

ONLINE COMPLAINT

Step by step process for Student Online Complaint through IGKV MIS

1. Go to Web site www.igkvmis.cg.nic.in and find “Online Complaint” link in Important Links.

1. Click on link Online Complaint.

2. Select “user type “and then proceed for online complaint as shown below.

1. Select user type as Student/Employee/other than regular student.

3. After select user type enter your Student/Employee ID and select Problem Type.

For Example- If you have Finance related problem then select **Bills**, same as if you want any page access /Additional In charge /Attachment in office then select **Work and Role allotment** etc. as Type of Problem.

The screenshot shows the 'ONLINE COMPLAIN REGISTRATION' form on the IGKV Raipur website. The form is titled 'ONLINE COMPLAIN REGISTRATION :-'. It includes the following fields and options:

- User Type :** Employee (dropdown)
- Employee ID :** MIS (text input)
- Type Of Problem :** Select Any (dropdown)
- Type Of Sub Problem :** (dropdown)
- Employee Office :** (dropdown)
- Employee Post :** (dropdown)
- Forward to Office :** (dropdown)
- Forward to Employee :** (dropdown)
- Mobile No. :** (text input)
- Email Id. :** (text input)
- Enter Your Problem Here. :** English (dropdown)

Below the main form, there is an attachment section:

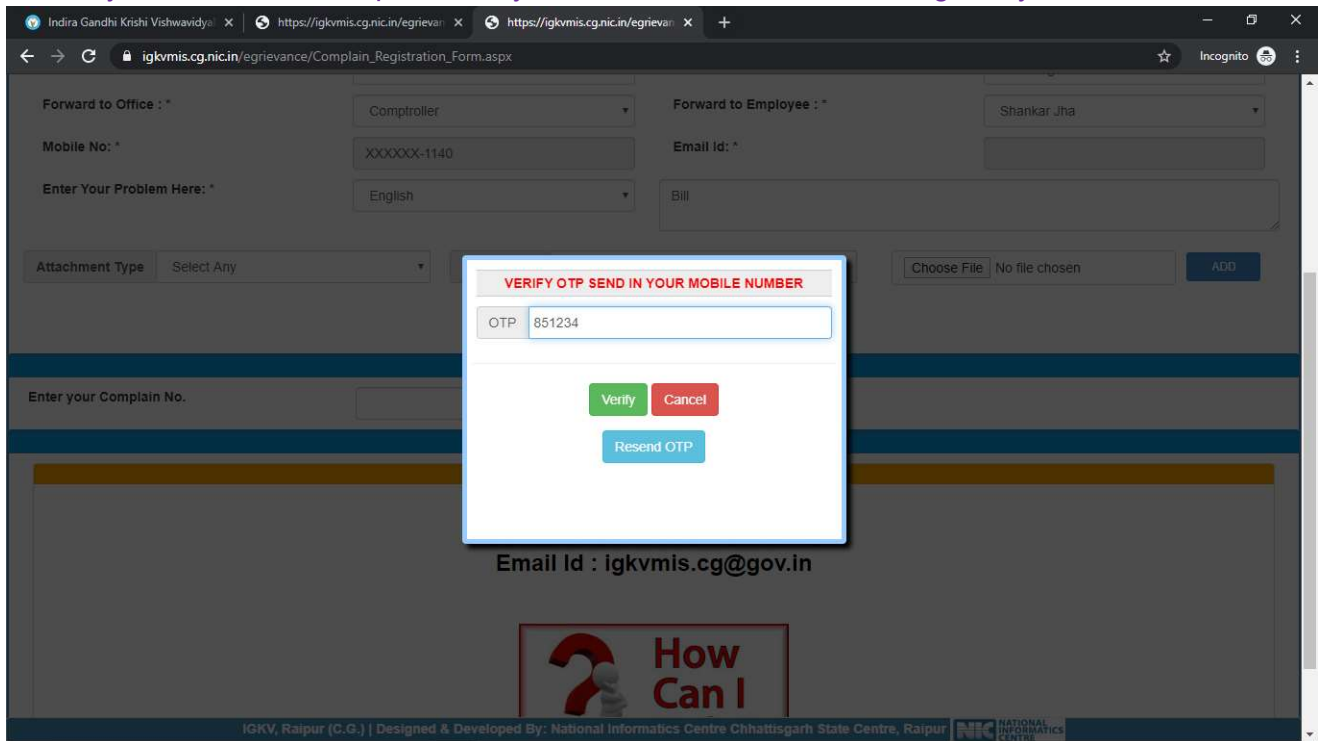
- Attachment Type :** Select Any (dropdown)
- Description :** (text input)
- Choose File :** No file chosen (button)
- ADD :** (button)

At the bottom of the form, there are 'Submit' and 'Clear' buttons. Below the form, there is a section titled 'TRACK YOUR COMPLAIN STATUS' with an input field for 'Enter your Complain No.' and a 'Check' button. An orange callout bubble points to the 'Attachment Type' dropdown with the text 'Select attachment type.' Another orange callout bubble points to the 'Employee ID' field with the text '1. Enter your Employee Id'.

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4. After selecting all field including problem related to concerning office also attach file (Screen shot/Order copy) and click on submit button.

5. After submission you will Receive OTP in your mobile Number .Enter OTP and click on VERIFY Button, you will receive complain Id in your Mobile number and message on your screen.



6. You can also track your Complain status by entering your complain No. received in your Mobile.

