ONLINE GRIEVANCE MONITORING SYSTEM

User Manual

DEPARTMENT OF SCHOOL EDUCATION
GOVERNMENT OF WEST BENGAL
“Online Grievance Monitoring System”

For

Department of School Education
Government of West Bengal

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Version Number: 1.0

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QMS Review Group (QRG)

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STD & SIO, WBSC, NIC

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National Informatics Centre
West Bengal State Centre
Department of Information Technology
Ministry of Communications and Information Technology
Govt. of India
## AMENDMENT LOG

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<th>Date</th>
<th>Release</th>
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<td>1.0</td>
<td>16/08/2013</td>
<td>First Released</td>
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Chapter – 01: Getting Started

01.01 How to open the Home Page of WBSED

To open the Web Portal Home Page, you have to open any Web Browser (Like Internet Explorer, Firefox etc) first, then type on the address bar “http://www.wbsed.gov.in” at the URL and press ENTER, as below in fig-01.00

http://www.wbsed.gov.in

Fig 01.00
Please click on “Enter” as below in fig-01.01

![Image of WBSED website home page](image)

Fig 01.01

Now you can see the home page of “WBSED” as below in fig-01.02
Fig 01.02
Chapter – 02: Public Section

02.01 How to submit a Grievance for New User?

Please click on the “Grievance” menu from home page as below in fig-02.00.
After click on Grievance menu the following page will be open like Fig-02.01 as:

![Grievance Menu Page](image)

**Fig-02.01**

After click on “New user” link, the following window will be open Fig-02.02 like as:-

![New User Window](image)
Fig-02.02
First name, last name, city/district, mobile number, grievance related to, date and security image are mandatory field. You can also attach pdf or image file also. Maximum only two file will be uploaded. After submitted of form user will get Acknowledgement copy, Fig-02.03 like as:-

User can print this document from clicking by “print button icon”. User will get their Acknowledgement number and user id from here.
02.02 How to submit a Grievance for Registered User?

Now you open the home page of grievance. And click on the “Login for registered users” link. Like Fig-02.04.

After click on this link the following window will be open like Fig-02.05.
Here you have to enter your valid Acknowledgement number and user id. After submitted valid information the following page will be open like Fig-02.06.

From here you can submit more grievances.

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02.03 Status of Redressed

You have to open the home page of Grievance. Like Fig-02.07.

Fig-02.07

After click on this link the following page will be open like Fig-02.08.

Fig-02.08

Now you have to enter your valid Acknowledgement number and user id. After submitted valid information the following page will be open like Fig-02.09.
Fig-02.09

Here you can view your all grievance reply. You can set reminder from here also. You will set reminder after one month of Grievance register date. If you satisfied from Official grievance reply then please check on satisfied yes then this grievance will be complete. If not satisfied from official grievance reply then please check on satisfied no. then following page will be open like Fig-02.10.
Fig-02.10

From here you can again submit your grievance statement against previous grievance statement reply.
You have to open the home page of Grievance. Like Fig-02.11.

After click on “Download Common Registration Form for Grievance” link, you will be got the Grievance form like as:-
**School Education Department**
**Government of West Bengal**

**Common Registration Form for "Grievance" - Form 'G'**

**COMMON GRIEVANCE REGISTRATION FORM (Form 'G') (To be filled up in English Book Quotation only)**

**PERSONAL DETAILS**

<table>
<thead>
<tr>
<th>1. Name:*</th>
<th>First (Name)</th>
<th>Middle (Name)</th>
<th>Last (Name)</th>
</tr>
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</table>

**CONTACT DETAILS**

<table>
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<th>2. House No.:</th>
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<tbody>
<tr>
<td>3. Street/Local:</td>
<td></td>
</tr>
<tr>
<td>4. Village:*</td>
<td></td>
</tr>
<tr>
<td>5. City/District:*</td>
<td></td>
</tr>
<tr>
<td>6. Pin Code:</td>
<td></td>
</tr>
<tr>
<td>7. Landline No.:</td>
<td></td>
</tr>
<tr>
<td>8. Mobile No.*</td>
<td></td>
</tr>
<tr>
<td>9. Email Id:</td>
<td></td>
</tr>
</tbody>
</table>

**STATEMENT DETAILS**

10. Grievance Relating to:

A. School:

- [ ] A1 (School Recognition - Elementary) (বিদ্যালয় সাধারণ ভুক্তি প্রতিষ্ঠিত)
- [ ] A2 (School Recognition - Secondary) (সশিকর্ম মাধ্যমিক প্রতিষ্ঠিত)
- [ ] A3 (School Upgradation) (সিলেবস সংস্কার করতে)

B. Teacher/Non Teaching Staff:

- [ ] B1 (Permanent - Elementary Teacher/Staff) (সমসাময়িক মাধ্যমিক শিক্ষক/শাখাকর্মী)
- [ ] B2 (Permanent - Secondary Teacher/Staff) (সমসাময়িক মাধ্যমিক শিক্ষক/শাখাকর্মী)
- [ ] B3 (Selection/Appointment) (সিলেবস সংস্কার করতে)

C. Student/Parent/Guardian:

- [ ] C1 (Admission - Elementary) (স্কুল প্রবেশ উপায়)
- [ ] C2 (Admission - Secondary) (স্কুল প্রবেশ উপায়)
- [ ] C3 (Corporate Assistance) (কর্পোরেট সাহায্য)
- [ ] C4 (Quality of Teaching) (শিক্ষক মান যাপন)
- [ ] C5 (Text Book) (গবেষণা প্রযুক্তি)
- [ ] C6 (School Infrastructure) (শিক্ষা স্থাপত্য)

D. Complaint:

- [ ] D1 (Grama Shiksha Abhay) (গ্রাম শিক্ষা বিকাশ)
- [ ] D2 (Cooked Mid-day Meal Programme) (গ্রাম শিক্ষা বিকাশ)
- [ ] D3 (Residential Hostel Scheme) (রিজিডেন্ট শিক্ষা বিকাশ)

E. Miscellaneous:

- [ ] E1 (Others - Include Other Important Issue) (অন্য ভাবে বিবৃত প্রাত্ন)
- [ ] E2 (Miscellaneous (Not Classified Above)) (অন্য ভাবে বিবৃত প্রাত্ন)

11. Statement:*  

<p>| | |</p>
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</table>

Date (বিবর্ণি):  
Place (বিবর্ণি):  
Signature (*):  

* Marked fields are mandatory (*) প্রতিষ্ঠিত এই প্রচেষ্টার সাধারণ ভুক্তি প্রতিষ্ঠিত

**Acknowledgement Copy**

<table>
<thead>
<tr>
<th>Acknowledgement No. (বিবর্ণি নম্বর):</th>
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<tbody>
<tr>
<td>Name (নামপত্র):</td>
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02.05 How to Retrieve Acknowledgement Number and User Id?

You have to open the home page of Grievance. Like Fig-02.12.

Fig-02.12

Now click on “Login for registered users” or “Status of Redressal “link. Then you will get a link like Fig-02.13.

Fig-02.13

After click on “Forgotten your Acknowledgement number or User Id” link the following page will open like Fig-02.14.
Here you have to enter your valid registered Last name, Date of registration and Mobile number. Then you will get your Acknowledgement number and User Id like Fig-02.15.

Here you will get your Acknowledgement number and User Id.
Chapter – 03: Technical Help

03.01 Technical Help

In case you face any Technical Difficulty, you may send your Feedback here.

OR you can feel free to mail us at helpdesk.wbsed@gmail.com