



**USER MANUAL OF
SHIKAYAT NIVARAN
KENDRA**

(1860-180-1011)

(0172-2566155)

(For Complainant)

Shikayat Nivaran Kendra (SNK) is an online medium through which public can directly raise/lodge complaint related to Irrigation & Water Resources Department for different categories either by dialling contact no. provided or by own directly on the link given on official website www.hid.gov.in and further a text message will be delivered to the complainant at the time of lodging complaint as well as after the complaint will be resolved.

Types of Complaint:-

1. Tail not being fed.
2. Not authorized supply through outlet.
3. Cut/Breach/Seepage.
4. Canal water theft.
5. Quality issue in work execution.
6. Dewatering of flood water.
7. Wrong booking by Canal Patwari.
8. Warabandi issues.
9. Pond filling problem.
10. Others.

A. Steps for Lodging Complaint on SNK are mentioned as below:

1. Go to Website : <http://www.hid.gov.in>
2. Click on Shikayat Nivaran Kendra tab available on home page. A screen will appear which shown as below:

3. Click on tab ->Lodge Complaint /
4. Now select Complaint Source.

5. Choose "By Public".
6. Click on Lodge Complaint and Enter your mobile number, OTP will be sent to that mobile number through SMS, which will be used for verification and further communication. A screen will appear.

Home / होमपेज Lodge Complaint / शिकायत दर्ज करें Track Complaint / शिकायत की जाँच करें Logout / लॉग आउट

Register New Complaint

Date & Time of Complaint	1/24/2020 11:34 AM
Name of Complainant	<input type="text"/>
Father's Name	<input type="text"/>
Mobile No	720685 <input type="text"/>
District	Select District ▼
Town/Village	<input type="text"/>
Name of Channel(if any)	<input type="text"/>
Name of Drain(If any)	<input type="text"/>
Complaint Category	Select Complaint Category ▼
Complaint Description	<input type="text"/>
Landmark (if any)	<input type="text"/>

7. Enter Name of Complainant.
8. Enter the father's name of Complainant.
9. Registered mobile no. of complainant will appear here.
10. Select District of the place of the complaint.
11. After selection of district, villages of that district will appear in dropdown menu, select Village/town of complainant.
12. After selection of Village, Channel / Drain connected to that specific village will appear in "Name of Channel"/ "Name of Drain" section. Select channel/drain if available.

13. Select Category of Complaint from drop-down options:

- I Tail not being fed.
- II Not authorized supply through outlet.
- III Cut/Breach/Seepage.
- IV Canal water theft.
- V Quality issue in work execution.
- VI Dewatering of flood water.
- VII Wrong booking by Canal Patwari.
- VIII Warabandi issues.
- IX Pond filling problem.
- X Others.

14. Enter Complaint Description.

15. Enter landmarks if available.

16. SMS would be delivered to complainant with complaint no.

17. Click on Save complaint button for saving all complaint details.

B. Steps for Tracking Complaint:

1. Click on track complaint tab
2. Enter the complaint number and registered mobile no.
3. Click on send OTP button.
4. Then verify with the sent OTP.
5. The status of your complaint will display on the screen.

Home / होमपेजLodge Complaint / शिकायत दर्ज करेंTrack Complaint / शिकायत की जाँच करेंDepartment Login / विभाग लॉगिन

Track Complaint:

Enter Complaint Number

Enter Mobile Number

OTP Sent to the mobile no. 70157 Successfully.

Enter OTP

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6. If complaint resolved then a text message will be sent to the complainant registered mobile no.

7. If complainant is not satisfied with the given solution by the concerned officer then the complainant has to give his feedback within 03 days of complaint resolved. And after 03 days the complaint will automatically be disposed off.

The screenshot displays a web application interface for tracking a complaint. At the top, there is a navigation bar with links: Home / होमपेज, Lodge Complaint / शिकायत दर्ज करें, Track Complaint / शिकायत को जाँच करें, and Department Login / विभाग लॉगिन. The main content area shows the following steps:

- Enter Complaint Number:** A text input field containing '21012011301'.
- Enter Mobile Number:** A text input field containing '701570'.
- Submit:** A button that, when clicked, displays a green message: 'OTP Sent to the mobile no. 70157 Successfully.'
- Enter OTP:** A text input field containing '7143'.
- Verify OTP:** A button that, when clicked, displays a green message: 'Mobile Verification Completed.'
- Status:** A green message: 'This Complaint is Resolved'.
- Action Taken:** A text area containing 'Complaint resolved.'
- Satisfaction:** Two buttons: 'Satisfied Yes' (highlighted in green) and 'Satisfied No' (highlighted in red).
- Issue Pending:** A large empty text area for providing feedback.
- Submit:** A button at the bottom of the feedback area.

The End