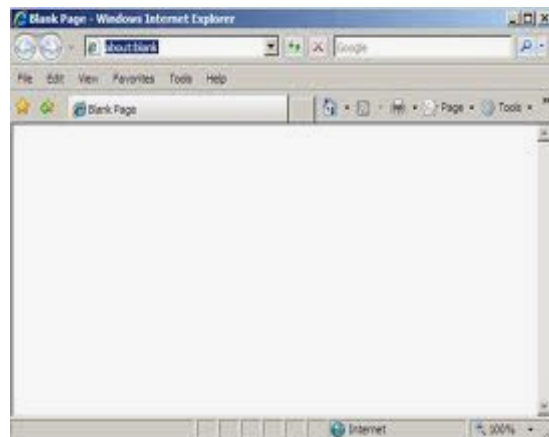


HOW TO LODGE A GRIEVANCE:

- To lodge a grievance online through e-Abhijoga portal, a citizen should have the Internet facility either at home or at any kiosk.
- After having an Internet connection, open any browser, preferably Mozilla Firefox or Internet Explorer.

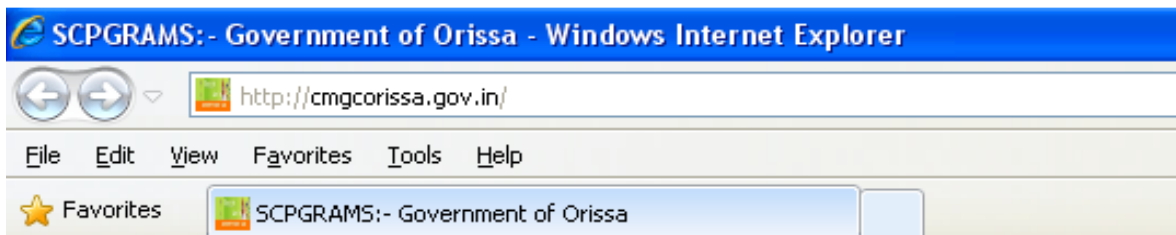


Mozilla Firefox

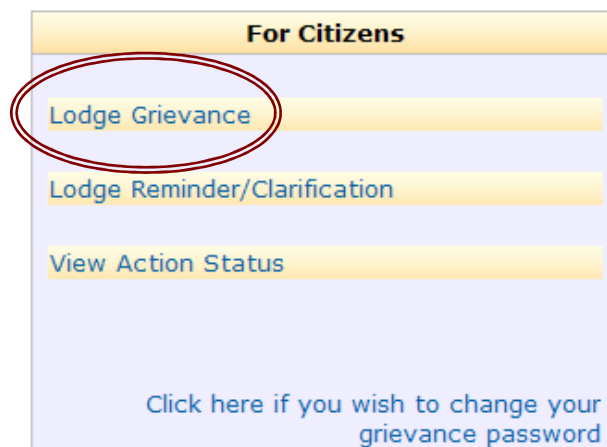


Internet Explorer

- Type the URL **http://cmgcorissa.gov.in** in the address bar of the browser.



- Click on the 'Lodge Grievance' tab at the citizen centric part of the website (home page)



- A grievance registration form will be displayed as follows:

Grievance Registration Form

Entries Prefixed with * are Mandatory!

* Select Department to which the grievance pertains

* Name

* Gender Male Female Others(If not an Individual) Transgender

* Complainant Category

Do You want a Password for this Grievance? Yes No

Address of correspondence

* At

* Post

* Block

Pincode

* Country

* State / UT

* District Mobile No.

E-Mail Id.

Identity proof

Identity Proof Number/Detail

* Please Enter Specific Details about Your Grievance here (4000 Characters Left)

Remedial Action ^(optional) (1000 Characters Left)

Upload(Relevant Document) only(.pdf or .jpg) upto 1MB

Have you earlier lodged the grievance to the above Department on the same subject ? Yes No

* Enter Security Code as Shown

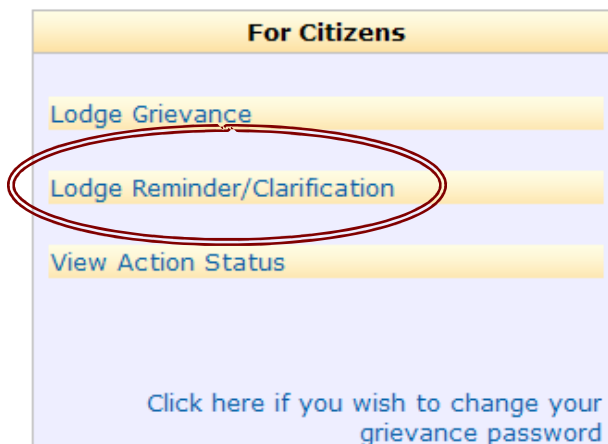
- Enter the details about yourself and the particulars of the grievance.
- All the * marked fields are mandatory.
- You can provide a password for all further communication against your registered grievance.
- To attach the supported documents (if any) click on the browse option of 'Upload (Relevant Document)' and select the file to be attached with the grievance.

- The document(s) must be in **.pdf** format and the size of the document should not exceed 1MB.
- After filling all required information, enter the security code displayed on the bottom of the screen and then click the SUBMIT button.
- To lodge a new grievance, clear all the filled details by clicking on the RESET button.
- After submission of the grievance, a screen will appear displaying the Registration Number of the successfully registered grievance.



HOW TO LODGE A REMINDER/CLARIFICATION:

- To lodge a remainder against your previously registered grievance for any delay at any level or seeking any clarification of the proceeding of the grievance, click on the 'Lodge Remainder/Clarification' tab from the citizen centric part of the portal/website.



- It will open a form to seek clarification or to put a reminder as follows:


LODGE REMINDER FORM

Enter Your Registration Number :

Password (if any): :

Type of Followup : Reminder Clarification

Description of Clarification/Remarks (upto 1000 Charaters) :

Enter Security Code as Shown : 

[Forgot Password](#)

- Enter the details along with the security code displayed.
- Then click on the submit button

HOW TO VIEW THE STATUS OF THE LODGED GRIEVANCE:

- To view the current status of the grievance lodged by you, click on the 'View Action Status' from the citizen centric part of the homepage.

For Citizens

[Lodge Grievance](#)

[Lodge Reminder/Clarification](#)

[View Action Status](#)

[Click here if you wish to change your grievance password](#)

- It asks for the Registration Number of the lodged grievance and the password provided by you during the registration of the grievance (if any) to show you the status of the grievance.


STATUS QUERY FORM

Enter Your Registration Number :

Password (if any) : [Forgot Password](#)

Enter Security Code as Shown : 

- After providing the details click on SUBMIT. The following type of screen appears with the status of the grievance.



Your Grievance Status

Registration No.	:	CMOFF/E/2010/
Name of Complainant	:	
Received By	:	Office of the Chief Minister
Received On	:	14-12-2010
Case Presently with	:	Office of the Chief Minister
Current Status	:	RECEIVED THE GRIEVANCE

Case Presently Handled By:

Officer Name	:	Chief Ministers Office
Designation	:	Under Secretary
Address	:	Grievance Cell, Qrs No VIII-DS-I, Unit-V, Bhubaneswar
Phone No.	:	0674-2530700
E-Mail Address	:	cmo@nic.in

HOW TO CHANGE PASSWORD:

For Citizens

[Lodge Grievance](#)


[Lodge Reminder/Clarification](#)

[View Action Status](#)

[Click here if you wish to change your grievance password](#)

- The following screen appears which helps in changing your current password with a new password.

Change PASSWORD

Enter Your Registration Number	:	<input type="text"/>
Existing Password	:	<input type="text"/>
Enter New Password	:	<input type="text"/>
Re-enter New Password	:	<input type="text"/>
Enter Security Code as Shown	:	 <input type="text"/>

- After providing the details, enter the security code and click submit.
- A confirmation screen will appear on successful change of password.