

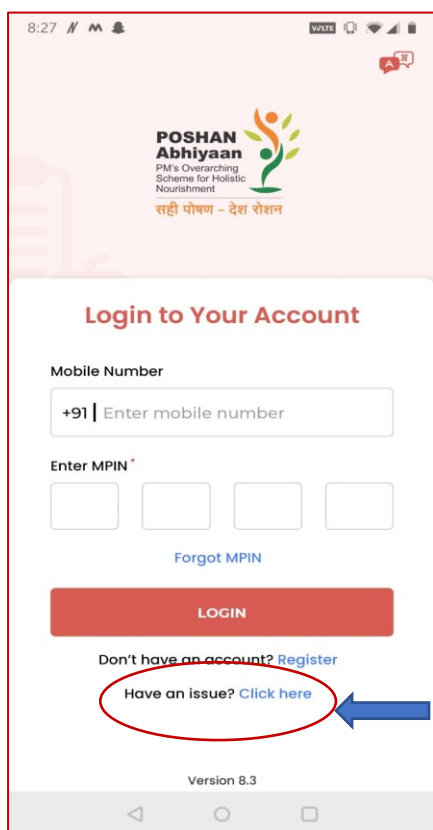
Background:

Grievance redressal system for beneficiaries under Poshan Tracker has been incorporated recently. The purpose of beneficiary redressal system is to complement and enhance service delivery. Beneficiaries can raise their concern and provide real time feedback by downloading the Poshan Tracker App from Google Play store or even they can raise issues through weblink.

Procedure to register grievance

- I. Mobile based feedback services
 - Beneficiary can download the Poshan Tracker App and share their feedback regarding service delivery related to ICDS services and concern if any
 - AWW will be informed regarding complaint of beneficiary on her mobile Poshan Tracker App, while Sector official will be informed via email.
- II. Web based feedback services
 - Beneficiary can also register their concern/feedback through weblink <https://poshantracker.in>

A. Process of registration of complain through Mobile App



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POSHAN Abhiyaan
PM's Overarching Scheme for Holistic Nourishment
सही पोषण - देश रोशन

Login to Your Account

Mobile Number

+91 | Enter mobile number

Enter MPIN *

Forgot MPIN

LOGIN

Don't have an account? Register

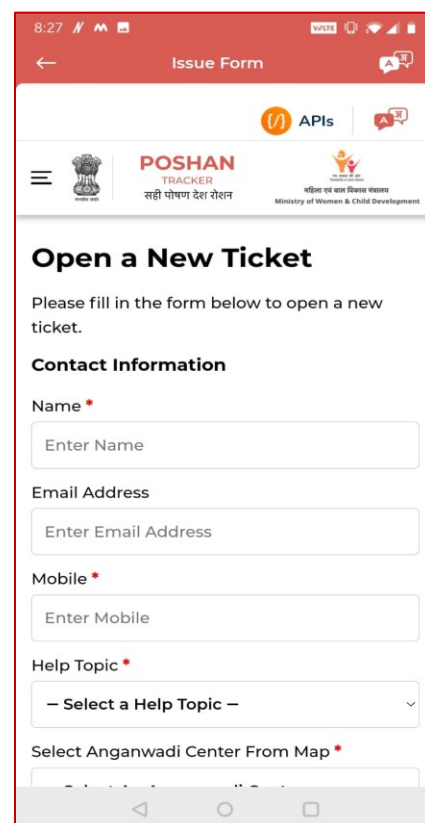
Have an issue? Click here

Version 8.3

Screen shot of home page of Poshan Tracker App

Step 1.

After downloading the App, AWW/Beneficiaries can click on: Have an issue option at bottom of the App. The screen will appear of Open a new ticket.



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Issue Form

APIs

POSHAN TRACKER
सही पोषण देश रोशन
भारत सरकार
Ministry of Women & Child Development

Open a New Ticket

Please fill in the form below to open a new ticket.

Contact Information

Name *

Enter Name

Email Address

Enter Email Address

Mobile *

Enter Mobile

Help Topic *

- Select a Help Topic -

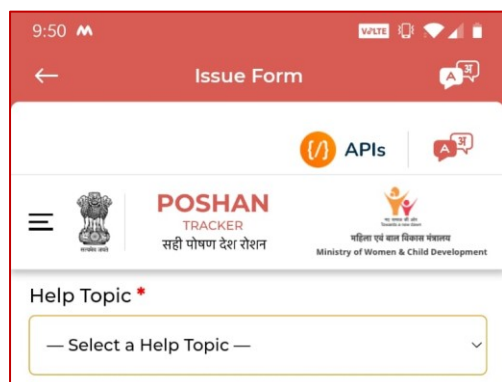
Select Anganwadi Center From Map *

Screen shot2 of open new ticket after clicking on have an issue? click here option

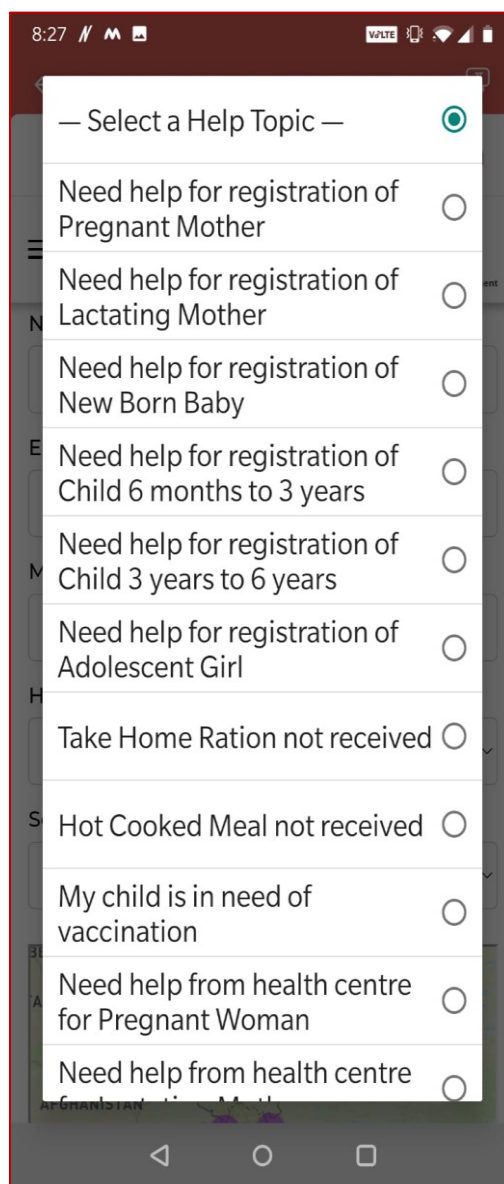
Note: *(Star mark in red color indicates field are mandatory except email. for registering a complain).

Step2. After clicking, have an issue option screen will appear of open a New Ticket in which Name, email address (optional) and mobile no has to be registered.

After that help topic has to be selected from the given list. There are 12 topics that has been mentioned in that includes; need help for registration of pregnant mother, need help of registration of lactating mother, registration of children in different age group including adolescent girls and others are of THR, Hot cooked meal, vaccination and need help from health center for pregnant women, lactating mother and child. (Screen shot mentioned below).



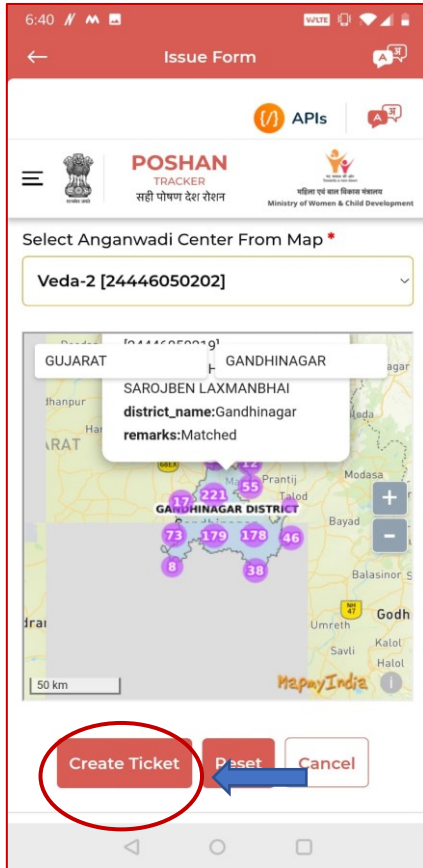
Screen shot of Select a health topic



Screen shot of list appears after selection of health topic

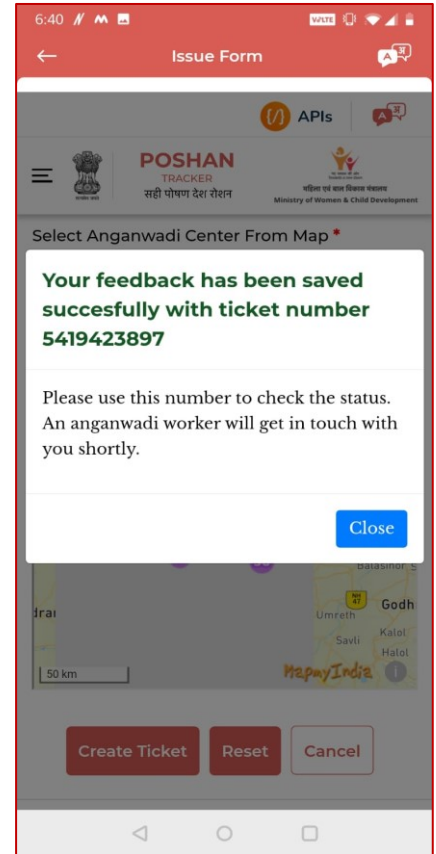
Step 3. After selection of Help topic beneficiary has to choose Anganwadi Center. To do this, complainant can click on State, a dropdown list with names of districts will appear. After selection of district AWC/village can be selected from the map. Sometimes it becomes difficult in choosing AWC name from the map.

Step 4. Following selection of AWC name from the given list and choosing the concern area, a ticket number will generate and that appears on the screen (Screen shot given below).



Selection of AWC from the map screen shot

By clicking on create ticket, complain would be registered and generated complain list will appear on the screen.



Screen shot of ticket number generated after entering all information