

User Manual

For

Grievance Redressal Portal



**Dr. Bhimrao Ambedkar University,
Agra**

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1. Introduction

1.1 Overview

Grievance Redressal Portal is an online system developed by University Computer Centre, Dr. Bhimrao Ambedkar University, Agra with an objective of speedy online Grievances Redressal and Monitoring System of Student and College related grievances.

University 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

2.2 Admin Interface at-a-glance

- Profile Settings to edit and update admin profile
- Add grievance redress committee 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, 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 the University will be the intended audience of Grievance Redressal Portal.

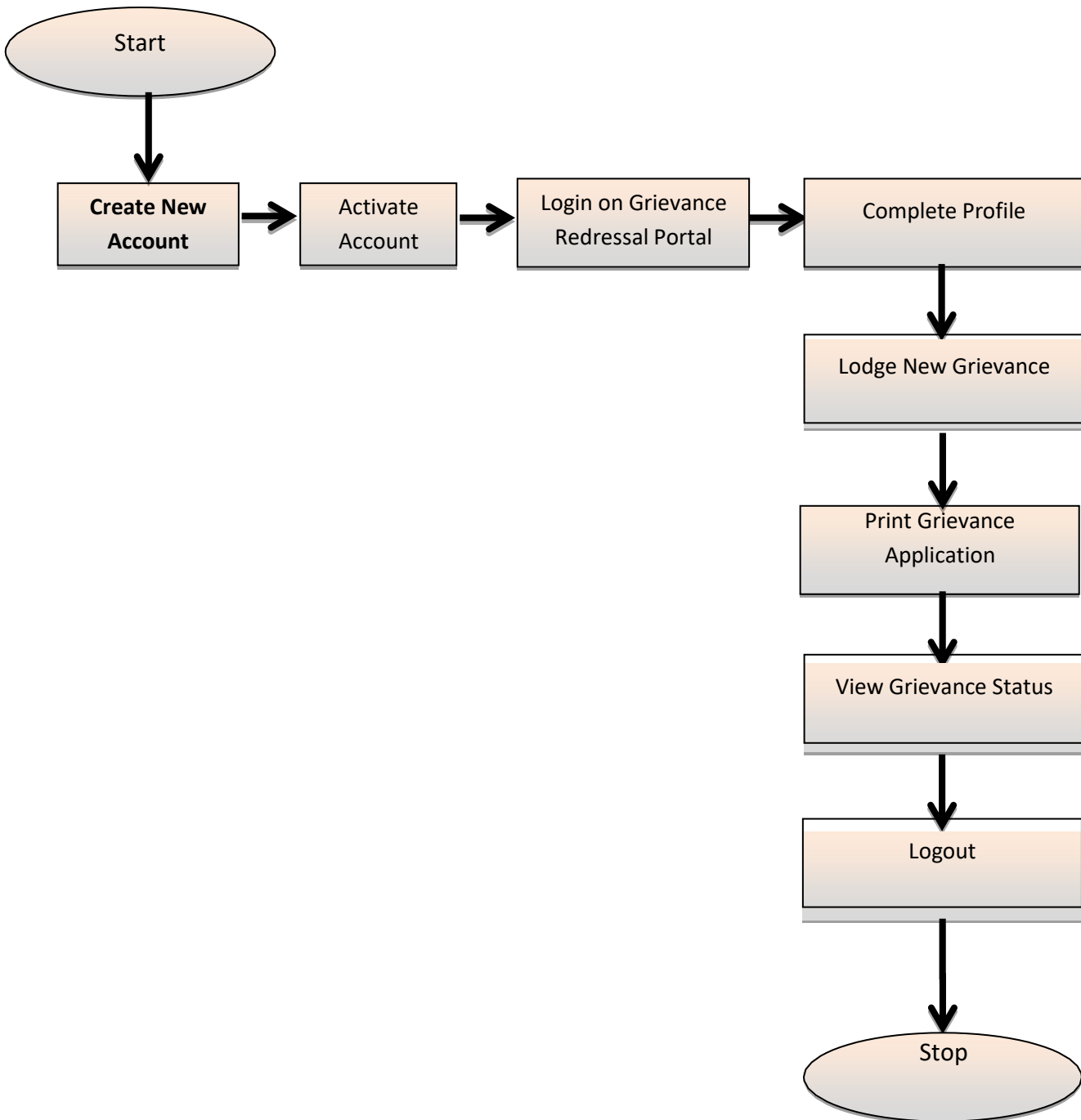
3.2 Document Convention

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

General Operating Instructions

a) How to Reach Grievance Portal

- Go to Dr. Bhimrao Ambedkar University website Website(www.dbrau.ac.in) and Click on Online HelpDesk

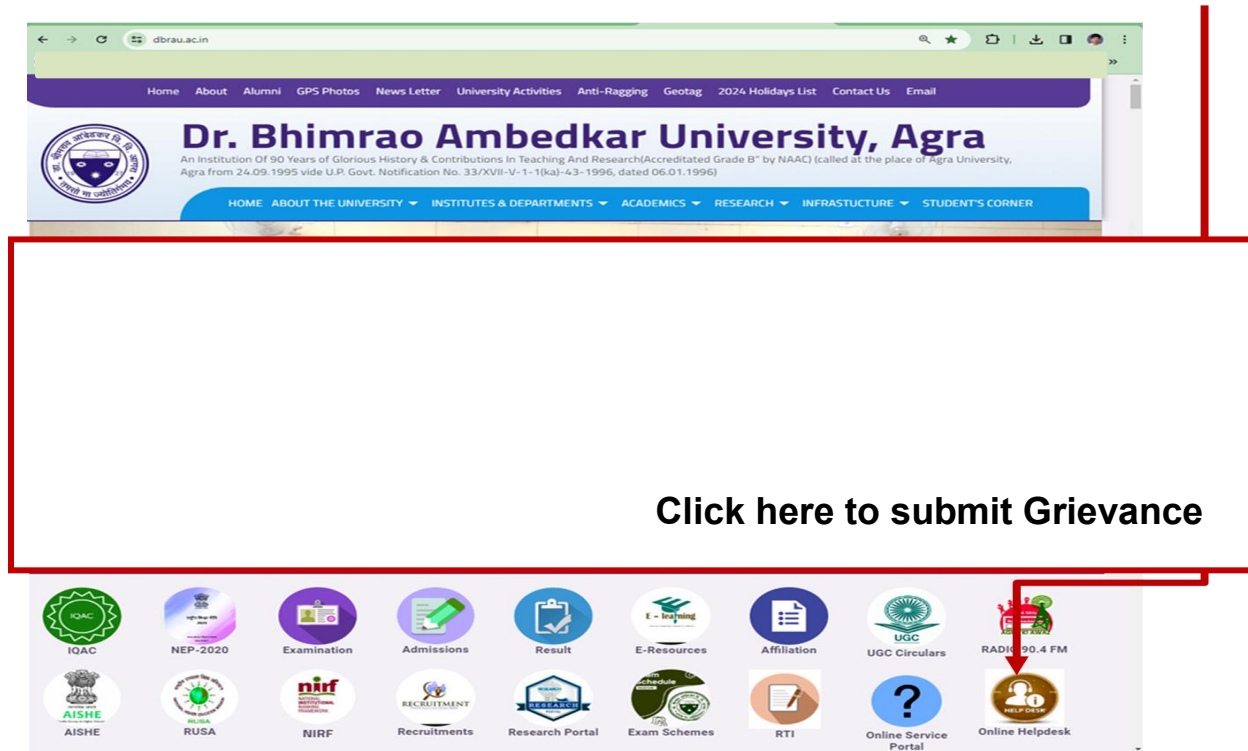


Figure- 1

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.

The screenshot shows a web browser window with the URL `services.agrauniv.online`. The browser's address bar and tabs are visible. The page header includes the university's name in English and Hindi, along with a logo. Below the header is a blue navigation bar labeled "Online Services Portal". The main content area features a registration form titled "Applicant Registration". The form contains the following fields:

- Applicant's Name
- Date of Birth (with a date picker icon)
- Email Id
- Contact No.
- Enrollment No.
- Password
- Re-Type Password

At the bottom of the form are two buttons: "Register" (in green) and "Reset". Below the form is a link that says "Already registered? Click here to login."

Figure- 2

c)

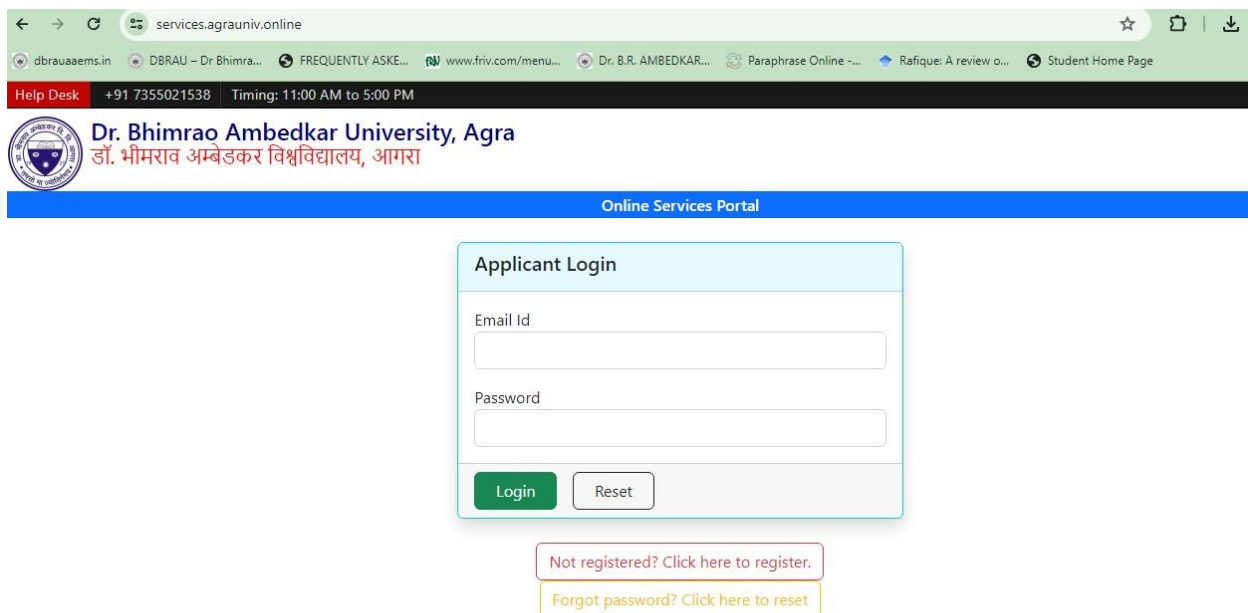
Create New Account

➤ 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.
- 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.



The screenshot shows a web browser window with the URL `services.agrauniv.online`. The page header includes the university logo and name: **Dr. Bhimrao Ambedkar University, Agra** (डॉ. भीमराव अम्बेडकर विश्वविद्यालय, आगरा). Below the header is a blue bar labeled "Online Services Portal". The main content area features a light blue box titled "Applicant Login" with the following elements:

- Input field for "Email Id"
- Input field for "Password"
- Green "Login" button
- Grey "Reset" button

Below the login box are two links:

- [Not registered? Click here to register.](#)
- [Forgot password? Click here to reset](#)

Figure- 3

- Fill all the required information as shown in the above figure and click login button. (**Figure-3**)

e) Lodge Grievance

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

The screenshot shows the 'Online Grievance Registration Form' on the 'Online Services Portal' of Dr. B.R. Ambedkar University, Agra. The form is divided into two main sections: 'Basic Details' and 'Grievance Details'.
Basic Details:
- *User Name : Brijesh Kumar
- *Department : DEPARTMENT OF MASS COMMUNICATION, C.S.
- *Address : Kalyanpur Kanpur
- *Contact No. : 8318005775
- *Email ID : brijesh@gmail.com
- *Father Name : Suresh Kumar
- *Course : Advanced P. G. Diploma in Bio-Informatics
- *Semester / Part : 1
- *Roll No. / Admission No. : 424323432
Grievance Details:
- *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 arrow points from a callout box containing the text 'Fill all details and click on the "Submit" Button' to the 'Submit' button.

Figure- 4

- 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.

f) 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.**

Dr. Bhimrao Ambedkar University, Agra
डॉ. भीमराव अम्बेडकर विश्वविद्यालय, अग्रा

Online Services Portal

View Grievance Application

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

S. No.	User Name	Course	Part	RollNo.	Type	Grievance Message	Submission Date	Grievance Reply	Reply Date	Status	Print Report
1	Brijesh Kumar	Advanced P. G. Diploma in Bio-Informatics	1	210243	Hostel	Light Problem	08/31/2018	ok done. please see	31/08/2018	Closed	<input type="button" value="Print Report"/>
2	Brijesh	Advanced P						Please come in uni			

For searching other grievances

For saving in excel format

Figure 5

- 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.

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.

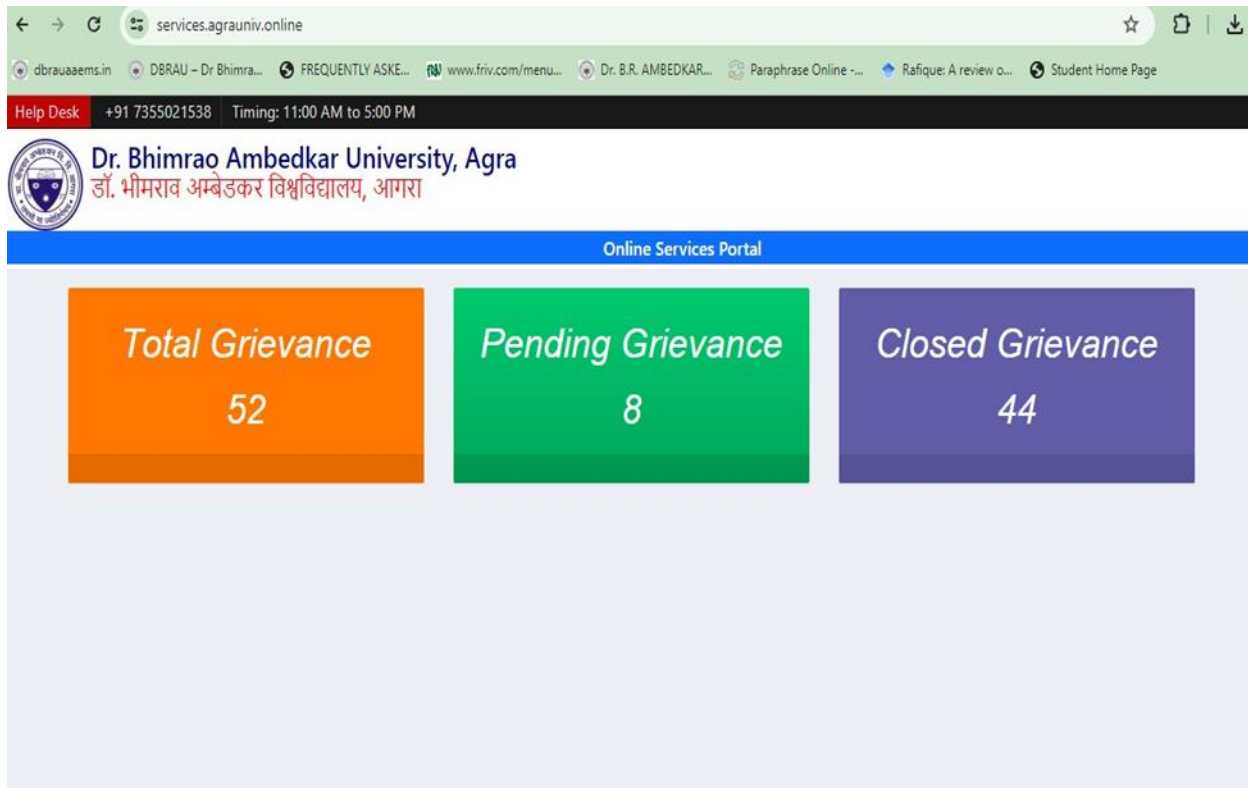


Figure- 6

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.

The screenshot shows the 'View Grievance Application' page on the Dr. Bhimrao Ambedkar University, Agra Online Services Portal. The page includes search filters for 'Grievance Registration No.', 'From Date', 'To Date', and 'Grievance Related to'. Below the filters are buttons for 'Search', 'Cancel', and 'Export to Excel'. A table displays a list of grievances with columns for S. No., User Name, Course, Part, RollNo., Type, Grievance Message, Submission Date, Grievance Reply, Reply Date, Status, and a 'Print Report' link. Two red arrows point from text boxes to the 'Search' and 'Export to Excel' buttons.

S. No.	User Name	Course	Part	RollNo.	Type	Grievance Message	Submission Date	Grievance Reply	Reply Date	Status	Print Report
1	Brijesh Kumar	Advanced P. G. Diploma in Bio-Informatics	1	2112243	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	2112243	Hostel	Light Problem	08/31/2018	Please come in stat			

Figure- 7

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.

c) 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.

Dr. Bhimrao Ambedkar University, Agra
डॉ. भीमराव अम्बेडकर विश्वविद्यालय, आगरा

Online Services Portal

View Grievance Application

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

S. No.	User Name	Course	Part	RollNo.	Type	Grievance Message	Submission Date	Grievance Reply	Reply Date	Status	Print Report
1	Brijesh Kumar	Advanced P. G. Diploma In Bio-Informatics	1	2170243	Hostel	Light Problem	08/31/2018	ok done. please see	31/08/2018	Closed	Print Report
2	Brijesh	Advanced P						Please come in use			

For searching other grievances

For saving in excel format

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.



Registrar
Dr. B.R.A. University, Agra