

Clipboard Slides Font Paragraph Drawing Editing

Cut Copy Paste Format Painter New Slide Reset Section Layout

Font: 21, A, A+, B, I, U, S, abc, AV, Aa, A

Paragraph: Text Direction, Align Text, Convert to SmartArt

Drawing: Shape Fill, Shape Outline, Shape Effects, Arrange, Quick Styles

Editing: Find, Replace, Select

38 ★

39 ★

40 ★

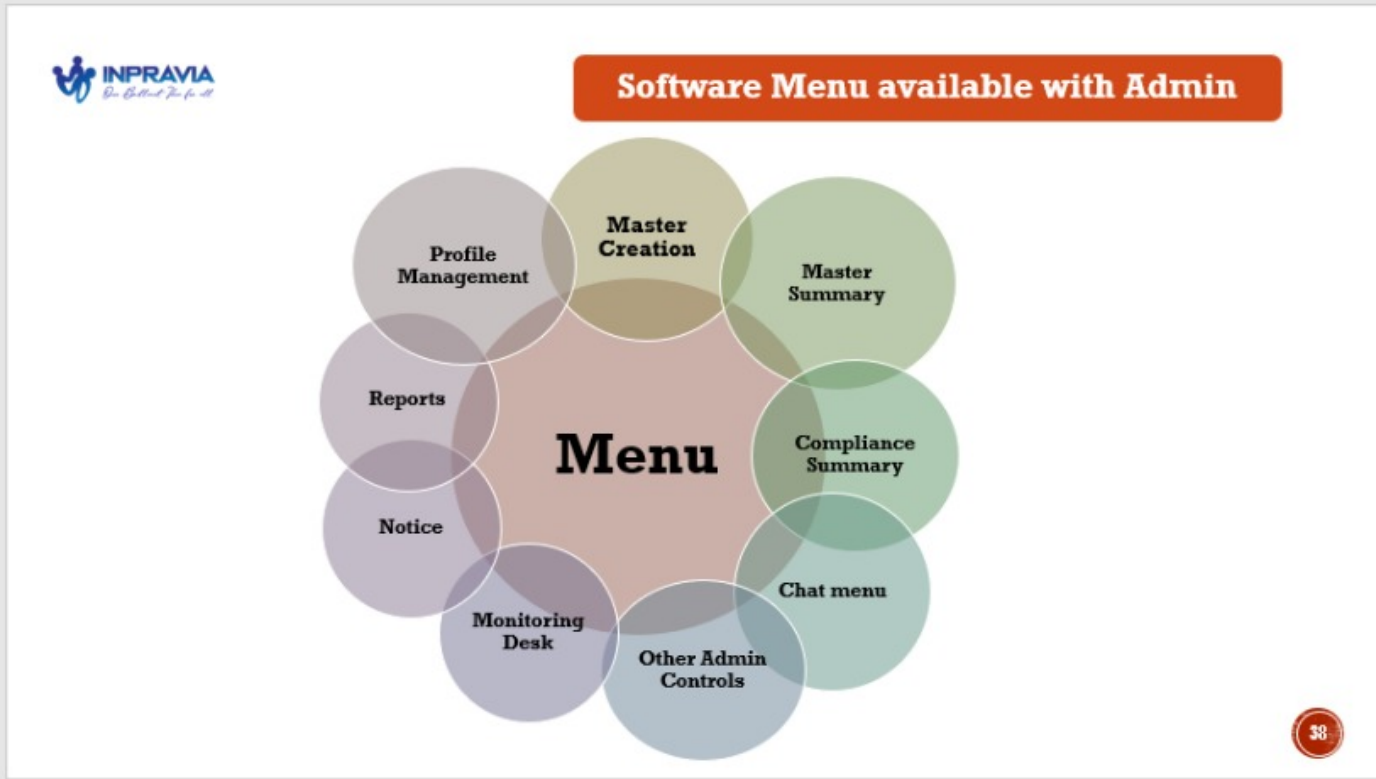
41 ★

42

43

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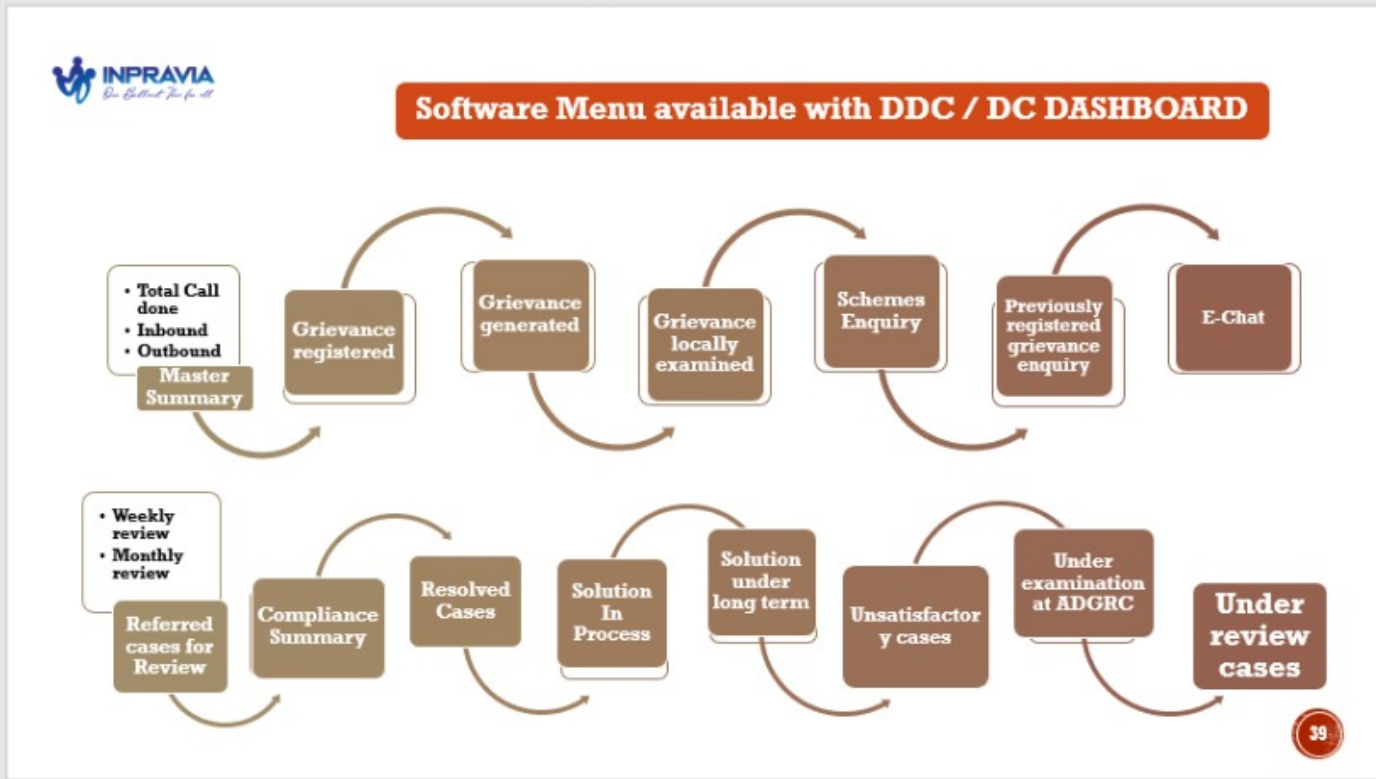
15



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Clipboard: Paste, Cut, Copy, Format Painter
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Slide thumbnails 39-45



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Slide thumbnails 41-47



Master Summary

- Total Call done (Inbound, Outbound)
- Issue registered
- Grievance generated
- Issue locally examined
- Schemes Enquiry
- Previously registered grievance enquiry
- Compliance Summary: Resolved & Pending

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Slide thumbnails 42-48

Monitoring Desk

District Level Subordinate

Block Level

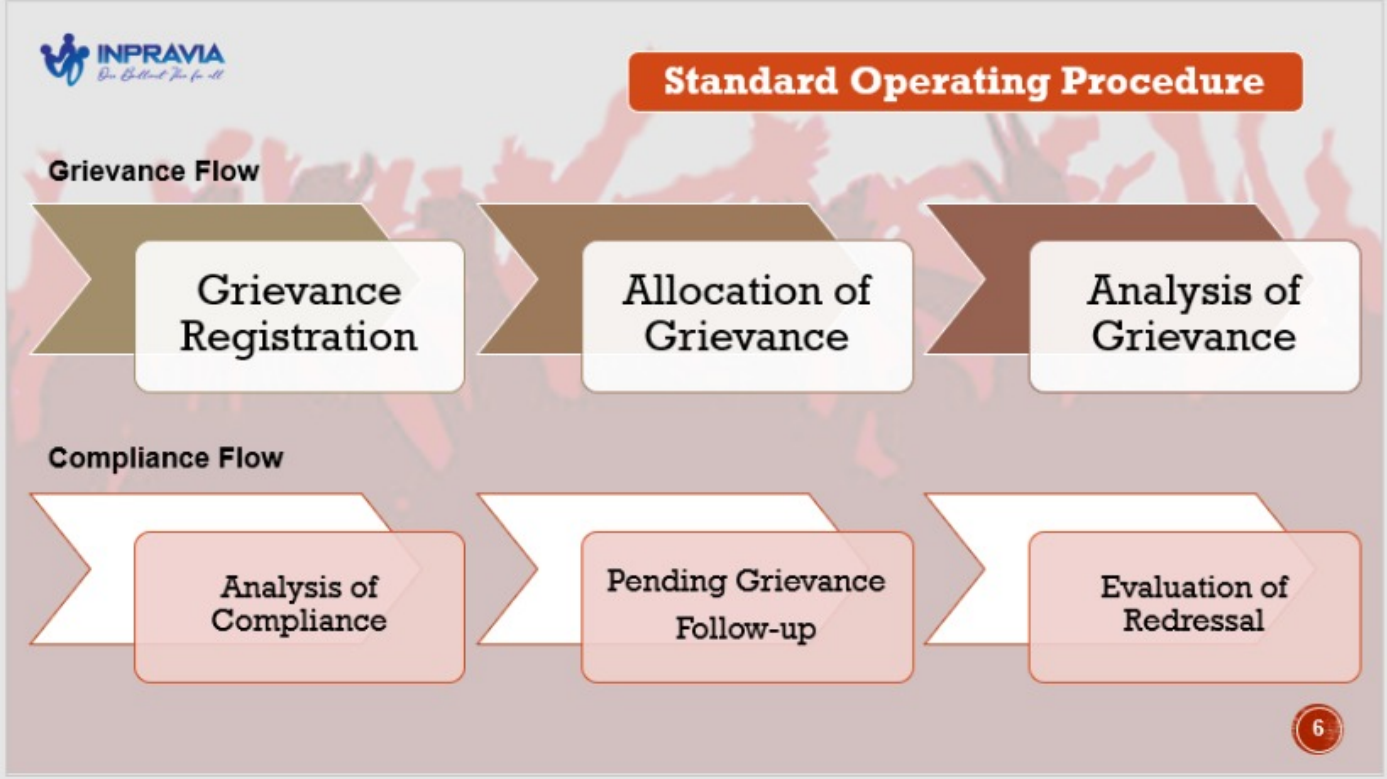
Format:

1. Grievance forwarded
2. Response received
3. Resolved Cases
4. Solution in Process
5. Solution under long term
6. Unsatisfactory Cases
7. TAT failed Cases
8. under examination at DGRC
 - **Unseen
 - ** Under review after call to Complainant.
9. Non Complied Cases.
10. Satisfactory Solution (3+4+5) and
11. Pending Cases (6+7+8+9)

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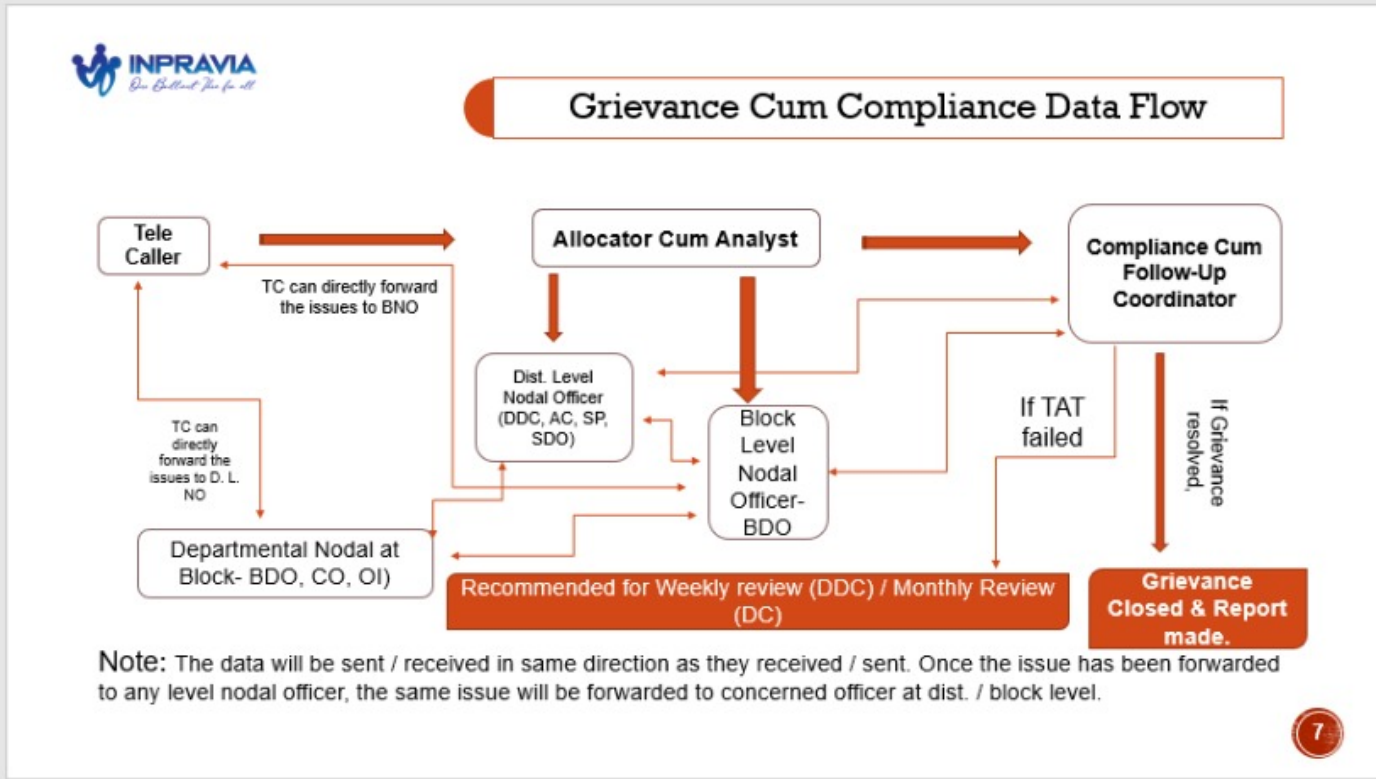
Slide thumbnails 6-12



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12
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Menu

- Issue Registration
- Reminder Generation
- General Enquiry
- Schemes Enquiry

Tele-Caller: Roles

Issue registration.—different field

Unique registration number will be generated and an SMS alert goes to the complainant automatically.

And is automatically forward to the allocator desk.

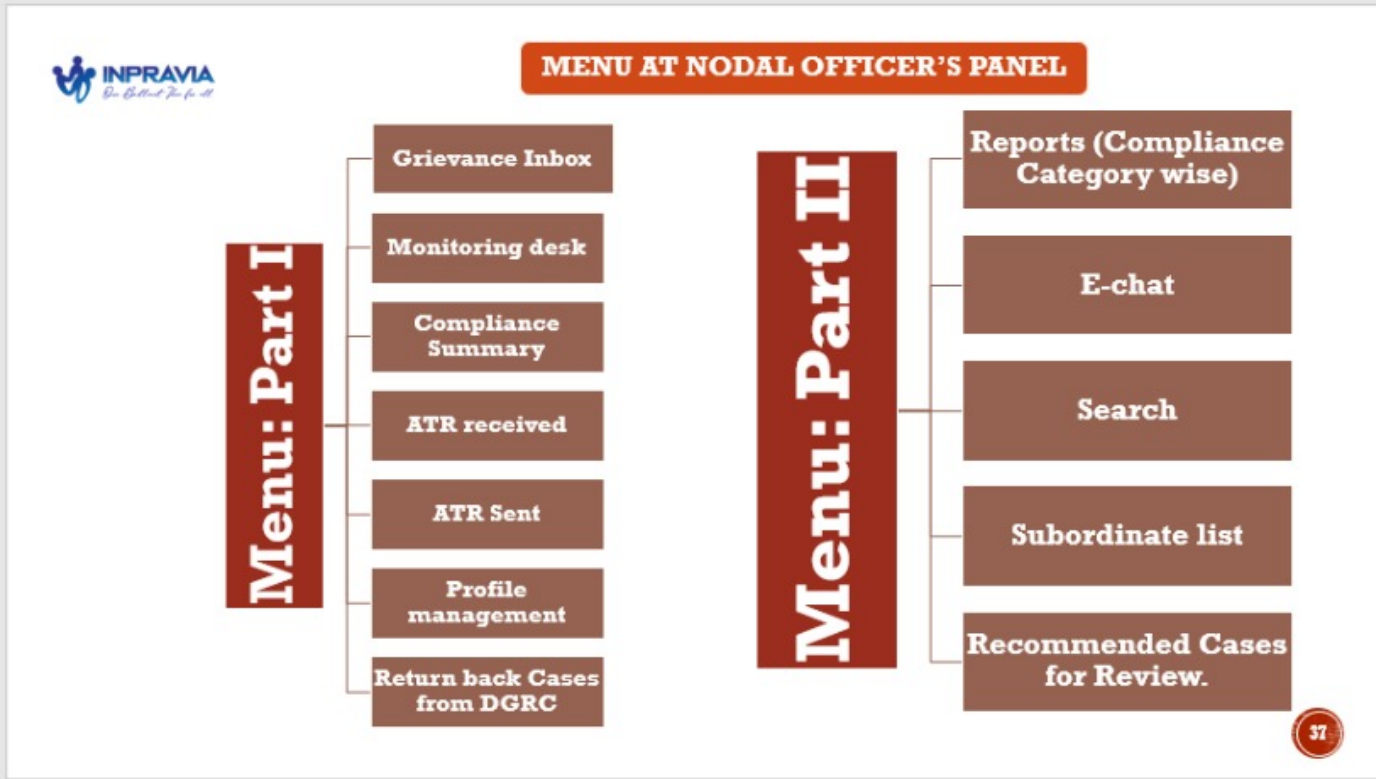
In Case of Emergency, the registered grievance will be directly forwarded to concerned Officers for immediate action with SMS alert.

12

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Clipboard Slides Font Paragraph Drawing Editing

21
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Compliance Coordinator Cum Follow-Up Expert Desk

MENU

- ATR received from District Level NO
- ATR received from Block Level

Compliance Category:

- Resolved Cases
- Solution in Process
- Solution under long term
- Unsatisfactory
- Under review / Under examination
- Pending Grievance

Compliance expert will receive the ATR from Nodal officer.

The compliance team sorts out and evaluates the ATRs and contacts the complainant to enquire about his/her satisfaction. If the complainant disagrees with the reply, then the complaint is again sent to the nodal officer for re-action with genuine remark. If a complainant is satisfied with the compliance, the complaint is closed.

Team will recommend the Grievance for review **(out of automated shortlisted grievance).**

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