Grievance Redressal System User Manual

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

€⇒ 0 é	C Laborga Bga Optimphony/weighter compliant.php	- 0 ¢	N C ~ 8 🗧 I
	> Register Complaint		
· berittent	Natura d'Orientes		
	Urbanica brudh (Hao 2005 Heriti)		
	Greance Index for the Index and Inde		
	See.		

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

<) → ୯ ŵ	(i) kaziranga.iitg.ac.in/cms/users/comp	laint-history.php	⊠ ☆	II\ 🖸 🙌 🏽 🕒				
E GRIEVANCE REDRESSAL SYSTEM								
Pallav Kumar Dutta	>Your Complaint Hstory							
🙆 Dashboard	Grievance Number	Reg Date	last Updation date	Status	Action			
🛢 Lodge Grievance	31	2019-08-20 17:14:37		Not Process Yet	View Details			
🗃 Grievance History	33	2019-08-20 17:33:27	2019-08-21 10:28:25	Closed	View Details			
	34	2019-08-20 17:42:34	2019-08-21 10:19:58	In Process	View Details			

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