

AVFCCL - Grievance Management System

The Grievance Portal of Assam Valley Fertilizer and Chemical Company Limited (AVFCCL) is a web-based platform developed to provide a structured, transparent, and efficient mechanism for the submission, monitoring, and resolution of grievances. The portal serves as a centralized system through which employees, stakeholders, vendors, contractors, and other authorized users can lodge grievances and track their status throughout the resolution process.

The primary objective of the portal is to streamline grievance management by enabling online registration of complaints, systematic processing of cases, and timely communication between concerned parties. The system facilitates the submission of grievances along with supporting documents, while ensuring that each grievance is assigned, reviewed, and resolved through a well-defined workflow.

This User Manual has been prepared to provide comprehensive guidance on the features and functionalities of the AVFCCL Grievance Portal. It outlines the procedures for user registration, login, grievance submission, status tracking, profile management, and other key activities available within the system. The manual is intended to assist users in effectively utilizing the portal and understanding the grievance redressal process.

By implementing this digital grievance management platform, AVFCCL aims to enhance transparency, accountability, and responsiveness in addressing grievances while maintaining a reliable repository of records for monitoring, reporting, and continuous improvement of organizational services.

About AVFCCL

Assam Valley Fertilizer and Chemical Company Limited is a Government of Assam undertaking engaged in the production of fertilizers and related chemical products. The organization is committed to promoting efficient service delivery, operational excellence, and stakeholder satisfaction through the adoption of modern digital governance practices and robust grievance redressal mechanisms.

System Requirements

- **Software Requirements:**

Component	Supported Version
Operating System	Windows 10/11 , macOS , Linux , Android , iOS
Web Browser	Google Chrome , Microsoft Edge , Mozilla Firefox , Safari
PDF Reader	Adobe Acrobat Reader or any compatible PDF Viewer

- **Browser Settings:**

For optimal performance of the portal, users should ensure that:

- JavaScript is enabled in the web browser.
- Cookies are enabled.
- Pop-up blockers are disabled for the portal URL, where applicable.
- The browser is updated to the latest stable version.

- **Document Upload Requirements:**

Users may be required to upload supporting documents while submitting grievances. The following guidelines should be followed:

- Supported File Formats: PDF, JPG, JPEG, PNG
- Maximum File Size: 2MB
- Uploaded documents should be clear, legible, and relevant to the grievance being submitted.

- **Network Requirements:**

Stable internet connectivity is recommended during grievance submission and document upload. Users should avoid refreshing or closing the browser window while a submission is in progress.

- **User Credentials:**

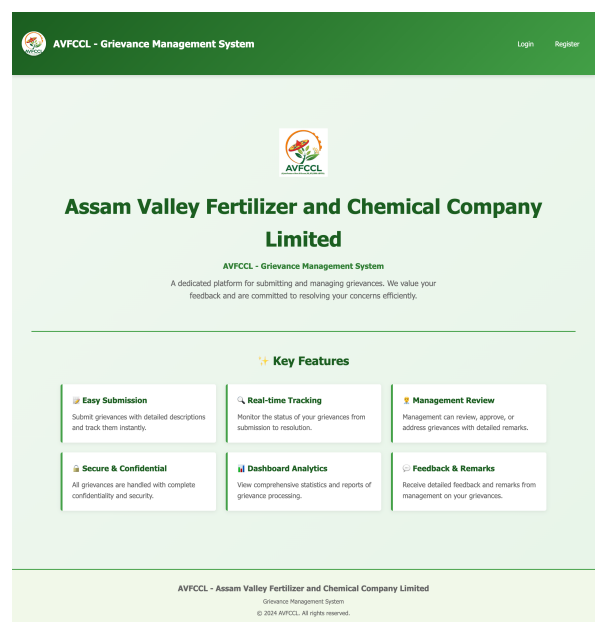
To access the portal, users must possess:

- A valid registered Mobile Number and/or Email ID.
- Login credentials are issued or created during the registration process.

Accessing the Portal

- **Portal URL:** <https://grievance.avfccl.co.in/>

- **Home Page Overview:** The Home Page serves as the primary entry point to the AVFCCL Grievance Portal and provides users with access to the key features and services available within the system. The page is designed to offer a user-friendly interface that enables users to quickly navigate to various portal functionalities. The Home Page provides direct access to grievance registration, user authentication, grievance tracking, and support services.



- **Login/Registration Process:**

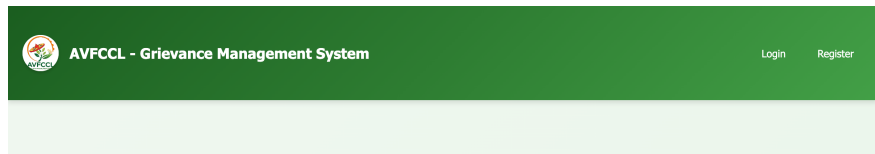
****First-time users are required to complete the registration process to access the grievance submission facility.**

Step 1:

Click the **Register** Button

Step 2:

Fill in all the required registration details and click the '**Create Account**' button to complete the registration process.

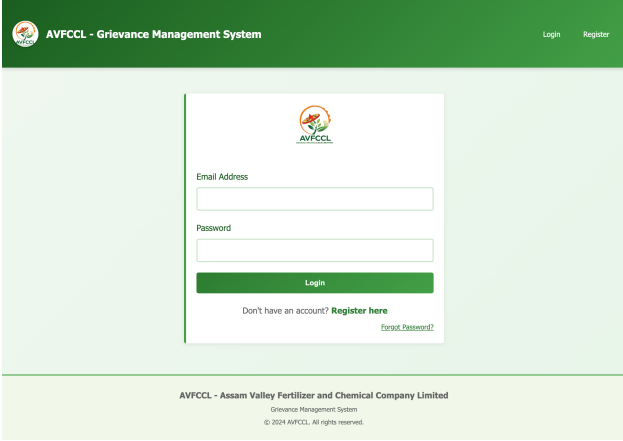


The user account is created successfully, a confirmation email is sent to the registered email address, and the user is redirected to the Dashboard page upon first-time registration.

Step 3:

If the user is already registered in the portal, then

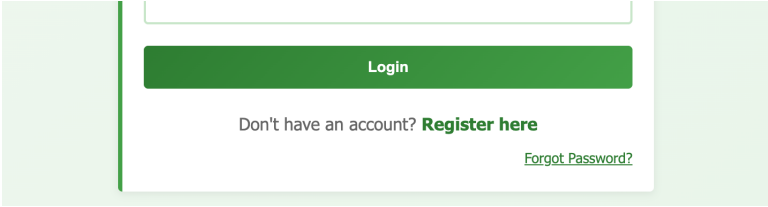
- Click the **Login** button on the Home Page.
- Enter your registered **Email ID** and **Password**.
- Click the **Login** button to access the portal.



The screenshot shows the AVFCCL - Grievance Management System login page. At the top, there is a green header with the AVFCCL logo and the text "AVFCCL - Grievance Management System". On the right side of the header, there are links for "Login" and "Register". The main content area is white and contains a login form. The form has two input fields: "Email Address" and "Password". Below these fields is a green "Login" button. Under the "Login" button, there is a link that says "Don't have an account? Register here" and a link that says "Forgot Password?". At the bottom of the page, there is a green footer with the text "AVFCCL - Assam Valley Fertilizer and Chemical Company Limited", "Grievance Management System", and "© 2024 AVFCCL. All rights reserved."

****'Forgot Password' Option:**

If the user has forgotten their password, click the '**Forgot Password**' option to initiate the password recovery process.

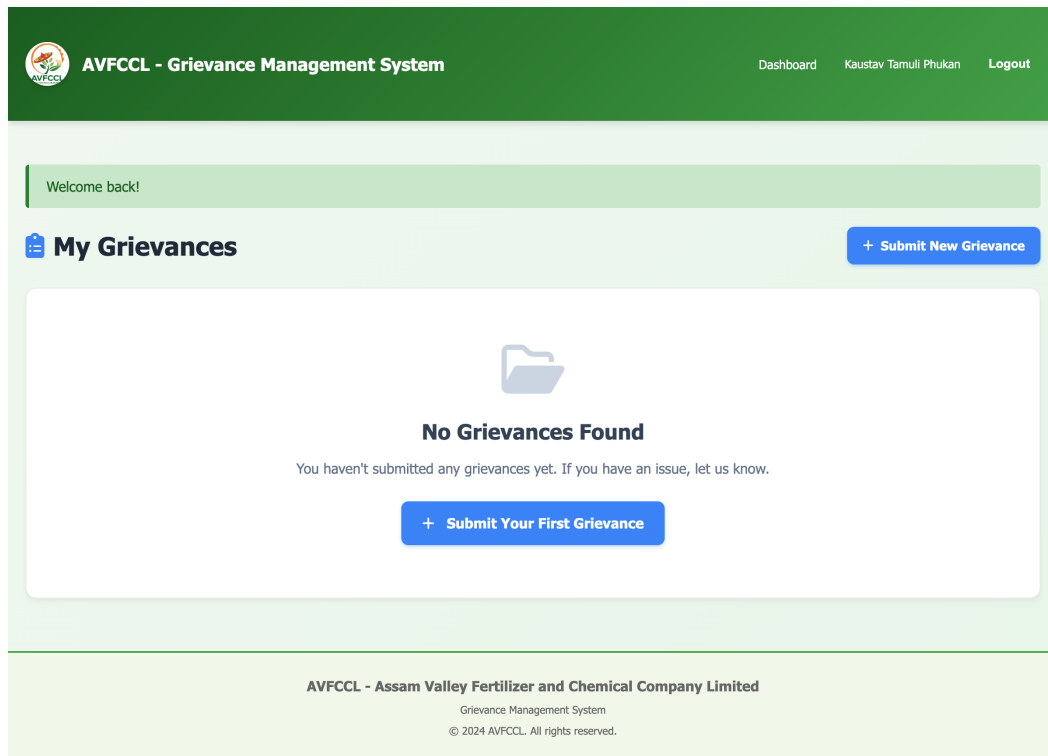


The screenshot shows the AVFCCL - Grievance Management System login page. The "Forgot Password?" link is highlighted in green. The form also includes a "Login" button and a "Register here" link.

- After selecting the '**Forgot Password**' option, enter your registered **Email ID** and click the '**Send OTP**' button to receive a One-Time Password (OTP) for password reset.
- Upon receiving the **OTP** on the registered email, enter the **OTP** in the designated field, create a new password, confirm the password, and click the '**Reset Password**' button to complete the password reset process.
- The password has been reset successfully. Upon completion of the password reset process, the user is redirected to the Login page, where the message "**Password Reset Successful! You can now log in.**" is displayed.

Step 4:

After logging in, users can submit a new grievance by clicking the '**Submit New Grievance**' button available on the Dashboard.



Step 5:

To submit a grievance,

- **Step 1:** Fill in the required details in the **Grievance Submission Form**.
- **Step 2:** Attach supporting documents, if applicable (optional).
- **Step 3:** Click the **Submit Grievance** button to submit the grievance.

Step 6:

- Upon successful submission of the grievance, the system generates a unique **Grievance ID**, which is displayed to the user for future reference and tracking purposes.

**AVFCCL - Grievance Management System**

Dashboard

Logout

Grievance submitted successfully! Your Tracking ID is GRI6281262

My Grievances

Export to Excel

Submit New Grievance

TRACKING ID	GRIEVANCE DETAILS	REMARKS / UPDATES	STATUS	SUBMITTED ON	ACTION
#GRI6281262	testing	No updates yet	Pending	23 Jun 2026 10:29 PM	View

AVFCCL - Assam Valley Fertilizer and Chemical Company Limited
Grievance Management System
© 2024 AVFCCL. All rights reserved.

To download grievance records, click the **'Export to Excel'** button. The system will generate and download the grievance details in Microsoft Excel format.

- After clicking the **'View'** button, the user can view the grievance details, current status, remarks, and any updates related to the submitted grievance.

**AVFCCL - Grievance Management System**

Dashboard

Logout

Back to Dashboard

testing

Pending

Tracking ID: GRI6281262 | Type: | Submitted on: 23 Jun 2026, 10:29 PM

Applicant Details

Name:

User ID:

Email:

Mobile:

Aadhaar:

2

6

2

1

Location Details

Address:

State:

Pincode:

guwahati

Assam

781006

Description

testing Grievance

Back to Dashboard

AVFCCL - Assam Valley Fertilizer and Chemical Company Limited
Grievance Management System
© 2024 AVFCCL. All rights reserved.

Step 7:

Users can securely log out of the Grievance Portal by clicking the '**Log Out**' button available on the portal interface.

