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# User Manual

For

Grievances Management System

Version 1.0

**Bundelkhand University, Jhansi**

**Submitted By :**

**Designed & Developed By:**



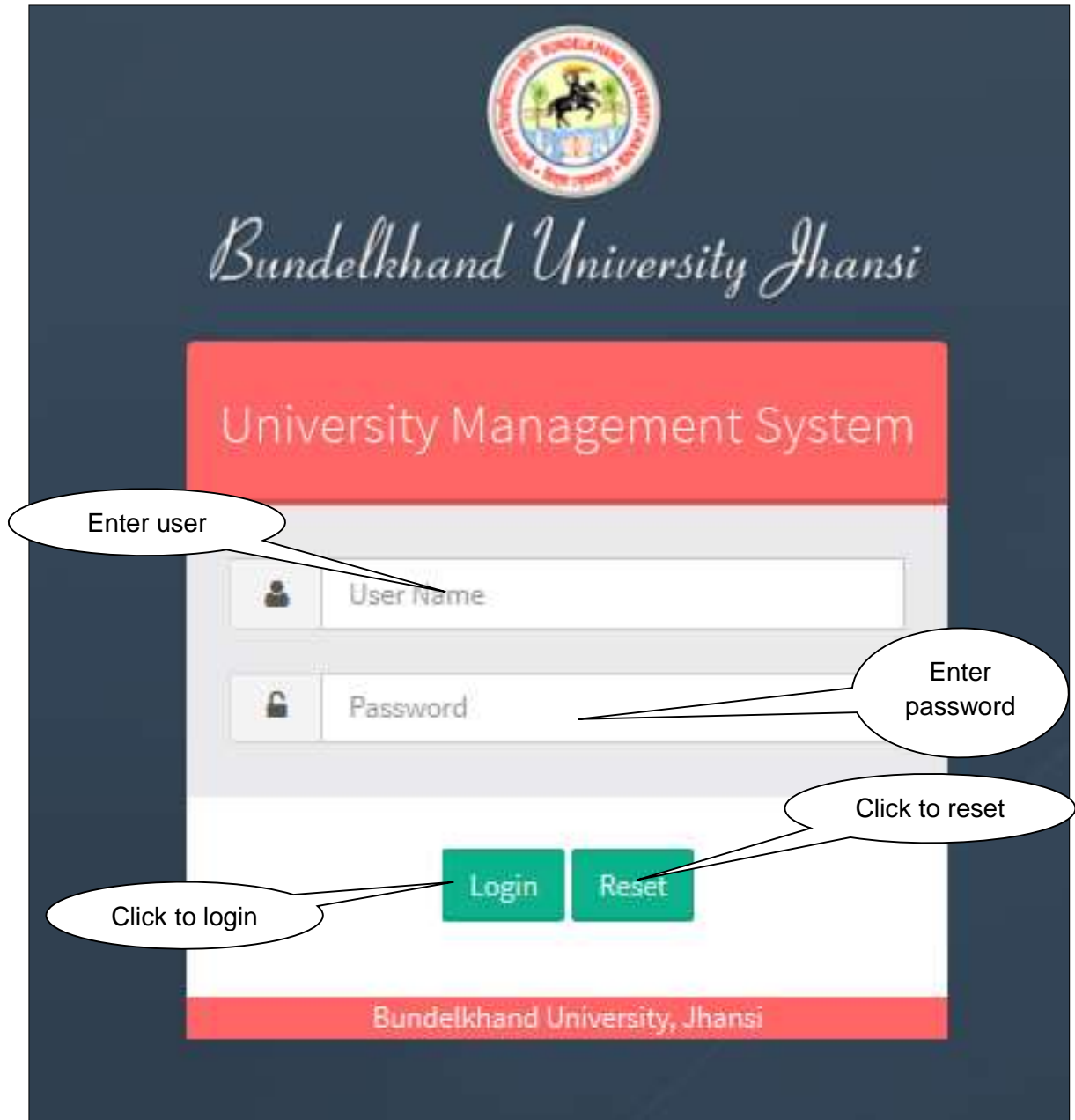
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## 1. Login Page

### Steps:-

- Open [https://ums.bujhansi.org/BUJhansi\\_LMS](https://ums.bujhansi.org/BUJhansi_LMS) in a browser.



*Image: Login Page*

- Click on Login Button to get into application.
- Click on **Reset Button** to reset the fields.

## 2. Dashboard

### Steps:-

- Click on **Dashboard Tab**.



*Image: Dashboard Page*

- Click on **Grievances Tab**.

## 3. Welcome Page

### Steps:-

- Click on **Welcome Page**.



*Image: Welcome Page*

## 4. Dashboard

### Steps:-

- Click on **Dashboard Tab**.



*Image: Dashboard page*

## 5. Applicant Type Master

### Steps:-

- Click on **Applicant Type Master Tab**.



*Image: Applicant Type Master Page*

- Enter Applicant type.
- Click on **Submit Button** to save details.

- Click on **Reset Button** to reset details.

## 6. Grievance Category Master

### Steps:-

- Click on **Grievance Category Master Tab**.

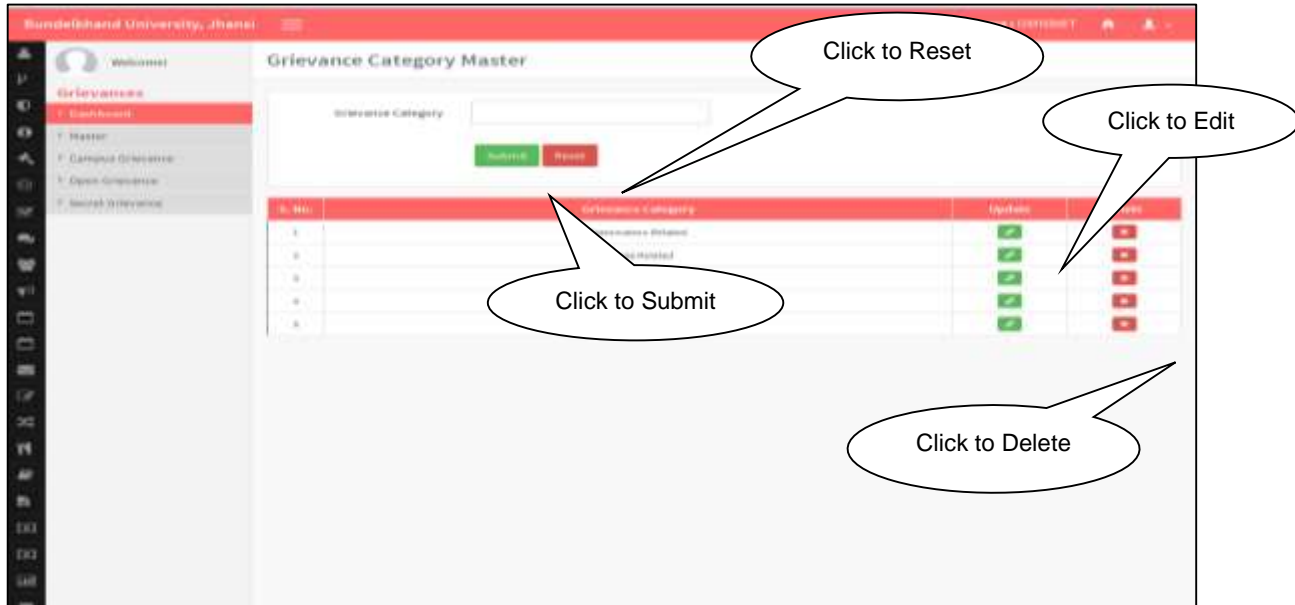


Image: Grievances Category Master Page

- Enter Grievance Category.
- Click on **Submit Button** to save details.
- Click on **Reset Button** to reset details.

## 7. Grievance Sub Category Master

### Steps:-

- Click on **Grievance Sub Category Master Tab**.

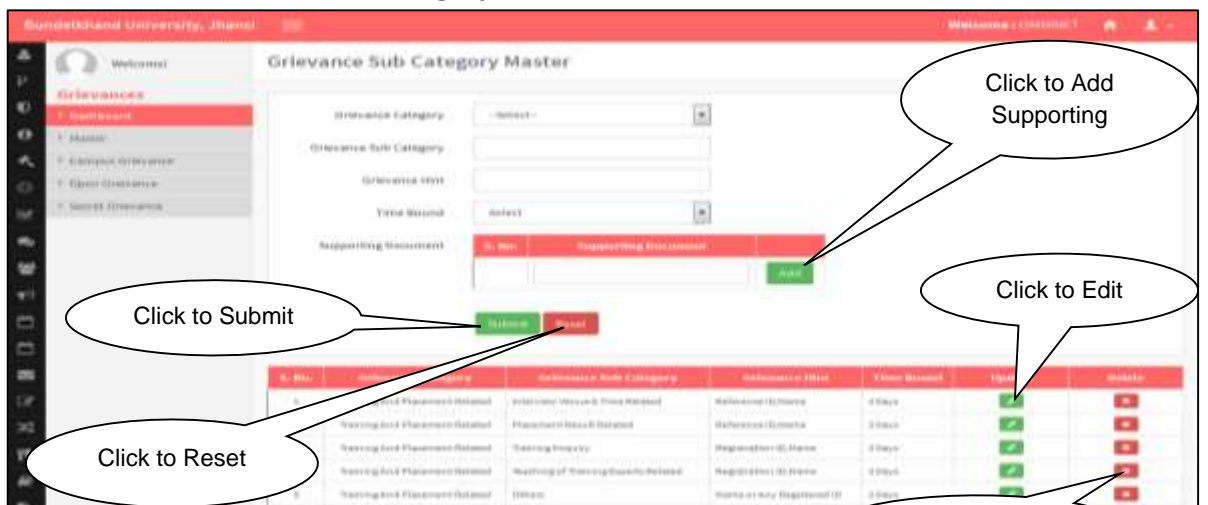


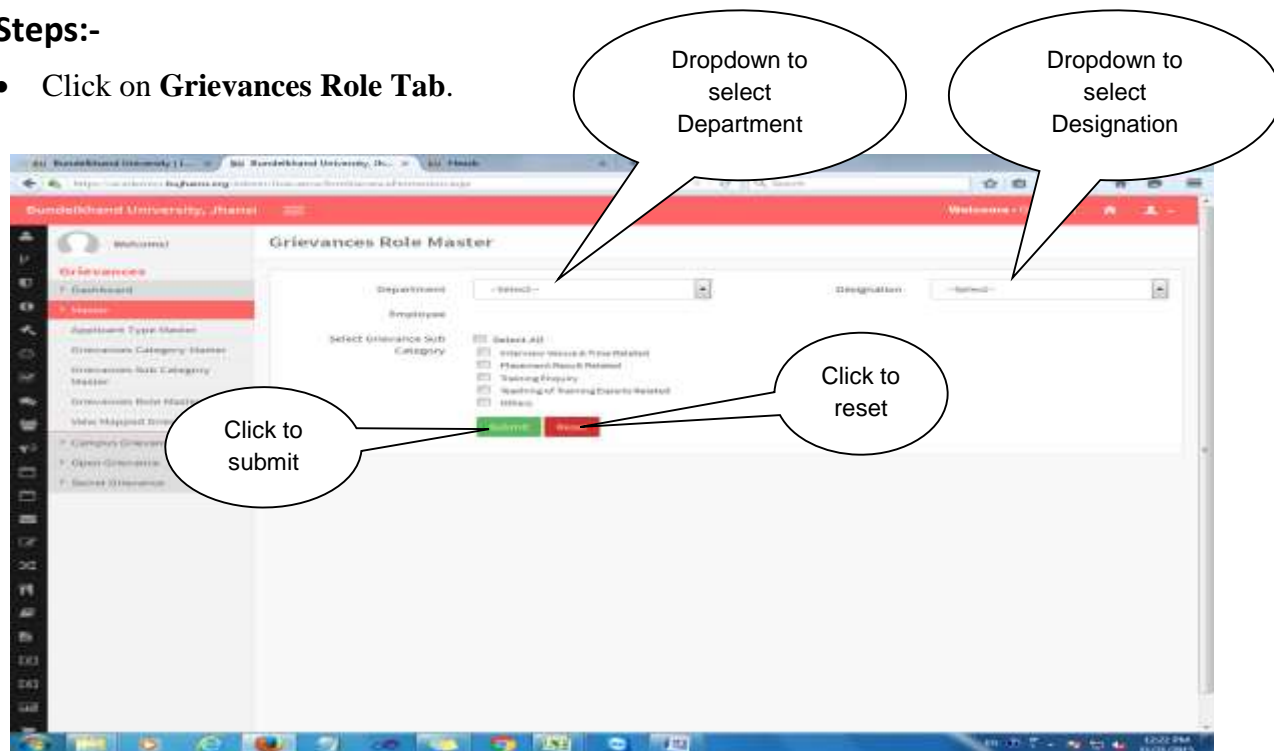
Image: Grievances Sub Category Master Page

- Select Grievance Category.
- Enter Grievance Category.
- Enter Grievance Hint.
- Select Time Bound.
- Enter Grievance Category.
- Enter Grievance Hint.
- Select Time Bound.
- Enter Supporting Document and Add.
- Click on **Submit Button** to save details.
- Click on **Reset Button** to reset details.

## 8. Grievances Role

### Steps:-

- Click on **Grievances Role Tab**.



**Image: Grievances Role Page**

- Select **Department and Designation** from the **dropdown** list.
- Check the **checkboxes** to select **types**.
- Click on **Submit Button** to save details.
- Click on **Reset Button** to reset details.

## 9. View Mapped Grievances

### Steps:-

- Click on **View Grievances Tab.**

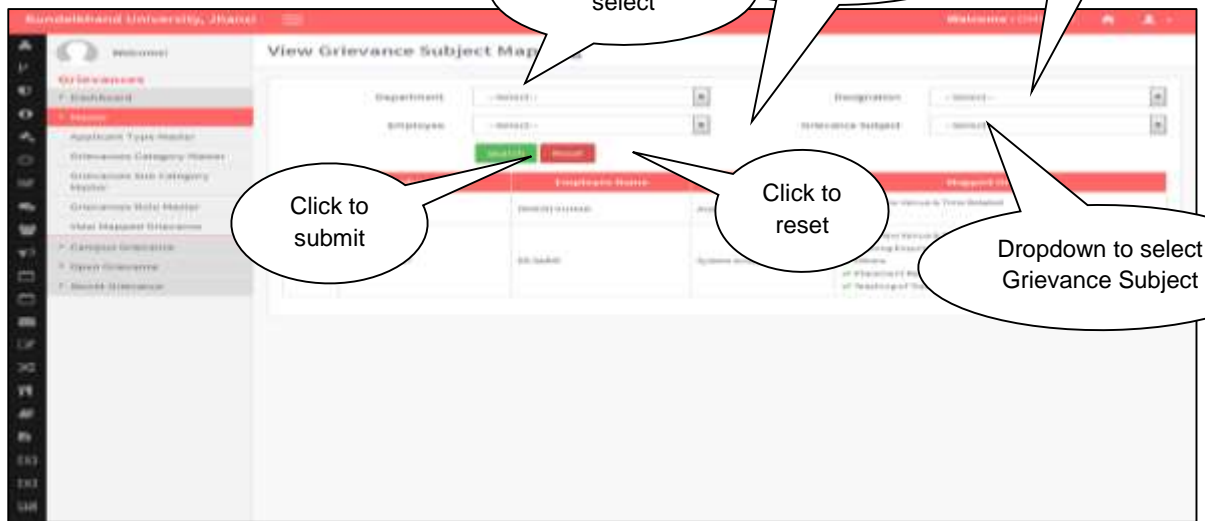


Image: Grievances Role Page

- Select Department.
- Select Designation.
- Select Employee
- Select Grievance Subject
- Click Submit to save details.
- Click Reset to reset details.

## 10. Add Grievances

### Steps:-

- Click on **Add Grievances Tab.**

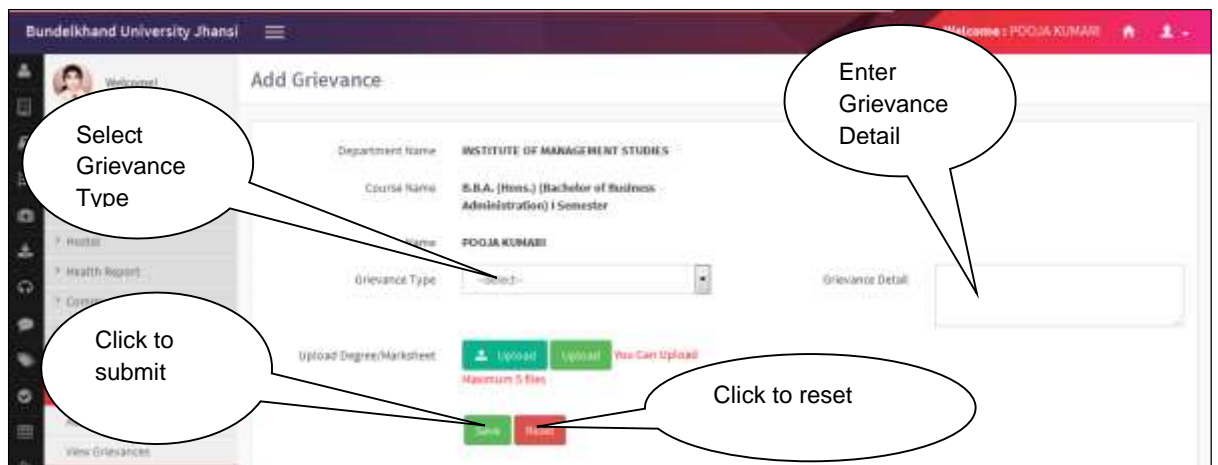


Image: Add Grievances Page

- Click on **Save Button** to save details.



- Click on **Reset Button** to save details.

## 11. View Grievances Report

### Steps:-

- Click on **View Grievances Report Tab.**

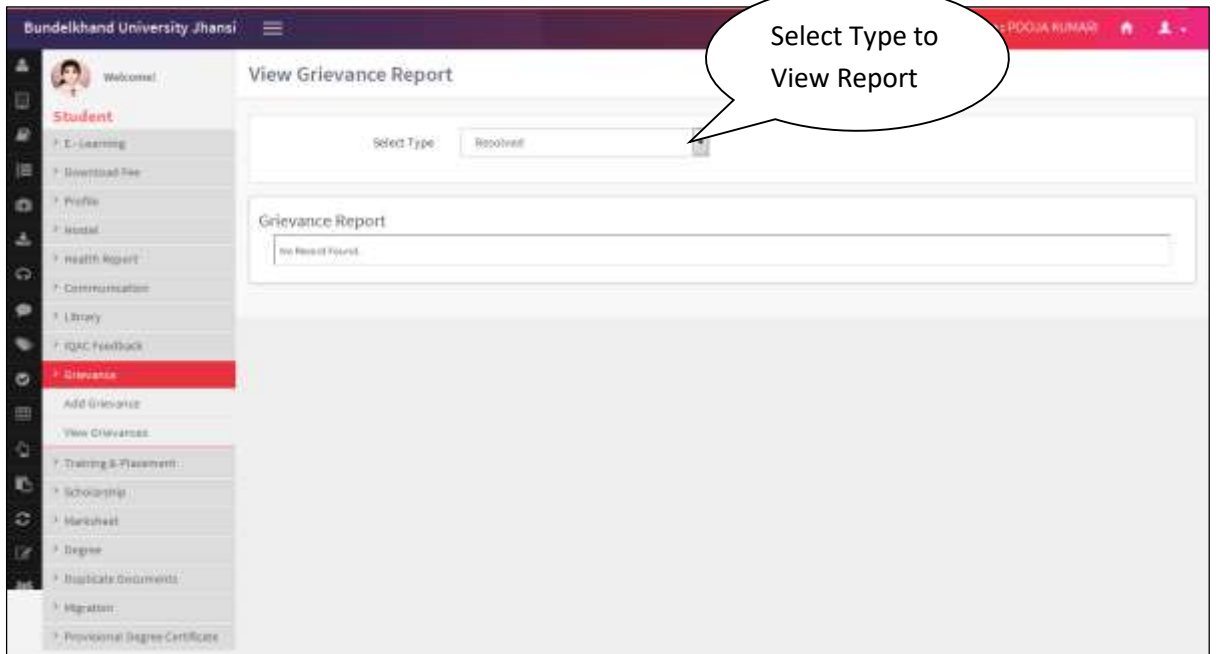


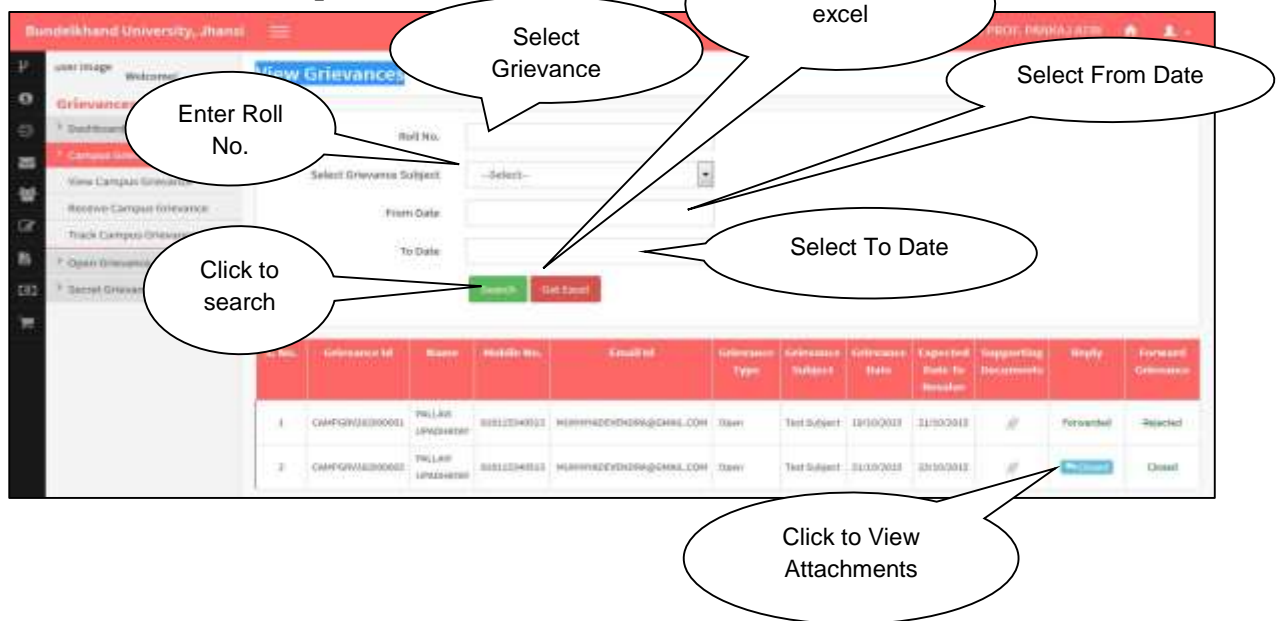
Image: View Grievances ReportPage

- Select **Type** from dropdown list and View.

## 12. View Campus Grievances

### Steps:-

- Click on **View Campus Grievances Tab.**



**Image: View Campus Grievances Page**

- Search the Grievances on the basis of Roll No., Grievance Subject and between From Date and To Date.
- Click on **Search Button** to search details.
- Click on **Print Excel Button** to print report.

**13. View Forwarded Grievances****Steps:-**

- Click on **View Forwarded Grievances Tab.**

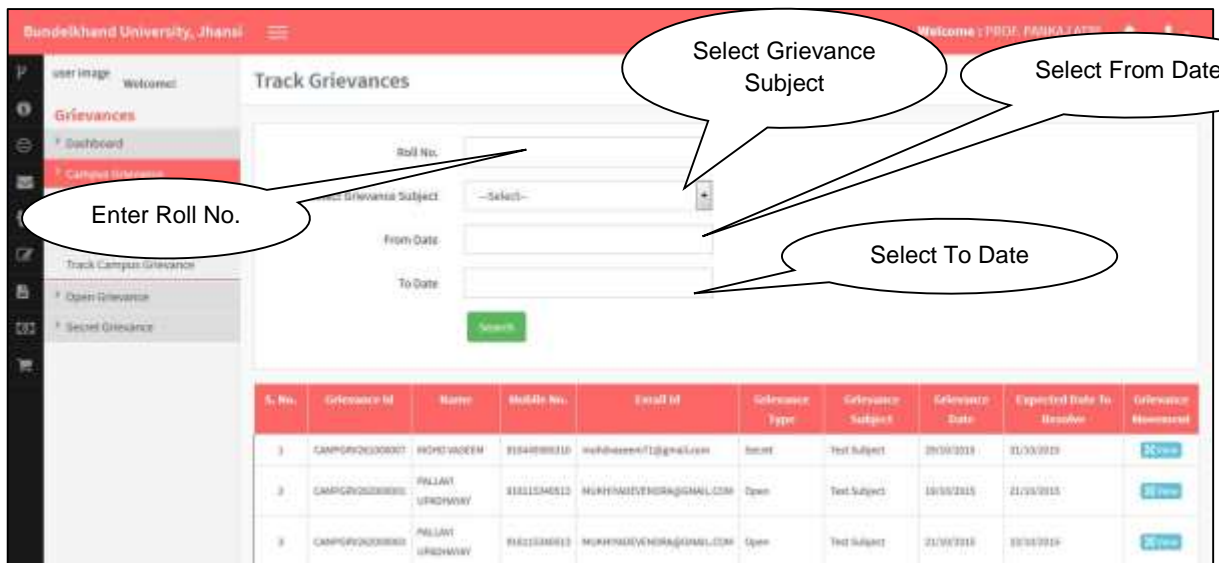
**Image: View Forwarded Grievances Page**

- Search **Forwarded grievances** on the basis of Roll no., Grievance Subject and between **From** and **To** dates.
- Click on **Search Button** to search details.

## 14. Track Campus Grievances

### Steps:-

- Click on **Track Campus Grievances Tab**.



**Image: Track Grievances Page**

- Search **Track grievances** on the basis of Roll no., Grievance Subject and between **From** and **To** dates.
- Click on **Search Button** to search details.

## 15. Open Grievances

### Steps:-



- Select Grievance Registration.

## 16. Add Open Grievances

### Steps:-

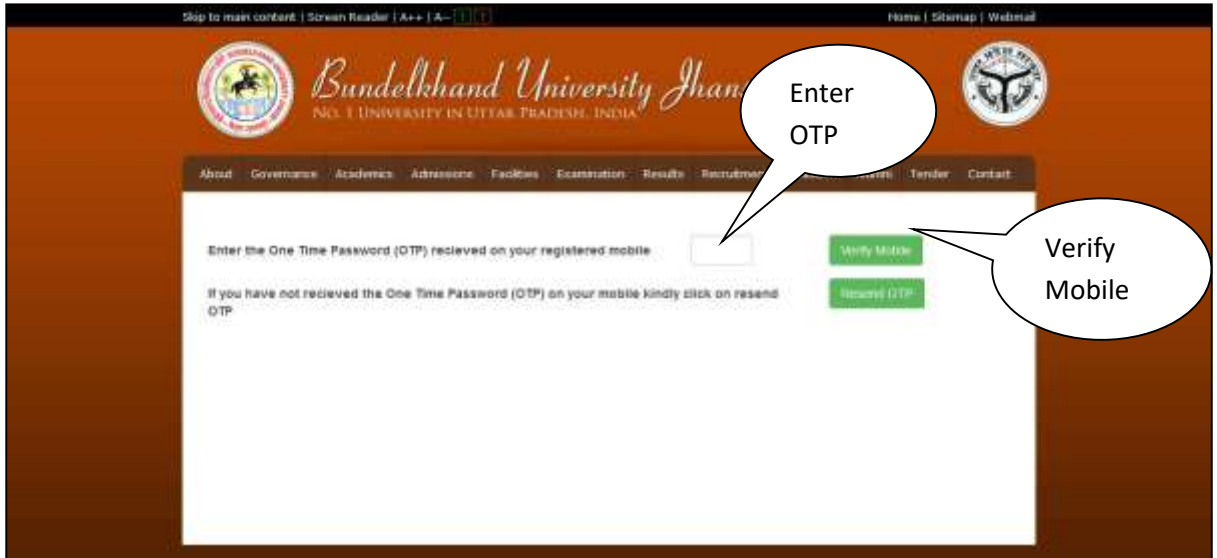
The screenshot shows the 'Add Grievance / Complaint' form in the Bundelkhand University Grievance Management System. The form is titled 'Add Grievance / Complaint' and includes the following fields and elements:

- Grievance Type:** A dropdown menu with 'None' selected. A callout box says 'Select Grievance'.
- Applicant Type:** A dropdown menu with 'Individual Person' selected. A callout box says 'Select ApplicantType'.
- Name of Applicant:** A text input field containing 'Ajay Kumar Yadav'. A callout box says 'Enter Name Of Applicant'.
- Mobile No.:** A text input field containing '9876543210'. A callout box says 'Enter Mobile No.'.
- Address:** A text input field containing 'INDIA Nagar'. A callout box says 'Enter Address'.
- State:** A dropdown menu with 'UTTAR PRADESH' selected. A callout box says 'Select'.
- District:** A dropdown menu with 'LUCKNOW' selected. A callout box says 'Select District'.
- Pin Code:** A text input field containing '226001'. A callout box says 'Enter Pin Code'.
- Grievance Category:** A dropdown menu with 'Connectivity Issue' selected. A callout box says 'Select Grievance'.
- Grievance Sub Category:** A dropdown menu with 'Not available in Library' selected. A callout box says 'Select Grievance Sub Category'.
- Supporting Documents:** A table with columns 'S. No.', 'Supporting Document', and 'Action'. It contains two rows: '1. RECEIPT' and '2. LIBRARY CARD'. A callout box says 'Click Submit to submit details.' and another says 'Click Reset to reset details.'.
- Buttons:** 'Submit' (green) and 'Reset' (red) buttons are located at the bottom of the form.

- Select Grievance Type.
- Select Applicant Type.
- Enter Name Of Applicant.
- Enter Mobile No.
- Enter Address.
- Select State.
- Select District
- Enter Pin Code
- Select Grievance Category.
- Select Grievance Sub Category.
- Click Submit to submit details.
- Click Reset to reset details.

## 17. Mobile Verification

### Steps:-



- Enter OTP to Verify Mobile.

## 18. View Grievance Status

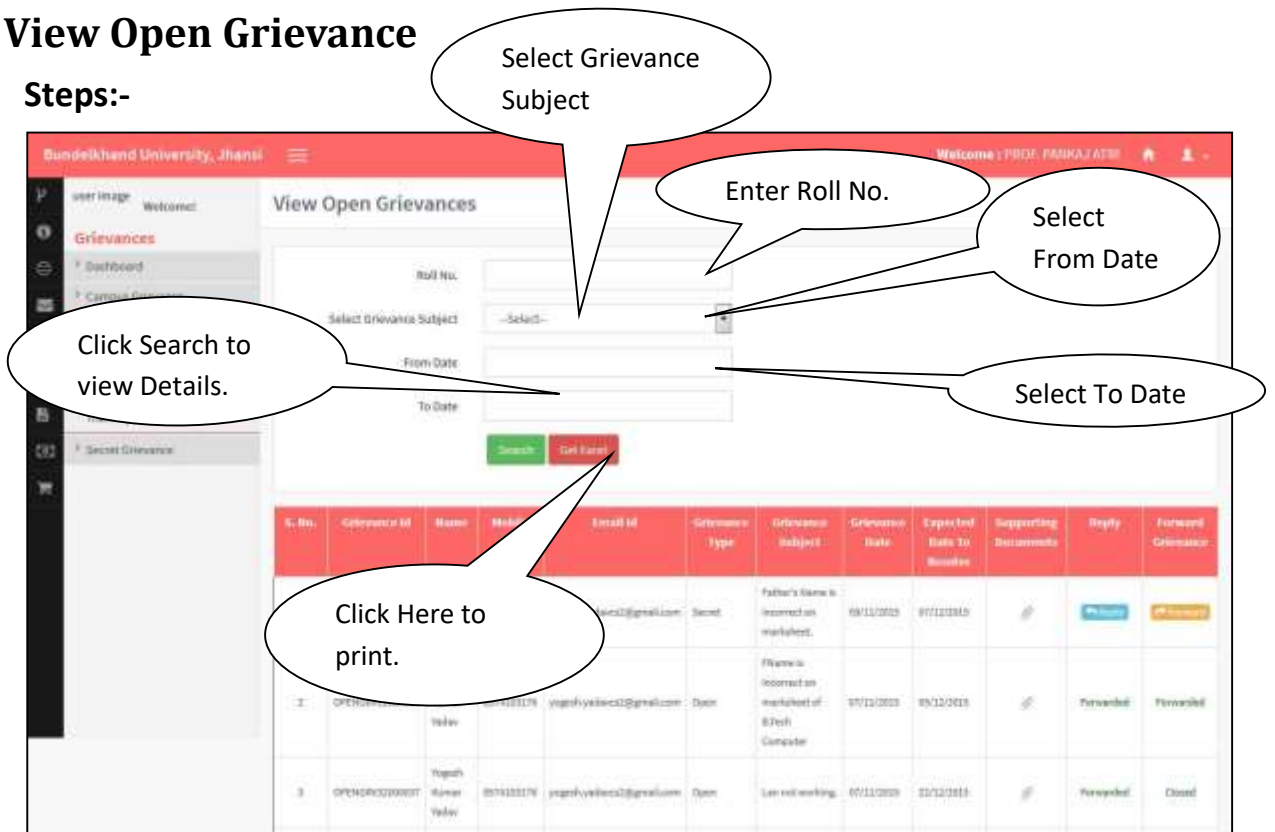
### Steps:-



- Enter Grievance Id and View Detail.
- Click Reset to reset details.

## 19. View Open Grievance

### Steps:-



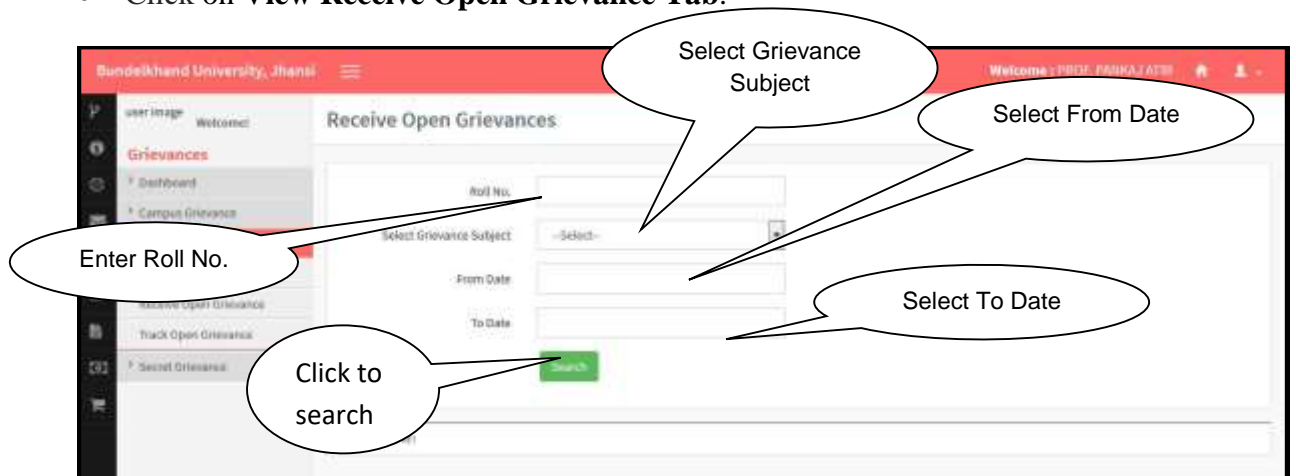
*Image: View Open Grievances Page*

- Search the Grievances on the basis of Roll No., Grievance Subject and between From Date and To Date.
- Click on **Search Button** to search details.
- Click on **Print Excel Button** to print report.

## 20. View Receive Open Grievances

### Steps:-

- Click on **View Receive Open Grievance Tab**.



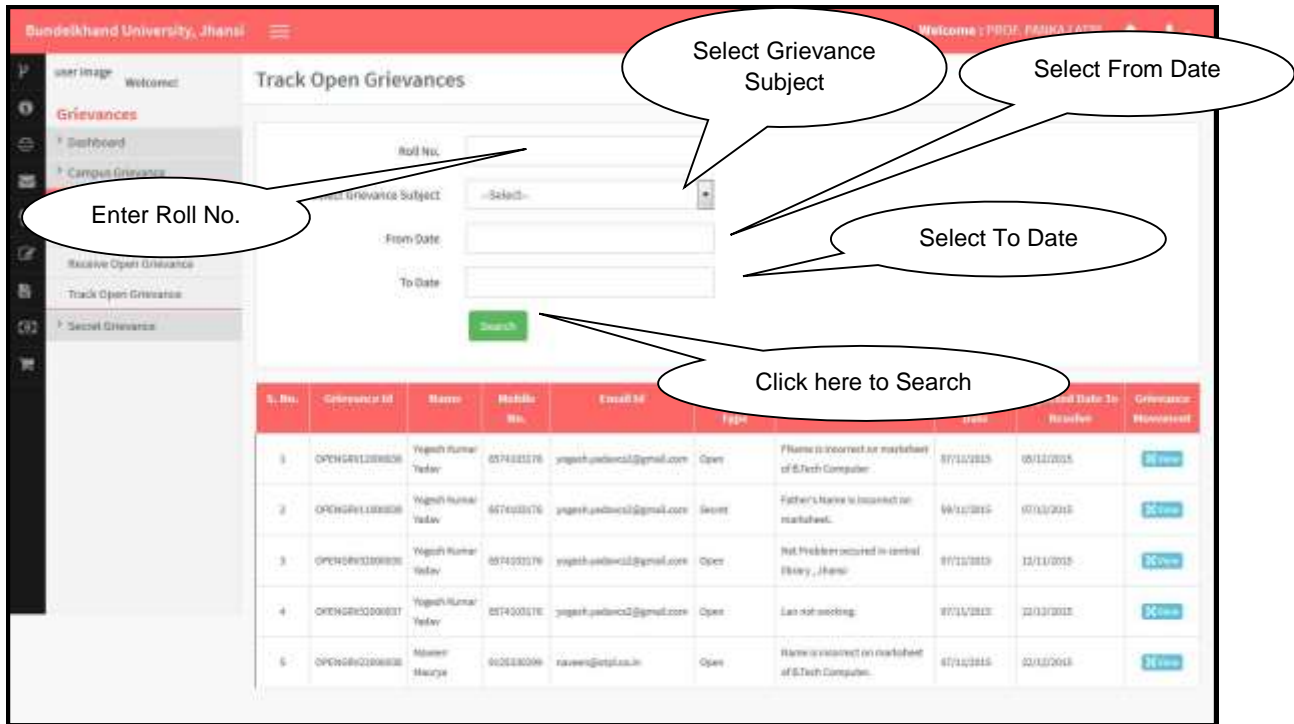
*Image: Receive Open Grievances Page*

- Search **Receive Open grievances** on the basis of Roll no., Grievance Subject and between **From** and **To** dates.
- Click on **Search Button** to search details.

## 21. Track Open Grievances

### Steps:-

- Click on **Track Open Grievances Tab**.



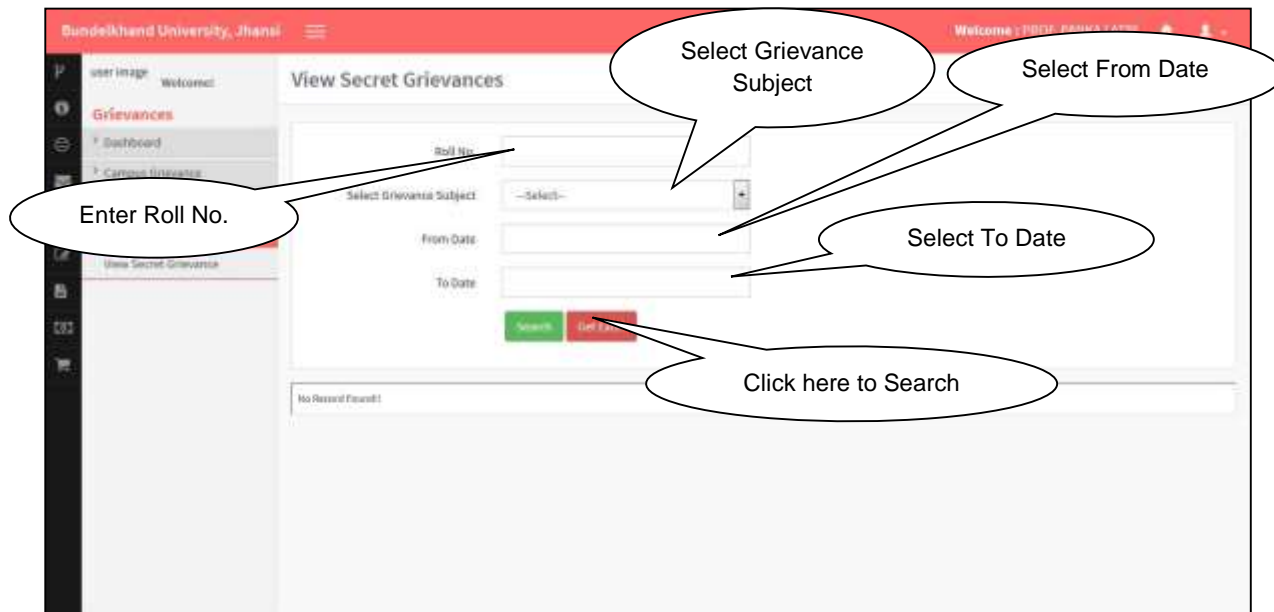
*Image: Track Open Grievances Page*

- Search **Track Open grievances** on the basis of Roll no., Grievance Subject and between **From** and **To** dates.
- Click on **Search Button** to search details.

## 22. View Secret Grievances

### Steps:-

- Click on **View Secret Grievances Tab**



- Search **Secret grievances** on the basis of Roll no., Grievance Subject and between **From** and **To** dates.
- Click on **Search Button** to search details.