User Manual for On Line Complaint Monitoring System for ICT @ School Project

Go to any browser and type http://edudel.nic.in

You will get the below screen :-- >Click here to Login

DEL E Login

User ID

Password

55AG5564

Enter Code

Login

After Login Click the Link → CEP → Complaint Monitoring System for ICT Lab → Complaint Registration
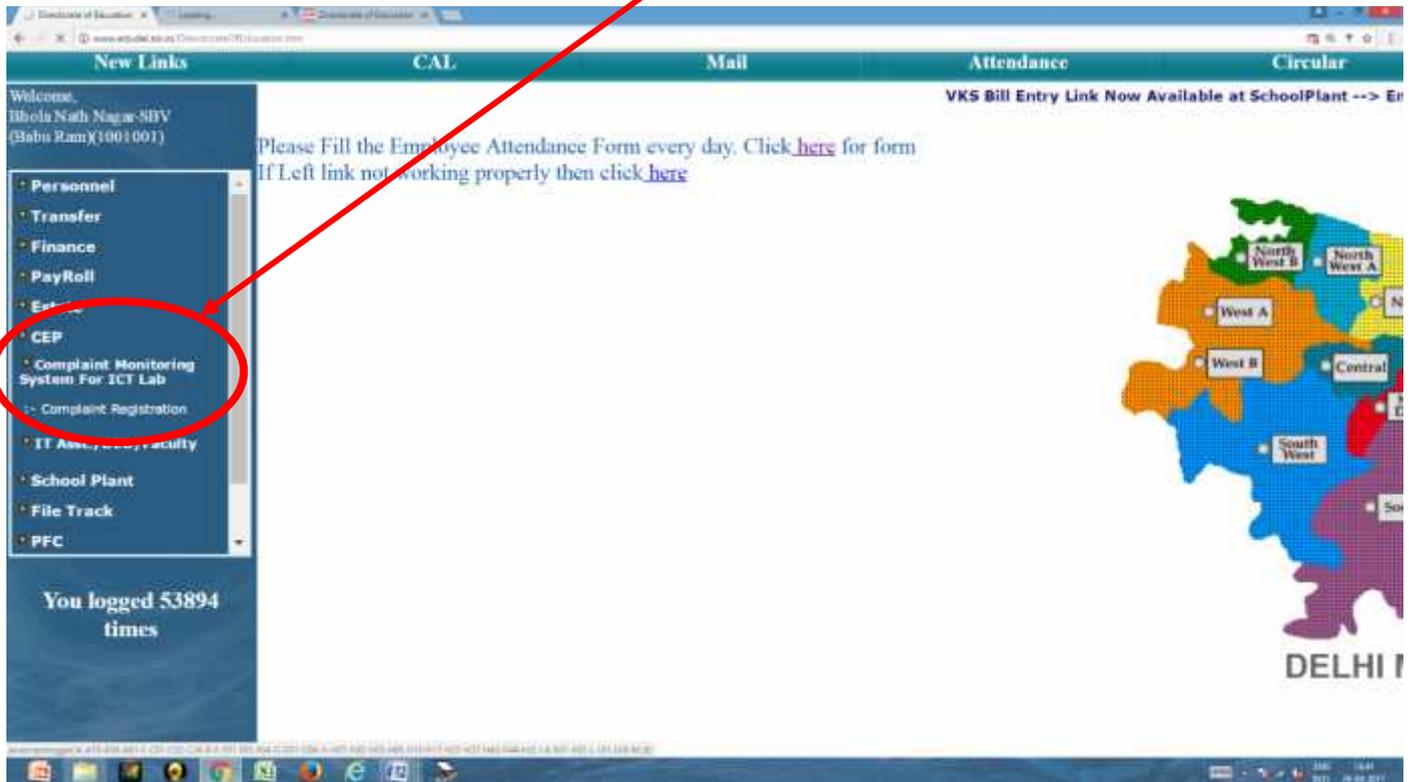
After Click the Link È Complaint Registration This web page is shown È Click Complaint Registration

Complaint Registration Form Fill by School HoS

Complaint Monitoring System For ICT Lab	
Ranjit Nagar-SKV-1516021	
Complain Registration	
Whether The ICT Lab functioning well	○ Yes ● No
if No, Complain Related To	☑ Mouse ☑ Key Board ☐ Electricity ☐ Printer ☑ internet ☐ LAN ☐ Faculty ☐ CPU ☐ Monitor ☑ Any Other
If Any Other,Specify the Problem	Projector Not Working . (Enter Max.500 character)
Remarks	Mouse, Keyboard, Internet not Functioning . (Enter Max.500 character)
Hos id	19790154
	Submit

After Filing Complained Registration Form Complain ID online generated

Complain has been Successfully Registered.
Your Complain Id is :- 201700064

- Above complaints sent to TCIL for action
- After the completed of this complaint
- The HOS may again login for feedback,
- The complaints were completed within 3days or more than three days.

After Login Click the Link → CEP → Complaint Monitoring System for ICT Lab → Complaint Registration
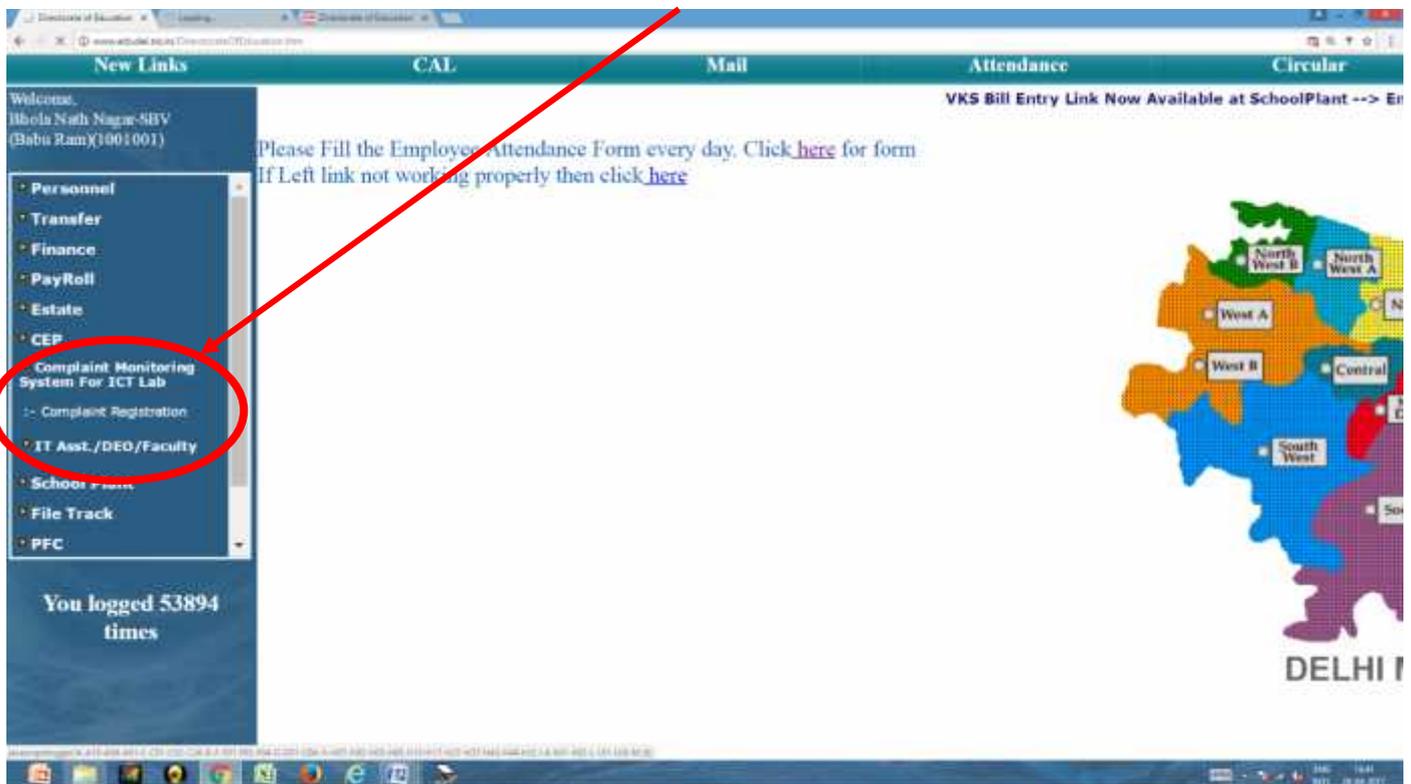
After Click the Link È Complaint Monitoring System of ICT Lab web page is shown È Click Feed Back Form entry by HoS

Complaint Monitoring System of ICT Lab	
Sno	**Entry Link**
1	**Complaint Registration**
2	**FeedBack Form entry by HOS**
Sno	**Report Link**
1	**Reprint of Compaint Registration**
2	**Reprint of FeedBack Form filled by HOS**

Select Complaint ID

Complaint Monitoring System For ICT Lab

Select Complaint Id	Select ▾
	Submit

Select
201700002
201700057
201700059
201700060

Select Complaint Solved within 3 Days or More

Complaint Monitoring System For ICT Lab	
DIRECTORATE OF EDUCATION, N.C.T. OF DELHI	
Name of School :- 1516021-Ranjit Nagar-SKV	
Whether The ICT Lab functioning well	No
if No, Complain Related To	Mouse,Monitor,Any Other
If Any Other,Specify the Problem	mouse
Remarks	asdasdasdasd
HOS Id	19790154
Name of the Engineer Assigned	prashant
Mobile no. of the Engineer Assigned	8745003264
Remark by the Engineer Assigned	Remark by the Engineer Assigned
Whether Complaint Solved With in 3 Days	Select ▾
	Select
	With in 3 days
	More Than 3 days
Feedback	(Enter Max.500 character)
	Submit

HoS fill the Information in Feedback

Complaint Monitoring System For ICT Lab
DIRECTORATE OF EDUCATION, N.C.T. OF DELHI
Name of School :- 1516021-Ranjit Nagar-SKV

Whether The ICT Lab functioning well	No
if No, Complain Related To	Mouse,Monitor,Any Other
If Any Other,Specify the Problem	mouse
Remarks	asdasdasdasd
HOS Id	19790154
Name of the Engineer Assigned	prashant
Mobile no. of the Engineer Assigned	8745003264
Remark by the Engineer Assigned	Remark by the Engineer Assigned
Whether Complaint Solved With in 3 Days	With in 3 days ▼
Feedback	Work in progress .
	(Enter Max.500 character)
Submit	

After Fill the Feedback È 1Goback and Click the Link   È   Complaint Monitoring System of ICT Lab È   Click Reprint of Complaint Registration

Complaint Monitoring System of ICT Lab

Sno	Entry Link
1	**Complaint Registration**
2	**FeedBack Form entry by HOS**

Sno	Report Link
1	**Reprint of Compaint Registration**
2	**Reprint of FeedBack Form filled by HOS**

Select Complaint ID

Complaint Monitoring System For ICT Lab

Select Complaint Id	201700060 ▼
Submit	Select
	201700054
	201700055
	201700057
	201700059
	201700060
	201700061
	201700062
	201700063
	201700064

Complaint Monitoring System For ICT Lab	
DIRECTORATE OF EDUCATION, N.C.T. OF DELHI	
Name of School :- 1516021-Ranjit Nagar-SKV	
Whether The ICT Lab functioning well	No
if No, Complain Related To	Mouse,Monitor,Any Other
If Any Other,Specify the Problem	mouse
Remarks	asdasdasdasd
HOS Id	19790154
	Print

Click Reprint of Feedback Form Filled by HoS

Complaint Monitoring System of ICT Lab

Sno	Entry Link
1	**Complaint Registration**
2	**FeedBack Form entry by HOS**
Sno	Report Link
1	**Reprint of Complaint Registration**
2	**Reprint of FeedBack Form filled by HOS**

Select Complaint ID

Complaint Monitoring System For ICT Lab

Select Complaint Id	Select ▼
Submit	Select
	201700055
	201700061
	201700062

Complaint Monitoring System For ICT Lab	
DIRECTORATE OF EDUCATION, N.C.T. OF DELHI	
Name of School :- 1516021-Ranjit Nagar-SKV	
Whether The ICT Lab functioning well	No
if No, Complain Related To	Key Board,Electricity,Printer,Faculty,
If Any Other,Specify tha Problem	
Remarks	its nct werking
HOS Id	19790154
Name of the Engineer Assigned	ram
Mobile no. of the Engineer Assigned	8285987169
Remark by the Engineer Assigned	work done
The Complain Solved	More Than 3 days
FeedBack Filled by HOS	yes
	Print

--End of School (HOS) Login--

For District /HQ Level Monitoring

After Login Click the Link È CEP È Complaint Monitoring System for ICT Lab È Complaint Registration Report

Click on Total Complaint Number

Click on Complaint ID

Complaint Monitoring System For ICT Lab	
DIRECTORATE OF EDUCATION, N.C.T. OF DELHI	
Name of School :- 1002175-Trilokpuri, Block 27-GGSSS	
Complaint Id : 201700011	
Whether The ICT Lab functioning well	No
If No, Complain Related To	Mouse,Monitor,Any Other
If Any Other.Specify the Problem	SPEAKERS ARE NOT PRODUCING SOUND.
Remarks	PLEASE GET IT REPAIRED SOON
HOS Id	19591145
Print	