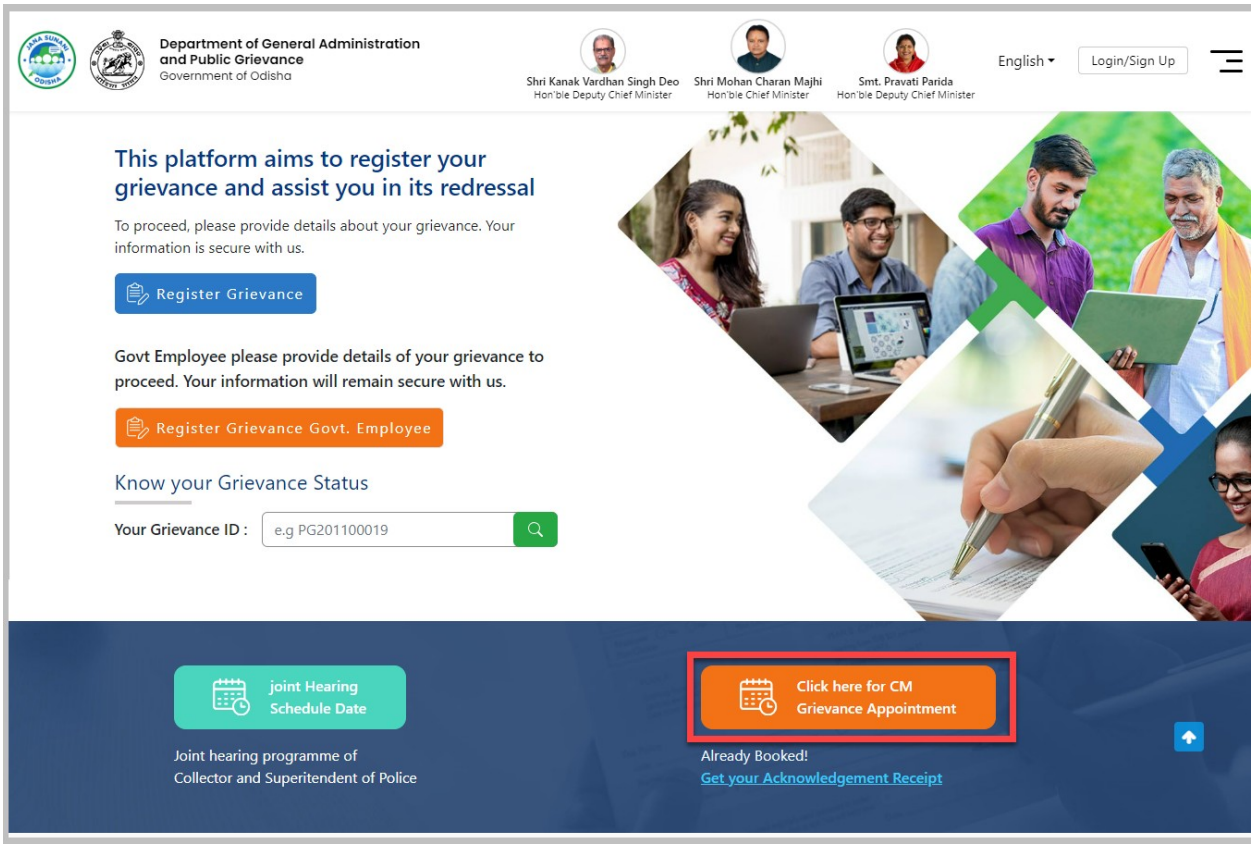
Training Manual for

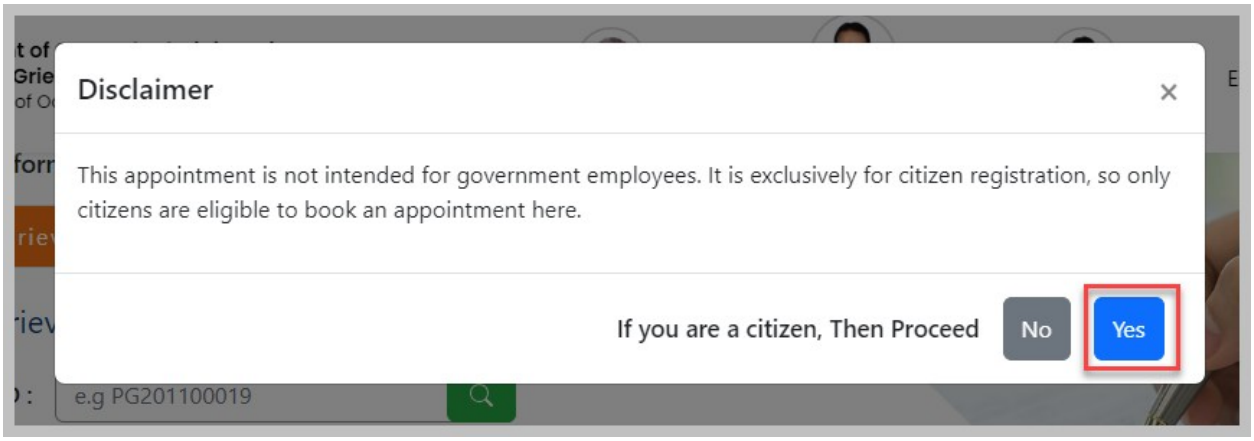
Jana Sunani

CM Grievance Appointment

1. Enter the website URL https://janasunani.odisha.gov.in/ in the browser to land onto the following page.



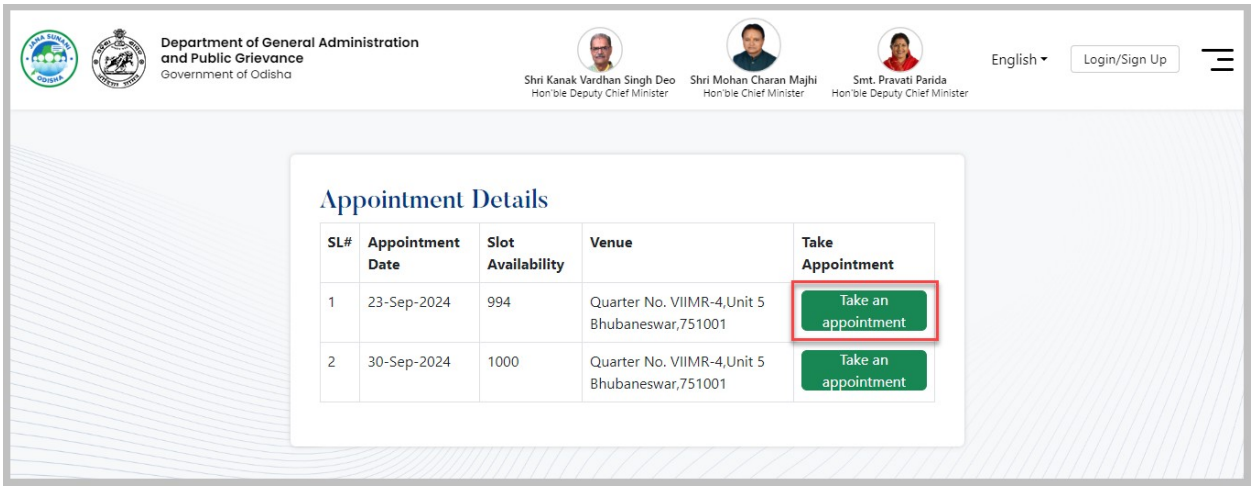
2. To schedule a grievance appointment with the CM, click the **Grievance Appointment** button as highlighted in the figure above.



3. You will get a Disclaimer informing that the appointment is not meant for the government employees. This provision is exclusively meant for the non-government citizens.

a. In case of a non-government citizen, to proceed further click the Yes option, else click the No option.

4. On proceeding further, the dates available for CM grievance appointment are displayed along with the Slot availability and Venue.



5. On choosing the appointment date, you are redirected to the Appointment details screen wherein you need to fill-in all the personal details and the subject of your grievance in the respective fields-

Appointment Details

Appointment for Monday grievance dated on : 23-Sep-2024

Mobile no. *

Enter your mobile no.

Verify

Name *

Enter your full name

Age *

Enter your age

Gender *

--Select--

District *

--Select District--

Address*

Enter your address

Id Proof *

--Select--

Category *

--Select--

Sub-Category *

--Select--

Department

--Select--

Email

Email

Subject*

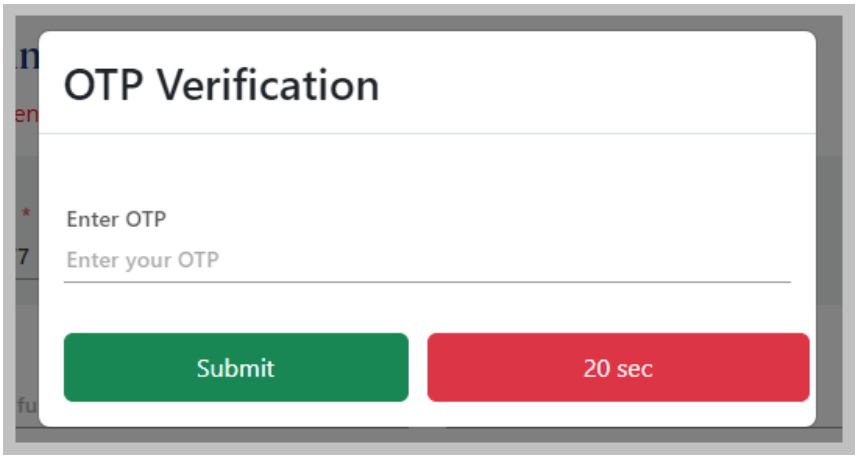
Enter your subject

Maximum **100** characters

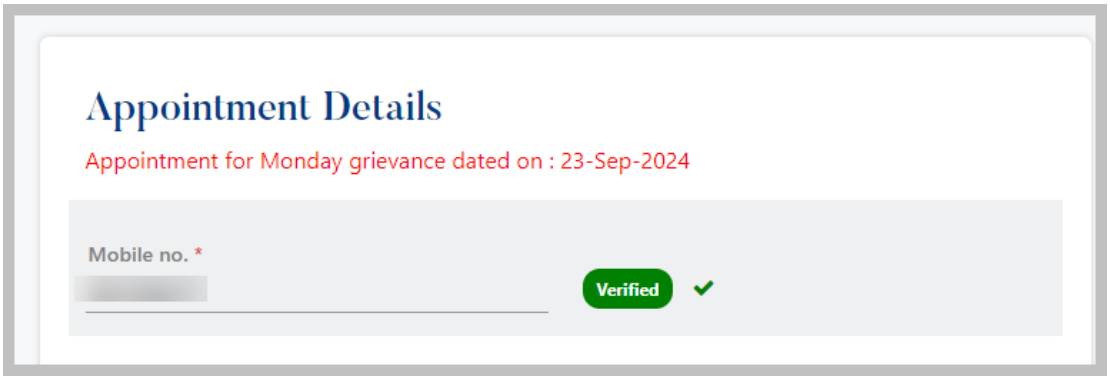
☐ I hereby declare that all details submitted in this form are true and accurate, and that no false information has been provided.

Submit

a. Enter the registered Mobile number in the textbox given which should have the Whatsapp access.
    i. Click the Verify button.
    ii. An OTP is fired to the mobile number.



    iii. Enter the 6-digit OTP received in the textbox and Submit it.
    iv. Once the correctness of the OTP is checked, the status appears as Verified.



b. Enter your full Name in the textbox followed by your age.
c. Select your Gender from the drop down menu either as Male, Female, Transgender or Others.
d. Select the name of the District to which you belong from the list.
e. Mention your Address in the space given as per the district chosen.
f. Select the type of Id Proof to be provided at the meeting venue from the menu list.
g. Enter the number of the id proof as chosen.
h. Select the type of Category and Sub-Category from the respective menu list to which the grievance belongs.
i. Select the Department name to which grievance is associated.
j. Provide your Email Id for communication purpose.
k. Enter the Subject of your grievance with a maximum word limit of 100 characters.

Appointment Details

Appointment for Monday grievance dated on : 23-Sep-2024

Mobile no. *

Verified

Name *

Age *

40

Gender *

District *

Address*

Id Proof *

Aadhaar No.*

Category *

Sub-Category *

Department

Email

Subject*

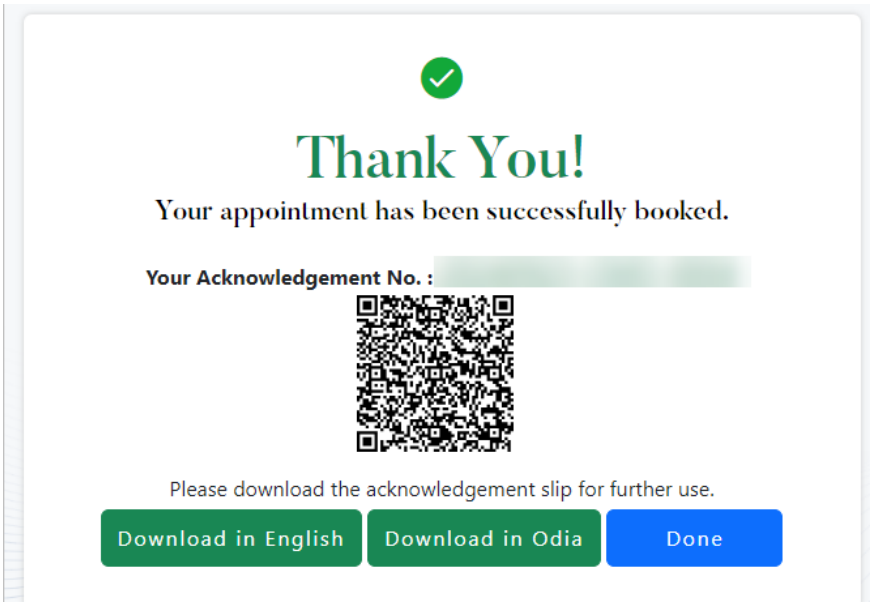
Maximum **80** characters

I hereby declare that all details submitted in this form are true and accurate, and that no false information has been provided.

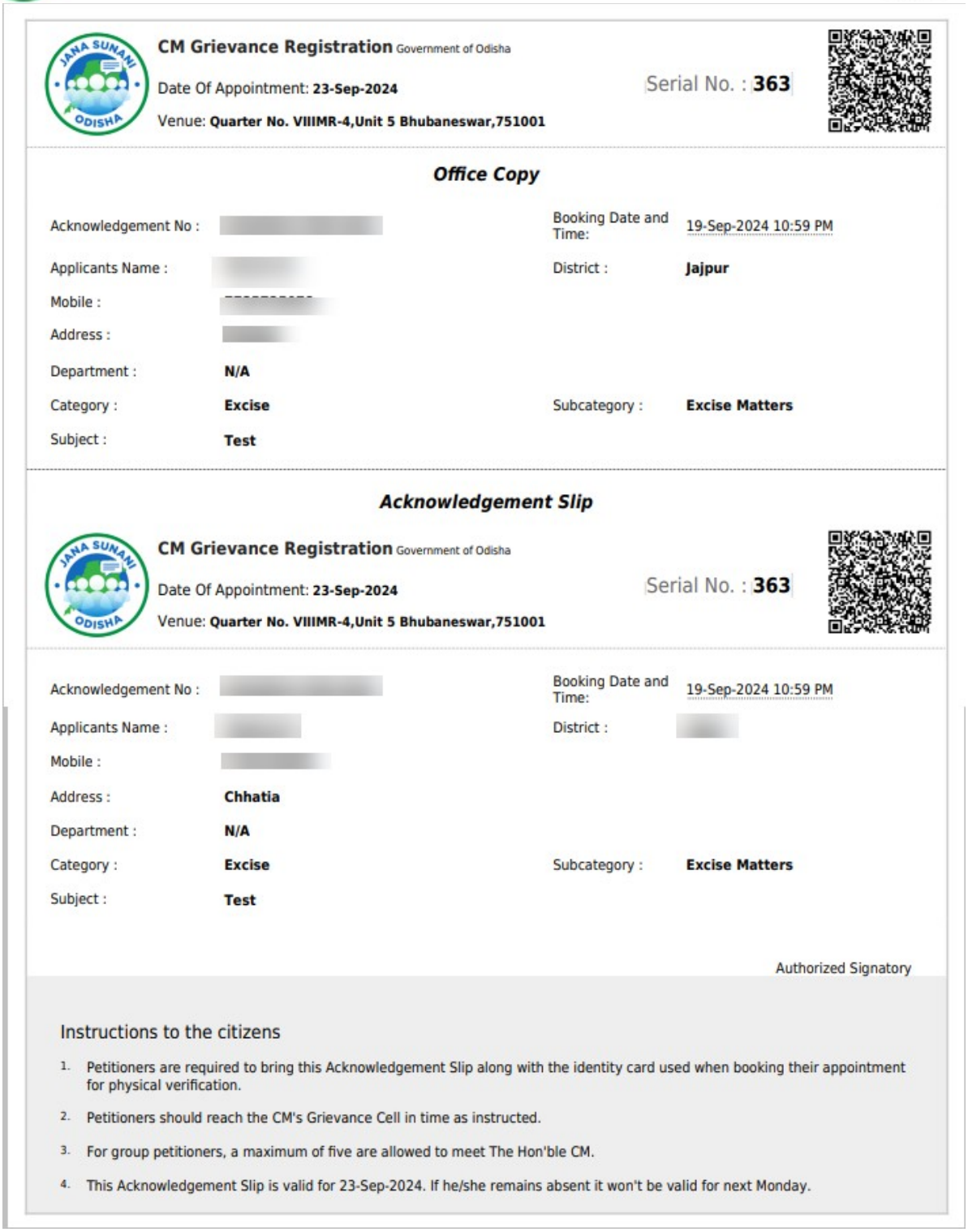
Submit

l. Select the checkbox to agree by the declaration that the details submitted in this form are true and accurate in all respects.
m. Click the Submit button.

6. Once the application is submitted successfully, you will receive an Acknowledgement No. which can be retained for further use.



7. Here you have an option to download the acknowledgement slip both in English and Odia.
8. You need to provide this acknowledgement slip at the time of visiting the meeting venue on the date and time scheduled.
    a. ID proof as mentioned in the form needs to be provided along with this slip.



CM Grievance Registration Government of Odisha

Date Of Appointment: **23-Sep-2024**

Venue: **Quarter No. VIIIMR-4,Unit 5 Bhubaneswar,751001**

Serial No. : **363**

Office Copy

Acknowledgement No :		Booking Date and Time:	19-Sep-2024 10:59 PM
Applicants Name :		District :	**Jajpur**
Mobile :			
Address :			
Department :	**N/A**		
Category :	**Excise**	Subcategory :	**Excise Matters**
Subject :	**Test**		

Acknowledgement Slip

CM Grievance Registration Government of Odisha

Date Of Appointment: **23-Sep-2024**

Venue: **Quarter No. VIIIMR-4,Unit 5 Bhubaneswar,751001**

Serial No. : **363**

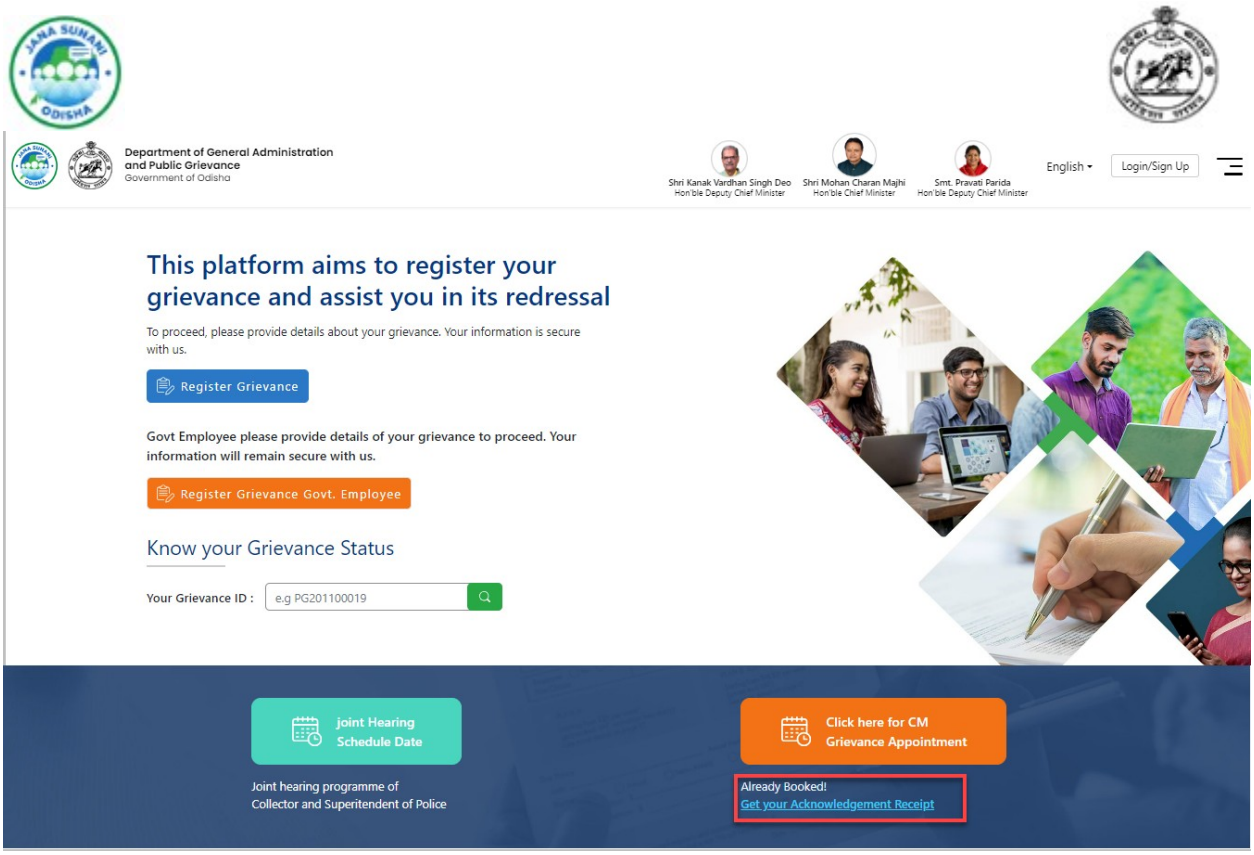
Acknowledgement No :		Booking Date and Time:	19-Sep-2024 10:59 PM
Applicants Name :		District :	
Mobile :			
Address :	**Chhatia**		
Department :	**N/A**		
Category :	**Excise**	Subcategory :	**Excise Matters**
Subject :	**Test**		

Authorized Signatory

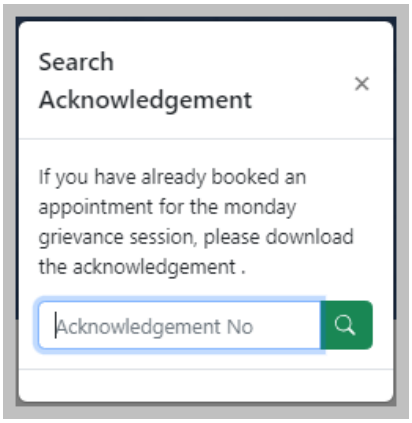
Instructions to the citizens

1. Petitioners are required to bring this Acknowledgement Slip along with the identity card used when booking their appointment for physical verification.
2. Petitioners should reach the CM's Grievance Cell in time as instructed.
3. For group petitioners, a maximum of five are allowed to meet The Hon'ble CM.
4. This Acknowledgement Slip is valid for 23-Sep-2024. If he/she remains absent it won't be valid for next Monday.

9. If you have already booked for the appointment, then to know the status of the application, click the **Get your Acknowledgement Receipt** link in the home page as highlighted below-



10. A pop-up box will open wherein you can enter your acknowledgment number generated to get the status.



Please Note: If you met the CM on the scheduled date, then you can't apply for the next meeting within a time span of 3 months.

In case the appointment is fixed but you were not able to attend it, then you can schedule the next appointment for the next slot available.