Internet Grievance Monitoring System - Officer's Manual

Web Address: http://msme.gov.in/igms.html

Four Major Functions which an officer can perform thru this portal are:

A. Add Grievances received from public or referred by other officer.
B. Reply to Grievance
C. Forward the grievance if it is wrongly marked to him.
D. See various reports of reply and pendency.

A. Add Grievance

1. After opening the website (http://msme.gov.in/igms.html), Click on Login button shown in the screen below.

2. After given User ID, Password and verification code, Click on Login me button shown in the screen below
3. After Login, Officer can add Grievance by clicking “Add Grievance” Button shown in the screen below.
4. After filling the data and verification code, Click on Submit Grievance button shown in the screen above.

5. After submitting grievance, Grievance No. for this grievance is shown in the screen as below.
B. Reply to Grievance

1. Click on “GRIEVANCES RECEIVED” button shown in the screen below

2. Click on “Detail” button shown in the screen below
3. Following screen will appear as below after clicking on “Detail”. Click on “Reply” Button.

4. Enter reply message and then click on Submit Reply button shown in the screen below.

C. Forward the grievance if it is wrongly marked to you.

1. Click on “GRIEVANCES RECEIVED” button shown in the screen below
2. Click on the “Detail” button shown in the screen below.

3. Following screen will appear as below.

4. Choose the drop down options. Write message, then click on Submit shown in the screen below.
D. See various reports of reply and pendency.

1. Click on GRIEVANCES RECEIVED button. It shows Status of grievances in the screen as below. Either it will be “Sent” or “Pending”.

End of IGMG Officer Manual