



HOW TO REGISTER A GRIEVANCE IN CTGRAMS

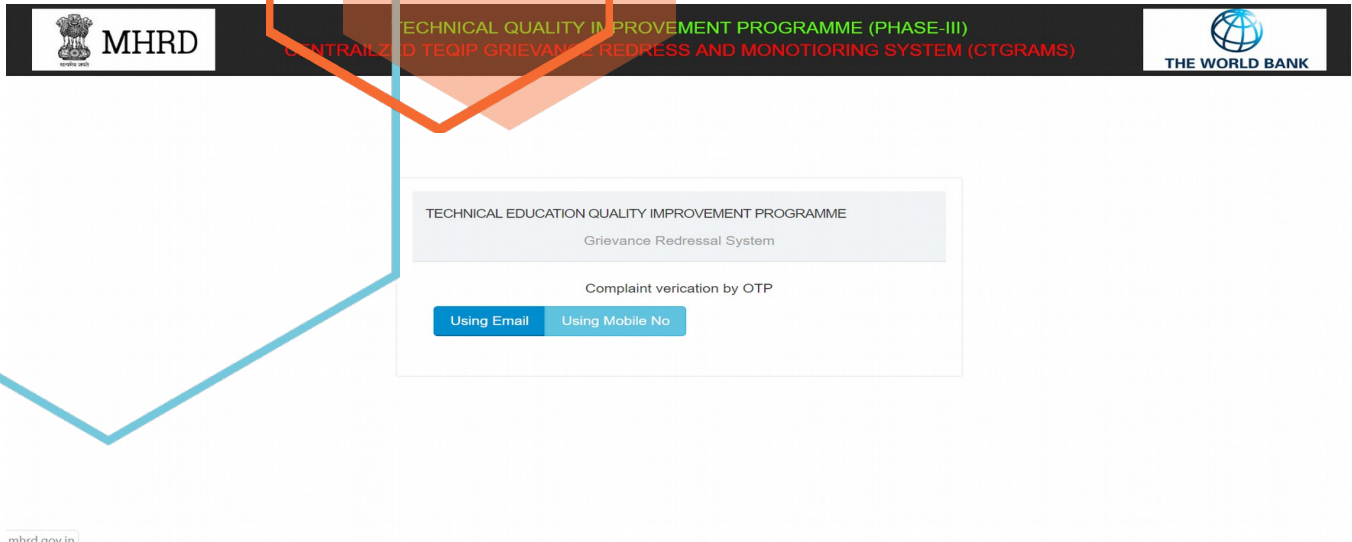
To address the grievances of the stakeholders of TEQIP-III project, NPIU has developed a web-based software as “**Centralized TEQIP Grievance Redress and Monitoring System (CTGRAMS)**”. Login on ----- for registering the grievance.

For any query/help/feedback, please email on-----

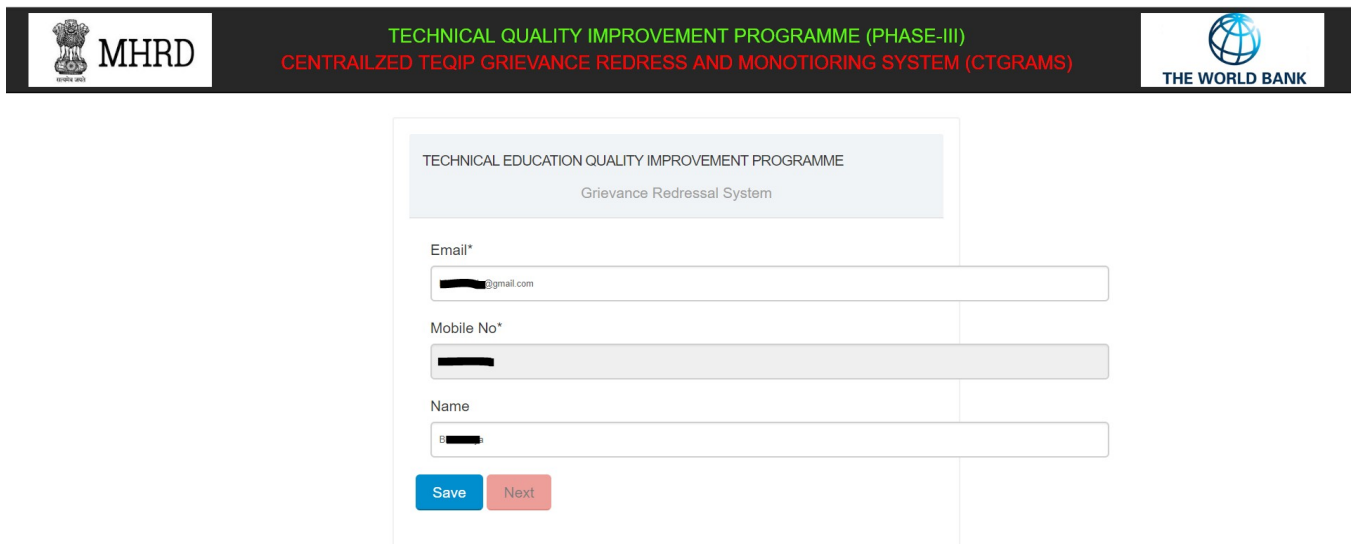


RESOLVING A GRIEVANCE IN CTGRAMS

Step 1: Open the link of CTGRAMS at <http://teqip.in/grm/user.php>. User will get two options to register the grievances either by Email or by mobile no.



Step 2: User will get an OTP in both the cases, after entering the OTP it will ask to fill the details like Name, Mobile no. and Email Id. User will fill the details and click on save button.



HOW TO REGISTER A GRIEVANCE IN CTGRAMS



Step 3: User will get an unique URN no. It will be used for further tracing the status of the complaint.

The screenshot shows the registration form for the Technical Education Quality Improvement Programme (TEQIP) Grievance Redressal System. The form includes fields for Email, Mobile No, Name, and URN No. An information popup is displayed over the form, stating: "Info! Kindly note the URN number T190700001 for future use". The URN No field is pre-filled with "T190700001". There are "Save" and "Next" buttons at the bottom of the form.

Step 4: Click on Ok, then click on Next button. Now it will ask to fill further details related to the grievance of the user like category of the grievance (general, academic, financial etc.), name of the state of the user, Institute name and description of the complaint. User can also upload the documents/evidences related to the complaint/grievance.

The screenshot shows the next step in the registration process. The URN No field is pre-filled with "T190700001". The form includes dropdown menus for Category, State, and Institute/Organization. There is a text input field for Other Institute/Office Name and a larger text area for Description. There is an "Upload Supporting Document" button with an "Upload Doc" button next to it. A "Submit" button is at the bottom.

HOW TO REGISTER A GRIEVANCE IN CTGRAMS



Step 5: Click submit after filling all the relevant details. After submitting, the user will get an SMS on the given mobile no. regarding successful submission of the grievance.

Step 6: User can check the status of the complaint/grievance at <http://teqip.in/grm/checkComplainStatus.php>, it will ask you to enter the URN no. which was generated during registering the complaint/grievance.

TECHNICAL EDUCATION QUALITY IMPROVEMENT PROGRAMME
Grievance Redressal System

Mobile No*
■■■■■■■■■■

URN Number
T190700001

Get Status

Step 7: Click on Get Status to check the live status of your complaint/grievance

TECHNICAL EDUCATION QUALITY IMPROVEMENT PROGRAMME
Grievance Redressal System

Ticket Details for T190700001

Name: ■■■■■■■■■■
Email ID: ■■■■■■■■■■@gmail.com
Mobile No: ■■■■■■■■■■
Category: GENERAL
State: Bihar
Institute/Org: Nalanda College of Engineering, Chandi, Nalanda
Submit Date: 2019-07-03 05:52:57
Issue: Facing problem while using the Digital classroom, need technical support

Ticket Status: Closed

As per the communication from the vendor, the technical training can be provided at your institute. Please provide suitable details to the vendor at xyz@gmail.com.

Click Here to [Check Another Ticket](#)

HOW TO REGISTER A GRIEVANCE IN CTGRAMS



HOW TO REGISTER A GRIEVANCE IN CTGRAMS

