

Public Health Engineering Department
Vishweshwaraiah Bhawan
Patna, Bihar

User Guide for Online Grievance for Contractors

2018

Introduction-

The Public Health Engineering Department (PHED), The basic objective of the department is to provide pure drinking water and sanitation facilities and maintain them. Our vision is to provide pure drinking water free of any anomalies as improved portable water supply and sanitation facilities and services are critical to enhance public health and improve human development outcomes, more so for rural households.

Objective

Online Module for Contractor grievance has been implemented in the running MIS for PHED. Any contractor empaneled at Department can loge their grievance online. Grievance has been categorized in different aspects and one can choose from the drop down while using online. Grievance would be addressed at the concerned offices of department and would be redressed in time frame. Grievance will be forwarded till the highest hierarchy if and when required for redressal. Using online grievance contractors need not to visit the department physically.

How to access PHED Web Portal?

User first have to put - <http://phedbihar.gov.in/> in their browsers URL column with proper internet connection of the device through which they want to access the web portal. Any browser can be used for this. A below annexed page will appear on your screen.

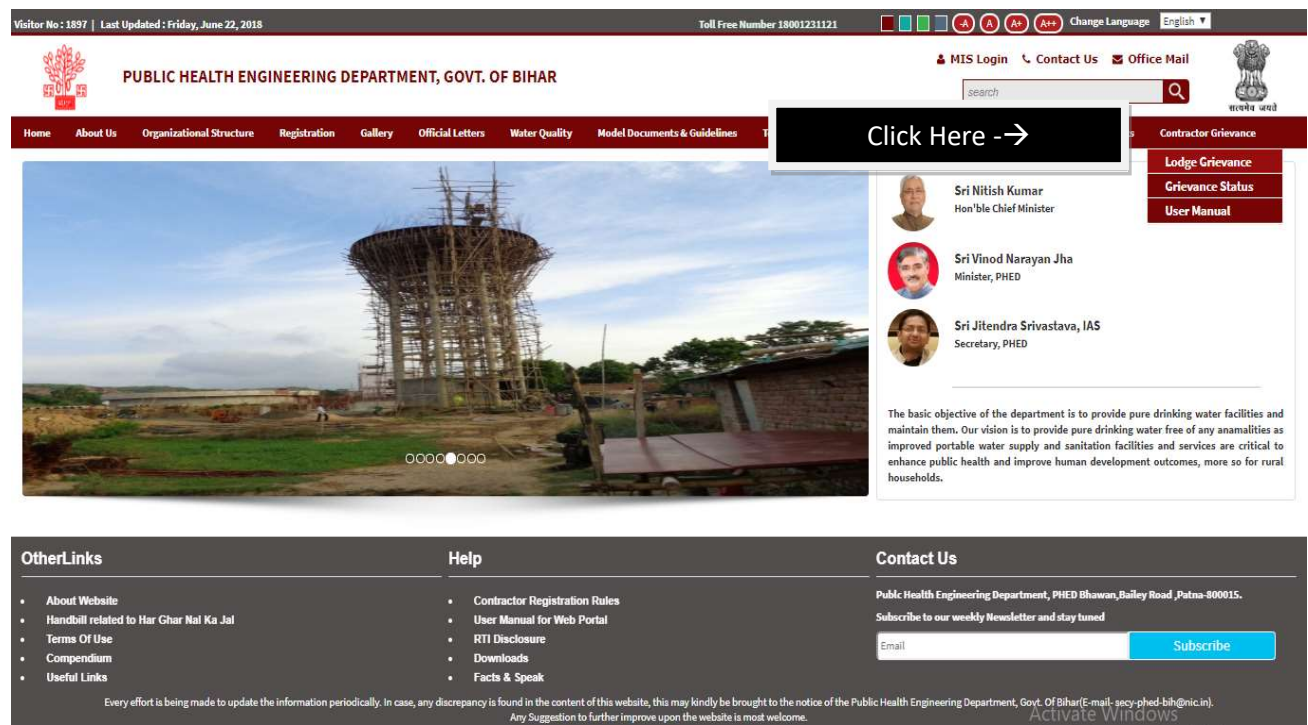


Figure – Home screen of PHED Web Portal

Contractor Grievance for PHED MIS

Home
Public Health Engineering Department, Govt. of Bihar

Lodge Your Grievance

Category: --Select--

District: --Select--

Registration No.: Ex: 00007/2016 Search

Contractor Name:

Mobile No:

Address:

Forward To: Executive Engineer

File/Image: Choose File No file chosen

Division: --Select--

Scheme Name:

Phone No:

Email ID:

Description:

Submit
Reset

NOTE: Contractors need to upgrade their existing Registration No to 5 digits, to make it 5 digit Registration No,

You need to add zeroes before the existing Registration No.

Example: Old -> 07/2016 New -> 00007/2016

 Old -> 027/2016 New -> 00027/2016

 Old -> 0283/2016 New -> 00283/2016

Contrator will click on the link provided on the Web portal page under contrcator Grievance menu,visible on the Right corner of web portal of Department.

Greivance Page for Contractors –

Home
Public Health Engineering Department, Govt. of Bihar

Lodge Your Grievance

Category: --Select--

District: --Select--

Registration No.:

Contractor Name:

Mobile No:

Address:

Forward To: Executive Engineer

File/Image: Choose File No file chosen

Division: --Select--

Scheme Name:

Phone No:

Email ID:

Description:

Submit
Reset

Contractor will have to fill up the required fields in the format shown above.

Sr. No.	Item Name	Access
1	Category	Select from Drop Down
2	Division	Select from Drop Down
3	District	Select from Drop Down
4	Scheme Name	Select from Drop Down
5	Registration No.	Enter Manually
6	Contractor Name	Enter Manually
7	Phone No.	Enter Manually
8	Mobile No.	Enter Manually
9	E-Mail Id	Enter Manually
10	Address	Enter Manually
11	Description	Enter Manually
12	Forwarded to	Enter Manually
13	File/ Image	Browse and Upload

Contractors will have to choose the category for which they want to submit their grievance.

Category would include following parameters-

- ✓ Payment Related
- ✓ Design & Drawing
- ✓ Site Allocation
- ✓ Material Verification Related
- ✓ Local Public Disturbance
- ✓ Delay in material veri. /MB Booking
- ✓ EMD withdrawal
- ✓ Others

If they could not find the items for their grievance they can select “Others” from drop down and in sub category they can write their grievance type. Then onwards choose Division, District and Scheme name from drop down. In case of no schemes found in the drop down choose others and enter the name of scheme manually.

Registration no. for contractors will be of 5 digits which will be different from provided earlier from the department. They need to add zero to make it a 5-digit registration no.

Illustrative Example. -

<i>Old Registration No.</i>	<i>New Registration No.</i>
07/2016	00007/2016
027/2016	00027/2016
0238/2016	00238/2016

- Contractors does not need to change their financial year attached with the registration no. for submitting their grievance. Once a 5-digit registration no. will be inserted manually contractor's

details would be fetched by the software automatically. Contractors company name and address would be appearing in the respective fields. Contractors can get ensured once the data fetched after registration no. is correct.

- Add Registered Mobile no., Phone no. and E-mail Id if any. In Description contractors can write their grievance details. In forwarded to contractor will have a drop down to choose from whom they want to submit their grievance. They can submit to any of the Executive Engg., Superintending Engg., Chief Engineer and Engineer in Chief.
- Contractors can browse and upload the relevant file or image if any about the grievance they wish to submit.

Click on the submit button to submit the details filled with best of your knowledge and belief.

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Lodge Your Grievance

Category:	Payment Related	Division:	JEHANABAD
District:	JEHANABAD	Scheme Name:	GHOSHI (1143F71)
Registration No.:	00010/2016		
Contractor Name:	M/S C. V. D. PROJECTS PVT. LTD.		
Mobile No:	1234567890		
Address:	LEGAL SERVICE PVT. LTD. , FREZER ROAD, NEAR JAGAT TREAD CENTER, PATNA-800001		
Forward To:	Executive Engineer		
File/Image:	Choose File 24131214_10...4609_n.jpg		
		Phone No:	5456465554
		Email ID:	xyz@abc.com
		Description:	Write about related issue with Grievance.
		Submit Reset	

After Submission contractor will find a screen similar as below. Contractor can take a Print of the same for his reference.

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[View Grievance](#)

Category:	Payment Related	Division:	JEHANABAD
District:	JEHANABAD	Scheme:	GHOSHI (1143F71)
Complain ID:	GR6C5716F	Registration No:	00010/2016
Contractor Name:	M/S C. V. D. PROJECTS PVT. LTD.	Phone No:	5456465554
Mobile No:	1234567890	Email ID:	xyz@abc.com
Address:	LEGAL SERVICE PVT. LTD. , FREZER ROAD, NEAR JAGAT TREAD CENTER, PATNA-800001	Description:	Write about related issue with Grievance.

File/Image: 

[Download](#)

[Print](#)

Grievance submitted by the contractor will be notified to the District/HQ based officials whom they have selected to send. Officials will login using their credentials provided at HQ/District based offices. A pop up message indicating the grievance from contractor will be on the official screen. Officials can resolve or forward the same grievance to the concerned hierarchy at District and Head Quarter.

Contractor can check the status of their grievance using the Id allotted to him after grievance submission. Contractor will have to provide the authentic mobile no. while submission as they can be communicated after resolution of the same.

How to Check Online status of Grievance Submitted?

Contractor can check their status online using the Grievance No. Provided after final submission of the grievance. Or contractor can check the status using their mobile no. they have provided at the time of grievance submission. Detailed would be visible including the current status of the grievance. In remarks menu contractor can see the level with whom their grievance is for the redressal. Contractor would get an update when their grievance gets resolved.



Public Health Engineering Department, Govt. of Bihar

Know Your Grievance Status

GrievanceNo: GR3C8D9BD

Mobile: 6245132132

Show

Category:	Others	Division:	KAIMUR(BHABUA)
District:	KAIMUR(BHABUA)	Scheme:	SCHEME_OTHER
Complain ID:	GR3C8D9BD	Registration No:	00006/2016
Contractor Name:	GUPTESHAWR SINGH	Phone No:	0612254654
Mobile No:	6245132132	Email ID:	guptesh@gmail.com
Address:	VILL- BHAYA BIGAHA, C.O- MADANPUR, PIN-824103	Description:	Error in MIS
Current Status	Pending (At The level Of Executive Engineer)		

Date	Remarks	RemarksBy
02 Nov 2018	Payment Related Issue	GUPTESHAWR SINGH

_____End of Procedure_____