**USER MANUAL TO LODGE GRIEVANCE ON ONLINE GRIEVANCE MANAGEMENT SYSTEM
FOR
MADHYA PRADESH MEDICAL SCIENCE UNIVERSITY, JABALPUR**

(This user manual is created only for the Demonstration purpose)

❖ **Step 1:-** Kindly use this link **mpmsu.mponline.gov.in** to lodge online grievance for Madhya Pradesh Medical Science University, Jabalpur.

❖ **Step 2:-** Please click on **"SERVICES"** option, as shown in red circle in below image.

❖ **Step 3:- To lodge grievance please click on "Apply" button given in front of Grievance Management System/(Helpdesk) , as shown in red circle in below image.**

❖ **Step 4:- Click on "Log Grievances" button, as shown in red circle in below image.**

- ❖ **Step 5:- The grievance form will be opened. Please fill your required details like:- Personal Details, Contact Details, Correspondence Address Details, Grievance Details, ready to be filled in the grievance form.**
- ❖ **After filling the form if applicant is satisfied with the filled information, then applicant should click on "Get OTP" button, as shown in red circle in below image.**
- ❖ **Note- If a student selects "Yes" in "Are you Enrolled in University" so candidates must have to enter their enrolment number. After entering enrolment candidate's basic details will be fetched from enrolled generated data. This facility is only available for students who enrolled in 2018 or after.**

Welcome to Online Grievance Management System/Helpdesk (MPMSU)

Fields marked with * are mandatory

🤝 We are here to assist you !

📅 Date of filling the form: 30/01/2023

Please complete the form below for your Grievance(Add New Grievance)

Who Are You ?*	STUDENT		
Are you Enrolled in University?*	○ Yes ● No	Enroll No/Roll No*	MG002M00016001
Select Category*	UR		
Applicant's Full Name*	TEST FULLNAME	Select College District*	BHOPAL
Select College*	GANDHI MEDICAL COLLEGE BHOPAL [MG001]		

Contact Details

Mobile No.*	9876543210	Email Id*	testemail@gmail.com

Correspondence Address

House number/Village*	TESTNUMBER	Colony/Post*	TESTCOLONY
City/Tehsil*		District*	BHOPAL
State*	MADHYA PRADESH	Pincode*	456321

Grievance Details

Department of Grievance *	ENROLLMENT SECTION		
Subject of Grievance *	TEST SUBJECT OF GRIEVANCE		
Area of Grievance *	TEST AREA OF GRIEVANCE		
Grievance related Application No. /Trans Id./If Any	987456852145		
Please give brief details of your Grievance (Maximum 250 Characters)*	test description of the grievance		

217 characters remaining.

Get OTP

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MPOnline

❖ **Step 6:-** Enter **OTP** received on your Mobile Number and Email ID and then click on **"Verify Mobile No/Email ID"** button, as shown in red circle in below image.

❖ **Step 7:- After verifying the Mobile Number and Email ID applicant must have to upload the "Grievance-related Supporting Document", as shown in red circle in below image.**

❖ **Enter "Verification Code" and select the "Declaration Check Box" then click on "Add Complaint" button, as shown in red circle in below image.**

❖ **Step 8:- After click on "Add Complaint" button applicant complaint will be lodged successfully in respective department of MPMSU and grievance receipt will be generated. You may take a print out of the same for future reference.**

❖ **Step 9:-** Applicant can track their grievance status through **"Track Status"** option available on MPMSU Portal as well as applicant can give their **"Feedback on Resolved Grievances"** by MPMSU . Click on **"Track Status/Feedback on Grievance"** option, as shown in red circle in below image.
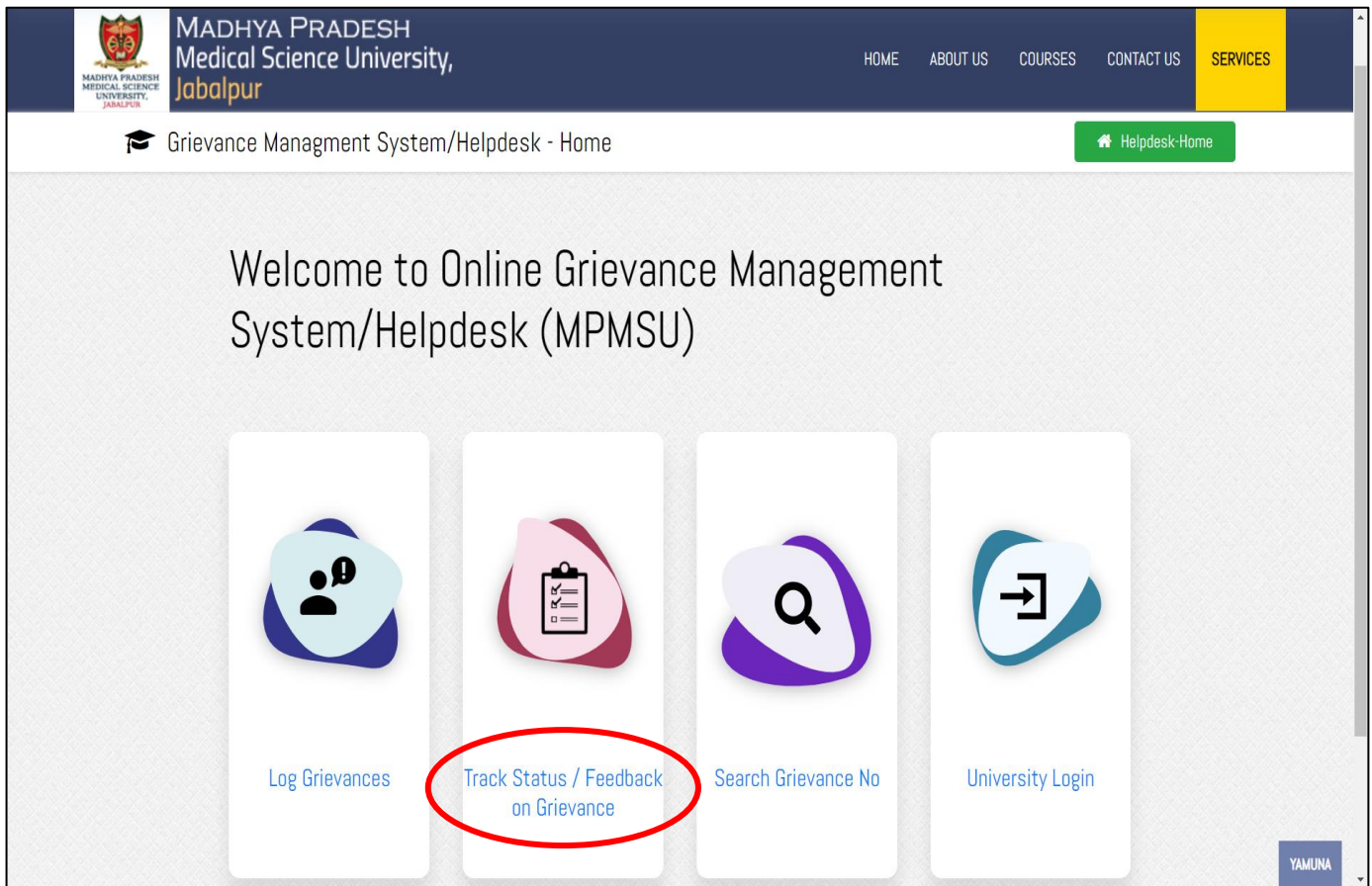
❖ **Step 10:-** Enter **"Grievance Number"** , registered **"Mobile No"** and **"Verification Code"** to fetch the status of grievance then click on **"Get Details"** button, as shown in red circle in below image.
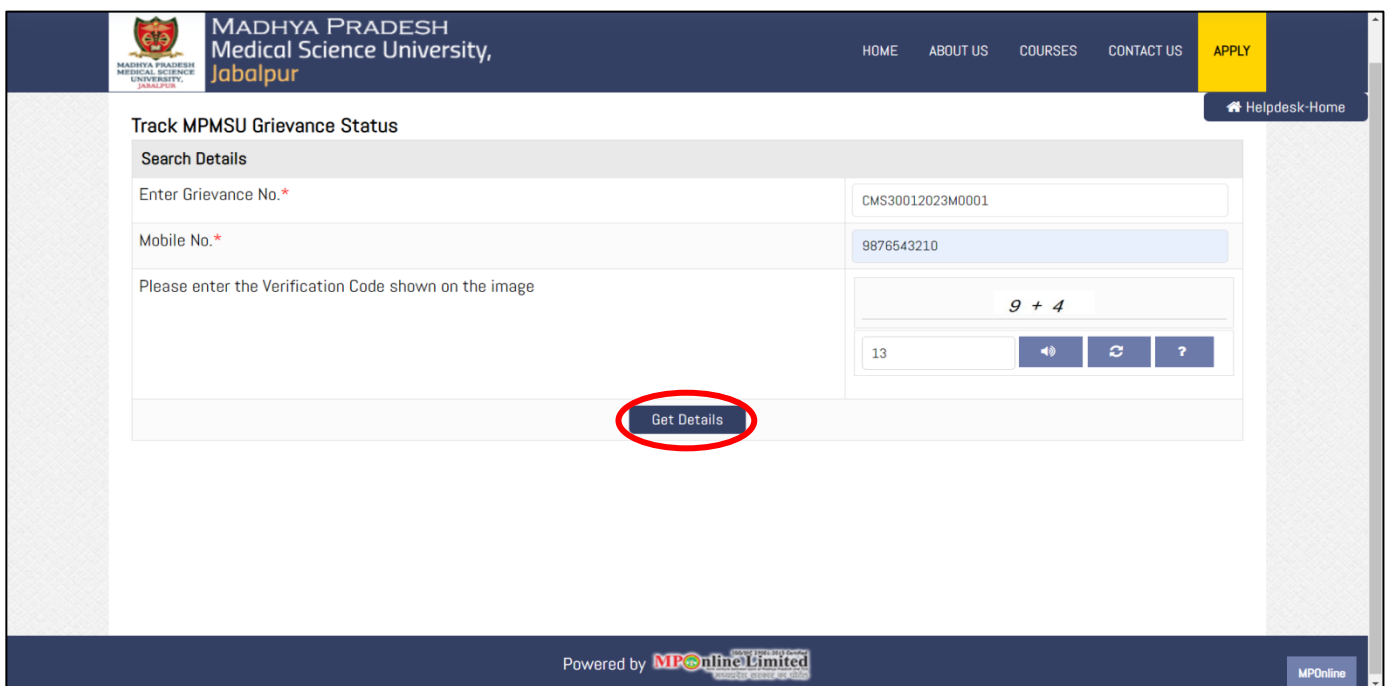
❖ **Step 11:- Grievance status history will be shown, as shown in red square in below image.**

❖ **Step 12:- Once the grievance has been resolved by MPMSU University Feedback drop-down will automatically show. Enter your rate and comment accordingly and click on "Submit" button to give your feedback, as shown in red circle in below image.**

❖ **Step 13:-** If the applicant lost their **grievance number** so he/she can get their grievance number through **"Search Grievance No"** option available on GMS portal. Click on **"Search Grievance No"** option, as shown in red circle in below image.
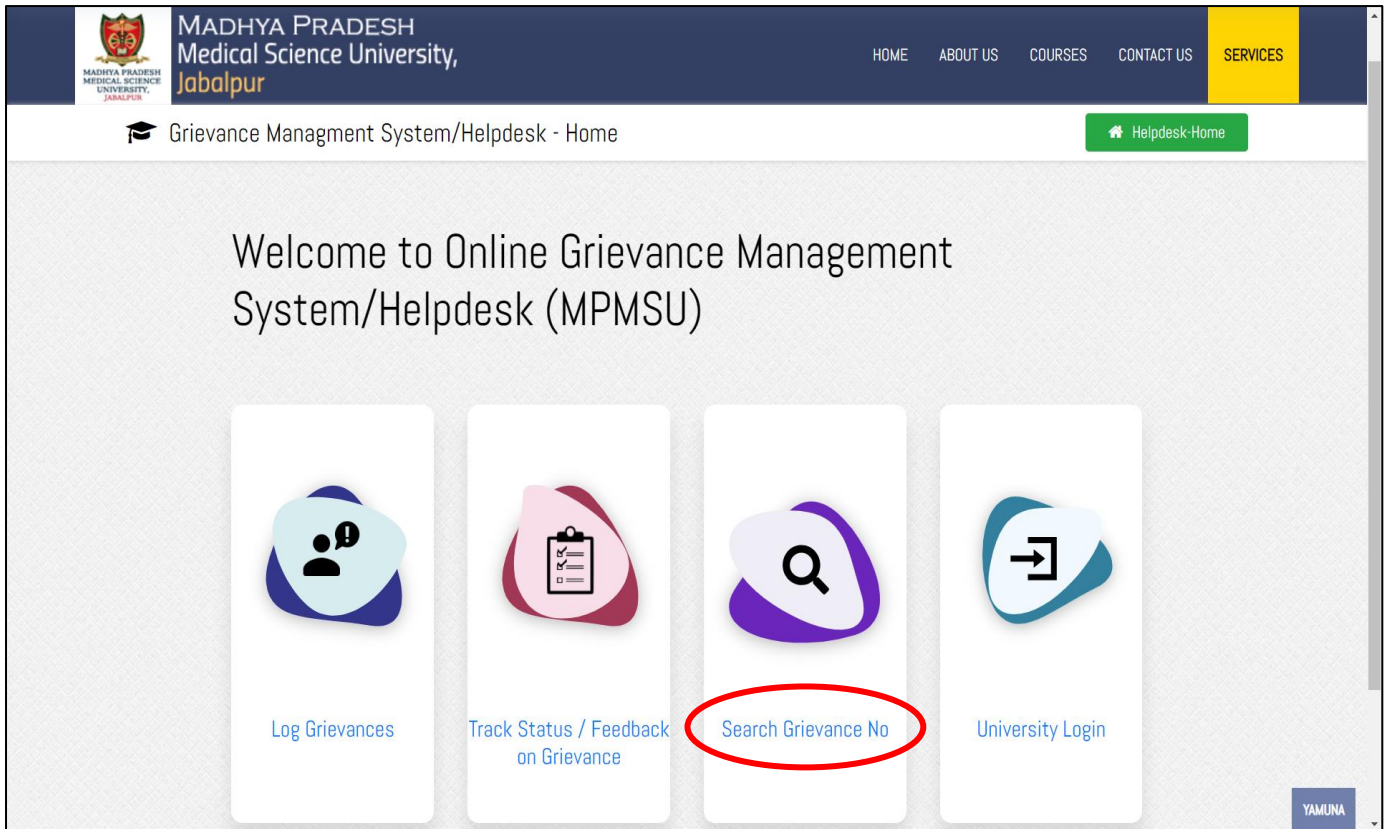
❖ **Step 14:-** To get the **grievance number** following details will be required - Who Are You, Department of Grievance, Subject of Grievance, Area of Grievance, Applicant's Full Name and Mobile Number, as shown in red circle in below image.

Thank You...