

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



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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.



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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.

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- 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.

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- **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.

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



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Lodge your Grievance Check Grievance Stat	s Back To TaskList View Report
	Your grievance has been lodged successfully. Your Grievance reference number is 400_0000077.

Step 4: - Click the link "Check Grievance Status" at the 'Link' bar and provide the application no and click on Submit button.

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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.

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400_0000049	Seeking Scholarships		07/12/2012		
400_0000070	Issues related to request made for early	bail from prison	09/01/2013		
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- Step 2:- Click on the link "Lodge your Grievance" and select the complaint type as non-G2C Service Related.
 - **♦ Result:-** The application submission form will be displayed.

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Address : Contact no :* Remarks: * Attach Supporting File : Choose File No file chosen Submit	Address : Contact no : Remarks: * Remarks: * Attach Supporting File : Choose File No file chosen Submit	Address : Contact no : Remarks: Attach Supporting File : Choose File No file chosen Submit	Address : Contact no :* Remarks: * Attach Supporting File : Choose File No file chosen Submit	Address : Contact no : Remarks: * Remarks: * Attach Supporting File : Choose File No file chosen Submit	Full Name :					
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Submit	Submit	Submit	Submit	Submit	Attach Supporting File : Cho	ose File No file chosen				
						Submit				



- **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.
 - $\circ~$ Provide a valid CID no for the applicant. System will retrieve the applicant details from the database.
 - $\circ~$ 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.

		> मानुर याय	র্মমহল্বনমার্টনা।	Ô.
1	Governmer	to Citizen Service Delivery	Nescer Shabtog System, Royal Government o	of Bhutan
				Welcome pmo_test_user Help Log
		Voice Of C	ustomer	
Lodge your Grievance Check Grieva	ance Status Back	To TaskList View Report		
		Welcome to PMO'	's Grievance Cell	
Application Details Select the Category of y	your Grievance.* Mis	cellaneous issues	×	
Enter CID No: *	-			
Full Name :				
Address :	Chukha	Phuntsholing	Pachhugang(Pachu Tar)	Contraction of the local division of the loc
Contact no :*	17777777	E-mail Id :	test@email.com	
Remarks: *	Sample Remarks			000
Attach Supporting File : Submit	Choose File No	file chosen		A CONTRACTOR OF A CONTRACTOR OF A CONTRACTOR

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



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	বিবিয়ের জীম বিবর্গটিন। hung Ley Meseer Zhabtog Government to Citizen Service Delivery System, Royal Government of Bhutan
	Welcome pmo_test_user Help Logou
	Voice Of Customer
Lodge your Grievance Check Grievance Stat	IS Back To TaskList View Report
	Your grievance has been lodged successfully. Your Grievance reference number is 400_0000077.

Step 4: - Click the link "Check Grievance Status" at the 'Link' bar and provide the application no and click on Submit button.

Government to Citizen Service	ৰিন্দ্ৰথাৰ প্ৰথাইন বিষয়েনি । g এলে Meseer Shabtog Delivery System, Royal Government of Bhutan
	Welcome pmo_test_user Help Logout
V	oice Of Customer
Lodge your Grievance Check Grievance Status Back To TaskList View Re Che	eport ck Grievance Status
Your Grievance Reference No: Action Trail	400_0000078 Check Status Action Date Remarks 11/02/2013 Application Submitted On 11/02/2013 11/02/2013 Pending at PMO for further action

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

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



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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.

	Government to Citiz	tion Service De	পেম'র্মেম্বর্মের্ডিয়া । <i>Jey Mescer Shabtog</i> elivery System, Royal Government	of Bhutan
		Voic	e Of Customer	
a your Grievance	Check Grievance Status Back To TaskList	View Report		
		P	MO's Task List	
Application No	. Catego	v	Submitted On	
400 0000020	Seeking Scholarshins		03/12/2012	
400 0000021	Issues related to Land kidu, allotment re-	settlement 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	hail from prison	09/01/2013	
400_0000072	Miscellananus issues	buil from prison	16/01/2013	
400_0000072	Seeking Employment		17/01/2013	
400_0000076	Seeking Employment		30/01/2013	
	Seeking Employment		30/01/2013	
<u> </u>				
		S	ent by Minister	
Application	n No. Category S	Submitted On	Forwarded by	
Applicatio	n No. Category S	Submitted On	Forwarded by	
Applicatio	n No. Category S	Submitted On	d by Minister/Departments	
Application No.	n No. Category S	Submitted On Issues close Submitted On	Forwarded by by d by Minister/Departments Closed by	
Application No. 400 0000002	n No. Category S Category Seeking Scholarships	Issues close Submitted On 19/06/2012	d by Minister/Departments Closed by MOHCA	
Application Application No. 400_0000002 400_0000008	n No. Category S Category Seeking Scholarships Issues related to SCC. Census & Naturalization	Issues close Submitted On Submitted On 19/06/2012 25/07/2012	d by Minister/Departments Closed by MOHCA MOHCA	▲
Application No. 400_000002 400_000008 400_000008	n No. Category S Category Seeking Scholarships Issues related to SCC, Census & Naturalization Miscellaneous issues	Issues close Submitted On Submitted On 19/06/2012 25/07/2012 20/11/2012	d by Minister/Departments Closed by MOHCA MOHCA	
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Application No. 400_000002 400_0000012 400_0000013 400_0000013 400_0000018 400_0000024 400_0000024	n No. Category S Category Seeking Scholarships Issues related to SCC, Census & Naturalization Miscellaneous issues Miscellaneous issues Seeking Scholarships Miscellaneous issues Seeking Employment	Issues close Submitted On 19/06/2012 25/07/2012 20/11/2012 20/11/2012 05/12/2012 05/12/2012	d by Minister/Departments Closed by MOHCA MOHCA MOHCA Ministry of Information and Comminuications MOHCA Ministry of Information and Comminuications MOHCA Ministry of Information and Comminuications	
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- **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.

Governm	ant to Citizen Service E	बुद्र धर्म के सेन जनस िंग । <i>Loy Mescer Sha</i> Delivery System, Royal Govern	ubtog Inment of Bhutan	
		un men damentationen dozen hadio historitation attende attende faite and	Welcome	pmo_test_user Help Logou
	Vo	ice Of Customer		
Application Details Category CID No: Full Name :	Miscellaneous issues	¥		
Address :	Chukha	Phuntsholing	Pachhugang(Pachu Tar)	last
Contact no :	17777777	E-mail Id :	test@email.com	1 and and
Remarks:	Sample Remarks			NAME
Attachments	22	2.		



- **Step 3:-** Peruse the submitted application and execute any of the three actions below.
 - $\circ \quad \text{Close the application} \quad$
 - 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.

Back To TaskList Vi	Voice Of Customer ew Report	11 m - 11 (1	Welcome	pmo_test_user	Help Logo
Back To TaskList Vi	Voice Of Customer ew Report				
Back To TaskList Vi	ew Report				
gory Miscellaneous issues					
ess : Chukha	Phuntsholing		Pachhugang(Pachu Tar	0	-
no : 17777777		E-mail ld :	test@email.com		- 1
Sample Remarks				TE	K
ents			Ter all		
noose File No file chos	Forward to PM	Prir	st.		
	egory Miscellaneous issues D No:	rgory Miscellaneous issues D No: me: Second Secon	rgory Miscellaneous issues	In original and the second sec	egory Miscellaneous issues D No: me: tess: Chukha Phuntsholing Pachhugang(Pachu Tar) tro: 17777777 E-mail Id: test@email.com Sample Remarks arks: Forward To Ministry Forward To PM Print mple Remarks hoose File No file chosen DHCA Submit

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

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



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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.

Voice Of Customer ayour Grievances - Inthry Taw Litt: Forwardse by PMO Office Age/Converses - Inthry Taw Litt: Forwardse by PMO Office Age/Converses - Inthry Taw Litt: Sent by Department 400_0000065 Miscellaneous issues Ministry's Taik Litt: Sent by Department Application No. Category Submitted On Application No. Category Submitted On 400_000005 Miscellaneous issues		Government to Citizen S	ervice Delivery System, Royal Gover	rnment of Bhutan
Voice Of Customer your Oflevance Check Oflevance Status Back To TaskList View Report mr02C Orievances - Application No. Category Submitted On Application N				Welcome 8404121 Help I
Voor Orlevance Check Orlevance Status Back To TaskList View Report Application No. Category Submitted On 400_0000026 Miscellaneous issues Category Submitted On Application No. Development Application No. Development Application No. Development Application No. Category Submitted On Application No. Development Appl			Voice Of Customer	
Interviewende - Application No. Category Submitted On 400_000005 Miscellaneous issues 01/12/2012 Ministry's Task List: Sent by Department Application No. Category Submitted On Application No. Category Submitted On 20 Grievances - aladions 22 Grievances - aladions 23 Grievances - 24 00_0000015 Miscellaneous issues 24 00_0000015 Miscellaneous issues 29 June 1 June 2	your Grievance Check Gr	evance Status Back To TaskList	View Report	
Application No. Itel/2/2012 Category Submitted On 400_0000065 Miscellaneous issues 16/12/2012 Ministry's Task List: Sent by Depertment: Application No. Category Submitted On Submitted On Ministry's Task List: Sent by Depertment: Application No. Category Submitted On Submitted On Ministry's Task List: Sent by Depertment: Submitted On	n-G2C Grievances - istry's Task List : Forwarded by	PMO Office		6. L
C Grievances - International states Ministry's Task List : Sent by Department Application No. Category Submitted On Category Submitted On Category Submitted On Sub	Application No	k Mircellangeur is	Category	Submitted On
C Grievances - lations Application No. Category Submitted On Category Submitted On Category Submitted On Submitted On Application No. Category Submitted On 400_000015 Miscellaneous issues 400_0000052 Miscellaneous issues 400_0000052 Issues related to SCC, Census & Naturalization 13/12/2012				
C Grievances - Isations 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		Mir	nistry's Task List : Sent by Department	
C Grievances - Istions Application No. Category Submitted On 400_0000015 Miscellaneous issues 29/11/2012 400_0000023 Miscellaneous issues 05/12/2012 400_0000052 Issues related to SCC, Census & Naturalization 13/12/2012	Application No.		Category	Submitted On
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400_0000015 Miscellaneous issues 29/11/2012 400_0000023 Miscellaneous issues 05/12/2012 400_0000052 Issues related to SCC, Census & Naturalization 13/12/2012	Application No.		Category	Submitted On
400_0000052 Issues related to SCC, Census & Naturalization 13/12/2012	400_0000015	Miscellaneous issues		29/11/2012
	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.

Governm	nent to Citizen Service [વુરવાર્ચસેએસ લગ્સ્ટ્રેન્ગ <i>ંુછ્યું Meseer આ</i> Delivery System, Royal Goverr	<i>btog</i> ment of Bhutan	
			Welcom	e 8404121 Help Logou
	Vo	ice Of Customer		
- Application Details - Category CID No: Full Name :	Miscellaneous issues	Ţ.		
Address :	Samtse	Lading	Lading 10000	S and 1
Remarks:	The VOC portal should be u discussion forum	pgraded to include a	sayandasu roodggman.com	The second secon
Attachments				
Remarks from PMO:	Suggestion to be evaluated	li s		
Forward To Dep	artment Forwar	rd To PMO Action Taken		



- **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.

e your Grievance Check Grievance Status Bac plication Details Category M CID No: Full Name : Address : Ss Contact no : 17 Til	Voi k To TaskList View Re vliscellaneous issues amtse 7236227	ice Of Customer	Tading	
e your Grievance Check Grievance Status Bac plication Details Category M CID No. Full Name : Address : Sa Contact no : 17 Ti d	voi dk To TaskList View Re viiscellaneous issues amtse 7236227	+port	Tading	
plication Details Category M CID No. Full Name : Address : Sa Contact no : 17 Ti d	Miscellaneous issues	(Tading	Tading	
Category M CID No: Full Name : Address : Sa Contact no : 17 dd	vliscellaneous issues	Tading	Tading	
CID No: Full Name : Address : Sa Contact no : 17 I	amtse 7235227	Tading	Tading	100
Full Name : Address : Sa Contact no : 17 J	amtse 7235227	Tading	Tading	Too too
Address : SE Contact no : 17 Ti d	amtse 7235227	Lading	Lading	and the second sec
Contact no. 17	1230221	Email	I seven have 1998 (Report if seven	S (20) 1
Remarks:	he VOC portal should be u iscussion forum	upgraded to include a		
Attachments				
Si Remarks from PMO:*	uggestion to be evaluated			
Forward To Depar	rtment Forwar	rd To PMO Action Taker		
Remarks* :		h		
Attach Supporting File : Ch00Se	File No file chosen			

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

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



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Process 5: Application processing by Department

- **Step 1:-** Login to the Portal as Director level user and click on Voice of Customer link.
 - ✤ Result:- VOC Home page appears and tasks are displayed for the logged in user.

				Welcome 860708	9 Help	Logout
		Vo	e Of Customer			
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admant's Task List -	for non G2C Services					
polication No.	Category	Submitted On				
400_0000019	Seeking Employment	03/12/2012				
400_0000071	Seeking Employment	16/01/2013				
		Department	Task List : for G2C Services			
Application No	o. 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.

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Remarks:	Testing the application	þ		1		1	A
Attachments							
Remarks from PMO:	Please expedite						
Remarks from Ministry:*	Please look into this	h					
Close	Forward To Minist	ry Print					



- **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.

Govern	ment to Citizen Ser	▶ વાલુર વાચ સે એર હ hung ∠ey Mes vice Delivery System,	বিষ্ণ দিবা seer Shabtog Royal Government of B	Shutan
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ter init Otherson I. Obtab Otherson States I. Soul Te 1	Tanking I Man Barry	Voice Of Customer		
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Remarks from Ministry				
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Department Remarks* :				
Attach Supporting File Choo	se File No file cho	sen	21	
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Result:- Application will be forwarded to the specified entity.

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



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