

User Manual

For

Grievance Redressal Portal



C.S.J.M. University, Kanpur

TABLE OF CONTENT

S.No.	Topics	Page No.
1.	Introduction 1.1 Overview 1.2 Scope of the Document	1 1
2.	Features 2.1 User Interface at-a-glance 2.2 Admin Interface at-a-glance 2.3 Grievance Cell Member Interface at-a-glance 2.4 Reports	2 2 2 3
3	About the Document 3.1 Intended Audience 3.2 Document Convention	3 3
4	Process Flow	4
5	Getting Started 5.1 System Requirements 5.2 Accessing Portal 5.3 General Operating Instructions a) How to Reach Grievance Portal b) Home Page c) Create New Account d) Login Panel e) Edit Profile f) Lodge New Grievance g) View Your Grievance Status h) Grievance Status Summary	5 5 5 5 6 7 9 10 11 12 13
6	University Employee Interface 6.1 Admin/Employee Interface a) View Status b) User Creation c) User Allotment Details d) View Student Registration	14 15 16 17 18

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.

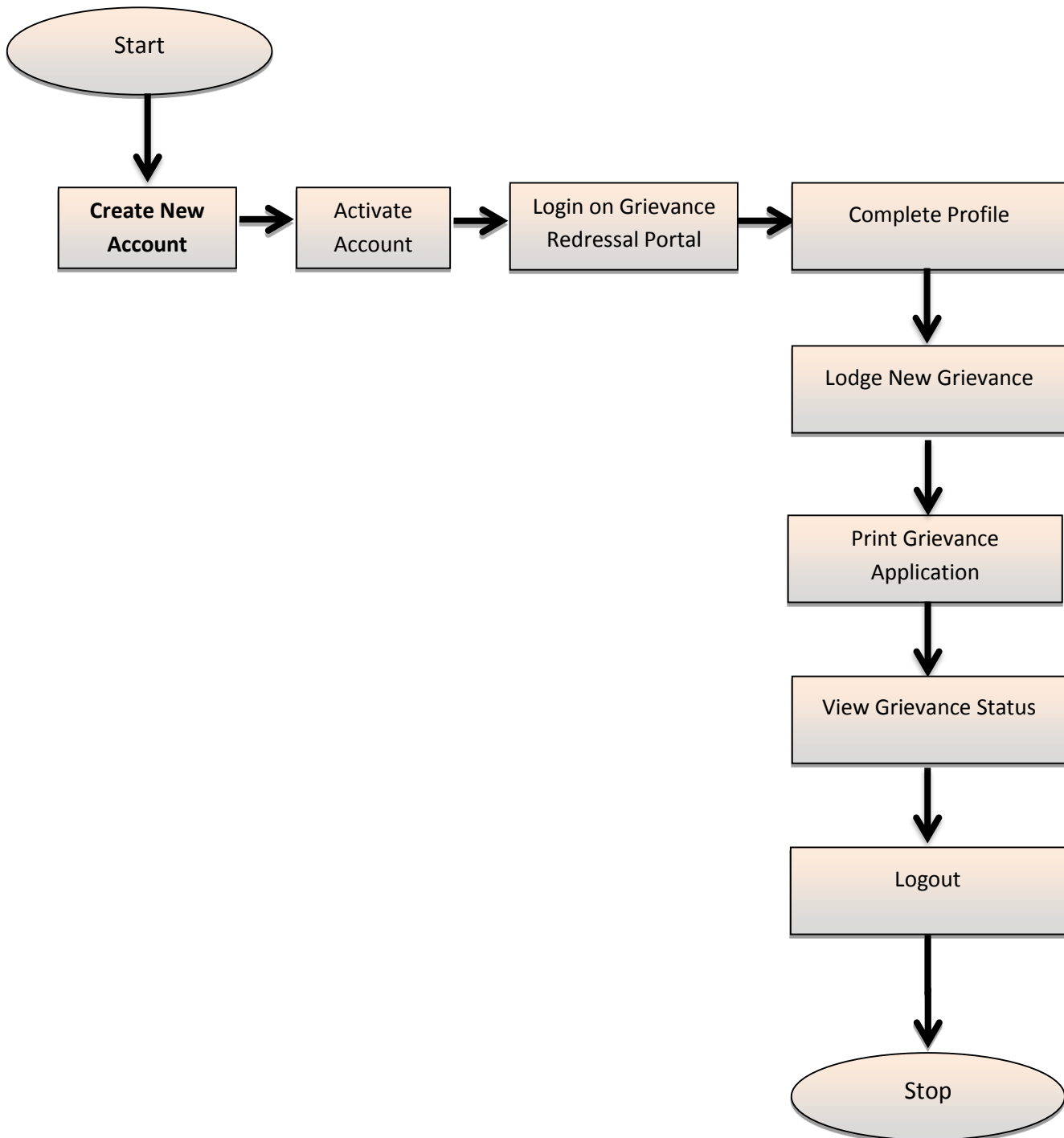
3.2 Document Convention

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:



5. Getting Started

5.1 System Requirements

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

- Internet Connectivity (256 Kbps or above) based System
- Firefox 30 or above /Chrome 32 or above
- Adobe Acrobat Reader
- 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

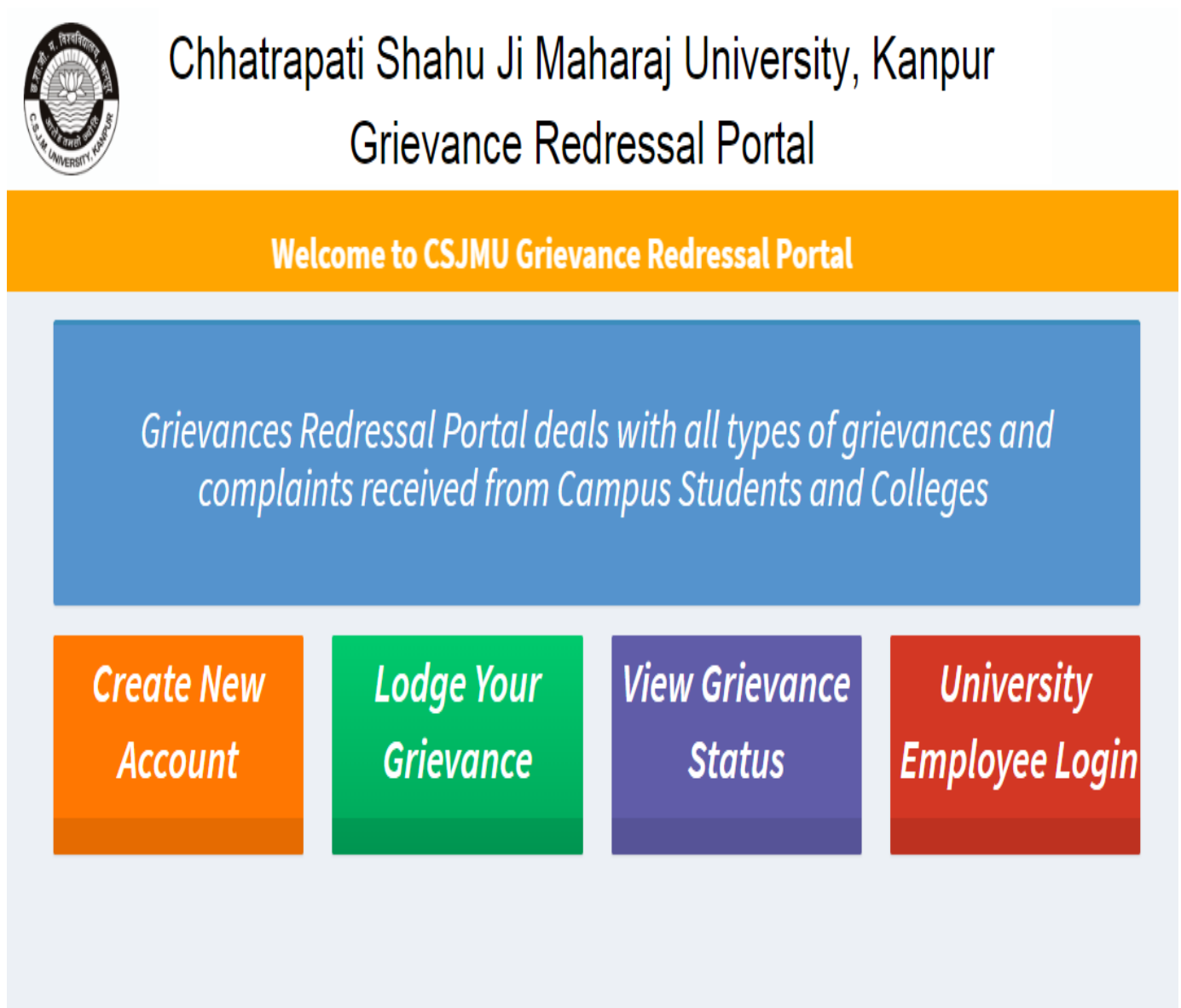
- Go to C.S.J.M. University Website(www.kanpuruniversity.org) and Click on Online Grievance Redressal

The screenshot displays the homepage of Chhatrapati Shahu Ji Maharaj University, Kanpur. The header includes the university's name and a navigation menu with items like VC's Desk, The University, Authorities, Departments, Tender, Results, Facilities, P.Edu & Sports, Events & Seminar, and Affiliation. Below the header, there are several service buttons: Online Application (for Degree Certificate), College Login, Online Application (for Inspection of Answer Books/Scrutiny), Education Verification Dispatch Details, Online Grievance Redressal, On-Line Application Submission For NOC/Affiliation, and Vidya Vani Lectures. A callout bubble with the text "Click Here" points to the "Online Grievance Redressal" button. The main content area features a "Press Notice for Date extension of Back Paper Submission (Regular/Private) 2017-18 upto 31.08.2018" and a "Convocation 2018" section with various notices. A sidebar on the left contains a "Home" section and "General Information for Student Centric Work." with links to About University, Chancellor, HRD Minister, Hall of Fame, History, Management Function, Powers & Duties, Mission, Work Culture, and Data/Profile of Officers. An "Activities" section lists events like Viva Exam Center for MAI and MAII (Private) for Philosophy, Admit Card of BED-I / MED-I Back Paper Exam 2017-18, Schedule of Private Viva voce Exam. 2018, Nodal / Exam Centre for BED / MED Exam.2018, and Scheme of BED / MED - Ist. An "Important Links" section includes links for Letter to P.I. for Presentation of M.R.P. before Expert Committee, Information regarding Online Submission for BED / MED - Ist Year for session 2017-18., Office order regarding Change Exam. Date of 11.04.2018 to 22.04.2018., and Information from.

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.



The screenshot displays the home page of the CSJMU Grievance Redressal Portal. At the top left is the university's logo. The main heading reads "Chhatrapati Shahu Ji Maharaj University, Kanpur" followed by "Grievance Redressal Portal". Below this is a yellow banner with the text "Welcome to CSJMU Grievance Redressal Portal". A blue box contains the text: "Grievances Redressal Portal deals with all types of grievances and complaints received from Campus Students and Colleges". At the bottom, there are four colored buttons: "Create New Account" (orange), "Lodge Your Grievance" (green), "View Grievance Status" (purple), and "University Employee Login" (red).

Figure- 2

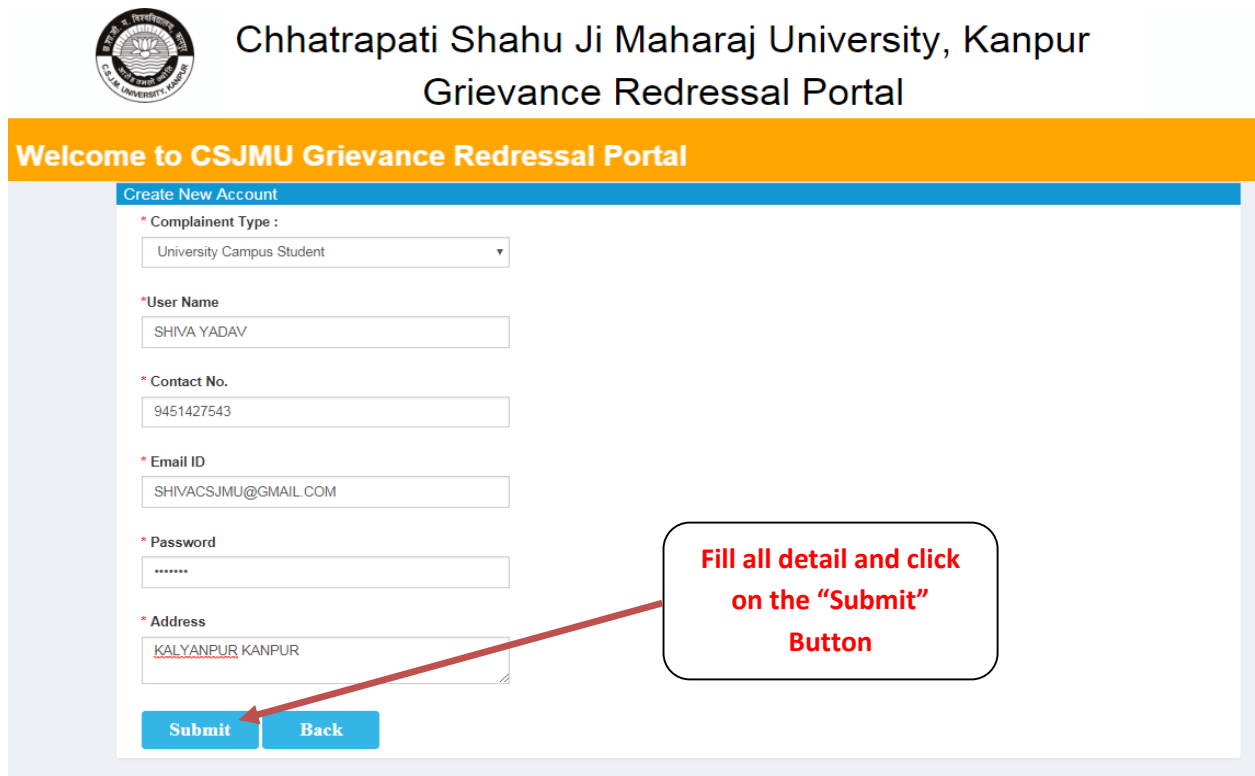
c) Create New Account

➤ 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.



Chhatrapati Shahu Ji Maharaj University, Kanpur
Grievance Redressal Portal

Welcome to CSJMU Grievance Redressal Portal

Create New Account

* Complainent Type :
University Campus Student

* User Name
SHIVA YADAV

* Contact No.
9451427543

* Email ID
SHIVACSJMU@GMAIL.COM

* Password

* Address
KALYANPUR KANPUR

Submit **Back**

Fill all detail and click on the "Submit" Button

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.

Chhatrapati Shahu Ji Maharaj University, Kanpur
Grievance Redressal Portal

Welcome to CSJMU Grievance Redressal Portal

To lodge grievance, you have to register first. If you are already registered, please login

Email-Id as Username

Password

Login Back

Forgot Password ? Click Here

Enter EmailID & Password and click on the “Login” Button

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.

The screenshot displays the 'Edit Profile' page of the Chhatrapati Shahu Ji Maharaj University, Kanpur Grievance Redressal Portal. The page header includes the university logo and name. The navigation bar shows 'Home', 'Edit Profile', 'Grievance Submission', and 'View Status'. The user's current status is 'Complainant Type : Student' and 'Complainant Name : sharad'. The 'Edit Profile' page has a blue header with 'View / Edit Profile'. The form contains the following fields:

Field Label	Value
*User Name :	SHARAD NIGAM
*Father Name	HARI OM NIGAM
*Department / Institute / College	DEPARTMENT OF MASS COMMUNICATION, C.S.
*Course	Master of Journalism & Mass Communication
*Address	kanpur
*Semester / Part	--Please Select--
*Contact No.	8181967414
*Roll No. / Admission No.	07012457
*Email ID	sharad.sist2005@gmail.com

At the bottom of the form, there are two buttons: 'Update' and 'Cancel'. A red arrow points from a callout box to the 'Update' button. The callout box contains the text: 'Fill all detail and click on the "Update" Button'.

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.

The screenshot displays the 'Online Grievance Registration Form' on the Chhatrapati Shahu Ji Maharaj University, Kanpur Grievance Redressal Portal. The form is organized into two main sections: 'Basic Details' and 'Grievance Details'.

Basic Details Section:

- *User Name :** Sharad Nigam
- *Father Name**: Hari Om
- *Department**: DEPARTMENT OF MASS COMMUNICATION, C.S.
- *Course**: Master of Journalism & Mass Communication
- *Address**: kanpur
- *Semester / Part**: 1
- *Contact No.**: 8181967414
- *Roll No. / Admission No.**: 21212231
- *Email ID**: sharad.sist2005@gmail.com

Grievance Details Section:

- *Grievance Related to**: --Please Select--
- * Grievance Message**: (Empty text area)
- Please Enter Grievance Description up to 500 Characters**
- Attach Documents (Pdf, jpeg, jpg Documents of size upto 1.5 MB only)**: Choose File (No file chosen)
- Declaration:** I hereby state that the facts mentioned above are true to best of my knowledge and belief..
- Buttons:** Submit, Cancel

A red callout box with the text "Fill all detail and click on the 'Submit' Button" has a red arrow pointing to the Submit button.

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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.**



Chhatrapati Shahu Ji Maharaj University, Kanpur

Grievance Redressal Portal

Home
Edit Profile
Grievance Submission
View Status
Complaint Type : Student
Complainant Name : sharad
Logout

View Grievance Application

Grievance Registration No. :	<input type="text"/>	Grievance Related to. :	<input type="text" value="Scholarship"/>
From Date :	<input type="text" value="05-08-2018"/>	To Date :	<input type="text" value="05-09-2018"/>

Search
Cancel
Export to Excel

S. No.	User Name	Course	Part	RollNo.	Type	Grievance Message	Submission Date	Grievance Reply	Reply Date	Status	
1	sharad nigam	Advanced P. G. Diploma In Bio-Informatics	1	3453534534	Scholarship	my scholer type not issue from samaj kalyam department. he asked to contact csjmu kanpur.	08/13/2018			Closed	Print Report
2	sharad nigam	B.SC (AVIATION)	1	123456789	Scholarship	please send the scholarship detail asap	08/20/2018	ask i send detati tomorrow.		Closed	Print Report
3	sharad				Scholarship	please send the process detail for new marksheet	08/20/2018			Closed	Print Report

For view detail click on the “Search” Button

For export report in excel format click on the “Export to Excel” Button

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 :

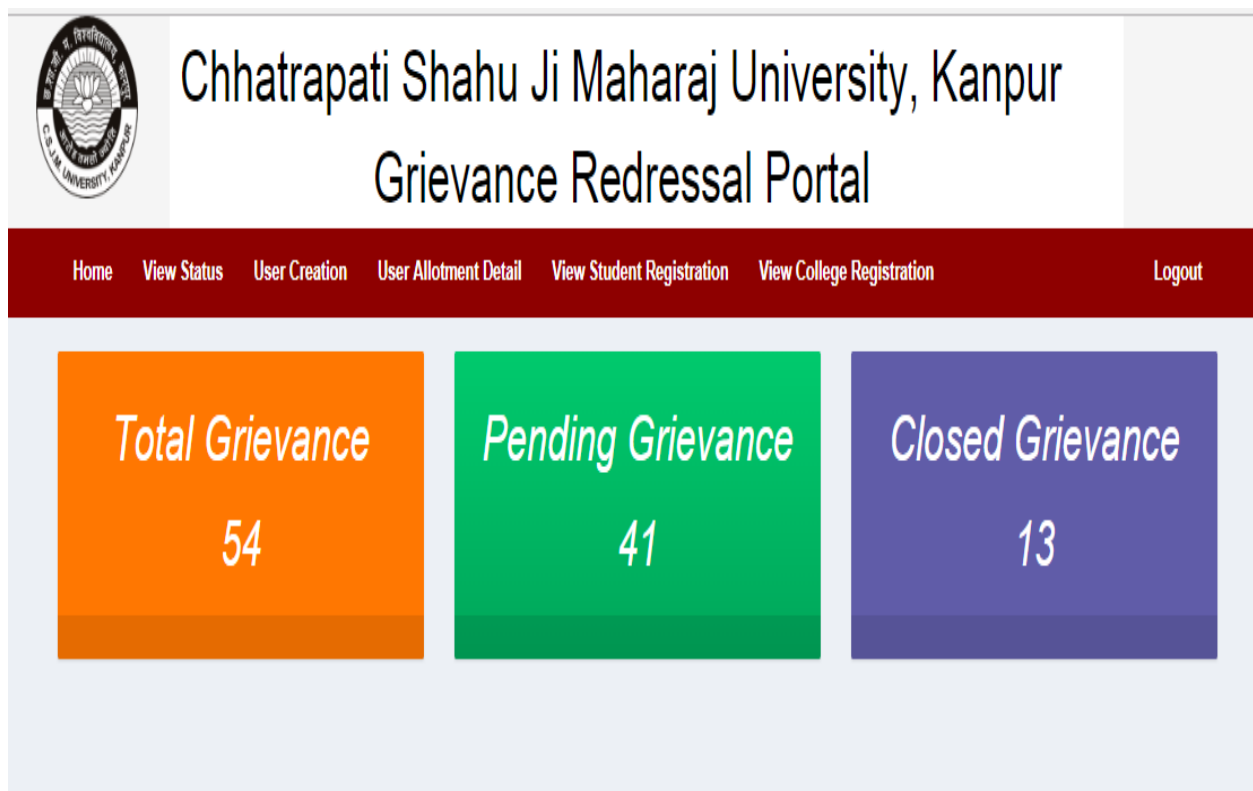


Figure- 10


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 –

- View Status (Option for Redress officer also)
- User creation
- User Allotment detail
- 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

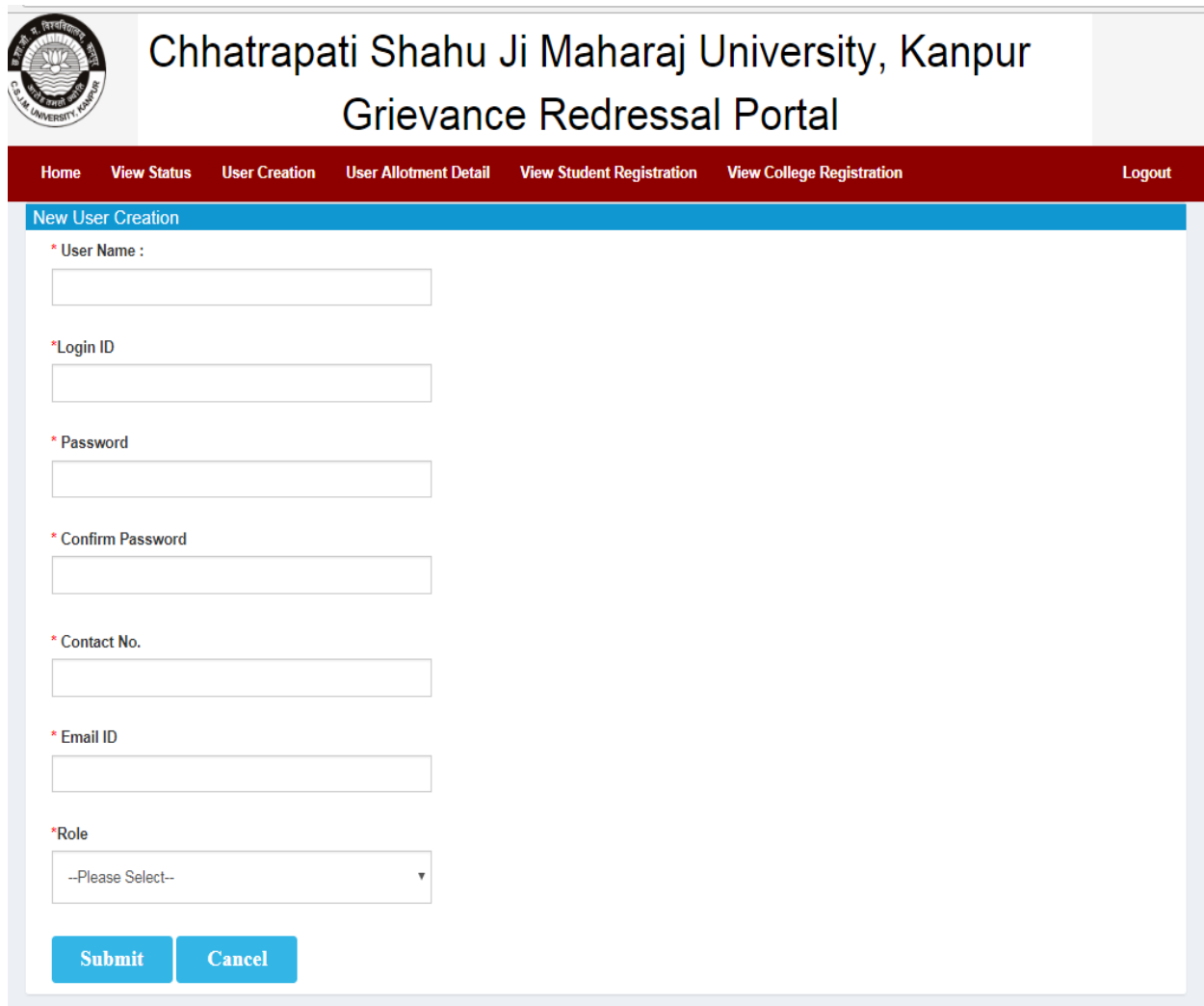
Search
Cancel
Export to Excel

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.



The screenshot displays the 'New User Creation' form on the Chhatrapati Shahu Ji Maharaj University, Kanpur Grievance Redressal Portal. The page header includes the university logo and name. The navigation menu contains links for Home, View Status, User Creation, User Allotment Detail, View Student Registration, View College Registration, and Logout. The form fields are as follows:


- * User Name :
- * Login ID :
- * Password :
- * Confirm Password :
- * Contact No. :
- * Email ID :
- * Role :

At the bottom of the form, there are two buttons: **Submit** and **Cancel**.

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.



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 Grievance User Allotment List

User Name :

Grievance Type :


Update
Cancel
Export to Excel

S. No.	User Name	User Type	Grievance Type
1	Hostel User	Operator	Hostel
2	Scholarship User	Operator	Scholarship
3	Marksheet User	Operator	Marksheet
4	Degree User	Operator	Degree Certificate
5	Provisional User	Operator	Provisional Certificate
6	Library User	Operator	Library
7	Library User	Operator	Marksheet
8	Exam User	Operator	Exam
9	Other User	Operator	Discipline
10	shiva	Operator	Hostel
11	shiva	Operator	Hostel
12	shiva	Operator	Provisional Certificate

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.



Chhatrapati Shahu Ji Maharaj University, Kanpur

Grievance Redressal Portal

[Home](#) [View Status](#) [User Creation](#) [User Allotment Detail](#) [View Student Registration](#) [View College Registration](#) [Logout](#)

Student Registration Detail

From Date : To Date :

S. No.	User Type	Student Name	Father Name	Contact No.	EmailID	DepartmentCode	Course Name	Sem/Year	Roll No./Application No.	UserEntryDate
1	STUDENT	Sharad Nigam	Hari Om	8181967414	sharad.sist2005@gmail.com	KNMC	Master of Journalism & Mass Communication	1	21212231	05-09-2018 12:00:00 AM

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Figure- 13