



ಕರ್ನಾಟಕ ರಾಜ್ಯ ಹಣಕಾಸು ಸಂಸ್ಥೆ

(1951ರ ರಾಜ್ಯ ಹಣಕಾಸು ಸಂಸ್ಥೆಗಳ ಕಾಯಿದೆ ಅನ್ವಯ ಸ್ಥಾಪಿತ)

KARNATAKA STATE FINANCIAL CORPORATION
(Established under the State Financial Corporation's Act, 1951)

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Ref: KSFC/HO/293/HoD(IA)/2023-24

Date : 29-12-2023

Inter Office Note

**Sub: Attending to the grievances received
through e-Janaspanda portal**

As you are aware the grievances received through e-Janaspanda portal has to be addressed/disposed by taking suitable action as per the nature of the grievances. In this regard, the phone number of all the Branch Managers and their login credentials have been updated at Integrated Public Grievance Redressal System [IPGRS].

Hence, all the Branch Managers / General Managers of Circle I to IV are hereby informed to login to the e-Janaspanda portal to download the grievances and to take immediate action to address such grievances without fail within the stipulated time.

To Login into e-Janaspandana portal, the following steps need to be followed:

1. Login through link <https://ipgrs.karnataka.gov.in>
2. Click on icon "click here to login"
3. Select department user
4. Enter your mobile number and click the button "Get ODP"
5. An SMS will be received indicating 4 digit ODP [One Day Password - which can be used for that entire day logins]
6. Enter ODP and click login button.
7. Confirmation message will appear - Click "Yes proceed further". This will open the PGRS / Janaspandana Dash Board.
8. If there are any Grievances, they will appear in the list
9. Click ATR from Drop Down at "Grievance" button at top menu
10. Then select the Grievance through "view ATR" - and clear the Grievance.

The necessary action shall be taken after obtaining the approval from the concerned authority. The General Managers of the concerned circles has to ensure that the grievances are attended to in time without fail.

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d/IONs new

ಪ್ರಧಾನ ಕಛೇರಿ : ಕೆ.ಎಸ್.ಎಫ್.ಸಿ. ಭವನ, ನಂ. ೧/೧, ತಿಮ್ಮಯ್ಯ ರಸ್ತೆ, ಕಂಟೋನ್ಮೆಂಟ್ ರೈಲ್ವೆ ನಿಲ್ದಾಣದ ಹತ್ತಿರ, ಬೆಂಗಳೂರು - ೫೬೦೦೫೨
ದೂರವಾಣಿ ಸಂಖ್ಯೆ : ೦೮೦-೨೨೨೬೩೩೨೨ ಇ-ಮೇಲ್ : info@ksfc.in. ವೆಬ್ : www.ksfc.karnataka.gov.in

Head Office : "KSFC Bhavan", # 1/1, Thimmaiah Road, Near Cantonment Railway Station, Bengaluru -560052
Telephone : Gen. 080-22263322 e-mail : info@ksfc.in Website : www.ksfc.karnataka.gov.in



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The reports consolidating the above shall be sent in the following format on monthly basis before 5th of every month to Internal Audit, Head Office, without fail.

1. List of Grievances disposed

Sl.No.	Branch	Petitioner Name	Nature of grievance	Date of grievance	Date of disposal of grievance	Remarks

2. Grievances pending

Sl.No.	Branch	Petitioner Name	Nature of grievance	Date of grievance	Remarks / Reasons for pending

Any assistance required while disposing the grievance, the users may contact helpline number - 080 2234 0369.

Further, for other assistance the users may contact Sri R Shreenivas Murthy, Manager[F&A], IA, Head Office, [Phone No. 9902955532].

Head of the Department - IA

The AGMs / Branch Managers
of all the Branches

The General Managers -
C-I, C-II, C-III & C-IV

CC to:

AGMs /HoDs of all the IACs
The HoD [IT & MIS] - For information.

d/IONs new

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