

गुनासो (Grievance) [RWSSFDB]

USER'S MANUAL

Version 1.0.0

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1 Introduction

गुनासो (Grievance) is an application collecting the survey data regarding the problems of water supply and sanitation for the defined region.

2 Requirements

गुनासो (Grievance) is available for devices running Android 4.0.3 and above versions.

3 Installation

In order to install गुनासो (Grievance) you need to download the apk file of **Grievance** app from site <http://rwssfdb.softwel.com.np/login>.

1. First of all you need to login to the site.
2. Then go to the Downloads page of the site and press **Download App** button to download the apk file of **Grievance** app. This downloads the “**RWSSFDB_Grievance_V1.apk**” file.



Figure 1: Website to download the NWAASH app's apk file

3. Copy the “**RWSSFDB_Grievance_V1.apk**” file to your device and install in your device.

4. Install the app and open the app.

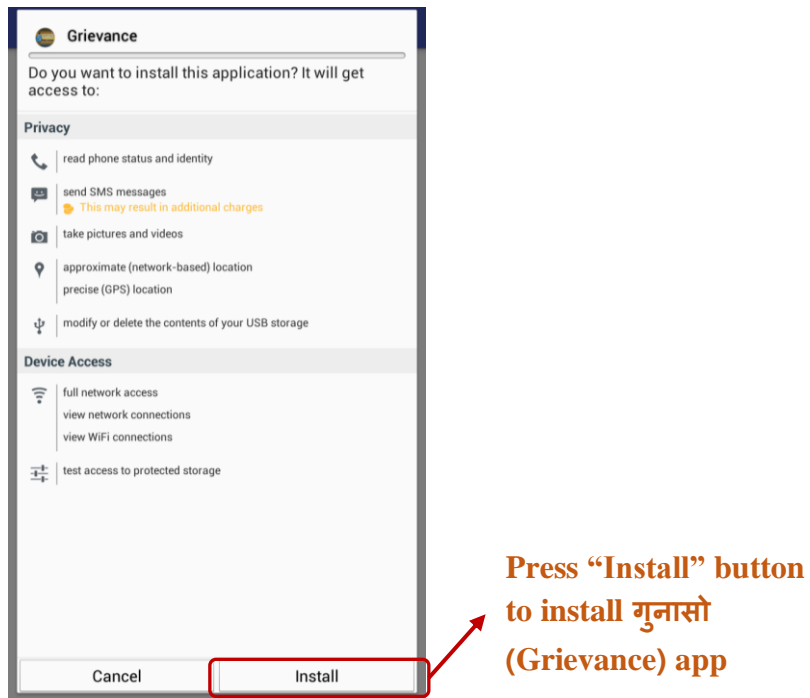


Figure 2: Screenshot before the installation of गुनासो (Grievance) app

4 Getting Started

4.1. User Interface

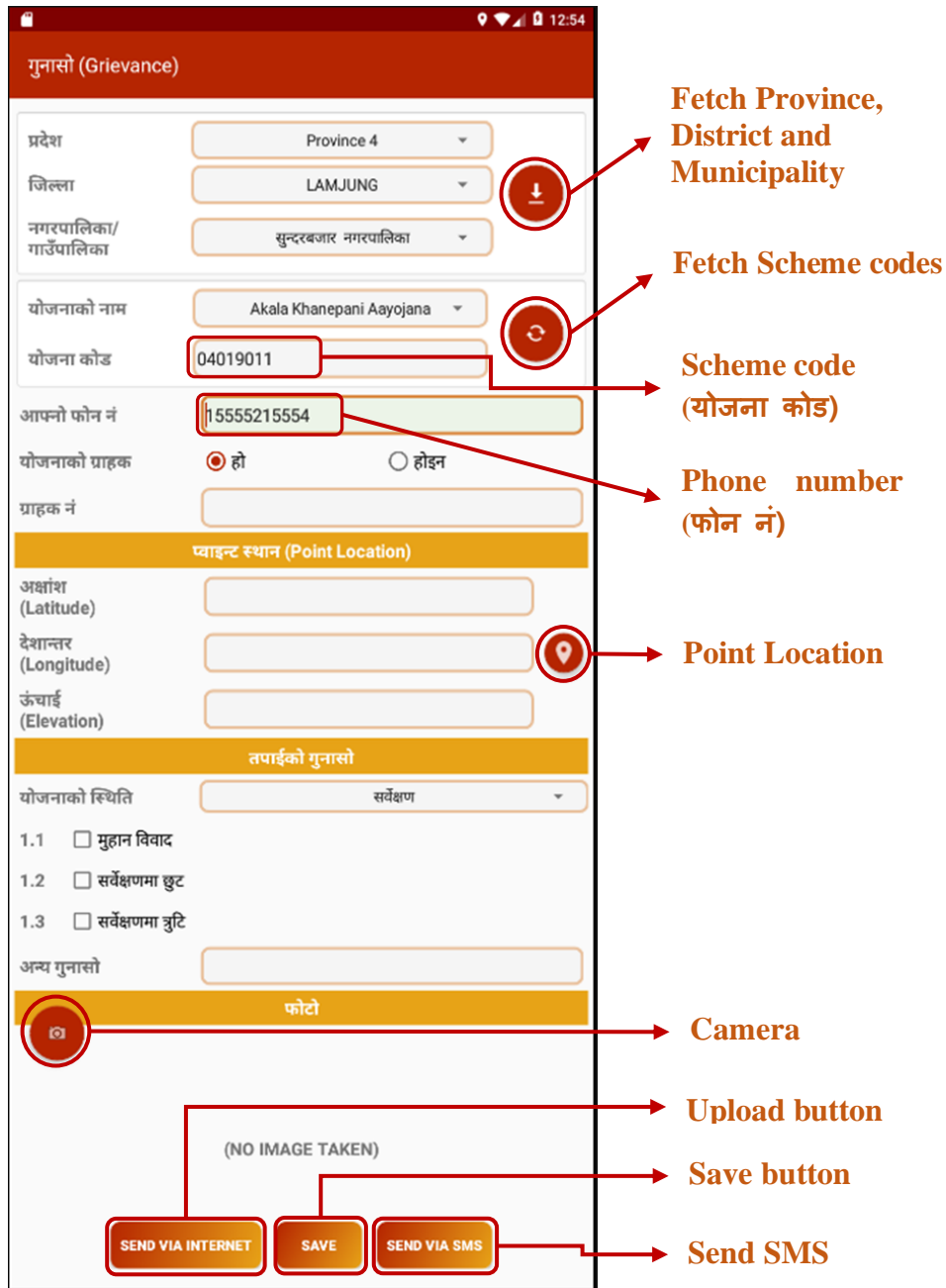



Figure 3: Overall view of application

5 Main form

प्रदेश	3	
जिल्ला	रामेछाप	↓
नगरपालिका/गाउँपालिका	Doramba Gaunpalika	
योजनाको नाम	Kapase WSS	↻
योजना कोड	101680	
आफ्नो फोन नं	15555215554	
योजनाको ग्राहक	<input checked="" type="radio"/> हो	<input type="radio"/> होइन
ग्राहक नं		

Figure 4: Main form

5.1. Province, District and Municipality

1. Press  icon to fetch **Province (प्रदेश)**, **District (जिल्ला)** and **Municipality (नगरपालिका/गाउँपालिका)**.
2. Select **Province (प्रदेश)** from the dropdown list. This further loads the **District (जिल्ला)** which falls in selected **Province (प्रदेश)**.

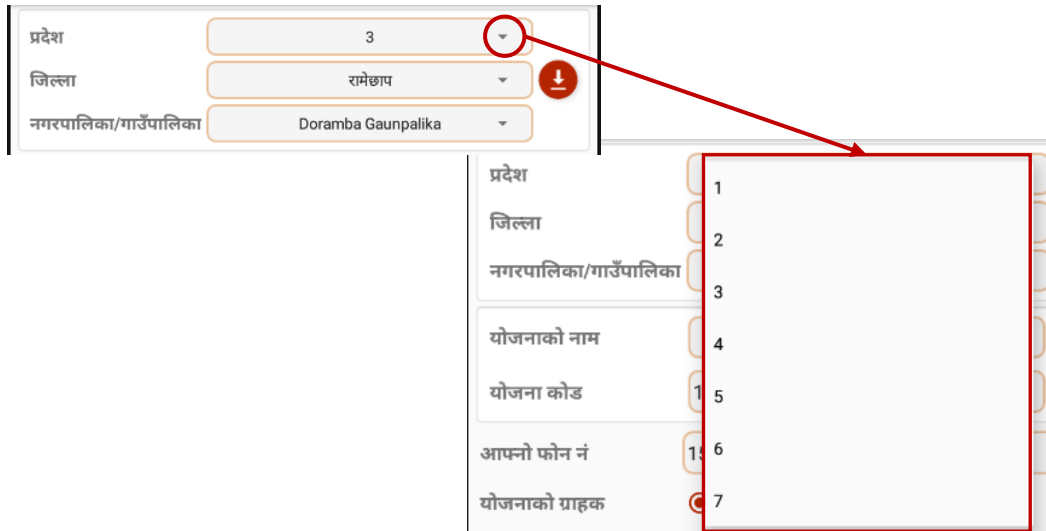


Figure 5: Province (प्रदेश) dropdown list

3. Select **District (जिल्ला)** from the dropdown list. This loads the **Municipality (नगरपालिका/गाउँपालिका)** which falls in the selected **District (जिल्ला)**.

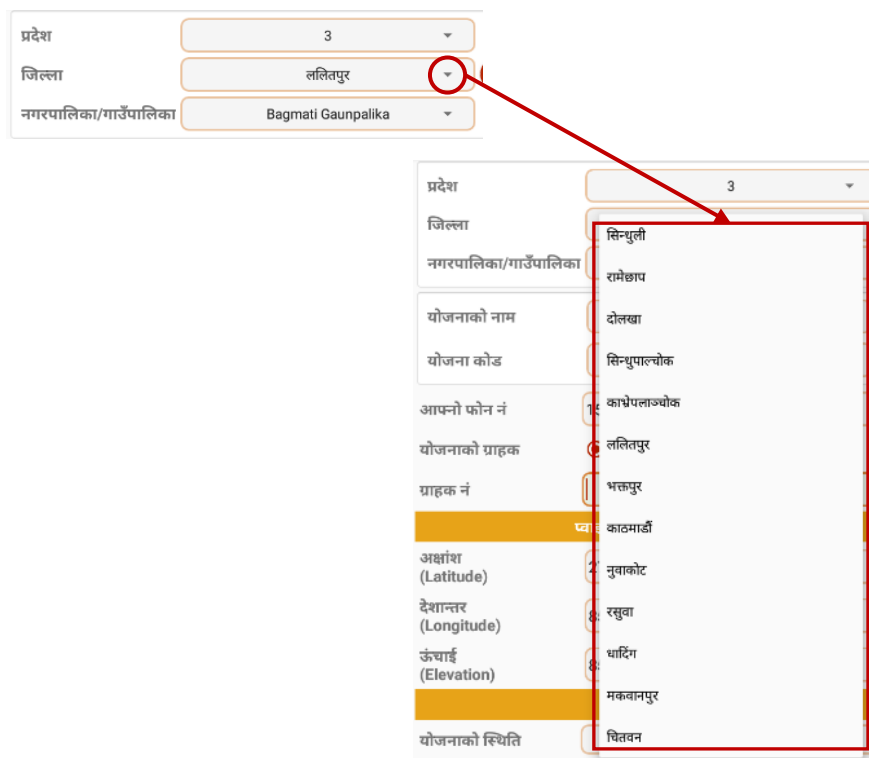



Figure 6: District (जिल्ला) dropdown list that falls in Province 4

The image shows a web form with two parts. The top part has three dropdown menus: 'प्रदेश' (Province) set to '3', 'जिल्ला' (District) set to 'ललितपुर' (Lalitpur), and 'नगरपालिका/गाउँपालिका' (Municipality/Gaunpalika) set to 'Bagmati Gaunpalika'. A red circle highlights the 'नगरपालिका/गाउँपालिका' dropdown. A red arrow points from this circle to a larger, expanded dropdown menu below. This expanded menu lists several municipalities: 'Bagmati Gaunpalika', 'Godawari Nagarpalika', 'Konjyosom Gaunpalika', 'Lalitpur Mahanagarpalika', 'Mahalaxmi Nagarpalika', and 'Mahankal Gaunpalika'. The 'नगरपालिका/गाउँपालिका' dropdown in the top part is also highlighted with a red circle.

Figure 7: Municipality (नगरपालिका/गाउँपालिका) dropdown list that falls within ललितपुर District

4. Select **Municipality** (नगरपालिका/गाउँपालिका) from dropdown list.

5.2. Scheme Name, Scheme Code and other fields

1. Press  icon to fetch **Scheme name** (योजनाको नाम) and **Scheme code** (योजना कोड).
2. After fetching Scheme name if **No Data** is set in **Scheme name** (योजनाको नाम) then there is no data available for the selected **District** (जिल्ला).
3. Once you have successfully fetched the **Scheme names and codes**, make sure you select the correct **Scheme Name** (योजनाको नाम) for which you are filling the details. This loads the corresponding **Scheme code** (योजना कोड).

योजनाको नाम: Akala Khanepani Aayojana

योजना कोड: 04019011

योजनाको नाम: Akala Khanepani Aayojana, Ambote Dharapani Archaleni Khanepani Ayojana, Dharapani Khanepani Aayojana, Dhodesingh Khanepani Tatha Sarsafai Yojana, Duradanda Chandeshwor Khanepani Ayojana, Gause Khanepani Ayojana, Janasewa Khanepani Yojana, Kaliraha Khanepani Ayojana, Kharetar Khanpani Ayojana, Paudi Dhik Khanepani Ayojana, Satrasaye Khanepani Aayojana, Shikhra Khanepani Aayojana, Suntale Taar Khanepani Ayojana

अक्षांश (Latitude): 0

देशान्तर (Longitude): 0

ऊँचाई (Elevation): 0

योजनाको स्थिति: 1.1 मुहान विवाद, 1.2 सर्वेक्षणमा छुट, 1.3 सर्वेक्षणमा त्रुटि

Corresponding Scheme code (योजना कोड) of Akala Khanepani Aayojana

Figure 8: Scheme Name (योजनाको नाम) selected from dropdown list and corresponding Scheme Code (योजना कोड)

- The **Phone number** (आफ्नो फोन नं) is auto fetched if **Sim card** is working properly. If no sim card or is not working properly then you can type yourself.
- If you are **Scheme Customer** (योजनाको ग्राहक) then select **Yes (हो)** otherwise select **No (होइन)**.
- If you selected **Yes (हो)** in योजनाको ग्राहक, type your **Customer number** (ग्राहक नं).

6 Point Location (प्वाइन्ट स्थान)


प्वाइन्ट स्थान (Point Location)

अक्षांश (Latitude): 0

देशान्तर (Longitude): 0

ऊँचाई (Elevation): 0

Figure 9: Point location form

1. Press  icon to fetch the **Point Location (प्वाइन्ट स्थान)**. On pressing this icon it shows following dialog.

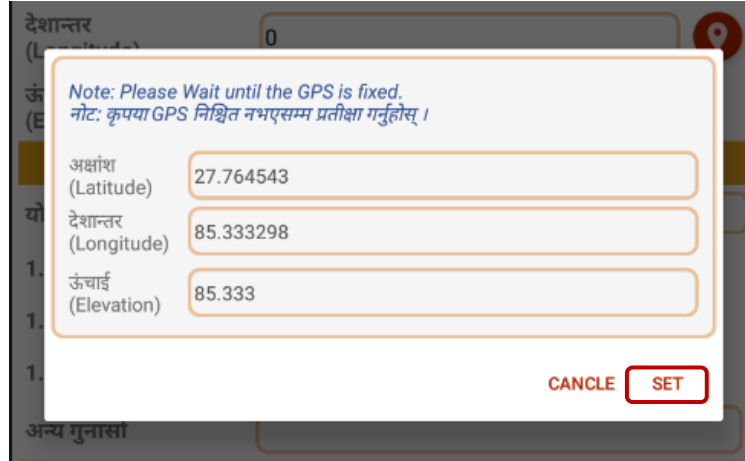


Figure 10: Set point location

2. The **Point Location (प्वाइन्ट स्थान)** is not fetched until the GPS Location is not enabled in your device and shows following dialog with message if not enabled.

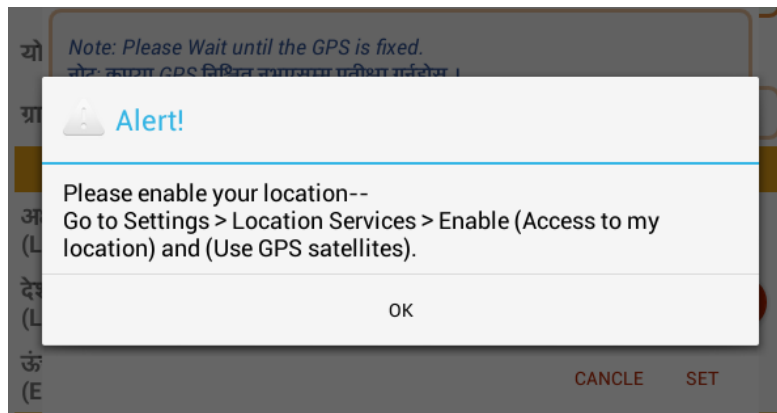


Figure 11: Alert dialog with message to enable the location access

3. To allow access to the location go to **Settings>Location Services** then check the checkbox where **Access to my location** is written. After allowing the Location in your device, when GPS is fixed the location is fetched. The co-ordinates are set to zero if GPS is not fixed.
4. When location is fetched press **SET** button of the dialog shown in *Figure 13*. This sets the **Latitude (अक्षांश)**, **Longitude (देशान्तर)** and **Elevation (ऊँचाई)** of the form.

7 Your Grievance (तपाईंको गुनासो)

The screenshot shows a form titled 'तपाईंको गुनासो' (Your Grievance). It has a dropdown menu for 'योजनाको स्थिति' (Scheme condition) with 'सर्वेक्षण' (Inspection) selected. Below the dropdown are three options: 1.1 मुहान विवाद, 1.2 सर्वेक्षणमा छुट, and 1.3 सर्वेक्षणमा त्रुटि. At the bottom, there is a text input field for 'अन्य गुनासो' (Other grievance).

Figure 12: Grievance (गुनासो) form

1. Select **Scheme condition (योजना स्थिति)** from the dropdown list. According to the chosen **Scheme condition** the options are displayed just below the condition.

This screenshot shows the dropdown menu for 'योजनाको स्थिति' (Scheme condition) expanded. The dropdown list contains three options: 'सर्वेक्षण' (Inspection), 'निर्माण अवधि' (Construction period), and 'संचालन' (Operation). A red circle highlights the dropdown arrow, and a red arrow points from it to the expanded list.

Figure 13: Scheme condition (योजना स्थिति) dropdown list

2. Check from those options if it matches your **grievances (गुनासो)**.

This screenshot shows the form with the 'Scheme condition' dropdown set to 'सर्वेक्षण' (Inspection). The options below are: 1.1 मुहान विवाद, 1.2 सर्वेक्षणमा छुट, and 1.3 सर्वेक्षणमा त्रुटि.

Figure 14: Grievances for सर्वेक्षण Scheme condition (योजना स्थिति)

योजनाको स्थिति निर्माण अवधि

2.1 मुहान विवाद

2.2 संरचना निर्माण गर्ने जग्गा

2.3 गैर स्थानीय निर्माण सामग्री संकलन

2.4 स्थानीय सामग्री संकलन

2.5 जनश्रमदान परिचालन

2.6 महिला प्राविधिक सहयोग

2.7 सहयोगी संस्थाका कर्मचारी परिचालन

2.8 सहयोगी संस्थाको कार्यसम्पादन तथा कार्यशैली

2.9 समूह गठन तथा परिचालन

Figure 15: Grievances for निर्माण अवधि Scheme condition (योजना स्थिति)

योजनाको स्थिति संचालन

3.1 नगद तथा मर्मत संभार कोष

3.2 पानीको महशुल

3.3 उपभोक्ता समिति गठन तथा परिचालन

3.4 भी.एच.पी. तथा भी.एम.डब्लु. छनोट

3.5 धारामा पानी नआएको

3.6 धारामा धमिलो पानी आएको

3.7 पाईप लाईन फुटेको

3.8 मिटर बिग्रेको


Figure 16: Grievances for संचालन Scheme condition (योजना स्थिति)

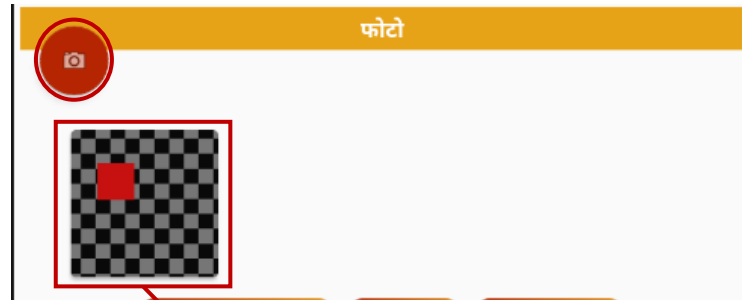
अन्य गुनासो

Figure 17: Other Grievance (अन्य गुनासो) field

3. If you have other problems you can write your problems in **Other Grievance** (अन्य गुनासो).

8 Photos

1. Press  icon if you want to take any photos that is related to the grievance.



Snapped image from default camera of device

Figure 18: Image shown after taken from default camera of device

2. The images taken from camera are shown in Grid view.
3. To delete image press on the image from the grid view which shows following dialog.

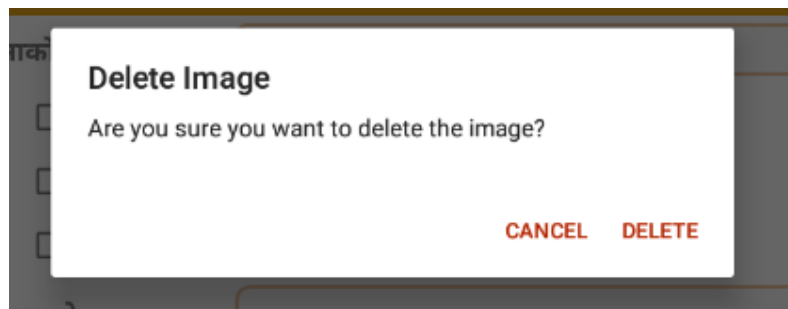


Figure 19: Alert dialog to Delete Image

4. Press **DELETE** button to delete the image else press **CANCEL** button.

NOTE: Before you take any photos you need to select the right **Scheme Name (योजनाको नाम)**. Do not change the **Scheme Name** if any photos were taken for the current project.

9 Saving Report

1. To save the report press “**SAVE**” button. It exports the reports and photos of report with the report name to the “**GRIEVANCE/**”.x
2. Without fetching the **Provinces, District and Municipality** you cannot **SAVE** report. If you try to save without fetching them, it shows following alert.

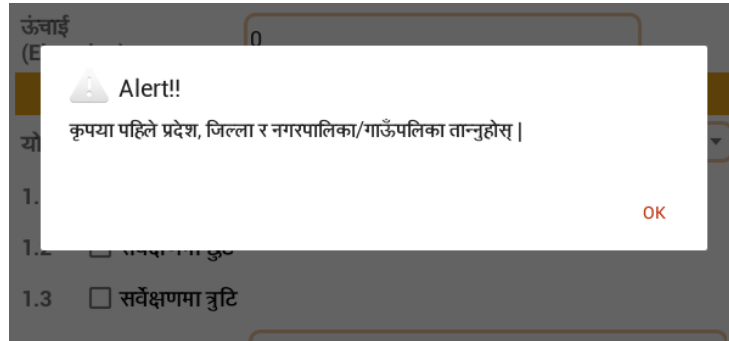


Figure 20: Alert dialog with message to fetch the Province, District and Municipality

3. Without fetching **Scheme name and codes** you cannot **SAVE** report. If you try to save without fetching it shows following alert.

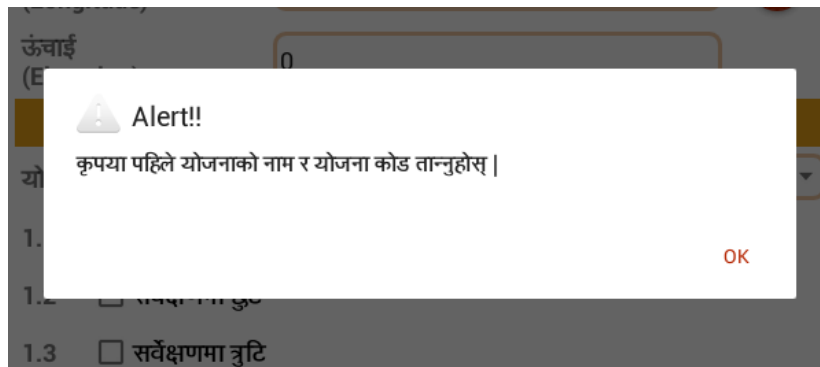



Figure 21: Alert dialog with a message to fetch Schema Name and code

10 Uploading reports

You can upload the project saved from the app directly to the FTP server as a file with “.zip” extension.

1. Press  button to upload the reports. A dialog with two tabs viz. **NOT UPLOADED** and **UPLOADED** appears as shown below. The report with its **Scheme code, Fiscal Year and Date Time** when it was created is shown in list.

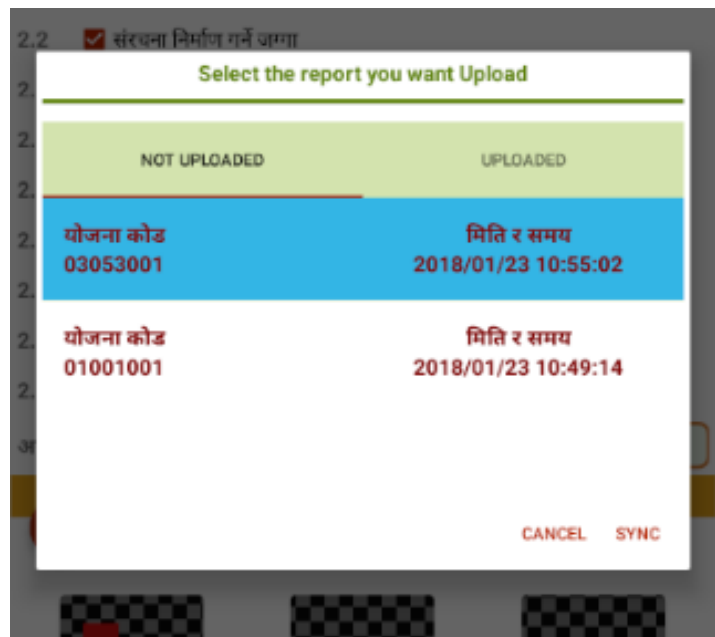


Figure 22: Upload dialog box

2. Select report i.e. a row from the list and press “**UPLOAD**” button of the dialog box. An alert with a confirmation message appears as below. Press “**CANCEL**” button to cancel and press “**OK**” button to upload the report.

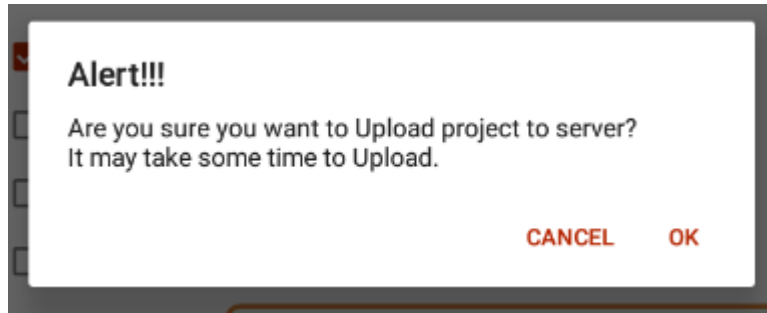


Figure 23: Alert for confirming Upload process

3. Once the upload is completed an alert box with success message appears as shown below and if the upload fails then upload fail message is shown in alert box.

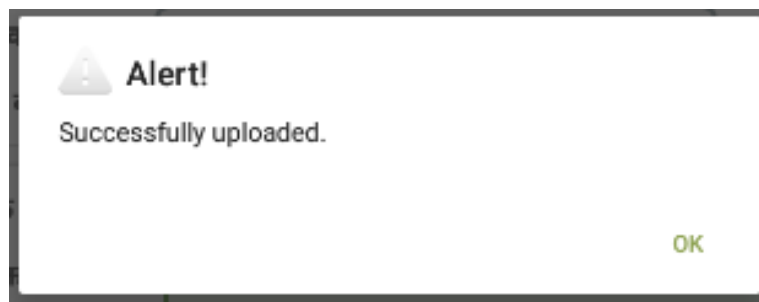


Figure 24: Alert dialog with successful upload message

4. If you press “**UPLOAD**” button without selecting any report, warning alert dialog appears as below. The uploaded reports are shown in “**UPLOADED**” tab of the dialog shown in *Figure 24*.

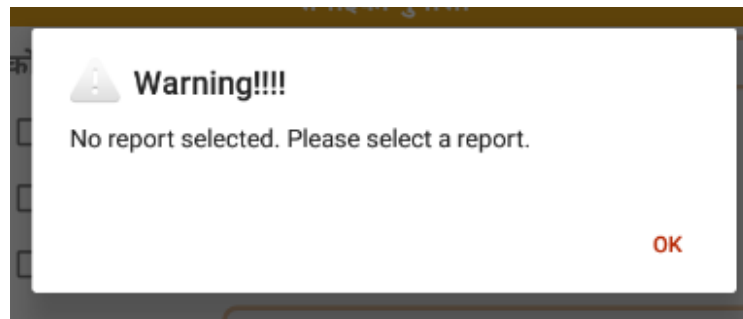



Figure 25: Warning message to select a report

11 Sending SMS

1. You can also send the SMS from the app with required details that you have filled in the app. To send SMS press  button. An alert box appears with the message that will be sent as SMS as shown in *Figure 28*. Press “SEND” button to send the SMS and press “CANCEL” button to discard the message.

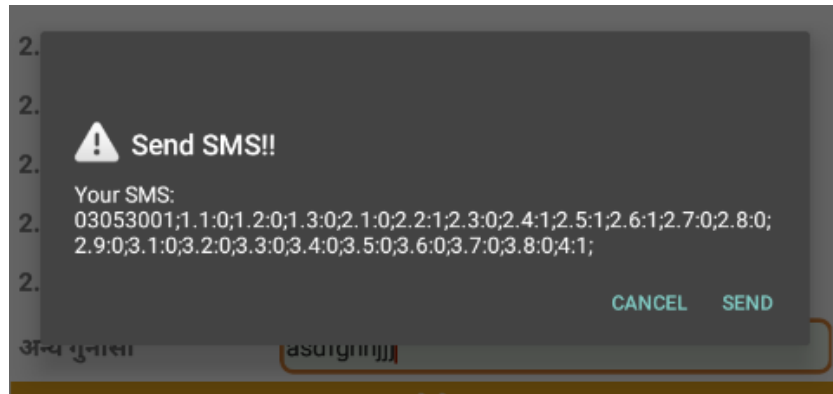


Figure 26: Confirmation alert dialog box showing the message to be sent.

NOTE:

- ✓ The SMS sent deducts the amount from your total balance as normal SMS.
- ✓ Another thing to note here is that the photos are not sent when you send a SMS, to upload photos you must “Send via Internet”.

2. If the device is not compatible for sending SMS an alert box with related message appears for example as shown in the *Figure 27*.

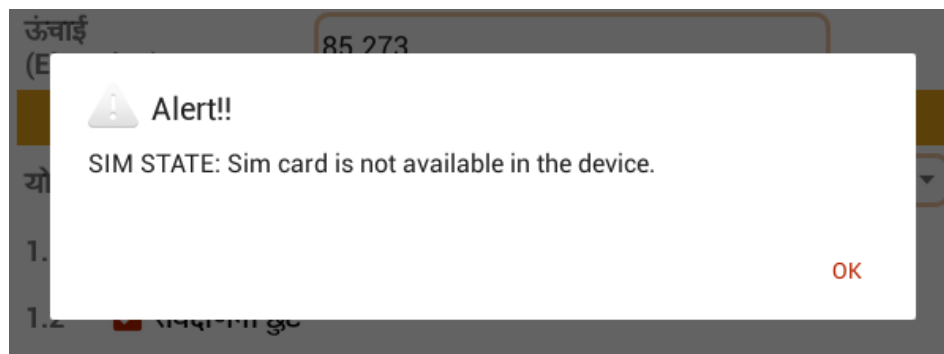


Figure 27: Alert dialog box showing reason for incompatibility of sending SMS