

# USER MANUAL FOR COMPLAINT

## Bihar Litigation Policy

URL- <https://blp.bihar.gov.in>

[Home Page](#)

The screenshot shows the homepage of the Bihar Grievance Redressal Portal. At the top, there is a header with the Government of Bihar logo and the text 'शिकायत निवारण पोर्टल Grievance Redressal Portal'. Below this is a navigation menu with links for 'About Us', 'Register Employee', 'File Complaint', 'Track Complaint', 'Contact Us', and 'Official Login'. The main content area features a large banner image of a man speaking at a podium with the text 'Development with social justice'. Below the banner is a section titled 'About Application' which contains a paragraph of text and a 'READ MORE' button. To the right of the text is a portrait of Shri Nitish Kumar, Hon'ble Chief Minister. At the bottom of the page, there is a footer with various logos including Digital India, General Administration Department, LOK SAMVAD, CHIEF MINISTER RELIEF FUND, and myGov.

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GOVERNMENT OF BIHAR

सामान्य प्रशासन विभाग  
General Administration Department

SHIKAYAT NIVARAN PORTAL  
Grievance Redressal Portal

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"Development with social justice"

### About Application

In the Grievance Redressal Portal, complaints related to service matters and acceptance and payment of terminal benefits of all categories of regular employees and officials of the State Government are redressed. There is a Service Grievance Redressal Officer at each district and department level, who redresses complaints after hearing and passes decisions. Matters relating to appointment by Government servants, confirmation of service, pay and increment, promotion, A.C.P. MACP, seniority determination, acceptance of remaining leaves except casual leave, leave-pay, acceptance and payment of due allowances, medical reimbursement and terminal benefits, such as pension, gratuity, group insurance. Complaints can be lodged on matters relating to payment of cash in lieu of unutilized earned leave and payment of General Provident Fund. In case of death of serving and retired employees and government servants, complaints can be filed by their dependents. During the hearing of the complaint, the decision is passed by the Service Grievance Redressal Officer considering the evidence presented by the complainant and the report received from the responsible officer. The decision is also communicated to the complainant.

READ MORE »

Shri Nitish Kumar  
Hon'ble Chief Minister

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## Step 1: Register Employee tab to register yourself first.

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Grievance Redressal Portal

About Us **Register Employee** File Complaint Track Complaint Contact Us Official Login

### Register Employee

Complainant Details

Name\*  
Enter name

Designation\*  
Enter designation

Native Department of Government Servant\*  
--select Department--

Residential Address\*  
Enter full address

District\*  
--select District--

Pincode\*  
Enter pincode

Email address\*  
Enter email

Mobile No.\*

Email address\*  
Enter email

Mobile No.\*  
Enter mobile no

Gender\*  
 Male  Female  Third gender

Identity of the Government Servant(GPF No./PRAN/PPO No./PRAN Reference)\*  
--Select-- Enter Identity No

Office Address of Posting/Retirement\*  
Enter Address

Complainant Status (Serving/Retired)\*  
--Select--

Tys9t0

Enter captcha...

Submit

Note: Field(s) marked with \* are mandatory

After clicking on Submit Button, Pop-up message show 'Registered Successfully'.

## Step 2: For Complaint, Click on File Complaint tab.

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About Us Register Employee **File Complaint** Track Complaint Contact Us Official Login

Home > File Complaint

Note \* : If you have not registered yet, [click here](#) to register.

Send OTP

Mobile No.\*

Submit

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Enter your mobile number which was given at the time of registration. Then after click on 'Submit' button.

## Step 3: Enter OTP, that sent to the registered mobile number.

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Home > File Complaint

Note \* : If you have not registered yet, [click here](#) to register.

Verify OTP

OTP\*

Submit

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Step 4: After submitting OTP, File complaint page has open.

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Grievance Redressal Portal

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### Register Complaint

Employee Name - Rahul Kumar

Level of the office from where grievance redressal is expected\*

Subdivision  District  Department

Category of Complaint(s)\*

Select Complaint(s)

Brief description of the complaint\*

Brief description of the complaint

Aadhar No (Last 8 digits)\*

Aadhar No (Last 8 digits)

Written copy of complaint(s) along with annexures (only pdf file. Size upto 2 MB)\*

Choose File No file chosen

If Court Order?

Any other information

Any other information

Submit

After click on 'Submit' button. Your have Complaint No. is shown through pop-up message and page is redirect to home page of Application.

Step 5: Click on Track Complaint tab to check status of your registered complaint.

The screenshot shows the top navigation bar of the Bihar Grievance Redressal Portal. The 'Track Complaint' tab is highlighted with a red box and a red arrow pointing to it. The page header includes the Government of Bihar logo, the text 'बिहार सरकार सामान्य प्रशासन विभाग' and 'GOVERNMENT OF BIHAR General Administration Department', a 'SKIP TO MAIN CONTENT' link, social media icons, and a 'Select Language' dropdown. The main navigation bar contains 'About Us', 'Register Employee', 'File Complaint', 'Track Complaint', 'Contact Us', and 'Official Login'. Below the navigation bar is a banner for the 'Grievance Redressal System' with the text 'Queries, Requests & Co - Get them resolved here'. The breadcrumb trail shows 'Home > Track Complaint'. The main content area features a form titled 'Track Complaint Send OTP' with a label 'Mobile No./Complaint No.\*', an input field containing the placeholder text 'Enter your mobile no./Complaint No.', and a 'Submit' button. The footer contains logos for Digital India, General Administration Department, LOK SAMVAD, CHIEF MINISTER RELIEF FUND, JAANKARI Facilitation Centre, and myGov.

Enter your mobile number, which was given at the time of registration or enter your complaint no. Then after click on Submit' button.

## Step 6: Enter OTP.

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Grievance Redressal Portal

Press F11 to exit full screen

Official Login

Redressal System

Grievance Redressal  
Queries, Requests & Concerns – Get them resolved here.

Home > Track Complaint

Note \*: If you have not registered yet, [click here](#) to register.

Verify OTP

OTP

Enter OTP

Submit

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After click on 'Submit' button. Your Complaint No. details has been shown.

## Step 7: Click on Details Link.

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Redressal System

Grievance Redressal  
Queries, Requests & Concerns – Get them resolved here.

Home > Track Complaint

Employee Name - Rahul Kumar

S.No	Complaint Id	Complaint Date	Office Name	Status	Action
1	230929112	9/29/2023 3:17:30 PM	AURANGABAD	INPROCESS	<a href="#">DETAILS</a>

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After that, the details of Complaint is shown.

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Home > Track Complaint

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### Register Complaint Details

Complaint Details

Complaint Id :- 230929112

Type of Complaint :- **Increment** | Complaint Date :- 9/29/2023 3:17:30 PM

Description :- **REVISED BENEFIT OF ACP/MACP IN VIEW OF LETTER NO. 3A-1-MUK.-203/2012-163 DATED 08-01-2016 OF FINANCE DEPARTMENT, BIHAR, PATNA.** | Status :- **INPROCESS**

Other Information :- **No other information.**

Office Level :- **District** | District :- **AURANGABAD**

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