

## **GRIEVANCE REDRESSAL POLICY AND PROCEDURE**

1. Cochin Shipyard Limited (CSL) is committed to maintaining a fair, transparent, and time-bound Grievance Redressal Mechanism to address public grievances effectively. This policy establishes a structured mechanism for receiving, processing, monitoring, and resolving grievances through the CSL Online Grievance Redressal Portal.
2. Public grievances shall be submitted through the online Grievance Redressal Portal available under the "Grievance Cell" link in the "Related Links" section of CSL's website.
3. Upon registration of a grievance, the portal shall automatically forward the grievance to the concerned Head of Department (HOD) for examination and necessary action.
4. The concerned department shall examine, process and dispose of the grievance within 30 days of its receipt. Where disposal is likely to exceed the prescribed timeline, an interim reply may be issued to the petitioner within 15 days of receipt of the grievance.
5. Responses to grievances shall be issued after obtaining the approval of the competent authority, wherever such approval is required.
6. Where additional information is required, the concerned department may seek clarifications from the petitioner.
7. Citizens shall be able to track the status of their grievances through the portal using the citizen module provided for registration and monitoring of complaints.

# USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

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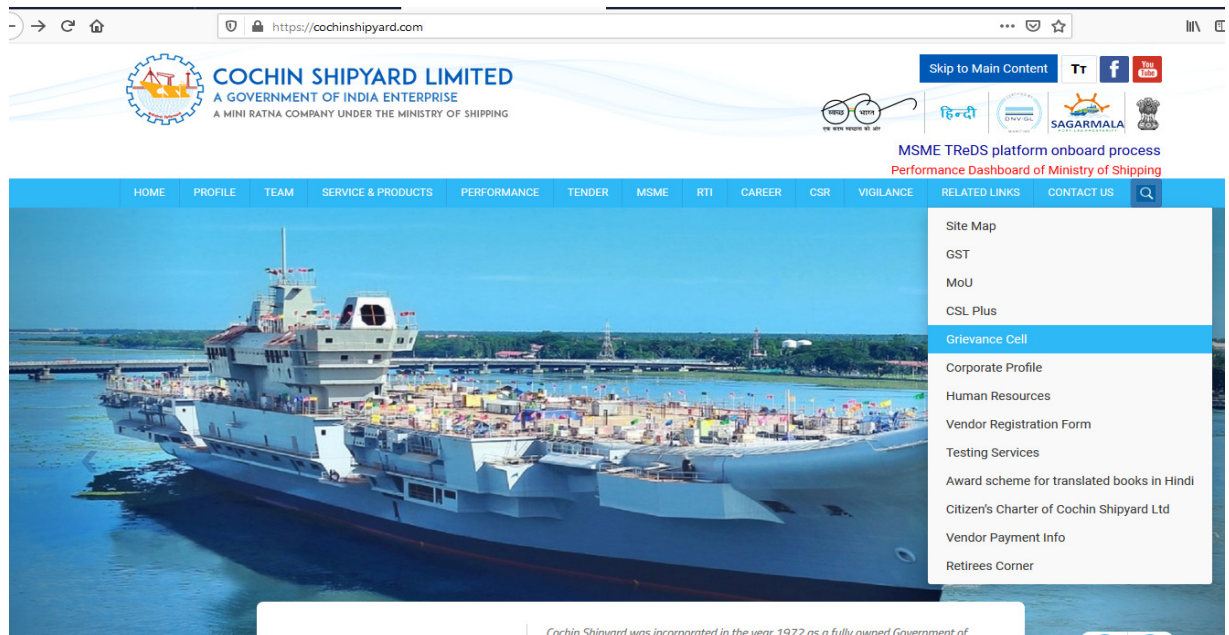
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# USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

## 1. Link

Go to Cochin shipyard official website <https://cochinshipyard.com/> -> Click on “Related Links” menu and select “Grievance Cell” item from the list.

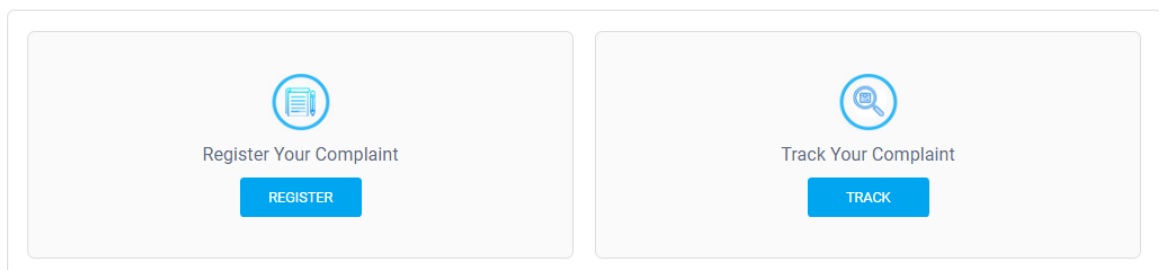


## 2. Grievance/Complaint Registration

The complaint registration screen will look like as below. The screen contains two options

- 2.1 Register your Complaint
- 2.2 Track your Complaint

### GRIEVANCE PORTAL



### 2.1. Register your Complaint:

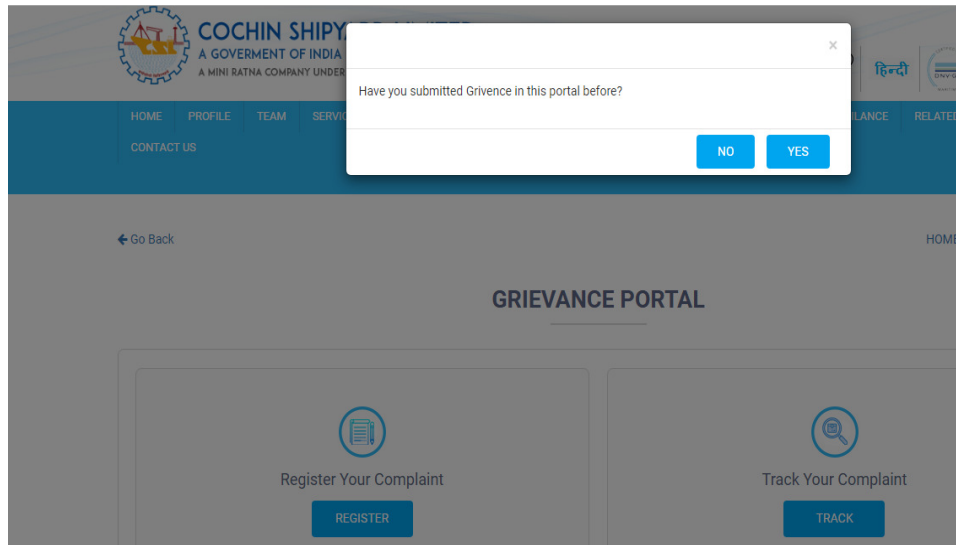
- Users can register their Grievance complaints by click on the “Register” Button.

# USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

- When you click on the Register button the system will prompt a message “Have you submitted Grievance Portal before” as given below. Here user can register complaints by the following three ways.

## 2.1.1 By click on “No” Button (Fresh User)

## 2.1.2 By click on “Yes” Button (Existing User)



### 2.1.1. By click on “No” Button (Fresh User):

- If the user is registering the complaints for the first time in the portal, they can proceed with “No” button. The systems enter into the following screen. The user needs to fill the profile details and click “SUBMIT” button.

# USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

## COMPLAINT REGISTRATION

The screenshot shows a web form for complaint registration. It contains the following fields and values:

- Name: CSL
- Address: Perumanoor PO, Cochin
- City: kochin
- Pincode: 682015
- State: Kerala (KL)
- District: Ernakulam
- Mobile Number: 1234567898
- Email ID: testacc@gmail.com
- Gender: Male
- Date of Birth: 02/12/2019

A blue "SUBMIT" button is located at the bottom center of the form.

- On the submission, the system checks whether any complaints are already registered with the entered mobile number. If not, the user can go ahead with complaint registration.
- Then the system verifies your registered mobile number by sending OTP to the mobile number. Enter the OTP and click on "SUBMIT" button.

## COMPLAINT REGISTRATION

The screenshot shows a verification screen titled "Verify your mobile". It contains the following text and fields:

- Text: "Please type the verification code sent to 90371\*\*\*862"
- Input field: 155911
- Link: Resend OTP
- Button: SUBMIT

- Next the system verifies your registered email ID by sending OTP to the email id in the profile screen. Enter the OTP received via email and click on SUBMIT button.

## COMPLAINT REGISTRATION

The screenshot shows a verification screen titled "Verify your email". It contains the following text and fields:

- Text: "Check your email for OTP"
- Input field: 59457d
- Link: Resend OTP
- Button: SUBMIT

# USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

- On successful submission, it will display the screen for complaint registration along with the profile information.

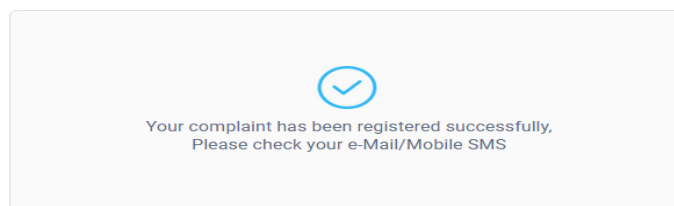
## COMPLAINT REGISTRATION

Name CSL	
Address Perumanoor PO Cochin	
City cochin	Pincode 682015
State Kerala (KL)	District Alappuzha
Mobile Number 9037103862	Email ID pinchikamohanan@gmail.com
Gender Male	Date of Birth 03-12-2019

Department Ship Repair
Title of complaint Complaint to Ship repair
Description of complaint Complaint to Ship repair
attach supporting document (PDF only , maximum size 8 MB) BROWSE
SUBMIT

- Enter the Department, Title of the complaint and description of complaint. If any file needs to be attached, can attach using the "BROWSE" option and can "SUBMIT".
- On successful submission, the following screen will appear and the user will get a Complaint ID in both registered Mobile number and Email ID.

## COMPLAINT REGISTRATION



# USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

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## 2.1.2. By click on “Yes” Button (Existing User)

- By clicking on “Yes” button the system prompt for entering registered mobile number

**COMPLAINT REGISTRATION**

Enter your registered mobile number

- The system prefills Name, Mobile Number, Gender, and Date of birth same as in the Database using the registered mobile number (The data will be frozen. User cannot edit the prefilled details).
- Enter other blank fields and click on “SUBMIT” button.

**COMPLAINT REGISTRATION**

Name

Address

City  Pincode

State  District

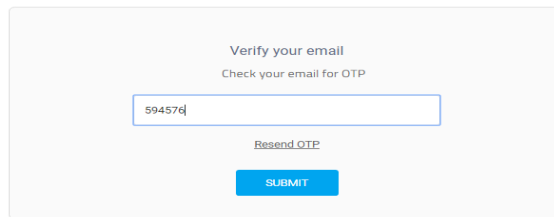
Mobile Number  Email ID

Gender  Date of Birth

- The system verifies your registered email ID by sending OTP. Enter the OTP number received via email and click on “SUBMIT” button.

# USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

## COMPLAINT REGISTRATION



Verify your email  
Check your email for OTP

594576

Resend OTP

SUBMIT

- On successful submission, user will enter into the complaint registration screen.

## COMPLAINT REGISTRATION



Name  
CSL

Address  
Perumanoor PO  
Cochin

City  
cochin

Pincode  
682015

State  
Kerala (KL)

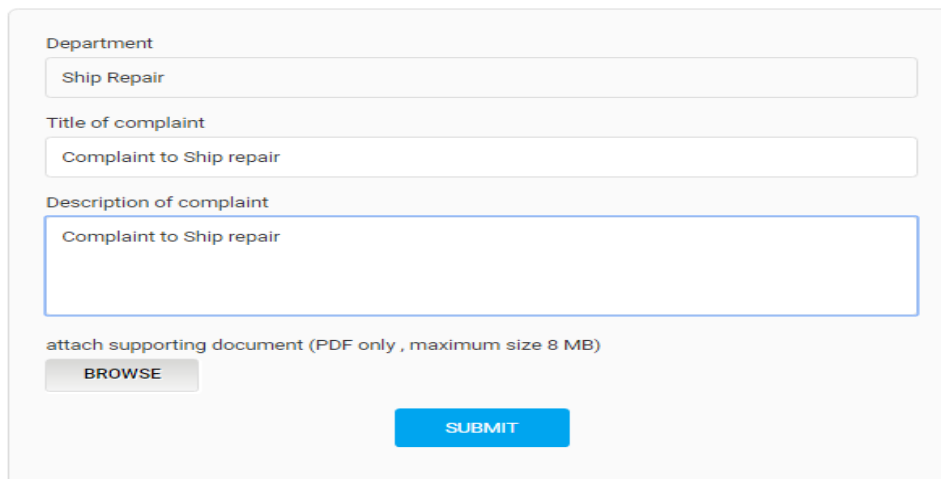
District  
Alappuzha

Mobile Number  
9037103862

Email ID  
pinchikamohanan@gmail.com

Gender  
Male

Date of Birth  
03-12-2019



Department  
Ship Repair

Title of complaint  
Complaint to Ship repair

Description of complaint  
Complaint to Ship repair

attach supporting document (PDF only , maximum size 8 MB)

BROWSE

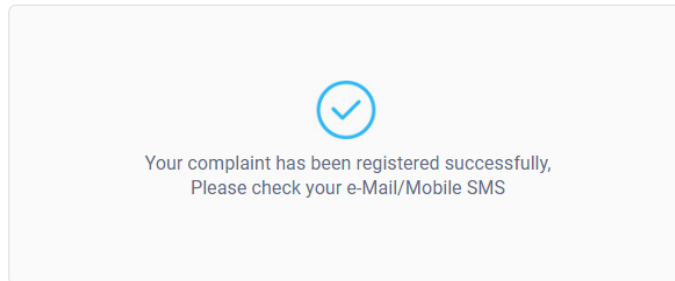
SUBMIT

- Enter the Department, Title of the complaint and description of complaint. If any file needs to be attached, can attach using the “BROWSE” option and can “SUBMIT”.
- On successful submission, the following screen will appear and the user will get a Complaint ID in both registered Mobile number and Email ID.

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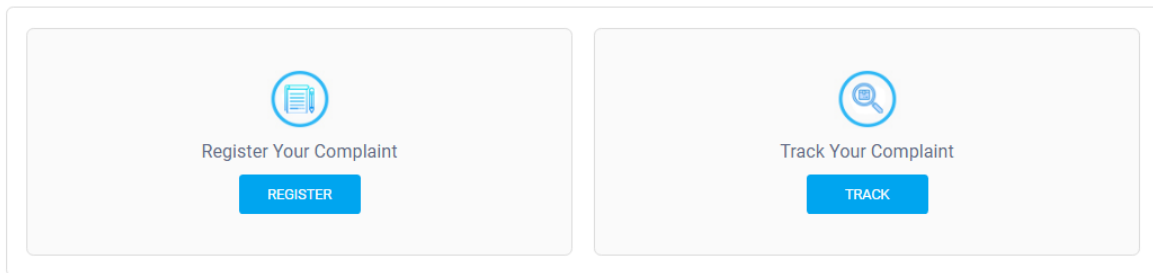
## COMPLAINT REGISTRATION



## 2.2. Track your Complaint

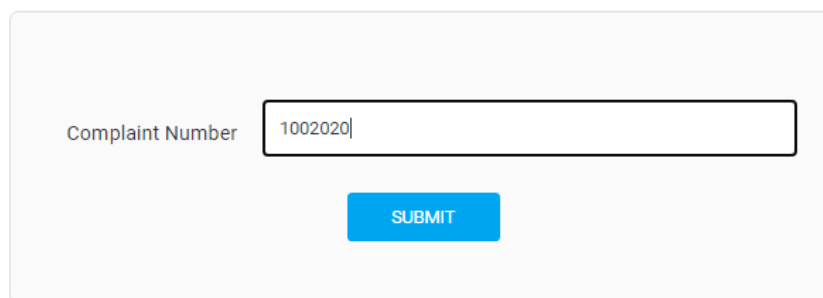
- For tracking the complaints, go to Grievance portal and click on "TRACK" button.

## GRIEVANCE PORTAL



- Enter the registered mobile no.

## GRIEVANCE PORTAL

A light gray rectangular box containing a form. On the left, the text "Complaint Number" is followed by a text input field containing "1002020". Below the input field is a blue "SUBMIT" button.

- Enter the OTP received to the registered mobile number.

# USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

## GRIEVANCE PORTAL

Verify your mobile

Please type the verification code sent to 90371\*\*\*962

[Resend OTP](#)

**SUBMIT**

- The status of the complaint can be viewed

Application No	: 1002220
Application Date	: 06/06/2020
Name	: CSL
Address	: Perumanoor PO Cochin
City	: cochin
State	: Kerala (KL)
District	: Alappuzha
Mobile Number	: 9037103862
Email ID	: pinchikamohan@gmail.com

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Title of complaint	: Complaint to Ship Repair
Description of complaint	: Complaint to Ship Repair
Status	: <b>Open</b>

Activate Windows  
Go to System in Control Panel