# IWAI- Inland Waterways Authority of India

## User Guide

# Registration

# Contents

# 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.
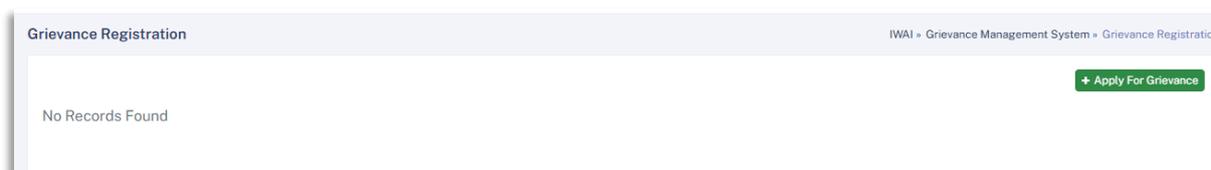
URL: https://navic.iwai.gov.in/

# 2. Grievance Registration

➢ Use your credentials to log in to the system.

➢ From the left side navigation menu, expand the "Grievance Management System" option
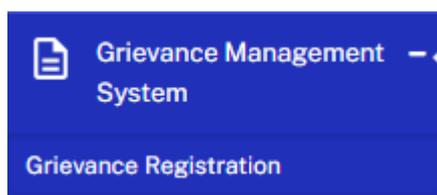


➢ Select "Grievance Registration" to display the related screen



➢ Click on "Apply for Grievance" button to open the form

➢ Following fields will be prefilled
- 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



➢ Click on Submit button, status will be updated to "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.



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



➢ Click **"View"** to open the grievance details.



➢ Choose an appropriate resolution action from the available options.

- ➢ 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 | ⋮ |

**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
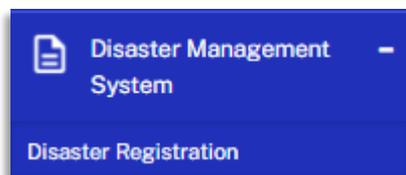


- ➢ Select "Disaster Registration" to display the related screen



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"

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.



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



➢ Click **"View"** to open the disaster details.



➢ Choose an appropriate resolution action from the available options.

> ➢ Enter Remarks



> ➢ Click the "Resolved" button
> ➢ The Disaster status will be updated to "Resolved" in the user's login.



**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.