

User manual
on
Online Grievance Redressal
System - eKaaSel



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Produced by PSGRD, Cabinet Secretariat
"In Pursuit of Improving of Public Service Delivery"

1. Introduction

This document is a step-by-step user guide on the online grievance redressal system - **eKaaSel**, developed to assist the citizens to submit feedback and grievance on public services.

The system provides a streamlined platform between the public agencies and the citizens in completing the feedback mechanism necessary in service delivery. The system is developed and managed by Public Services and Grievances Redressal Division (PSGRD), erstwhile G2C Office, under the Cabinet Secretariat of Royal Government of Bhutan.

2. Features

The eKaaSel system allows:

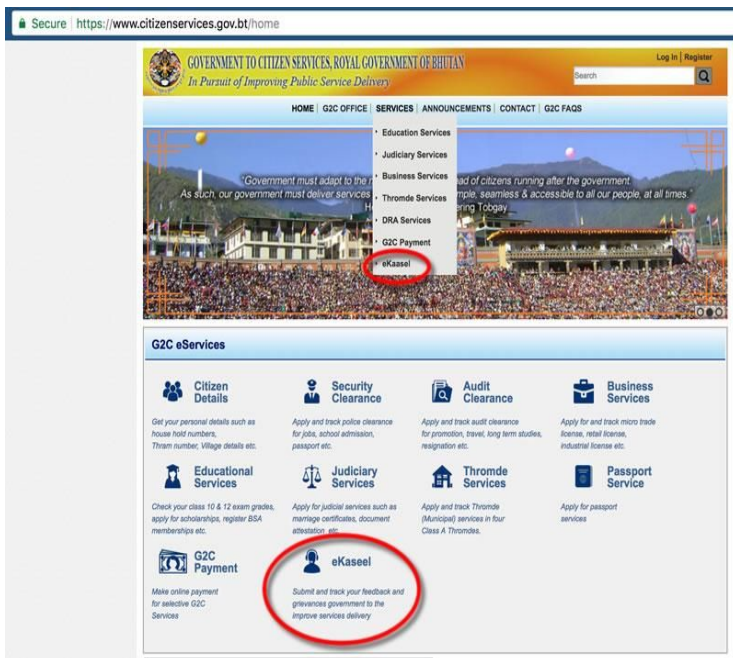
- Citizens to submit feedback and grievances on concerns related to service delivery;
- Citizens to track their application and record of activities performed on their application;

An applicant is notified via an automated SMS notification on successful submission of application and again upon the final resolution of the application.

3. Accessibility

The eKaaSel system is an open system, which can be accessed from any point with Internet accessibility.

The following on the Citizen Portal (www.citizenservices.gov.bt) will direct you to the eKaaSel system (click the eKaaSel icon or choose eKaaSel under “Services” on the menu bar).



4. Form

Choose either “Feedback” or “Grievance”- depending on the concern type.



The screenshot shows a web browser address bar with a lock icon, the word "Secure", and the URL "https://www.citizenservices.gov.bt/ekaasel/public". Below the address bar is a circular logo of the Government of Bhutan and the text "Government to citizen service delivery initiative". The main heading "eKaaSel" is displayed in blue. A light blue box contains the question "What do you want to submit ?" followed by two radio button options: "Feedback:" and "Grievance:". The "Feedback:" option is circled in red.

The form will appear:

Application Details

Category*

Identification No(CID or any valid ID)*

Please enter any valid number. If you enter valid CID number and date of birth your details will be displayed.

Date of Birth


Full Name : *

Address :

Mobile Number*

Grievance: Description*

Attach Supporting File :

I'm not a robot  reCAPTCHA
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5. Filling

Please note that all the fields with red asterisk “ * ” are mandatory and you cannot submit the application unless you provide all the required information.

Please select the “Category” of your submission. When you clicks the drop down menu, the list of category will be shown. (The category is to assist the Cabinet Secretariat to determine the nature of the application in order to follow up with the concerned agency.) If you are unsure about the category you can select “Others”.

Application Details

Category* Select Category

Identification No(CID or any valid ID)*

Date of Birth

Full Name : *

Address :

- Agricultural and Forestry
- Educational
- Economics, Trade, Business and Industries
- Financial
- Foreign Affairs
- Health
- Home and Cultural Affairs
- Information, Media, Technology and Communications
- Labour and Employment
- Human Settlements, Road & Bridges
- Others

In the ID field, please submit valid CID/SRP/any other official permit document reference.

The Date-of-Birth field must be system-populated (Year-Month-Date) which will popup on clicking the field.

Date of Birth

Full Name : *

Address :

Mobile Number*

Grievance: Description*

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Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

The other details are auto-populated by the system upon validating the ID and DoB fields.

(If the applicant does not have or does not use CID or SRP, one has to fill up name and address details. In this case, date of birth can be left blank.)

The mobile number field is mandatory. This is necessary to receive the SMS notification (with the applicant ID) and to contact for follow-up.

Mobile Number*

Next, briefly describe the nature of your application in the description field.


Grievance: Description*

There is also a provision to attach any supporting document (by clicking on the blue browse button and uploading the file). Please note that document attachment is not mandatory.

Attach Supporting File :

The square box is to ensure that you are not a *robot* - this is to avoid spam document. Simply click the box and submit.

 I'm not a robot 
reCAPTCHA
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6. Tracking

Upon successful submission of your application, you will get an acknowledgement via an automatic SMS notification to the mobile phone number you provided.

eKaaSel » Acknowledgement

Your grievance has been lodged successfully.
Your Grievance reference number is 400_0000003

Generate Acknowledgement Receipt



Once you get the application number/ID, you can track the status of your application by putting the application ID in the *Track Application* section (on the main page).

Track your service status

Application ID:

G2C News

Appointments for 11 notary services available online

With the Cabinet Secretariat's Public Service and Grievances Redressal Division (PSGRD) handing over the judiciary eServices to the judiciary yesterday, people seeking notary services can now apply online for all



Please use our G2C Contact Center by calling the toll-free # 1199 for any further assistance.