User Manual

For

Grievance Redressal Portal

C.S.J.M. University, Kanpur

TABLE OF CONTENT

1. Introduction

1.1 Overview

It is an online system developed by Computer Centre, C.S.J.M. University, Kanpur with an objective of speedy Online Grievances Redressal and Monitoring System of Students and Colleges related grievances.

CSJMU Grievance Redressal Portal, the latest grievance redressal enhancement tool for affiliated colleges and students of University campus has umpteen features that make it appealing to educational institutions. The separate dashboard for students and colleges in addition to admin and grievance cell members helps to maintain timely redressal in grievance dealing procedure. It gives opportunity for the university to implement a set of specific measures to ensure accountability and maximum output, by managing grievances of the stakeholders and increasing transparency there by establishing a very positive ambience.

1.2 Scope of the Document

This document provides step by step guide on how to use grievance redressal portal

i.   Create New Account
ii.   Lodge Your Grievance
iii.   View Your Grievance
iv.   Generate Grievance Report

2. Features

2.1 User Interface at-a-glance

- Post complaints by University Campus students and colleges

- Own profile to edit and update profile

- To view status of the complaints posted

- To view the reply for the complaint posted

- Provision to give detailed account of the complaint up to 500 characters

- Attach supporting files in favour of the complaint/grievance in jpg or pdf format (up to 1.5 mb)

2.2 Admin Interface at-a-glance

- Profile Settings to edit and update admin profile

- Add grievance redress members

- View complaints sent by the students and colleges

- Assign complaints to grievance redress members based on the grievance type

- Generate reports on selected date range and export to pdf/excel format

2.3 Grievance Redress Member Interface at-a-glance

- Settings to edit and update profile

- Option to view complaints sent by the students and colleges

- Report generating feature to create grievance on the total/pending/closed

- View complaints based on start and end date

- Option to send reply to the complaints

2.4 **Reports**

- Customizable and fully integrated report

- Reports can be generated based on start and end date for which the data is needed

- Admin can view reports in three categories such as total grievances received, pending grievances, and closed grievances

- Report will include department/college, course, complaint type, date of posting, complaint status, name of complainant, actions taken etc.

- Reports can be viewed and downloaded in pdf and excel format

3. About the Document

3.1 Intended Audience

All the registered users of C.S.J.M. University, Kanpur will be the intended audience of Grievance Redressal Portal.
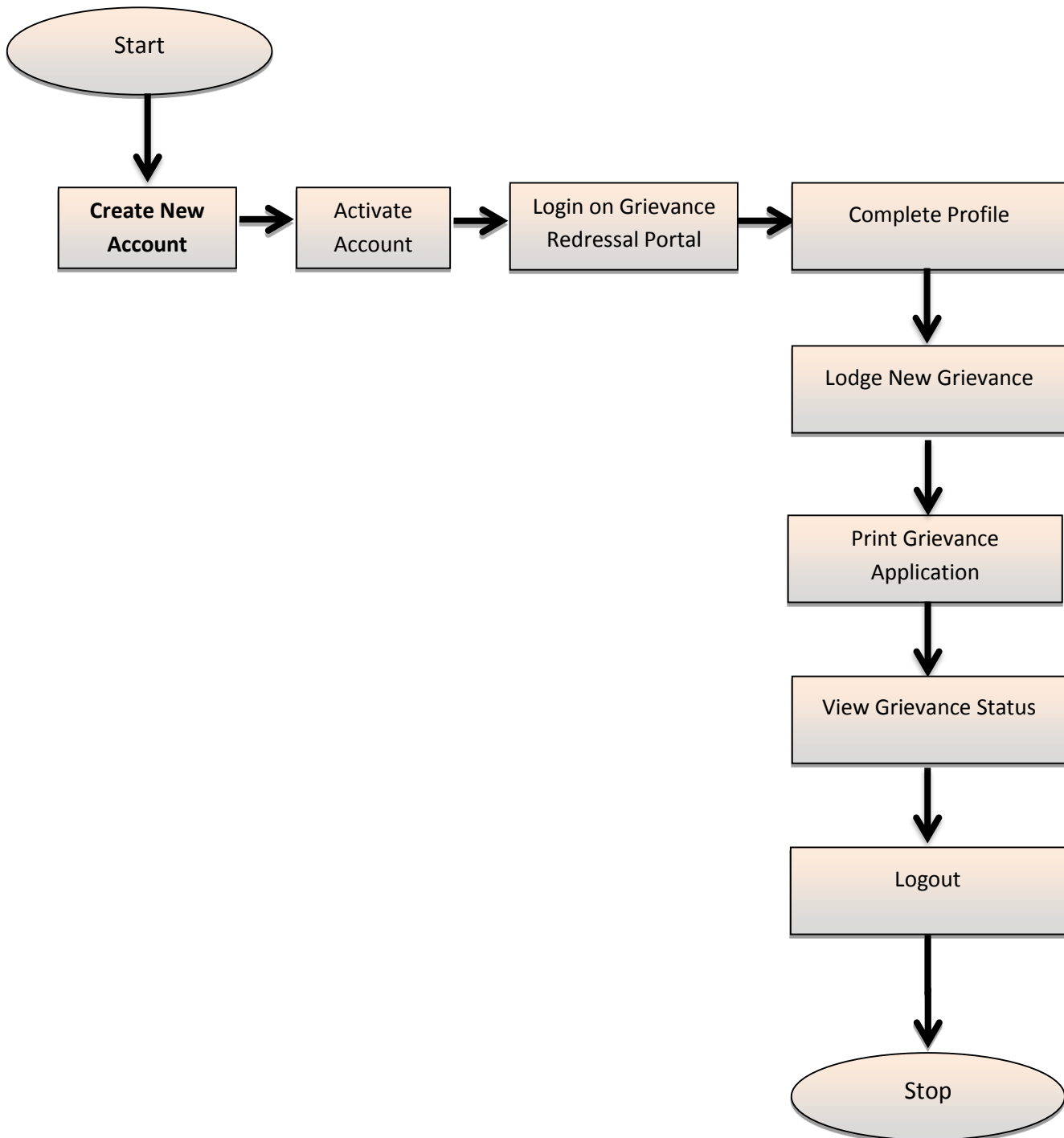
3.2 Document Convention

This User Manual has following conventions:

- Fields which have * sign indicates mandatory field.

- Error Messages are displayed in Pop-up box.

- Success Messages are mentioned in pop-up box.

- All the menu links will be mentioned in the top menu.

4. Process Flow

Given below is the Process Flow Diagram for better Understanding:

```
   ┌──────────┐
   │  Start   │
   └────┬─────┘
        │
        ▼
┌──────────────┐   ┌──────────────┐   ┌──────────────────┐   ┌──────────────────┐
│  Create New  │──▶│   Activate   │──▶│ Login on Grievance│──▶│ Complete Profile │
│   Account    │   │   Account    │   │  Redressal Portal │   │                  │
└──────────────┘   └──────────────┘   └──────────────────┘   └────────┬─────────┘
                                                                        │
                                                                        ▼
                                                              ┌──────────────────┐
                                                              │ Lodge New Grievance│
                                                              └────────┬─────────┘
                                                                        │
                                                                        ▼
                                                              ┌──────────────────┐
                                                              │ Print Grievance  │
                                                              │  Application     │
                                                              └────────┬─────────┘
                                                                        │
                                                                        ▼
                                                              ┌──────────────────┐
                                                              │View Grievance Status│
                                                              └────────┬─────────┘
                                                                        │
                                                                        ▼
                                                              ┌──────────────────┐
                                                              │     Logout       │
                                                              └────────┬─────────┘
                                                                        │
                                                                        ▼
                                                              ┌──────────────────┐
                                                              │      Stop        │
                                                              └──────────────────┘
```

5. Getting Started

5.1   System Requirements

To run this application there are some basic requirements such as:

a. Internet Connectivity (256 Kbps or above) based System

b. Firefox 30 or above /Chrome 32 or above

c. Adobe Acrobat Reader

d. Screen resolution 1280x1024 or larger

5.2   Accessing Portal

To access the application, open web application running on browser with

Internet connectivity then screen will be displayed as shown in next point 5.3:

5.3   General Operating Instructions

a) How to Reach Grievance Portal
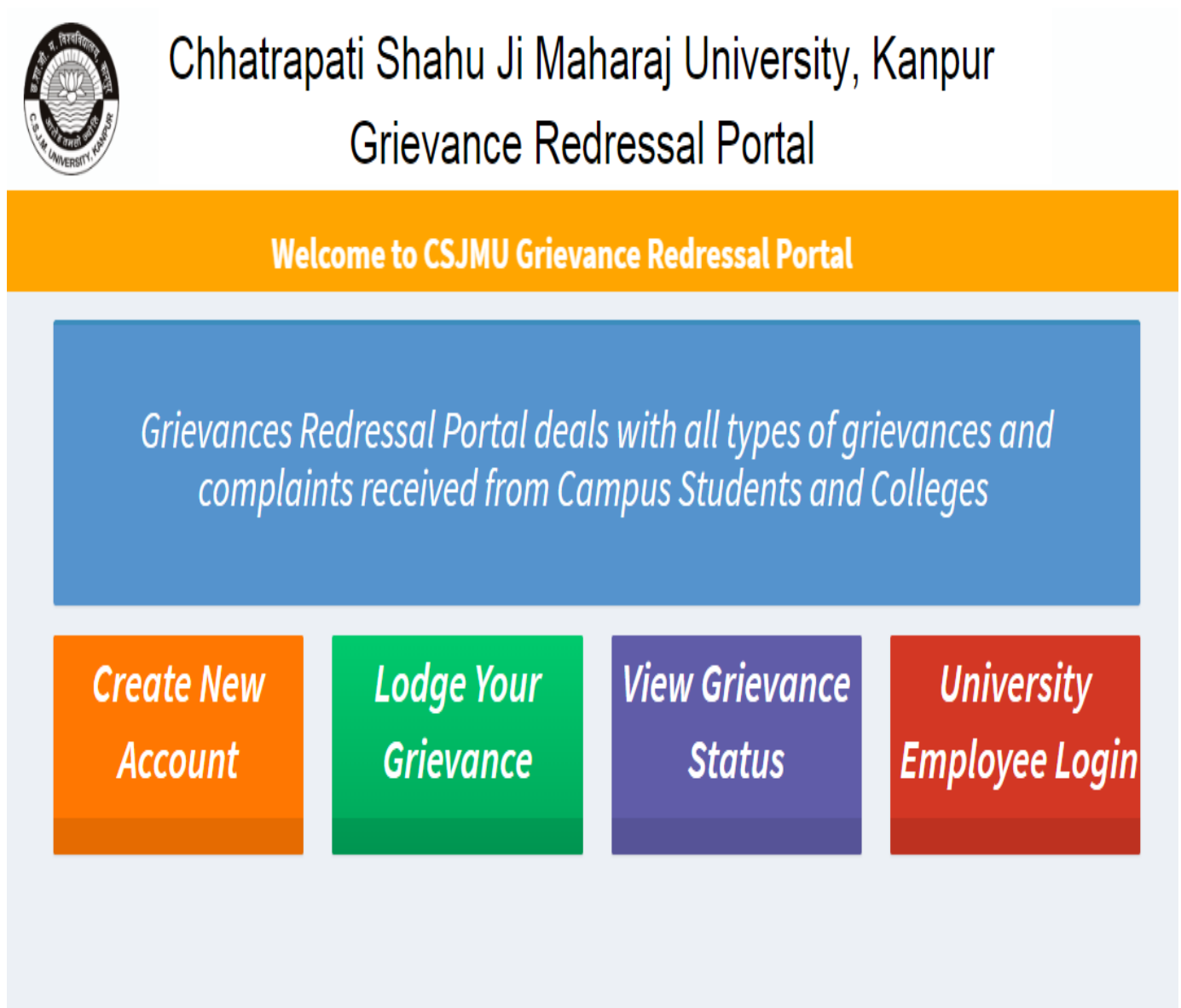
- Go to C.S.J.M. University Website(www.kanpuruniversity.org) and Click on Online Grievance Redressal

Figure- 1

b) Home Page

- The Home page is the starting place for everything that you can do in the system. To start using the system, you can click the links on the Portal Home page. You can also click one of the tabs i.e. "**Home**" along the **Top Left Menu** of the page.

Figure- 2

c) Create New Account

➤ Affiliated Colleges

The login credentials (Login & Password) of affiliated colleges will be provided to colleges by college login. Process of grievance lodging by college will be same as student grievance lodging process.

➤ University Campus Students

- As a first time user, applicant shall go to *"Create New Account"* to create the user account by clicking on the "**Create New Account***"* link.

- Under the **"***Create New Account***"** page, all fields are mandatory and indicated by a red asterisk (*) adjacent to the name of the field. Applicant shall enter his/her detail as per required in form.

- Enter your existing email-id, which will be your henceforth login-id and also will be used for the grievance process.

- Applicant shall then create a password *of minimum six characters.*

- Applicant shall also provide a valid mobile phone number (10 digit number without any prefix, i.e. 0 or +91).

- After entering all the details, Applicant must ensure that all the details entered in the form are correct. Before submitting the details, applicant must confirm that the details entered are correct (by clicking the checkbox). Finally click the "Submit" button to create a new user account.

- Applicants who do not have a valid email-id must create an email-id before creating new account. The applicant must also ensure that the email-id and password is kept handy for all the future correspondence/reference regarding grievance process.

Figure- 3

- A confirmation will be sent on your email account after creation of the registration account. In the confirmation mail a link will be provided to activate the account. On clicking the link provided new created account will be activated and ready for use. Without activating, account cannot be logged in.

d) Login Panel

- Once registered, the applicant can now log on to the Grievance Portal. Applicant shall enter "registered email-id" as **username** and the "password", as entered by the applicant during Create New Account as **Figure-4.**

- In case the applicant has forgotten the password, the applicant can obtain password by clicking **"Forget Password"** button and fill required details.

Figure- 4

- Fill all required information as shown above figure and click login button. (**as Figure-4**)

e) Edit Profile

- After logging in, applicant must to complete the profile using "Edit Profile" link.

Figure- 5

- Fill all required information as shown above figure and click update button. (**as Figure-5**)

f) Lodge New Grievance

- After completion of profile, applicant shall go to *"Grievance Submission"* to lodge grievance by clicking on the *"Grievance Submission"* link.

Figure- 6

- In the grievance details section applicant has to select type of grievance

- After selecting the grievance type, applicant will type in the box given about the details of grievance up to 500 characters.

- If the grievance detail is more than 500 characters or to provide related document a supporting document can also be attached in jpg or pdf format (up to 1.5 mb).

- After successful submission, a confirmation will be sent on your email account after grievance registration with the unique grievance registration code.

g) View Your Grievance Status

- An applicant can view / print all self-Registered Grievance by clicking on the *"View Status"* link.

- An applicant can **Check the** self-Registered Grievance **Application Status using Grievance Registration Code**.

Figure- 8

- When all the fields have been filled, then click on [Search] button to show the records.

- For generate Report in Excel Format click on [Export to Excel] Button.

h) Grievance Summary

- An applicant can view reports in three categories such as total grievances submitted, pending grievances, and closed grievances.

Figure- 9

6. University Employee Interface

6.1   Admin/ Employee Interface

To reply the grievances registered by University Campus students / colleges university employee/admin will login through University Employee Login Interface.

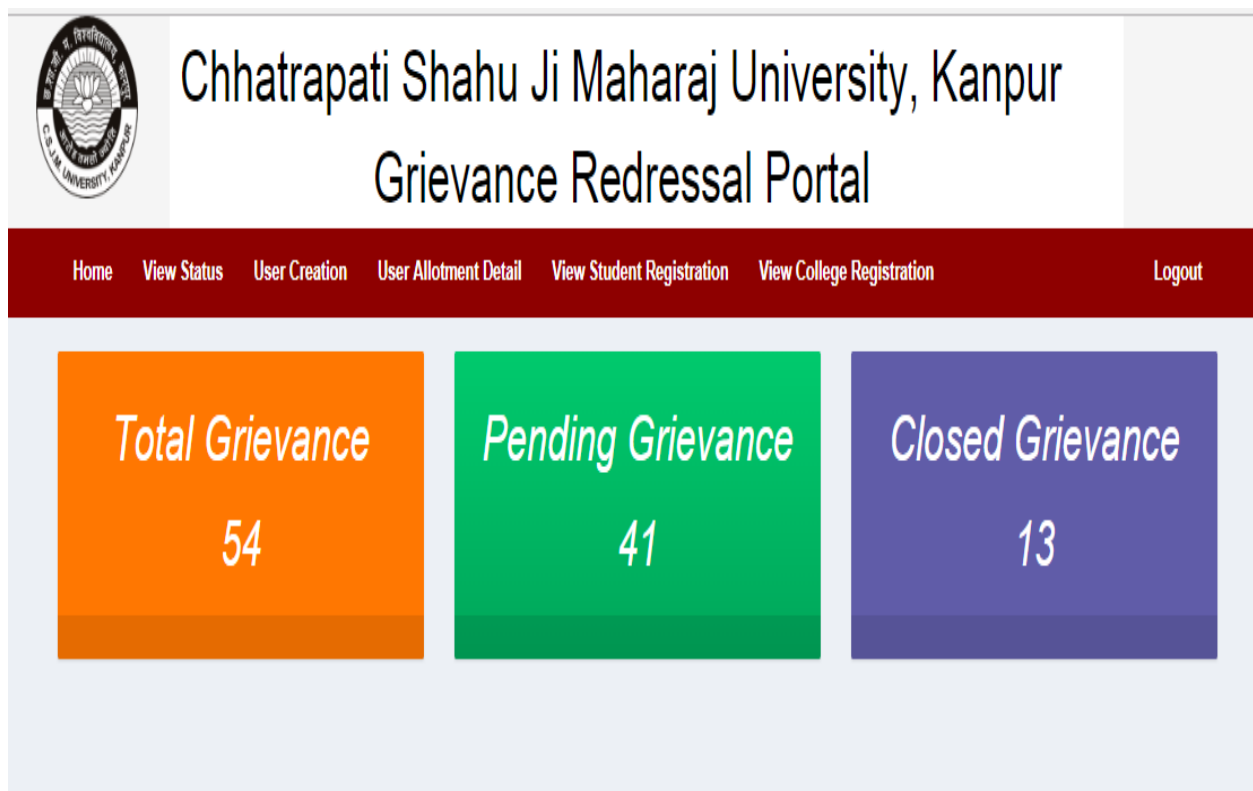On login through admin credential a dash board will be displayed as figure-10 :

Figure- 10

The dash board of admin login will display overall grievances submitted, in process and closed. The dash board of Redress officer will display status of grievances allotted to him.

The menu of admin login contains following options –

    a) View Status (Option for Redress officer also)
    b) User creation
    c) User Allotment detail
    d) View Student Registration

a) **View Status**

- On clicking view status option a page is displayed containing options to select filter and display records with status.
- As per the search criteria selected grievances are displayed in a grid with current status and select button to select the grievance for reply.
- On selecting a grievance complete detail of the grievance is shown. To reply the grievance redress officer will type the reply message in the box provided for reply.
- After typing the reply message redress officer will select the status to be shown with reply then click the submit button.
- This will send email to complainant regarding reply and status will be immediately updated on portal.
- Admin user can also reply to a grievance by above process.

Chhatrapati Shahu Ji Maharaj University, Kanpur
Grievance Redressal Portal

| Home | View Status | User Creation | User Allotment Detail | View Student Registration | View College Registration | Logout |

View Student Grievance Application

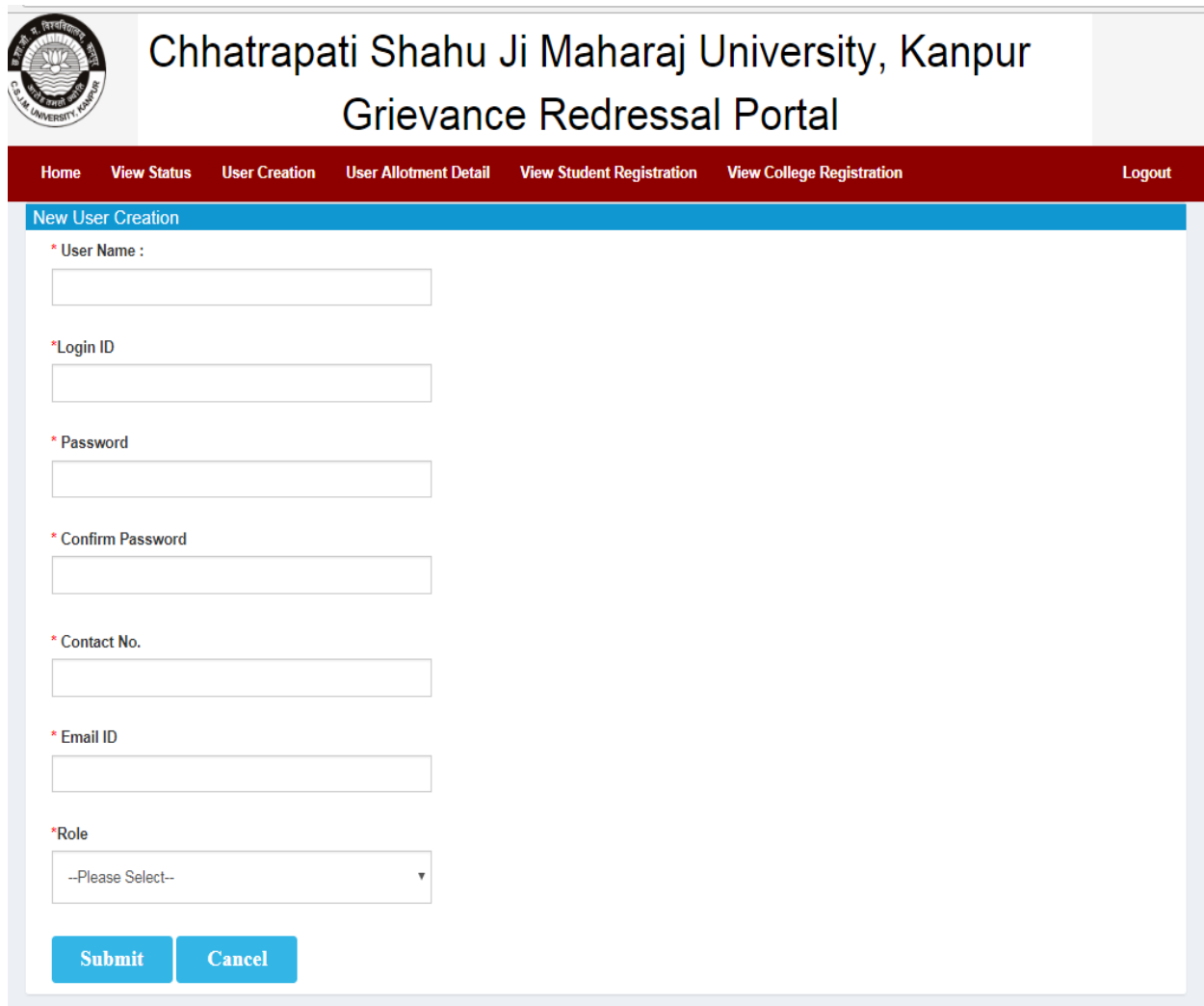| Course | : | --Please Select-- | Sem/Part | : | --Please Select-- |
Department	:	--Please Select--	Grievance Related to.	:	--Please Select--
Contact No.	:		Status	:	-- Please Select--
From Date	:	05-09-2018	To Date	:	05-09-2018

Search   Cancel   Export to Excel

S. No.	User Type	User Name	Department Code	Contact No.	Type	Grievance Mesage	Submission Date	Grievance Reply	Reply Date	Status	
1	STUDENT	sharad	KN00	12121212	Hostel	Water Problem	09/05/2018			In Process	Select
2	COLLEGE	BND USER	KN05	9795118761	Marksheet	SDFSDF	09/05/2018			In Process	Select

Figure- 11

b) **User Creation**

- This option is only available to admin login.
- On clicking "user creation" option a page is displayed containing options to create redress officer account.
- Admin will enter the required information to create account and intimate credentials to the redress officer.

Figure- 12

c) User Allotment Detail

- This option is only available to admin login.
- On clicking "User Allotment Detail" option a page is displayed containing options to assign the type of grievance to redress officer account.

Figure- 12

d) View Student Registration

- This option is only available to admin login.
- On clicking "View student registration" option a page is displayed containing details of students account created within the provided date range.

Figure- 13