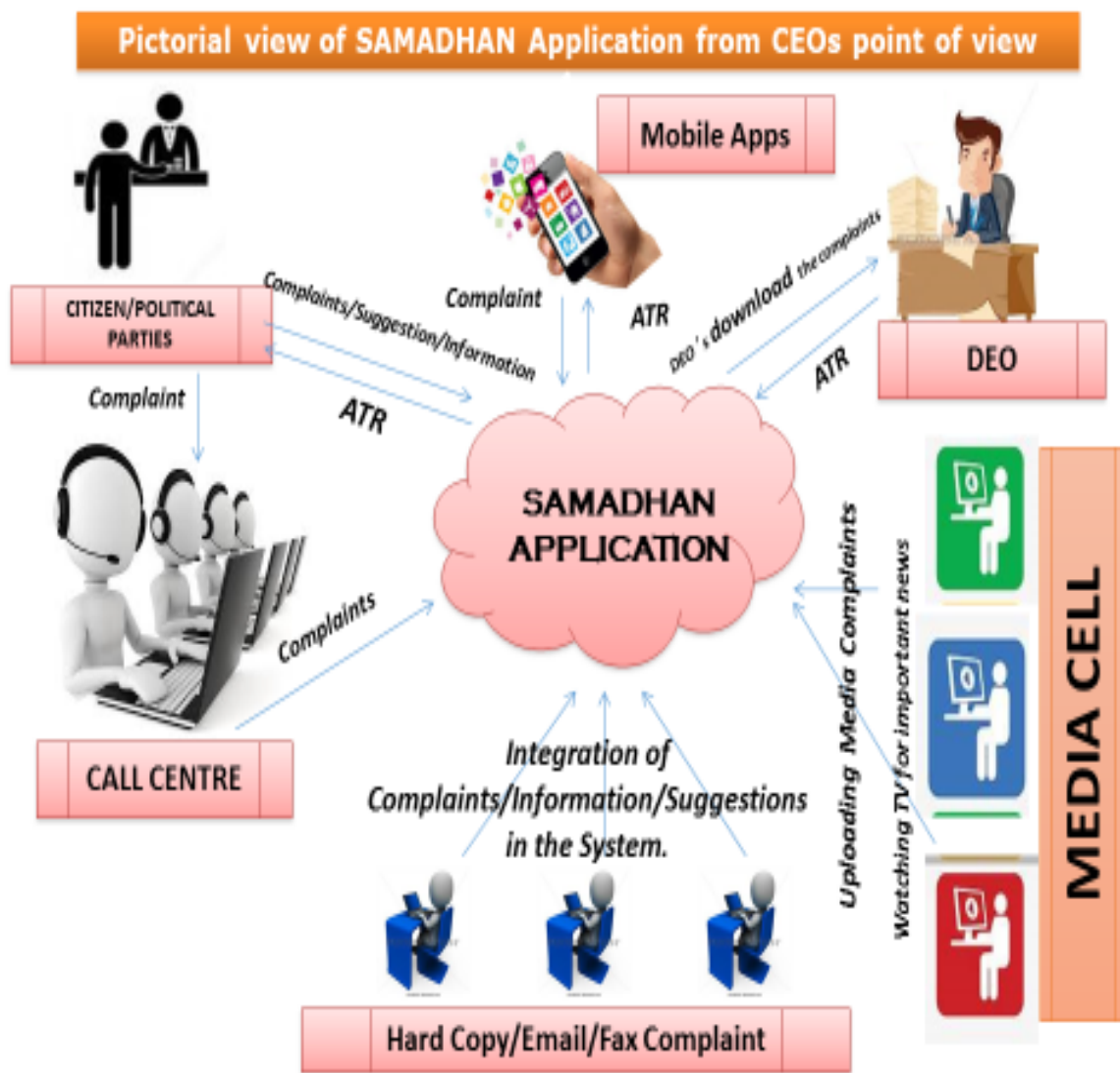


SAMADHAN- A Complaint Management System

Objectives

- Multiple modes for receiving complaints
- Application used for online processing of complaints
- Public can track and see ATR
- All complaints received from all sources integrated into Samadhan
- Provision for online forwarding of complaints and submission of ATR
- Once complaint lodged it automatically reflects in the concerned DEO/ RO login



Flow Chart : Samadhan (Online/ Offline)



❖ Time frame of disposal of complaints:

1. Pre Election Period:-

Complaints received from ECI	24 hours
Complaints received from Political Parties	48 hours
Complaints received from Citizens	72 hours

2. From the date of Announcment of Elections:-

All Complaints from all sources	24 hours
---------------------------------	----------

3. On Poll days:-

1 to 2 hours depending upon the gravity of the complaint.

1. Enter the URL of samadhan and by default complaint registration page will appear, where public can lodge their complaint. A user has to fill some mandatory fields highlighted with the * mark. A user can also attach any document in support of his complaint.



COMPLAINT REGISTRATION

(*) Mandatory Fields

Detail Of Complainant	
*Category Of Complainant Select Complainant Type	*Name Of Complainant [Name]
Mobile No Of Complainant [Mobile Number]	Email-ID Of Complainant [Email-ID]
Address Of Complainant [Address]	EPIC NO [EPIC No]

Detail Of Complaint	
*Complaint/Information/Suggestion Source RO / ERO	*Complaint/Information/Suggestion Mode Complaint Mode
*Complaint/Information/Suggestion Complaint/Information/Suggestion	*Type Of Complaint/Information/Suggestion Complaint Type
*Nature Of Complaint/Information/Suggestion Nature Of Complaint	*District Pathankot
Assembly Consituency 1 - Sujampur	Polling Station Number & Name Part No & Part Name
Complaint Against Name [Complaint Against Name]	*Complaint To Be Lodged Before Complaint Lodged Before
*Brief Description of Complaint/Information/Suggestion Brief Description Of Complaint/Information/Suggestion (Max 500 Characters)	
*Complaint Will Be Disposed At The Level Of Disposal Level Of Complaint	
Upload Document/Photo/Video (Optional) Upload Files(Size of all file cannot be exceeded than 7 MB) Format (.PDF, .JPG, .JPEG, .PNG, .MKV, .MPEG, .3GP, .MP4) <input type="button" value="Select"/>	
Note:- Please upload clear and Readable Picture.	

2. **Complaint Registration** – It will show the summary of the complaint registered by the individual along with its unique complaint Id.



Your Complaint Has Been Registered. Your Complaint No :- 22921000055712

REGISTERED COMPLAINT DESCRIPTION	
Complaint Number	22921000055712
Information Type	Information
Complaint Type	Voters' List/Voters' Card Related
Nature Of Complaint	Voter Card - Lost
District	Pathankot
Assembly Constituency	
Block	
Part Number	
Complaint Against Political Party	
Complaint Against Name	
Complainant Type	Citizen
Political Party Of Complainant	
Name Of Complainant	Aashi aya
Mobile Number Of Complainant	8750550454
Email-ID Of Complainant	aashiarya0203@gmail.com
Description Of Complaint	Test

[Print](#)

[Click Here For Another Complaint Registration](#)

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- 2.1 **Know your Complaint status:** User can enter the complaint ID and mobile number to know the status of their complaint.

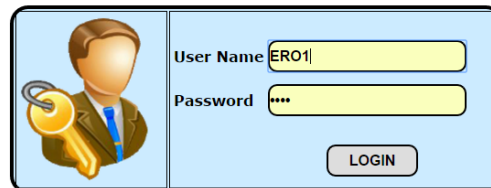


COMPLAINT STATUS

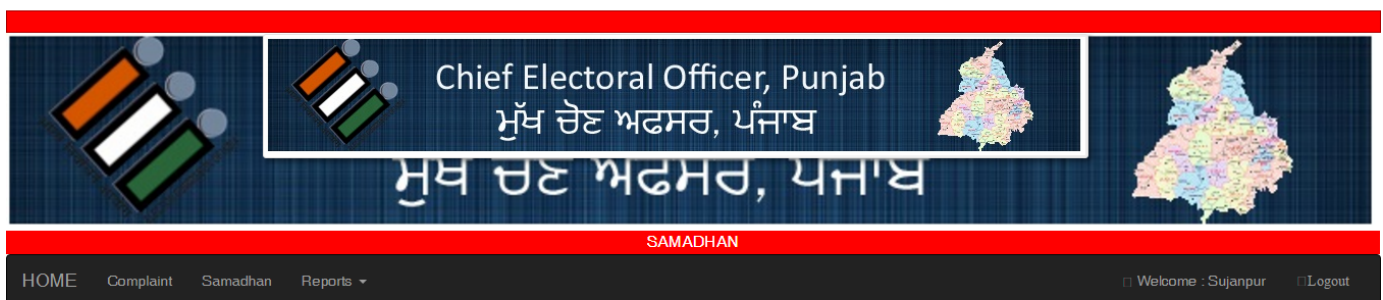
<input type="text" value="[Complaint Number]"/>	<input type="text" value="[Mobile No.]"/>	Search	Print
<p>Complaint Status Of Samadhan</p>			

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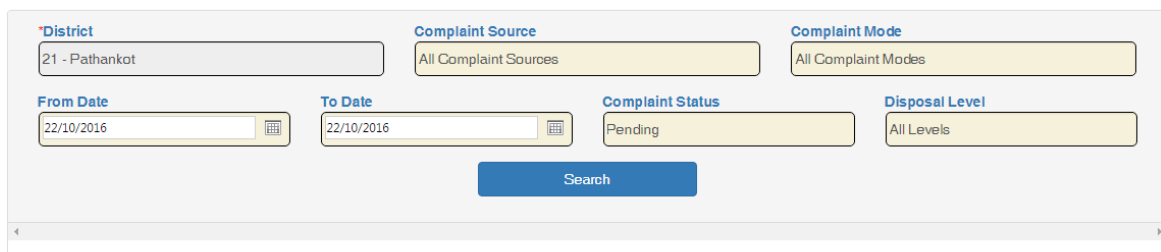
3. **Login Page:** Officials i.e. (ERO,DEO,CEO)can Login through their credentials by entering their username and password and click on login button to proceed further.

A login form with a light blue background. On the left is a circular icon of a man in a suit holding a key. To the right of the icon are two input fields: "User Name" with the text "ERO1" and "Password" with four asterisks. Below the password field is a "LOGIN" button.

4. **Samadhan** -→ By clicking on samadhan button,Official can search for any complaint by applying filters such as complaint source,complaint mode,complaint status,disposal level,from and to date etc. and after searching,officials can dispose the complaint by mentioning proper solution of that particular complaint.



SAMADHAN

A search filter form for the SAMADHAN portal. It contains several input fields: "District" with "21 - Pathankot", "Complaint Source" with "All Complaint Sources", "Complaint Mode" with "All Complaint Modes", "From Date" with "22/10/2016", "To Date" with "22/10/2016", "Complaint Status" with "Pending", and "Disposal Level" with "All Levels". A blue "Search" button is at the bottom.

5. **Reports** → various kind of Tabular Reports are provided to analyse the various parameters such as Applications wise complaint status,disposal wise,party wise etc.

5.1 **District wise complaint status** → It shows the complaint status District wise.Various filters are available to make the search useful for the official.

Chief Electoral Officer, Punjab
ਮੁੱਖ ਚੋਣ ਅਫਸਰ, ਪੰਜਾਬ

SAMADHAN

HOME Complaint Samadhan Reports

Welcome : Sujanpur Logout

COMPLAINT SUMMARY

District: 21 - Pathankot Assembly Constituency: 1 - Sujanpur

Select Source: From All Sources Application Entry From Date: 05/10/2016 Application Entry To Date: 22/10/2016

Search Export In Excel

SN	Assembly Constituency	Complaint			Information			Suggetion		
		Received	Disposed	Pending	Received	Disposed	Pending	Received	Disposed	Pending
1	1 - Sujanpur	0	0	0	0	0	0	0	0	0
Total		0	0	0	0	0	0	0	0	0

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5.2 **Application wise Complaint Status:** It will shows the status of each complaint lodged before that particular official.

All Complain Application For All Districts										
SN	COMPLAINT NO	COMPLAINT DATE	STATUS	REMAINING DAYS	Complaint Source	Complaint Mode	Information Type	Nature Of Complaint	District	Assembly Constit
1	11902000055644	08/10/2016 19:55:24	Disposed		Online	[Online]	Complaint	[Form 6 - To Add Name]	Amritsar	
2	119020110055643	08/10/2016 19:29:20	Pending	-7	Online	[Online]	Complaint	[Form 6 - To Add Name]	Amritsar	Ajnala
3	11908000055679	17/10/2016 16:03:12	Disposed		Online	[Online]	Complaint	[Form 6 - To Add Name]	Rupnagar	
4	119080500055680	17/10/2016 16:17:44	Pending	2	Online	[Online]	Complaint	[Form 6 - To Add Name]	Rupnagar	Rupnagar
5	119110660055661	13/10/2016 18:55:38	Disposed		Online	[Online]	Complaint	[Form 6 - To Add Name]	Ludhiana	Gill
6	119140860055672	13/10/2016 22:21:39	Pending	-2	District	[Call Center]	Complaint	[Form 6 - To Add Name], [Form 8 - For Correction]	Sri Muktsar Sahib	Muktsar
7	119181080055669	13/10/2016 20:33:27	Disposed		Online	[Online]	Complaint	[Form 6 - To Add Name]	Sangrur	Sangrur
8	11922000055675	13/10/2016 22:50:12	Forwarded	-2	Online	[Online]	Complaint	[Form 6 - To Add Name]	Fazilka	

5.3 Disposal wise complaint status: It gives all the information about the disposed complaints along with their action taken.

SN	COMPLAINT NO	COMPLAINT DATE	STATUS	COMPLAINT DETAIL						
				Complaint Mode	Information Type	Nature Of Complaint	District	Assembly Constituency	Part Number	Complaint Against
1	119080000055679	17/10/2016 16:03:12	Disposed	[Online]	Complaint	[Form 6 - To Add Name]	Rupnagar			
2	130210000055678	15/10/2016 21:37:32	Disposed	[Online]	Complaint	[Other]	Pathankot			Communist
3	122020000055657	13/10/2016 15:41:53	Disposed	[Online]	Complaint	[Form 8A - Transfer Of Name From One Polling Station To Another Within AC]	TarnTaran			
4	129170960055671	13/10/2016 21:36:00	Disposed	[Online]	Complaint	[Voter Card - Lost]	Mansa	Mansa	[AKLIA]	
5	129090000055670	13/10/2016 21:31:45	Disposed	[Online]	Complaint	[Voter Card - Lost]	Shahibzada Ajit Singh Nagar			

5.4 Application Status Complaint Party Wise: This report will give analysis of party wise complaints.



Chief Electoral Officer, Punjab

Chief Electoral Officer, Punjab

ਮੁੱਖ ਚੋਣ ਅਫਸਰ, ਪੰਜਾਬ

मुख्य चोटे नगर, पंजाब



SAMADHAN

HOME Complaint Samadhan Reports
Welcome : Sujanpur Logout

APPLICATION STATUS COMPLAINANT PARTY TO COMPLAINT PARTY WISE

District
21 - Pathankot

Assembly Constituency
1 - Sujanpur

Complainant Party
Select Party Name

Complaint Party
Select Party Name

Application Entry From Date
08/10/2016

Application Entry To Date
22/10/2016

Search

Export In Excel

No Any Application Status For All Complaint Party Wise

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5.5 Complaint Summary Party Wise: It will give summary of complaint against all the parties registered.

SN	Party Name	Assembly Costituency	Complaint Applications		
			Received	Disposed	Pending
1	AJSU Party	Sujanpur	0	0	0
2	Akhil Bharatiya Gorkha League	Sujanpur	0	0	0
3	All India Christian Democratic and Backward People's Party	Sujanpur	0	0	0
4	All India Forward Bloc	Sujanpur	0	0	0
5	All India Homeless People Congress	Sujanpur	0	0	0
6	All India Mahila Raj Party	Sujanpur	0	0	0
7	All India Tafsili United Party	Sujanpur	0	0	0
8	All India Trinamool Congress	Sujanpur	0	0	0
9	Ambedkarbadi Party	Sujanpur	0	0	0
10	Amra Bangalee	Sujanpur	0	0	0
11	Bahujan Samaj Party	Sujanpur	0	0	0
12	Bharat Nirman Party	Sujanpur	0	0	0

5.6 FIR detail Complaint party wise : This report will show the details of any FIR registered against any party.

The screenshot shows the website of the Chief Electoral Officer, Punjab. The header includes the title in English and Punjabi, along with a map of Punjab. The navigation bar contains links for HOME, Complaint, Samadhan, and Reports. The user is logged in as 'Welcome : Sujanpur' and can click 'Logout'.

The main section is titled 'FIR PARTY WISE DETAIL REPORT'. It contains the following fields and buttons:

- District:** 21 - Pathankot
- Assembly Constituency:** 1 - Sujanpur
- Complaint Party:** Select Party Name
- Application Entry From Date:** 07/10/2016
- Application Entry To Date:** 22/10/2016
- Buttons:** Search, Export In Excel

Below the search fields, a green banner displays the message: **No Any FIR Detail For All Complaint Against Party**.

At the bottom, the copyright notice reads: © 2016 CEO, Punjab

6. Dashboard Page : Dashboard page will shows the pictorial view of the analysis of compalints.

