



ICAR AU-GRMS

Grievance Redressal & Monitoring System

शिकायत निवारण एवं निरक्षण प्रणाली

For All Agricultural Universities

An online system to address your grievance
in a transparent and effective way



Reference Manual



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1. Introduction

Grievance Redressal & Monitoring System (GRMS) for Agricultural Universities is an online system developed by ICAR for addressing the grievances and burden of students/faculty of agricultural universities. ICAR AU-GRMS is the platform based on web technology which primarily aims to enable submission of grievances by the students/faculty on admissions, fellowships, accreditation of universities and related matters from anywhere and anytime. Redress process flow in this system is a 5-tier automated routing system to take action for speedy and favorable redress of grievances. Status and tracking of grievances by the applicants is also facilitated through the system. This system will help to be more responsive with quick reach, high rates of disposal and reduction in average disposal time. Grievance can be resolved under or within the below mentioned tiers.

1. Tier I - College Nodal Officer

- Grievance for any college under a university comes to college nodal officer.
- College nodal officer can himself/herself register a grievance comes to the university in manner other than online, regarding his/her college/ associated university/education division.
- He/ She can then acknowledge that complaint within 24 hrs.
- Afterwards the nodal officer has to reply to the complainant from the GRMS portal within 10 days. This reply will automatically be sent to the complainant registered email id.
- Nodal officer can forward it to the university nodal officer in case of unaware query by the complainant within 10 days. An email will automatically be sent to the university nodal officer regarding the forwarded grievance.
- If a complaint is not replied in due time, it will be automatically goes to the next level.
- A complaint can be made spam if any random query is asked.
- If the complainant is not satisfied with the resolution, he/she can escalate it to next level.

2. Tier II - University Nodal Officer

- Grievance for any university, forwarded grievances, automatic grievances unresolved by college level and an escalated grievance comes to university nodal officer.
- University nodal officer can himself/herself register a grievance comes to the university in manner other than online, regarding his/her university/associated college/education division.
- He/ She can then acknowledge that complaint within 24 hrs.
- Afterwards the nodal officer has to reply to the complainant from the GRMS portal within 10 days. This reply will automatically be sent to the complainant registered email id.

- Nodal officer can forward it to the grievance officer in case of unaware query by the complainant within 10 days. An email will automatically be sent to the grievance officer regarding the forwarded grievance.
- If a complaint is not replied in due time, it will be automatically goes to the next level.
- A complaint can be made spam if any random query is asked.
- If the complainant is not satisfied with the resolution, he/she can escalate it to next level.

3. Tier III - Grievance Officer

- Grievance for the education division, forwarded grievances, automatic grievances unresolved by college/university level and an escalated grievance comes to grievance officer.
- University nodal officer can himself/herself register a grievance comes to the university in manner other than online, regarding his/her university/associated college/education division.
- He/ She can then acknowledge that complaint within 24 hrs.
- Afterwards the grievance officer has to reply to the complainant from the GRMS portal within 10 days. This reply will automatically be sent to the complainant registered email id.
- Grievance officer can also forward it to the respective ADG's (HRD/EPHS/EQAR) in case of unaware query by the complainant within 10 days. An email will automatically be sent to the respective ADG's regarding the forwarded grievance.
- If a complaint is not replied in due time, it will be automatically goes to the DDG (Education).
- A complaint can be made spam if any random query is asked.
- If the complainant is not satisfied with the resolution, he/she can escalate it to DDG (Education).

4. Tier IV - ADG (HRD/EPHS/EQAR)

- Grievance forwarded by grievance officer and those sent back by DDG (Education) comes to respective ADG's login.
- He/ She can then acknowledge that complaint within 24 hrs.
- ADG's has to reply to the complainant from the GRMS portal within 7 days. This reply will automatically be sent to the complainant registered email id.
- ADG's can also forward it to the DDG (Education) in case of unaware query by the complainant within 7 days. An email will automatically be sent to the DDG (Education) regarding the forwarded grievance.
- If a complaint is not replied in due time, it will be automatically goes to the DDG (Education).
- A complaint can be made spam if any random query is asked.

- If the complainant is not satisfied with the resolution, he/she can escalate it to DDG (Education).

5. Tier V - DDG (Education Division)

- Grievance forwarded by ADG's, automatic grievances unresolved by any below levels and an escalated grievance comes to DDG (Education) login.
- He/ She can then acknowledge that complaint within 24 hrs.
- DDG (Education) has to reply to the complainant from the GRMS portal within 7 days. This reply will automatically be sent to the complainant registered email id.
- DDG (Education) can also send it back to the ADG's. An email will automatically be sent to the respective ADG's regarding the sent back grievance.
- A complaint can be made spam if any random query is asked.

1. How to reach at ICAR AU-GRMS?

In order to access the ICAR AU-GRMS portal, user needs to enter the ICAR AU-GRMS URL (<https://education.icar.gov.in/grms/grms.aspx>) in the web browser. The following home page will get displayed.



The screenshot displays the ICAR AU-GRMS Home Page. At the top, the browser address bar shows the URL education.icar.gov.in/grms/grms.aspx. The page header features the ICAR logo and the text "AGRICULTURAL EDUCATION PORTAL" and "INDIAN COUNCIL OF AGRICULTURAL RESEARCH". A navigation menu includes links for Agricultural Universities, Courses, Events, Downloads, Circulars, Publications, Login, e-Courses, and Contact Us. The main content area is titled "ICAR AU-GRMS Grievance Redressal & Monitoring System" with the Hindi text "शिकायत निवारण एवं निरक्षण प्रणाली" and the subtitle "for all Agricultural Universities". It describes the system as an online platform for addressing grievances. A "Easy Quick Steps" section outlines a three-step process: 01 Raise your grievance, 02 Track the investigation, and 03 Get the resolution. Below this, a detailed paragraph explains the GRMS system's purpose and functionality. A green "Register Grievance" button is prominently displayed. The footer section includes a world map showing page views (102,023) from July 26th to August 26th, and lists links for Students, Faculty, and other resources. It also contains copyright information (© 2017-2019) and a disclaimer.

education.icar.gov.in/grms/grms.aspx

AGRICULTURAL EDUCATION PORTAL
INDIAN COUNCIL OF AGRICULTURAL RESEARCH

ICAR AU-GRMS
Grievance Redressal & Monitoring System
शिकायत निवारण एवं निरक्षण प्रणाली
for all Agricultural Universities
An online system to address your grievance in a transparent and effective way

Easy Quick Steps:

- 01 Raise your grievance
- 02 Track the investigation
- 03 Get the resolution

Grievance Redressal & Monitoring System for Agricultural Universities

Grievance Redressal & Monitoring System (GRMS) for Agricultural Universities is an online web-enabled system developed by ICAR for addressing the grievances and burden of students/faculty of agricultural universities. GRMS is the platform based on web technology which primarily aims to enable submission of grievances by the students/faculty on admissions, fellowships, accreditation of universities and related matters from anywhere and anytime. Redress process flow in this system is a 4-tier automated routing system to take action for speedy and favourable redress of these grievances. Status and tracking of grievances by the applicants is also facilitated through the system. This system will help to be more responsive with quick reach, high rates of disposal and reduction in average disposal time

[Register Grievance](#)

102,023 Pageviews
Jul. 26th - Aug. 26th

For Students
Universities
Colleges
Courses
Under Graduate
Post Graduate

For Faculty
Universities
Colleges
Courses
Under Graduate
Post Graduate

More
Vice Chancellors
Nodal Officers
Contact Us
For Technical Support
Contact:
support.education@icar.gov.in

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[Disclaimer](#) [Linking Policy](#)

Fig. 1 GRMS Home Page

2.1 Register grievance

GRMS registration form has two sections as shown in Fig. 2.1

- **Basic grievance details**
 - i. **Grievance Category:** Complainant have to select the category of the grievance as applicable from the drop down, if not, “Others” can be selected
 - ii. **Level to report grievance:** Complainant have to select the option as university or education division.
 - iii. **University/College:** If a complainant has selected university level, he/she further need to select the name of the university/college to which he/she wants to register a grievance.
 - iv. **Details:** Complainant needs to provide the necessary details regarding the grievance in max 1000 characters.
 - v. **Upload document:** Complainant can upload a document related to the grievance of size up to 2MB in (.pdf/.jpg/.png) formats by clicking on “Choose file” button.
 - **Complainant details**
 - i. **Name:** Full Name of the person who is registering the grievance.
 - ii. **Email:** Enter email id for further communication and reference.
 - iii. **Mobile Number:** Enter 10-digit mobile number of the complainant.
 - iv. **User Type:** Complainant can select the type of user from the drop down as Student /Faculty, if not; “Others” can be selected.
 - v. **Captcha:** After filling all the required details, complainant needs to enter the captcha code that shows above submit button than click on Submit button to register the grievance.
- All fields in registration forms are self-explanatory and the fields marked with * are mandatory to complete the registration form.
- If Complaints wants to make major changes in while registering than he/she can click on reset button to fill again correct details.
- After submission, a unique grievance number is generated for further correspondence as shown in Fig. 2.2 and an email is also sent to the complainant email id.

AGRICULTURAL EDUCATION PORTAL
INDIAN COUNCIL OF AGRICULTURAL RESEARCH

Grievance Registration

Select Grievance Category *

Select Level To Report Grievance *

Select University *

Select College *

Enter Grievance Details *
(Within 1000 Characters Only)

Upload Relevant Grievance Document (If any)
(File type .pdf/.jpg/.png are accepted)

Complainant Details

Full Name *

Email *

Mobile Number *

Select User Type *

Enter Captcha




Fig. 2.1 Grievance Registration Form

AGRICULTURAL EDUCATION PORTAL
INDIAN COUNCIL OF AGRICULTURAL RESEARCH

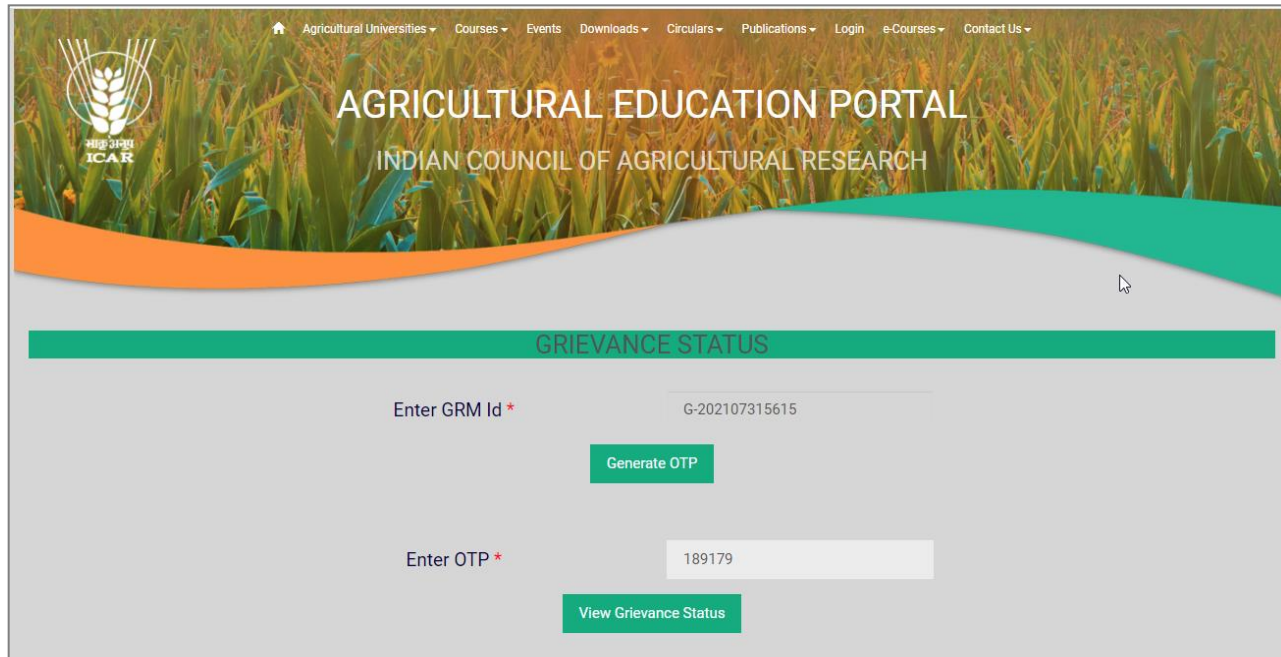
Grievance Registered

Your Grievance has been registered successfully with Grievance ID. G-202107226131
You will get the updates on your registered email id. You can also check the status of your grievance at
<https://education.icar.gov.in/grms/GrievanceStatus.aspx>

Fig. 2.2 Grievance Successful Submission Page showing unique grievance id

2.2 Grievance Status


- Complainant can view the status of his/her grievance from the URL (<https://education.icar.gov.in/grms/GrievanceStatus.aspx>).
- Complainant has to enter his/her unique grievance id to generate OTP. This OTP is sent to the complainant email id.
- Further he/she needs to enter the OTP to view the complete status of the grievance by clicking on the “View Grievance Status” button as shown in fig 2.3



The screenshot displays the 'GRIEVANCE STATUS' page of the Agricultural Education Portal. The header includes the ICAR logo and navigation links: Agricultural Universities, Courses, Events, Downloads, Circulars, Publications, Login, e-Courses, and Contact Us. The main content area has a green header bar with the text 'GRIEVANCE STATUS'. Below this, there are two input fields. The first field is labeled 'Enter GRM Id *' and contains the text 'G-202107315615'. Below this field is a green button labeled 'Generate OTP'. The second field is labeled 'Enter OTP *' and contains the text '189179'. Below this field is a green button labeled 'View Grievance Status'.

Fig. 2.3 Grievance Status Page for OTP

- Complainant complete grievance status is shown in fig 2.4
- From here, grievance can be closed for satisfactory response or escalate to higher officials for unsatisfactory reply.



[Agricultural Universities](#)
[Courses](#)
[Events](#)
[Downloads](#)
[Circulars](#)
[Publications](#)
[Login](#)
[e-Courses](#)
[Contact Us](#)

AGRICULTURAL EDUCATION PORTAL

INDIAN COUNCIL OF AGRICULTURAL RESEARCH

Grievance Status

Grievance Details

Grievance No.: G-202107295158

Complainant Name: GAJANAN D.CHANDANKAR

Email: gchandankar@rediffmail.com

Mobile: 8275553087

Grievance Category: Course Curriculum

Grievance To: College of Agriculture

Grievance Details: notes of courses GPB-232,GPB-355s GPB-121

Grievance Submission Date: 7/29/2021 4:46:56 PM

Close Grievance

<<Back

University Nodal Officer Response

Acknowledgement:

Acknowledgement Dated:

Reply:

Reply Date:

Forwarded to Next Level on:

Escalation Reply:

Escalation Reply Date:

Grievance Officer(Education Division) Response

Acknowledgement:

Acknowledgement Dated:

Reply:

Reply Date:

Forwarded to: ADG- on

Escalation Reply:

Escalation Reply Date:

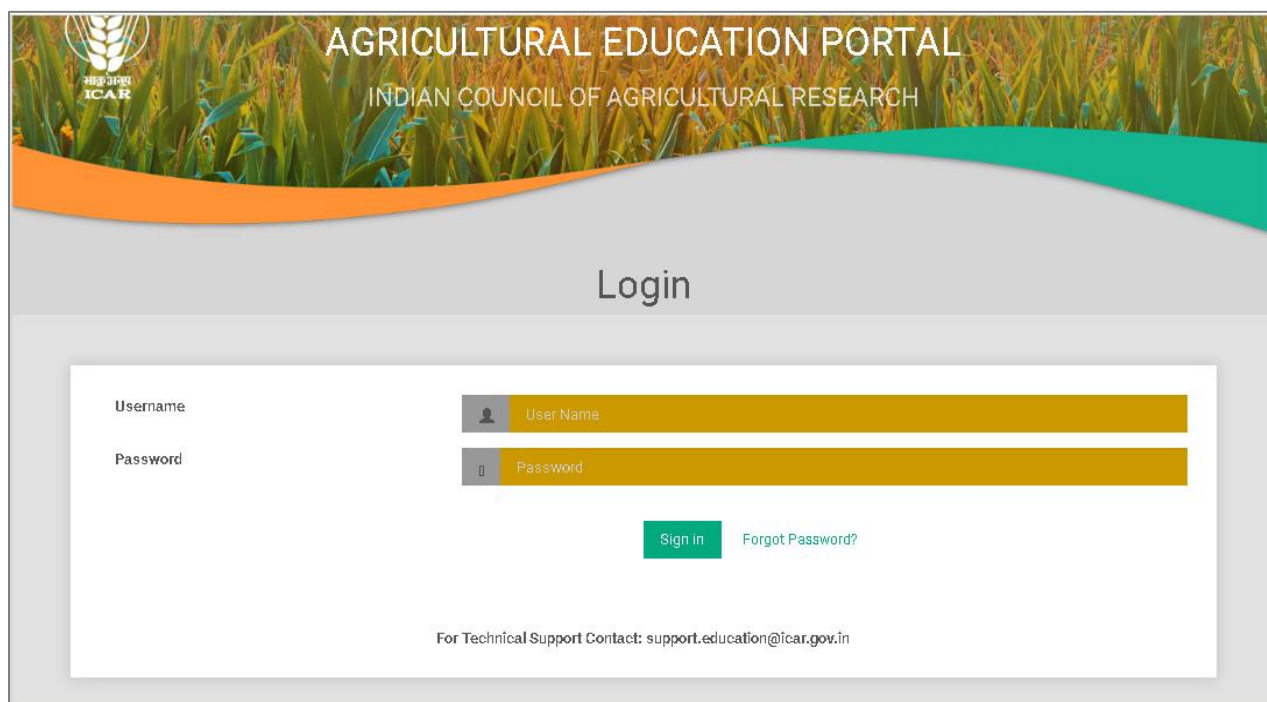
Fig. 2.4 Grievance Status Page with Details

3. Nodal Officer (College/University)

Grievance at first level will be registered either at college or the university. The corresponding nodal officer of the college/university will be able to view the grievance and work on it accordingly.

3.1 Login for College/University Nodal Officer

Nodal officer under the GRMS must login through the URL (<https://education.icar.gov.in/grms/login.aspx>) with the given login and password as shown in the Fig 3.1



AGRICULTURAL EDUCATION PORTAL
INDIAN COUNCIL OF AGRICULTURAL RESEARCH

Login

Username

Password

[Forgot Password?](#)

For Technical Support Contact: support.education@icar.gov.in

Fig. 3.1 College/University Nodal Officers Login

3.2 Change Password for College Nodal Officer

Login and general passwords have been provided to all the college nodal officers. The password can be change after the first login from the menu **Change Password** as shown in the below Fig 3.2

भारतीय कृषि अनुसंधान परिषद
Indian Council of Agricultural Research
(Ministry of Agriculture and Farmers Welfare)

Home Change Password GRMS

CFPK.UAHSSK Logout

User Id : CFPK.UAHSSK

New Password

Conform Password

Update Password

Fig. 3.2 Change password for College Nodal Officers

3.3 Register Grievance

Nodal officers can himself/herself register a grievance can comes under the college/university in any manner other than online from the menu **GRMS->Register Grievance**. E.g. a hand written grievance letter from a student has to be register by the nodal officer through his/her login. An email regarding the registration will be sent to the nodal officer as well as to the complainant email id. All fields in registration form are self-explanatory and the fields marked with * are mandatory to complete the registration form as show in Fig 3.3

भारतीय कृषि अनुसंधान परिषद
Indian Council of Agricultural Research
(Ministry of Agriculture and Farmers Welfare)

Home Fill Demand View Demand View Backlog/Arrear AUC/UC Upload Document Unique Student ID University Details EL Details GRMS SPVNRTSUVAFS Logout

Register Grievance

Select Grievance Category *

Select Level To Report Grievance *

Select University *

Select College *

Enter Grievance Details *
(Within 1000 Characters Only)

Upload Relevant Grievance Document (If any)
(File type: pdf/ jpg/ png are accepted)

Choose File No file chosen

Complainant Details

Full Name *

Email *

Mobile Number *

Select User Type *

Submit Reset

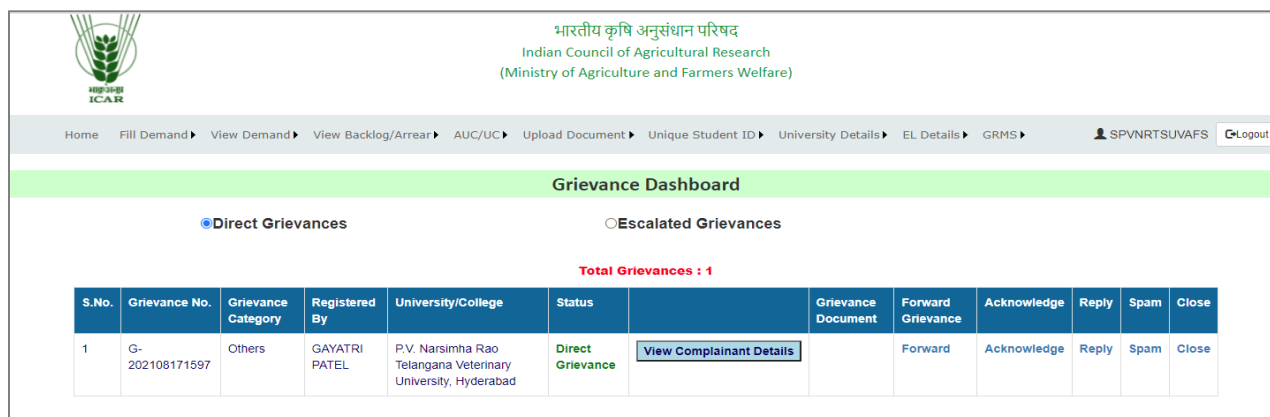
- Register Grievance
- Grievance Dashboard
- Replied Grievances
- Forwarded Grievances
- Overdue Grievances
- Spam Grievances
- Closed Grievances

Fig. 3.3 Register grievance from nodal officer login

3.4 Grievance Dashboard

Nodal officer's dashboard shows the grievances registered to his/her college/university from the menu **GRMS->Grievance Dashboard** as shown in Fig 3.4. The dashboard shows the grievances with details as, grievance id, category, college/university name, status as (Direct/Forwarded) grievance, view Complainant Details (to view complainant details) as shown in Fig 3.5 and actions like acknowledge, forward, reply, spam and close a grievance. Further actions like forward it to Nodal Officer University or Grievance officer in case of college or university respectively OR reply to the complainant within 10 days. When a grievance is not addressed within the 10 days' time, it will be automatically forwarded to next level. E.g. unanswered from college will be made available for university nodal officer and unanswered from university will be made available to grievance officer of education division.

Escalated grievance will be shown to the university nodal officer only as shown in Fig 3.6. These are the escalated grievances from complainant replied by college nodal officer with unsatisfactory response.



भारतीय कृषि अनुसंधान परिषद
Indian Council of Agricultural Research
(Ministry of Agriculture and Farmers Welfare)

Home Fill Demand View Demand View Backlog/Arrear AUC/UC Upload Document Unique Student ID University Details EL Details GRMS SPVNRTSUVAFS Logout

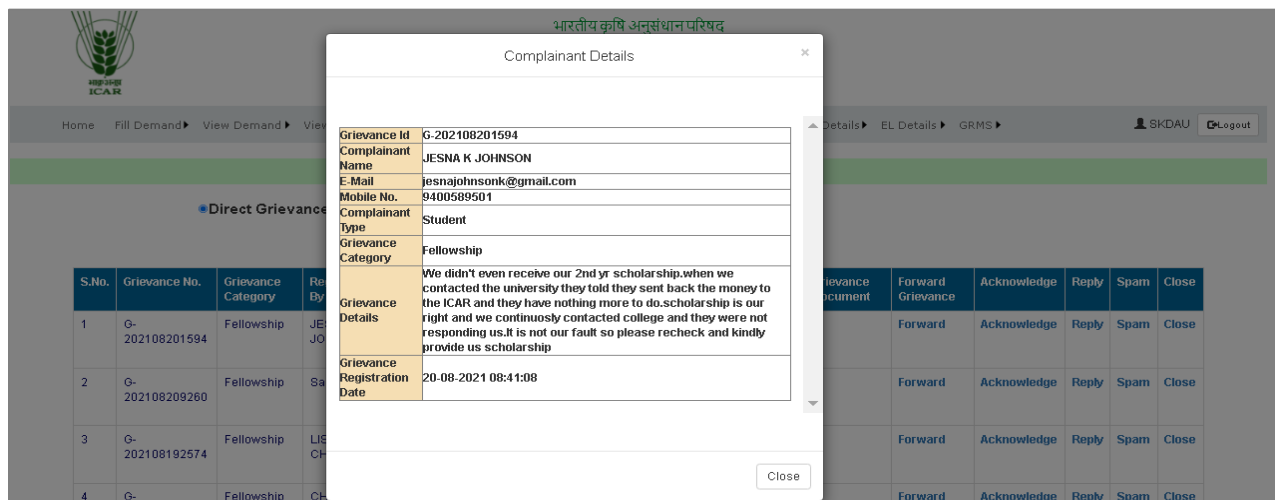
Grievance Dashboard

☒ Direct Grievances ☐ Escalated Grievances

Total Grievances : 1

S.No.	Grievance No.	Grievance Category	Registered By	University/College	Status		Grievance Document	Forward Grievance	Acknowledge	Reply	Spam	Close
1	G-202108171597	Others	GAYATRI PATEL	P.V. Narsimha Rao Telangana Veterinary University, Hyderabad	Direct Grievance	View Complainant Details		Forward	Acknowledge	Reply	Spam	Close

Fig. 3.4 Nodal Officer Dashboard



भारतीय कृषि अनुसंधान परिषद

Home Fill Demand View Demand View Backlog/Arrear AUC/UC Upload Document Unique Student ID University Details EL Details GRMS SKDAU Logout

Complainant Details

Grievance Id: G-202108201594

Complainant Name: JESNA K JOHNSON

E-Mail: jesnajohnsonk@gmail.com

Mobile No.: 9400589501

Complainant Type: Student

Grievance Category: Fellowship

Grievance Details: We didn't even receive our 2nd yr scholarship when we contacted the university they told they sent back the money to the ICAR and they have nothing more to do. scholarship is our right and we continuously contacted college and they were not responding us. It is not our fault so please recheck and kindly provide us scholarship

Grievance Registration Date: 20-08-2021 08:41:08

Close

Fig. 3.5 Complainant Details

Fig. 3.6 University Nodal Officer Dashboard for Escalated Grievances

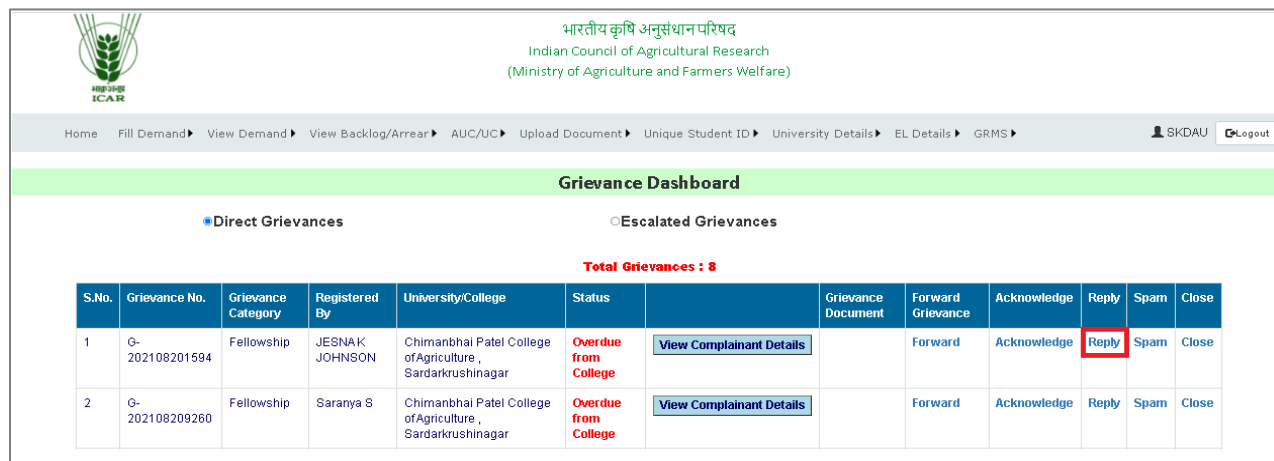
3.5 Grievance Acknowledgement

A grievance must be acknowledged within the 24 hours of its registration. Nodal officer have to click on the Acknowledgement button of the corresponding grievance. A new window will be opened as shown in Fig. 3.7 where the nodal officer has to provide the acknowledgement details. There details will be sent to the complainant on his/her email also.

Fig. 3.7 Grievance Acknowledgement

3.6 Reply Grievance

Grievance can be replied by clicking on the Reply link of a particular grievance from the dashboard as shown in the Fig 3.8.

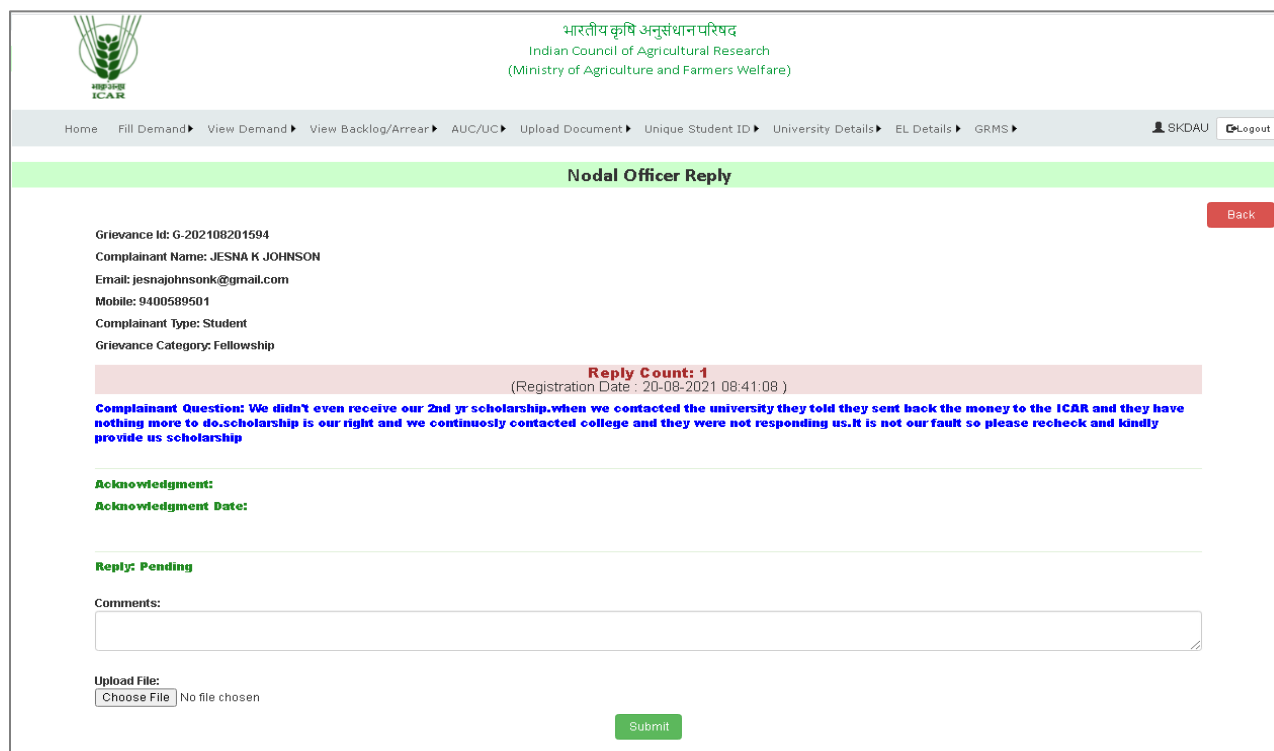


The screenshot shows the ICAR Grievance Dashboard. At the top, there is a header with the ICAR logo and the text "भारतीय कृषि अनुसंधान परिषद" (Indian Council of Agricultural Research) and "(Ministry of Agriculture and Farmers Welfare)". Below the header is a navigation bar with links: Home, Fill Demand, View Demand, View Backlog/Arrear, AUC/UC, Upload Document, Unique Student ID, University Details, EL Details, GRMS, SKDAU, and Logout. The main section is titled "Grievance Dashboard" and has two tabs: "Direct Grievances" (selected) and "Escalated Grievances". Below the tabs, there is a table with 12 columns: S.No., Grievance No., Grievance Category, Registered By, University/College, Status, Grievance Document, Forward Grievance, Acknowledge, Reply, Spam, and Close. The table contains two rows of data. The first row has a status of "Overdue from College" and a "Reply" link highlighted in red. The second row also has a status of "Overdue from College" and a "Reply" link.

S.No.	Grievance No.	Grievance Category	Registered By	University/College	Status	Grievance Document	Forward Grievance	Acknowledge	Reply	Spam	Close
1	G-202108201594	Fellowship	JESNAK JOHNSON	Chimanbhai Patel College of Agriculture, Sardarkrushinagar	Overdue from College	View Complainant Details	Forward	Acknowledge	Reply	Spam	Close
2	G-202108209260	Fellowship	Saranya S	Chimanbhai Patel College of Agriculture, Sardarkrushinagar	Overdue from College	View Complainant Details	Forward	Acknowledge	Reply	Spam	Close

Fig. 3.8 Reply Grievance

A new window will be opened for the nodal officer reply to the complainant with mandatory comments and optional file to upload for reference as shown in Fig 3.9.



The screenshot shows the ICAR Nodal Officer Reply page. At the top, there is a header with the ICAR logo and the text "भारतीय कृषि अनुसंधान परिषद" (Indian Council of Agricultural Research) and "(Ministry of Agriculture and Farmers Welfare)". Below the header is a navigation bar with links: Home, Fill Demand, View Demand, View Backlog/Arrear, AUC/UC, Upload Document, Unique Student ID, University Details, EL Details, GRMS, SKDAU, and Logout. The main section is titled "Nodal Officer Reply". It contains the following information: Grievance Id: G-202108201594, Complainant Name: JESNA K JOHNSON, Email: jesnajohnsonk@gmail.com, Mobile: 9400589501, Complainant Type: Student, and Grievance Category: Fellowship. Below this information is a "Reply Count: 1" section with a "Registration Date : 20-08-2021 08:41:08". The "Complainant Question" is: "We didn't even receive our 2nd yr scholarship. when we contacted the university they told they sent back the money to the ICAR and they have nothing more to do. scholarship is our right and we continuously contacted college and they were not responding us. It is not our fault so please recheck and kindly provide us scholarship". Below the question is an "Acknowledgment" section with a "Reply: Pending" status. There is a "Comments" section with a text area and a "Submit" button. There is also an "Upload File" section with a "Choose File" button and a "No file chosen" message.

Grievance Id: G-202108201594
Complainant Name: JESNA K JOHNSON
Email: jesnajohnsonk@gmail.com
Mobile: 9400589501
Complainant Type: Student
Grievance Category: Fellowship

Reply Count: 1
(Registration Date : 20-08-2021 08:41:08)

Complainant Question: We didn't even receive our 2nd yr scholarship. when we contacted the university they told they sent back the money to the ICAR and they have nothing more to do. scholarship is our right and we continuously contacted college and they were not responding us. It is not our fault so please recheck and kindly provide us scholarship

Acknowledgment:
Acknowledgment Date:

Reply: Pending

Comments:

Upload File:
Choose File No file chosen

Submit

Fig. 3.9 Reply Grievance Page

3.7 Forward Grievance

Grievance can be replied by clicking on the Forward link of a particular grievance from the dashboard as shown in the Fig 3.10.



भारतीय कृषि अनुसंधान परिषद

Indian Council of Agricultural Research

(Ministry of Agriculture and Farmers Welfare)

Home

Fill Demand ▶

View Demand ▶

View Backlog/Arrear ▶

AUC/UC ▶

Upload Document ▶

Unique Student ID ▶

University Details ▶

EL Details ▶

GRMS ▶

 SKDAU

 Logout

Grievance Dashboard

● Direct Grievances

○ Escalated Grievances

Total Grievances : 8

S.No.	Grievance No.	Grievance Category	Registered By	University/College	Status		Grievance Document	Forward Grievance	Acknowledge	Reply	Spam	Close
1	G-202108201594	Fellowship	JESNA K JOHNSON	Chimanbhai Patel College of Agriculture , Sardarkrushinagar	Overdue from College	View Complainant Details		Forward	Acknowledge	Reply	Spam	Close
2	G-202108209260	Fellowship	Saranya S	Chimanbhai Patel College of Agriculture , Sardarkrushinagar	Overdue from College	View Complainant Details		Forward	Acknowledge	Reply	Spam	Close

Fig. 3.10 Forward Grievance

A new window will be opened to forward a grievance to university nodal officer/grievance officer education division from college/university nodal officers respectively as shown in Fig 3.11. Forward remarks are mandatory to enter.


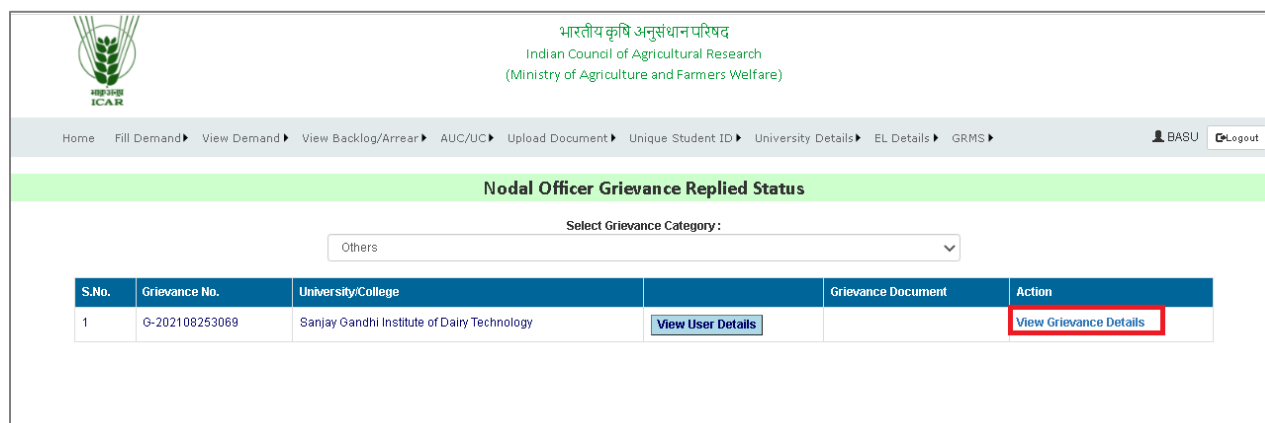
		भारतीय कृषि अनुसंधान परिषद Indian Council of Agricultural Research (Ministry of Agriculture and Farmers Welfare)													
Home		Fill Demand ▶	View Demand ▶	View Backlog/Arrear ▶	AUC/UC ▶	Upload Document ▶	Unique Student ID ▶	University Details ▶	EL Details ▶	GRMS ▶	SKDAU		Logout		
Forward Grievance															
Grievance Id: G-202108201594													Back		
Name: JESNA K JOHNSON															
Email: jesnajohnsonk@gmail.com															
Mobile: 9400589501															
User Type: Student															
Grievance Category: Fellowship															
Forward Remarks for the Grievance:															
<div></div>															
Forward Grievance															

Fig. 3.11 Forward Grievance Page

3.8 Replied Grievances

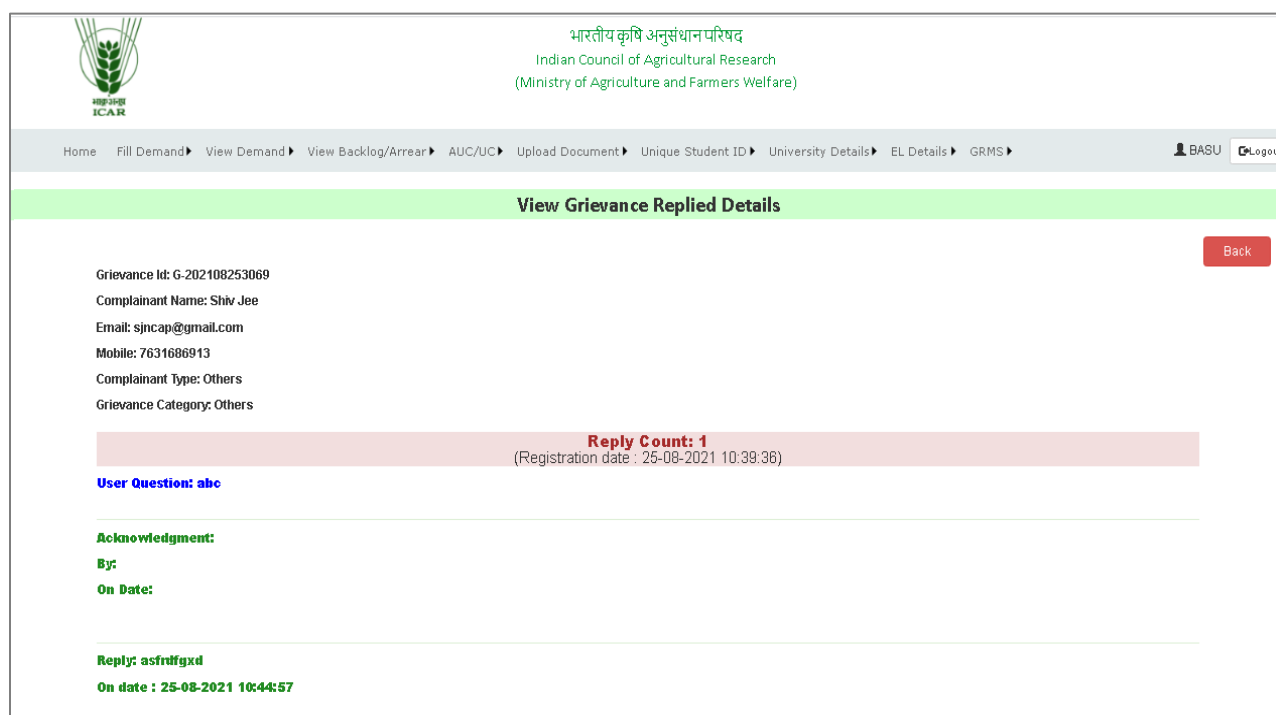
All the replied grievances by the Nodal officer's (College/university) are available on the replied grievances (**GRMS->Replied Grievances**) as shown in Fig 3.12. Nodal officer can view the category wise replied grievances and the complete grievance detail by clicking the button View Grievances Details as shown in Fig 3.13.



The screenshot shows the 'Nodal Officer Grievance Replied Status' page. At the top, there is the ICAR logo and the text 'भारतीय कृषि अनुसंधान परिषद' (Indian Council of Agricultural Research) and '(Ministry of Agriculture and Farmers Welfare)'. Below this is a navigation bar with links: Home, Fill Demand, View Demand, View Backlog/Arrear, AUC/UC, Upload Document, Unique Student ID, University Details, EL Details, GRMS, BASU, and Logout. The main heading is 'Nodal Officer Grievance Replied Status'. Below the heading is a dropdown menu labeled 'Select Grievance Category:' with 'Others' selected. Below the dropdown is a table with the following data:

S.No.	Grievance No.	University/College		Grievance Document	Action
1	G-202108253069	Sanjay Gandhi Institute of Dairy Technology	View User Details		View Grievance Details

Fig. 3.12 Replied Grievances



The screenshot shows the 'View Grievance Replied Details' page. At the top, there is the ICAR logo and the text 'भारतीय कृषि अनुसंधान परिषद' (Indian Council of Agricultural Research) and '(Ministry of Agriculture and Farmers Welfare)'. Below this is a navigation bar with links: Home, Fill Demand, View Demand, View Backlog/Arrear, AUC/UC, Upload Document, Unique Student ID, University Details, EL Details, GRMS, BASU, and Logout. The main heading is 'View Grievance Replied Details'. Below the heading is a 'Back' button. The page displays the following information:

Grievance Id: G-202108253069
Complainant Name: Shiv Jee
Email: sjncap@gmail.com
Mobile: 7631686913
Complainant Type: Others
Grievance Category: Others

Reply Count: 1
(Registration date : 25-08-2021 10:39:36)

User Question: abc

Acknowledgment:
By:
On Date:

Reply: asfnfgyxd
On date : 25-08-2021 10:44:57

Fig. 3.13 Replied Grievance Details

3.9 Forwarded Grievances

All the forwarded grievances by the Nodal officer's (College/university) are available on the forwarded grievances (**GRMS->Forwarded Grievances**) as shown in Fig 3.14. Nodal officer can view the category wise forwarded grievances and the complete grievance detail by clicking the button View Grievances Details as shown in Fig 3.15

The screenshot shows the 'Forwarded Grievance Status' page. At the top, there is the ICAR logo and the text 'भारतीय कृषि अनुसंधान परिषद' (Indian Council of Agricultural Research) and '(Ministry of Agriculture and Farmers Welfare)'. Below this is a navigation bar with 'Home', 'Change Password', and 'GRMS'. On the right, there is a user profile 'SGIDT.BASU' and a 'Logout' button. The main heading is 'Forwarded Grievance Status'. Below it is a 'Grievance Category:' dropdown menu with 'Others' selected. A table lists the forwarded grievances:

S.No.	Grievance No.	University/College	Forward Grievance To	Grievance Document	Action
1	G-202108253069	Sanjay Gandhi Institute of Dairy Technology	BASU	View User Details	View Forwarded Details

Fig. 3.14 Forwarded Grievances

The screenshot shows the 'Forwarded Grievance Details' page. At the top, there is the ICAR logo and the text 'भारतीय कृषि अनुसंधान परिषद' (Indian Council of Agricultural Research) and '(Ministry of Agriculture and Farmers Welfare)'. Below this is a navigation bar with 'Home', 'Change Password', and 'GRMS'. On the right, there is a user profile 'SGIDT.BASU' and a 'Logout' button. The main heading is 'Forwarded Grievance Details'. Below it, the following details are displayed:

Grievance Id: G-202108253069
Complainant Name: Shiv Jee
Email: sjncap@gmail.com
Mobile: 7631686913
User Type: Others
Grievance Category: Others

Reply Count: 1
(Registration date : 25-08-2021 10:39:36)

Complainant Question: abc

Reply: asfrnfyxdl
Reply By: BASU
On date : 25-08-2021 10:44:57

This grievance has been Forwarded to University Nodal Officer - BASU on 25-08-2021 10:42:36 with remarks Ok

Fig. 3.15 Forwarded Grievance Details

3.10 Overdue Grievances

All those grievances which are unanswered within 10 days by the Nodal officer's (College/university) are visible on the overdue grievances (**GRMS->Overdue Grievances**). The

logged in nodal officer can't take action on it and can only view the category wise overdue grievances which are not available to the next level to take action as shown in Fig 3.16

S.No.	Grievance No.	Registration Date	University/College	Grievance Status	Grievance Document
1	G-202108190435	19-08-2021 11:35:57	Sardar Krushinagar Dantwada Agricultural University	Overdue, now at Grievance Officer	View User Details
2	G-202108194022	19-08-2021 11:34:40	Sardar Krushinagar Dantwada Agricultural University	Overdue, now at Grievance Officer	View User Details

Fig. 3.16 Overdue Grievances

3.11 Spam Grievances

All those grievances which are marked as spam from the Nodal officer's dashboard are visible on the spam grievances (**GRMS->Spam Grievances**) as shown in Fig 3.17 and the complete details of the spammed grievances as shown in Fig. 3.18

S.No.	University/College	Name	Email ID	Mobile No.	Description	File Link	Action
1	Agriculture University Kota	asfsa	asfsa@gmail.com	7737580917	sadfsafsa	Download	View Details
2	Agriculture University Kota	uday	dfgh@gmail.com	7737580917	xfdfghjk		View Details
3	Agriculture University Kota	Nisha	nisha.iasri@gmail.com	9966558844	Grievance file attached		View Details
4	Agriculture University Kota	aas bhjk	sfsdj@gmail.com	7737580917	fdfasdf		View Details

Fig 3.17 Spam Grievances

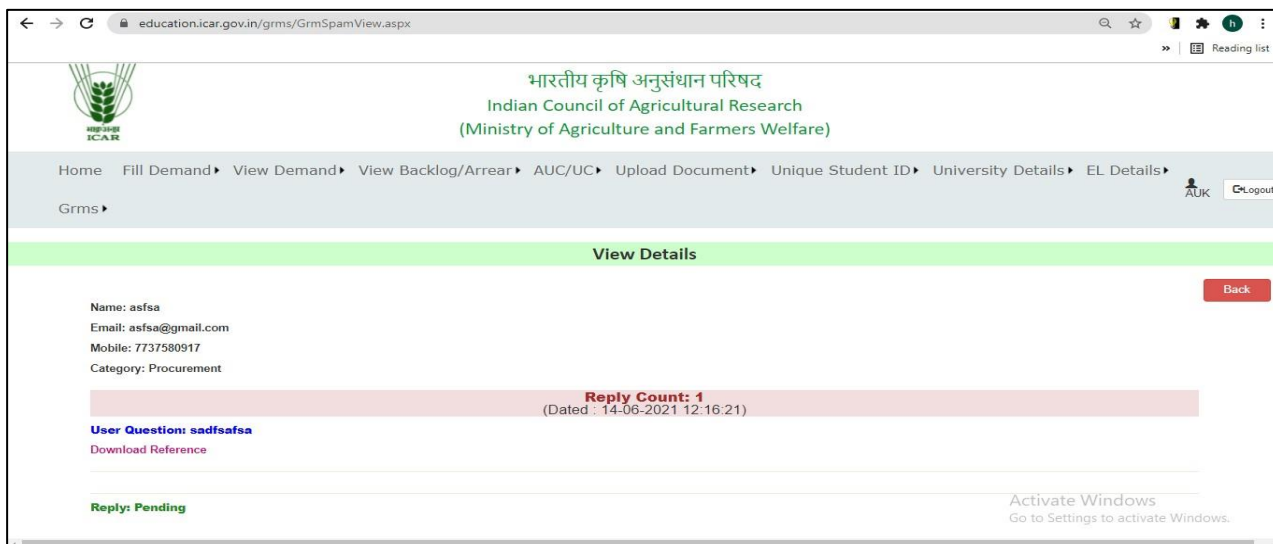


Fig 3.18 Spam Grievances Details

3.12 Close Grievances

All those grievances which are marked as close from the Nodal officer's dashboard are visible on the close grievances (**GRMS->Close Grievances**) as shown in Fig 3.19 and the complete details of the closed grievances as shown in Fig. 3.20

S.No.	University/College	Name	Email id	Mobile No.	Description	File Link	Action
1	Agriculture University Kota	Aabccdd	abbcc@gmail.com	9876543210	this grievance related to student		View Details
2	Agriculture University Kota	asasd	sadsf@gmail.com	7737580917	sdaffaf		View Details

Fig 3.19 Close Grievances

education.icar.gov.in/grms/GrmCloseView.aspx

(Ministry of Agriculture and Farmers Welfare)

Home Fill Demand View Demand View Backlog/Arrear AUC/UC Upload Document Unique Student ID University Details

EL Details Grms

AUK Logout

View Details

Back

Name: Aabbccdd
 Email: abbcc@gmail.com
 Mobile: 9876543210
 Category: Procurement

Reply Count: 1
 (Dated : 23-06-2021 21:02:55)

User Question: this grievance related to student
Uploading Reference: Download Reference

Reply: Pending
Uploading Reference: Download Reference

GRM Close by: AUK

Activate Windows
 Go to Settings to activate Windows.

Fig 3.20 Close Grievances Details

4. Grievance Officer

Grievance at second level will be registered at the GRM level of education division. The corresponding grievance officer will be able to view the grievance and work on it accordingly.

4.1 Login for Grievance Officer

Grievance officer under the GRMS must login through the URL (<https://education.icar.gov.in/grms/login.aspx>) with the given login and password as shown in the Fig 4.1

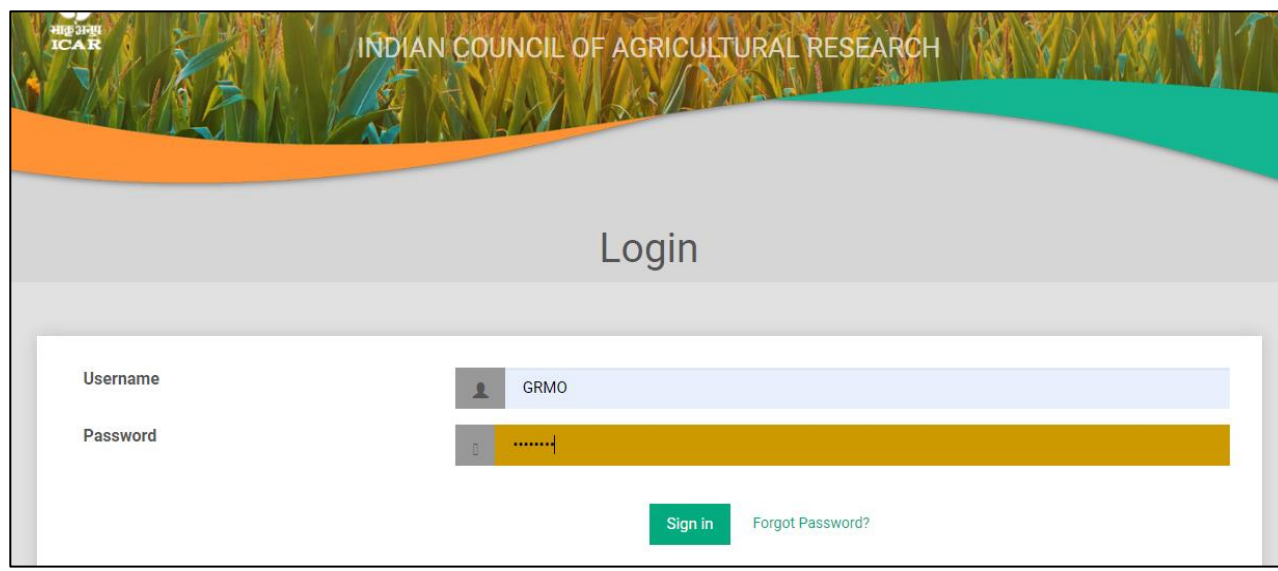
The image shows a web browser window displaying the login page for the Indian Council of Agricultural Research (ICAR) GRMS. The header features the ICAR logo on the left and the text "INDIAN COUNCIL OF AGRICULTURAL RESEARCH" in the center, set against a background of a cornfield. Below the header, the word "Login" is centered in a large, grey font. The login form consists of two input fields: "Username" and "Password". The "Username" field contains the text "GRMO" and has a user icon to its left. The "Password" field contains a series of dots and has a password icon to its left. Below the input fields, there is a green "Sign in" button and a link labeled "Forgot Password?".

Fig. 4.1 Login Page

4.2 Change Password for Grievance Officer

Login and general passwords have been provided to Grievance officer. The password can be change after the first login from the menu **Change Password** as shown in the below Fig 4.2

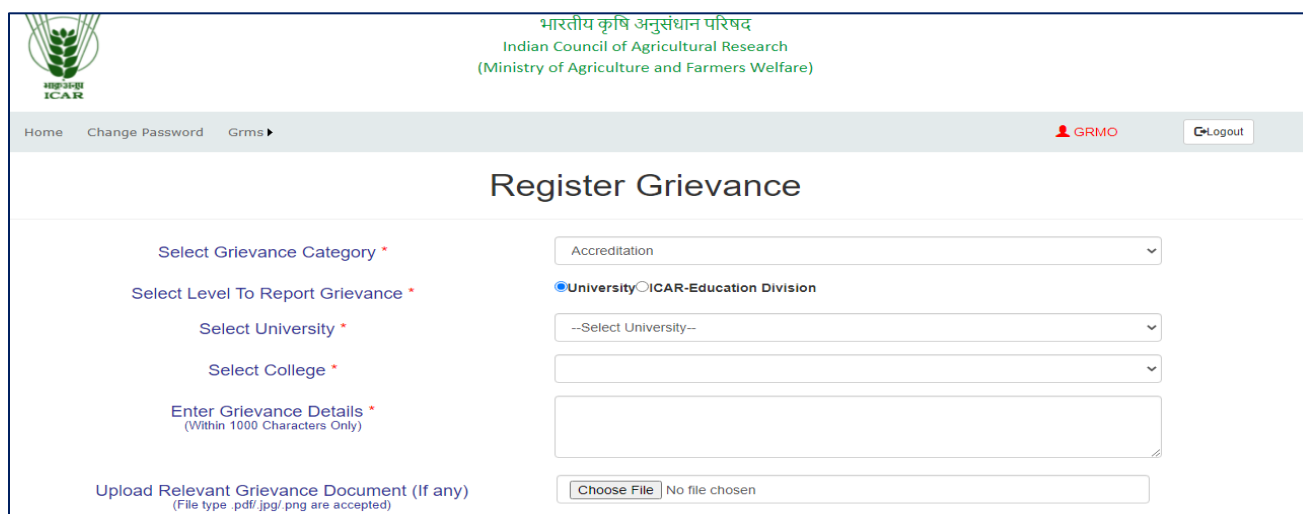


The screenshot shows the 'Change Password' page of the Indian Council of Agricultural Research (ICAR) GRMS portal. The header includes the ICAR logo and the text 'भारतीय कृषि अनुसंधान परिषद', 'Indian Council of Agricultural Research', and '(Ministry of Agriculture and Farmers Welfare)'. The navigation bar contains 'Home', 'Change Password', and 'Grms'. The user is logged in as 'GRMO'. The form fields are: 'User Id' (pre-filled with 'GRMO'), 'New Password', and 'Conform Password'. An 'Update Password' button is at the bottom.

Fig. 4.2 Change password page

4.3 Register Grievance

Grievance officers can himself/herself register a grievance that comes to them personally in hard copy for university/college or education division. e.g. a hand written grievance letter for a university/education division has to be register by the grievance officer through his/her login. An email regarding the registration will be sent to the grievance officer as well as to the complainant email id. All fields in registration form are self-explanatory and the fields marked with * are mandatory to complete the registration form.



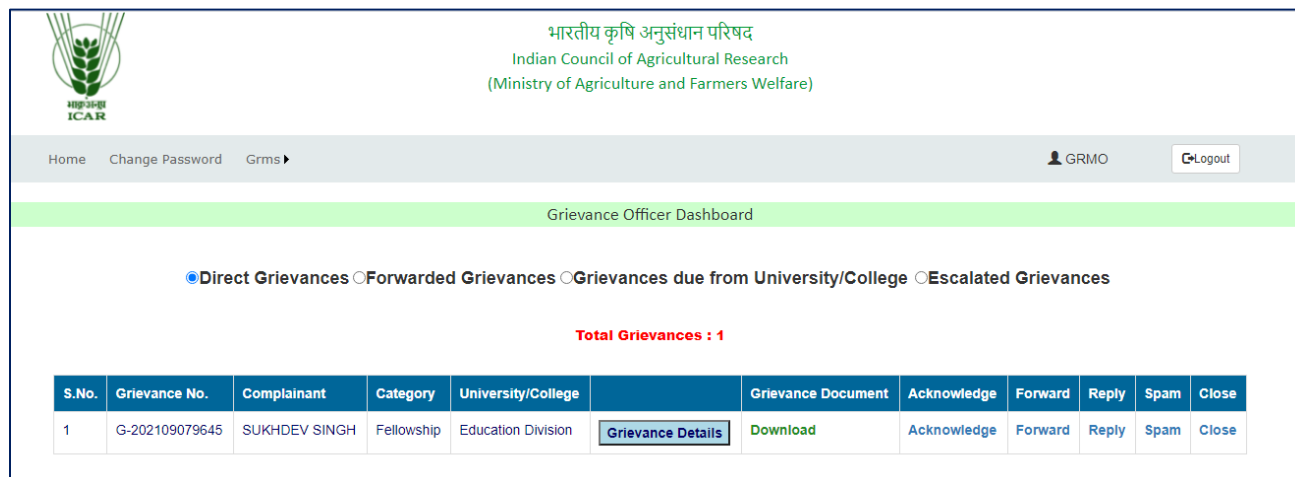
The screenshot shows the 'Register Grievance' page. The header and navigation bar are identical to Fig. 4.2. The main heading is 'Register Grievance'. The form includes: 'Select Grievance Category *' (dropdown), 'Select Level To Report Grievance *' (radio buttons for 'University' and 'ICAR-Education Division'), 'Select University *' (dropdown), 'Select College *' (dropdown), 'Enter Grievance Details * (Within 1000 Characters Only)' (text area), and 'Upload Relevant Grievance Document (If any) (File type .pdf/.jpg/.png are accepted)' (file upload button labeled 'Choose File' with 'No file chosen' text).

Fig. 4.3 Register grievance page

4.4 Grievance Officer Dashboard

Grievance officer's dashboard shows the grievances registered to his/her college/university from the menu **GRMS->Grievance Dashboard** as shown in Fig 4.4. The dashboard shows the

grievances with details as, grievance no, complainant, category college/university name, status as (Direct/Forwarded) grievance, view Complainant Details (to view complainant details) and actions like acknowledge, forward, reply, spam and close a grievance. Further actions like forward it to Grievance officer in case of college or university respectively OR reply to the complainant within 10 days. When a grievance is not addressed within the 10 days time, it will be automatically forwarded to next level. E.g. unanswered from college will be made available for university nodal officer and unanswered from university will be made available to ADG of education division. **Direct Grievances** are those which come directly at this level particularly for Grievance officer.



The screenshot shows the Grievance Officer Dashboard for the Indian Council of Agricultural Research (ICAR). The dashboard includes a header with the ICAR logo and name in Hindi and English, and a navigation bar with links to Home, Change Password, and Grms. The main content area displays the title "Grievance Officer Dashboard" and a set of radio buttons to filter by "Direct Grievances" (selected), "Forwarded Grievances", "Grievances due from University/College", and "Escalated Grievances". Below this, it states "Total Grievances : 1". A table lists the grievances with columns for S.No., Grievance No., Complainant, Category, University/College, Grievance Document, Acknowledge, Forward, Reply, Spam, and Close. The first row shows a grievance with ID G-202109079645 by SUKHDEV SINGH, categorized as Fellowship at the Education Division. Action buttons like "Grievance Details", "Download", "Acknowledge", "Forward", "Reply", "Spam", and "Close" are provided for each entry.

S.No.	Grievance No.	Complainant	Category	University/College	Grievance Document	Acknowledge	Forward	Reply	Spam	Close	
1	G-202109079645	SUKHDEV SINGH	Fellowship	Education Division	Grievance Details	Download	Acknowledge	Forward	Reply	Spam	Close

Fig. 4.4 Grievance Officer Dashboard

4.41 Forward Grievance

Some grievance comes on the dashboard are forwarded which are being forwarded form nodal officer of the university.



This screenshot shows the same Grievance Officer Dashboard, but with the "Forwarded Grievances" radio button selected. The "Total Grievances" count is now 0. A message box at the bottom states "No Record Found".

Fig. 4.41 Forward Grievance

4.42 Grievance due from university/college

These are the grievances which are not answered from university/college and have come to grievance officer automatically from the system.

The screenshot shows the ICAR Grievance Officer Dashboard. A modal window titled 'Complainant Details' is open, displaying the following information:

Grievance Id	G-202108167908
Complainant Name	raju lai dhakar
E-Mail	raju00sonadhakar@gmail.com
Mobile No.	9001921767
Complainant Type	Student
Grievance Category	Fellowship
Grievance Details	I, Raju Lai Dhakar, student of M.Sc. 2nd year in SDAU, Dantiwada S.K Nagar Dist. Banaskantha, Gujarat. As per ICAR-AIEEA 2019, I am the beneficiary of ICAR-NTS (scholarship) but my name wasn't uploaded in ICAR portal by the SDAU therefore I didn't get the single penny of scholarship amount till now. I am knocking the doors of academic branch of the college and university but I am not getting any satisfactory response and it's been a long time. So, I request you to kindly look into this matter strictly so that my financial problem can be solved and I can completely focus on my studies and SRF preparation.
Grievance Date	16-08-2021 17:16:20
Today Date	07-09-2021 13:30:54

The background dashboard shows a table of grievances with columns: S.No., Grievance No., Complainant Name, and Action. The 'Escalated Grievances' tab is selected, showing a list of grievances with 'Acknowledge', 'Forward', 'Reply', and 'Span' buttons for each.

Fig. 4.42 Forward Grievance

4.43 Escalated Grievances

These are the grievances that have been escalated from the complainant after unsatisfactory reply from university nodal officer.

The screenshot shows the ICAR Grievance Officer Dashboard with the 'Escalated Grievances' tab selected. The dashboard header includes the ICAR logo, the text 'भारतीय कृषि अनुसंधान परिषद' (Indian Council of Agricultural Research), and the text 'Indian Council of Agricultural Research (Ministry of Agriculture and Farmers Welfare)'. The navigation bar includes 'Home', 'Change Password', 'Grms', 'GRMO', and 'Logout'. The main content area shows the 'Grievance Officer Dashboard' with tabs for 'Direct Grievances', 'Forwarded Grievances', 'Grievances due from University/College', and 'Escalated Grievances'. Below the tabs, it displays 'Total Grievances : 0' and a message 'No Record Found'.

Fig. 4.43 Escalated grievances

4.5 Replied Grievances

These are the grievances which are being replied by the grievance officer and can be accessed through the path **Grms-> Replied Grievances** as shown below these are divided into accreditation, admissions, course curriculum, fellowship and others.

The screenshot shows the ICAR GRMS dashboard. The header includes the ICAR logo and the text 'भारतीय कृषि अनुसंधान परिषद Indian Council of Agricultural Research (Ministry of Agriculture and Farmers Welfare)'. The navigation bar has links for Home, Change Password, and Grms. The Grms dropdown menu is open, showing options: Register Grievance, Grievance Dashboard, Replied Grievances (selected), Forwarded Grievances, Overdue Grievances, Spam Grievances, and Closed Grievances. The main content area is titled 'Grievance Officer Dashboard' and shows a 'Total Grievances : 0' in red. Below this, there is a 'No Record Found' message.

The screenshot shows the 'Replied Grievances' section of the ICAR GRMS dashboard. It features a 'Select Grievance Category :' dropdown menu with 'Others' selected. Below this is a table with the following data:

S.No.	Grievance No.	Complainant	University/College	Grievance Document	Action
1	G-202107315615	Ashesh	ICAR-Indian Agricultural Research Institute, New Delhi	Grievance Details	View Grievance Details

Fig. 4.5 Replied Grievances

4.6 Forwarded Grievances

These are the grievances which are being forward to the grievance officer and can be accessed through the path **Grms-> Forwarded Grievances** as shown below these are divided into accreditation, admissions, course curriculum, fellowship and others.



भारतीय कृषि अनुसंधान परिषद
Indian Council of Agricultural Research
(Ministry of Agriculture and Farmers Welfare)

Home Change Password Grms ▾
GRMO [Logout](#)

[Register Grievance](#)
[Grievance Dashboard](#)
[Replied Grievances](#)
[Forwarded Grievances](#)
[Overdue Grievances](#)
[Spam Grievances](#)
[Closed Grievances](#)

Replied Grievances

Select Grievance Category : ▼

S.No.	Grievance No.	University/College		Grievance Document	Action
1	G-202107315615	Indian Agricultural Research Institute, New Delhi	Grievance Details		View Grievance Details



भारतीय कृषि अनुसंधान परिषद
Indian Council of Agricultural Research
(Ministry of Agriculture and Farmers Welfare)

Home Change Password Grms ▾
GRMO [Logout](#)

[Register Grievance](#)
[Grievance Dashboard](#)
[Replied Grievances](#)
[Forwarded Grievances](#)
[Overdue Grievances](#)
[Spam Grievances](#)
[Closed Grievances](#)

Forwarded Grievance Status

Grievance Category : Others ▼

S.No.	Grievance No.	University/College	Forward Grievance To		Grievance Document	Action
1	G-202108108918	Education Division	ADG-HRD	Grievance Details		View Forwarded Details

Fig. 4.6 Forwarded Grievances

4.7 Overdue Grievances

These are the grievances which are not being timely responded by the grievance officer and are now available on next level. These can be accessed through the path **Grms-> Overdue Grievances** as shown below these are divided into accreditation, admissions, course curriculum, fellowship and others.



भारतीय कृषि अनुसंधान परिषद
Indian Council of Agricultural Research
(Ministry of Agriculture and Farmers Welfare)


Home Change Password Grms
GRMO Logout

Register Grievance
Grievance Dashboard
Replied Grievances
Forwarded Grievances
Overdue Grievances
Spam Grievances
Closed Grievances

Overdue Grievance Status

Grievance Category :

Select



भारतीय कृषि अनुसंधान परिषद
Indian Council of Agricultural Research
(Ministry of Agriculture and Farmers Welfare)

Home Change Password Grms
GRMO Logout

Overdue Grievance Status

Grievance Category :

Others

S.No.	Grievance No.	Registration Date	University/College	Grievance Status		Grievance Document
1	G-202108213335	21-08-2021 11:27:24	Education Division	Overdue, now at DDG Level	View User Details	

Fig. 4.7 Overdue Grievances

4.8 Spam/Closed Grievances

These are the grievances which are being spammed and closed to next level and can be accessed through the path **Grms-> Spam/Closed Grievances**.



भारतीय कृषि अनुसंधान परिषद
Indian Council of Agricultural Research
(Ministry of Agriculture and Farmers Welfare)

Home Change Password Grms
GRMO Logout

Spam Grievances

No Record Found



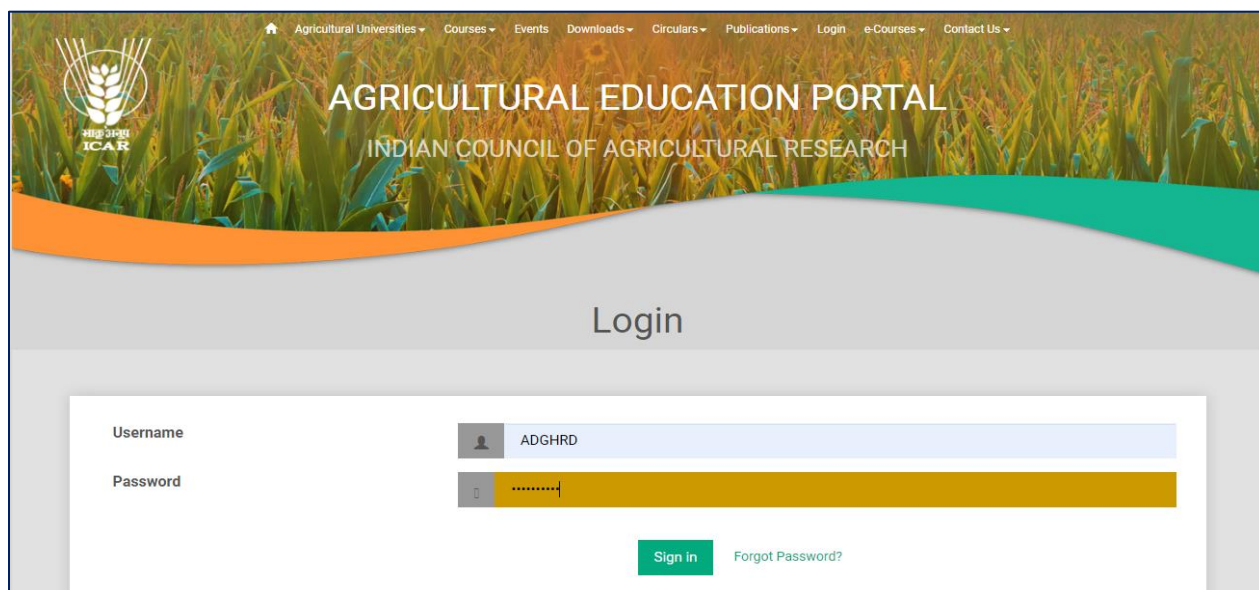
Fig. 4.8 Spam/Closed Grievances

5. ADG(HRD/EPHS/EQAR)

Grievances forwarded by grievance officer and sent back by DDG (Education) are available on the ADG level of education division. The corresponding ADG's will be able to view the grievances and work on it accordingly.

5.1 Login for ADG

ADG under the GRMS must login through the URL (<https://education.icar.gov.in/grms/login.aspx>) with the given login and password as shown in the Fig 5.1



The screenshot displays the login interface of the Agricultural Education Portal. At the top, there is a navigation bar with links for Agricultural Universities, Courses, Events, Downloads, Circulars, Publications, Login, e Courses, and Contact Us. The main header features the ICAR logo and the text 'AGRICULTURAL EDUCATION PORTAL' and 'INDIAN COUNCIL OF AGRICULTURAL RESEARCH'. Below the header, the word 'Login' is prominently displayed. The login form consists of two input fields: 'Username' with the value 'ADGHRD' and 'Password' which is masked with dots. A green 'Sign in' button and a 'Forgot Password?' link are positioned below the password field.

Fig.5.1 Login page

5.2 Change Password for ADG

Login and general passwords have been provided to all the ADG's. The password can be change from the menu **Change Password** as shown in the below Fig 5.2



भारतीय कृषि अनुसंधान परिषद
Indian Council of Agricultural Research
(Ministry of Agriculture and Farmers Welfare)

Home Change Password Grms ▶ Reports ▶

ADGHRD [Logout](#)

User Id

New Password

Conform Password

:ADGHRD

[Update Password](#)

Fig. 5.2 Change password page

5.3 ADG Grievance Dashboard

In this dashboard two options are given firstly Grievance forwarded by grievance officer and Grievances sent back by DDG.



भारतीय कृषि अनुसंधान परिषद
Indian Council of Agricultural Research
(Ministry of Agriculture and Farmers Welfare)

Home Change Password Grms ▶ Reports ▶

ADGHRD [Logout](#)

ADG Dashboard

☐ Grievances Forward by Grievance Officer

☐ Grievances Sent Back by DDG

Fig. 5.3 ADG Grievance Dashboard

5.3.1 Grievances forward by Grievance Officer

In this all the grievances which are being forwarded by grievance officer are shown.



भारतीय कृषि अनुसंधान परिषद
Indian Council of Agricultural Research
(Ministry of Agriculture and Farmers Welfare)

Home **Change Password** Grms ▶ Reports ▶

ADGHRD [Logout](#)

ADG Dashboard

☒ Grievances Forward by Grievance Officer

☐ Grievances Sent Back by DDG

No Record Found

Fig. 5.3.1 Grievance forward by officer

5.3.2 Grievances Sent back by DDG

In this all the grievances which are being sent by DDG are displayed for ADG to revert.

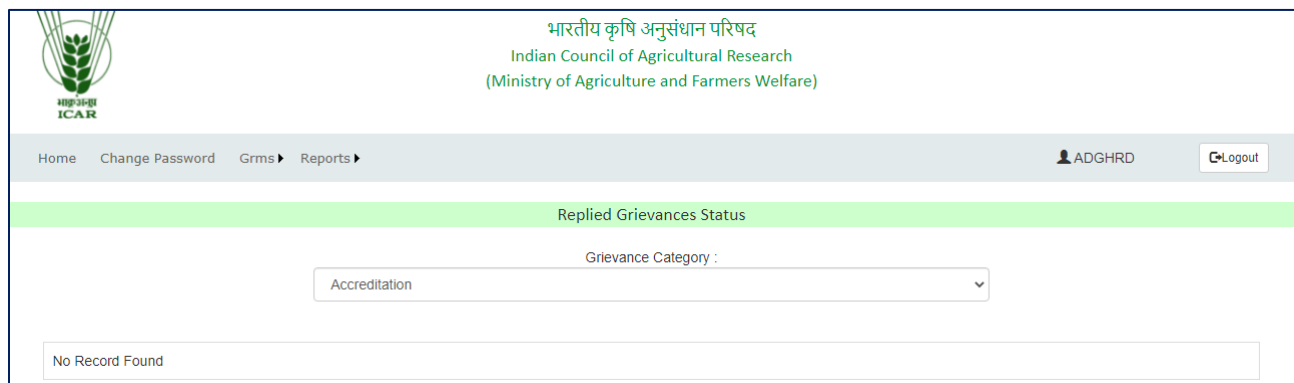


The screenshot shows the ADG Dashboard of the Indian Council of Agricultural Research (ICAR). The header includes the ICAR logo and name in Hindi and English, along with the Ministry of Agriculture and Farmers Welfare. The navigation bar contains links for Home, Change Password, Grms, and Reports. The user is logged in as ADGHRD. The dashboard title is 'ADG Dashboard'. There are two radio buttons: 'Grievances Forward by Grievance Officer' (unselected) and 'Grievances Sent Back by DDG' (selected). Below the radio buttons, a message states 'No Record Found'.

Fig. 5.3.2 Grievance sent back by DDG

5.4 Replied Grievances

These are the grievances which are being replied by the ADG and can be accessed through the path **Grms-> Replied Grievances** as shown below and these are divided into accreditation, admissions, course curriculum, fellowship and others.



The screenshot shows the 'Replied Grievances Status' page. The header and navigation bar are identical to the previous screenshot. The page title is 'Replied Grievances Status'. Below the title, there is a 'Grievance Category :' label and a dropdown menu currently showing 'Accreditation'. At the bottom, a message states 'No Record Found'.

Fig. 5.4 Replied Grievances

5.5 Forwarded Grievances

These are the grievances which are being forward by the ADG and can be accessed through the path **Grms-> Forwarded Grievances** as shown below these are divided into accreditation, admissions, course curriculum, fellowship and others.

The screenshot shows the ICAR portal interface. At the top, the ICAR logo is on the left, and the text 'भारतीय कृषि अनुसंधान परिषद' (Indian Council of Agricultural Research) and '(Ministry of Agriculture and Farmers Welfare)' is on the right. Below this is a navigation bar with links: Home, Change Password, Grms, and Reports. On the right of the navigation bar, there is a user profile icon labeled 'ADGHRD' and a 'Logout' button. The main content area has a green header with the text 'Forwarded Grievances Status'. Below this, there is a 'Grievance Category :' dropdown menu with 'Others' selected. At the bottom, a message box states 'No Record Found'.

Fig. 5.5 Forwarded Grievances

5.6 Grievances Returned By DDG

These are the grievances which are being sent by DDG to ADG as these grievances will be more appropriate to answer by ADG can be accessed through the path **Grms-> Grievances sent back by DDG**.

The screenshot shows the ICAR portal interface. At the top, the ICAR logo is on the left, and the text 'भारतीय कृषि अनुसंधान परिषद' (Indian Council of Agricultural Research) and '(Ministry of Agriculture and Farmers Welfare)' is on the right. Below this is a navigation bar with links: Home, Change Password, Grms, and Reports. On the right of the navigation bar, there is a user profile icon labeled 'ADGHRD' and a 'Logout' button. The main content area has a green header with the text 'Grievances Sent Back By DDG'. Below this, there is a 'Grievance Category :' dropdown menu with 'Others' selected. At the bottom, a message box states 'No Record Found'.

Fig. 5.6 Grievances returned by DDG

5.7 Overdue Grievances

These are the grievances which are not being timely responded by the ADG and are now available on next level and can be accessed through the path **Grms-> Overdue Grievances** as shown below these are divided into accreditation, admissions, course curriculum, fellowship and others.



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Home Change Password Grms ▶ Reports ▶

ADGHRD Logout

Overdue Grievance Status

Grievance Category :


Others

No Record Found

Fig. 5.7 Overdue Grievances

5.8 Spam/Closed Grievances

These are the grievances which are being spammed and closed and can be accessed through the path **Grms-> Spam/Closed Grievances**.



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Spam Grievances Status

No Record Found



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ADGHRD Logout

Closed Grievances Status

No Record Found

Fig. 5.8 Spam/Closed Grievances

6. DDG(Education Division)

Grievances due from all levels, escalated from complainant after grievance officer/ADG reply and forwarded ones are available on DDG level.

6.1 Login for DDG

DDG (Education) under the GRMS must login through the URL (<https://education.icar.gov.in/grms/login.aspx>) with the given login and password as shown in the Fig 6.1

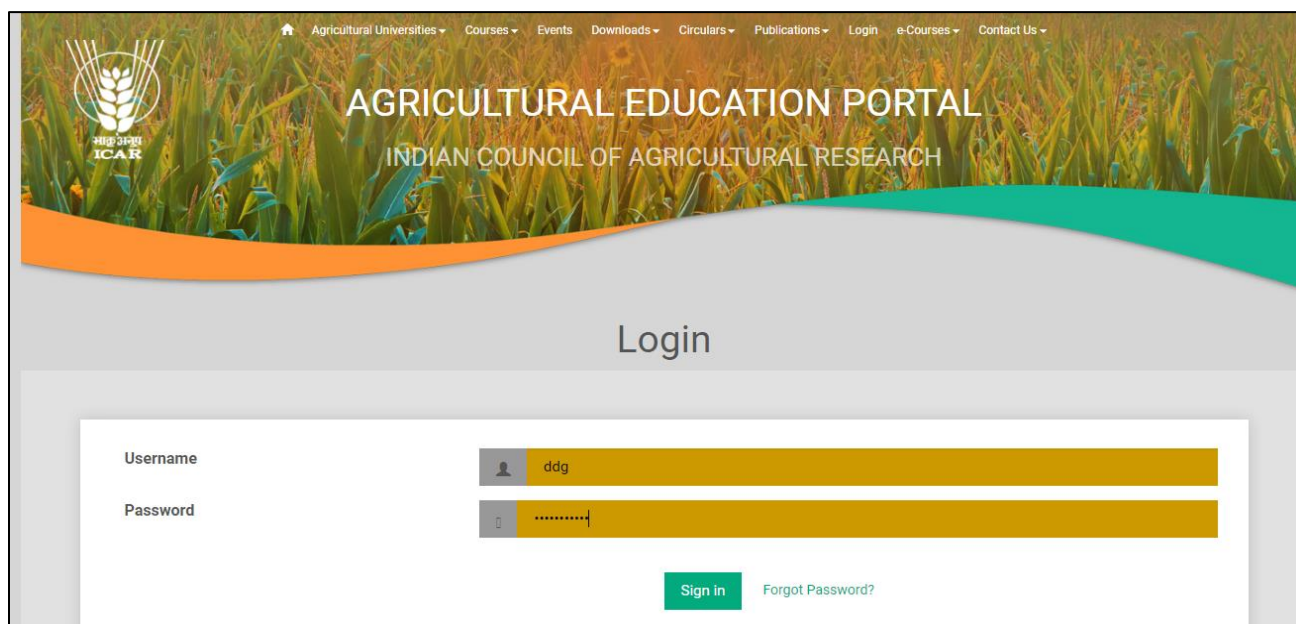
The screenshot shows the 'AGRICULTURAL EDUCATION PORTAL' for the 'INDIAN COUNCIL OF AGRICULTURAL RESEARCH'. The header includes a navigation menu with links: Agricultural Universities, Courses, Events, Downloads, Circulars, Publications, Login, e-Courses, and Contact Us. The main heading is 'Login'. Below it, there is a login form with two fields: 'Username' and 'Password'. The 'Username' field contains the text 'ddg'. The 'Password' field is masked with dots. To the right of the password field is a 'Forgot Password?' link. A green 'Sign in' button is located below the password field.

Fig. 6.1 Login page of DDG

6.2 Change Password for DDG

The password can be change from the menu **Change Password** as shown in the below Fig 6.2

The screenshot shows the 'Change Password' page. The header includes the ICAR logo and the text 'भारतीय कृषि अनुसंधान परिषद', 'Indian Council of Agricultural Research', and '(Ministry of Agriculture and Farmers Welfare)'. The navigation menu includes 'Home', 'Change Password', 'Grms', and 'Reports'. The user is logged in as 'ddg', and there is a 'Logout' button. The main form has three fields: 'User Id' (containing 'ddg'), 'New Password', and 'Conform Password'. An 'Update Password' button is located below the password fields.

Fig. 6.2 Change password for DDG

6.3 DDG Grievance Dashboard

On this dashboard six options are given from which DDG can choose and see the grievances accordingly.

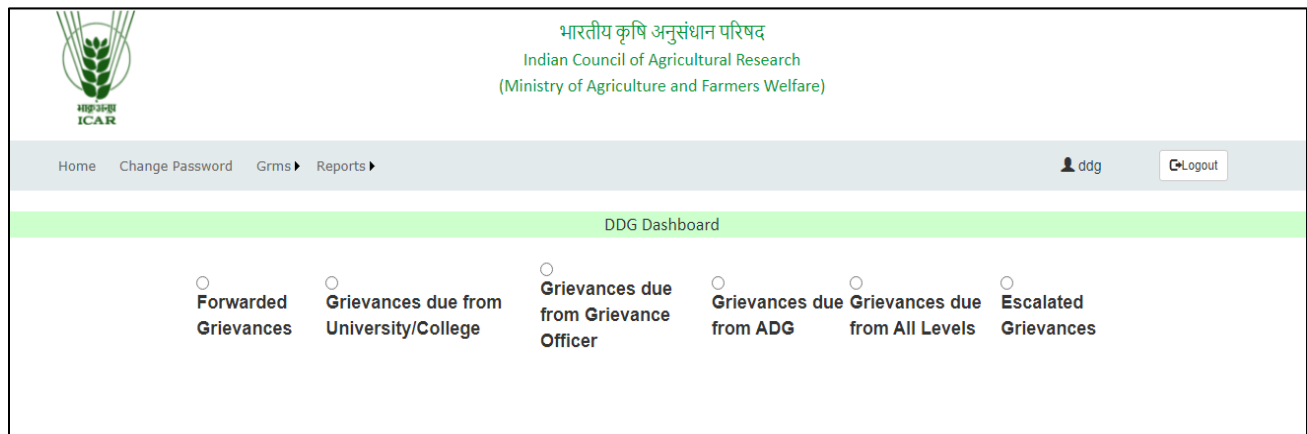


Fig. 6.3 DDG grievance Dashboard

6.3.1 Forwarded Grievances

These are the grievances which are being forward to the DDG from previous level.

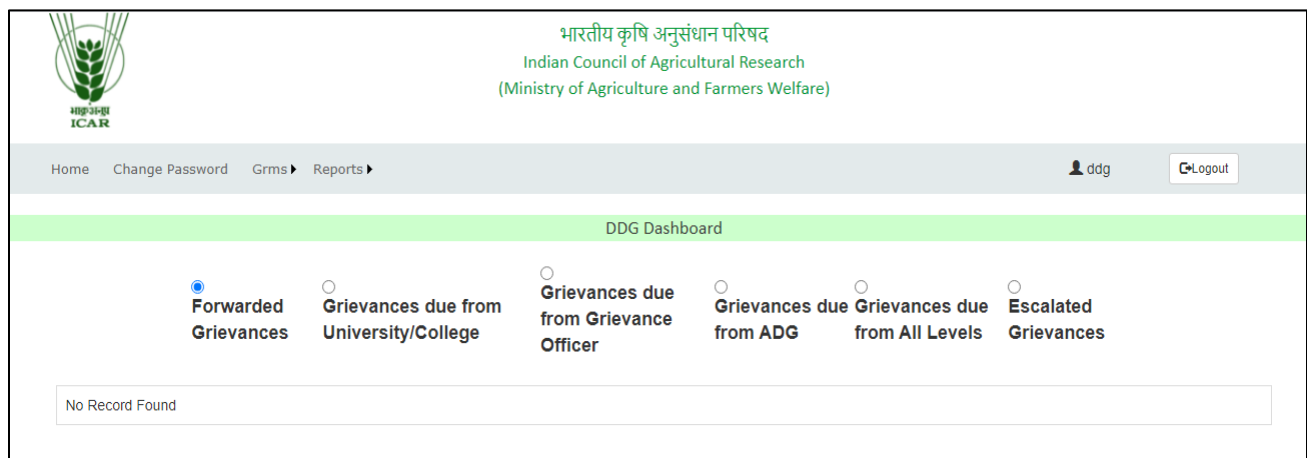


Fig. 6.3.1 Forward grievance

6.3.2 Grievances due from University/College

These are the grievances which are being due from first level of university/college.

The screenshot shows the DDG Dashboard for the Indian Council of Agricultural Research (ICAR). The dashboard has a header with the ICAR logo and name in Hindi and English, and a navigation bar with links for Home, Change Password, Grms, and Reports. The user is logged in as 'ddg'. The dashboard displays a table of grievances due from University/College, with columns for S.No., Grievance No., Category, University/College, Grievance Document, Acknowledge, Reply, Send Back, Spam, and Close. Two grievances are listed: one from College of Agriculture, Sonapur-Gadchiroli, and another from College of Agriculture, Nagpur.

S.No.	Grievance No.	Category	University/College	Grievance Document	Acknowledge	Reply	Send Back	Spam	Close
1	G-202107295158	Course Curriculum	College of Agriculture, Sonapur-Gadchiroli	View Details	Acknowledge	Reply	Send Back	Spam	Close
2	G-202107308005	Others	College of Agriculture, Nagpur	View Details	Acknowledge	Reply	Send Back	Spam	Close

Fig. 6.3.2 Grievances due from university/college

6.3.3 Grievances due from Grievance Officer

These are the grievances which are being due from second level of Grievance officer.

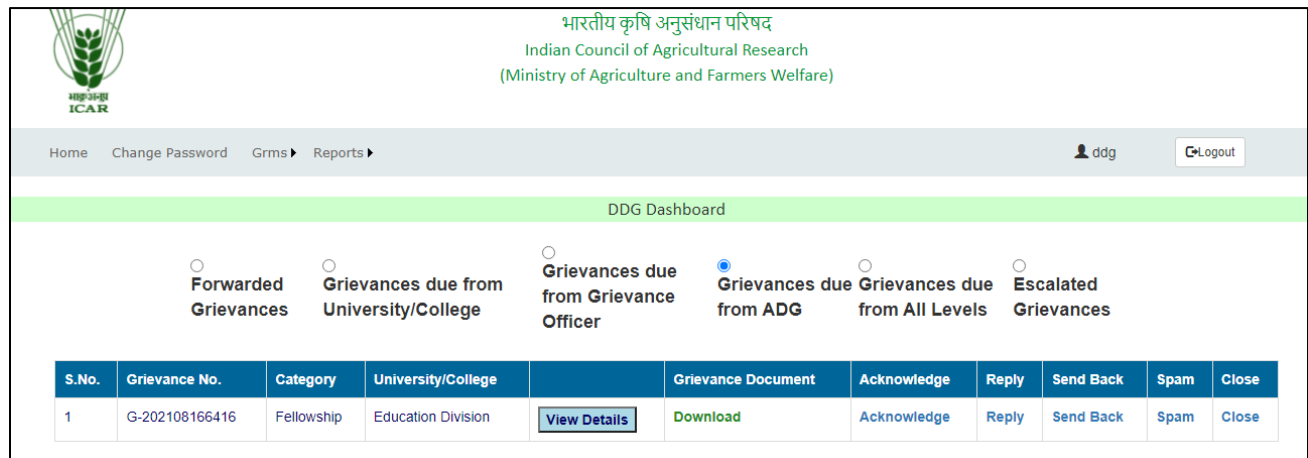
The screenshot shows the DDG Dashboard for the Indian Council of Agricultural Research (ICAR). The dashboard has a header with the ICAR logo and name in Hindi and English, and a navigation bar with links for Home, Change Password, Grms, and Reports. The user is logged in as 'ddg'. The dashboard displays a table of grievances due from Grievance Officer, with columns for S.No., Grievance No., Category, University/College, Grievance Document, Acknowledge, Reply, Send Back, Spam, and Close. Two grievances are listed: one from Education Division and another from Education Division.

S.No.	Grievance No.	Category	University/College	Grievance Document	Acknowledge	Reply	Send Back	Spam	Close
1	G-202108213335	Others	Education Division	View Details	Acknowledge	Reply	Send Back	Spam	Close
2	G-202108213686	Course Curriculum	Education Division	View Details	Acknowledge	Reply	Send Back	Spam	Close

Fig. 6.3.3 Grievances due from grievance officer

6.3.4 Grievances due from ADG

These are the grievances which are being due ADG level



The screenshot shows the DDG Dashboard of the Indian Council of Agricultural Research (ICAR). The dashboard has a header with the ICAR logo and name in Hindi and English. Below the header is a navigation bar with links: Home, Change Password, Grms, and Reports. The main content area is titled 'DDG Dashboard' and features six radio buttons for selecting different grievance categories. The 'Grievances due from ADG' option is selected. Below the radio buttons is a table with one row of data.

S.No.	Grievance No.	Category	University/College		Grievance Document	Acknowledge	Reply	Send Back	Spam	Close
1	G-202108166416	Fellowship	Education Division	View Details	Download	Acknowledge	Reply	Send Back	Spam	Close

Fig. 6.3.4 Grievances due from ADG

6.3.5 Grievances due from all levels

These are all the grievances due from all the levels and automatically comes to DDG dashboard



The screenshot shows the DDG Dashboard of the Indian Council of Agricultural Research (ICAR). The dashboard has a header with the ICAR logo and name in Hindi and English. Below the header is a navigation bar with links: Home, Change Password, Grms, and Reports. The main content area is titled 'DDG Dashboard' and features six radio buttons for selecting different grievance categories. The 'Grievances due from All Levels' option is selected. Below the radio buttons is a table with two rows of data.

S.No.	Grievance No.	Category	University/College		Grievance Document	Acknowledge	Reply	Send Back	Spam	Close
1	G-202107295158	Course Curriculum	College of Agriculture, Sonapur-Gadchiroli	View Details		Acknowledge	Reply	Send Back	Spam	Close
2	G-202107308005	Others	College of Agriculture, Nagpur	View Details		Acknowledge	Reply	Send Back	Spam	Close

Fig. 6.3.5 Grievance due from all levels

6.3.6 Escalated Grievances

These are all the grievances which are being escalated directly to DDG after unsatisfactory reply from grievance officer/ADG.

The screenshot shows the DDG Dashboard of the Indian Council of Agricultural Research (ICAR). The dashboard has a navigation bar with links: Home, Change Password, Grms, and Reports. The user is logged in as 'ddg'. The dashboard displays several metrics: Forwarded Grievances, Grievances due from University/College, Grievances due from Grievance Officer, Grievances due from ADG, Grievances due from All Levels, and Escalated Grievances (which is selected). Below these metrics is a table with the following data:

S.No.	Grievance No.	Category	University/College	Grievance Document	Reply	Close
1	G-202107315615	Others	ICAR-Indian Agricultural Research Institute, New Delhi		View Details	Reply Close

Fig. 6.3.6 Escalated Grievances

6.4 Replied Grievances

These are the grievances which are being replied by the DDG and can be accessed through the path **Grms- > Replied Grievances** as shown below these are divided into accreditation, admissions, course curriculum, fellowship and others.

The screenshot shows the 'Replied Grievances Status' page. It features a dropdown menu for 'Grievance Category' with 'Others' selected. Below the dropdown, a message states 'No Record Found'.

Fig. 6.4 Replied Grievances

6.5 Grievances Sent Back

These are the grievances which are being sent back by the DDG to ADG and can be accessed through the path **Grms-> Grievances sent Back** as shown below these are divided into accreditation, admissions, course curriculum, fellowship and others.

Fig. 6.5 Grievances sent back page

6.6 Overdue Grievances

These are the grievances which are not being timely responded by the this level and can be accessed through the path **Grms-> Overdue Grievances** as shown below these are divided into accreditation, admissions, course curriculum, fellowship and others.

Fig. 6.6 Overdue Grievances

6.7 Spam/Closed Grievances

These are the grievances which are being spammed and closed and can be accessed through the path **Grms-> Spam/Closed Grievances**.

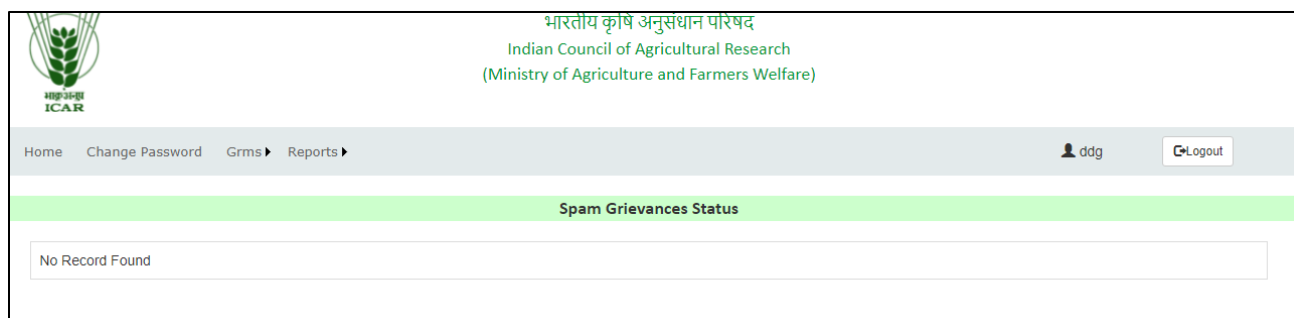


Fig. 6.7 Spam/Closed Grievances page

6.8 Reports (For ADG and DDG)

This contains reports which are bifurcated into Registered Grievances and Category wise Grievance report.



Fig. 6.8 Report page

6.8.1 Registered Grievances

This is a general report showing all the registered grievances and other details like the complainant information, grievance registered to, category of the grievance etc. This report can also be downloaded.



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Home

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Logout

Registered Grievances

Download


Back

S.No.	Grievance Id	Category	University/College	Submission Date	Complainant	Email	Contact No.	Grievance Query	Grievance Document
1	G-202109071036	Others	Acharya Narendra Deva University of Agriculture and Technology, Ayodhya	07-09-2021 13:45:04	babu ramRam	rambabudivakar441@gmail	35441284539544128459	Anush Choudhary b tech agricultural engineering 2nd year	<div>View Document</div>

Fig. 6.8.1 Registered Grievances Report

6.8.2 Category wise Grievance Report

This is the count report for all the registered grievances under the university/college and education division. This report provides the count details of all the registered grievances, replied, unreplied, spam, closed, escalated, escalated replied and escalated unreplied grievances. Also the details of the associated grievances division wise will be available by clicking on the link View Details on the report as shown in Fig 6.8.3



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HomeChange PasswordGrms▶Reports▶

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Logout

University-Wise Report

Select Grievance Category

Others

Sr. No	Grievance for University/College	Total Grievance Received	Total Grievance Replied	Total Grievance Unreplied	Total Spam Grievance	Total Closed Grievances	Total Escalated Grievances Received	Total Escalated Grievances Replied	Total Grievance Escalated Unreplied	View Details
1	Acharya Narendra Deva University of Agriculture and Technology, Ayodhya	1	0	1	0	0	0	0	0	View Details
2	Bihar Agricultural University, Bhagalpur	1	0	1	0	0	0	0	0	View Details
3	College of Agriculture, Nagpur	1	0	1	0	0	0	0	0	View Details
4	College of Co-operation, Banking and Management, Vellanikkara, Thrissur	1	0	1	0	1	0	0	0	View Details
5	Education Division	2	1	1	0	0	0	0	0	View Details

Fig. 6.8.2 University wise report



भारतीय कृषि अनुसंधान परिषद

Indian Council of Agricultural Research

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Home

Change Password

Grms ▶

Reports ▶

 ddg

Logout

Grievance Details



Back

Acharya Narendra Deva University of Agriculture and Technology, Ayodhya

S.No.	Grievance Id	Category	Submission Date	Complainant	Email	Contact No.	Grievance Query	Grievance Details
1	G-202109071036	Others	07-09-2021 13:45:04	babu ramRam	rambabudivakar441@gmail	35441284539544128459	Anush Choudhary b tech agricultural engineering 2nd year	Grievance Details

Fig. 6.8.3 University report of all the grievances

Grievance details link will provide the complete flow of information for a specific grievance as shown in Fig 6.8.4


		भारतीय कृषि अनुसंधान परिषद Indian Council of Agricultural Research (Ministry of Agriculture and Farmers Welfare)			
Home Change Password Grms Reports		ddg Logout			
Grievance Details					
Grievance No.: G-202109071036 Complainant Name: babu ramRam Email: rambabudivakar441@gmail Mobile: 35441284539544128459 Grievance Category: Others Grievance To: Acharya Narendra Deva University of Agriculture and Technology Grievance Details: Anush Choudhary b tech agricultural engineering 2nd year Grievance Submission Date: 07-09-2021 13:45:04 View Document					
University Nodal Officer Response					
Acknowledgement: Acknowledgement Dated: Reply:					

Fig. 6.8.4 Grievance status details

ICAR AU-GRMS

Grievance Redressal & Monitoring System

For All Agricultural Universities



Designed and Developed by

**Division of Computer Application, ICAR-Indian Agricultural Statistics Research Institute
Under the Guidance of Agricultural Education Division, ICAR**

For any query email us at: nahep.comp2@icar.gov.in