Citizen Grievance Resolution

User Manual

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## Contents

- Overview.................................................................................................................................................. 3
- How to Raise an Issue.................................................................................................................................. 3
- Types of issues ............................................................................................................................................. 6
  - Correction in Certificate labels ............................................................................................................. 7
  - Merging multiple first dose certificates ................................................................................................. 10
  - Addition of Passport details .................................................................................................................. 12
  - Report an unknown member .................................................................................................................. 13
  - Transfer registered members to another account ..................................................................................... 14
  - Regenerate final certificate .................................................................................................................... 15
  - Vaccination date correction ................................................................................................................... 16
  - Revoke vaccination status ...................................................................................................................... 18
- Track Issues.................................................................................................................................................. 19
Overview

Government of India is taking all necessary steps to ensure that the nation is prepared to face the challenge and threat posed by the growing contagion of COVID-19. At present, the priority is to make COVID-19 vaccine available to all, ensuring vaccine traceability and beneficiary tracking from production to last mile administration.

Along with orchestration of vaccination at such a wide scale, certain challenges are being faced by the beneficiaries. In order to streamline these challenges and resolve them in a smooth manner, grievance redressal mechanism has been created under the vaccination program through Co-WIN.

The objective of the document is to handhold the beneficiaries in raising issues and grievances related to the vaccination and tracking them for a timely resolution.

How to Raise an Issue?

In order to raise an issue being faced by the beneficiary, related to the vaccination, the following steps may be followed:

2. Click on Register/Sign in tab.
3. Enter Mobile number and click on GET OTP.
4. Enter the OTP received on the mobile number and click on “Verify & Proceed”

After the Verification of the OTP, Account details page will appear on the screen.

Click on “Raise an issue “tab as shown below:
Only those beneficiaries who have received at least first dose of vaccination can raise an issue in the Co-WIN portal.
Types of Issues

Currently, Co-WIN portal gives an option of raising the following 8 types of issues:

1. Correction in certificate labels – Name, Age, Gender, and Photo Identity number
2. Merging of multiple certificates received for first dose and get final certificate
3. Addition of Passport details for foreign travel
4. Report any unknown member that has been registered to your Co-WIN Registration account
5. Transfer registered members to another account with a new mobile number
6. Final certificate can be regenerated if there is any incorrect information provided on the certificate
7. Vaccination date correction
8. Vaccination status can be revoked if their vaccination status is showing incorrectly.

Raise an Issue

Raise any issue regarding your account with our support team. In case your issue is not listed below, you can call on the below mentioned numbers and our team will work with you to resolve them.

- Correction in my Certificate regarding Name / Age / Gender / Photo ID
- Merge Two Dose #1 Certificate
- Add Passport Details to my vaccination certificate
- Report unknown member registered with my CoWIN account
- Transfer a member to new mobile number
- Regenerate Your Final Certificate
- Vaccination Date Correction
- Revoke Vaccination
1 Correction in certificate labels

Correction in certificate feature which is applicable for the following labels in the vaccination certificate

- Name
- Age
- Gender
- Photo Identity number

Changes in the certificate can be made by following the given steps:

1. Click on “Raise an Issue” tab
2. Click on the first option “Correction in my Certificate regarding Name/ Age/ Gender/ Photo ID”
3. Select Member who needs to make changes in the certificate
The screen will display the following fields:

- Name
- Year of Birth
- Gender and
- Photo ID

4. Click on “Change” tab to edit the certificate details
5. Enter correct details and click on “Continue”
• Beneficiary can make maximum 2 changes in the certificate
• New labels should match minimum 60% of the characters in the old certificate labels
Beneficiaries who register themselves with two different mobile numbers receive two dose 1 certificates even at the event of dose 2 vaccination. In such cases, they can choose option 2 under “Raise an issue” tab and request for merging of two dose 1 certificates to avail of final vaccination certificate.

Certificates can be merged by following the given steps:

1. Click on “Raise an Issue” tab
2. Click on the second option “Merge Two Dose #1 Certificate”
3. Select Member who needs to merge the certificates
4. As soon as the member name is selected, Vaccination Dose #1 details to get populated automatically
5. Enter details for Vaccination Dose #2 certificate – Enter Beneficiary Ref. ID from the second Certificate and enter Mobile number used at the time of second dose vaccination

6. Click on the declaration stating that you have received both doses of vaccination and you give up your right to second dose by submitting the merge request.

7. Click on “Submit Request” tab
Beneficiaries who wish to travel abroad can request for addition of passport details in their vaccination certificate.

Such request can be raised by following the given steps:

1. Click on “Raise an Issue” tab
2. Click on the third option “Add Passport Details to my vaccination certificate”
3. Select Member who needs to update passport details in the certificate
4. Enter Passport Number
5. Click on the declaration that the passport belongs to you and the name in the Passport and Certificate is the same
6. Click on “Submit Request” tab
If beneficiaries find an unknown member added to their registration account who has received vaccination using your mobile number, such unknown members may be reported using this feature.

Such request can be raised by following the given steps:

1. Click on “Raise an Issue” tab
2. Click on the fourth option “Report unknown member registered with my Co-WIN account”
3. Select Member who needs to be removed from the account
4. Click on the declaration that the request will revoke vaccination certificates and remove members from your account
5. Click on “Submit Request” tab
Transfer registered members to another account

Beneficiaries can transfer a member form their account to a new mobile number. Such request can be raised by following the given steps:

1. Click on “Raise an Issue” tab
2. Click on the fifth option “Transfer a member to new mobile number”
3. Select Member who needs to be transferred
4. Enter the new Mobile Number and click on the declaration
5. Click on “Continue” tab and an OTP will be received
6. Enter OTP and click on “Submit Request”
6. **Regenerate final certificate**

Beneficiaries can regenerate the final certificate if the date or batch number is not same in the final certificate.

Such request can be raised by the following steps:

1. Click on “Raise an Issue” button
2. Click on “Regenerate your final certificate”
3. Select member who would like to regenerate the final certificate.
4. Click on “Generate certificate” button as shown below.

![Regenerate Your Final Certificate](image)
Vaccination Date Correction

Beneficiaries can request for date vaccination date correction if latest vaccination date is showing incorrectly

- Vaccination date correction is applicable for latest dose only

Such request can be raised by following steps:

1. Click on “Raise an Issue” button
2. Click on “Vaccination Date Correction” option
3. Select member who need to correct date of vaccination.

4. Select the correct vaccination date from the date picker.
5. Beneficiary need to upload valid proof of vaccination/document claiming correct date of vaccination
6. Check the declaration check box
7. Click on “Submit Request” as shown below.

8. The request would be submitted to respective District Immunization Officer (DIO) who would further examine the matter and may be able to resolve the issue.

9. The beneficiary would be able to download vaccination certificate with corrected date if issue resolved successfully.
8 Revoke Vaccination Status

Beneficiaries can revoke vaccination status if the status is showing incorrectly.

- Vaccination status can be revoked from “Precaution Dose” status to “fully vaccinated”
- Vaccination status can be revoked from “fully vaccinated’ status to “partially vaccinated”
- Vaccination status can be revoked from “partially vaccinated” to “not vaccinated” status.

Such request can be raised by following steps:

1. Click on “Raise an Issue” button
2. Click on “Revoke Vaccination” option
3. Select member who need to revoke vaccination status.
4. Click on change button to select status from the drop down.
5. After selecting the vaccination status, need to click on declaration.
6. Click on “Submit Request” as shown below.
All requests raised on the portal are resolved within 24 hours.

In case of any grievance/issue not falling in one of the five categories explained in this manual, beneficiaries may reach out to the below contact details:

Helpline: +91-11-23978046 or Technical Helpline: 0120-4473222
Email address: support@cowin.gov.in
Track Issues

Once an issue has been raised by the beneficiary, a new tab “Track Request” appears on the Account details page. Beneficiaries can track the status of the raised issues using this feature.

Tracking can be done by clicking on “Track Request” tab

Details of the issues raised will appear on the screen along with its status.
“द्वाई भी और कढ़ाई भी।
Together, India will defeat COVID-19 ”

- Prime Minister Narendra Modi