Niramaya
Feature PRD

Grievance Redressal Module

V1

July 2023

Version Control of PRD

Version	Release Date	SMF Sign off Date
V1		TBD

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1. Overall purpose and vision

The Dept of Medical Education & Training, Govt of UP has undertaken a set of reforms to improve the quality of healthcare professionals in the state. The main lever of change is the regulatory body in UP - the UP SMF - responsible for affiliation of institutes, conducting exams of candidates and providing license to registered healthcare practitioners. To enable these reforms, an Ayushman Bharat Digital Mission compliant digital platform is being developed using open-source code. The platform will have a core system in the center that would be accessible through APIs from various modules. The users will interact with modules with their frontend portals - websites and progressive web apps.

For effective implementation of these reforms, the department wants to implement a grievance redressal ticketing mechanism for candidates, institutes, and external bodies. Currently, there is no digital platform for handling grievances and these grievances are handled by email or taken physically by the department. Under the grievance redressal module, a ticketing system and dashboard need to be implemented that will be primarily used by the UP SMF staff for handling all complaints and concerns directed to the authorities.

2. Scope of the Grievance Redressal Module

The grievance redressal module development aims to allow the following use cases to be enabled:
1. Enable the users of UP HRH Tech platform to raise grievance tickets
2. Enable the users of UP HRH Tech platform to receive email updates about each grievance update
3. Enable the grievance nodal officer to view and assign tickets for grievances categorized as 'others' to the concerned nodal officer
4. Enable the concerned nodal officer to resolve tickets for each grievance or assign them as 'others'
5. Enable the Secretaryreview the ticket resolution through dashboard views

Main Roles involved in the module

#	Role	Users
1	Grievance Raiser	Public
2	Grievance Nodal	SMF staff member assigned to handle grievance tickets after creation
3	Nodal Officer	SMF staff member responsible for a particular type of grievance
4	Secretary	Secretary, UP SMF

Role-based access to portal relevant for the module

1. **Admin Portal -** This is the HRH portal accessed by the Admin. There are different types of admin users, each of whom would have different kinds of content visible in the admin portal, along with a grievance dashboard (for Secretary, UPSMF).
2. **UP HRH Portal –** This is the UP HRH portal accessible to all public without the need for login

The document details the flows and use cases of the features that will enable the grievance and ticketing management in the UPHRH tech platform.

3. Overall Workflow

Programmatic Workflow: Link
High Level portal workflow: Link (Screenshots at Appendix D – Portal Workflow)

4. Overview of Use Cases

Use Case Group 1 – Grievance User Portal Management (Public Portal)

#	Use Case	Description
1.1	Raise Ticket	As a grievance raiser, I should be able to fill a form on the publicly available UP HRH portal after verifying my mobile number and email ID through OTP
1.2	Get email	As a grievance raiser, I should be able to get a system-generated email saying that the ticket has been registered by the admin
1.3	Get status updates	As a grievance raiser, I should be able to get a system-generated email every time the status of my ticket gets updated by the admin with appropriate comments from the admin user
1.4	Feedback on resolution	As a grievance raised, I should be able to mark my satisfaction level with the resolution provided to my grievance (from 1 to 5) & leave short comments

Use Case Group 2 – Admin User Portal Management

#	Use Case	Description

2.1	See "Grievance Management" on the portal	As an admin user, I should be able to see the "Grievance Management" tab on the admin portal of UP HRH
2.2	See "Ticket Management" and "Dashboard"	As an admin user, I should be able to see "Ticket Management" and "Dashboard" on the portal after clicking on "Grievance Management"
2.3	View list of tickets	As an admin user, I should be able to see the list of tickets relevant for me (the types of tickets visible to each admin user is defined in Use Case 2A, 2B, 2C, 2D)
2.4	Get summary report on email	As an admin user (Secretary, UPSMF), I should be able to get a summary report containing updated statistics on pre-defined grievances metrics in my email fortnightly

Use Case Group 2A – Grievance Nodal

#	Use Case	Description
2A.1	Receive email for each ticket	As the grievance nodal officer, I should receive an email every time a ticket is raised.
2A.2	View list of tickets	As the grievance nodal officer, I should be able to see the following tickets: 1. Marked as 'Others' 2. Assigned to a nodal officer 3. Resolved tickets 4. Junk tickets
2A.3	View grievance information	As the grievance nodal officer, I should be able to see the information of a grievance ticket
2A.4	Assign and change nodal officer for a ticket	As the grievance nodal officer, I should be able to assign and change a concerned nodal officer as the owner for a ticket
2A.5	Change type of a ticket	As the grievance nodal officer, I should be able to change the type of grievance in a ticket
2A.6	Mark ticket as Junk	As the grievance nodal officer, I should be able to mark a ticket as junk which moves the state of the ticket to junk

Use Case Group 2B – Nodal Officer

#	Use Case	Description
2B.1	Receive email for ticket assigned to me	As a nodal officer, I should receive an email every time a ticket gets assigned to me by the grievance nodal officer (ticket assigned to my department)
2B.2	View list of tickets	As a nodal officer, I should be able to see the following tickets: 1. Assigned to me – tickets where I am the owner or have been assigned to me 2. Resolved tickets – tickets that were assigned to me that have now been resolved
2B.3	View grievance information	As the nodal officer, I should be able to see the information of a grievance ticket
2B.4	Mark ticket type as 'others'	As the nodal officer, I should be able to mark a ticket as 'others' if it does not belong to my department
2B.5	Mark ticket type as 'junk	As the nodal officer, I should be able to mark a ticket as 'junk' if I find it so
2B.6	Resolve ticket	As the nodal officer, I should be able to resolve a ticket by giving the required information and proofs
2B.7	View escalation status	As the nodal officer, I should be able to see in the ticket when the ticket gets escalated to Secretary
2B.8	Receive email for escalations	As the nodal officer, I should receive an email every time a ticket assigned to gets escalated to the Secretary

Use Case Group 2C – Secretary

#	Use Case	Description
2C.1	Receive email for escalations	As the Secretary, I should receive one email everyday containing a list of all the escalations of tickets from the previous day The rule for escalating a ticket to me should be: • Escalate to Secretary if the ticket is pending for >7 days
2C.2	View list of tickets	As the Secretary, I should be able to see the following tickets: 1. Escalated to me – tickets which have been open for 7 days

		2. Marked as 'Others' 3. Assigned to a nodal officer 4. Resolved tickets 5. Junk tickets
2C.3	View grievance information	As the Secretary, I should be able to see information related to the grievance ticket visible in my portal
2C.4	Send nudge to nodal officer	As the Secretary, I should be able to send a nudge to the concerned nodal officer to resolve the ticket
2C.5	Filter grievance tickets	As the Secretary, I should be able to filter the list of grievance tickets visible to me by type of grievance, by time of creation, by state of ticket, by satisfaction score filled by the grievance raiser
2C.6	Change state of ticket	As the Secretary, I should be able to change the state of a ticket between any state thus allowing me to: • Mark a ticket as junk • Unmark a ticket from junk • Reopen a resolved ticket

Use Case Group 2D — Dashboard view

#	Use Case	Description
2D.1	View dashboard	As an admin user, I should be able to see a dashboard of all the metrics related to the tickets (refer Appendix C)
2D.2	Set time range of output	As an admin user, I should be able to set the time range (start date to end date) to filter the information displayed in the dashboard

Use Case Group 3 — User Management for Module

#	Use Case	Description
3.1	Adding users	As an admin, I am able to add users to the platform and assign them to their user roles so that they can perform the actions of their role (Grievance Nodal, Nodal Officer)
3.2	Edit / Disable users	As an admin, I am able to edit user information / role and disable users after adding them

| 3.3 | Login | As any user of the portal, I should be able to login to the portal using email ID and password or OTP generated on my email |
| 3.4 | View and edit fields in 'My Profile' | As a user, I am able to edit fields in 'My Profile' so that I can record any changes in my profile |

5. Overall component functionality

This section defines the functionality that the portal is expected to fulfill in the background which is not visible to the user.

#	Description
1	The portal maintains the following information about each ticket: 1. Current State 2. Current Owner 3. List of past owners / assignments / escalations 4. Time of changing between each state 5. Time taken from raising the ticket to resolution 6. People responsible for changing the state each time 7. Number of times the ticket has been reopened

6. Appendix

A - Lifecycle of a ticket

Lifecycle of a Ticket

Grievance Raiser raises a ticket

Gnevance Raiser does not assign a dept

Grievance Raiser assigns a dept

Grievance Nodal assigns ticket to Nodal Officer

Nodal Officer can mark it as 'Others' if the ticket does not belong to their department

Others

Junk

Grievance Nodal or Nodal officer marks ticket as junk

Pending

Nodal Officer resolves ticket

Secretary/DGME reopen a ticket

Ticket is Not Assigned/Pending for 3 days

Resolved

Nodal Officer resolves ticket

Escalated to Secy

B – Email notifications

Type of User	Email notifications
Grievance Raiser	When the ticket is raised When the ticket changes state
Grievance Nodal	When the ticket is raised
Nodal Officer	When the ticket is assigned to them When the ticket gets escalated to Secretary
Secretary	One email daily with the list of all escalations from the previous day Fortnightly email with a summary report containing updated statistics on pre-defined grievances metrics
DGME	Fortnightly email with a summary report containing updated statistics on pre-defined grievances metrics

C – Dashboard Concept

UPSMF | Grievance Redressal

# of issues received					Status not updated		AVG days to resolve	
184					29		49	
Status	**Pending**	**In-process**	**Resolved**	**Response not needed**	**Duplicate**		**Turnaround time**	**# of grievances**
Number	1	4	136	4	10		<=7 days	56
%	1%	2%	74%	2%	5%		>7 days	39

#	Bucket	Responsible Officer	Number	Pending	In-process	Resolved	Response not needed	Duplicate
1	Affiliation		3 (2%)	0 (0%)	0 (0%)	3 (100%)	0 (0%)	0 (0%)
2	Biometric Attendance		102 (55%)	1 (1%)	0 (0%)	60 (59%)	2 (2%)	10 (10%)
3	Enrollment		25 (14%)	0 (0%)	1 (4%)	24 (96%)	0 (0%)	0 (0%)
4	Examinations		15 (8%)	0 (0%)	0 (0%)	15 (100%)	0 (0%)	0 (0%)
5	Geotagging		13 (7%)	0 (0%)	2 (15%)	11 (85%)	0 (0%)	0 (0%)
6	Other		9 (5%)	0 (0%)	1 (11%)	6 (67%)	2 (22%)	0 (0%)
7	Registration		3 (2%)	0 (0%)	0 (0%)	3 (100%)	0 (0%)	0 (0%)

D – Portal Workflow

UP HRH Grievance Resolution Portal Workflow

Contents:
Use Case 1: Grievance Raiser (Public Portal)
Use Case 2: Admin Users
      Use Case 2A: Grievance Nodal (inside Ticket Management)
      Use Case 2B: Nodal Officer (inside Ticket Management)
      Use Case 2C: Secretary (inside Ticket Management)
      Use Case 2D: Dashboard View

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Use Case 1: Grievance Raiser (Public Portal)

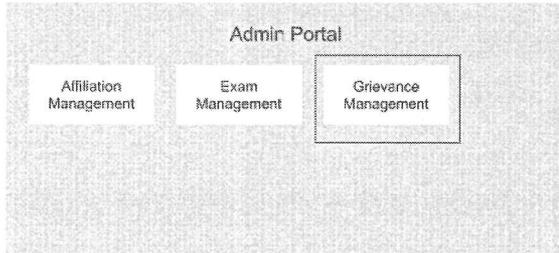| UP HRH Portal |
| --- |
| Name |
| Email ID |
| User Type (Candidate/Institute/Faculty/3P) |
| Type of grievance |
| Description |

Types of grievance raiser:
1. Candidates
2. Institutes
3. External Body

Grievance Raiser (Candidate, Institute, External body) raises grievance on HRH Portal

No login required to raise a ticket

Grievance Raiser gets a system-generated email whenever the state of the ticket changes

2

Use Case 2: Admin Users

Admin Portal

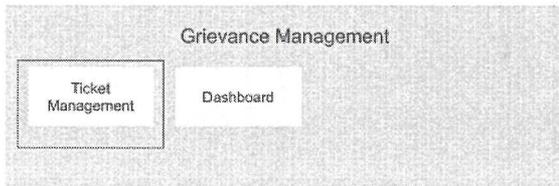| Affiliation Management	Exam Management	Grievance Management

Users of Admin Portal:
1. Grievance Nodal
2. Nodal Officer
3. Secretary
4. DGME

Grievance Management is visible for all users of grievance portal among the HRH modules

Grievance Management

Ticket Management	Dashboard

Upon clicking "Grievance Management", the users are able to see a "Ticket Management" and "Dashboard" tab

User clicks on "Ticket Management"

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Use Case 2A: Grievance Nodal (inside Ticket Management)

Ticket Management

Not Assigned	Pending	Resolved	Junk

ID	Grievance Raiser	Creation Time	Type
327	Kalpana Srivastava	03/07/2023 11:00AM	Registration
453	Deep Singal	04/07/2023 12:31PM	Hall Ticket

Grievance Nodal sees grievance ticket under "Pending"

List allows filtering of tickets by type, creation time, type of grievance raiser (candidate, institute, external body)

Grievance Nodal receives an email every time a ticket is raised on the portal

Ticket Management

Not Assigned > 327

ID: 327
Grievance Raiser: Kalpana Srivastava
Creation Time: 03/07/2023 11:00AM
Type: Registration
Description: I am unable to raise a claim for registration because I never received my final semester marksheet

Assign To:	Abhay Singh		Mark as Junk

Grievance Nodal views grievance ticket information

Grievance Nodal assigns ticket to concerned nodal officer or marks the ticket as junk

If a ticket is assigned to a nodal officer, it moves to "Pending"
If a ticket is marked as junk, it moves to "Junk"

Grievance Nodal officer can change the type of grievance in the ticket

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Use Case 2B: Nodal Officer (inside Ticket Management)

Ticket Management

Assigned to me   Resolved

ID	Grievance Raiser	Creation Time	Escalated to
327	Kalpana Srivastava	03/07/2023 11:00AM	NA
376	Aditya Singh	02/07/2023 12:36PM	Secretary

Ticket Management

Assigned to me > 327   Status: Pending

ID: 327
Grievance Raiser: Kalpana Srivastava
Creation Time: 03/07/2023 11:00AM
Type: Registration
Description: I am unable to raise a claim for registration because I never received my final semester marksheet

Enter resolution description

Upload proofs   Mark as Resolved   Escalated to: NA

Concerned Nodal officer sees all tickets assigned to them under "Assigned to me" tab

List is filterable by creation time, escalation status, and type of grievance raiser.

Concerned Nodal officer gets a system-generated email instantly when a ticket gets assigned to them

Concerned Nodal officer can view a ticket assigned to them

Concerned Nodal officer can mark a ticket as resolved by providing resolution description and uploading required proofs

Concerned Nodal officer can view if the ticket has been escalated to Secretary or DGME

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Use Case 2C: Secretary (inside Ticket Management)

Ticket Management

Escalated to me   Not Assigned   Pending   Resolved   Junk

ID	Grievance Raiser	Creation Time	Type
327	Kalpana Srivastava	03/07/2023 11:00AM	Registration
376	Aditya Singh	02/07/2023 12:36PM	Examination

Ticket gets automatically escalated to Secretary in 4 working days if it is in "Pending" or "Others" state

Secretary see all tickets escalated to them under "Escalated to me" tab

Secretary can see all tickets in "Pending", "In progress", "Resolved" and "Junk" state

Secretary can do following actions:
- Reopen resolved tickets
- Assign a ticket to a concerned nodal officer
- Move a ticket from Junk to Pending

Secretary receive a system-generated email with list of escalations everyday at 10AM

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Ticket Management

Escalated to me > 327 | **Status: Pending**

ID: 327
Grievance Raiser: Kalpana Srivastava
Creation Time: 03/07/2023 11:00AM
Type: Registration
Description: I am unable to raise a claim for registration because I never received my final semester marksheet
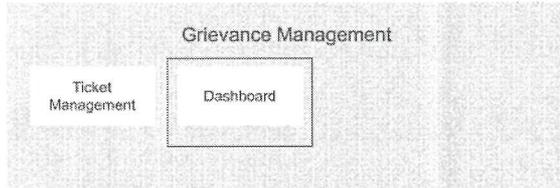
Assigned To: | Abhay Singh

Send nudge to Nodal Officer

Secretary can view a ticket escalated to them

Secretary can send a nudge (system-generated email)

Secretary can send a nudge to concerned nodal officer or grievance nodal (if the ticket is not assigned yet) to resolve the ticket faster

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Use Case 2D: Dashboard View

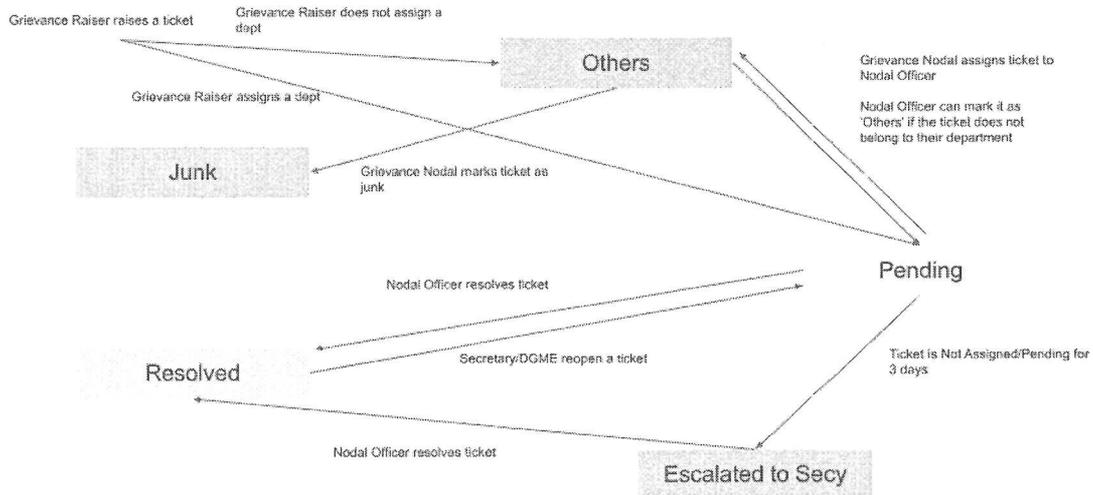| Grievance Management		Upon clicking "Grievance Management", the users are able to see a "Ticket Management" and "Dashboard" tab
Ticket Management	Dashboard	User clicks on "Dashboard"
		User can view the overall status of grievance resolution in UP SMF as per below dashboard

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