

## 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.

Support

Home > > GRIEVANCE REDRESSAL > Transaction > Complaint Registration

**Create Complaint**

Complaint Date \* : 02/07/2021 16:38:35

Name of Complainer : Administrator

Department \* : Maintenance

Complaint No. : MAN/2021-2022 I/02-07-2021/16009

Complaint To \* : Project And Maintenance Manager

Complaint Type \* : Air Conditioner Repair

Complaint Details \* : Airduct Repair is required in admission cell because it is not cooling properly

Location \* : Admission Cell

Location/Site of Complaint \* : Admission cell

Contact Number \* : 9654418235

Alternate Number : 1234567890

Preferable Date for Visit / Contact \* : 02/07/2021

Preferable Time From \* : 09:00:00 AM

Preferable Time To \* : 06:00:00 PM

OTP \* : 12354

Valid files : (.jpg, .bmp, .gif, .png, .pdf, .xls, .doc, .zip, .txt, .docx, .xlsx)

Attach File : Browse... No file selected. Add

Generate OTP Save Cancel

Downloaded By: Masters Software M

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.

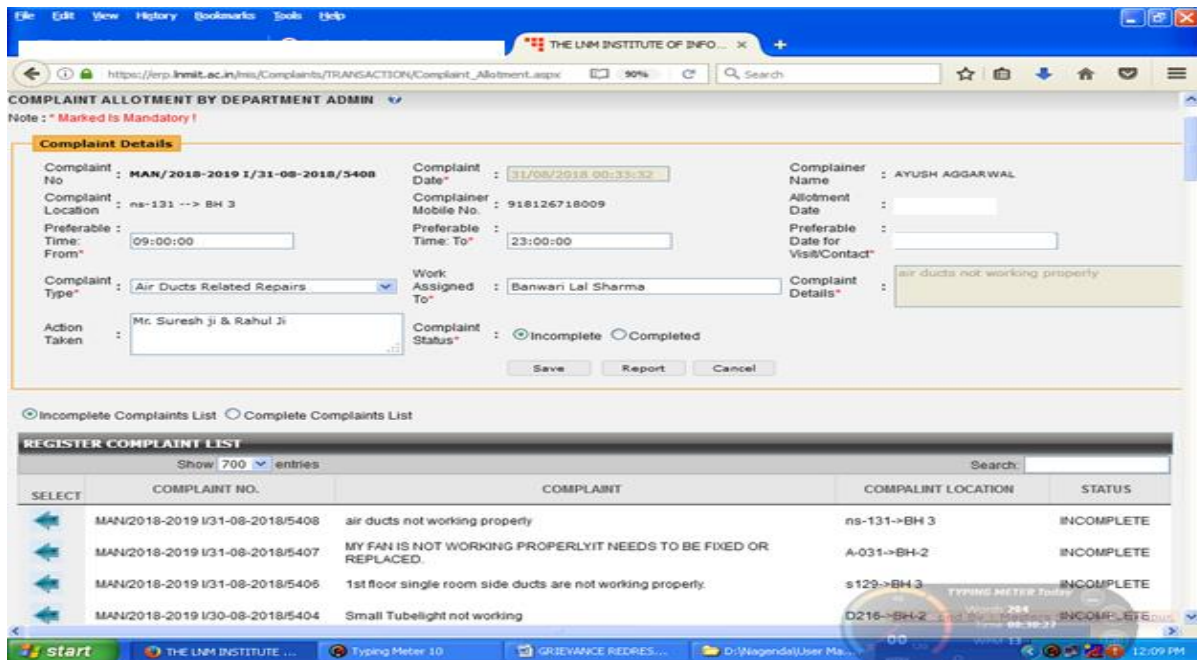


Image 2

**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.

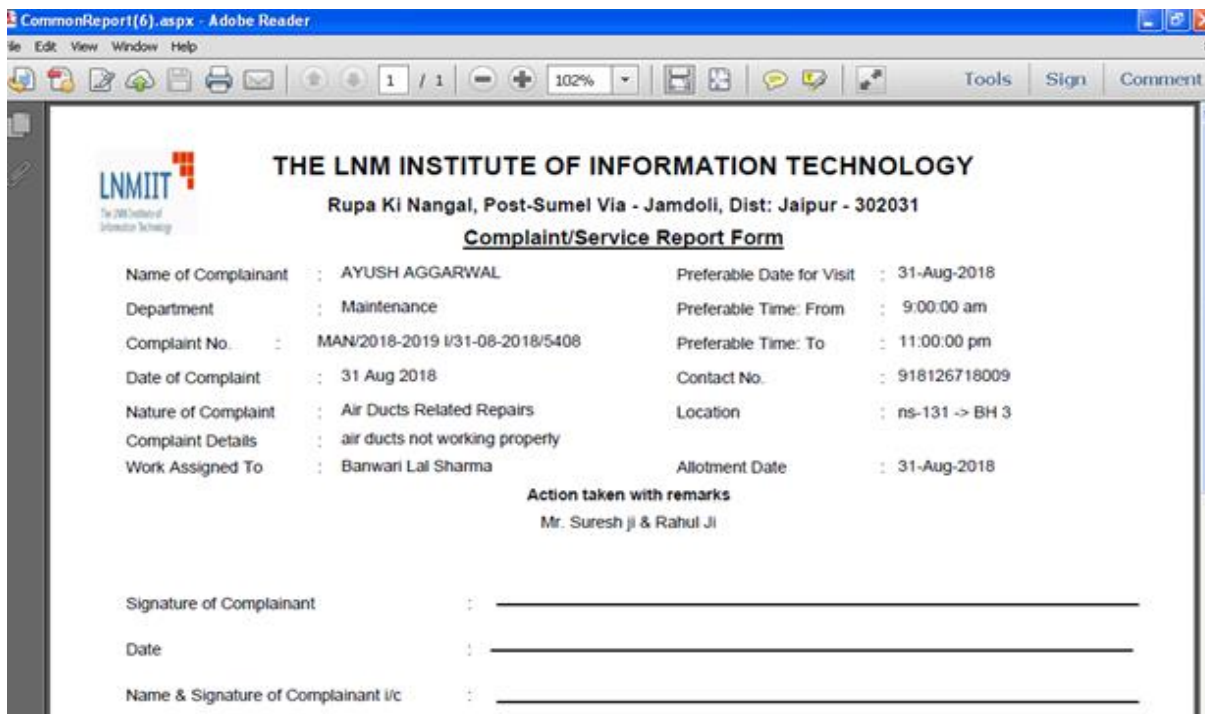


Image 3

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.

The screenshot shows a web browser window with the URL [https://erp.inmit.ac.in/mis/Complaints/TRANSACTION/Complaint\\_Alloiment.aspx](https://erp.inmit.ac.in/mis/Complaints/TRANSACTION/Complaint_Alloiment.aspx). The page title is "COMPLAINT ALLOTMENT BY DEPARTMENT ADMIN". A note indicates "\* Marked Is Mandatory!".

**Complaint Details**

Complaint No : MAN/2018-2019 I/31-08-2018/5408  
Complaint Date : 31/08/2018 00:33:32  
Complainer Name : AYUSH AGGARWAL  
Complaint Location : ns-131 --> BH 3  
Complainer Mobile No. : 918126718009  
Allotment Date :  
Preferable Time: From : 09:00:00  
Preferable Time: To : 23:00:00  
Preferable Date for Vis/Contact :  
Complaint Type : Air Ducts Related Repairs  
Work Assigned To : Banwari Lal Sharma  
Complaint Details : air ducts not working properly  
Action Taken : Mr. Suresh ji & Rahul Ji  
Complaint Status :  Incomplete  Completed

Buttons: Save, Report, Cancel

Radio buttons:  Incomplete Complaints List  Complete Complaints List

**REGISTER COMPLAINT LIST**

Show 700 entries Search:

SELECT	COMPLAINT NO.	COMPLAINT	COMPLAINT LOCATION	STATUS
	MAN/2018-2019 I/31-08-2018/5408	air ducts not working properly	ns-131->BH 3	INCOMPLETE
	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	INCOMPLETE

Image 4