USER'S Manual/Guidelines

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1.0   GENERAL INFORMATION

1.1   System Overview

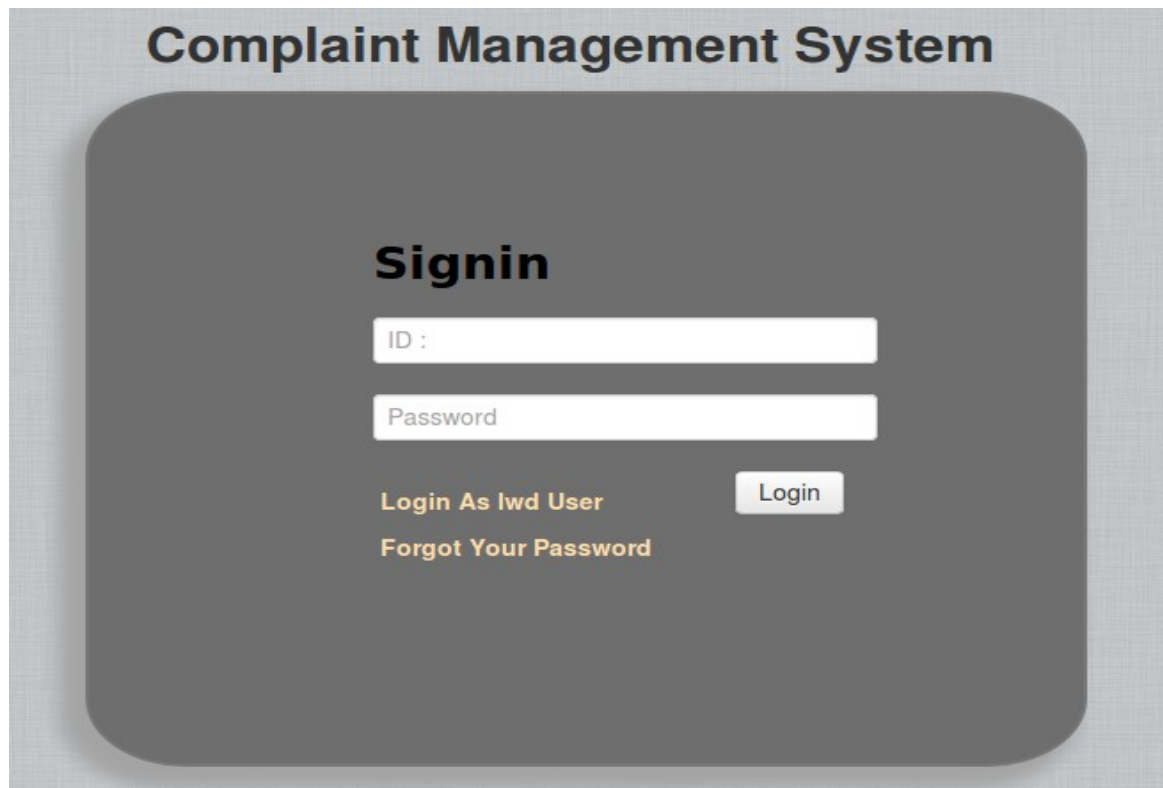This is an On-line Complaint management system for IWD IIT Kanpur.
This system contains:

- On-line complaints fill option for any category at any location of IWD.
- User can comment about their problem clearly.
- User can see their complaint status any time.
- IWD members can analyze the complaints filled by peoples according to their work domain or category and search specific complaints by their created time /status/or complainer's id.
- IWD members can forward complaint from one department people to other according to correct department.
- IWD member can assign final work to correct person and generate a print out.
- There is a **My Team** clause that is showing the hierarchy of IWD members according to their Post/Role.
- After resolving the particular complaint, IWD member can close that complaint by giving a last closing comment.
- On the other hand, ADMIN of this system can see, create and edit all the distributions of IWD members at any location of IWD handling any category of human need.

1.2   For Normal User (To File a complaint)

Sign In

Any campus resident can sign-in into this account using their IIT K email-id and password.

Complaint Management System

Signin

ID :

Password

Login As Iwd User

Login

Forgot Your Password

For login as a user, please note the following points:

1. For regular sign-in to file complaints, user can Login using IIT K email id and password. The temporary web page for this login is cms.iitk.ac.in.

2. You should enter your IIT K email-id initials or full email address to login. For eg- If your iitk email id is abc@iitk.ac.in then you may type abc or abc@iitk.ac.in (both format will work)

3. This system only supports IIT K email-ids. In case you don't have it then please use the email id of your family members.

4. If you and your family member don't have any IITK email account and you still want to file a complaint then talk to IWD staff who can file a complaint as anonymous complaint.

5. In case you are newly registered IITK email user, you are requested to be patient for maximum of 48 hours till we update our database.

6. If it is not able to login you using your IITK email id and password then contact administrator.

7. Your password entered here is secure and has been approved by CC authorities at IIT Kanpur.

8. You are requested to use your IIT K email ids to file complaint and not the email-ids of your friend. This will help you and IWD staff to keep a correct track of complaint and will also help in data analysis in a longer run.

Forget your password:

If any user forgets their login password ,there is a Forget Your Password link on the main login page.After clicking on this link user will see a message as in figure shown below .
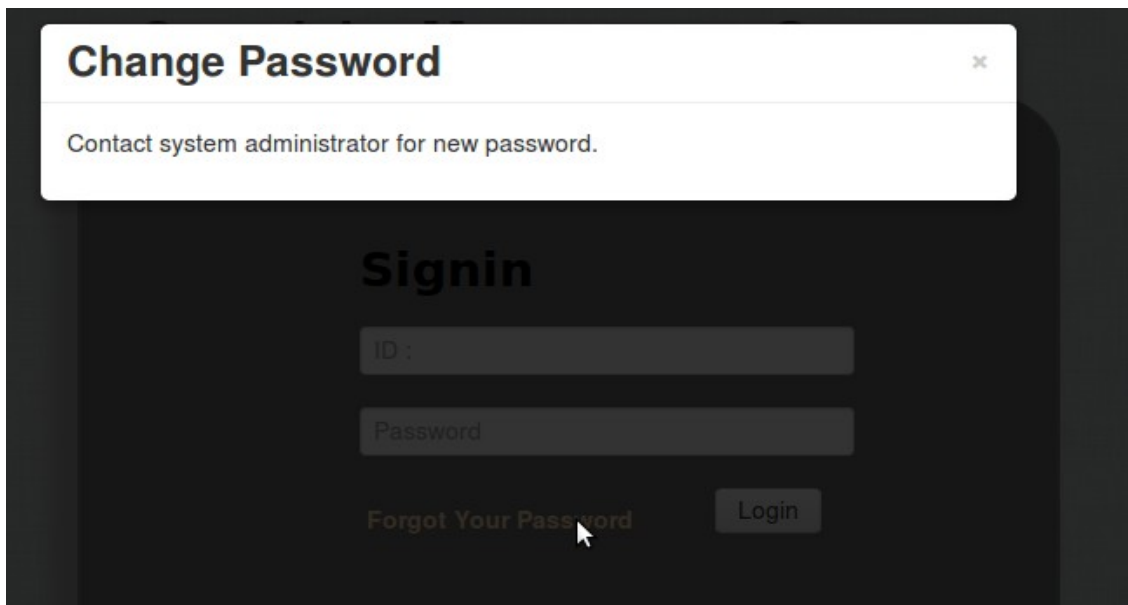
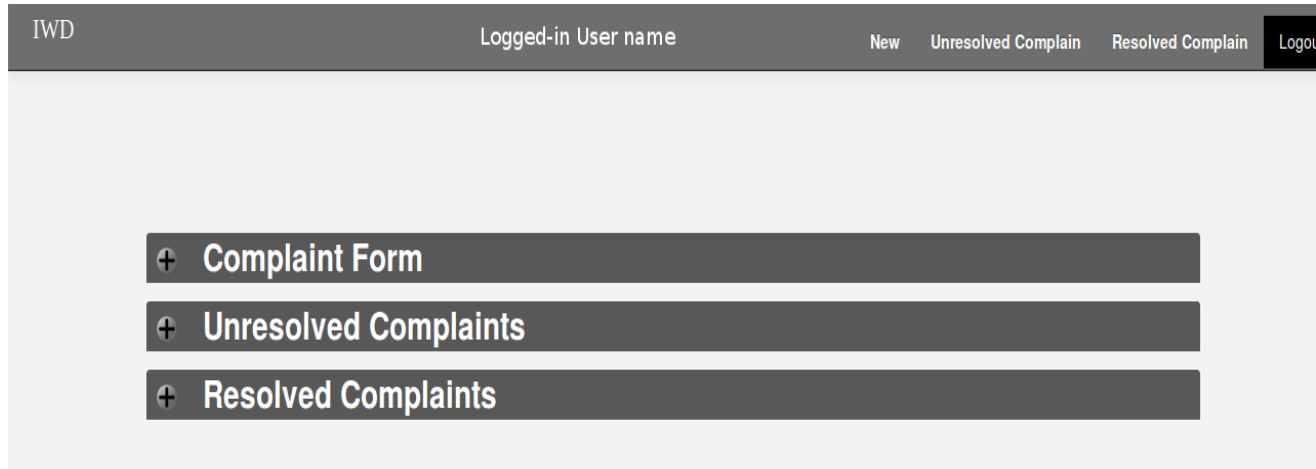So user should have to contact system administrator for their new password.

3.0 User View

Once user is logged in then user has following options:

At the main user page there are three consecutive collapsible content panels named:

- Complaint Form
- Unresolved Complaints
- Resolved Complaints

see fig(3.0.1)

fig(3.0.1)

3.1   Complaint Form

This is first panel where user can fill their complaint providing the category of problem, sub category of problem, problem description, problem location, their own address, contact detail and the their availability time (the time duration when user can be available to the IWD worker for solution of their complaint). The view of this form is given in the figure below (fig-3.1.0). The detailed user instructions for each field are:

a. **Complaint Category:** Select the complaint from the list of categories in the drop down menu. There are total of 10 categories. Out of 10 categories, seven of them are handled by IWD department. The remaining three- Gas, Telephone and CC are to be handled by respective authorities from these departments.

b. **Complaint Sub-Category:** For the selected category, there are number of sub-categories possible. Select most suitable complaint subcategory from this list.

c. **Complaint's Detailed Location:** Here user is supposed to enter the zone where they are located. For eg- person living in House No. 421 has to write Type 4. This text box has been designed in an intelligent way such that it auto-suggests all relevant fields containing that enter text. One important point to note is that user can only enter the location from the list. This list should be regularly updated to include all campus locations. In case specific building/ area is not in this list then it should be informed to admin and he will add those new location entries in the system database.

On the basis of these three fields the system identifies IWD staff responsible for handling the filed complaint/ request. This mapping data obtained from individual IWD staff has been fed in the database and later can be changed only by admin.

    d.   **Complaint Description**- In this field the user should enter the details of the complaint. This should be written in such a way that IWD staff should identify the type, amount of work and resources needed to address that request/complaint.
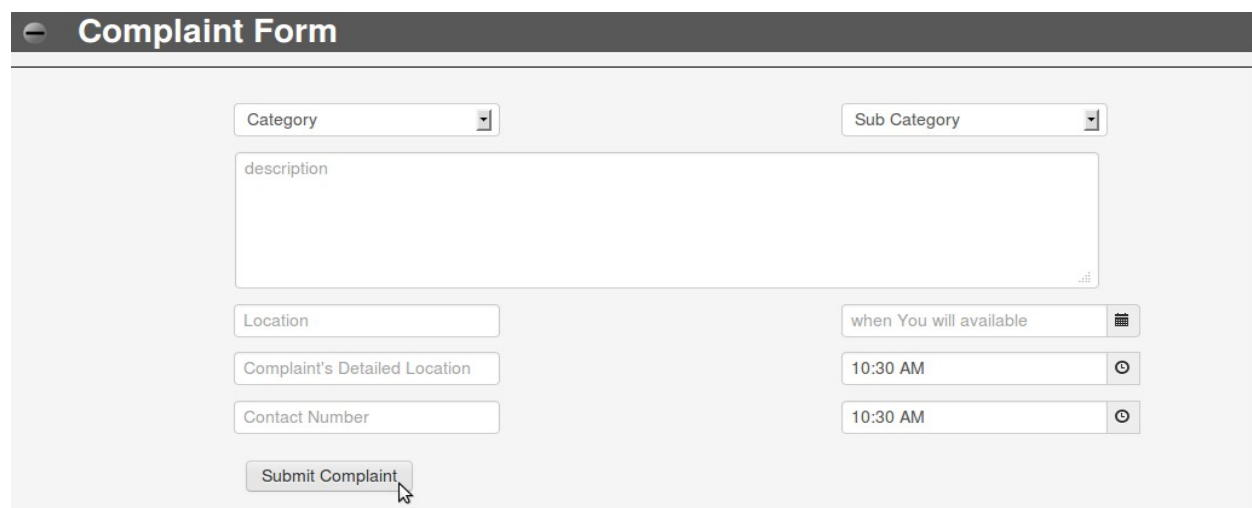
    e.   **Availability Duration**- In these fields the user is supposed to enter the precise time when IWD staff should make a visit. There are total three fields in the available time section:

        i.   **Date**- Date when IWD staff should make a visit to identify/address the request. Date can be easily selected from the calendar which opens when this field is clicked.

        ii.   **Available Start time**- Here user should enter the start time of the available duration of the day.

        iii.   **Available End time**- Here user should enter the end time of the available duration of the day.

It is recommended that user must feed minimum one hour of duration for the visit by IWD staff.

If for any complaint input, it shows the error message that no person is allotted for this complaint, then it should be immediately informed to admin. Admin can add that missing entry using his admin interface.

    f.   **Contact Number**- Here user should enter his contact number on which he/she can be reached during office hours. This is to ensure that if IWD staff needs any clarification on the filled complaint or is making a visit or there is any change in the plan then is able to communicate or talk to the complainant. System can take **only 4-digit or 10-digit number**. Otherwise it shows an error message.
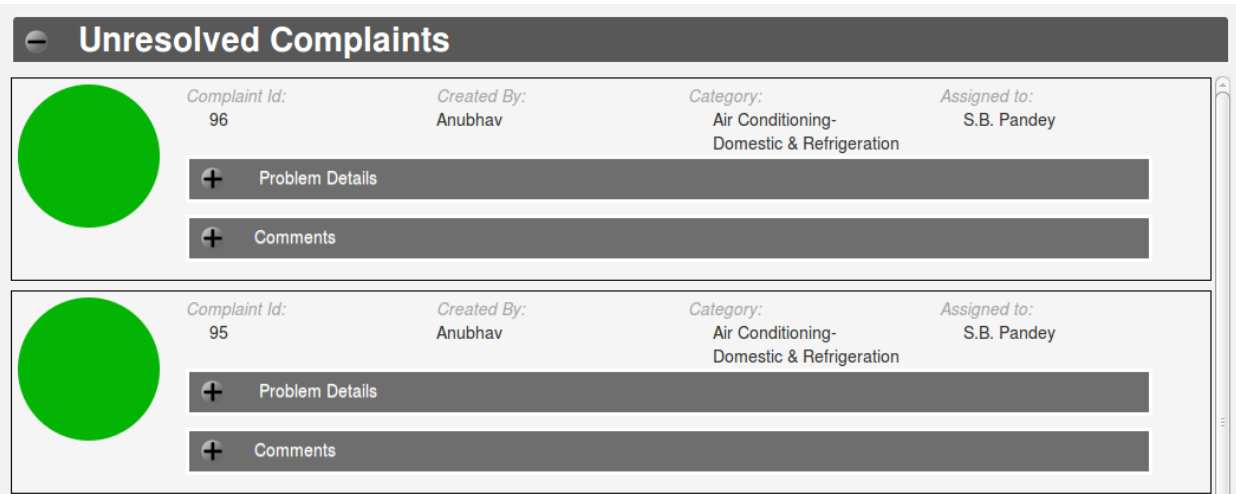

fig(3.1.0)

After submitting this complaint user will see a successful submission message.

3.2   Unresolved Complaints

In this Panel user can see details of all the complaints submitted by him which is not resolved (These can be **new complaints**-work on this complaint is not started or **in progress complaints**- work on these complaints is in process) , as in fig(3.2.1).

Fig(3.2.1)

Each unresolved complaint detail is divided into two sub panels:

- Problem Details
- Comments

3.2(a) Problem Details

Here user can see the all the problem detail filled by him at the time of complaint submission as in fig(3.2.2)

fig(3.2.2)

There are an Activity Log sub panel in the "Problem Details" block

3.2(a.1) Activity Log: This block shows the summary of all actions taken on the filled complaint (i.e when this complaint is created , who is handling it, comments exchanged etc)

, fig(3.2.3)

fig(3.2.3)

3.2(b) Comments

User can comment/or say something about their problem and can see all the previous comments on this complaint , as in fig(3.2.4).

Fig(3.2.4)

3.3Resolved Complaints

The Last panel of page , here user can see all the resolved complaints submitted by him.

- If there is no complaint resolved then user will see a message. As in fig(3.3.1)

fig(3.3.1)

- If any resolved complaint is here then user will see the information ,as in fig(3.3.2)

fig(3.3.2)

There are two sub panels for each resolved complaint:

- Problem Details
- Comments

3.3(a) Problem Details

This Block shows all the details of a resolved complaint submitted by the user .
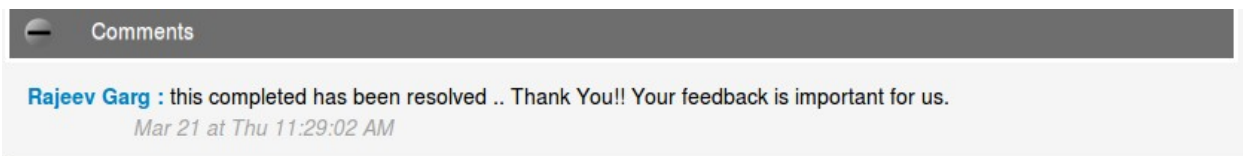
As in fig(3.3.3)

fig(3.3.3)

3.3(a.1) Activity Log: This block shows the status of complaint (i.e when this complaint is submitted , who is handling this complaint, who closed this complaint etc information)

.3.3(b) Comments

User can see the final closing comment on this complaint by an IWD member .

as in fig(3.3.4)

Comments

Rajeev Garg : this completed has been resolved .. Thank You!! Your feedback is important for us.
    Mar 21 at Thu 11:29:02 AM

fig(3.3.4)

Login as IWD Staff

For login as a IWD user, please note the following points:

1. For login as iwd staff, user can Login using IIT K email id and password. The temporary web page for this login is cms.iitk.ac.in/iwd

Complaint Management System

Signin

ID :

Password

Forgot Your Password   Login

2. You should enter your IIT K email-id initials or full email address to login. For eg- If your iitk email id is abc@iitk.ac.in then you may type abc or abc@iitk.ac.in (both format will work)

3. If you don't have IITK email account and you still want to have a IWD staff account then make a request to IWD officials/ CC officials to issue you a IITK email id.

4. In case you are newly registered IITK email account user, kindly be patient for maximum of 48 hours till we update our database.

5. If it is not able to login you using your IITK email id and password then contact administrator.

6. Your password entered here is secure and has been approved by CC authorities at IIT Kanpur.

For future we are also exploring the option of issuing a separate password to IWD staff. There are following points to note regarding this modified system (Version 2):

1. On the request of IWD staff we are trying to maintain a separate password for this login account. If it is implemented then IWD staff must use a different password **(other than IITK account password)**. The benefit of this separate password could be that they can share this password with the other staff member who coordinates/ provide support for complaint related activities.

2. It could also be possible to allot a separate user id(other than IITK email id). So this will remove the requirement of having a IIT K email account.

3. Once the separate password is implemented then administrator will have permission to change this password if required.

4. Initial password for this account will be issued by administrator.

5. Your Password security level may/ may not be equal to that of the IIT K email account.

6. If you are not able to login then contact administrator.

7. If you want to change the password then contact your administrator

After logging to the IWD page, staff members can see complaint status in their respective accounts and can perform various operations on it.

4.1 Main Department Page
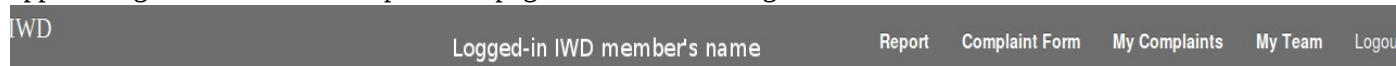**The main IWD department page looks like fig(4.1.0)**
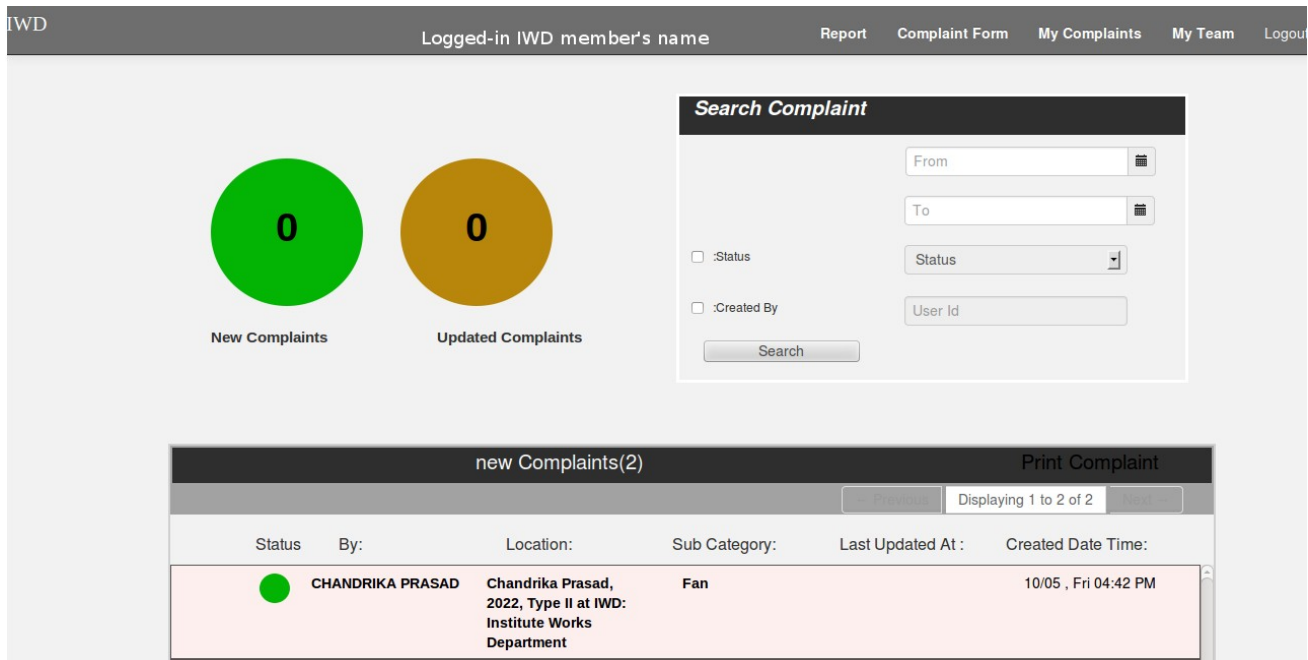
fig(4.1.0)

4.1(a) Upper Navigation Bar:

At the middle of upper navigation bar IWD member can see his name.

The upper navigation bar of IWD department page contains following links:
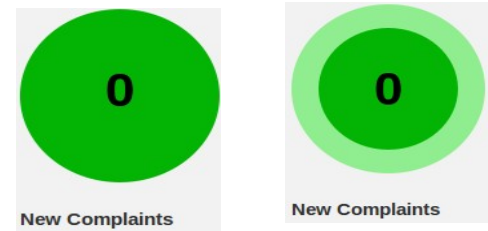

fig(4.1.1)

4.2. Report

4.3. Complaint Form

4.4. My Complaints

4.5. My Team

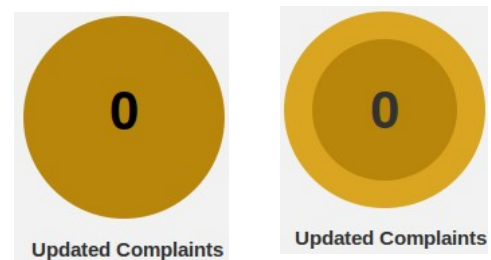**4.1(b) A big green colored dot** :

This dot shows number of new complaints,

as in fig(4.1.2(a))

fig(4.1.2(a))

4.1(b) A big mustard colored dot :

This dot shows number of updated complaints,

as in fig(4.1.2(b))

fig(4.1.2(b))

There will be few more dots which will show:

- **In-progress complaints**- This shows all the in-progress complaints. This basically includes the complaints for which work order has been printed. This shortcut has been created for staff to directly get a list of in-progress complaints.

- **In-progress complaints with new comments**- To highlight the in-progress complaints with the new comments a separate dot has been given. This will allow staff to see the complaints on which there has been activity from user. Once the staff member has clicked the **in-progress complaints with new comments** dot then all these complaints will be deleted from this list. This deletion came into action at the time of next login. Therefore it is recommended that staff should read all these notifications after clicking this dot before signing out from his account.

4.1(c) Search Complaint Form:

From this search form, logged-in IWD member can search complaints into their account entering complaint submission date/time duration in between complaint submitted/status of complaint /user id (id of user who filed the complaint) .

fig(4.1.3)

User's Manu

By default there is only Starting Date (**From**) and Ending Date(**To**) search options. There are two more options- Status field and Created By field which can be selectively ticked and then these filter options will get enabled. The user can search complaints using any one or more fields.

After clicking **Search** button this search form is submitted and IWD member will get a list of complaints like fig(4.1.4)
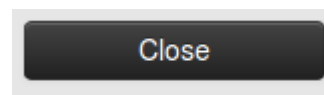

fig(4.1.4)

IWD member can see more details of particular complaint by clicking on complaint bar as above figure and can take multiple action on this complaint ,see fig(4.1.5)

fig(4.1.5)

Above fig(4.1.5) shows details of complaint filed by user and few select menu/buttons/text boxes which are:

      a. **Drop down List for actions**- print work order and whole complaint description at the left section of block.

      b. **Action Button**- After selecting a action from the drop down list, user should press this button to enter that action.

      c. **Close Button**- When the complaint is solved then user may close the complaint using this button.

      d. **Comment Text Box**- This text box exists in both user account and also IWD Staff account. Using this text box anyone can type comments on a specific complaint. This acts like a medium for online/offline chat. Using which they can

      e. **Submit Button**- At a press of this button, the text entered in this comment text box gets submitted.
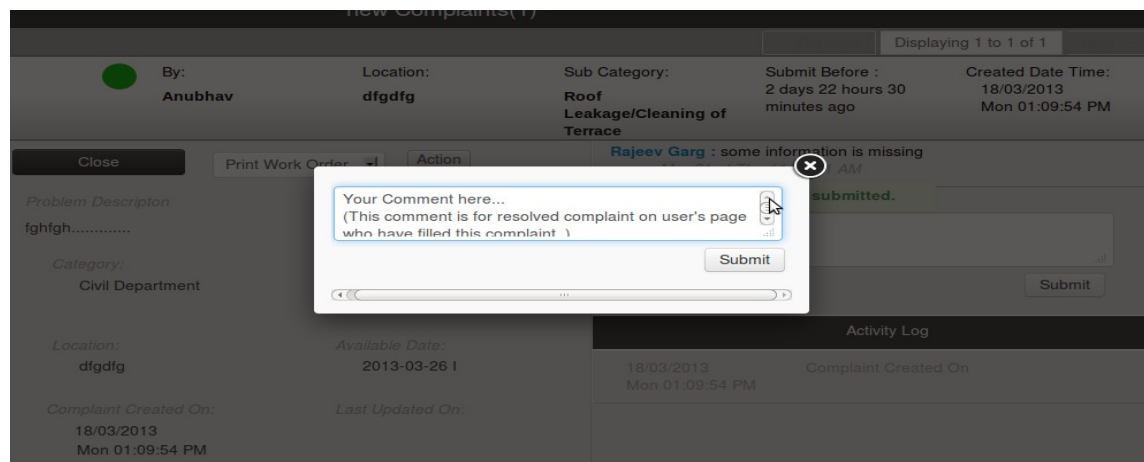

4.1(d) Close Button :

fig(4.1.6)

This button is link for closing a complaint if resolved.

After clicking on this Close button IWD member will see a text box for a closing comment .As in fig(4.1.7)
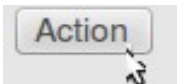

fig(4.1.7)

The user who has submitted this complaint can see this closing comment into "Resolved Complaint" panel on their page .
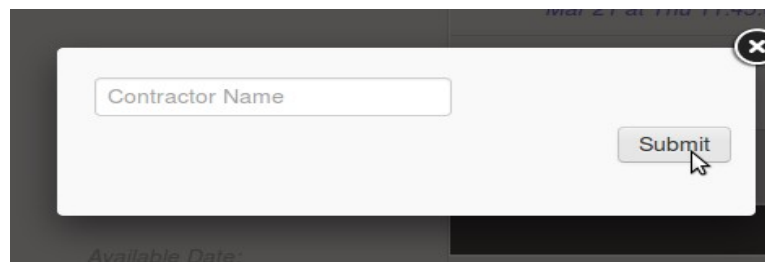
4.1(e) Print Work Order Drop Down :

Iwd member can select the action showing in drop down list as per his requirement and after that click on the **Action** button adjacent to this drop down box.

After clicking on this action button IWD member will see a text box as

in fig(4.1.9)

In this text box IWD member can enter name of the person according to specific operation selected in drop down list. If the selected term is :
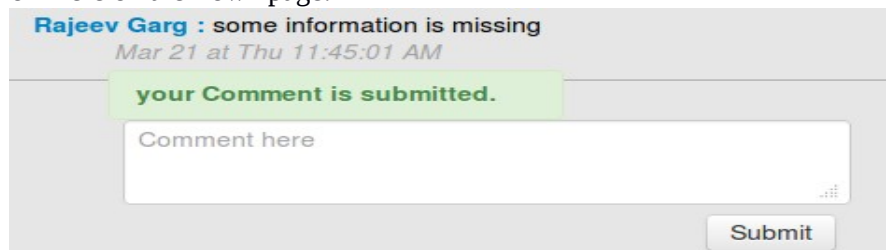
Other few actions that can be taken by user are:

- **Assigned To:** This means IWD member wants to assign this complaint to another IWD member under him. This feature can be used in the following cases:
    a. A complaint is moved up to a higher official to get their approval. Then that official can assign back that complaint to the persons below him.

b. A person is on leave. His senior in-charge then can re-assign these complaints to his remaining staff below him. For eg- Mr. Rajeev Garg at any point of time pick any complaint under any JE/AE/AEE and can assign it to any other staff under him irrespective of his department.

- **Forward To:** IWD member can forward this complaint to another department of IWD according to complaint details. So in above text box IWD member can enter the department name where this complaint is forwarding. This option is to be used in the following cases:
  a. There are two or more departments involved in solving a specific complaint. When the work of one department is done then he should forward it to other department.

  b. The user has filed the complaint to incorrect department. In this case the user should forward it to the concerned department.

- **Move Up:** Complaint can be move from current level to upper level of IWD member hierarchy. Once this action is taken the complaint automatically gets transferred to his immediate boss. This action could be used in the following cases:
  a. Staff needs approval of his boss because of large finances/ institute policies conflict etc.
  b. The complexity of the problem beyond the capabilities of the staff.
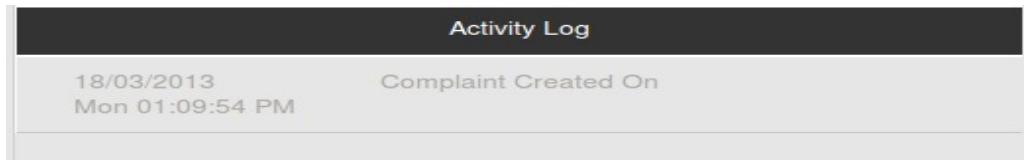
4.1(f) Comment Box :

IWD member can comment about complaint .IW member and user who filled this complaint can see all comments from here on their own page.

fig(4.1.10)

4.1(g) Activity Log Panel :

In this panel IWD member can see all the major activities happened with a particular complaint as time when complaint is created,who is handling this complaint etc.

fig(4.1.11)

4.2 Report

On the upper navigation bar "Report" link provides the page see fig(4.2.2) where IWD member can see

number of complaints under him/all the IWD members under him.

fig(4.2.1)

fig(4.2.2)

In above Report page there are two blocks:

- **Reports Of Complaints Form**- This is essentially a filter/ search tool which will pick only specific complaints from entire list of complaints on the basis of selection date(From Date and To date). The complaints it filter are the ones which were either new/in-progress in that period at any instant.

- **Team Report Table**- On the basis of the above filter this will give a team report for the complaints. Through this the higher officials can supervise the quantum of work handled by each staff and may do reshuffling/ reorganization to handle the work more efficiently.

4.2(a) Reports Of Complaint

This Form gets time duration in which IWD member wants to check the status of complaints

fig(4.2.3)

After clicking on the Report button as in above figure ,IWD member will get Team Report table as in fig(4.2.4).

4.2(b) Team Report

| Name	Created	Closed	New Before Start Date	New Before End Date	In-Progress Before Start Date	In-Progress Before End Date
Rajeev Garg	0	0	0	0	0	0
Sunil Kumar	0	0	0	0	0	0
J. S. Saranghi	0	0	0	0	0	0

fig(4.2.4)

This table shows the number of new complaints submitted, number of closed complaints ,in progress complaints etc information as per IWD member according to their roles and privileges in a time duration taken from the "Report complaints form" .
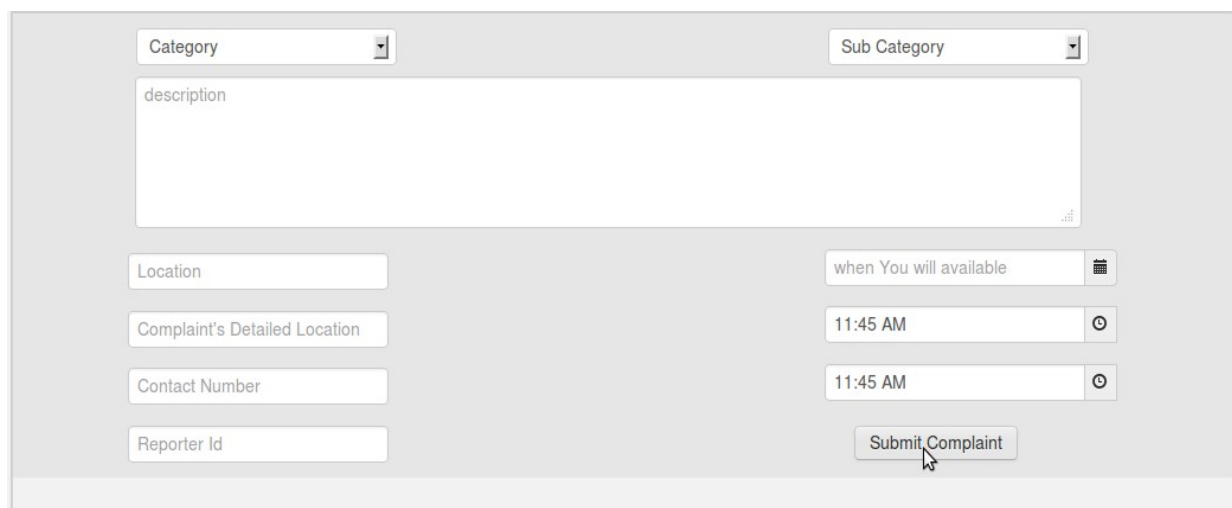
User has further option to print this report. By clicking on Print Report this report will open in a separate window in .pdf format. The soft copy of this .pdf file can then be saved in computer or can be printed in hard copy.

4.3   Complaint Form

On the upper navigation bar "Complaint Form" link provides the complaint submission form as in

fig (4.3.2),from where IWD member can submit complaint form .
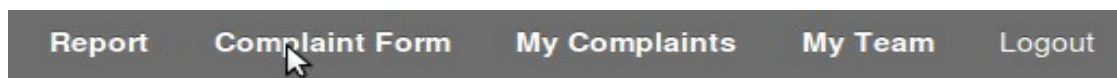
fig(4.3.1)

fig(4.3.2)

The complaint form above is exactly similar to the user form (covered in section 3.1 except for one field. There is one extra field here which is **reporter id**. Here user must enter the id of the user who has reported this complaint. It is advised that this field should not be left blank and correct iitk email id of the person who has filed this complaint should be entered. This will ensure that complainant can track this complaint at any later point in time.

4.4 My Complaints

This page provides all the complaints into IWD member's account. See fig(4.4.1)
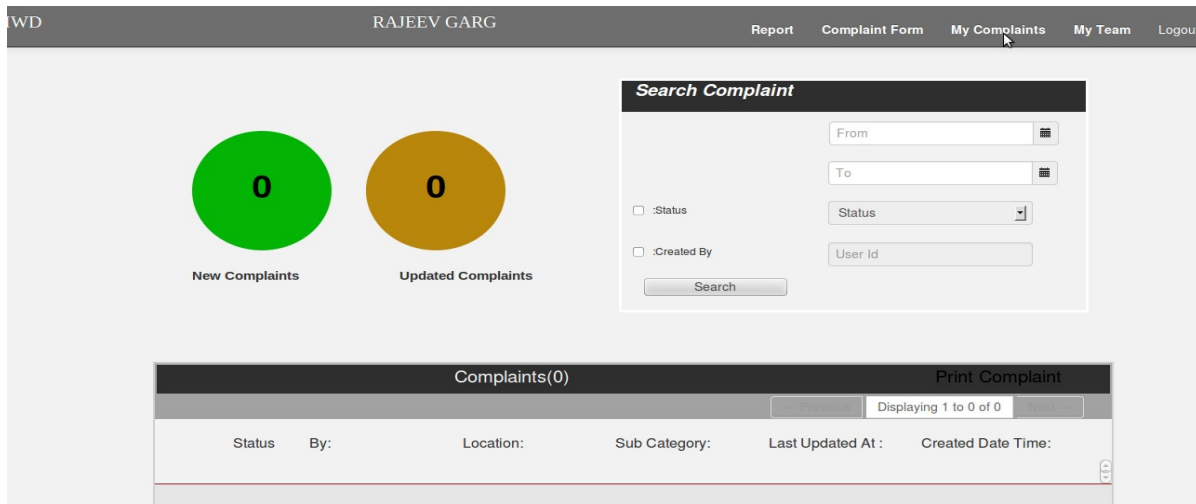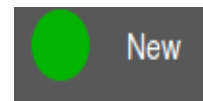

fig(4.4.1)

This page is nothing but Iwd department home page as covered above in section 4.1 (see fig 4.1.0)
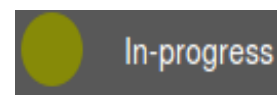
4.5 My Team

This page shows tree structure of IWD members . As in fig (4.5.1)

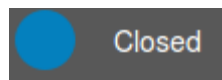There are few dots on the upper bar of this block, their functionality is as follows:

The green dot shows : New complaints came into an account of an IWD member.

The olive dot shows : Complaints which are in progress into an account of an

 IWD member.

The blue dot shows : Complaints which are closed .

fig(4.5.1)

Each dot is a link for details of the complaints according to their function as the complaints are new/in progress/closed and how they are related to department and an IWD member/ IWD members. This view is useful for:

1. Analyzing the work load on each employee.

2. To keep track of their team performance.

3. For giving incentives/prizes to selective staff from the performance matrix.

4. If a specific employee is overloaded then his complaints can be viewed by selecting it from this list and can be redistributed to other people.

5. If any employee is absent then his senior level staff can view his complaints and can assign it to other staff.

6. Generating daily work reports.