## Agent's Grievance Redressal Portal (eNivaran)

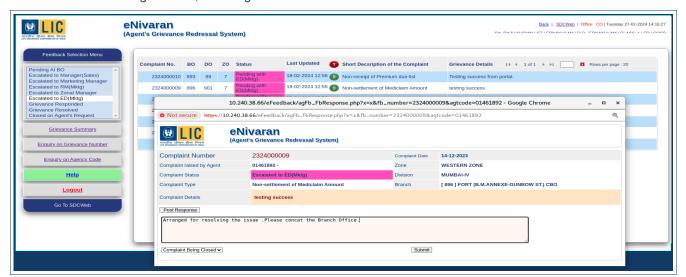
(For Internal Use Only)

Agents can post their grievance through the Agency App/Portal. The posted grievance would be available to the Branchin-charge/ABM (Primary Level Authority, PLA) of the Agent's Branch.

When a PLA (SBM/BM/ABM(S)) logs in to the portal on SDCWeb, following page will be displayed. All the grievances posted by the agents and pending with the Branch will be shown to the PLA. They can resolve or "Escalate to MS" as per the nature of the grievance.



When a PLA clicks on a grievance, following screen will be shown.



Response by the PLA can be given by clicking on the, 'Post Response' link. A text box will appear in which the response can be posted. After posting, the status can be selected as 'Grievance Being Closed' or "Escalating to Manager Sales" as per the requirement. If it is being escalated to higher level, an email will be sent to Manager (Sales) (Secondary Level Authority, SLA).

The grievance has to be resolved within the prescribed time limit. Failure to adhere to the time limit will result in the grievance automatically being escalated to the next higher level authority. In the 'Grievance details window', the number of working days remaining to resolve the grievance is also displayed.

If the remaining number of working days is shown in following different styles.

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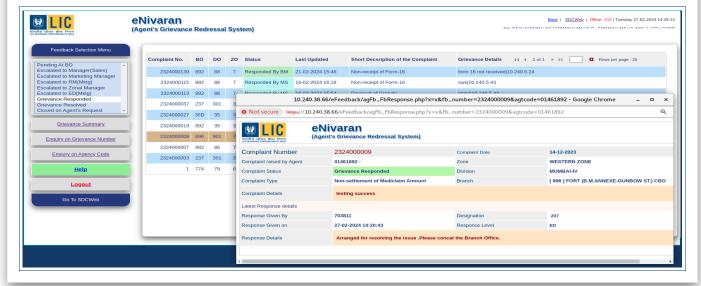
- If number of remaining days is 0 (ie. to be resolved on the same day), the same would be shown in an orange circle.
- If number of remaining days less than 1/3 of the total permitted days, the same would be shown in an yellow circle.
- Grievances where sufficient days are left would be shown in an green circle.

Once a grievance is responded at any level, it's status would change to **Responded**. The agent who raised the grievance has to submit her/his concurrence to the resolution provided by the authority. If the agent is satisfied, then the grievance will be treated as **Resolved**, else the grievance will be escalated to the next level authority for redressal.



Following the steps mentioned above, Manager(Sales) or any other level authority close or escalate the grievance.

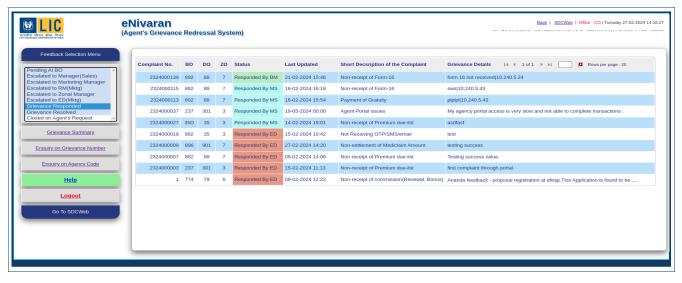
Options have been provided to view the grievances with their respective status. On clicking a grievance, the details of the grievance, along with the latest response posted for the grievance would be shown. Further, a history of the responses under a grievance can also can be viewed.



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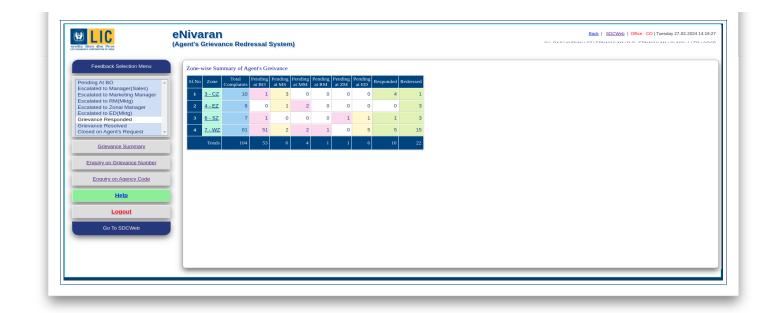


The response posted by a higher level authority will be masked, for all the authorities lower to it. However, the status of the grievance will be shown.



A MIS of the grievances can be seen at all the levels.

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