## **GRIEVANCE REDRESSAL of LNMIIT**

## To register the complaint on MIS portal the steps are as follows-

**Step 1<sup>st</sup> ->** The complainer login the MIS portal by own login credential & opens the complaint registration page by using below Path. This is OTP based process for the authentication, after submitting a valid OTP the complaint gets register in the portal.

Path- Grievance Redressed->Transaction->Complaint Registration

Please refer the image 1 attached below for the interface of complaint registration process.

plaint Date *	:	02/07/2021 16	:38:35		Name of Complainer	:	Administrator	
rtment *	:	Maintenance		v	Complaint No.	:	MAN/2021-2022 I/02-07-2021/16009	
plaint To *	:	Project And Ma	aintenance Manager	v	Complaint Type *	:	Air Conditioner Repair 🗸 🗸	
olaint Details *	:	Airduct Repair i because it is n	s required in admiss ot cooling properly	ion cell				
tion * : Admiss act ber * : 965441	ion Ce 8235	ell	<b>v</b>	Location/Site of Complaint * Alternate Number	: Admission cell : 1234567890		]	
rable for : 02/07/2 act *	2021			Preferable Time From *	: 09:00:00 AM		Preferable Time To* : 06:00:00 PM	
* : 12354								
h File	:	Valid files : (.jpg, .xlsx) Browse No fi	.bmp, .gif, .png, .pdf, le selected.	.xls, .doc, zip, .txt,	.docx,			

Image 1

**Step 2<sup>nd</sup>->** After the complaint registration all complaints gets visible on the login of MIS portal of concern person who take care all these complains. Then that concern person allots complains to a technical person with a date for service. After the completion of that task department admin will change the complaint status.

All these activity done by action taken page of MIS portal by using below path-

Path- Grievance Redressed->Transaction->Action Taken

Please refer the image 2 attached below for the interface of action taken process.

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) 🛈 🔒 https://erp.inmit.ac.in/mis/Complaints	/TRANSACTION/Compliaint	Allotment.aspx EC \$0%	C Q, Search	<b>☆</b> 自	* * 🔍 🗄
PLAINT ALLOTMENT BY DEPARTMENT : * Marked is Mandatory !	ADMIN 👽				
Complaint : MAN/2018-2019 1/31-08-20	18/5408 Complain Date"	d : (31/06/2018 00:33:32	Complainer Name	AYUSH AGGARWAL	
Location : ns-131> BH 3 Preferable :	Mobile No Preferable	e :	Date		
Time: 09:00:00 From*	Time: To*	23:00:00	Date for Visit/Contact*		]
Complaint : [Air Ducts Related Repairs Type"	Work Assigned To*	Banwari Lal Sharma	Complaint Details*	air ducts not work	of buildenty.
Action : Mr. Suresh ji & Rahul Ji Taken :	Complain Status*	t : ⊙incomplete OComple	ted		
Incomplete Complaints List O Complete C	omplaints List	Save Report	Cancel		
GISTER COMPLAINT LIST Show 700 Show	0			Search	
ELECT COMPLAINT NO.		COMPLAINT	co	MPALINT LOCATION	STATUS
MAN/2018-2019 //31-08-2018/5408	air ducts not working	g properly	ns-13	1->BH 3	INCOMPLETE
MAN/2018-2019 U31-08-2018/5407	MY FAN IS NOT WOF REPLACED.	RKING PROPERLYIT NEEDS TO	BE FIXED OR A-031	>BH-2	INCOMPLETE
MAN/2018-2019 I/31-08-2018/5406	1st floor single room	n side ducts are not working prop	erly s129-	BH 3 TYPENS HET	INCOMPLETE
MAN/2018-2019 //30-08-2018/5404	Small Tubelight not	working	D216	BH-2 and be the	INCOMPLETE
Start 🔹 🔹 THE UNM INSTITUTE	Typing Meter 10	GRIEVANCE REDRES	D: Nagenda User Ma	00	6 0 10 12 10 P

## Image 2

**Step 3<sup>rd</sup>->** After allotment of the complaint to a technical person the concern person generated action taken report for a particular complain & give it to the technical person. So that he can take a signature of the complainer after resolving the complaint.

Please refer the image 3 attached below for the interface of action taken Report.

	HE LNM INSTITUTE OF INF	ORMATION TECH	NOLOGY	
Terrorita a	Rupa Ki Nangal, Post-Sumel Via	- Jamdoli, Dist: Jaipur - 3	02031	
Internation provides in the second	Complaint/Servi	ice Report Form		
Name of Complainant	: AYUSH AGGARWAL	Preferable Date for Visit	; 31-Aug-2018	
Department	Maintenance	Preferable Time: From	; 9:00:00 am	
Complaint No.	MAN/2018-2019 I/31-08-2018/5408	Preferable Time: To	: 11:00:00 pm	
Date of Complaint	: 31 Aug 2018	Contact No.	918126718009	
Nature of Complaint	Air Ducts Related Repairs	Location	: ns-131 -> BH 3	
Complaint Details	; air ducts not working property			
Work Assigned To	Banwari Lal Sharma	Allotment Date	: 31-Aug-2018	
	Action taken	with remarks		
	Mr. Suresh	ji & Rahul Ji		
Signature of Complaina	int :			()(
Date	3.12			

Step 4<sup>th</sup> - > After the complaint service is over then technical person reports to concern department/ admin with signed document of action taken report.

Step 5<sup>th</sup>-> The department concerned then changes the status from incomplete to complete by action taken page. The complaint is now resolved.

Please refer image 4 attached below for changing the complaint status from incomplete to complete.

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		THE UNM INSTITUTE OF INFO × +	÷			
€ 0 ₽	https://erp. <b>inmit.ac.in</b> /mis/Complaints/TRJ	NKSACTION/Complaint_Allotment.aspx 🛛 🕅 🕫 🔍 Search		☆自	<b>↓</b> ↑	
OMPLAINT	ALLOTMENT BY DEPARTMENT AD	MIN 👽				
Complai	d is Mandatory !					
Complai No	int : MAN/2018-2019 I/31-08-2018/	5408 Complaint 31/08/2018 00:33:32	Complainer Name : AYUSH	AGGARWAL		
Complai	int : ns-131> 8H 3	Complainer : 918126718009 Mobile No.	Allotment : Date :			
Preferab Time: From*	le: 09:00:00	Preferable : Time: To* 23:00:00	Preferable : Date for Visit/Contact*			
Complai Type*	int : [Air Ducts Related Repairs	Work Assigned : Banwari Lal Sharma To*	Complaint : air duo Details* :	ts not working	g properly	
Action Taken	Mr. Suresh ji & Rahul Ji :	Complaint Status*				
		Save Report Cancel				
ncomple	ne Complaints Eist Complete Com	prannis List			_	_
argister	Show 700 Show			Search:		
SELECT	COMPLAINT NO.	COMPLAINT	COMPALINT	LOCATION	STA	TUS
*	MAN/2018-2019 //31-08-2018/5408	air ducts not working properly	ns-131->BH 3		INCOM	PLETE
*	MAN/2018-2019 I/31-08-2018/5407	MY FAN IS NOT WORKING PROPERLY IT NEEDS TO BE FIXED OR REPLACED.	A-031->BH-2		INCOM	PLETE

Image 4