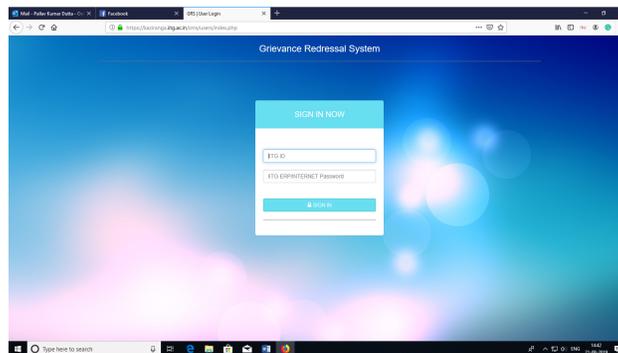


Grievance Redressal System User Manual

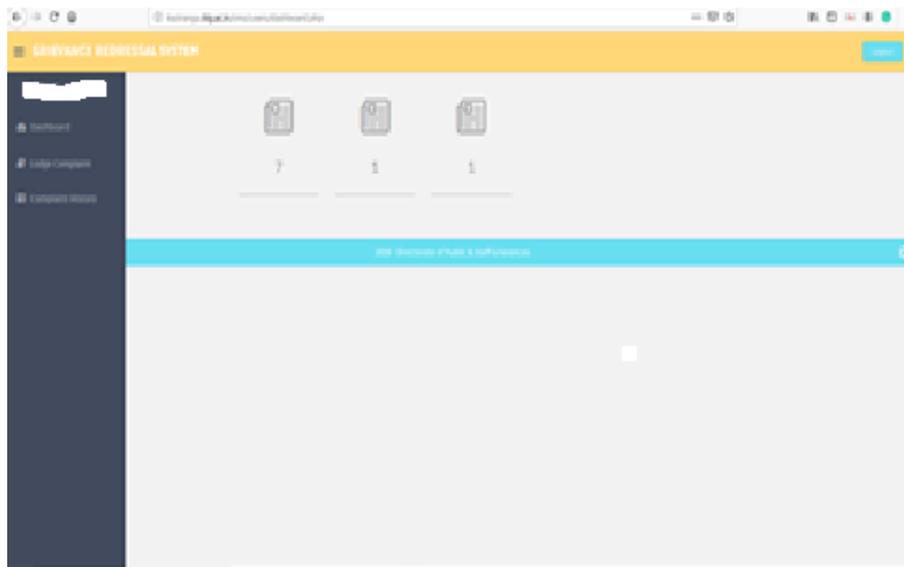
1. Type the link <https://kaziranga.iitg.ac.in/cms/> in browser.



2. For USER Login click on the "User Login" tab.
3. Please type the IITG email id and ERP/ Internet password and click "SIGN IN".

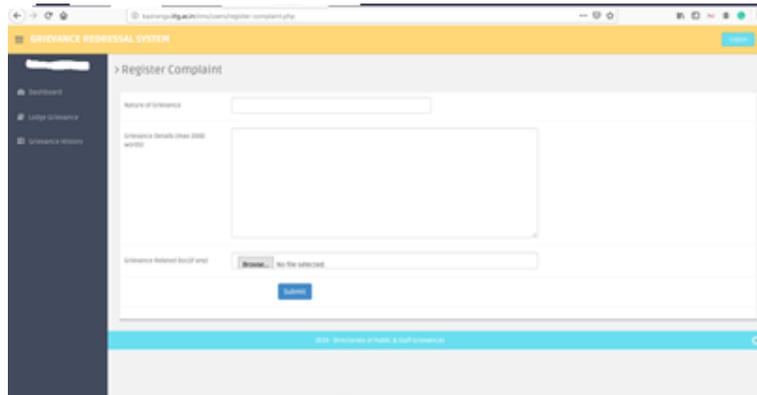


4. The logged in user will land in the home page.

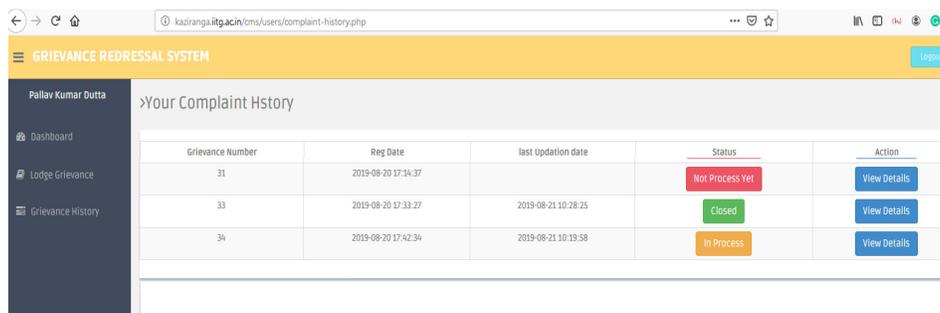


5. The Dashboard will show the individual user details of the number of grievances booked, in process, closed.

6. The user can lodge grievance by clicking in “Lodge Grievance” tab in the left side. The related document file can also be uploaded by the user.



7. In the “Grievance History” tab, the user can view his/her all grievances and their individual status.



8. Using the “Logout” tab, the user can log out from the system.