

User Manual for Grievance Management System

Prepared by

TGOnline

Table of Contents

1.	INTRODUCTION	3
2.	OBJECTIVE	3
3.	SCOPE3	
4.	SOFTWARE AND TECHNOLOGIES	3
5.	PROCESS –Grievances Management.....	4
6.	GM-ASPD -Login Page	7
7.	GM-AD-Login Page.....	9
8.	GM-DDPLAN-Login Page	11
9.	GM-ASD-Login Page	13
10.	GM-DYEE-Login Page	15
11.	GM-JD-Login Page	17
12.	CHANGE MANAGEMENT PROCEDURES	20

List of Figures

Figure 1: Grievance Tab.....	4
Figure 2: Grievance Management System Home Page.....	4
Figure 3: Grievance Management Screen.....	5
Figure 4: Phone Number Screen.....	5
Figure 5: Grievance Management System Screen	6
Figure 6: Grievance Management System screen-1	6
Figure 7: Save Screen.....	6
Figure 8: Login Page.....	7
Figure 9: Welcome Page	7
Figure 10: Grievance Pending Report page	8
Figure 11: Grievance Details page	8
Figure 12: Grievance Details page-1	8
Figure 13: Grievance ID Submit Screen	8
Figure 14: Login Page.....	9
Figure 15: Welcome page	9
Figure 16: Grievance Pending Report	10
Figure 17: Grievance Details page	10
Figure 18: Grievance Details page-1	10
Figure 19: Grievance ID Submit Screen	11
Figure 20: Login Page.....	11
Figure 21: Welcome page	12
Figure 22: Grievance Pending Report	12
Figure 23: Grievance Details page.....	12
Figure 24: Grievance Details page-1	13
Figure 25: Grievance ID Submit Screen	13
Figure 26: Login Page.....	13
Figure 27: Welcome page	14

Figure 28: Grievance Pending Report	14
Figure 29: Grievance Details page	14
Figure 30: Grievance Details page-1	15
Figure 31: Grievance ID Submit Screen	15
Figure 32: Login Page.....	15
Figure 33: Welcome page	16
Figure 34: Grievance Pending Report	16
Figure 35: Grievance Details page	16
Figure 36: Grievance Details page-1	17
Figure 37: Grievance ID Submit Screen	17
Figure 38: Login Page.....	17
Figure 39: Welcome Page	18
Figure 40: Grievance Pending Report	18
Figure 41: Grievance Details page	18
Figure 42: Grievance Details page-1	19
Figure 43: Grievance ID Submit Screen	19
Figure 44: Action Taken Screen	19

1. INTRODUCTION

Department of school education portal <http://schooledu.telangana.gov.in/ISMS/> was developed to bring all information related to education on a single platform. It was desired to monitor all data to make education an ennobling experience.

2. OBJECTIVE:

To track all complaints or grievance received from various stake holders and action taken.

3. SCOPE

The scope of this document is to explain the process flow of Grievance Management or updating of ISMS system Portal.

4. SOFTWARE AND TECHNOLOGIES

Table 1: software and technologies

Software	Version
JDK	1.7
J2EE	NA
Struts	1.0
MS SQL Server	2012

5. PROCESS –Grievances Management

5.1 Actor: Grievance Management System (**Applicant**)

- User required to browse to URL <http://schooledu.telangana.gov.in/ISMS/>, the below shown Screen is displayed. Click Grievances link tab as shown below Figure-1



Figure 1: Grievance Tab

- Click Grievance Management tab Screen as shown below Figure-2

Figure 2: Grievance Management System Home Page

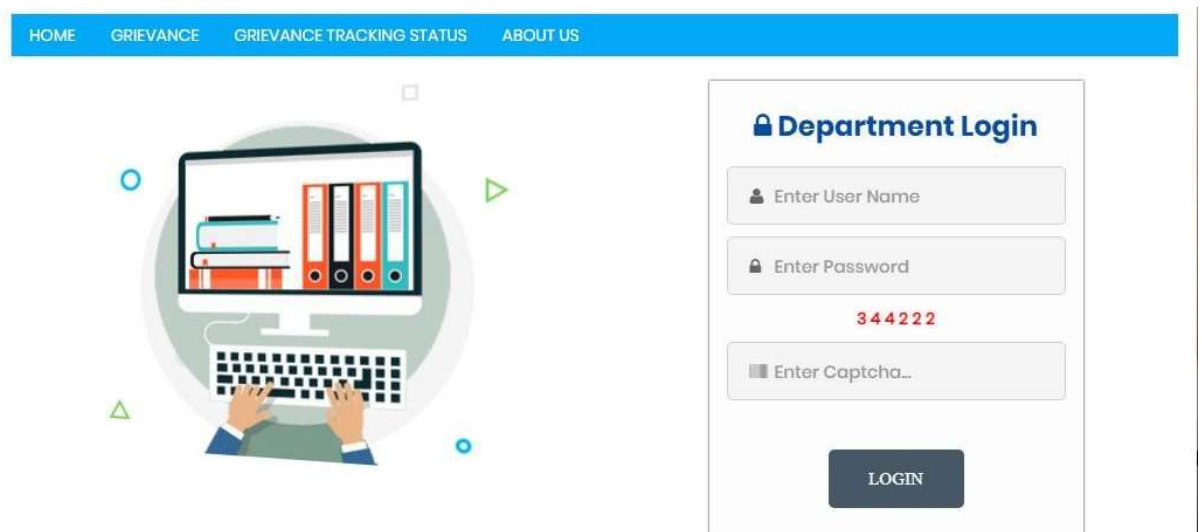


Figure 26: Login Page

- Click Grievance Hyperlink as shown below Figure-3

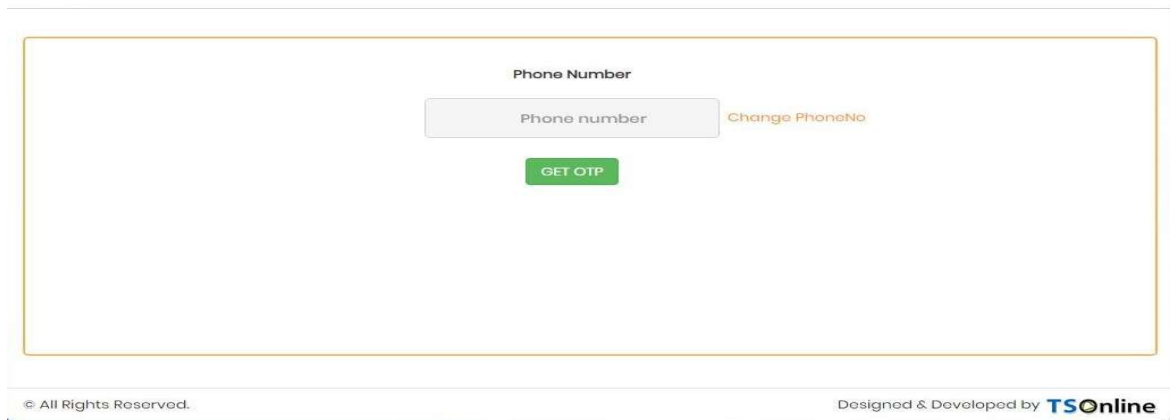


Figure 3 shows a web form titled "Phone Number". It contains a text input field with the placeholder "Phone number" and a "Change PhoneNo" link. Below the input field is a green "GET OTP" button. The footer of the page includes "© All Rights Reserved." and "Designed & Developed by TSONline".

Figure 3: Grievance Management Screen

- Enter Phone Number and Click GET OTP button as shown below Figure-4

Figure 4: Phone Number Screen

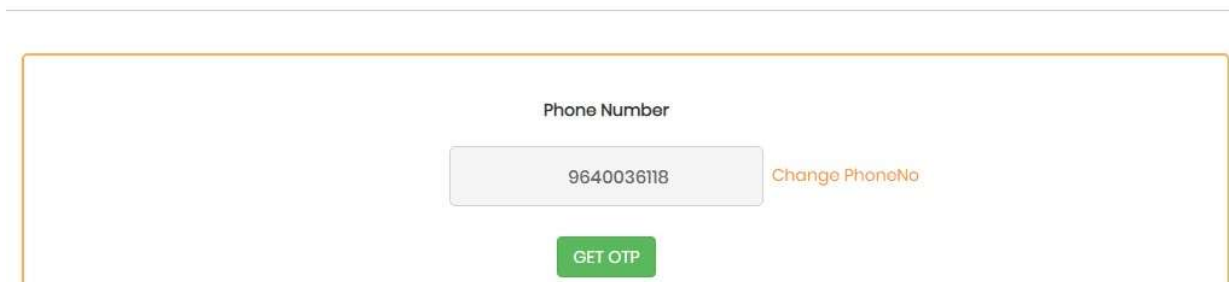


Figure 4 shows the same web form as Figure 3, but with the phone number "9640036118" entered in the input field. The "GET OTP" button remains visible.

- Enter OTP and Click Submit button as shown in Figure-5

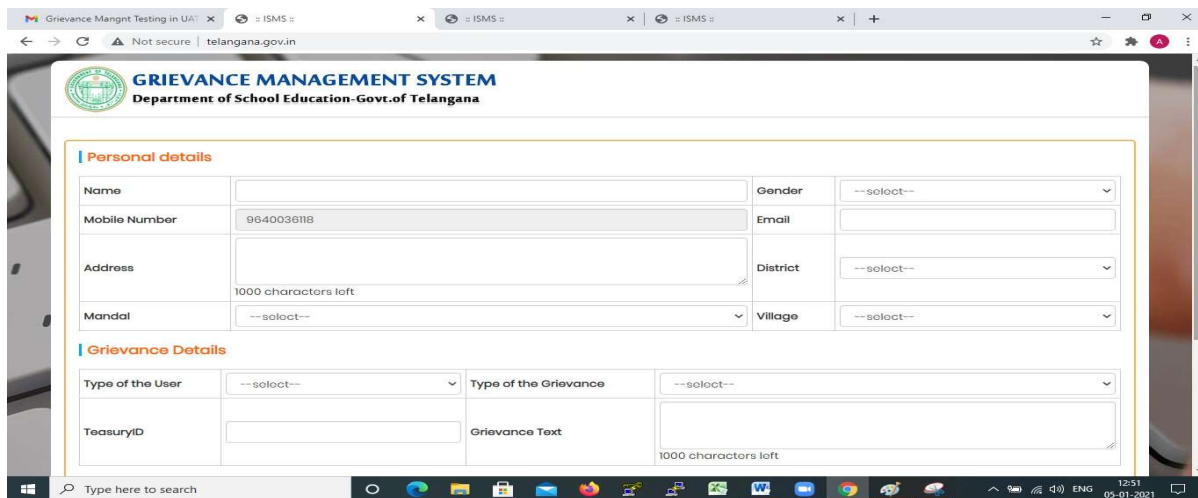


Figure 5 shows the full "GRIEVANCE MANAGEMENT SYSTEM" interface. The header includes the system name and "Department of School Education-Govt.of Telangana". The form is divided into two sections: "Personal details" and "Grievance Details".

Personal details:

Name		Gender	--select--
Mobile Number	9640036118	Email	
Address	1000 characters left		
Mandal	--select--	District	--select--
		Village	--select--

Grievance Details:

Type of the User	--select--	Type of the Grievance	--select--
TeasuryID		Grievance Text	1000 characters left

Figure 5: Grievance Management System Screen

Figure 23: Grievance Details page

- Enter all mandatory fields and click Save button as shown in Figure-6

Figure 6: Grievance Management System screen-1

- Click Save button as shown in Figure-7

Grievance Details Inserted Successfully Grievance Number is 202101053785

Figure 7: Save Screen

6. GM-ASPD -Login Page:

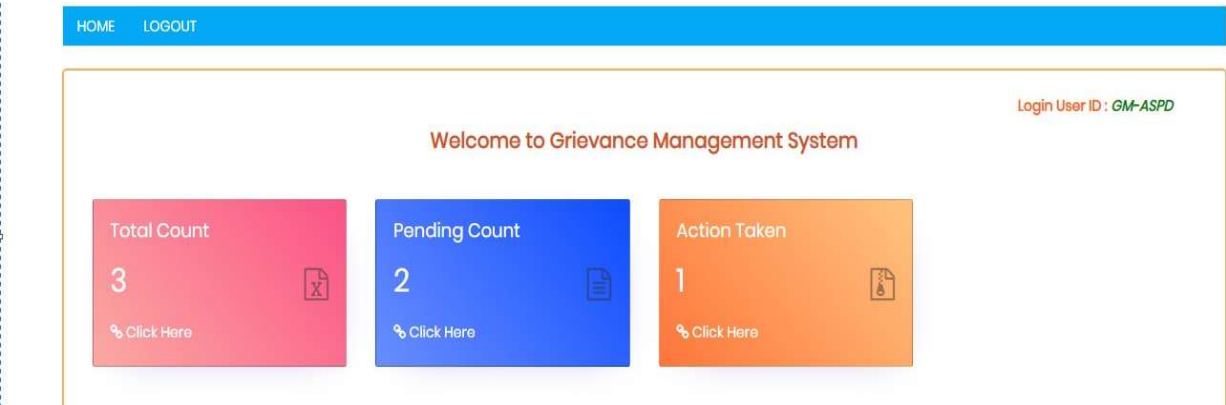
- Login with valid credentials (User name and Password) and enter captcha then Click **Login** button to login as shown in figure-8

Figure 8: Login Page

- User get login with valid credentials, he will get redirect to **welcome page** as shown in belowfigure-
Figure 26: Login Page

Figure 9: Welcome Page

Click Pending Count Hyperlink as shown in figure-10



Grievance Pending Report

Back

Show 13 entries Search:

S No	Grievance Id	Grievance Type	Name	Mobile
1	202011274533	Promotion	danish	XXXXXX6118
2	202011276353	Settlement of Gap period	Ather	XXXXXX6118

Figure 10: Grievance Pending Report page

Click Grievance ID Hyperlink as shown in Figure-11.

Grievance Details

Grievance ID	202011274533	Type of the User	1-Department official
Type of the Grievance	10-Promotion	TesuaryID	1236547
Grievance Text	promotion		

Supporting Document

Upload 1	GrievanceFile1_20201127.pdf	Upload 2	GrievanceFile2_20201127.pdf
----------	-----------------------------	----------	-----------------------------

If You need to Transfer	--select--
Remarks	

Submit Back

Figure 11: Grievance Details page

Figure 23: Grievance Details page

- Enter Mandatory Fields then Click Submit button as shown in Figure-12

The screenshot shows a web form titled "Supporting Document". It contains two upload fields: "Upload 1" with the filename "GrievanceFile1_20201127.pdf" and "Upload 2" with the filename "GrievanceFile2_20201127.pdf". Below these are two dropdown menus: "If You need to Transfer" set to "Yes" and "Transfer To" set to "GM-AD". A "Remarks" field contains the text "Transfer to GM-AD". At the bottom, there are two buttons: a green "Submit" button and a blue "Back" button.

Figure 12: Grievance Details page-1

- Click Submit Button as shown in Figure-13

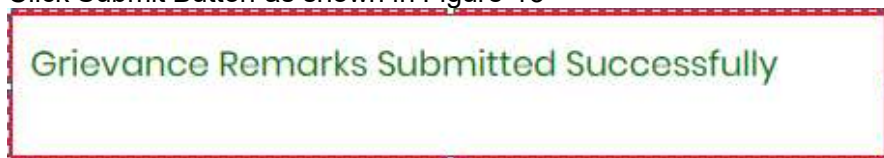


Figure 13: Grievance ID Submit Screen

7. GM-AD-Login Page:

- Login with valid credentials (User name and Password) and enter captcha then Click **Login** button to login as shown in figure-14

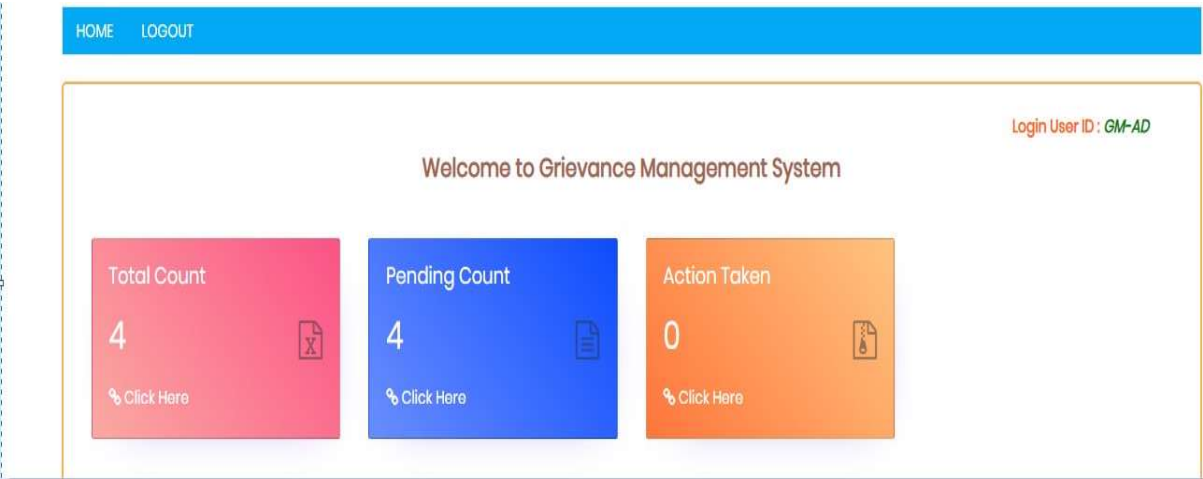
The screenshot shows a login form titled "Department Login". It has three input fields: "Enter User Name" with a user icon, "Enter Password" with a lock icon, and "Enter Captcha..." with a barcode icon. The captcha text "122043" is displayed in red above the third field. At the bottom is a dark blue "LOGIN" button.

Figure 14: Login Page

Figure 26: Login Page

- User get login with valid credentials, he will get redirect to **welcome page** as shown in belowfigure-15

Figure 15: Welcome page



Click Pending Count Hyperlink as shown in figure-16

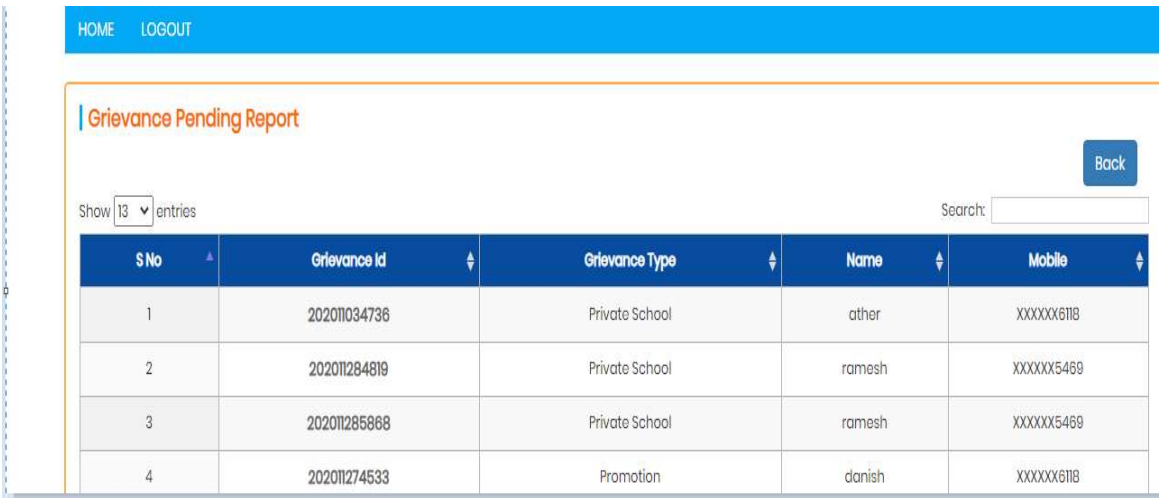


Figure 16: Grievance Pending Report

Figure 23: Grievance Details page

Click Grievance ID Hyperlink as shown in Figure-17

Grievance Details

Grievance ID	202011274533	Type of the User	I-Department official
Type of the Grievance	IO- Promotion	TesasuryID	1236547
Grievance Text	promotion		

Supporting Document

Upload 1	GrievanceFile1_20201127.pdf	Upload 2	GrievanceFile2_20201127.pdf
----------	-----------------------------	----------	-----------------------------

If You need to Transfer	--select--
Remarks	

Submit

Back

Figure 17: Grievance Details page

- Enter Mandatory Fields then Click Submit button as shown in Figure-18

Supporting Document

Upload 1	GrievanceFile1_20201127.pdf	Upload 2	GrievanceFile2_20201127.pdf
----------	-----------------------------	----------	-----------------------------

Remarks	Transfer to GM- AD		
---------	--------------------	--	--

If You need to Transfer	Yes	Transfer To	GM-DDPLAN
Remarks	Transfer to GM-DDPLAN		

Submit

Back

Figure 18: Grievance Details page-1

- Click Submit Button as shown in Figure-19



Figure 19: Grievance ID Submit Screen

8. GM-DDPLAN-Login Page:

- Login with valid credentials (User name and Password) and enter captcha then Click Login button to login as shown in figure-20

Figure 26: Login Page



The image shows a login form titled "Department Login" with a blue padlock icon. It contains three input fields: "Enter User Name" with a person icon, "Enter Password" with a padlock icon, and "Enter Captcha..." with a barcode icon. The captcha text "122043" is displayed in red above the third field. A dark blue "LOGIN" button is at the bottom.

Department Login

Enter User Name

Enter Password

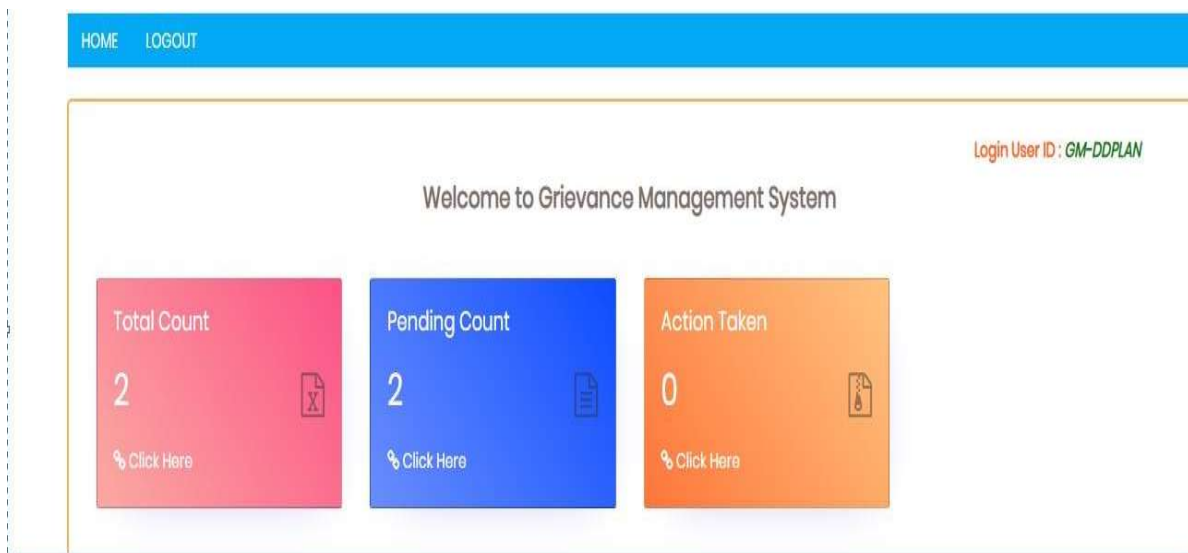
122043

Enter Captcha...

LOGIN

Figure 20: Login Page

- User get login with valid credentials, he will get redirect to **welcome page** as shown in belowfigure-21



The image shows a welcome page with a blue header containing "HOME" and "LOGOUT" links. The main content area has a yellow border and contains the text "Welcome to Grievance Management System". In the top right corner, it says "Login User ID : GM-DDPLAN". Below this, there are three colored boxes: a pink box for "Total Count" with the value "2", a blue box for "Pending Count" with the value "2", and an orange box for "Action Taken" with the value "0". Each box has a document icon and a "Click Here" link.

HOME LOGOUT

Login User ID : GM-DDPLAN

Welcome to Grievance Management System

Total Count	Pending Count	Action Taken
2	2	0
Click Here	Click Here	Click Here

Figure 21: Welcome page

Figure 23: Grievance Details page

- Click Pending Count Hyperlink as shown in figure-22

Figure 22: Grievance Pending Report

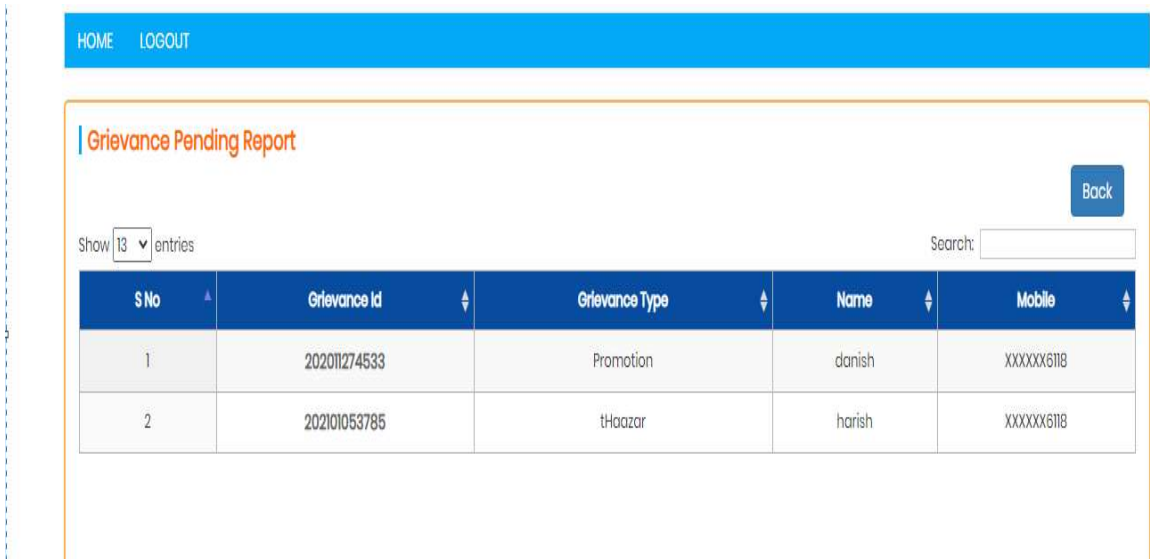


Figure 26: Login Page

Click Grievance ID Hyperlink as shown in Figure-23

- Enter Mandatory Fields then Click Submit button as shown in Figure-24

Supporting Document

Upload 1	GrievanceFile1_20201127.pdf	Upload 2	GrievanceFile2_20201127.pdf
Remarks	Transfer to DDPLAN		

If You need to Transfer	Yes	Transfer To	GM-ASD
Remarks	Transfer to DD-ASD		

Submit

Back

Grievance Details

Grievance ID	202011274533	Type of the User	I-Department official
Type of the Grievance	10-Promotion	TesasuryID	1236547
Grievance Text	promotion		

Supporting Document

Upload 1	GrievanceFile1_20201127.pdf	Upload 2	GrievanceFile2_20201127.pdf
If You need to Transfer	--select--		
Remarks			

Submit

Back

tails page-1

omit Screen

Figure 23: Grievance Details page

9. GM-ASD-Login Page:

- Login with valid credentials (User name and Password) and enter captcha then Click **Login** button to login as shown in figure-26



The image shows a web form titled "Department Login". It contains three input fields: "Enter User Name" with a person icon, "Enter Password" with a lock icon, and "Enter Captcha..." with a barcode icon. The captcha text "122043" is displayed in red above the third field. A dark blue "LOGIN" button is at the bottom.

Department Login

Enter User Name

Enter Password

122043

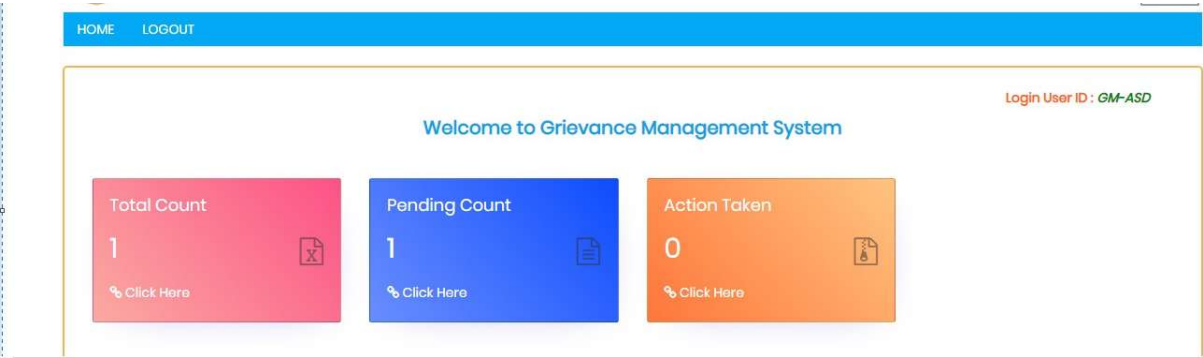
Enter Captcha...

LOGIN

Figure 26: Login Page

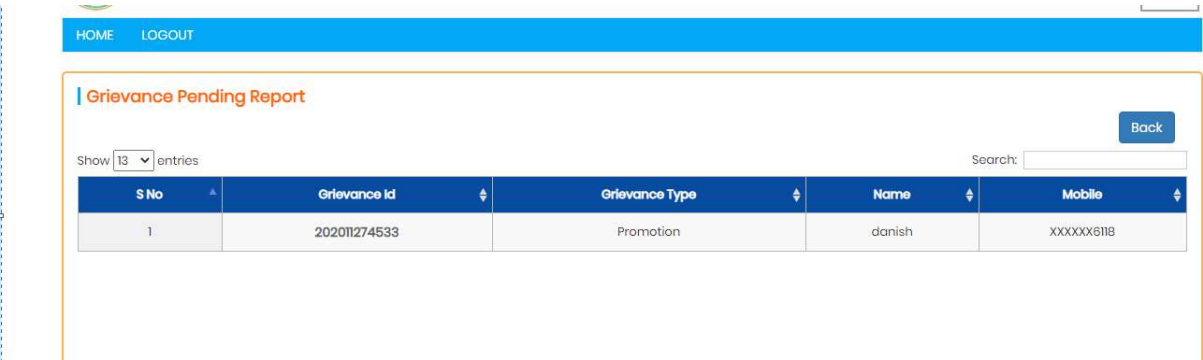
- User get login with valid credentials, he will get redirect to **welcome page** as shown in belowfigure-27

Figure 27: Welcome page



- Click Pending Count Hyperlink as shown in figure-28

Figure 28: Grievance Pending Report



- Click Grievance ID Hyperlink as shown in Figure-29

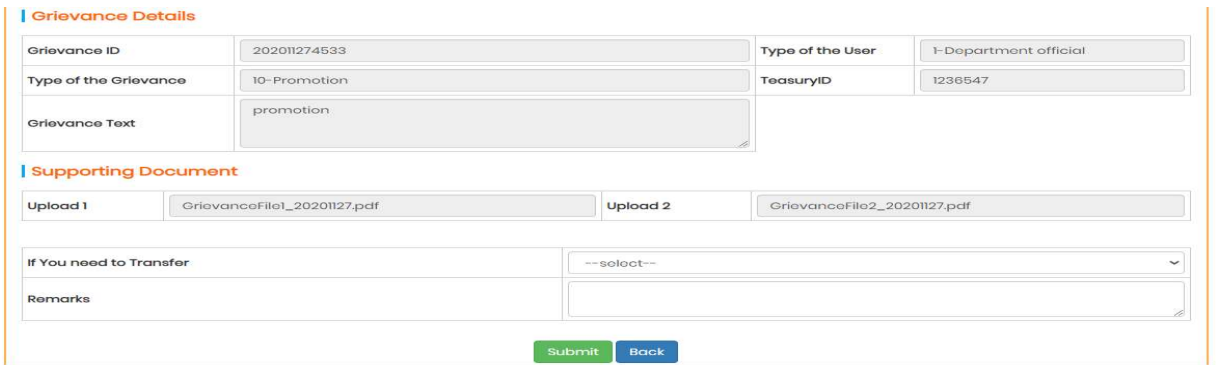


Figure 29: Grievance Details page

- Enter Mandatory Fields then Click Submit button as shown in Figure-30

Supporting Document

Upload 1	GrievanceFile1_20201127.pdf	Upload 2	GrievanceFile2_20201127.pdf
Remarks	Transfer to DD-ASD		

If You need to Transfer	Yes	Transfer To	GM_DYEE
Remarks	Transfer to GM_DYEE		

Figure 30: Grievance Details page-1

- Click Submit Button as shown in Figure-31

Grievance Remarks Submitted Successfully

Figure 31: Grievance ID Submit Screen

10. GM-DYEE-Login Page:

- Login with valid credentials (User name and Password) and enter captcha then Click **Login** button to login as shown in figure-32

Department Login

1 2 2 0 4 3

Figure 32: Login Page

- User get login with valid credentials, he will get redirect to **welcome page** as shown in belowfigure-33

Figure 33: Welcome page

HOME

LOGOUT

Login User ID : GM_DYEE

Welcome to Grievance Management System

Total Count
3
Click Here

Pending Count
2
Click Here

Action Taken
1
Click Here

- Click Pending Count Hyperlink as shown in figure-34

Figure 34: Grievance Pending Report

HOME

LOGOUT

Grievance Pending Report

Back

Show 13 entries

Search:

S No	Grievance Id	Grievance Type	Name	Mobile
1	202011030963	Leave sanction	Asif	XXXXXX6118
2	202011274533	Promotion	danish	XXXXXX6118

Click Grievance ID Hyperlink as shown in Figure-35

Grievance Details

Grievance ID202011274533

Type of the Grievance10- Promotion

Grievance Textpromotion

Type of the UserI-Department official

TesasuryID1236547

Supporting Document

Upload 1GrievanceFile1_20201127.pdf

Upload 2GrievanceFile2_20201127.pdf

If You need to Transfer--select--

Remarks

Submit

Back

Figure 35: Grievance Details page

- Enter Mandatory Fields then Click Submit button as shown in Figure-36

Supporting Document

Upload 1	GrievanceFile1_20201127.pdf	Upload 2	GrievanceFile2_20201127.pdf
Remarks	Transfer to GM_DYee		

If You need to Transfer	Yes	Transfer To	GM-JD
Remarks	Transfer to GM-JD		

Figure 36: Grievance Details page-1

- Click Submit Button as shown in Figure-37

Grievance Remarks Submitted Successfully

Figure 37: Grievance ID Submit Screen

11. GM-JD-Login Page:

- Login with valid credentials (User name and Password) and enter captcha then Click **Login** button to login as shown in figure-38

Department Login

👤

🔒

1 2 2 0 4 3

📄

Figure 38: Login Page

- User get login with valid credentials, he will get redirect to **welcome page** as shown in belowfigure-39

Figure 39: Welcome Page

HOME

LOGOUT

Login User ID : GM-JD

Welcome to Grievance Management System

Total Count

7

Click Here

Pending Count

2

Click Here

Action Taken

5

Click Here

- Click Pending Count Hyperlink as shown in figure-40

Figure 40: Grievance Pending Report

HOME

LOGOUT

Grievance Pending Report

Back

Show 13 entries

Search:

S No	Grievance Id	Grievance Type	Name	Mobile
1	202011272856	DCR (Digital Class Room)	Ramesh	XXXXXX5469
2	202011274533	Promotion	danish	XXXXXX6118

Click Grievance ID Hyperlink as shown in Figure-41

Grievance Details

Grievance ID

202011274533

Type of the Grievance

10- Promotion

Grievance Text

promotion

Type of the User

1-Department official

TesasuryID

1236547

Supporting Document

Upload 1

GrievancoFile1_20201127.pdf

Upload 2

GrievancoFile2_20201127.pdf

If You need to Transfer

--select--

Remarks

Submit

Back

Figure 41: Grievance Details page

- Enter Mandatory Fields then Click Submit button as shown in Figure-42

Supporting Document

Upload 1	GrievanceFile1_20201127.pdf	Upload 2	GrievanceFile2_20201127.pdf
Remarks			

If You need to Transfer	No
Remarks	Closed

Submit
Back

Figure 42: Grievance Details page-1

- Click Submit Button as shown in Figure-43

Grievance Remarks Submitted Successfully

Figure 43: Grievance ID Submit Screen

- Click Action Taken Hyperlink as shown in Figure-44

Grievance Completed Report

Show 13 entries Search: Back

S No	Grievance Id	Grievance Type	Name	Mobile
1	202010222148	NoC	Hareesh	XXXXXX2663
2	202011043095	NoC	Danish	XXXXXX6118
3	202011053604	NoC	Sai Kumar	XXXXXX6118
4	202011059135	NoC	Ramesh Pasula	XXXXXX6118
5	202010223199	Promotion	ramesh	XXXXXX5469
6	202011274533	Promotion	danish	XXXXXX6118

Figure 44: Action Taken Screen

12. CHANGE MANAGEMENT PROCEDURES

This document is meant for usage by the Department of School Education team and shall be the basis for using of Grievance Management System for ISMS Project. Any changes made to the requirements in future shall have to go through a formal change approval process, wherever necessary and shall not make any alterations without the permission of the client and the development team.

Grievance Details			
Grievance ID	202011274533	Type of the User	I-Department official
Type of the Grievance	10-Promotion	TesuryID	1236547
Grievance Text	promotion		
Supporting Document			
Upload 1	GrievanceFile1_20201127.pdf	Upload 2	GrievanceFile2_20201127.pdf
If You need to Transfer	--select--		
Remarks			
Submit Back			

Figure 41: Grievance Details page