

User Manual

For

Grievance Redressal Portal



C.S.J.M. University, Kanpur

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1. Introduction

1.1 Overview

Grievance Redressal Portal 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 Student and College 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 for 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.

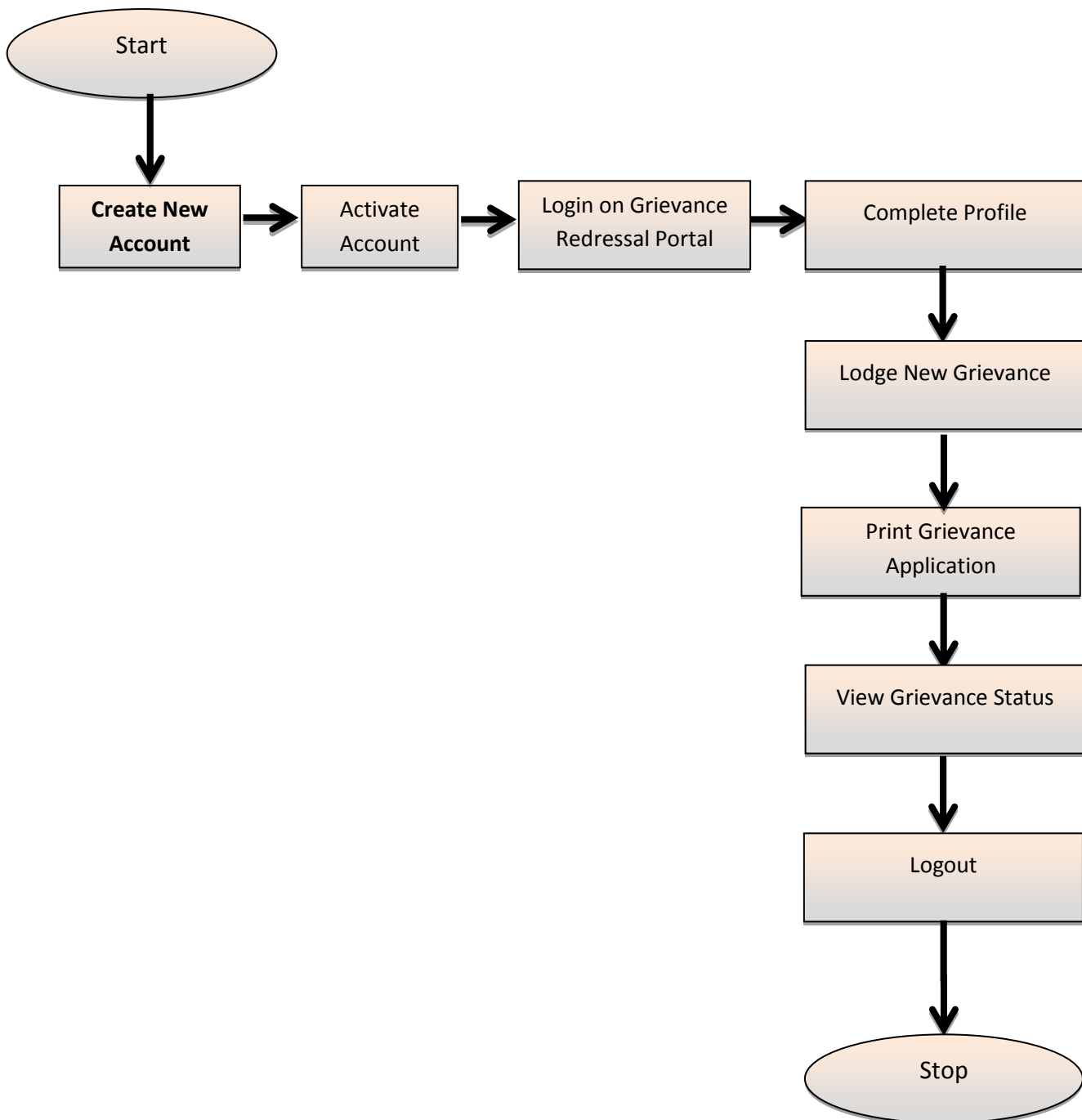
3.2 Document Convention

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

Click here

Figure- 1

b) Home Page

- The Home page is the starting place for everything. To start using the system, the links on the Portal Home page are to be clicked.



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 the 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 requirement in the form.
- The existing email-id is to be entered, which will be the 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

* Complainant Type :
--Please Select--

* User Name
[Text Field]

* Contact No.
[Text Field]

* Email ID
[Text Field]

* Password
[Text Field]

* Address
[Text Field]

Submit **Back**

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

e) Edit Profile

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

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Grievance Redressal Portal

Home Edit Profile Grievance Submission View Status Change Password User Type : Student User Name : Brijesh Kumar Logout

View / Edit Profile

*User Name :	*Father Name
<input type="text" value="Brijesh Kumar"/>	<input type="text" value="Suresh Kumar"/>
*Department / Institute / College	*Course
<input type="text" value="DEPARTMENT OF MASS COMMUNICATION, C.S."/>	<input type="text" value="--Please Select--"/>
*Address	*Semester / Part
<input type="text" value="Kalyanpur Kanpur"/>	<input type="text" value="--Please Select--"/>
*Contact No.	*Roll No. / Admission No.
<input type="text" value="8318005775"/>	<input type="text" value="424323432"/>
*Email ID	
<input type="text" value="brijesh@gmail.com"/>	

Update

Fill all details and click on the “Update” Button

Figure- 5

- Fill all the required information and click update button. **(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.

Chhatrapati Shahu Ji Maharaj University, Kanpur
Grievance Redressal Portal

Home Edit Profile Grievance Submission View Status Change Password User Type : Student User Name : Brijesh Kumar Logout

Online Grievance Registration Form

Basic Details

*User Name : Brijesh Kumar

*Father Name : Suresh Kumar

*Department : DEPARTMENT OF MASS COMMUNICATION, C.S.,

*Course : Advanced P. G. Diploma In Bio-Informatics

*Address : Kalyanpur Kanpur

*Semester / Part : 1

*Contact No. : 8318005775

*Roll No. / Admission No. : 424323432

*Email ID : brijesh@gmail.com

Grievance Details

*Grievance Related to : --Please Select--

*Grievance Message :

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..

Submit **Cancel**

Fill all details and click on the “Submit” Button

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 Change Password User Type : Student User Name : Brijesh Kumar Logout

View Grievance Application

Grievance Registration No. : Grievance Related to. : --Please Select--
From Date : 31-08-2018 To Date : 31-08-2018

[Search](#) [Cancel](#) [Export to Excel](#)

S. No.	User Name	Course	Part	RollNo.	Type	Grievance Message	Submission Date	Grievance Reply	Reply Date	Status	
1	Brijesh Kumar	Advanced P. G. Diploma In Bio-Informatics	1	2134243	Hostel	Light Problem	08/31/2018	ok done. please see	31/08/2018	Closed	Print Report
2	Brijesh Kumar	Advanced P. G. Diploma In Bio-Informatics	1	2134243	Marksheet	Marksheet yet not received.	08/31/2018	Please come in university and submit your detail to the de	31/08/2018	Closed	Print Report

For view details 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.
- To 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.

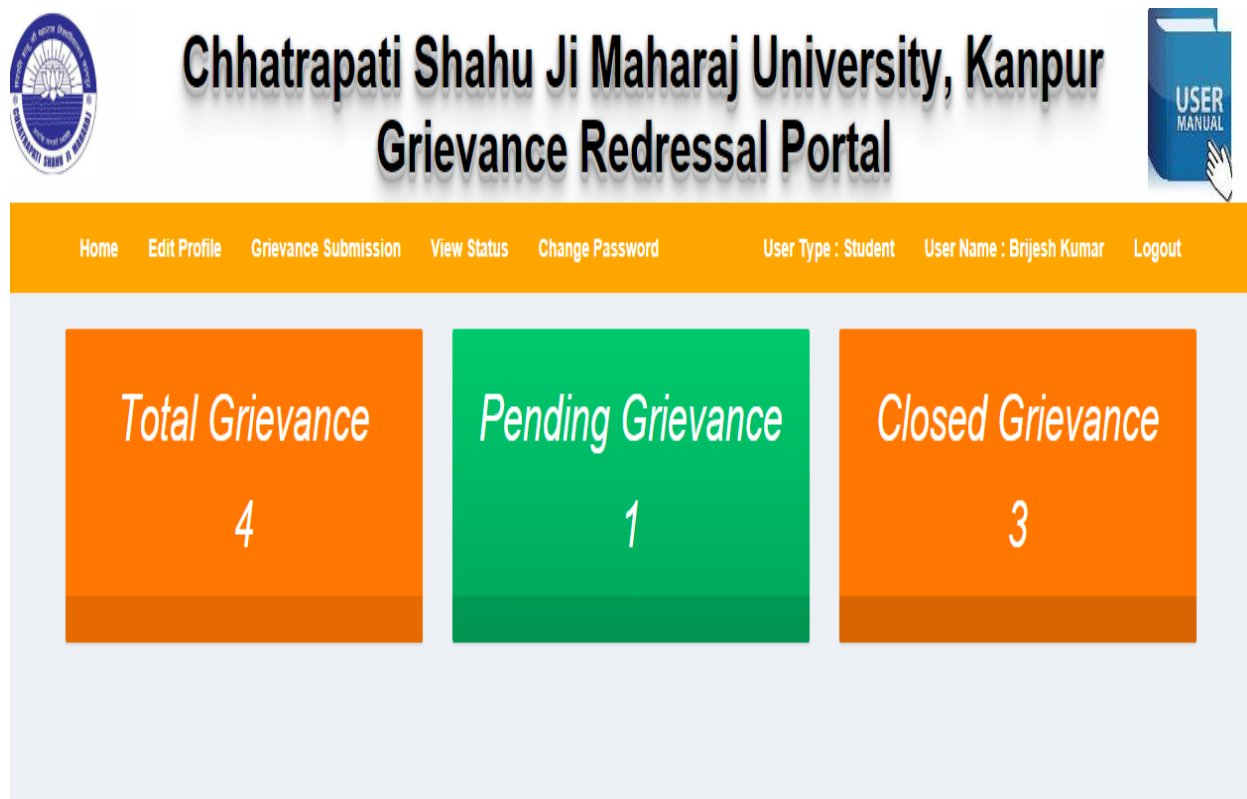


Figure- 9

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.

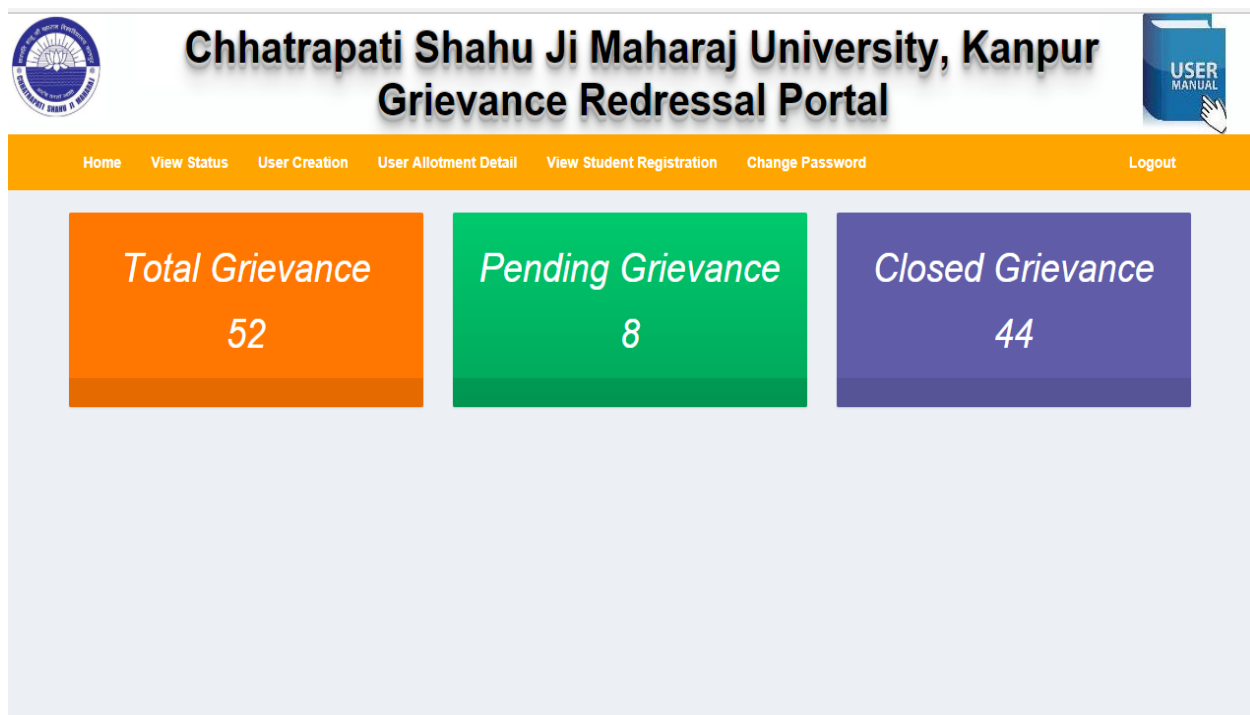


Figure- 10

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 the 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 Change Password Logout

View Student Grievance Application

Course : --Please Select-- Sem/Part : --Please Select--
 Department : --Please Select-- Grievance Related to : Marksheet
 Registration No. : Status : -- Please Select--
 From Date : 31-08-2018 To Date : 31-08-2018

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	deepak	KNIT	81878787855	Marksheet	my marksheet not received	08/31/2018	your problem has been solv	31/08/2018	Closed	Select
2	STUDENT	Brijesh Kumar	KNMC	8318005775	Marksheet	Marksheet yet not received.	08/31/2018	Please come in university and submit your detail to the department.	31/08/2018	Closed	Select

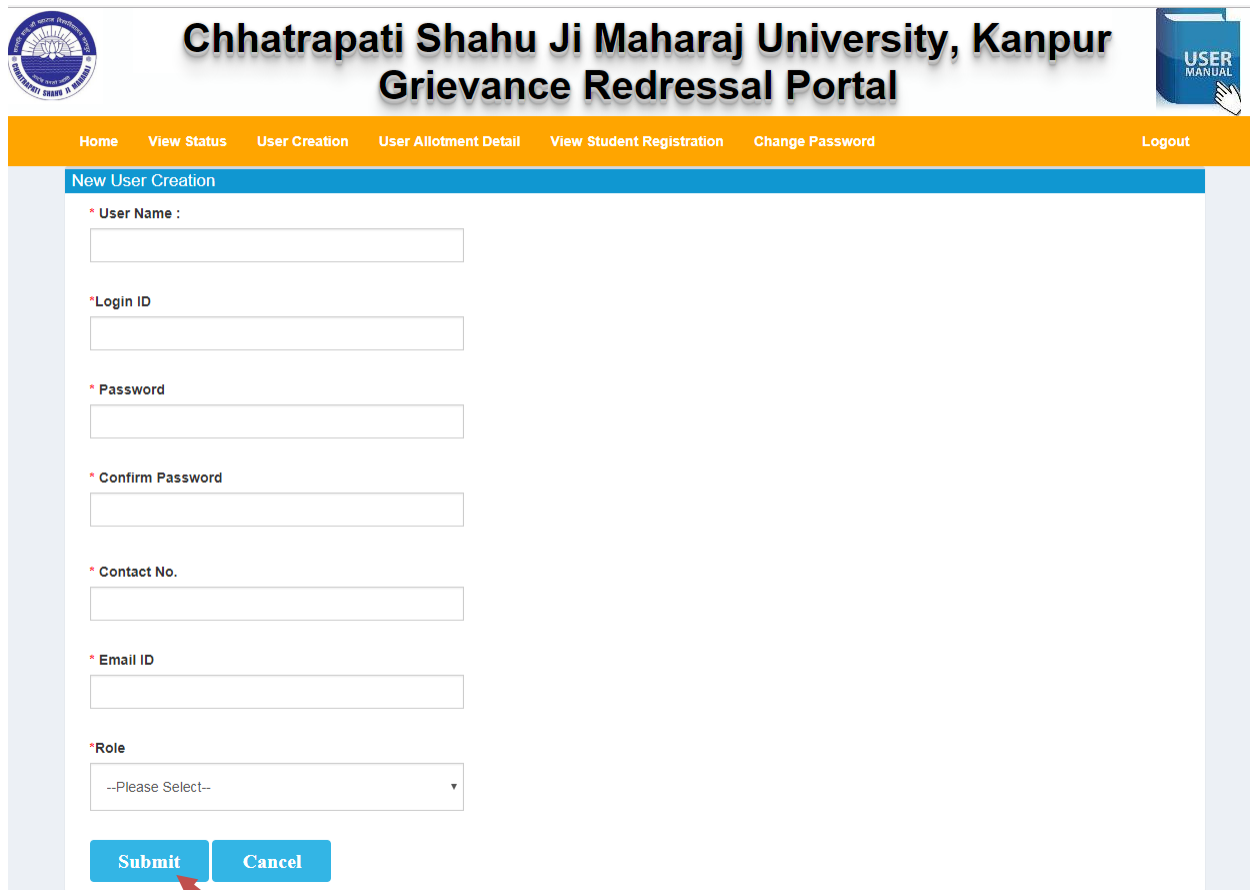
For view details click on the "Search" Button

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

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 within the Chhatrapati Shahu Ji Maharaj University, Kanpur Grievance Redressal Portal. The form is titled 'New User Creation' and includes the following fields:

- * User Name :
- * Login ID
- * Password
- * Confirm Password
- * Contact No.
- * Email ID
- * Role (Dropdown menu with '--Please Select--')

At the bottom of the form, there are two buttons: 'Submit' and 'Cancel'. A red arrow points from the 'Submit' button to a callout box.

Figure- 12

Fill all details and click
on the “Submit” Button

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 Change Password Logout

View Grievance User Allotment List

User Name : --Please Select-- Grievance Type : --Please Select--

Update Cancel Export to Excel

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

Fill all details and click on the “Update” Button

Figure- 12

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

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 Change Password Logout

Student Registration Detail

From Date : 01-09-2018 To Date : 07-09-2018

Search Cancel Export to Excel

S. No.	User Type	Student Name	Father Name	Contact No.	Email	DepartmentCode	Course Name	Sem/Year	Roll No./Application No.	UserEntryDate
1	STUDENT	Shiva Yadav	D S Yadav	9451427543	shivacsjmu@gmail.com	KN00	DIPLOMA IN COMPUTER APPLICATIONS	1	0412412	05-09-2018 00:00:00
2	STUDENT	Brijesh Kumar	Suresh Kumar	8318005775	brijeshb@gmail.com	KNMC	Advanced P. G. Diploma In Bio-Informatics	1	424323432	04-09-2018 00:00:00
3	STUDENT	Shiva Yadav		012 456789	shiva*****@gmail.com					01-09-2018 00:00:00

Figure- 13

For view details click on the “Search” Button

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

Salient Features of the Grievance Redressal Portal

On-Line Grievance Redressal Portal has been developed to provide time bound speedy solution to grievances of University campus students and affiliated colleges. This will serve as a boon not only to students and colleges but also to University administration.

Students/colleges would be aided by being directly in touch with University authorities and administration would be able to resolve problems in a better way and find means of improvement in work flow through reports and feedback.

The salient features of the portal are:

- Online submission of grievance which directly reaches the related department.
- Students as well as affiliated colleges can lodge their grievances.
- Time bound and quick solution to a grievance.
- Tracking progress of work being done on a grievance by candidate as well as University authorities.
- Identification of major reported type of grievance to aid University management.
- Secure one to one communication between complainant and authorities.
- Report generation regarding pending grievances and resolved grievances.

