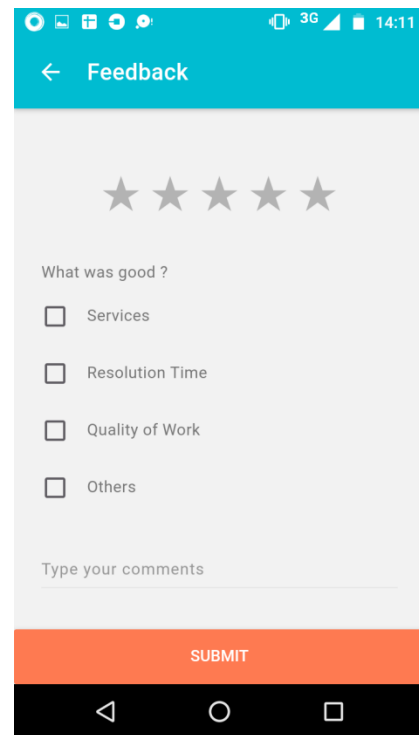
4.1   Re-open complaints:

Once a complaint is resolved, navigate to the 'Complaint Summary' screen and from the 'Complaint Timeline' section select 'RE-OPEN'

The system asks for the reason to re-open the complaint in the 'Reopen Complaint' screen. Select one of the listed reasons, upload a picture as a proof and enter your comments to CONTINUE

4.2   Give Feedback:

Once a complaint is resolved, navigate to the 'Complaint Summary' screen and from the 'Complaint Timeline' section select 'RATE'

In the 'Feedback' screen, select the number of stars you want to give, select the listed parameters under 'What was good?' enter your comments if any and SUBMIT