'FOR THE PEOPLE'

ONLINE PUBLIC GRIEVANCE REDRESSAL FOR LSGD ENGINEERING WING

FOR THE PEOPLE

- **5 departments are involved**
  - Panchayath
  - Rural development
  - Urban affairs
  - Town planning
  - LSGD engineering wing

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Grievance Redressal
Local Self Government Department, Government of Kerala

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മലയാളം

Online Services

Submit your Grievance
View Application Status

User Feedback

Notice

**Chief Minister of Kerala**
Shri. Pinarayi Vijayan

LSGD Minister
Dr. K T Jaleel

The grievance redressal cell 'For the People' is being formed with an aim to make the local self government institutions corruption free and more efficient. It is intended to make available better services to the citizen in a timely manner. Information related to self government institutions regarding nepotism, undue delay in getting a service or corruption can be uploaded here with maximum evidence (including audio, video clippings). **Please note that legal proceedings will be initiated against those who upload wrong information.**

Statistics

- Total Application Received   : 13
- Total Application Disposed   : 8
- Total Application Received Today : 2

e-District

GOV Great Governance with Your Partnership
mygov.nic.in

india
.gov.in
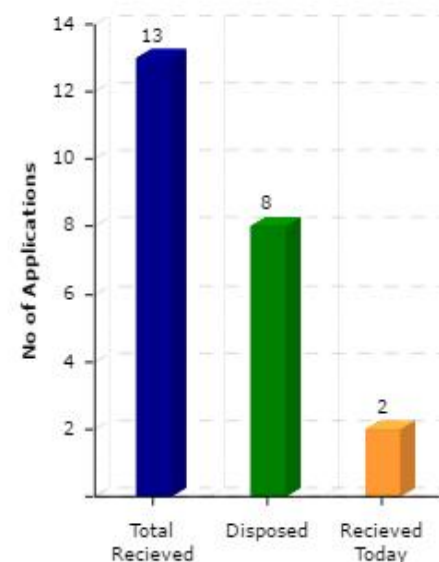
LIST OF SUBJECTS/TOPICS WHICH CANNOT BE TREATED AS GRIEVANCES

- RTI Matters

- Court related / Subjudice matters

- Religious matters

- Political matters

- Grievances related to service rules of employees

- [ ] **I agree that my grievance does not fall in any of the above listed categories**

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Grievance Application Form

Name of Applicant in English (As in Aadhaar card)*

Address of Applicant

House No.*		**Taluk***	--Select Taluk-- ▼
House Name.*		**Village***	--Select Village-- ▼
Locality/Street*		**Local Body Type***	--SelectLBType-- ▼
Post Office*		**Local Body Name***	--Select LB-- ▼
District*	--Select District-- ▼	**Assembly Constituency***	--Select Assembly Cc ▼

Please enter your mobile number & e-mail to which you would like to receive status/progress of your grievance

Mobile Number*		**Email**	
Aadhaar Number*			

*Entries Prefixed with * are Mandatory

Non-Resident Keralite ☐

Details of Grievance

Application Type * ○ Grievance ○ Complaint on Corruption

Department*	--Select Department-- ▼	**Subject Of Grievance***	--Select Subject of Grievar ▼
District*	--Select District-- ▼	**Office***	--Select Office-- ▼

Enter your grievance in a few words (max 3000 characters, say 400 words)*

Enter your grievance in a few words (max 3000 characters, say 400 words)*

Related previous reference if any

Reference Number | | **Date** | | (dd-mm-yyyy)

Department --Select Department-- | **District** --Select District--

Office --Select Office--

**Remarks
(max 500 characters)**

Attach Supporting Documents

Sl No.	Document Name	Attachment Type	Select File	Remarks
1		--Select--	Choose File No file chosen	

[+] [-] [Clear]

Allowed size of pdf is 100kb per page with maximum of 10 pages. Allowed size of jpeg is 200kb. Allowed size of Audio/Video is 5mb

Enter the case sensitive characters as they are shown.*   3b 31 5

[Validate]   [Submit]   [Clear]

OFFICIAL LOGIN

https://pglsgd.kerala.gov.in/

- **Username- name (fullname without space) eg- jijuv**

- **Password- celsgd@123**

- **Two types of grievances**

  - **Grievances on services**- directly goes to concerned officers login

  - **Complaints against corruption**-directly goes to next higher level officer(EE onwards)

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Official Login

Loginname

Password

Forgot Password?

Enter the case sensitive characters as they are shown.

4BB

Login

Secure | https://pglsgd.kerala.gov.in/Login.htm

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Welcome: Resmi P S

Logout

MY PG FILES

Grievance

My Files

Application Status

Print Application

Administration

My Account

Office of the AE Karakulam Grama P: ▼

	ApplNo	Name	Type	Status
No Pending Files for Processing				

■ Time Limit Crossed   :0
■ Time Limit Not Crossed :0
■ Received Today   :0

23:17
05-01-2017
ENG

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Welcome: Sreerag R K

Logout

Grievance

My Files

Application Status

Print Application

Administration

My Account

MY PG FILES

Office of the AE Amboori Grama Panchaya ▼

ApplNo	Name	Type	Status
⦿ 14	Resmi	S	P

+ **Show Applicant Details**

Grievance Details

Grievance Subject	:	**Anomalies in Public Works**
Grievance Details	:	**software testing by district admin**
Processing Department	:	**LSGD Engineering Wing**
Processing Office	:	**Office of the AE Amboori Grama Panchayath**

List of Supporting Documents

No Documents uploaded yet.

■ Time Limit Crossed : 0
■ Time Limit Not Crossed : 0
Received Today : 1

View Attachment	Send For Investigation / Recommendation
Prepare ATR	Forward For Enquiry
Forward Online	View Draft ATR
	Approve ATR & Close

javascript:void(0)

ADMINISTRATION

1. Create a section
2. Create a seat
3. Create a user
4. Assign privileges

ADMINISTRATION

2. To create a seat

➤ **Administration -Master details-Organization- seat**

Department	**LSGD Engineering Wing**
District	**Thiruvananthapuram**
Office	**O/o Of The Assistant Engineer, Karakulam**
Section	**LSGD Section Karakulam**
Seat Name English	**Assistant Engineer, Overseer 1, Overseer 2, Clerk**
Seat Name Malayalam	

ADMINISTRATION

3.To create user

➤ **Administration – users- create**

4. To assisgn privilage

- **Processing authority-** complaints comes officers login having this privilage
- **Office admin-** this privilage helps to add users to the office
- **Approving authority-** approving and send report tp public
- **Investigating authority-** to make reports
- **Approve ER(**enquiry report)- receive and approve enquiry report from other offices
- **Prepare ER-** prepare and send enquiry report to other offices

Secure | https://pglsgd.kerala.gov.in/Login.htm

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Grievance

Administration

- **Master Details**
  - **Organization**
    - **Section**
    - **Seat**

+ **Users**

My Account

SECTION

Department*   District*   Office*

<--Select Department- ▼ <--Select District--> ▼ <--Select Office--> ▼

Section name(Eng)	Section name(Mal)

Section name eng:* [_____]

Section name mal:* [_____]

Submit **Clear**

*Mandatory Fields

23:18
05-01-2017

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Welcome: Resmi P S   Logout

Grievance

Administration

- **Master Details**

  - **Organization**

    Section
    Seat

+ **Users**

My Account

SEAT

Department* [<--Select Department- ▼]   District* [<--Select District--> ▼]

Office* [<--Select Office--> ▼]   Section* [<--Select Section--> ▼]

Seat name(English)	Seat name(Malayalam)

Seat name eng:* [   ]

Seat name mal:* [   ]

[Submit] [Clear]

*Mandatory Fields

ENG   23:18   05-01-2017

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Grievance

Administration

+ Master Details

- Users

    Create

    Assign Privileges

    View Existing Users

My Account

CREATE USER

Login Name*			
Full Name of User in English*		Full Name of User in Malayalam	
Employee Code (PEN)		User Type *	▼
State*	Kerala ▼	Department Name*	▼
District*	Select one ▼	Office Name*	▼
Designation in English*		Designation in Malayalam*	
Password*		Confirm Password*	
Mobile No.	0-	Email Id	
DSC Enabled	○ Yes ● No	Allow Login	● Yes ○ No
Bio-metric Enabled	○ Yes ● No		

Register New User **Clear**

*Password Should be a Combination of Alphabets Numbers and Special Characters without Space
*Username and Password Cannot be the same
*Enter designation without name of office

🔒 Secure | https://pglsgd.kerala.gov.in/Login.htm

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Grievance

Administration

+ **Master Details**
- **Users**

   Create

   Assign Privileges

   View Existing Users

My Account

ASSIGN PRIVILEGES

Login Name* [   ] **Get Privileges**

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Welcome: Resmi P S   Logout

Administration

My Account

ASSIGN PRIVILEGES

Login Name* [gangars]   [Get Privileges]   Ganga R S

ASSIGNED PRIVILEGES FOR THIS USER

Sl No	Department	Office	Authorization	Service	From Date	To Date	Actual /Charge	
1	LSGD Engineering Wing	Office of the AEE Nedumangad Block Panchayath	PG Office Admin	For LSGD Engineering Wing Dept	05-01-2017		A	Edit Drop

PRIVILEGES TO BE ASSIGNED FOR THIS USER

Select User Group*   ● Department Users

Sl No	Select All None	Department*	District*	Office*	Authorization*	From Date*	To Date	Actual/Charge	Service*
1	☐	LSGD Engin ▼	Thiruvanant ▼	Select one ▼	Select one ▼	(dd/mm/yyyy)	(dd/mm/yyyy)	● Actual ○ Charge	Select one ▼

[+] [-] [Remove]

[Assign Privilege(S)] [Clear]

THANK YOU

<center>

FOR THE PEOPLE

public grievances redressal

help document
</center>

www.pglsgd.kerala.gov.in

username fullname with initialgwithout dotd

spacer password : **(use the password provided)**

various steps to be followed

1. to create a section
2. to create a seat
3. to create a user
4. to assign previleges

1. to create a section (already created)

administarion > master details > organization> section

department

department	LSGD Engineering wing
district	Thiruvanathapuram
office	office of the AE karakulam
section name english	LSGD Section Karakulam
section name malayalam	എഞ്ചിനീയറിങ് വിങ് കരകുളം ഗ്രാമപഞ്ചായത്ത്

2. to create a seat

administarion > master details > organization> seat

department	LSGD Engineering wing
district	Thiruvanathapuram
office	office of the AE karakulam

section	LSGD section Karakulam
seat name english	Assistant Engineer
seat name malayalam	അസിസ്റ്റന്റ് എഞ്ചിനീയർ
seat name english	overseer 1
seat name malayalam	ഓവർസിയർ 1
seat name english	overseer 2
seat name malayalam	ഓവർസിയർ 2
seat name english	clerk
seat name malayalam	ക്ളാർക്ക്

4 to create a user

administarion > users > create

login name- name of the user without any space (resmips)

Full name- initial by spaces (eg Resmi P S)

password- celsgd@123 (default)

5 to assign

enter usename and click on 'get '

- **offfice admin**- to create overseers login and assign previlages
- **processing authority**- initially gets all griavances
- **investigating authority**- to investigate and make repoet
- **approving authority**- to approve and edit report
- **prepare ER**- prepare enquiry report for grievances forwarded from other offices
- **Approve ER**- approve enquiry report