



## VIGILANCE DEPARTMENT

PARADIP PORT AUTHORITY

### SOP FOR COMPLAINT MANAGEMENT SYSTEM (USER)

## Complaint Management System



नागरिक लॉगिन  
Citizen Login



शिकायत निपटान नीति  
Complaint Handling  
Policy



मानक संचालन प्रक्रिया  
Standard Operating  
Procedure



व्यवस्थापक लॉगिन  
Admin Login



## STANDARD OPERATING PROCEDURE FOR USER SERVICES UNDER COMPLAINT MANAGEMENT

**Introduction:** To facilitate lodging of complaint by any individual, Vigilance department of Paradip Port Authority has initiated the complaint management portal. By using the complaint management, portal user can submit their complaint with supporting documents. The complainant will be asked to view the status of the complaint/action taken using this portal and accordingly status will be updated.

**URL:** <https://www.ppacms.addsofttech.com/Login.aspx/>

**Sign In / Sign Up:** To access the application, Log In credential is required as shown in the below picture:

**New User:** New users will register themselves in the Complaint Management Portal to access the complaint management system. For registration, press the Sign up (Register) option in the left side bottom of the screen, just below the forget Password tag line as shown in the picture below.

The screenshot shows a web browser window with the following content:

- Browser tabs: Maps, G, Protecting SQL serv...
- Page Title: Login
- Text: Sign In to your account
- Form fields: User Name, Password
- reCAPTCHA: I'm not a robot
- Buttons: SIGN IN, Forgot Password?, Don't have an account? Sign up here?
- Right side banner: PARADIP PORT AUTHORITY, Vigilance Department, and a paragraph of text about the port's location.

**Click here to Register Yourself**

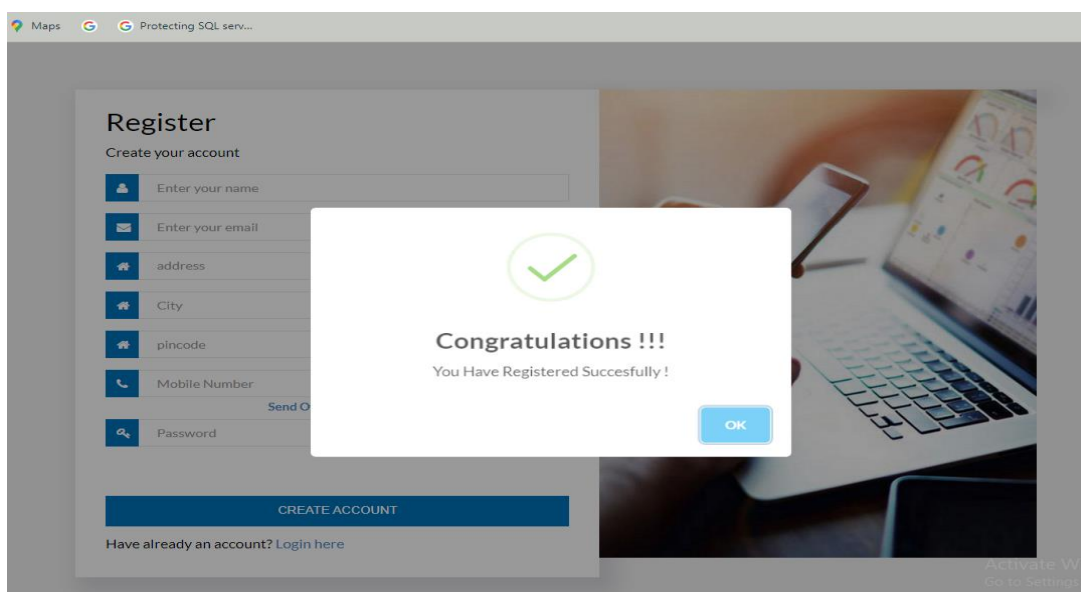


**Register:** Fill out all the requirements given below and set password to secure your account. Click to Create Account button for Create an account.

The screenshot shows a web browser window with the URL 'Protecting SQL serv...'. The main content is a registration form titled 'Register' with the subtitle 'Create your account'. The form contains the following fields: 'Enter your name', 'Enter your email', 'address', 'City', 'state', 'pincode', 'Enter your designation', 'Mobile Number', 'OTP', and 'Password'. A 'Send Otp' link is located below the 'Mobile Number' field. At the bottom of the form is a blue 'CREATE ACCOUNT' button. Below the button is the text 'Have already an account? [Login here](#)'. To the right of the form is a background image of a person's hands holding a smartphone over a laptop displaying charts. In the bottom right corner of the image, there is a faint text 'Activate' and 'Go to Settin'.

Click here to create an account

**Successful Message:** When registration completed, user can view a successful message. This message will confirm to user, an account created for lodging complaint. The scenario shown in picture bellow.





**Existing User:** Existing users can use the Sign In option by giving the user name and Password with the captcha value and pressing the Login button, to enter to the common service portal as shown in the picture below.

Enter mobile no.

Enter Password

Click here to Sign In

**Service:** Now User can access the complaint Management service portal.

Paradip Port Authority  
Vigilance Department

Niranjan Pradhan

शिकायत प्रबंधन प्रणाली  
Complaint Management System

अपनी शिकायत यहां दर्ज करें  
Lodge your Complaint here

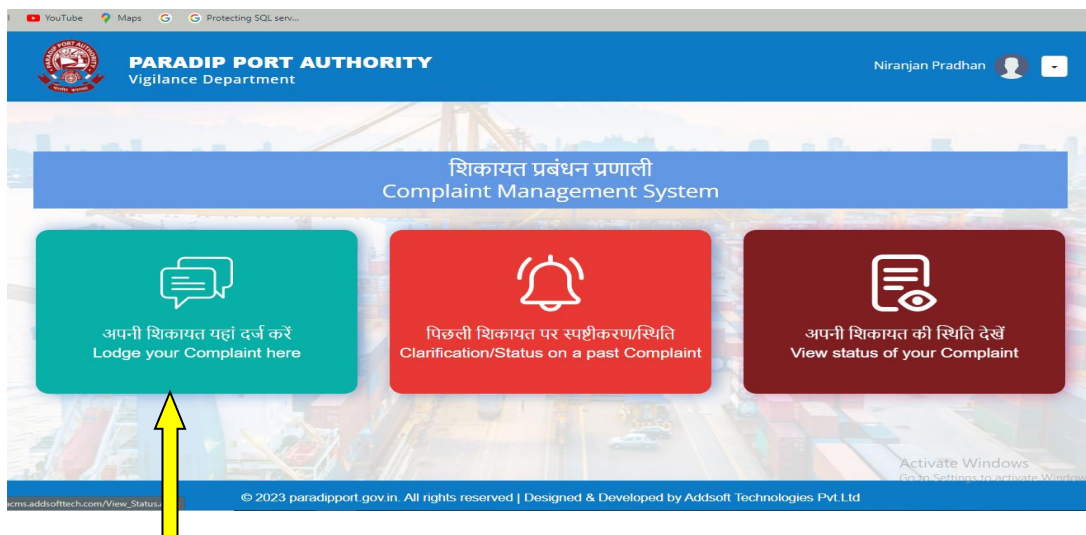
पिछली शिकायत पर स्पष्टीकरण/स्थिति  
Clarification/Status on a past Complaint

अपनी शिकायत की स्थिति देखें  
View status of your Complaint

© 2023 paradipport.gov.in. All rights reserved | Designed & Developed by Addsoft Technologies Pvt Ltd



**Lodge Complaint:** Click to lodge your Complaint here, in the Tab which is available in left side of complaint management system.



Click here to lodge your complain

**Complaint Submit:** Whatever details were entered by the user at the time of registration that will appear here automatically here. User's action is to write his/her complaint in the complaint description box and upload documents, and click submit button to submit the complaint. The scenario shown in the picture below.

Click here to back

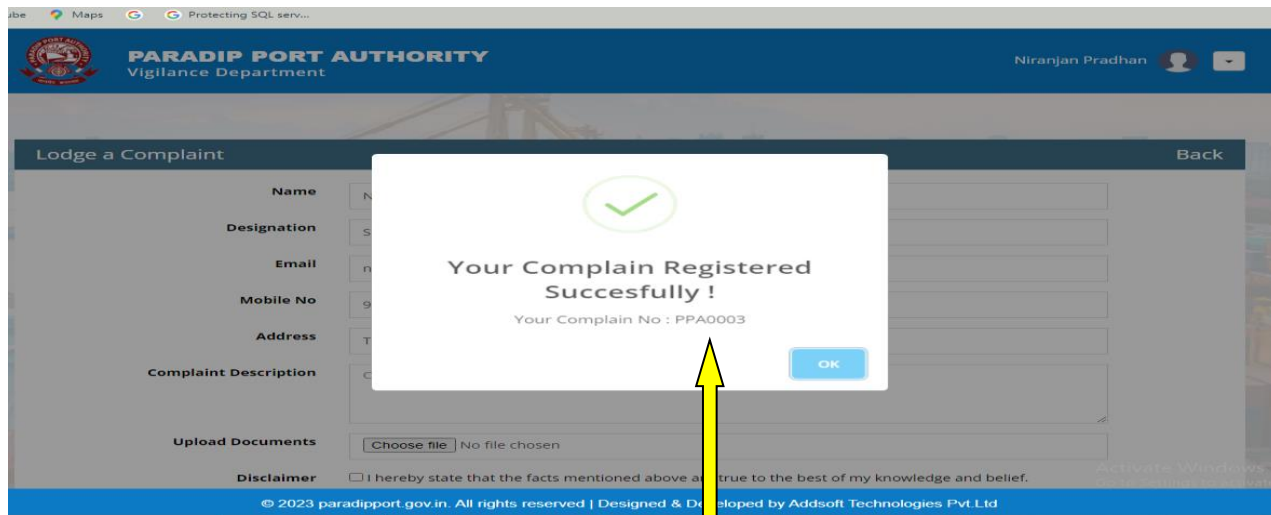
Write Your complaint Description

Click here to Submit

Upload documents

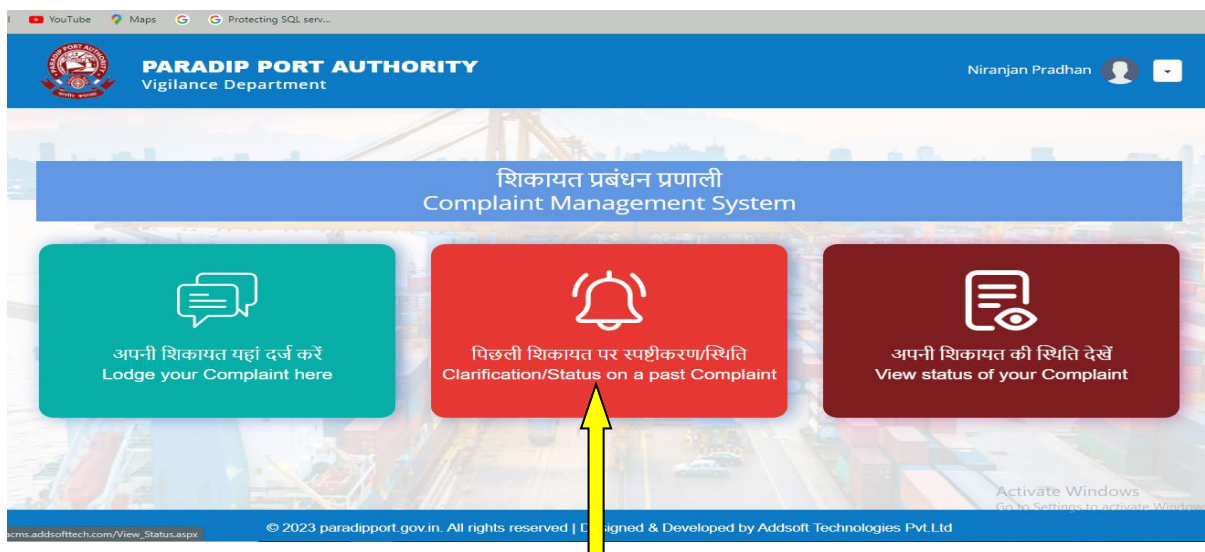


**Success Message:** When user submit his complaint details , success message with a complaint number will be showing to user .click ok to move next as shown in the picture below.



Get complain number

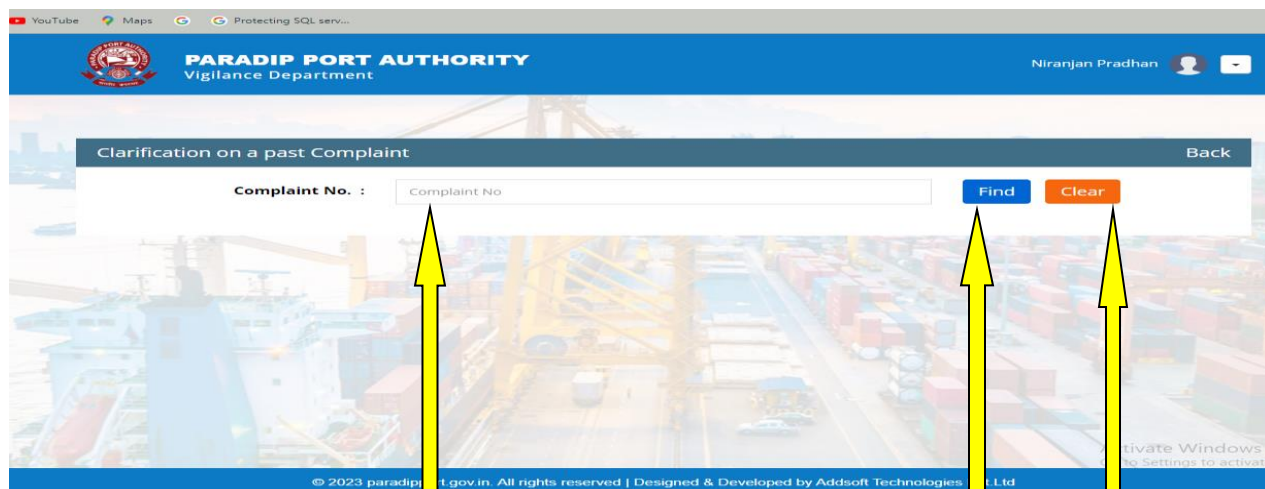
**Clarification / Status on Complaint:** Whatever clarification submitted by the admin upon user's complaint that is shown under the clarification of a past complaint. Click on clarification on a past complaint to find out clarification on user's complaints as shown in the picture below.



Click here to Clarification / Status on a past complaint



**Find Clarification:** User enter the complaint number to check clarification on his complaint. Click to find button and see user's clarification submitted by admin as shown in the picture below.

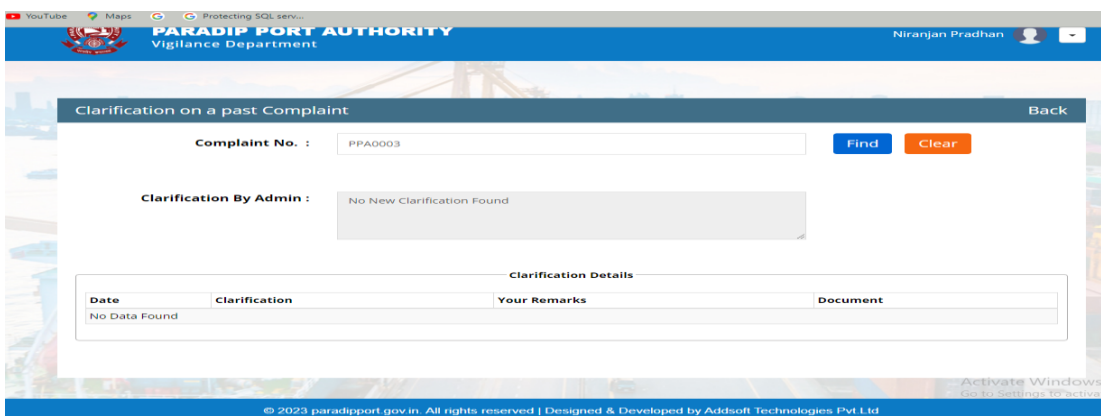


Enter Complaint Number

Click here to find

Click here to Clear

**Before Clarification by Admin:** After Click Find Button available in left side of clear button, Clarification by Admin and Clarification Details field will show to user. The below picture has without any clarification by admin.





**After Clarification by Admin:** When user press the find button, clarification by admin and clarification details will show to user with admin clarification. User can see here whatever action taken by admin on his complaint. User wants to add reply for Admin clarification, then click to add reply button which is available in right side of clarification by admin tag line, scenario shown in the picture below.

Date	Clarification	Your Remarks	Document
09/Dec/2023	waiting	Note here	borderimage.webp
12/Dec/2023	please add		

Click here to Add reply by user

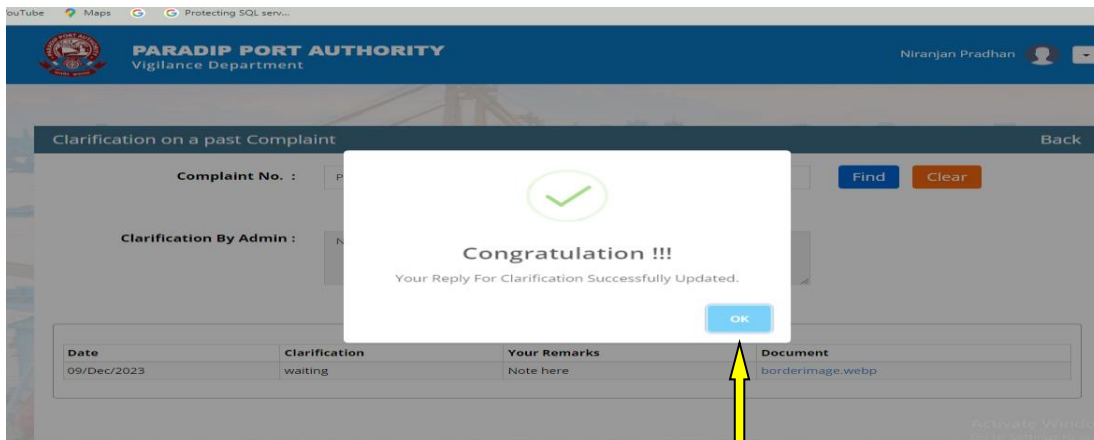
**Reply by User:** User write remarks and add documents for admin's clarification, then click add button for successfully add remarks. The scenario shown in the picture below.

Date	Clarification	Your Remarks	Document
09/Dec/2023	waiting		

Click here to add

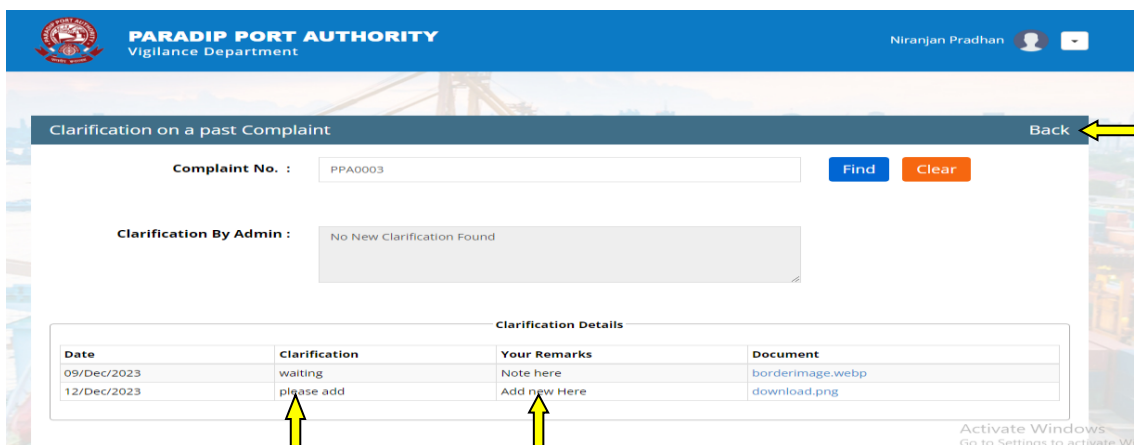


**Success Message:** When users add remarks, success message will be showing to user. Click ok to move next procedure .The scenario shown in the picture below.



Click here

**Clarification Details:** User can see here clarification of admin and remarks of user in clarification details. After completed user's checking, click to back button which is available in right side of the clarification of a past complaint box for going to next procedure.



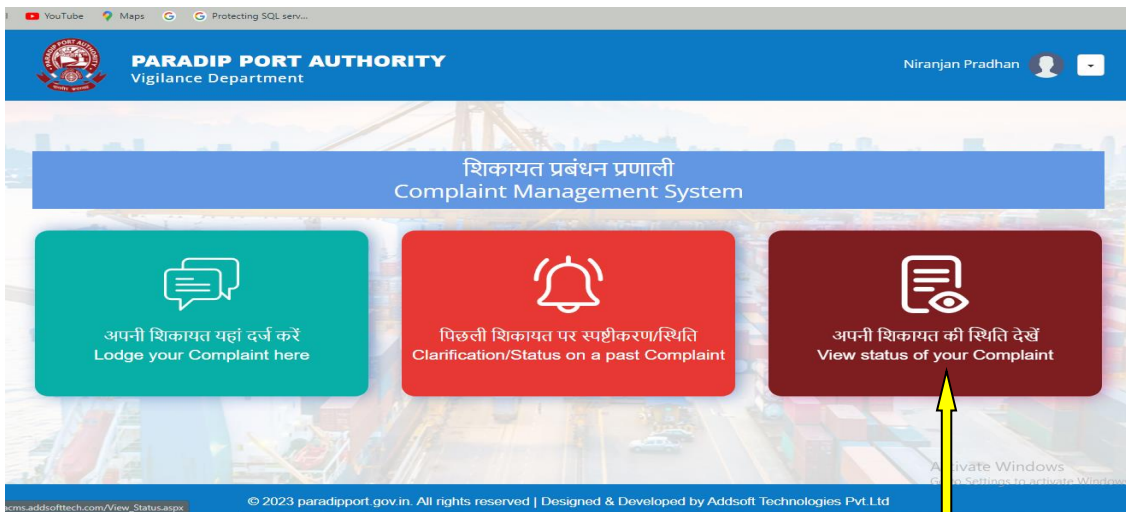
Click here to back

Admin's Clarification

User's Reply

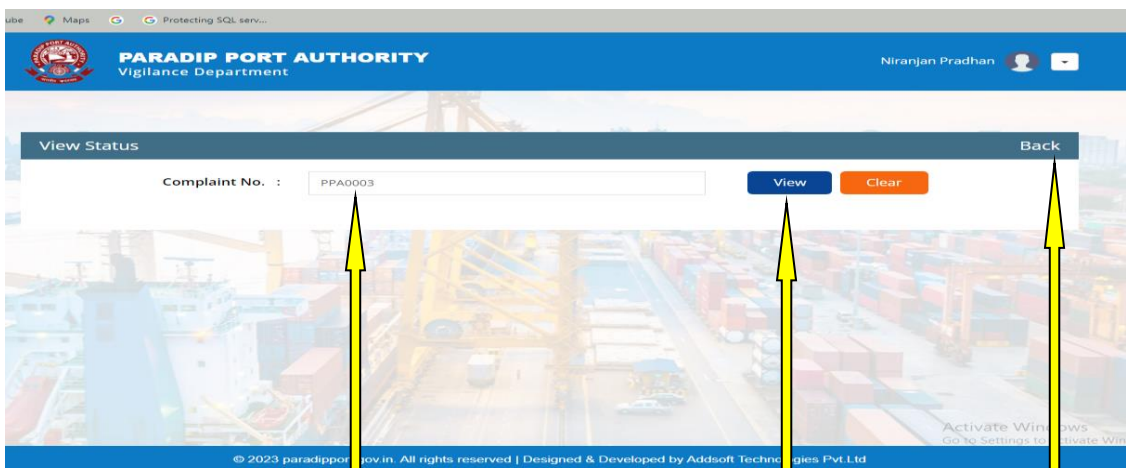


**View Status:** Whatever action taken by admin about user's complaint, if user wants to view status of his complaint. Then click view status option available in right side of middle bar.



Click here to view status

**Service:** Enter user's complaint number in complaint number box and click to view button available in right side of the complaint number box.



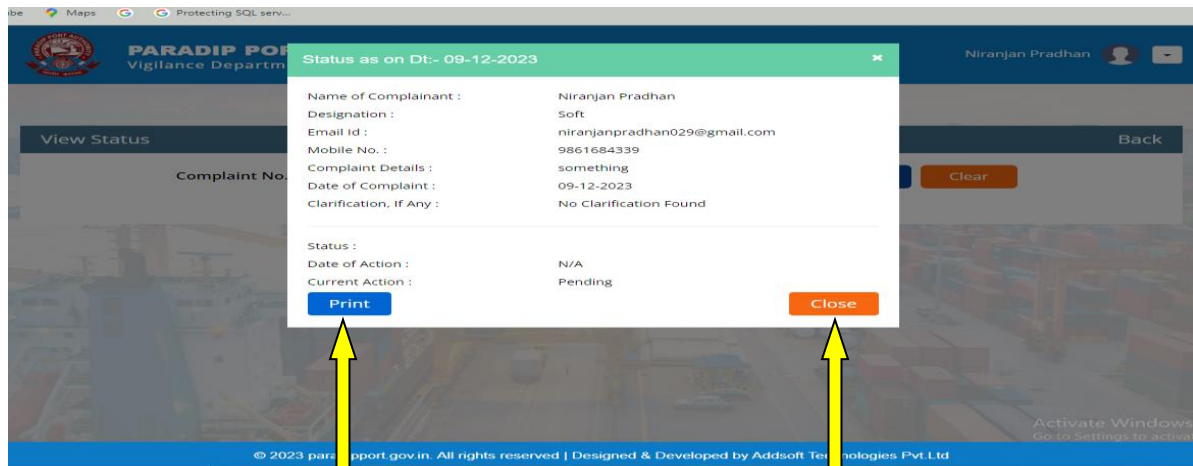
Enter complaint number

Click here to view status

Click here to back



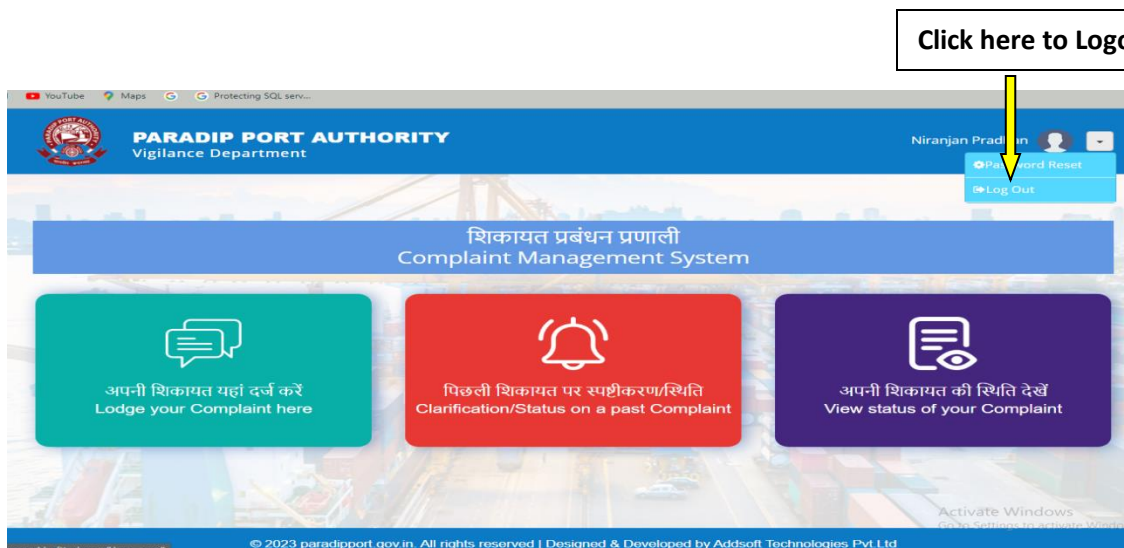
**Service:** Whenever user click to view button. User can see status of his complaint, whatever action taken by admin. If user wants to print his/her complaints details, then click to print button for print as shown in picture bellow. If user wants to close his complaints status, then click to close button for print as shown in picture bellow.



Click here to print complaint

Click here to close status of user complaint

**Logout:** When user's work completed, it needs to log out user's account. Then click to Logout button which is available in right side of header as shown in picture bellow.



Click here to Logout