



Directorate General of Shipping: Govt. of India

User Manual

Ver 1.0, Date: 16-04-2026

Module:

Grievance Redressal Management

(Department User)

ARI[®]
SIMULATION

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1 VERSION HISTORY

VER NO	CHANGE SUMMARY	DATE	PREPARED BY	REVIEWED BY	APPROVED BY
1.0	Draft Version	16-04-2026	Ruthwik P	Vishnu K S	Lokanath S

2 INTRODUCTION

2.1 PRODUCT FUNCTION

A grievance refers to a formal complaint or concern raised by a user regarding a specific issue related to rights, services, or suggestions. Users submit grievances to seek appropriate resolution.

All grievances are submitted to the Authorized User for review and necessary action. After receiving a grievance, the Authorized User can view and process it and has the privilege to generate reports for all grievances.

2.2 INTENDED AUDIENCE

The user manual is intended for Department Users to review received grievance, add notes if required, raise queries when needed, and forward, transfer, reject, or close grievance. It also enables users to download reports.

3 LOGIN – DEPARTMENT USER

Click [Login] button to access portal.

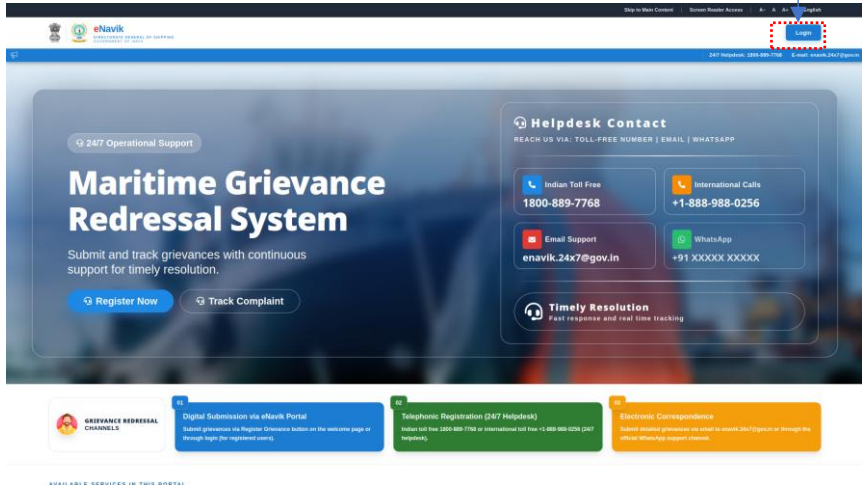


Figure 1 – Welcome Page

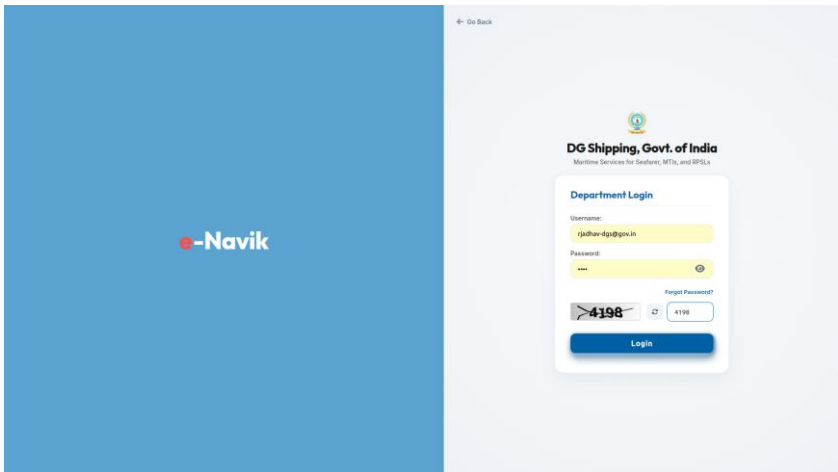
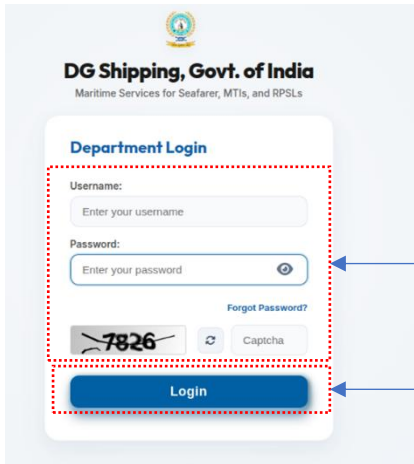


Figure 2 – Login Page



Enter details such as *Username, Password and Captcha.*

Click **[Login]** button to access portal.

Figure 3 – Login Details

After logging in using the username and password, the department user

home page is displayed.

3.1 INBOX

In the *Inbox* tab, all received grievances are displayed.

3.1.1 PENDING

The pending grievances are displayed in the Pending list.

Click *Inbox* tab to view the received grievance.

Click the **Grievance ID Number** to view grievance details.

Figure 4 – Inbox

3.1.1.1 OVERVIEW

Here, the department user can view the received grievance details.

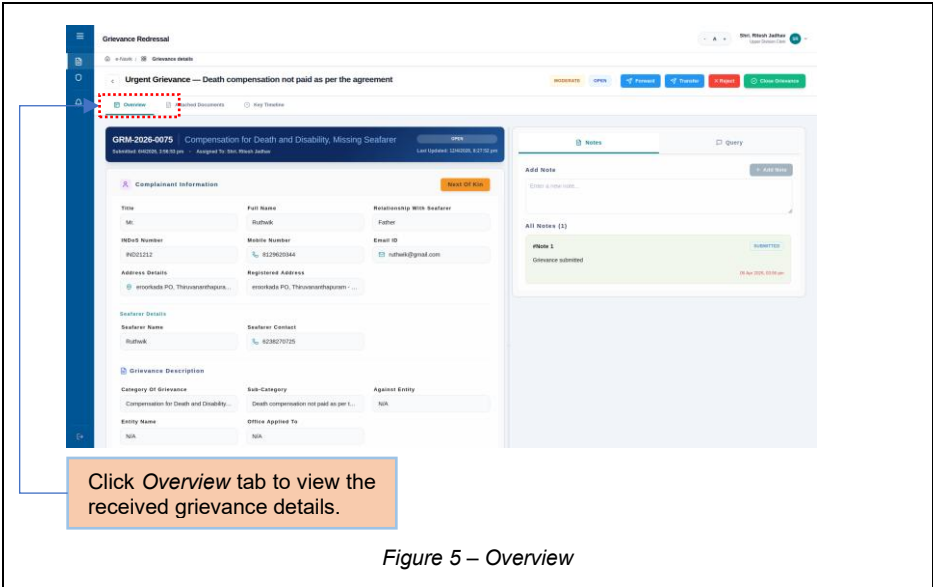


Figure 5 – Overview

3.1.1.2 ATTACHED DOCUMENTS

Here, the user can view the uploaded supporting documents.

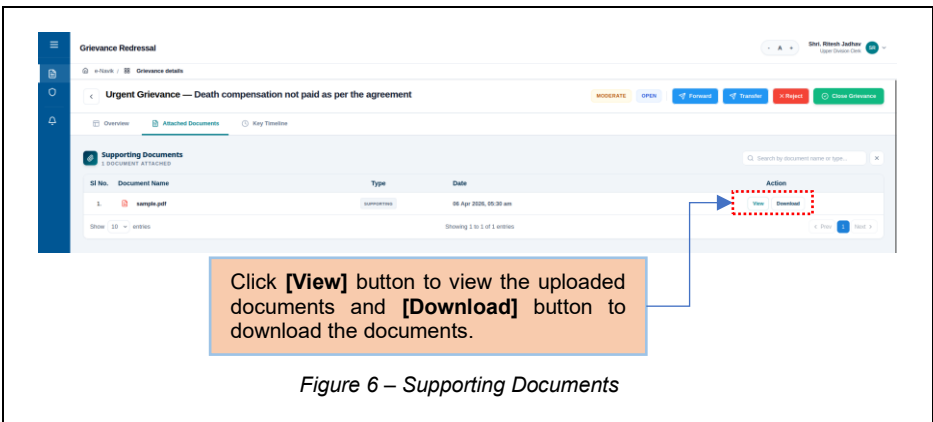


Figure 6 – Supporting Documents

3.1.1.3 KEY TIMELINE

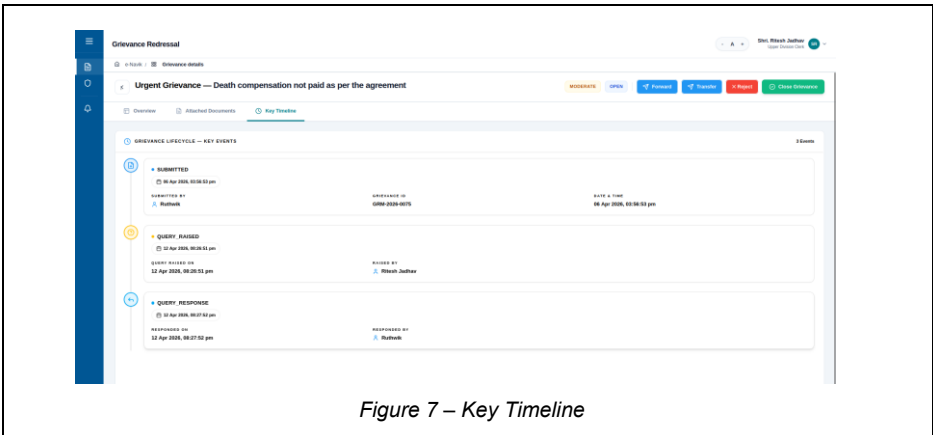


Figure 7 – Key Timeline

3.1.1.4 NOTE

In the received grievance, the department user can add notes as per requirement.

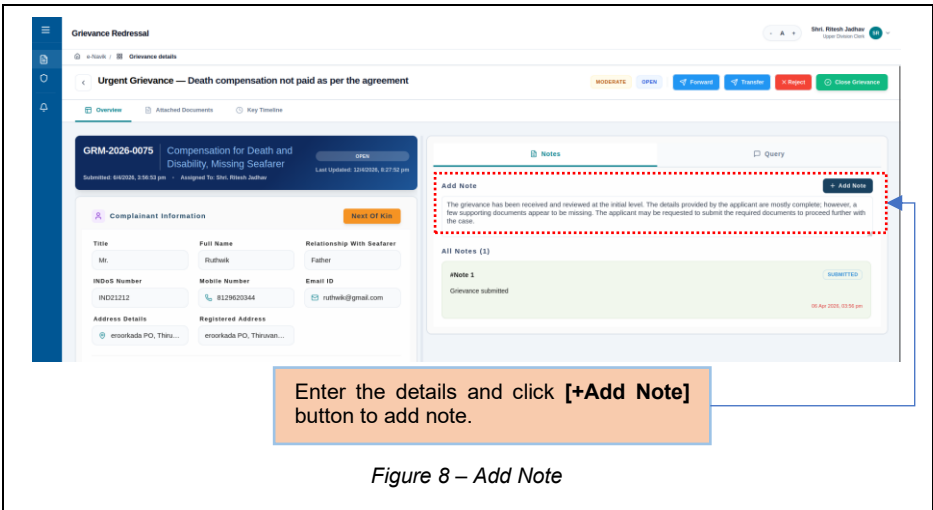


Figure 8 – Add Note

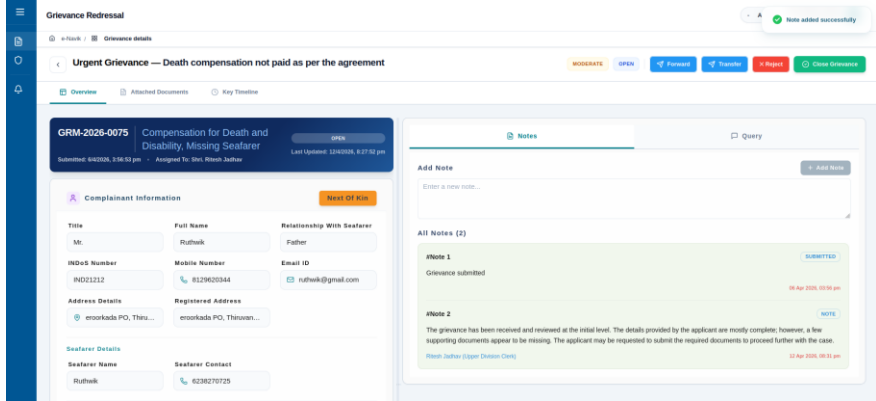
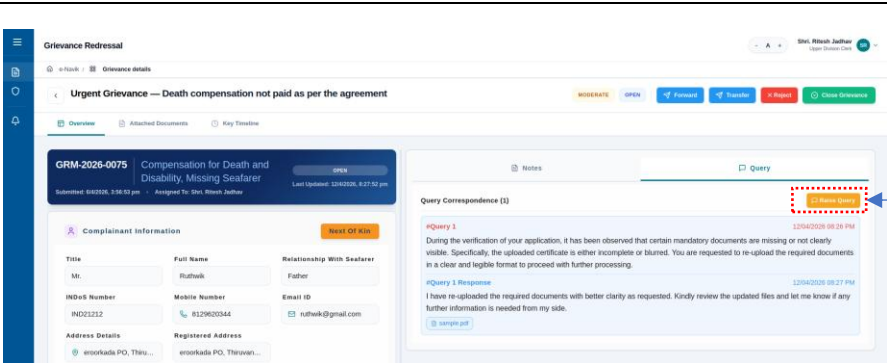


Figure 9 – Note Details

3.1.1.5 QUERY

If the user needed additional details, they can raise a query to applicant.



Click **[Add Query]** button to raise a query.

Figure 10 – Query

Choose the intended recipient from the **Send To** dropdown, provide the query details, and click the **[Send Query]** button to submit the query.

Figure 11 – Send Query

3.1.1.6 FORWARD GRIEVANCE

Click **[Forward]** button to forward the grievance details.

Figure 12 – Forward Grievance

Select seat, enter the remarks and click **[Forward Grievance]** button to forward the grievance details.

Figure 13 – Forward Grievance Details

3.1.1.7 TRANSFER GRIEVANCE

Click **[Transfer Grievance]** button to transfer the grievance to other concerned department/office.

Figure 14 – Transfer Grievance

Select Division, Officer, enter the remarks and Click [Transfer Grievance] button to forward the grievance details.

Figure 15 – Transfer Grievance Details

3.1.1.8 REJECT GRIEVANCE

Click [Reject] button to reject the grievance details.

Complainant Information		
Title	Full Name	Relationship With Seafarer
Mr.	Rufthak	Father
IND-S Number	Mobile Number	Email ID
IND02322	8129620344	rufthak@gmail.com

Figure 16 – Reject Grievance

Reject Grievance
✕

GRM-2026-0075

1

You are about to reject this grievance. This action is irreversible and the applicant will be notified immediately.

Reason for Rejection *

The grievance cannot be processed due to insufficient or incomplete information. Kindly resubmit with complete details.

This reason will be included in the notification sent to the applicant.

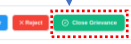
Cancel
Confirm Rejection

Enter the remarks and Click **[Confirm Rejection]** button to reject the grievance details.

Figure 17 – Reject Grievance Details

3.1.1.9 CLOSE GRIEVANCE

Click **[Close Grievance]** button to close the grievance details.



Grievance Redressal

Urgent Grievance — Death compensation not paid as per the agreement

Shri. Ramesh Jadhav

Last Updated: 12/03/2026, 6:27:52 pm

Overview

Attached Documents

Key Timeline

Worsen

Queue

Forward

Transfer

Report

Close Grievance

GRM-2026-0075 Compensation for Death and Disability, Missing Seafarer

Case No: IND0220, 1:50:53 pm | Assigned To: Shri. Ramesh Jadhav

GRM-2026-0075

Last Updated: 12/03/2026, 6:27:52 pm

Complainant Information

Next Of Kin

Title	Full Name	Relationship With Seafarer
Mr.	Rutwik	Father
IND05 Number	Mobile Number	Email ID
IND01212	8129620344	rutwik@gmail.com

Notes

Add Note

Enter a new note...

All Notes (2)

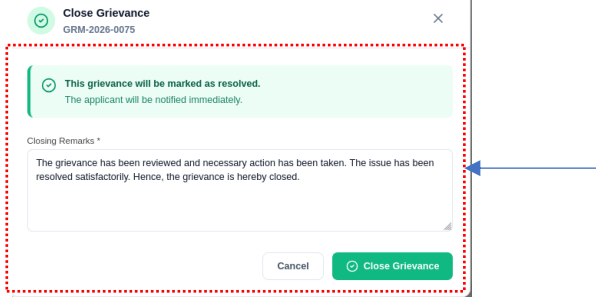
Note 1

Grievance submitted

16 Apr 2026, 02:58 pm

Figure 18 – Close Grievance

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Enter the remarks and Click **[Close Grievance]** button to close the grievance details.

Figure 19 – Close Grievance Details

3.1.2 QUERIED

The queried grievances are displayed in the queried list.

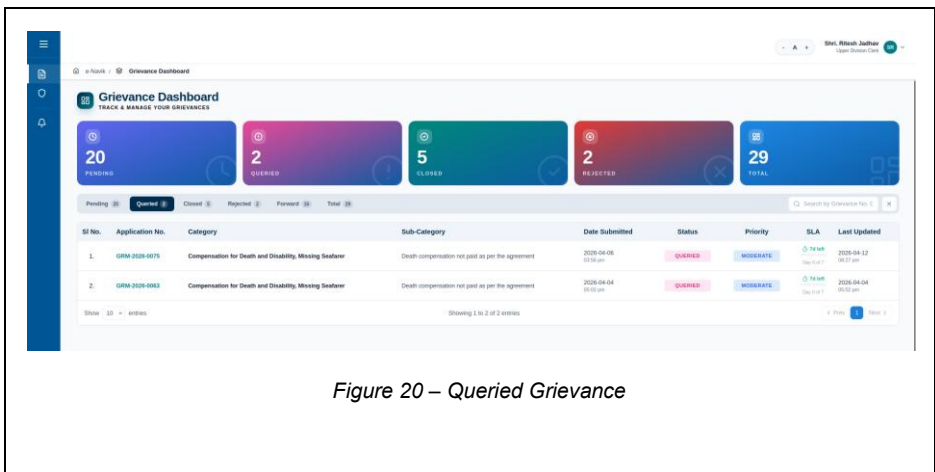


Figure 20 – Queried Grievance

3.1.3 CLOSED

The closed grievances are displayed in the closed list.

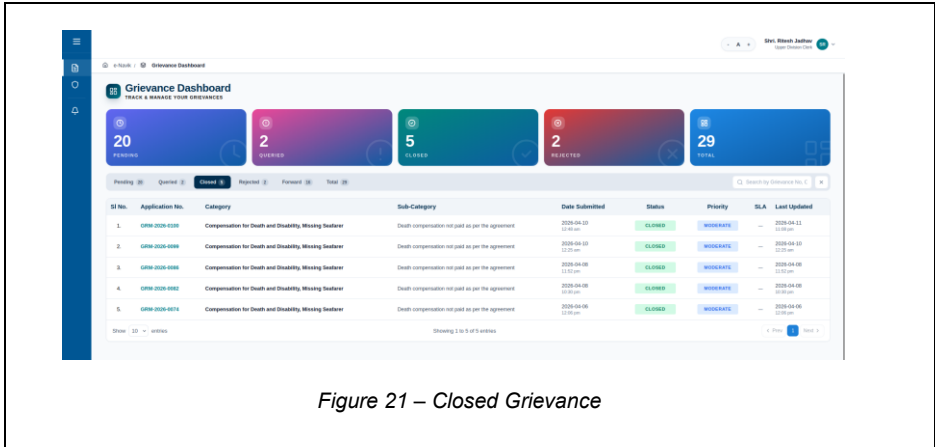


Figure 21 – Closed Grievance

3.1.4 REJECTED

The rejected grievances are displayed in the rejected list.

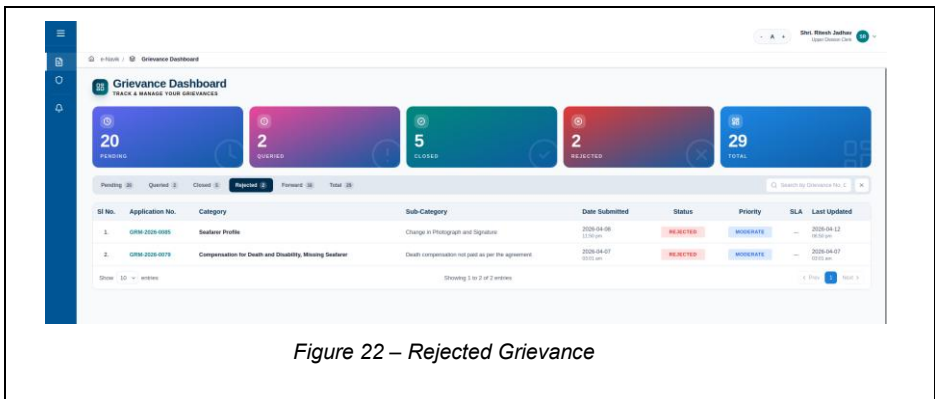


Figure 22 – Rejected Grievance

3.1.5 FORWARD

The forward grievances are displayed in the forward list.

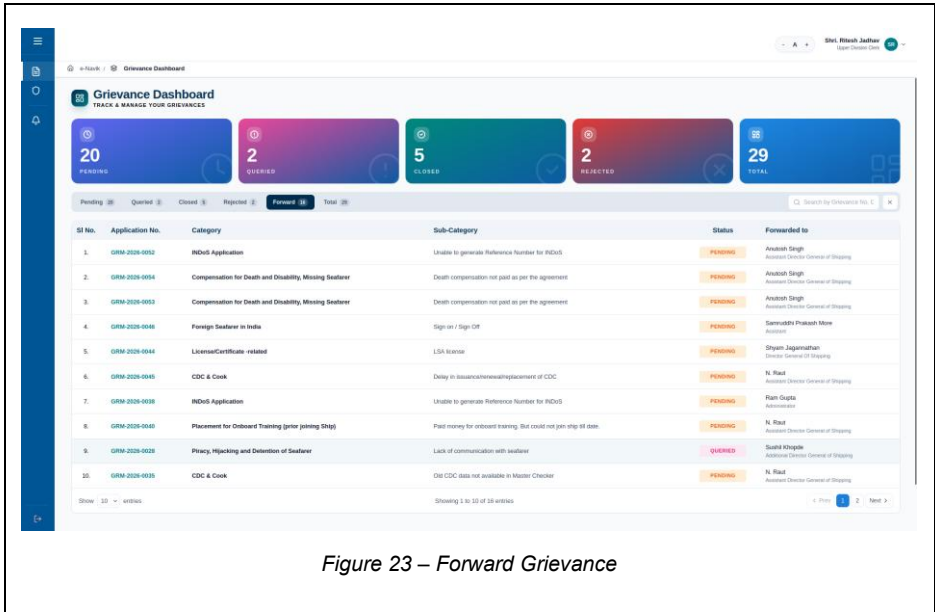


Figure 23 – Forward Grievance

3.2 DASHBOARD

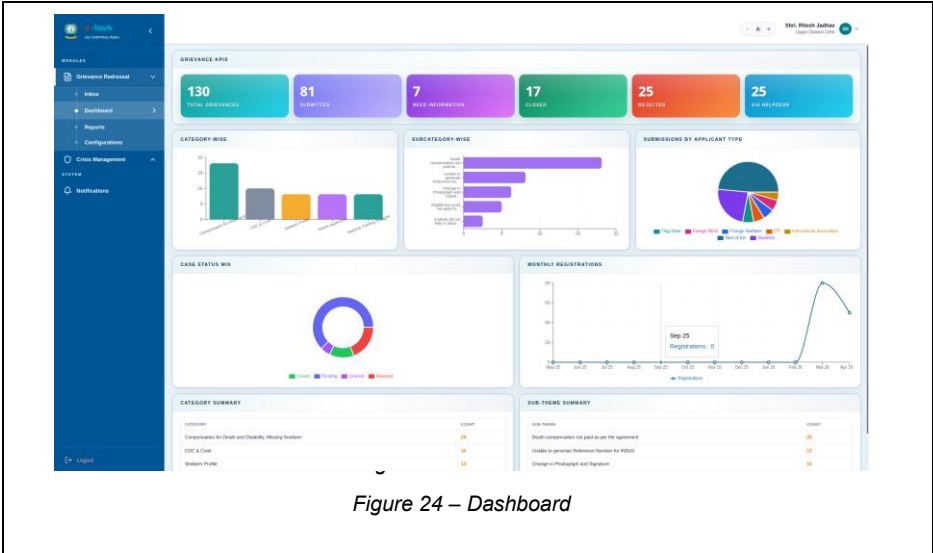


Figure 24 – Dashboard

In the dashboard, the user can view the total number of grievances and a graphical presentation of category-wise details, subcategory-wise details, submission by complainant type, case status, and monthly registration.

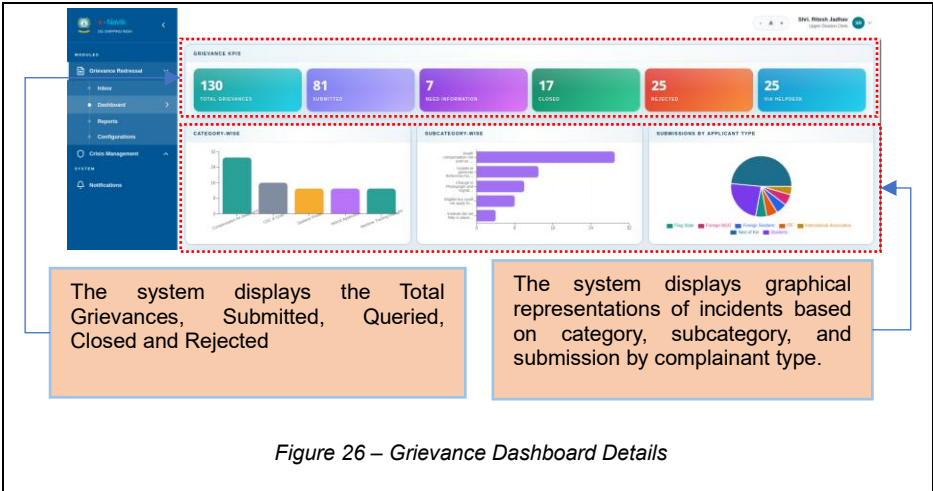


Figure 26 – Grievance Dashboard Details

3.3 REPORTS

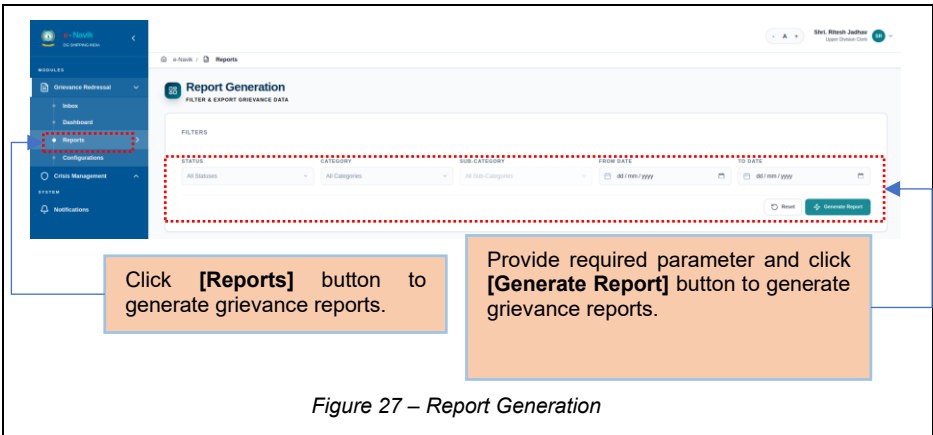
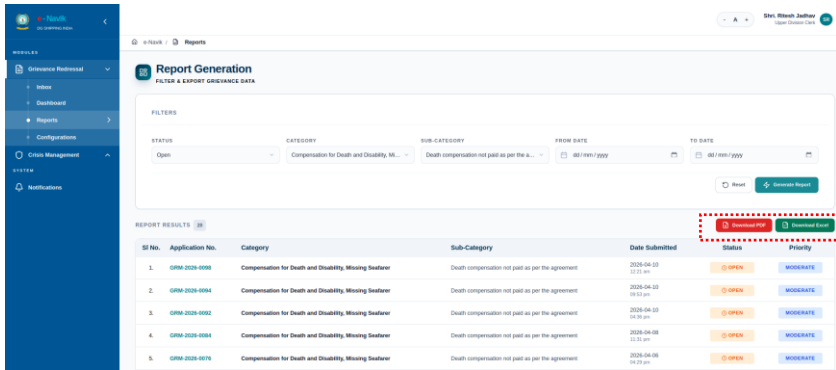


Figure 27 – Report Generation

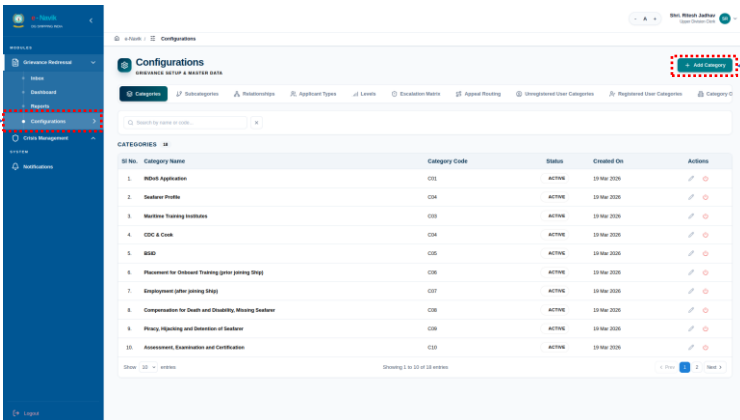
Use the filter option to generate and list the required grievance. The user can then download the grievance report in Excel and PDF format.



Click **[Download PDF]** button to download PDF report and click **[Download Excel]** button to download excel report.

Figure 28 – Download Report

3.4 CONFIGURATION



Click *Configuration* tab to access configuration details.

Click **[+Add]** button to add each configuration details.

Figure 29 – Configuration

****End Of the Module – e – Navik (Grievance Redressal Management) ****

“Thank you for thoroughly exploring the features and information.”