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How to access iPGRS application
The URL of the iPGRS is: https://ipgrs.karnataka.gov.in/

This is the Home Page of “Janaspandana - Integrated Public Grievance Redressal System (iPGRS)"
How to register as a new Citizen
Step 2.1

2.1.1 Click on ‘Login Button’ for Registration.
Step 2.2

2.2.1 Click on ‘New User Registration’ for creating the login credentials for the first time.
Step 2.3

2.3.1 Enter the ‘Mobile Number’ to receive the OTP for verification.

2.3.2 Click on ‘Send OTP’ button to receive the OTP.
Step 2.4

2.4.1 Enter the OTP received on the Mobile Number.

2.4.2 Click on ‘Submit’ button.
Step 2.5

Above message will be displayed after Successful User Verification.
Step 2.6

- After Successful User Verification, Users must enter the following details
- Fields with * are mandatory

2.6.1 Citizen Identification through ‘Family Member ID/FRUITS ID’.

2.6.2 Select ‘No ID Proof’ if you don’t have ‘Family Member ID/FRUITS ID’.

2.6.3 Enter Personal Details

2.6.4 Enter Address Details

2.6.5 Click on ‘Register’
Step 2.7

- After Clicking on 'Registration' button, the confirmation message for Successful User profile creation will appear on the screen.
- The Citizen can now login using the registered mobile number.
How to register a grievance in iPGRS application
Step 3.1

3.1.1 Click on ‘Login’ button for Login.
Step 3.2

3.2.1 Click on ‘Citizen’ button for Login.

3.2.2 Enter the ‘Registered’ Mobile Number.

3.2.3 Click on ‘Get OTP’ button.
Step 3.3

3.3.1 Enter the OTP received on registered mobile number.

3.3.2 Click on ‘Login’ button
Step 3.4

3.4.1 Click on ‘Grievance Submission’
Step 3.5

3.5.1 Enter ‘Personal details to register the grievance.
- Complainant/Citizen Name
- Father/Spouse Name
- Complainant/Citizen Mobile Number
- Caste
- Gender
- Date of Birth

3.5.2 Select to whom the grievance is impacting?
- Individual or
- Community

3.5.3 Select the Priority
Step 3.5 – Contd.

3.5.4 ‘Search For a Grievance’ from the dropdown and select the appropriate Grievance.

3.5.5 Select the appropriate
- Department Name
- Line Department Name
- Service Name
For which the grievance has to be registered

3.5.6 Select
- Grievance
- Grievance Category
- Grievance Subcategory from the dropdown.

3.5.7 Select ‘Choose Files’ to upload the documents, if any.
3.5.8 Select the Location of the Occurrence of the Grievance.
- **Current** (Registered Citizen Address)
- **Other** (address of the Grievance occurrence)

3.5.9 Select
- District
- Taluka

3.5.10 Select
- Village-Panchayat
- House Number
- Street Address

3.5.11 Select
- Locality (Ward Number)
- Landmark
- Pin Code

Note: Please choose the address for which the Grievance needs to be created.
Step 3.5 - Contd.

3.5.12 Enter the Complete information related to the grievance.

3.5.13 Click on ‘Register’ after entering all the details.
Step 3.5 - Contd.

- After Clicking on ‘Register’ button, Automatic System generated unique **Grievance ID** will appear on the screen.
- Citizen is requested to take note of the grievance id for future reference.
- The grievance thus submitted will automatically forwarded to the concerned officials for resolution.
How to check grievance status
Step 4.1

- After Successful User Validation, Citizen will be directed to the user specific ‘Home Page’ where a Citizen can check the current status of their grievance.

<table>
<thead>
<tr>
<th>Grievance ID</th>
<th>Department</th>
<th>Line Department</th>
<th>Service Name</th>
<th>Grievance</th>
<th>Grievance Category</th>
<th>Grievance Sub Category</th>
<th>Grievance Description</th>
<th>Created Date</th>
<th>Status</th>
<th>Pending With</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>4156</td>
<td>Backward Classes Welfare Department</td>
<td>D Devang Uni Backward Classes Development Corporation</td>
<td>Self Employment Schemes</td>
<td>Facing issues pertaining to a specific self employment scheme</td>
<td>Grievances pertaining to Land Purchase Scheme</td>
<td>Delay in sanction of loans</td>
<td>Test Grievance</td>
<td>2021-10-30 14:41:55</td>
<td>Registered &amp; Sent for Scrutiny</td>
<td>View</td>
<td></td>
</tr>
<tr>
<td>4157</td>
<td>Animal Husbandry &amp; Fisheries Department</td>
<td>Department of Animal Husbandry and Veterinary Services</td>
<td>Pashu Bhagyas</td>
<td>Information related to scheme not available</td>
<td>Information not available on the website</td>
<td>Information not available on the website</td>
<td>Test Grievance</td>
<td>2021-10-30 14:15:08</td>
<td>Registered &amp; Sent for Scrutiny</td>
<td>View</td>
<td></td>
</tr>
<tr>
<td>4158</td>
<td>Animal Husbandry &amp; Fisheries Department</td>
<td>Department of Animal Husbandry and Veterinary Services</td>
<td>Providing Veterinary Services</td>
<td>Information related to scheme not available</td>
<td>Information not available on the website</td>
<td>Information not available on the website</td>
<td>Test Grievance</td>
<td>2021-10-30 14:57:08</td>
<td>Registered &amp; Sent for Scrutiny</td>
<td>View</td>
<td></td>
</tr>
</tbody>
</table>

‘Search Box’ can be used to find the status of the Grievance by entering ‘Grievance ID’.

Current Status of the Grievance
5 How to edit/modify existing user details
Step 5.1

5.1.1 Click on ‘Manage Profile’ to modify Personal, Address details & Mobile Number.
Step 5.2

5.2.1 Enter Personal Details.

5.2.2 Enter Mobile Number.

Any change in the Mobile number will require new OTP to be generated.

5.2.3 Enter Address Details.
Step 5.2 – Contd.

5.2.4 Click on ‘Update’ after modifying the details.

Note: Any change in the Mobile Number will require new OTP to be generated.
After Clicking on ‘Update’ button, The Citizen’s details saved Successfully in iPGRS
Thank you