

# 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. <u>URL</u>

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

#### 3. <u>Login</u>

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.

Canarites Grievance Redressal system(CGRS) Login Here/पहां चॉपिन करें Staff ld कर्मकरी परकन संख्य ≛ Captcha Codel केप्या कोड 2 XAM	Canara Bank
La capitola Code/ àstar et/s Capitola Code/ àstar et/s 2 Xalm Request 017	Canarites Grievance Redressal system(CGRS) Login Here/यहां सॉगिन करें Shari ka कर्मनरी प्रायतन संख्या
Regrest CTP	Lapicha Codel केप्या कोड Capicha Codel केप्या कोड े XdJm
	Rедика 019

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

×
OTP Verification
OTP sent to Mobile Number : 91XXXXXX325
Enlar OTP
VEGY
Not get OTP? Resent OTP
Resend in 49 seconds
Statistica and a second se
Request OTP

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

$\checkmark$		Canarites Grievance Redressal system(CGRS)	<b>2</b> m <b></b>
😤 Home		Dashboard	
COMPONENTS		Categories covered under CGRS	
<ul> <li>Raise Grievance</li> </ul>	÷		
Track Grievance			
- Appeal Grievance		NON EXTENSION OF BENEFIT PROVIDED TO EMPLOYEE AS PER BANK	
		POLICY/RULES/REGULATIONS	
		Categories not covered under CGRS	
		GRIEVANCES RELATED TO APS RATING/CONFIDENTIAL REPORTS NOT COVERED UNDER THE POLICY.	
		GRIEVANCES RELATED TO PROMOTION ISSUES ARE NOT COVERED UNDER THE POLICY	
		3 GRIEVANCES ARISING OUT OF DISCIPLINARY ACTION OR APPEAL/REVIEW AGAINST SUCH ACTION IS NOT COVERED UNDER THE POLICY	
(8) GRIEVANCES RELATED TO TRANSPERS/POSTINGS AND		GRIEVANCES RELATED TO TRANSFERS/POSTINGS AND OTHER ADMINISTRATIVE MATTERS NOT COVERED UNDER THE POLICY.	

#### 4. <u>Submit/Raise Grievance</u>

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.

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🖀 Home		Dashboard	
COMPONENTS		Categories covered under CGRS	
Raise Grievance     Track Grievance			
Appeal Grievance		NON EXTENSION OF BENEFIT FROVIDED TO EMPLOYEE AS PER BANK FOLICY/RULES/REGULATIONS INTERPRETATION OF SERVICE RULES/REGULATIONS	
		Categories not covered under CGRS	
		© GRIEVANCES RELATED TO APS RATING/CONFIDENTIAL REPORTS NOT COVERED UNDER THE POLICY.	
		GRIEVANCES RELATED TO PROMOTION ISSUES ARE NOT COVERED UNDER THE POLICY	
GRIEVANCES ARISING OUT OF DISCIPLINARY ACTION OR APPEAL/REVIEW AGAINST SUCH ACTION 1		G GRIEVANCES ARISING OUT OF DISCIPLINARY ACTION OR APPEAL/REVIEW AGAINST SUCH ACTION IS NOT COVERED UNDER THE FOLICY	
		GRIEVANCES RELATED TO TRANSFERS/FOSTINGS AND OTHER ADMINISTRATIVE MATTERS NOT COVERED UNDER THE POLICY.	

Add all Details and Click Submit button to save Records.

A	=	Canarites Grievance Redressal system(CGRS)	Q H.
🐐 Home		GRIVANCE DETAILS	
COMPONENTS CIVENTS COMPONENTS	•	Grivwance Category*     Date Of Occurance *     Email D*       NON EXTENSION OF BENEFIT PROVIDED TO EMPLOYEE AS PER BAININ     Ør/07/2024     Immunoles *       Phone No*     Upload Supporting Document (Only PDF formats allowed)     Immunoles *       Offerrance Details*     Upload Supporting Document (Only PDF formats allowed)     Immunoles *       Image Alabedory PAPLED Leaver (FROM 16/01/2024 TO 10/01/2024)     Immunoles *     Immunoles *       Image Alabedory PAPLED Leaver (FROM 16/01/2024 TO 10/01/2024)     Immunoles *     Immunoles *       Image Alabedory PAPLED Leaver (FROM 16/01/2024 TO 10/01/2024)     Immunoles *     Immunoles *       Image Alabedory PAPLED Leaver (FROM 16/01/2024 TO 10/01/2024)     Immunoles *     Immunoles *       Image Alabedory PAPLED Leaver (FROM 16/01/2024 TO 10/01/2024)     Immunoles *     Immunoles *       Image Alabedory Instruction Leaver Bay Instruction Leaver Ba	art In Charge
		Instructions     Image: Construction of PDF format files with file size less than SMB.       2. Date of Occurrence should be within one year from the state of the st	

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

$\checkmark$	÷	Canarites Grievance Redressal system(CGRS)			) II. <b></b>	
😤 Home		Appeal Grievance				
COMPONENTS		Show 10 entries			Search:	
Grievance	*	TICKET NUMBER 11	STATUS DESCRIPTION TA	REDRESSAL DETAILS	APPEAL REMARKS	11
		007920001369	REJECTION AUTHORISED BY CO/HOSA/SAS	Doesnt come under purview of grievance policy	ď	
		Showing 1 to 1 of 1 entries			Previous 1	Next
			© Developed by Application Development (In-House) Gr	oup, D 1 T Wing,Canara Bank , H.O, Bangalore. All rights reserved.		

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.

÷ 🎸	Canarites Grievance Redressal s	Appeal Reason		
🕷 Home	Appeal Grievance	REMARKS The Leave has been informed well before the availing	nt of the leave. The lea	
COMPONENTS	Show 10 entries		Save Cancel	Search:
• uncomme	TICKET NUMBER TI STATUS DE	sa	uis 11	APPEAL REMARKS 71
	007920001369 REJECTION 4	UTHORISED BY CO/HOSA/SAS	Doesnt come under purview of grievance policy	đ
	Showing 1 to 1 of 1 entries			Previous 1 Next
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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

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😤 Home		Track Grievance	
COMPONENTS		Show 10 entries	Search:
Grievance	•	TICKET NUMBER 11 STATUS DESCRIPTION	п.
		007920001369 AP9EALED	
		Showing 1 to 1 of 1 entries	Previous 1 Next
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All the cases raised by employee will be displayed along with status. This is for only viewing/tracking purpose.