
WEB PORTAL OF CANARITES GRIEVANCE REDRESSAL SYSTEM(CGRS)

User Manual

Document Name

CGRS PACKAGE-- User Manual

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1. Introduction

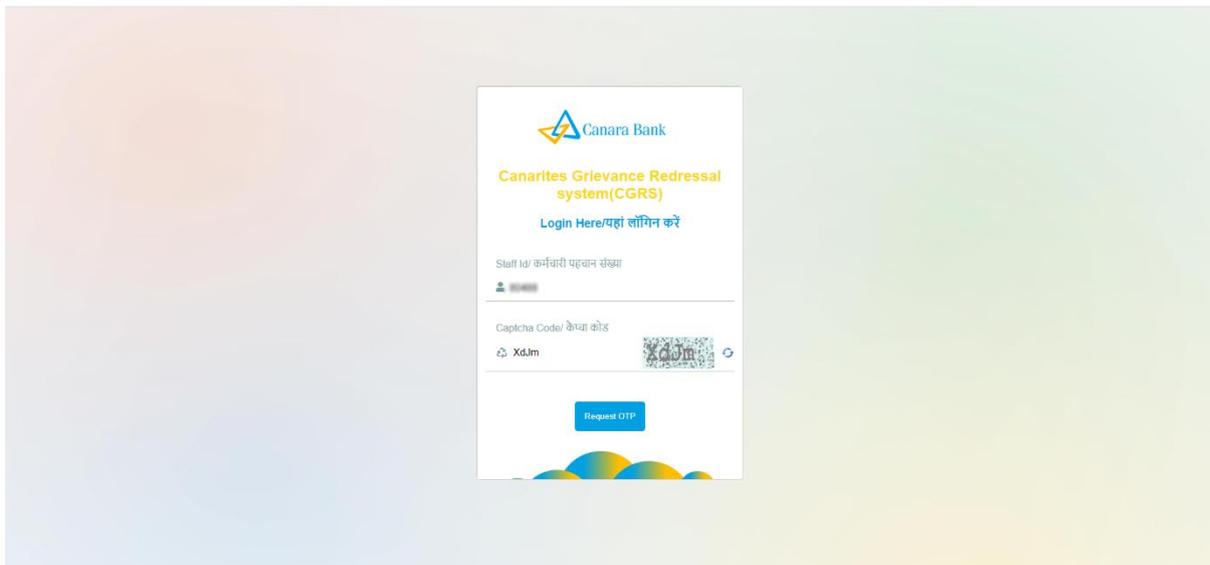
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2. URL

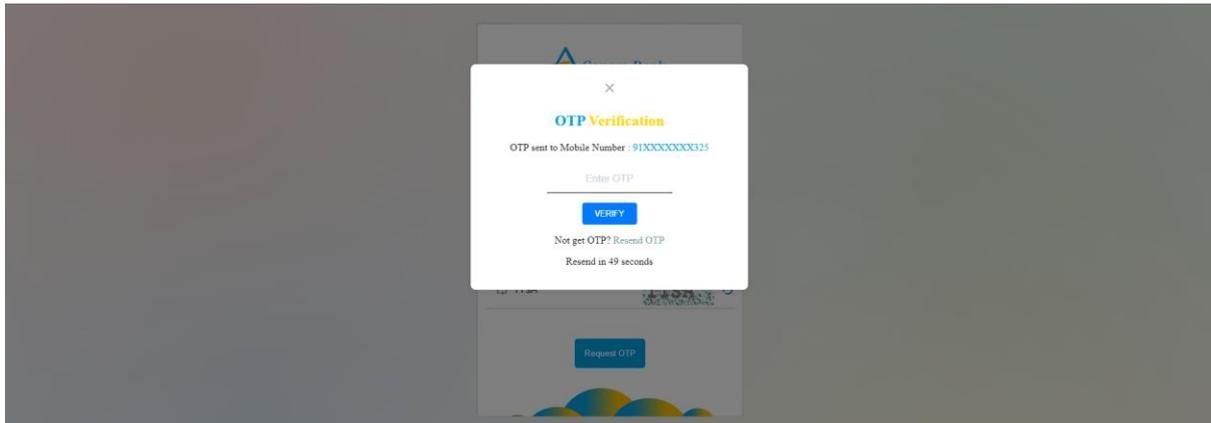
Once the Employee visits the Canara Bank corporate website, there will be a menu to online portal “Canarites Grievance Redressal System”

3. Login

User will be entering his/her Staff ID and captcha for generating OTP. The system will generate OTP and will be sent on registered mobile number of the staff as per HRMS.



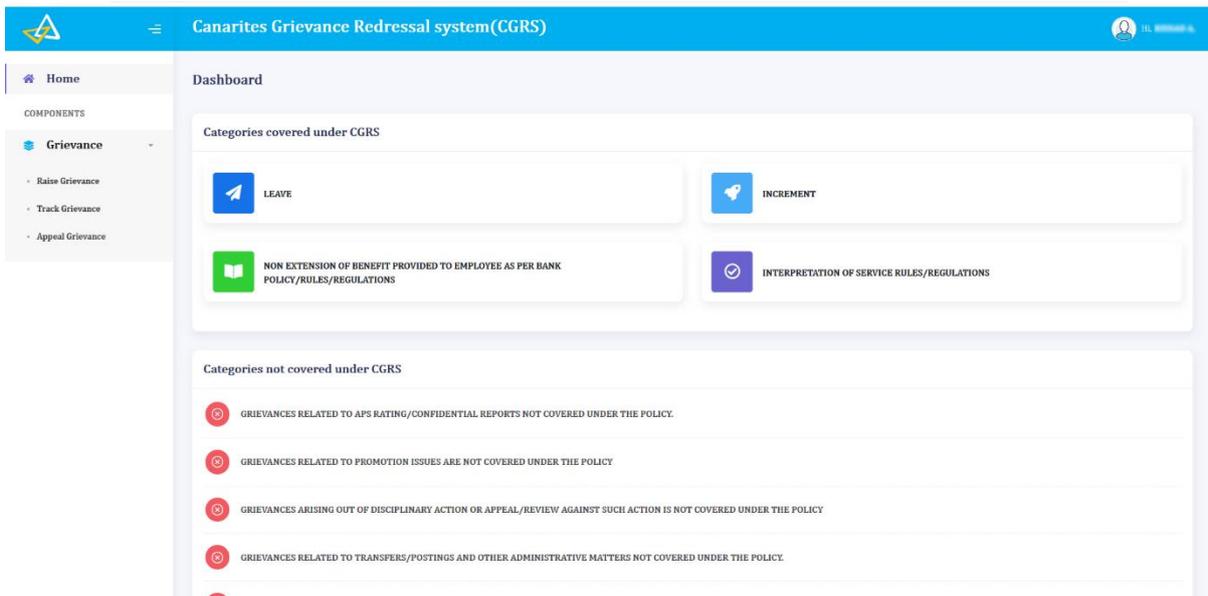
User has to enter the OTP received on his registered mobile number; Upon successful OTP authentication.



Enter the OTP received on his registered mobile number and click verify button to successful OTP authentication.

After login the following menus will be displayed on the screen.

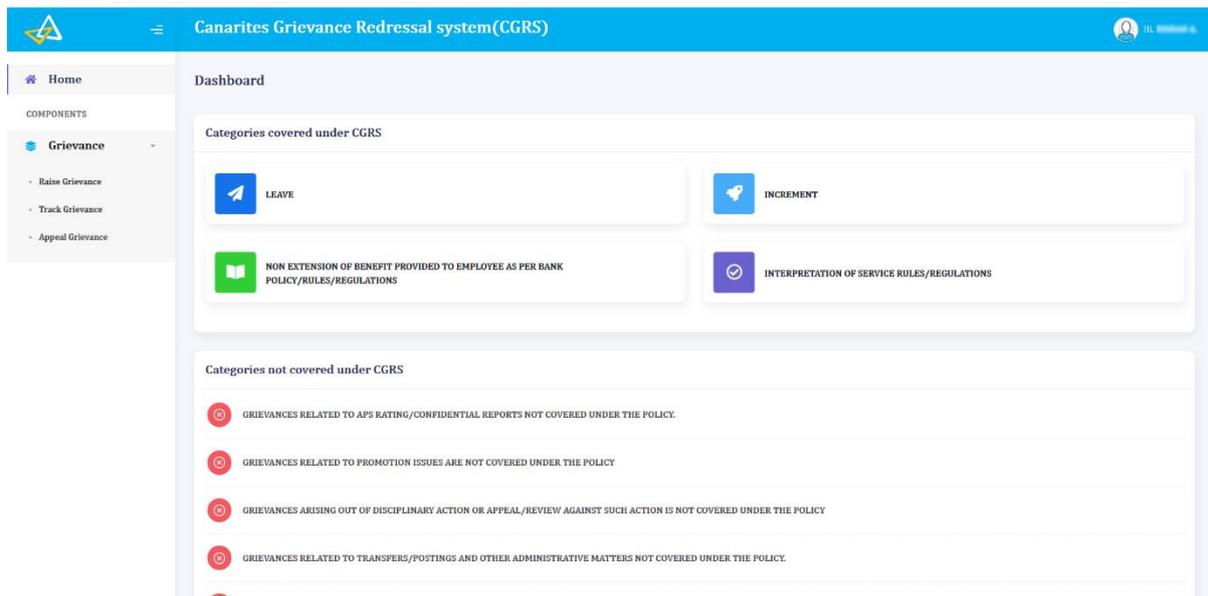
1. Submit/Raise Grievance
2. Appeal
3. Track grievance



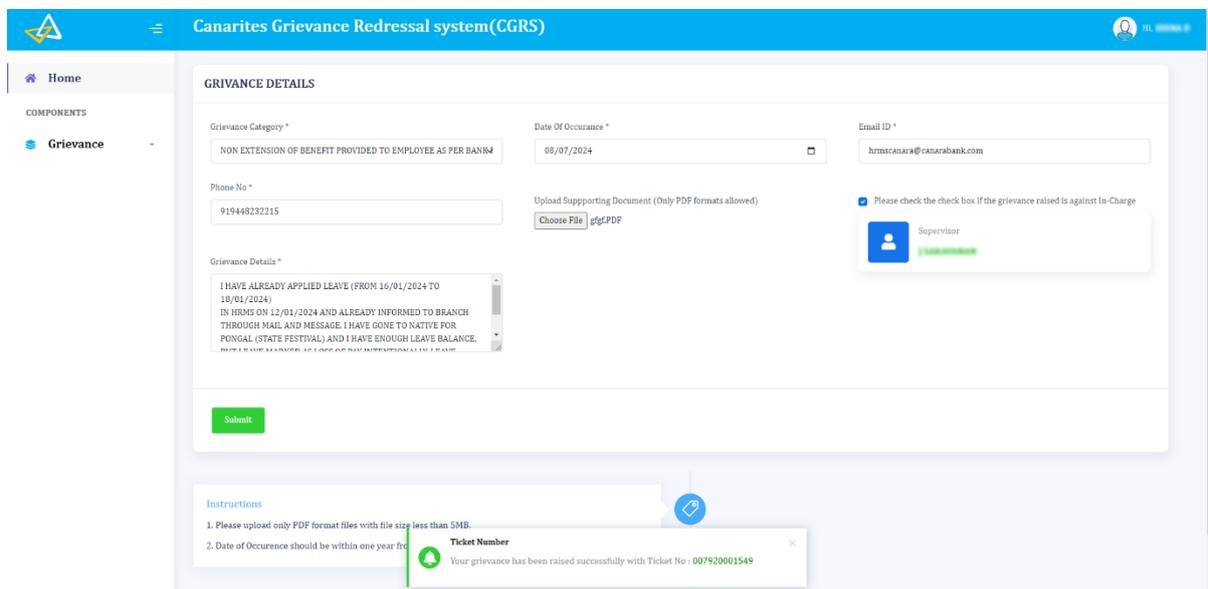
4. Submit/Raise Grievance

Employee will be able to raise grievance as it is in SAS application. Employee has to enter all the necessary details on screen and click on ‘Submit’ button.

Upon successful grievance submission, Ticket ID will be generated which employee can use for future references.



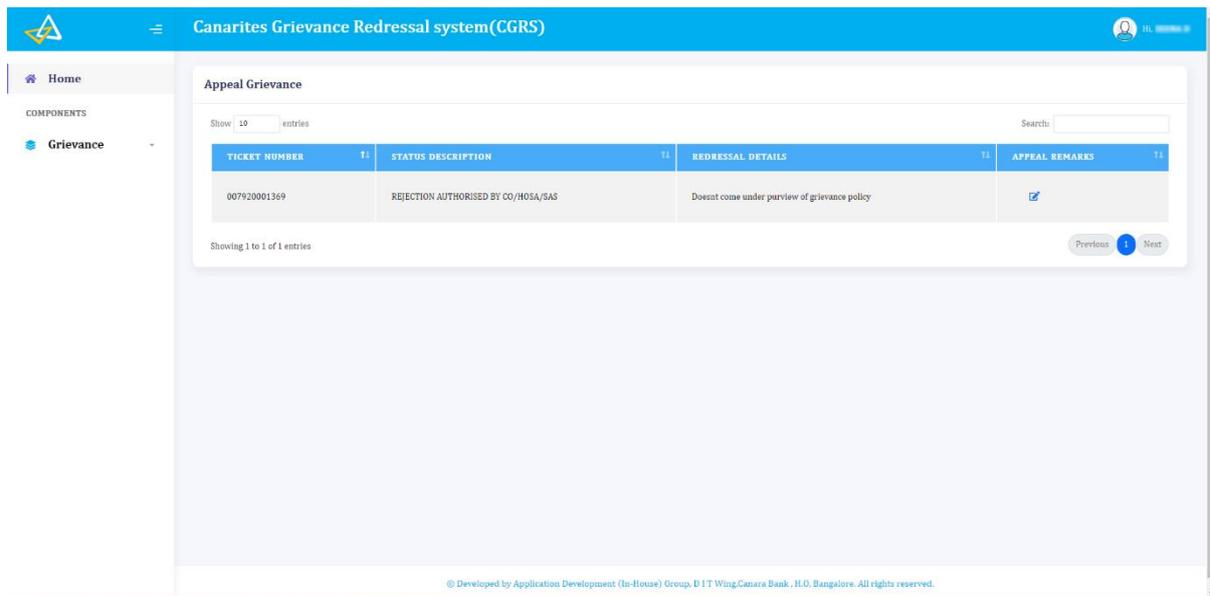
Add all Details and Click Submit button to save Records.



Upon successful grievance submission, Ticket ID will be generated which employee can use for future references.

An automated email will be triggered to employee and respective CO/HOSA/SAS as the case may be.

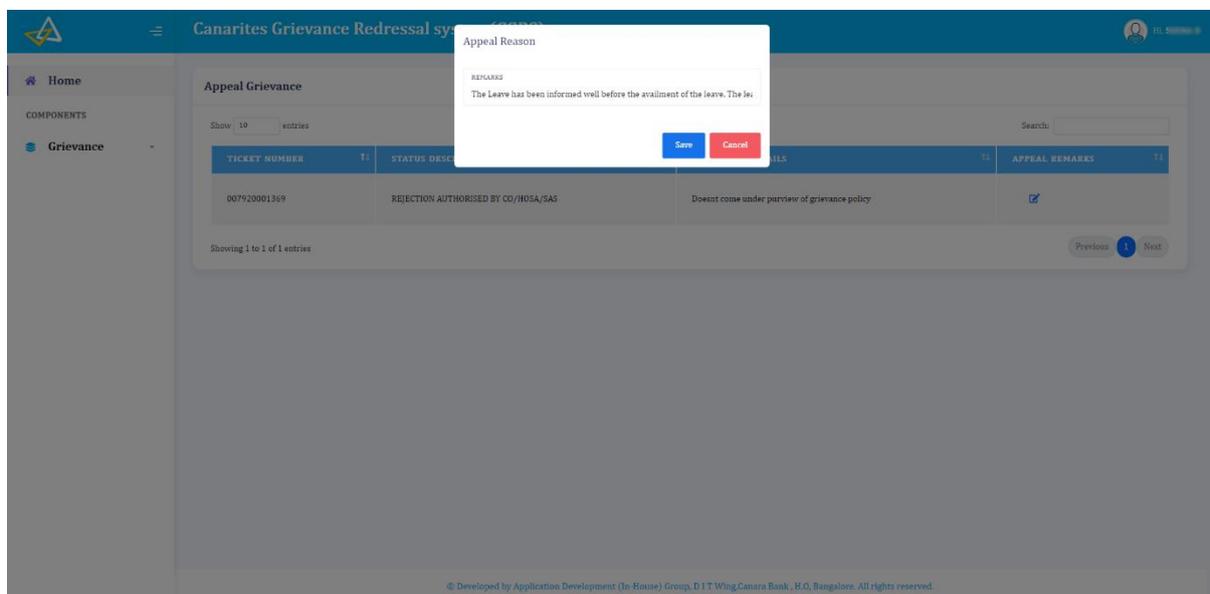
5. Appeal Grievance



Appealing is enabled only if the respective grievance is in below status.

- i. REDRESSAL AUTHORISED AT CO/HOSA/SAS
- ii. REJECTION AUTHORISED BY CO/HOSA/SAS

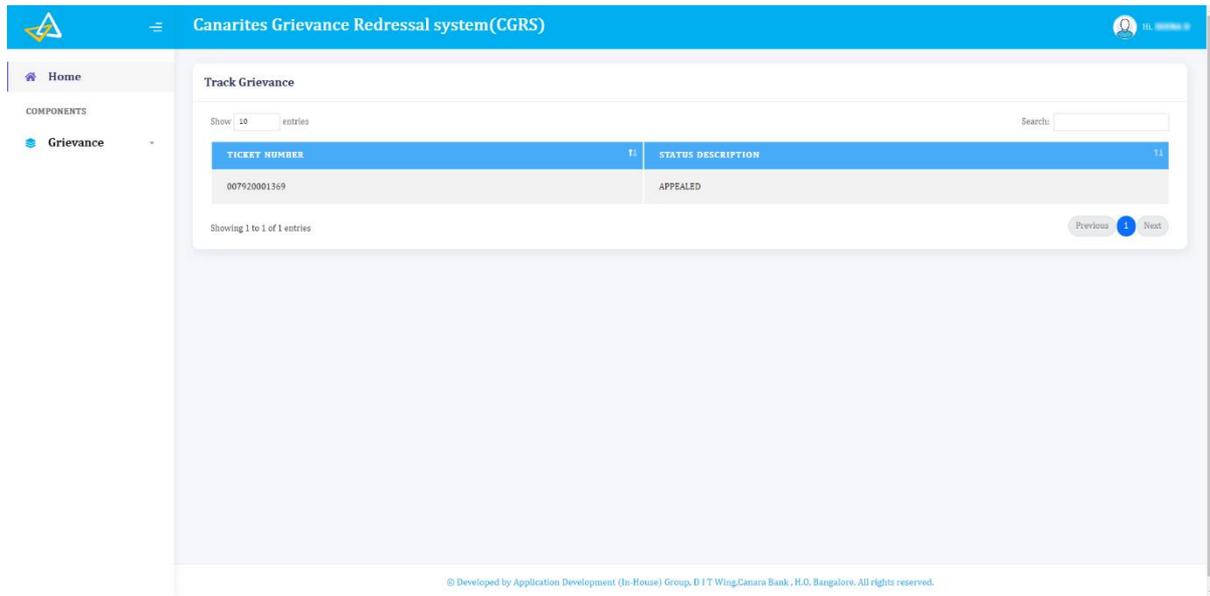
List of grievances which are eligible for appealing will be displayed on screen with Ticket ID, resolution details and status along with appeal button for the respective employee.



On clicking ‘Appeal’ button employee has to enter reason for which he/she is appealing and submit.

After submit automated email will be triggered to employee and respective CO/HOSA/SAS as the case may be.

6. Track Grievance



All the cases raised by employee will be displayed along with status. This is for only viewing/tracking purpose.

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