



# **Project Name: Implementation of Electronic Government to Citizen Service Delivery System**

*The G2C Project Office, Royal Government of Bhutan*

**User Manual for Voice of Customer Portal**

**Revision History:**

S. No.	Task Performed	Author's Name	Reviewer's Name	Date of Modification
1	User Manual Created	G2C Content Writer	G2C Business Owner	11-Feb-2013



## **About the VOC Portal**

The Voice of Customer (VOC) portal is an initiative of the G2C Project Office, Royal Government of Bhutan, under the 'Electronic Government to Citizen Service Delivery System Implementation' engagement for providing a one-stop platform to the Government for receiving, assessing and resolving multifarious complaints, grievances, feedbacks and suggestions from concerned citizens and stakeholders.

The VOC unifies all the relevant stakeholders from the Government side, starting from the Prime Minister's Office to the individual department level, with the citizen under a common collaboration platform. The portal equips the citizens to share their feedback and grievances on both specific G2C service delivery as well as generic non-G2C service related matters. For G2C services, already integrated within the electronic G2C service delivery gateway, the system has the provision of identification of the specific service through the Application No. furnished by the citizen and subsequent assignment to the relevant department automatically for analysis. For non-G2C service related tickets, the application is received and processed directly from the Prime Minister's Office and then forwarded to the relevant department.

The VOC has the flexibility of channelizing a single application through multiple rework cycles within the Prime Minister's Office, the Secretariat and individual ministries/departments/agencies until satisfactory resolution of the complaint is achieved. The portal tracks the subsequent steps and records the activities performed at different steps for reporting and audit purpose. On successful closure of an application, an automated email/SMS notification is dispatched to the applicant informing him/her about the resolution.

The VOC targets at being an important channel of communication between the Government and the citizens by annihilating the distance imposed by the geographical terrain of the country. The citizens can leverage the portal as the ideal forum for expressing their opinions, voicing their concerns and sharing their ideas to the Government, which will, most certainly, pave the way for ensuring better governance through citizen involvement and eventually contribute to the Gross National Happiness.

This document outlines the basic navigation of the VOC portal and the mechanism of processing complaints/suggestions/feedback.



## **Process 1: Submitting online G2C related application**

➤ **Step 1:-** Login to the Portal and click on Voice of Customer link.

❖ **Result:-** VOC Home page appears and tasks are displayed based on role of the logged in user.

**ཞུག་ལེ་མཆེད་ཤུབ་ཅོང་།**  
**zhung ley mheer shubtog**  
 Government to Citizen Service Delivery System, Royal Government of Bhutan

[Welcome pmo\\_test\\_user](#) | [Help](#) | [Logout](#)

**Voice Of Customer**

[Lodge your Grievance](#) | [Check Grievance Status](#) | [Back To TaskList](#) | [View Report](#)

PMO's Task List

Application No.	Category	Submitted On
400_0000020	Seeking Scholarships	03/12/2012
400_0000021	Issues related to Land kidu, allotment, resettlement etc	03/12/2012
400_0000046	Seeking Scholarships	05/12/2012
400_0000047	Seeking Employment	05/12/2012
400_0000048	Seeking Scholarships	07/12/2012
400_0000049	Seeking Scholarships	07/12/2012
400_0000070	Issues related to request made for early bail from prison	09/01/2013
400_0000072	Miscellaneous issues	16/01/2013
400_0000073	Seeking Employment	17/01/2013
400_0000076	Seeking Employment	30/01/2013

(from PM)

Sent by Minister




Application No.	Category	Submitted On	Forwarded by
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Issues closed by Minister/Departments

Application No.	Category	Submitted On	Closed by
400_0000002	Seeking Scholarships	19/06/2012	MOHCA
400_0000008	Issues related to SCC, Census & Naturalization	25/07/2012	MOHCA
400_0000012	Miscellaneous issues	20/11/2012	MOHCA
400_0000013	Miscellaneous issues	20/11/2012	Ministry of Information and Communications
400_0000018	Seeking Scholarships	01/12/2012	MOHCA
400_0000024	Miscellaneous issues	05/12/2012	MOHCA
400_0000029	Seeking Employment	05/12/2012	Ministry of Information and Communications
400_0000035	Miscellaneous issues	05/12/2012	Ministry of Health
400_0000036	Miscellaneous issues	05/12/2012	Ministry of Work and Human Settlement
400_0000039	Seeking Scholarships	05/12/2012	Ministry of Education



- **Step 2:-** Click on the link “Lodge your Grievance” and select the complaint type as G2C Service Related and provide a valid application number
  - ❖ **Result:-** System will authenticate the application no and identify the target government agency. The application submission form will be displayed.

ཀུན་ལ་མཐོང་གི་ཐབས་ཤིག།

**Zhung Lgy Meseer Zhabtog**

Government to Citizen Service Delivery System, Royal Government of Bhutan

[Welcome](#) | [pmo\\_test\\_user](#) | [Help](#) | [Logout](#)

### Voice Of Customer

[Lodge your Grievance](#) | [Check Grievance Status](#) | [Back To TaskList](#) | [View Report](#)

#### Type of Grievance

Is this G2C Service related ? ☒ Yes ☐ No


Please Enter the G2C Application Number:

#### Current Status for your Application

Status	Date
Awaiting Document Verification	17/01/2013 03:31:18

What do you want to submit ? ☒ [Suggestion](#): ☐ [Feedback](#): ☐ [Complaint](#): ☐ [Remarks](#):

#### Application Details

Select the Category of your Grievance:  

Enter CID No:

Full Name:

Address:

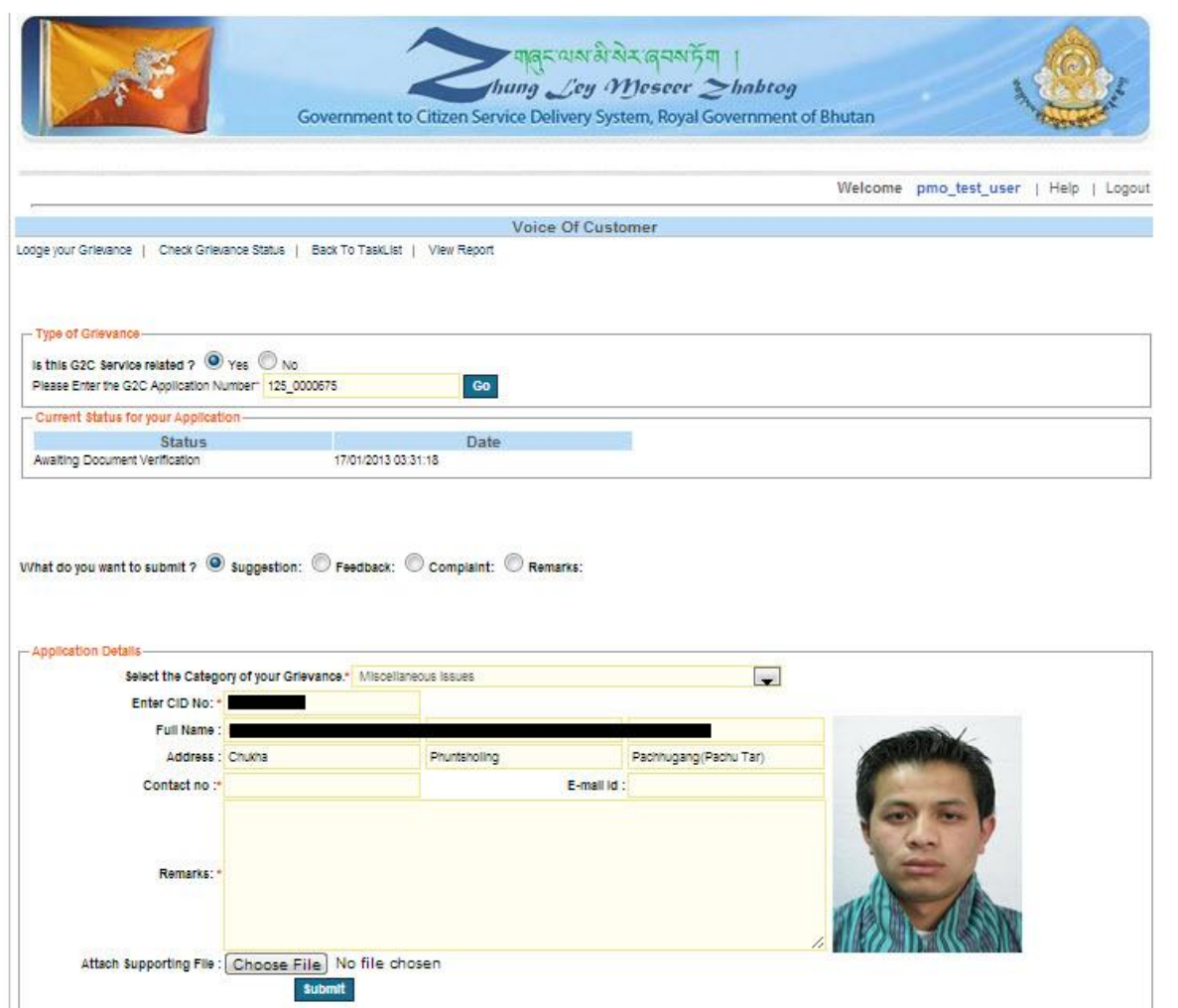
Contact no:  E-mail id:

Remarks:

Attach Supporting File:  No file chosen

- **Step 3:-** Fill up the application form from as per instructions below.
- Specify the type of application (Suggestion/Feedback/Complaint/Remarks) and the grievance category.
  - Provide a valid CID no for the applicant. System will retrieve the applicant details from the database.
  - Provide valid contact details and Remarks and attach supporting documents if applicable.

Click “Submit” button once the form is filled up. Please note all the mandatory fields have a red star mark, without filling up those fields you will not be able to submit the form.



The screenshot displays the 'Voice Of Customer' portal interface. At the top, there is a header with the Bhutanese flag, the text 'ཡུལ་ལཱ་མེས་འབྲེལ་ཁྲིམས་ལུགས་།' (zhung Loy Meseer Shabtog), and the English text 'Government to Citizen Service Delivery System, Royal Government of Bhutan'. A user login bar shows 'Welcome pmo\_test\_user | Help | Logout'. Below this is a navigation bar with links: 'Lodge your Grievance', 'Check Grievance Status', 'Back To TaskList', and 'View Report'.

The main form area is titled 'Type of Grievance' and contains the following sections:

- Is this G2C Service related ?** with radio buttons for 'Yes' (selected) and 'No'.
- Please Enter the G2C Application Number:** with a text input field containing '125\_0000675' and a 'Go' button.
- Current Status for your Application:** a table showing the status and date.
 

Status	Date
Awaiting Document Verification	17/01/2013 03:31:18
- What do you want to submit ?** with radio buttons for 'Suggestion' (selected), 'Feedback', 'Complaint', and 'Remarks'.
- Application Details:** a section with various input fields:
  - Select the Category of your Grievance:** a dropdown menu showing 'Miscellaneous Issues'.
  - Enter CID No.:** a text input field with a red star indicating it is mandatory.
  - Full Name:** a text input field with a red star.
  - Address:** three text input fields labeled 'Chukha', 'Phuntsholing', and 'Paonhugang(Paonu Tar)', each with a red star.
  - Contact no.:** a text input field with a red star.
  - E-mail Id:** a text input field with a red star.
  - Remarks:** a large text area with a red star.
  - Attach Supporting File:** a 'Choose File' button and the text 'No file chosen'.
  - A 'Submit' button at the bottom.

On the right side of the 'Application Details' section, there is a profile picture of a man with dark hair wearing a green and blue striped shirt.

**Result:-** Application will be submitted and system will generate unique application no for further tracking.





- **Step 4:-** Click the link “Check Grievance Status” at the ‘Link’ bar and provide the application no and click on Submit button.



**Result:-** System will display instantaneous status of the submitted grievance and also indicate the name of the agency where the application has been forwarded to.

----- **End of process flow** -----





## Process 2: Submitting online non-G2C application

➤ **Step 1:-** Login to the Portal and click on Voice of Customer link.

❖ **Result:-** VOC Home page appears and tasks are displayed based on role of the logged in user.

གཞུང་ལམ་མི་མེད་ཞབས་དྲིལ།  
Zhung Loy Mheser Zhabtog  
Government to Citizen Service Delivery System, Royal Government of Bhutan

Welcome **pmo\_test\_user** | [Help](#) | [Logout](#)

Voice Of Customer

[Lodge your Grievance](#) | [Check Grievance Status](#) | [Back To TaskList](#) | [View Report](#)

PMO's Task List

Application No.	Category	Submitted On
400_0000020	Seeking Scholarships	03/12/2012
400_0000021	Issues related to Land kidu, allotment, resettlement etc	03/12/2012
400_0000046	Seeking Scholarships	05/12/2012
400_0000047	Seeking Employment	05/12/2012
400_0000048	Seeking Scholarships	07/12/2012
400_0000049	Seeking Scholarships	07/12/2012
400_0000070	Issues related to request made for early bail from prison	09/01/2013
400_0000072	Miscellaneous issues	16/01/2013
400_0000073	Seeking Employment	17/01/2013
400_0000076	Seeking Employment	30/01/2013

[\(from PM\)](#)

Sent by Minister

Application No.	Category	Submitted On	Forwarded by
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Issues closed by Minister/Departments

Application No.	Category	Submitted On	Closed by
400_0000002	Seeking Scholarships	19/06/2012	MOHCA
400_0000008	Issues related to SCC, Census & Naturalization	25/07/2012	MOHCA
400_0000012	Miscellaneous issues	20/11/2012	MOHCA
400_0000013	Miscellaneous issues	20/11/2012	Ministry of Information and Communications
400_0000018	Seeking Scholarships	01/12/2012	MOHCA
400_0000024	Miscellaneous issues	05/12/2012	MOHCA
400_0000029	Seeking Employment	05/12/2012	Ministry of Information and Communications
400_0000035	Miscellaneous issues	05/12/2012	Ministry of Health
400_0000036	Miscellaneous issues	05/12/2012	Ministry of Work and Human Settlement
400_0000039	Seeking Scholarships	05/12/2012	Ministry of Education





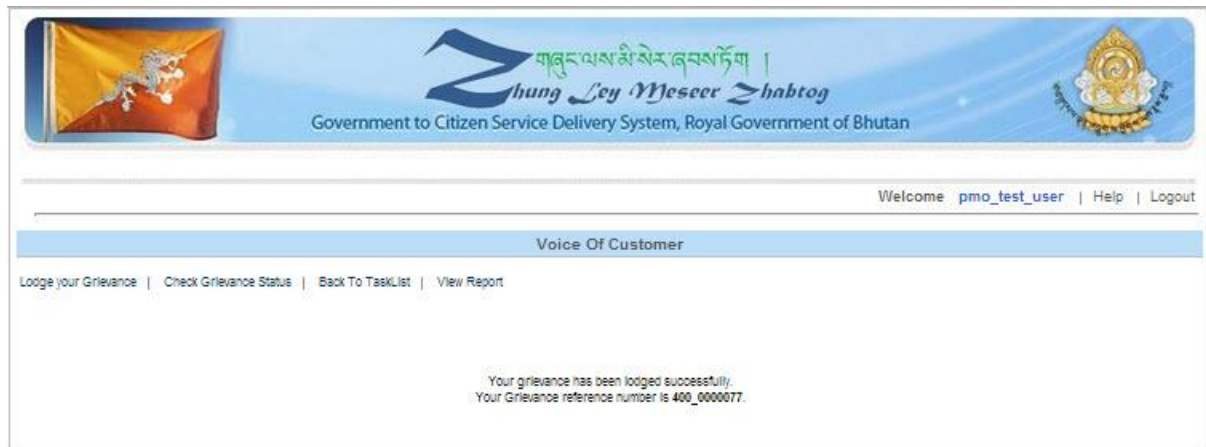
- ❖ **Result:-** The application submission form will be displayed.

- **Step 3:-** Fill up the application form from as per instructions below.
- Specify the type of application (Suggestion/Feedback/Complaint/Remarks) and the grievance category.
  - Provide a valid CID no for the applicant. System will retrieve the applicant details from the database.
  - Provide valid contact details and Remarks and attach supporting documents if applicable.

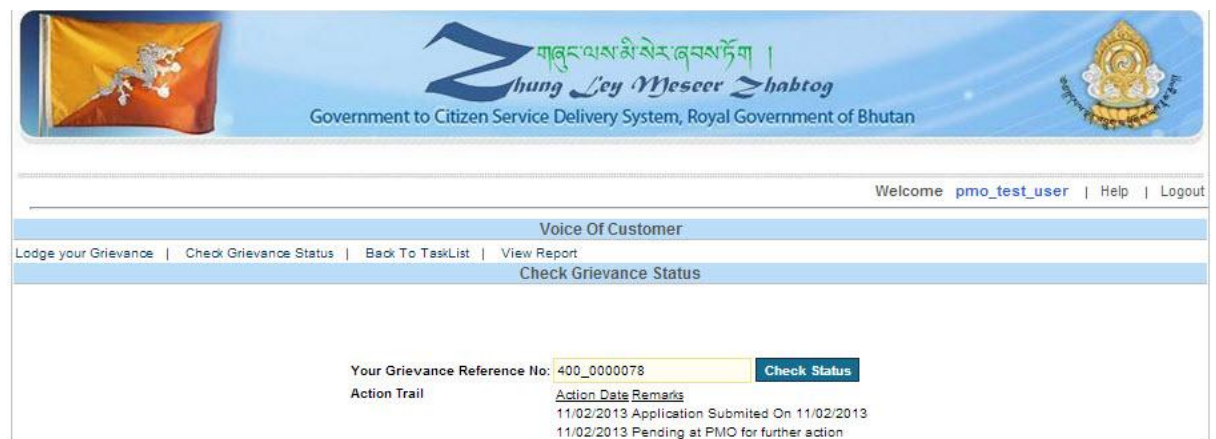
Click “Submit” button once the form is filled up. Please note all the mandatory fields have a red star mark, without filling up those fields you will not be able to submit the form.

**Result:-** Application will be submitted and system will generate unique application no for further tracking.





- **Step 4:** - Click the link “Check Grievance Status” at the ‘Link’ bar and provide the application no and click on Submit button.



**Result:-** System will display instantaneous status of the submitted grievance.

----- **End of process flow** -----



## Process 3: Application processing by PMO user

➤ **Step 1:-** Login to the Portal as PMO user and click on Voice of Customer link.

❖ **Result:-** VOC Home page appears and tasks are displayed for the logged in PMO user.

**གཞུང་ལམ་མི་མེད་ཞབས་དྲིལ།**  
**Zhung Loy Mheser Zhabtog**  
 Government to Citizen Service Delivery System, Royal Government of Bhutan

Welcome **pmo\_test\_user** | [Help](#) | [Logout](#)

Voice Of Customer

[Lodge your Grievance](#) | [Check Grievance Status](#) | [Back To TaskList](#) | [View Report](#)

PMO's Task List

Application No.	Category	Submitted On
400_0000020	Seeking Scholarships	03/12/2012
400_0000021	Issues related to Land kidu, allotment, resettlement etc	03/12/2012
400_0000046	Seeking Scholarships	05/12/2012
400_0000047	Seeking Employment	05/12/2012
400_0000048	Seeking Scholarships	07/12/2012
400_0000049	Seeking Scholarships	07/12/2012
400_0000070	Issues related to request made for early bail from prison	09/01/2013
400_0000072	Miscellaneous issues	16/01/2013
400_0000073	Seeking Employment	17/01/2013
400_0000076	Seeking Employment	30/01/2013

[\(from PM\)](#)

Sent by Minister

Application No.	Category	Submitted On	Forwarded by
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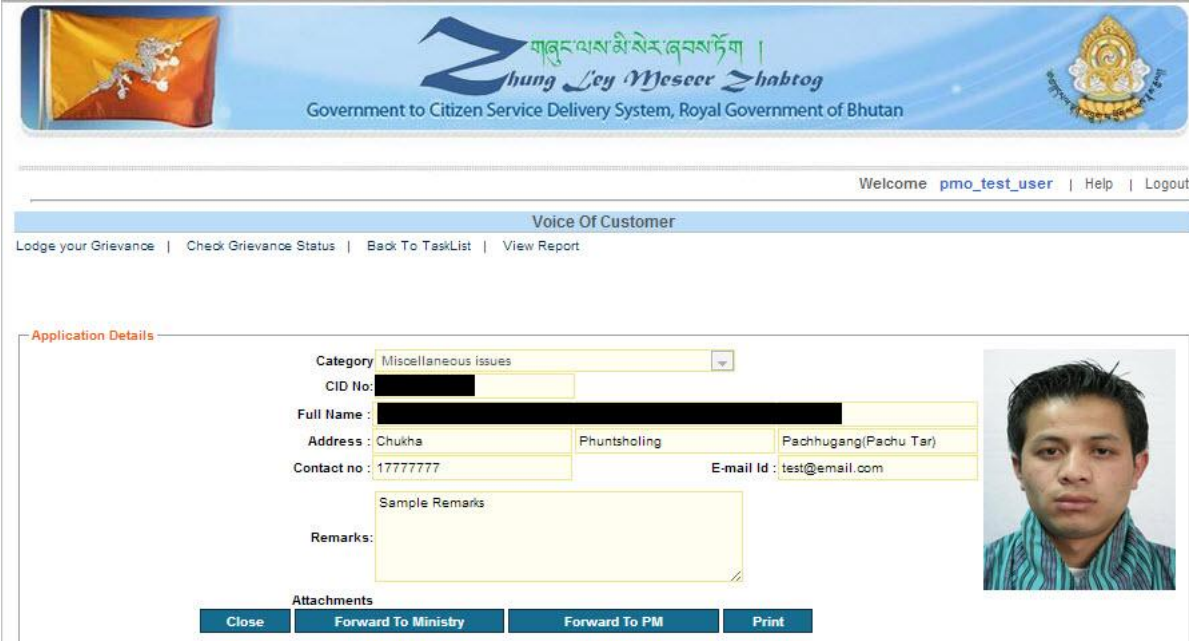
Issues closed by Minister/Departments

Application No.	Category	Submitted On	Closed by
400_0000002	Seeking Scholarships	19/06/2012	MOHCA
400_0000008	Issues related to SCC, Census & Naturalization	25/07/2012	MOHCA
400_0000012	Miscellaneous issues	20/11/2012	MOHCA
400_0000013	Miscellaneous issues	20/11/2012	Ministry of Information and Communications
400_0000018	Seeking Scholarships	01/12/2012	MOHCA
400_0000024	Miscellaneous issues	05/12/2012	MOHCA
400_0000029	Seeking Employment	05/12/2012	Ministry of Information and Communications
400_0000035	Miscellaneous issues	05/12/2012	Ministry of Health
400_0000036	Miscellaneous issues	05/12/2012	Ministry of Work and Human Settlement
400_0000039	Seeking Scholarships	05/12/2012	Ministry of Education



➤ **Step 2:-** Click on the any of the submitted applications in the PMO's task list.

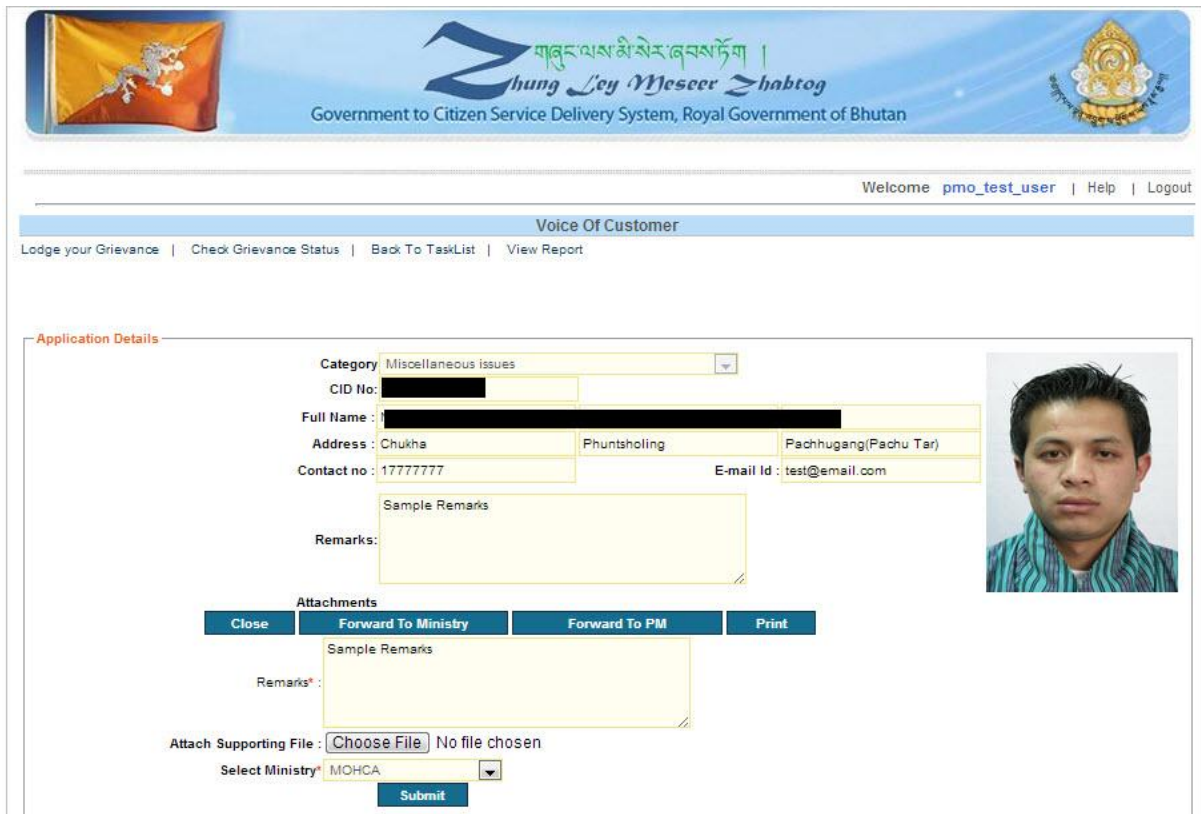
❖ **Result:-** The submitted application submission will open in non-editable format.



The screenshot displays the 'Voice Of Customer' portal interface. At the top, there is a header with the Bhutanese flag, the text 'ཡུལ་ལམ་མི་མཐུན་ཞུགས་ཁྱེད་ཀྱི་ | *Zhung Ley Meseer Zhabtog*', and the tagline 'Government to Citizen Service Delivery System, Royal Government of Bhutan'. A user welcome message 'Welcome pmo\_test\_user | Help | Logout' is visible on the right. Below the header, a navigation bar includes links: 'Lodge your Grievance | Check Grievance Status | Back To TaskList | View Report'. The main section, titled 'Application Details', contains a form with the following fields: 'Category' (Miscellaneous issues), 'CID No.' (redacted), 'Full Name' (redacted), 'Address' (Chukha, Phuntsholing, Pachhugang(Pachu Tar)), 'Contact no.' (17777777), and 'E-mail Id' (test@email.com). A 'Remarks' field with a 'Sample Remarks' placeholder is also present. To the right of the form is a profile picture of a man. At the bottom, an 'Attachments' section features four buttons: 'Close', 'Forward To Ministry', 'Forward To PM', and 'Print'.

- **Step 3:-** Peruse the submitted application and execute any of the three actions below.
- Close the application
  - Forward the application to the Hon'ble Prime Minister.
  - Forward the application to a specific ministry

Click on the appropriate button based on your choice. Please note that a valid remark is mandatory in each case.



The screenshot displays the 'Voice Of Customer' portal interface. At the top, there is a header with the Bhutanese flag, the text 'ཡུལ་ལམ་མི་ལེན་ཞབས་དྲུག།' (Yul Lam Mi Len Jambay Dorje), 'hung Ley Meseer Zhabtog', and 'Government to Citizen Service Delivery System, Royal Government of Bhutan'. Below the header, a navigation bar includes 'Welcome pmo\_test\_user | Help | Logout'. The main section is titled 'Voice Of Customer' and contains links: 'Lodge your Grievance | Check Grievance Status | Back To TaskList | View Report'.

The 'Application Details' section shows the following information:

- Category: Miscellaneous issues
- CID No: [Redacted]
- Full Name: [Redacted]
- Address: Chukha | Phuntsholing | Pachhugang(Pachu Tar)
- Contact no: 17777777
- E-mail Id: test@email.com
- Sample Remarks: [Text area]
- Remarks: [Text area]

Below the details, there is an 'Attachments' section with buttons: 'Close', 'Forward To Ministry', 'Forward To PM', and 'Print'. A 'Sample Remarks' text area is also present.

At the bottom, there is an 'Attach Supporting File' section with a 'Choose File' button and the text 'No file chosen'. Below this is a 'Select Ministry' dropdown menu showing 'MOHCA' and a 'Submit' button.

**Result:-** Application will be forwarded to the specified entity.

----- **End of process flow** -----

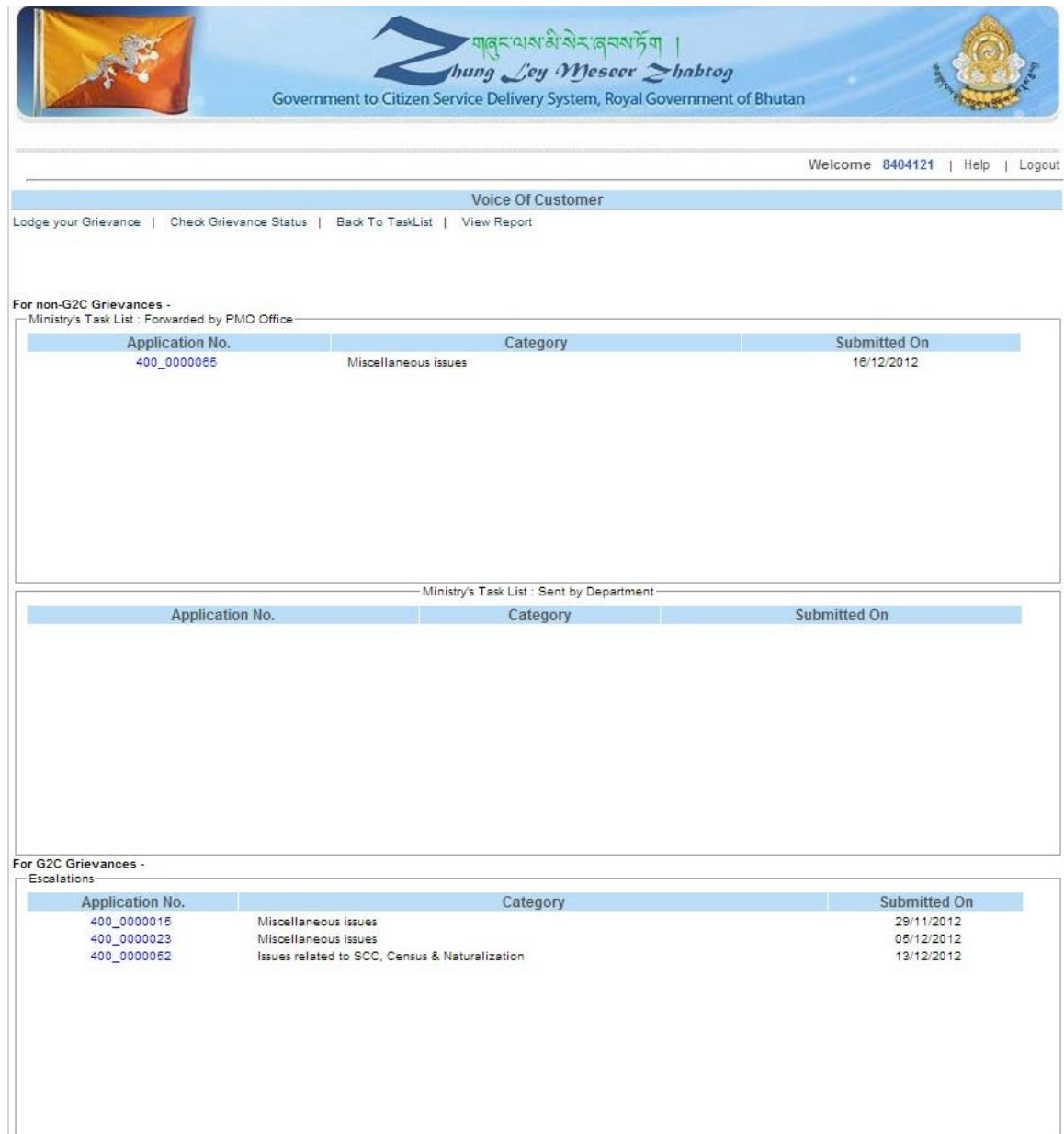




## **Process 4: Application processing by Ministry/Secretariat**

➤ **Step 1:-** Login to the Portal as Secretary level user and click on Voice of Customer link.

❖ **Result:-** VOC Home page appears and tasks are displayed for the logged in user.



Government to Citizen Service Delivery System, Royal Government of Bhutan

Welcome 8404121 | Help | Logout

**Voice Of Customer**

[Lodge your Grievance](#) | [Check Grievance Status](#) | [Back To TaskList](#) | [View Report](#)

**For non-G2C Grievances -**

Ministry's Task List : Forwarded by PMO Office

Application No.	Category	Submitted On
400_0000085	Miscellaneous issues	16/12/2012

**For G2C Grievances -**

Escalations

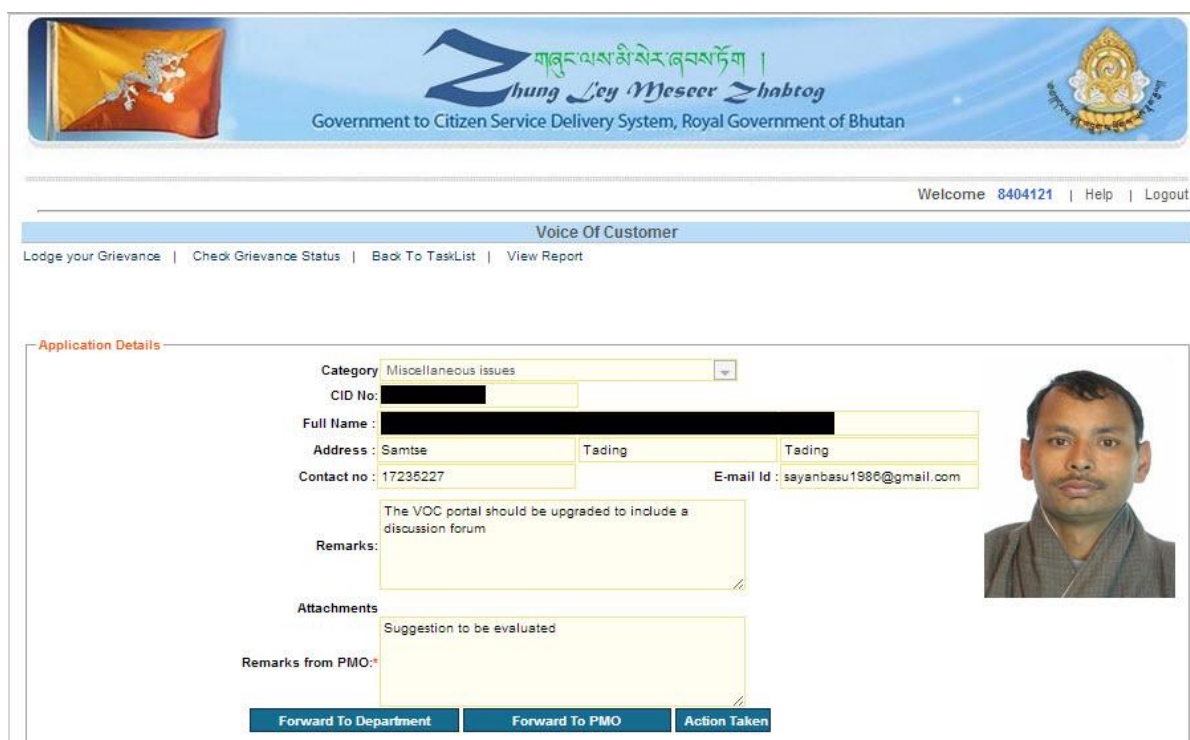
Application No.	Category	Submitted On
400_0000016	Miscellaneous issues	29/11/2012
400_0000023	Miscellaneous issues	05/12/2012
400_0000052	Issues related to SCC, Census & Naturalization	13/12/2012





- **Step 2:-** Click on the any of the submitted applications in the Secretary's task list.

❖ **Result:-** The submitted application submission will open in non-editable format.



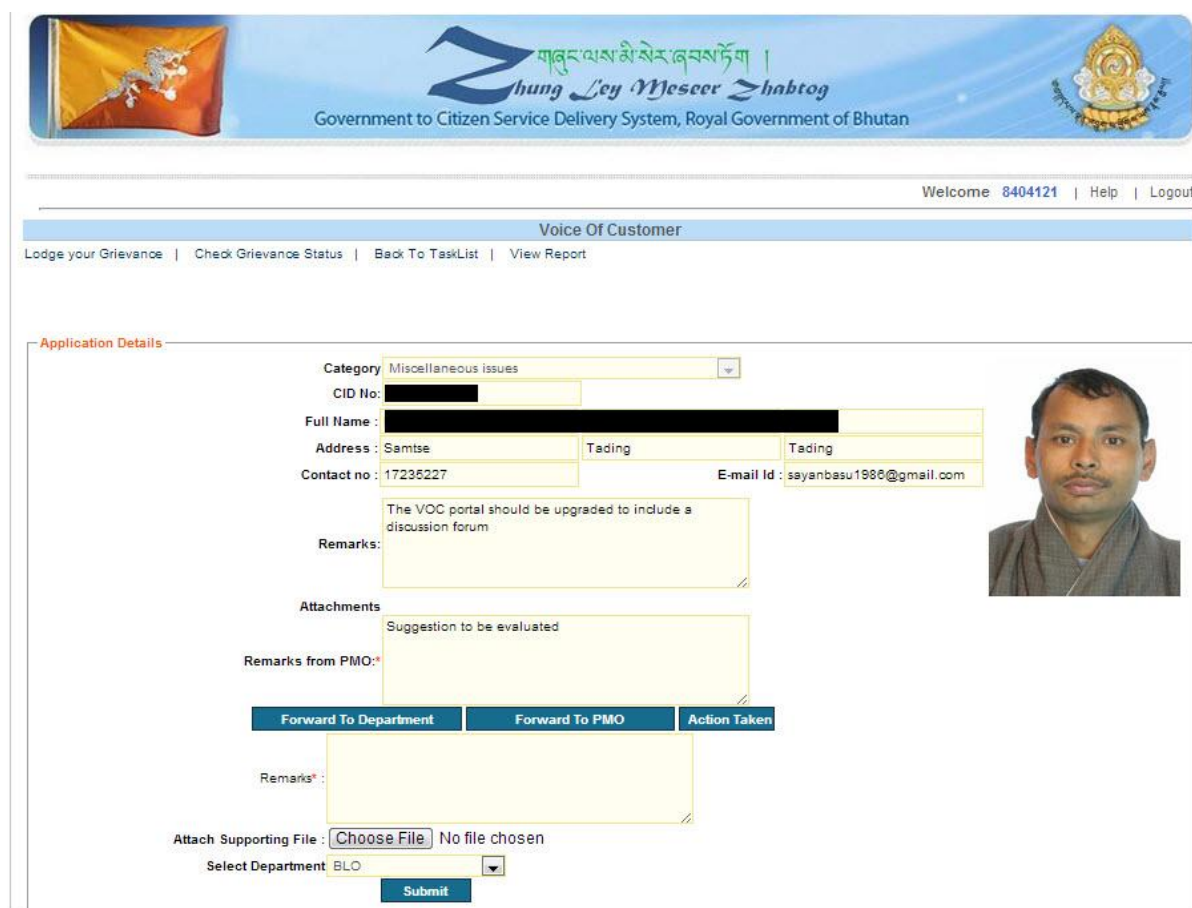
The screenshot displays the 'Voice Of Customer' portal interface. At the top, there is a header with the Bhutanese flag, the text 'ཡུལ་ལམ་མི་མེད་ཞབས་ཏུ་གྲོག་།' (Zhung Ley Meseer Shabtog), and the English text 'Government to Citizen Service Delivery System, Royal Government of Bhutan'. A user is logged in as '8404121'. Below the header, a navigation bar includes links: 'Lodge your Grievance', 'Check Grievance Status', 'Back To TaskList', and 'View Report'. The main content area is titled 'Application Details' and shows the following information:

- Category: Miscellaneous issues
- CID No: [Redacted]
- Full Name: [Redacted]
- Address: Samtse Tading Tading
- Contact no: 17235227
- E-mail Id: sayanbasu1985@gmail.com
- Remarks: The VOC portal should be upgraded to include a discussion forum
- Attachments: Suggestion to be evaluated
- Remarks from PMO: [Redacted]

At the bottom of the application details, there are three buttons: 'Forward To Department', 'Forward To PMO', and 'Action Taken'. A profile picture of a man is visible on the right side of the application details section.

- **Step 3:-** Peruse the submitted application and execute any of the three actions below.
- Close the application by taking action
  - Forward the application to the PMO.
  - Forward the application to a specific department within the ministry.

Click on the appropriate button based on your choice. Please note that a valid remark is mandatory in each case.



The screenshot displays the 'Voice Of Customer' portal interface. At the top, there is a header with the Bhutanese flag, the text 'ཞུག་ལེ་མེསེར་ཤའ་བོ་།' (Zhug Lej Meseer Shabtog), and the English text 'Government to Citizen Service Delivery System, Royal Government of Bhutan'. A user profile picture is visible on the right. Below the header, a navigation bar includes links: 'Lodge your Grievance', 'Check Grievance Status', 'Back To TaskList', and 'View Report'. The main content area is titled 'Application Details' and contains the following fields:


- Category:** Miscellaneous issues
- CID No.:** [Redacted]
- Full Name:** [Redacted]
- Address:** Samtse, Tading, Tading
- Contact no.:** 17235227
- E-mail Id:** sayanbasu1986@gmail.com
- Remarks:** The VOC portal should be upgraded to include a discussion forum
- Attachments:** Suggestion to be evaluated
- Remarks from PMO:** [Redacted]
- Action Buttons:** Forward To Department, Forward To PMO, Action Taken
- Remarks\*:** [Redacted]
- Attach Supporting File:** Choose File, No file chosen
- Select Department:** BLO
- Submit** button


**Result:-** Application will be forwarded to the specified entity.

----- **End of process flow** -----




➤ **Step 1:-** Login to the Portal as Director level user and click on Voice of Customer link.





Zhung Ley Yeseer Zhabtso

Government to Citizen Service Delivery System, Royal Government of Bhutan



Welcome **8607089** | [Help](#) | [Logout](#)

**Voice Of Customer**

[Lodge your Grievance](#) | [Check Grievance Status](#) | [Back To TaskList](#) | [View Report](#)

Department's Task List : for non-G2C Services

Application No.	Category	Submitted On
400_0000019	Seeking Employment	03/12/2012
400_0000071	Seeking Employment	16/01/2013

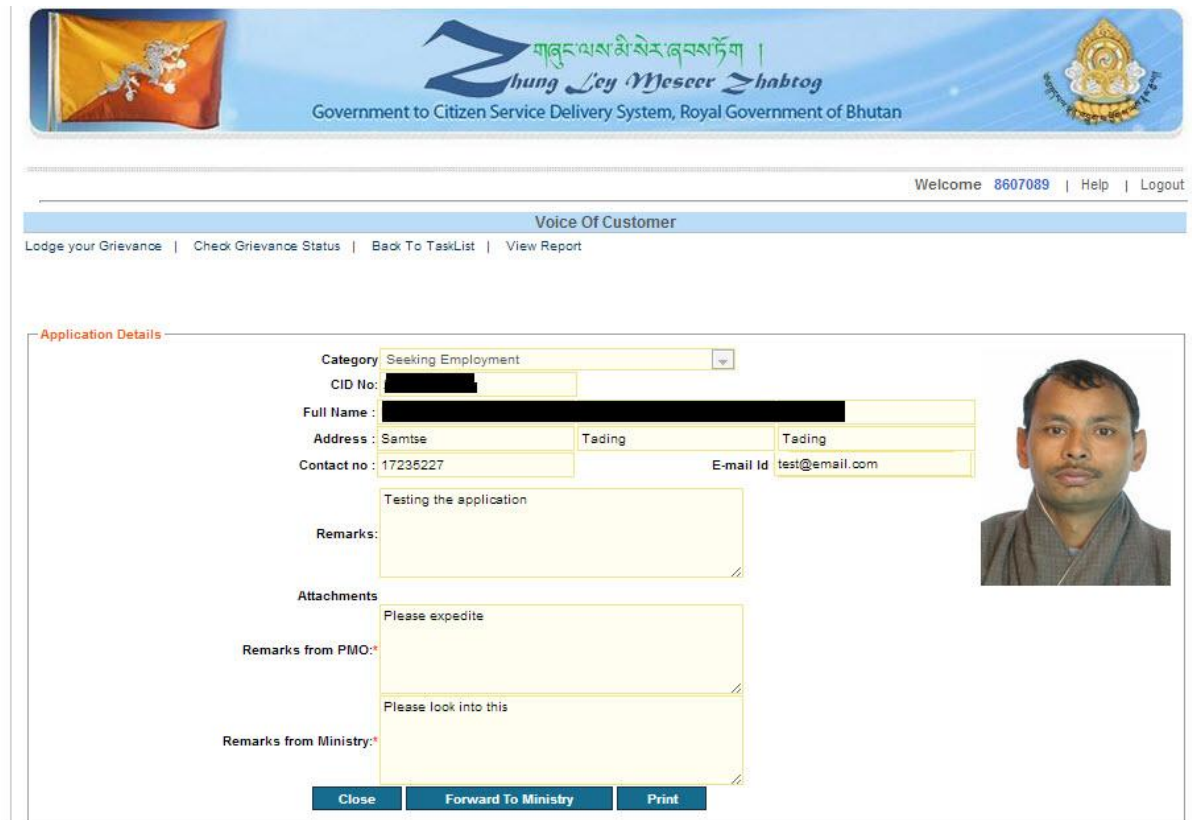
Department's Task List : for G2C Services

Application No.	Category	Submitted On
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➤ **Step 2:-** Click on the any of the submitted applications in the Director's task list.

❖ **Result:-** The submitted application submission will open in non-editable format.



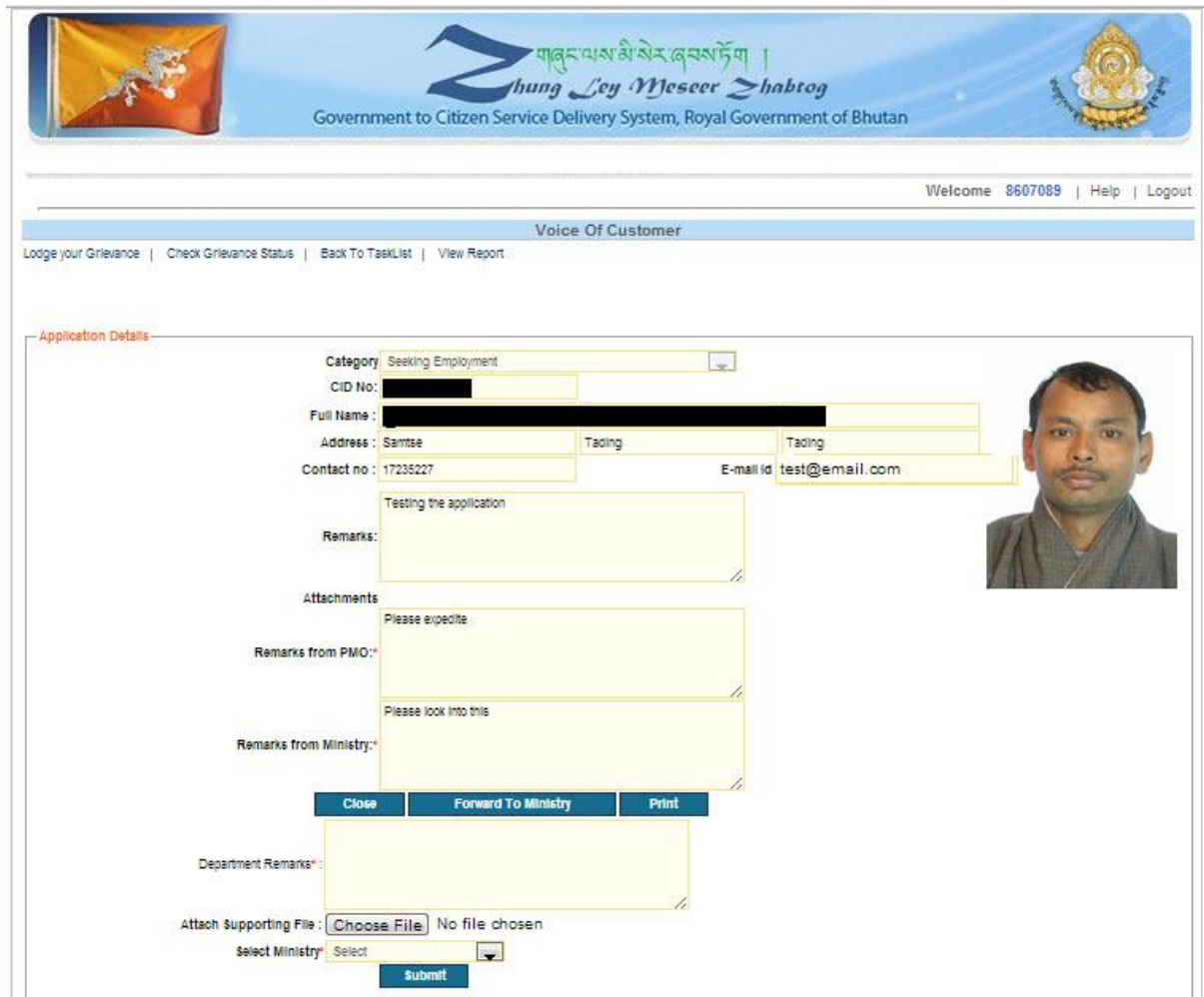
The screenshot displays the 'Voice Of Customer' portal interface. At the top, there is a header with the Bhutanese flag, the text 'ཞུག་ལམ་མི་མེད་ཞབས་དྲུག།' and 'zhung Ley Meseer Zhabtog', and the tagline 'Government to Citizen Service Delivery System, Royal Government of Bhutan'. A user is logged in as '8607089'. The main navigation bar includes links for 'Lodge your Grievance', 'Check Grievance Status', 'Back To TaskList', and 'View Report'. The 'Application Details' section shows the following information:

- Category:** Seeking Employment
- CID No.:** [Redacted]
- Full Name:** [Redacted]
- Address:** Samtse, Tading, Tading
- Contact no.:** 17235227
- E-mail Id:** test@email.com
- Remarks:** Testing the application
- Attachments:** Please expedite
- Remarks from PMO:** Please look into this
- Remarks from Ministry:** [Redacted]

At the bottom of the application details, there are three buttons: 'Close', 'Forward To Ministry', and 'Print'. A profile picture of a man is visible on the right side of the application details section.

- **Step 3:-** Peruse the submitted application and execute any of the two actions below.
- Close the application by taking action
  - Forward the application to the parent ministry

Click on the appropriate button based on your choice. Please note that a valid remark is mandatory in each case.



The screenshot displays the 'Voice Of Customer' portal interface. At the top, there is a header with the Bhutanese flag, the text 'ཡུལ་ལམ་མི་མེད་ཞབས་ཏྲུག།' (Yul Lam Mi Mey Zhabtog), and 'zhung Loy Meseer Zhabtog Government to Citizen Service Delivery System, Royal Government of Bhutan'. A user is logged in as '8607089'. The main navigation bar includes 'Lodge your Grievance', 'Check Grievance Status', 'Back To TaskList', and 'View Report'. The 'Application Details' section shows the following information:

- Category: Seeking Employment
- CID No: [Redacted]
- Full Name: [Redacted]
- Address: Santse, Tading, Tading
- Contact no: 17235227
- E-mail id: test@email.com
- Remarks: Testing the application
- Attachments: Please expedite
- Remarks from PMO: Please look into this
- Remarks from Ministry: [Empty field]
- Buttons: Close, Forward To Ministry, Print
- Department Remarks: [Empty field]
- Attach Supporting File: Choose File, No file chosen
- Select Ministry: Select
- Submit button

A profile picture of a man is visible on the right side of the application details section.

**Result:-** Application will be forwarded to the specified entity.

----- **End of process flow** -----

