

# IWAI- Inland Waterways Authority of India

## User Guide

## Registration

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## 1. Introduction

This manual provides a comprehensive guide to effectively using the Grievance and Disaster Management System. The system is designed to streamline the process of registering, managing, and resolving grievances and disaster-related incidents.

The document is divided into the following sections:

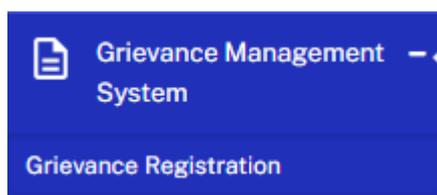
1. **Grievance Registration** – Instructions for users to submit grievances and track their status.
2. **Grievance Management by DA** – Steps for DAs to view, manage, and resolve grievances.
3. **Disaster Management System** – Guidelines for users to report disaster incidents.
4. **Disaster Management by DA** – Steps for DAs to address and resolve disaster-related requests.

By following this manual, users and authorities can seamlessly navigate the system to handle grievances and disaster-related requests efficiently.

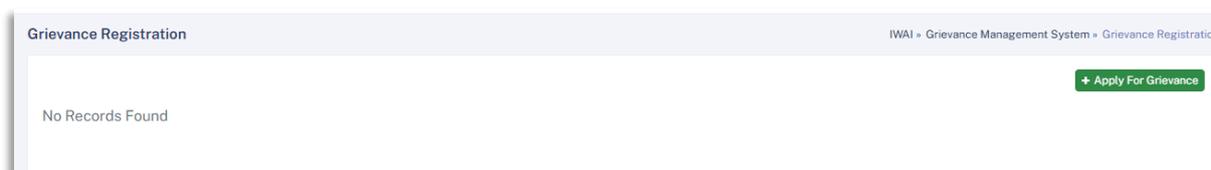
URL: <https://navic.iwai.gov.in/>

## 2. Grievance Registration

- Use your credentials to log in to the system.
- From the left side navigation menu, expand the “Grievance Management System” option



- Select “Grievance Registration” to display the related screen



- Click on “Apply for Grievance” button to open the form

State \*  
Assam

Name of User \*  
vijaoy Assam

Email Id \*  
vijaycmvi@gmail.com

Mobile Number \*  
9436120426

Grievance Type \*  
Select Grievance Type

Upload Document  
Choose File No file chosen

Grievance Details \*

Back Submit Reset

➤ Following fields will be pre-filled

- State
- Name of User
- Email Id
- Mobile Number

➤ Complete the other fields

- **Select Grievance Type:** Choose the type of grievance from the dropdown menu.
- **Upload Document:** Attach supporting documents, if any
- **Enter Grievance Details:** Provide a detailed description of your grievance

State \*  
Assam

Name of User \*  
vijaoy Assam

Email Id \*  
vijaycmvi@gmail.com

Mobile Number \*  
9436120426

Grievance Type \*  
Medical Attention

Upload Document  
Choose File No file chosen

Grievance Details \*  
Need Medical Attention

Back Submit Reset

➤ Click on Submit button, status will be updated to “Pending”

Name of User	Grievance Type	Email Id	Mobile Number	Resolution Action	Status	Action
vijaoy	Abandonment by ship owner/ RPSL	vijaycmvi@gmail.com	9436120426		Resolved	⋮
vijaoy	Abandonment by ship owner/ RPSL	vijaycmvi@gmail.com	9436120426		Pending	⋮
vijaoy Assam	Medical Attention	vijaycmvi@gmail.com	9436120426		Pending	⋮

**Note:** The grievance request will be forwarded to the Designated Authority (DA) of the selected state for further action.

### 3. Grievance Management by DA

- Login as DA
- From the left side navigation menu, expand the “Grievance Management System” option



- Select “Grievance Registration” to display the list of grievances.

Name of User	Grievance Type	Email Id	Mobile Number	Resolution Action	Status	Action
vijaoy	Abandonment by ship owner/ RPSL	vijaycmvi@gmail.com	9436120426		Pending	⋮
vijaoy Assam	Medical Attention	vijaycmvi@gmail.com	9436120426		Pending	⋮

- Select a grievance from the list and click on action icon.

Name of User	Grievance Type	Email Id	Mobile Number	Resolution Action	Status	Action
vijaoy	Abandonment by ship owner/ RPSL	vijaycmvi@gmail.com	9436120426		Pending	⋮ View
vijaoy Assam	Medical Attention	vijaycmvi@gmail.com	9436120426		Pending	⋮

- Click “View” to open the grievance details.

State Assam	Reference No. 171283	Name of User vijaoy Assam	Email vijaycmvi@gmail.com
Mobile Number 9436120426	Grievance Type Medical Attention	Date Of Register 28-07-2025	Status Pending
Resolution Action			
Grievance Detail			
Need Medical Attention			
Resolution Action			
Select Resolution Action			
Remarks *			
<div style="border: 1px solid #ccc; height: 40px;"></div>			
<input type="button" value="Resolved"/> <input type="button" value="Back"/>			

- Choose an appropriate resolution action from the available options.

**Resolution Action**

Select Resolution Action

Select Resolution Action

Forwarded to relevent entity

No action required

Noted

- Enter Remarks
- Click the “Resolved” button
- The grievance status will be updated to “Resolved” in the user’s login.

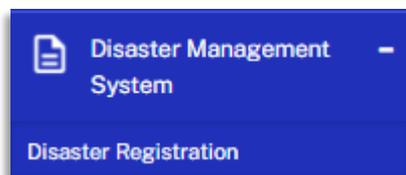
Name of User	Grievance Type	Email Id	Mobile Number	Resolution Action	Status	Action
vijaoy	Abandonment by ship owner/ RPSL	vijaycmvi@gmail.com	9436120426		Resolved	⋮
vijaoy	Abandonment by ship owner/ RPSL	vijaycmvi@gmail.com	9436120426		Pending	⋮
vijaoy Assam	Medical Attention	vijaycmvi@gmail.com	9436120426	Noted	Resolved	⋮

[+ Apply For Grievance](#)

**Note :-** A Designated Authority (DA) can also raise a grievance request. In such cases, the grievance will be escalated to the State Coordinator for further action.

#### 4. Disaster Management System

- Use your credentials to log in to the system.
- From the left side navigation menu, expand the “Disaster Management System” option



- Select “Disaster Registration” to display the related screen

IWAI » DISASTER MANAGEMENT SYSTEM » DISASTER REGISTRATION

[+ Incident Register](#)

No Records Found

- Click on “Apply for Disaster” button to open the form

- Following fields will be prefilled

- State
- Name of User
- Email Id
- Mobile Number

- Complete the other fields

- **Select Disaster Type:** Choose the type of disaster from the dropdown menu.
- **Upload Document:** Attach supporting documents, if any
- **Enter Disaster Details:** Provide a detailed description of your disaster

- Click on Submit button, status will be updated to “Pending”

Name of User	Disaster Type	Email Id	Mobile Number	Resolution Action	Status	Action
vijaoy Assam	Rain	vijaycmvi@gmail.com	9436120426		Pending	⋮

**Note:** The **Disaster** request will be forwarded to the Designated Authority (DA) of the selected state for further action.

## 5. Disaster Management by DA

- Login as DA
- From the left side navigation menu, select the “Disaster Management System” option to display the list.

Name of User	Disaster Type	Email Id	Mobile Number	Resolution Action	Status	Action
vijaoy Assam	Rain	vijaycmvi@gmail.com	9436120426		Pending	⋮

[+ Apply For Disaster](#)

- Select a Disaster request from the list and click action icon.

Name of User	Disaster Type	Email Id	Mobile Number	Resolution Action	Status	Action
vijaoy Assam	Rain	vijaycmvi@gmail.com	9436120426		Pending	View ⋮

- Click “View” to open the disaster details.

State Assam	Reference No. 643233	Name of User vijaoy Assam	Email vijaycmvi@gmail.com
Mobile Number 9436120426	Disaster Type Rain	Disaster Register Date 28-07-2025	Status Pending

Disaster Detail

Rain affected areas

Resolution Action

Select Resolution Action

Uploaded Documents			
#	Document Type	Document Name	Uploaded On
1	Uploaded Documents	dummy pdf.pdf	28-07-2025 10:18:41

Remarks \*

[Resolved](#) [Back](#)

- Choose an appropriate resolution action from the available options.

**Resolution Action**

Select Resolution Action

Select Resolution Action

Forwarded to relevent entity

No action required

Noted

➤ Enter Remarks

State Assam	Reference No. 643233	Name of User vijaoy Assam	Email vijaycmvi@gmail.com
Mobile Number 9436120426	Disaster Type Rain	Disaster Register Date 28-07-2025	Status Pending

Disaster Detail

Rain affected areas

Resolution Action

Noted

#	Document Type	Document Name	Uploaded On
1	Uploaded Documents	dummy.pdf	28-07-2025 10:18:41

Remarks \*

Resolved by DA

Resolved Back

➤ Click the “Resolved” button

➤ The Disaster status will be updated to “Resolved” in the user’s login.

+ Apply For Disaster

Name of User	Disaster Type	Email Id	Mobile Number	Resolution Action	Status	Action
vijaoy Assam	Rain	vijaycmvi@gmail.com	9436120426	Noted	Resolved	⋮

**Note :-** A Designated Authority (DA) can also raise a disaster request. In such cases, the request will be escalated to the State Coordinator for further action.