

**Rural Works Department**  
**Vishweshwaraiah Bhawan**  
**Patna, Bihar**

**User Manual for Mobile Application Complaint System**

**2017**

**Introduction-**

The Rural Works Department (RWD), Road infrastructure represents one of the largest and most promising investments by any country. A vital part of nation's economic growth directly associated with movements of people and goods within and outside the geographical boundaries. In India, rural roads are the part of tertiary road system, which consist of other district roads (ODR) and village roads (VR). Nearly 50% of 6 lacs villages have road access. Rural roads address connectivity and mobility; the important keys for reaching out and opening up opportunities. Rural connectivity is upgrading day by day, one of the prime objective of the state government is to reach all villages across Bihar with proper road connectivity.

Here, the RWD department has initiated a Quality Monitoring system with the help of online monitoring and online complaints submission across Bihar regarding Roads, Bridges, Culverts and others.

**About Mobile Application-**

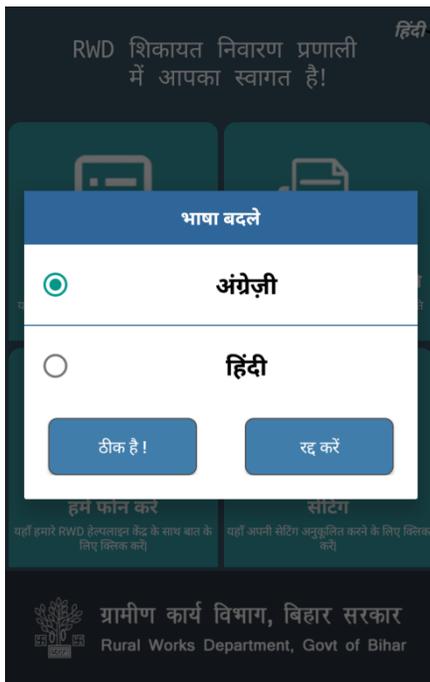
An application has been developed for the Users to register their complains to Rural works Department through Android based mobile phones . User will have to download the apk file from the link provided by RWD ,Patna or from google Play.Click on the link and allow location access and accesses required to install and run the application.



This is the splash screen will be displayed once installation has been completed.

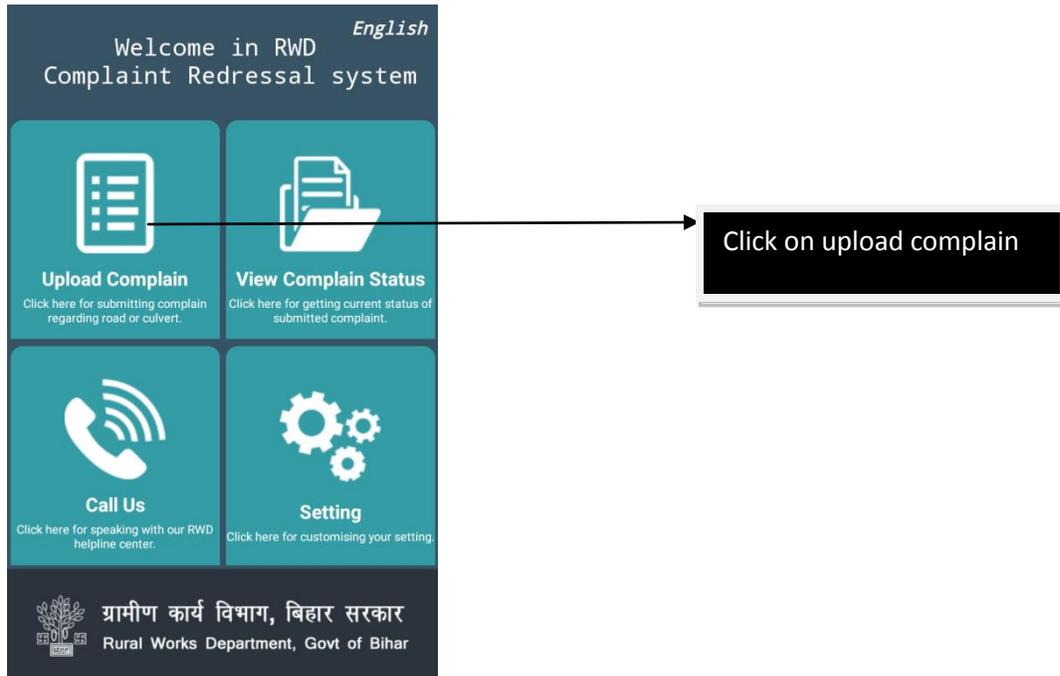


User can access facilities provided with the 4-options above. For the ease of user application can be operated in two languages Hindi & English.



Click on “हिंदी” to change the language of App.

As per need user can change language from Hindi to English and vice versa. When language changes from Hindi to English, below screen will appear.



User can click on upload complain option and fill the form with their personal and complain details and submit it through application. User will have to fill the following Labels-

Sr. No.	Label Name
1	Sender- Drop down button is there for users.
2	Name
3	Mobile
4	Email Id
5	District
6	Block
7	Village
8	Address

User will have to fill the labels mentioned above. Using Submit button user will submit the details.

← User Registration

Filled your Registration Details:

Sender:

Name:

Mobile:

Email:

District:

Block:

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Block:

Village/ Tola / Mohalla:

Address:

SUBMIT

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Once after submission user will be directed to another form naming complain form. User will have to fill the details. The following Labels in complain form –

Sr. No.	Label Name
1	Complain category
2	Complain Type
3	District
4	Block
5	Do you Know name of road –choose from Yes/No.

6	Choose name of road from scroll down
7	Village/Tola/Mohalla
8	Scheme Name- Will be auto filled
9	Details of the complain-user want to log
10	Upload Photo

← Upload Complain

Add Complain:

Complain Category:  
Roads

Complain Type:  
Select Complain Name

District:  
Select District

Block:  
Select Block

Do you know road name ?  Yes  No

Road Name:  
Select Name

Village/ Tola / Mohalla:  
Enter Village Name

Scheme Name:  
Scheme Name

Details:  
Details:

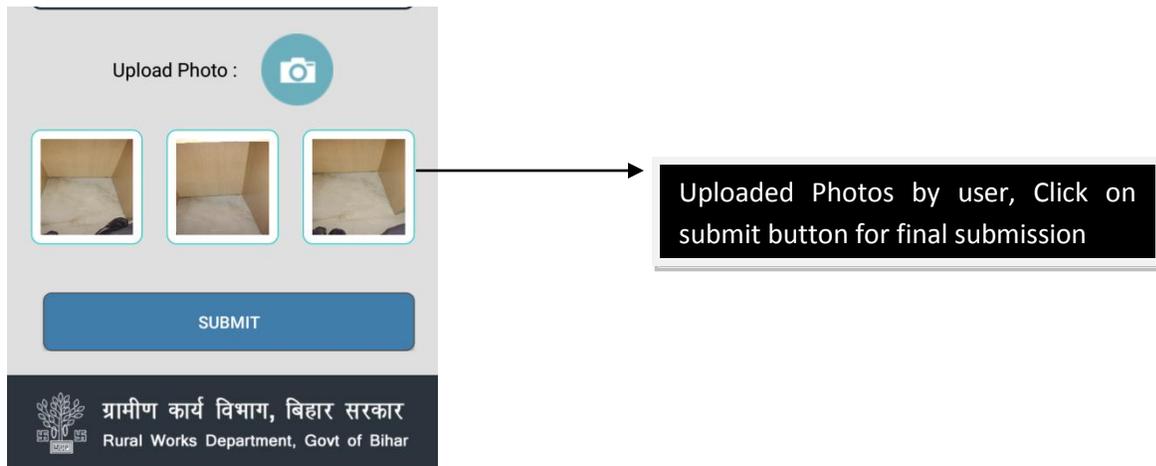


Upload Photo : 

**SUBMIT**

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User will have to fill the details required to fill the forms. Labels have been provided with drop down for the selection of road name if user knows the name of the road. Scheme name will be auto filled once road name selected by user. In case user not knowing the name of the road he/she can select "No". User can share details of the complain in their own words if any. For the submission of complains User will have to upload atleast 3-photos of the road/bridge/culvert favoring their complain.



Upload Photo : 



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Uploaded Photos by user, Click on submit button for final submission

**User Registration**

Thank you for registered your complain. Your Registration number is:

**PAT17021733200001**

Please keep this Registration number for future communication. If you have any query please contact RWD helpline centre.



Registration No. of user Complain showing user of Patna District

Once after final submission user will get a registration no. showing name of district with first three alphabets. Eg.-PAT-Patna, BEG-Begusarai etc.

**User Registration**

Thank you for registered your complain. Your Registration number is:

**BEG17021704200001**

Please keep this Registration number for future communication. If you have any query please contact RWD helpline centre.



Registration No. of user Complain showing user of Begusarai District

← Status

Search Type

Mobile Number

Enter mobile Number

SHOW STATUS

PAT17021733200001

BEG17021704200001

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One can check the status of their all complains in list shown in view complain status option. Just after Entering their mobile no . user can do the same.

← Details:

**Registration:** BEG17021704200001

**Status is:** Synced

**Name:** gjb

**Mobile Number:** 1234567890

**Complain Category:** Roads

**Complain Type:** For compensate of road damage by natural disasters.

**District:** Begusarai

**Block:** Begusarai

**Road Name:** B.M.P to Rajapur Road

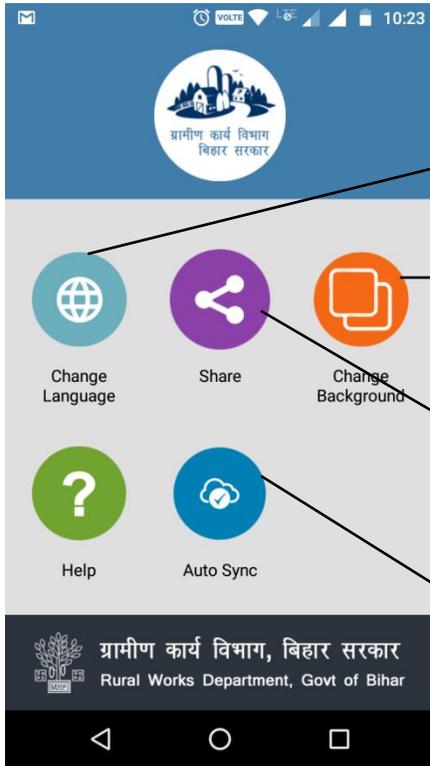
**Village/ Tola / Mohalla:** g JB vh

**Scheme Name:** MMGSY OLD

**Details:** vnvb

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User can view the details entered by him/her for the registration of complains.

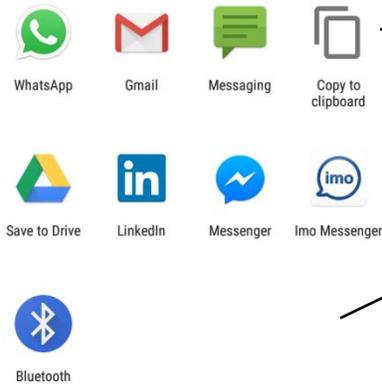


User can change their application language fro here as well

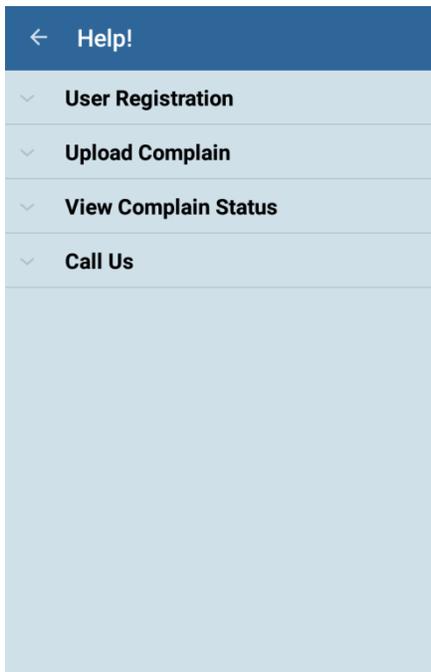
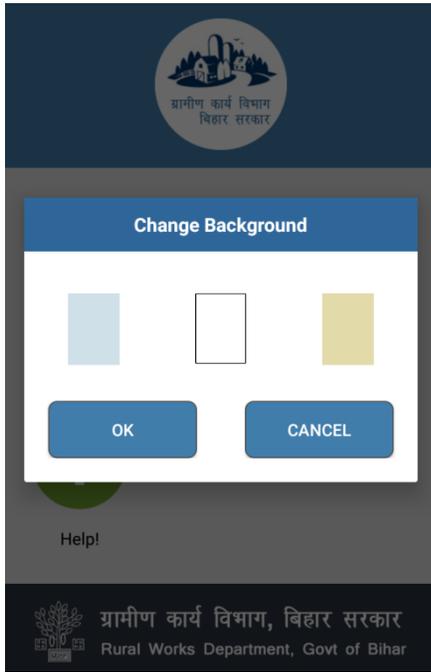
User can change their application background as per their use

User can share the link of the application through social networking and e-mails and texts.

User can click on Auto Sync , data saved during offline mode will be automatically synced to HQ server.



User can share application link through multiple options



Using Help! Option user can get the details for using the options of Rural works department mobile application.

← Help!
^ <b>User Registration</b>
user has registration form
firstly select sender type
Enter Mobile number and other fields. All fields are mandatory
Mobile number and email_id correctly. Because Redressal registration number has been sent in it.
click save button for uploading Redressal.
^ <b>Upload Complain</b>
for Redressal please select Complain type.
Please Enter all the details for which you want to upload Redressal system.
Select Road Name mandatory by which it help to find schema in your near by area road.

← Help!
road.
Enter nearby village name and description that you found in that area.
Also upload pictures.
After pressing save button you get your Redressal Registration Number. Also Registration Number mailed and message has been send .
^ <b>View Complain Status</b>
Click here for getting current status of submitted complaint.
Enter Complain Registration Number
you can also get status of your uploaded Redressal by entering Mobile number and Registration Number
^ <b>Call Us</b>
Click here for speaking with our RWD helpline center.