

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 Branch-in-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.

Complaint No.	BO	DO	ZO	Status	Last Updated	Short Description of the Complaint	Grievance Details
2324000147	892	88	7	Pending At BO	26-02-2024 14:46	Agent Portal issues	Portal issue dsdds
2324000146	892	88	7	Pending At BO	26-02-2024 13:44	Non-receipt of Form-16	tes 10.240.5.24
2324000145	892	88	7	Pending At BO	27-02-2024 13:16	Payment of Gratuity	sfgshdk 10.240.5.24
2324000143	892	88	7	Pending At BO	26-02-2024 13:55	Non-receipt of Advance	Non receipt of car advance
2324000142	892	88	7	Pending At BO	23-02-2024 17:29	Non-receipt of Advance	wee
2324000138	892	88	7	Pending At BO	21-02-2024 14:41	Non-deduction of Group Insurance Premium	wwwwww 10.240.5.24
2324000136	892	88	7	Pending At BO	20-02-2024 17:27	Non-receipt of club Membership Benefits	testing in UAT 10.240.5.24
2324000134	892	88	7	Pending At BO	22-02-2024 10:31	Non-receipt of commission(Renewal, Bonus)	ij 10.240.5.24
2324000133	892	88	7	Pending At BO	22-02-2024 10:26	Non-settlement of Mediclaim Amount	9879465 10.240.5.24
2324000132	892	88	7	Pending At BO	21-02-2024 14:38	Non-receipt of commission(Renewal, Bonus)	22s2s2s2s2 10.240.5.24
2324000131	892	88	7	Pending At BO	20-02-2024 11:51	Non-receipt of commission(Renewal, Bonus)	hwrefwe 10.240.5.24
2324000126	892	88	7	Pending At BO	18-02-2024 00:00	Non-settlement of Mediclaim Amount	dqdwgcwgcwgcw 10.240.5.43
2324000120	892	88	7	Pending At BO	18-02-2024 00:00	Non-receipt of club Membership Benefits	testing for clubmembership benefits 10.64.145.13
2324000119	892	88	7	Pending At BO	18-02-2024 00:00	Non-receipt of Premium due-list	testing for production
2324000118	892	88	7	Pending At BO	18-02-2024 00:00	Non-deduction of Group Insurance Premium	testing for production
2324000117	892	88	7	Pending At BO	18-02-2024 00:00	Non-receipt of Competition prize	competition prize not received 10.240.5.43
2324000116	892	88	7	Pending At BO	17-02-2024 00:00	Non-receipt of club Membership Benefits	club membership issue 10.240.5.43

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

Complaint No.	BO	DO	ZO	Status	Last Updated	Short Description of the Complaint	Grievance Details
2324000010	893	89	7	Pending with ED(Mktg)	18-02-2024 12:56	Non-receipt of Premium due-list	Testing success from portal.
2324000009	896	901	7	Pending with ED(Mktg)	18-02-2024 12:55	Non-settlement of Mediclaim Amount	testing success

10.240.38.66/eFeedback/agFb_FbResponse.php?x=x&fb_number=2324000009&agtcde=01461892 - Google Chrome

Not secure https://10.240.38.66/eFeedback/agFb_FbResponse.php?x=x&fb_number=2324000009&agtcde=01461892

eNivaran
(Agent's Grievance Redressal System)

Complaint Number	2324000009	Complaint Date	14-12-2023
Complaint raised by Agent	01461892 -	Zone	WESTERN ZONE
Complaint Status	Escalated to ED(Mktg)	Division	MUMBAH-IV
Complaint Type	Non-settlement of Mediclaim Amount	Branch	[896] FORT (B.MANNEKE-GUNBOW ST.) CBO
Complaint Details	testing success		

Post Response

Arranged for resolving the issue .Please concat the Branch Office.

Complaint Being Closed

Submit

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.

- 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 a yellow circle.
- Grievances where sufficient days are left would be shown in a 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.

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(Agent's Grievance Redressal System)

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Feedback Selection Menu

- Pending At BO
- Escalated to Manager(Sales)
- Escalated to Marketing Manager
- Escalated to RM(Mktg)
- Escalated to Zonal Manager
- Escalated to ED(Mktg)
- Grievance Responded
- Grievance Resolved
- Closed on Agent's Request

Grievance Summary

Enquiry on Grievance Number

Enquiry on Agency Code

Help

Logout

Go To SDCWeb

Complaint No.	BO	DO	ZO	Status	Last Updated	Short Description of the Complaint	Grievance Details
2324000010	893	89	7	Pending with ED(Mktg)	18-02-2024 12:56	Non-receipt of Premium due-list	Testing success from portal.
2324000009	896	901	7	Pending with ED(Mktg)	18-02-2024 12:55	Non-settlement of Mediclaim Amount	testing success
2324000008	896	901	7	Pending with ED(Mktg)	08-02-2024 12:52	Non-settlement of Mediclaim Amount	testing success
2324000006	897	88	7	Pending with ED(Mktg)	08-02-2024 08:38	Non-receipt of Premium due-list	Checking success value.
2324000005	897	88	7	Pending with ED(Mktg)	06-02-2024 18:55	Non-receipt of Premium due-list	Testing
2324000004	897	88	7	Pending with ED(Mktg)	06-02-2024 18:35	Non-settlement of Mediclaim Amount	fasfas
2	774	79	6	Pending with ED(Mktg)	05-02-2024 11:01	Non-receipt of commission(Renewal, Bonus)	Test complaint through postman

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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(Agent's Grievance Redressal System)

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Feedback Selection Menu

- Pending At BO
- Escalated to Manager(Sales)
- Escalated to Marketing Manager
- Escalated to RM(Mktg)
- Escalated to Zonal Manager
- Escalated to ED(Mktg)
- Grievance Responded
- Grievance Resolved
- Closed on Agent's Request

Grievance Summary

Enquiry on Grievance Number

Enquiry on Agency Code

Help

Logout

Go To SDCWeb

Complaint No.	BO	DO	ZO	Status	Last Updated	Short Description of the Complaint	Grievance Details
2324000139	892	88	7	Responded By BM	21-02-2024 15:46	Non-receipt of Form-16	form 16 not received 10.240.5.24
2324000115	892	88	7	Responded By MS	16-02-2024 16:18	Non-receipt of Form-16	sws 10.240.5.43
2324000113	892	88	7	Responded By MS	16-02-2024 16:18	Non-receipt of Form-16	sws 10.240.5.43
2324000037	237	301	3	Responded By MS	16-02-2024 16:18	Non-receipt of Form-16	sws 10.240.5.43
2324000027	35D	35	3	Responded By MS	16-02-2024 16:18	Non-receipt of Form-16	sws 10.240.5.43
2324000019	892	35	3	Responded By MS	16-02-2024 16:18	Non-receipt of Form-16	sws 10.240.5.43
2324000009	896	901	7	Responded By MS	16-02-2024 16:18	Non-receipt of Form-16	sws 10.240.5.43
2324000007	882	88	7	Responded By MS	16-02-2024 16:18	Non-receipt of Form-16	sws 10.240.5.43
2324000003	237	301	3	Responded By MS	16-02-2024 16:18	Non-receipt of Form-16	sws 10.240.5.43
1	774	79	6	Responded By MS	16-02-2024 16:18	Non-receipt of Form-16	sws 10.240.5.43

10.240.38.66/eFeedback/agFb_FbResponse.php?x=x&fb_number=2324000009&agtcde=01461892 - Google Chrome

Not secure https://10.240.38.66/eFeedback/agFb_FbResponse.php?x=x&fb_number=2324000009&agtcde=01461892

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Complaint Number: 2324000009

Complaint raised by Agent: 01461892

Complaint Status: Grievance Responded

Complaint Type: Non-settlement of Mediclaim Amount

Complaint Details: testing success

Latest Response details

Response Given By: 703811

Response Given on: 27-02-2024 14:20:43

Designation: 207

Response Level: ED

Response Details: Arranged for resolving the issue .Please concat the Branch Office.

29-02-2024, 15:48