



**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.

The screenshot shows the website header for Madhya Pradesh Medical Science University, Jabalpur. The navigation menu includes HOME, ABOUT US, COURSES, CONTACT US, and SERVICES. The SERVICES option is highlighted with a red circle. Below the header, there is a banner with the university name and a 'Log in' button. The main content area is divided into two columns: 'Madhya Pradesh Medical Science University, Jabalpur' and 'Read Important Instruction'. The 'Read Important Instruction' section contains a list of bullet points regarding portal activity and complaint registration.

Madhya Pradesh Medical Science University, Jabalpur

Madhya Pradesh Ayurvigyan Vishwavidyalaya (Medical Science University) is the University and governing body for all the Medicine, Dental, Nursing, Paramedical, Ayurveda, Homeopathic, Unani, and Yoga colleges in the state of Madhya Pradesh.

The University has approximately 271 colleges with a yearly intake of approximately 23800 students across the state.

Madhya Pradesh University exercises superintendence and control over the

Read Important Instruction

- Portal active for Paramedical and Nursing Courses as per University Revised Notification MPMSU/2023/257 for the session 2020-2021 up to 15 Jan 2023.
- Portal active for the CCCH Admission Enrollment MAR-2022 as per university notification No 2022/1533 from 04 Apr 2022 to 09 Apr 2022
- Student can apply/register the complaint into online mode and track the status of the complaint real time
- Student Can apply for various fee collection submission of remain fee department wise with their applicable fee head/type.
- कृपया ध्यान रखें कि सीट वृद्धि एवं नवीन पाठ्यक्रम की संबद्धता आवेदन के माध्यम से नहीं की जा सकती है।

YAMUNA


❖ **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.**

Services Name	Start Date	End Date	Download	Action
Grievance Management System/(Helpdesk)				
Grievance Management System/(Helpdesk)	As Per Notification	As Per Notification	-	Apply
Various Fee Collection				
Apply for Various Fee Submission/Collection	As Per Notification	As Per Notification	-	Apply
Pay-Un Paid/View Receipt of Various Fee Submission/Collection	As Per Notification	As Per Notification	-	Apply
Thesis Submission				
Apply for Thesis Submission	As Per Notification	As Per Notification	-	Apply
Pay-Un Paid/View Receipt of Thesis Submission	As Per Notification	As Per Notification	-	Apply
Notification regarding Thesis Submission	As Per Notification	As Per Notification		
Faculty Registration				
Apply for Faculty Registration Form	As Per Notification	As Per Notification	-	Apply
Pay-Un Paid/View Receipt Faculty Registration Form	As Per Notification	As Per Notification	-	Apply
Counterbase Application				
Apply for Counterbase Application Form	As Per Notification	As Per Notification	-	Apply
Apply for Permanent Degree	As Per Notification	As Per Notification	-	Apply


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

Grievance Management System/Helpdesk - Home Helpdesk-Home


Welcome to Online Grievance Management System/Helpdesk (MPMSU)




Log Grievances



Track Status / Feedback on Grievance



Search Grievance No





University Login

- ❖ **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?*	<input type="radio"/> Yes <input checked="" type="radio"/> 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

❖ **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.**

Correspondence Address			
House number/Village*	TESTNUMBER	Colony/Post*	TESTCOLONY
City/Tehsil*	TESTCITY	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		
	250 characters remaining.		
Please Enter Mobile OTP*		MQwjW2	Verify Mobile No.
Get OTP			

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Correspondence Address			
House number/Village*	TESTNUMBER	Colony/Post*	TESTCOLONY
City/Tehsil*	TESTCITY	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		
	250 characters remaining.		
Please Enter Email OTP*		HkyLo6	Verify Email Id
Get OTP			

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- ❖ **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.

Please give brief details of your Grievance (Maximum 250 Characters)*

Test Description of the grievance

250 characters remaining.

Supporting Documents*

Grievance Attachment*
The size of document must be between 50KB and 300KB.

Choose File Dummy PDF.pdf
Image file(.jpg/.jpeg/.pdf) only.(For Information related to this Grievance)

Verification Code*

Please enter the Verification Code shown on the image

4 + 8

12

Declaration*

I hereby declare that all the information submitted/provided by me in the application form is correct,true and valid.I will present the supporting documents as and when required.

Add Complaint **Cancel**

Important Note : Kindly note that your system IP Address and/or phone number will be tracked for auditing purposes.So please keep the Grievance No. for the future reference .


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- ❖ **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.

[Helpdesk-Home](#)

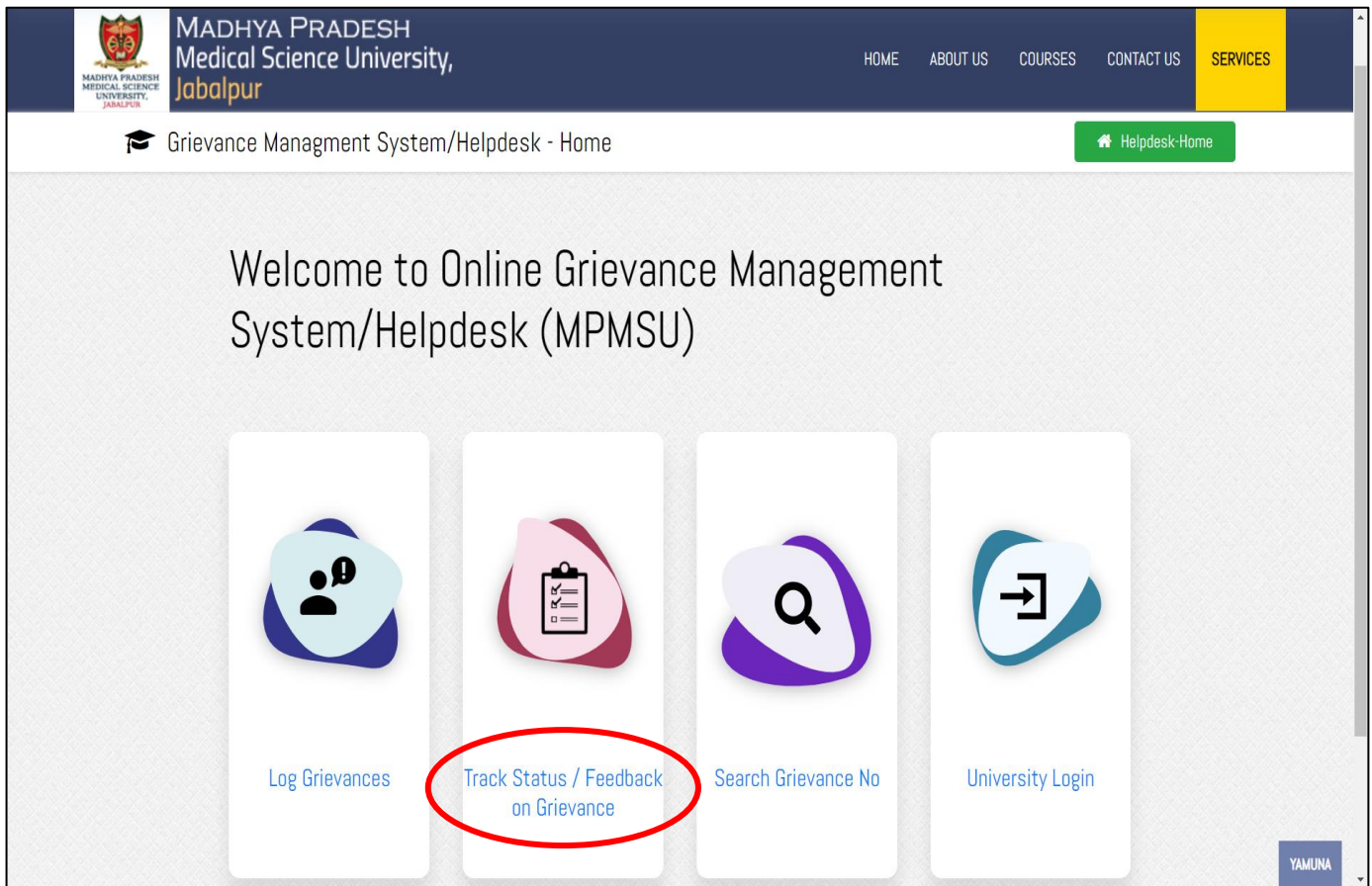
MPMSU Grievance Receipt

Applicant's Details			
Grievance Number	CMS30012023M0001 <small>(Please keep the Grievance no for the future reference)</small>		
Grievance Seq.No.	2023000028	Applicant Type	STUDENT
Applicant's Full Name	TEST FULLNAME	Category	UR
University Name	Madhya Pradesh Medical Science University, Jabalpur		
Enrolled in University	Yes	Enroll No./ Roll No:	MG002M00016001
College District	BHOPAL	College Name	GANDHI MEDICAL COLLEGE BHOPAL [MG001]
 QR-Code [Scan to Verify]			
Contact Details			
Mobile No.	*****3853	Email Id	*****@mponline.gov.in
Correspondence Address			
House No/Village	TESTNUMBER	Colony/Post	TESTCITY
City/Tehsil	TESTCOLONY	State	23
District	BHOPAL	Pincode	456321
MPMSU Grievance Details			
Department of Grievance	Enrollment Section		
Subject of Grievance	TEST SUBJECT OF GRIEVANCE	Area of Grievance	TEST AREA OF GRIEVANCE
Grievance Description	TEST DESCRIPTION OF THE GRIEVANCE		
Grievance Date <small>(DD/MM/YYYY HH:MM:SS AM/PM)</small>	30/01/2023 02:00:15 PM	Grievance related Application No. /Trans Id./If Any	987456852145
Grievance Current Status	Initial Level		
Grievance Related Remarks	No Remarks		
Supporting Documents			
Attachment (Information related to this Grievance)		Please Click To See Attachment	
Grievance Status History			
Action Date (dd-mmm-yyyy hh:mm tt)	Status	Action By	
30 Jan, 2023 , 14:00 PM	New Grievance submitted Successfully	STUDENT	
Declaration			
<input checked="" type="checkbox"/> I hereby declare that all the information submitted/provided by me in the application form is correct,true and valid.I will present the supporting documents as and when required.			
<small>Important Note : Please keep the Grievance no for the future reference.</small>			
<input type="button" value="Print"/>			

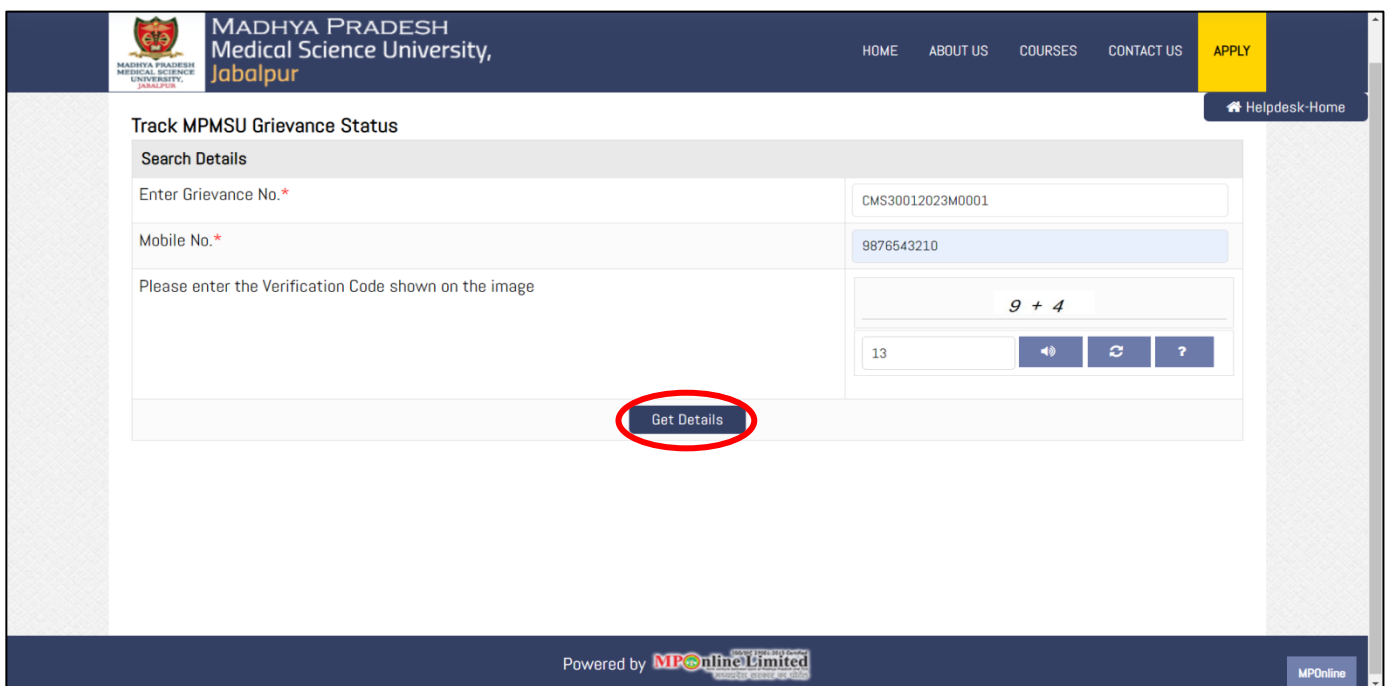
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- ❖ **Step 9:- Applicant can track their grievance status through "Track Status" option available on MPMSU Portal as well as applicant can give their "Feedback on Resolved Grievances" by MPMSU . Click on "Track Status/Feedback on Grievance" option, 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.

Track MPMSU Grievance Status Helpdesk-Home

Applicant's Details			
Grievance Number	CMS30012023M0001 <small>(Please keep the Grievance no for the future reference.)</small>		
Grievance Seq.No.	2023000028	Applicant Type	STUDENT
Applicant's Full Name	TEST FULLNAME	Category	UR
University Name	Madhya Pradesh Medical Science University, Jabalpur		
Enrolled in University	Yes	Enroll No./ Roll No:	MG002M00016001
College District	BHOPAL	College Name	GANDHI MEDICAL COLLEGE BHOPAL [MG001]
Contact Details			
Mobile No.	*****3853	Email Id	*****@mponline.gov.in
Correspondence Address			
House No/Village	TESTNUMBER	Colony/Post	TESTCITY
City/Tehsil	TESTCOLONY	State	23
District	BHOPAL	Pincode	456321
MPMSU Grievance Details			
Department of Grievance	Enrollment Section		
Subject of Grievance	TEST SUBJECT OF GRIEVANCE	Area of Grievance	TEST AREA OF GRIEVANCE
Grievance Description	TEST DESCRIPTION OF THE GRIEVANCE		
Grievance Date <small>(DD/MM/YYYY HH:MM:SS AM/PM)</small>	30/01/2023 02:00:15 PM	Grievance related Application No. /Trans Id./If Any	987456852145
Grievance Current Status	Initial Level		
Grievance Related Remarks	No Remarks		
Supporting Documents			
Attachment (Information related to this Grievance)	Please Click To See Attachment		
Grievance Status History			
Action Date (dd-mmm-yyyy hh:mm tt)	Status	Action By	
30 Jan, 2023 , 14:00 PM	New Grievance submitted Successfully	STUDENT	
<input checked="" type="checkbox"/> Declaration I hereby declare that all the information submitted/provided by me in the application form is correct,true and valid.I will present the supporting documents as and when required. <small>Important Note : Please keep the Grievance no for the future reference.</small>			
Print			

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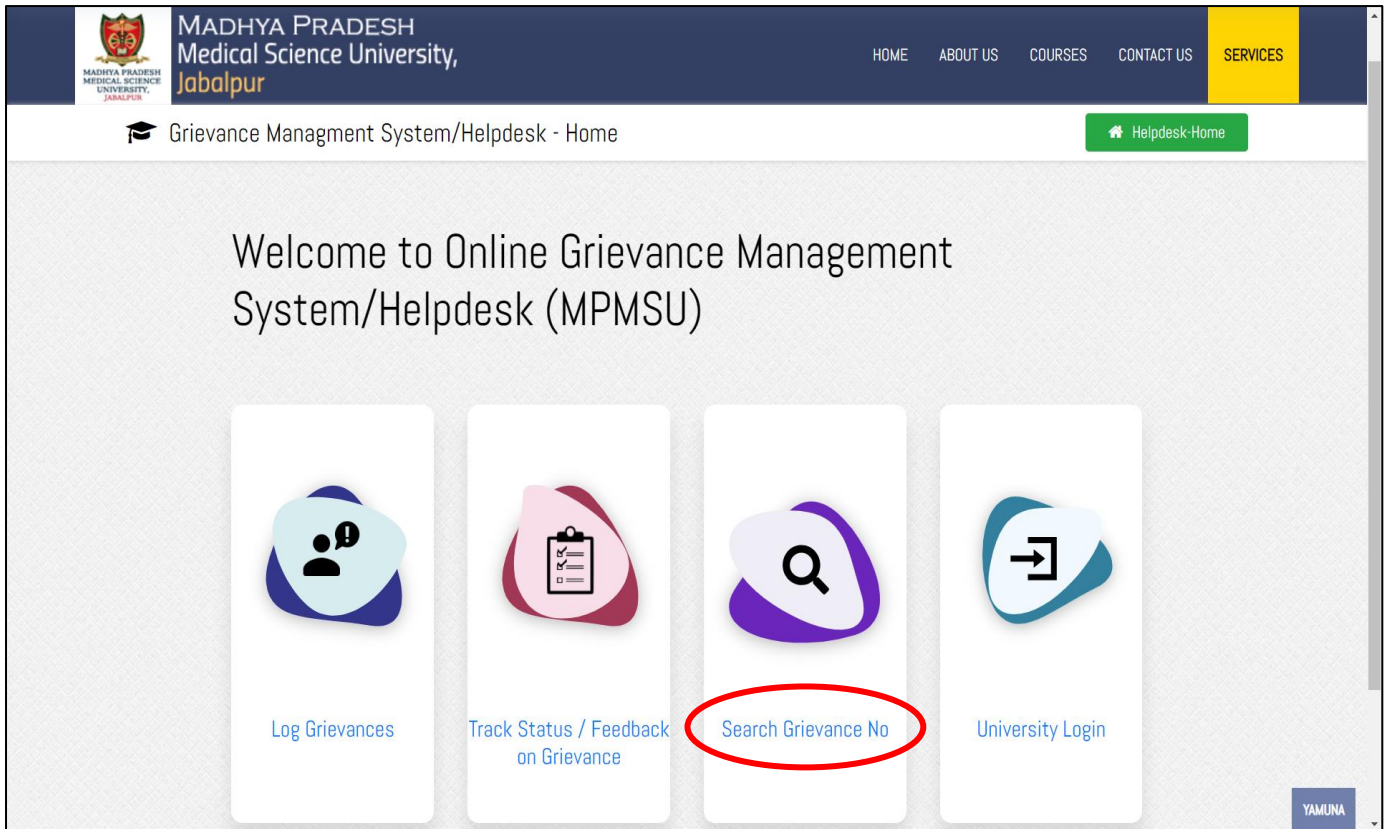
❖ Step 12:- Once the grievance has been resolved by MPMSU University Feedback drop-down will automatically show. Enter your rate and comment accordingly and click on "Submit" button to give your feedback, as shown in red circle in below image.

Grievance related Remarks: Applicant grievance has been resolved

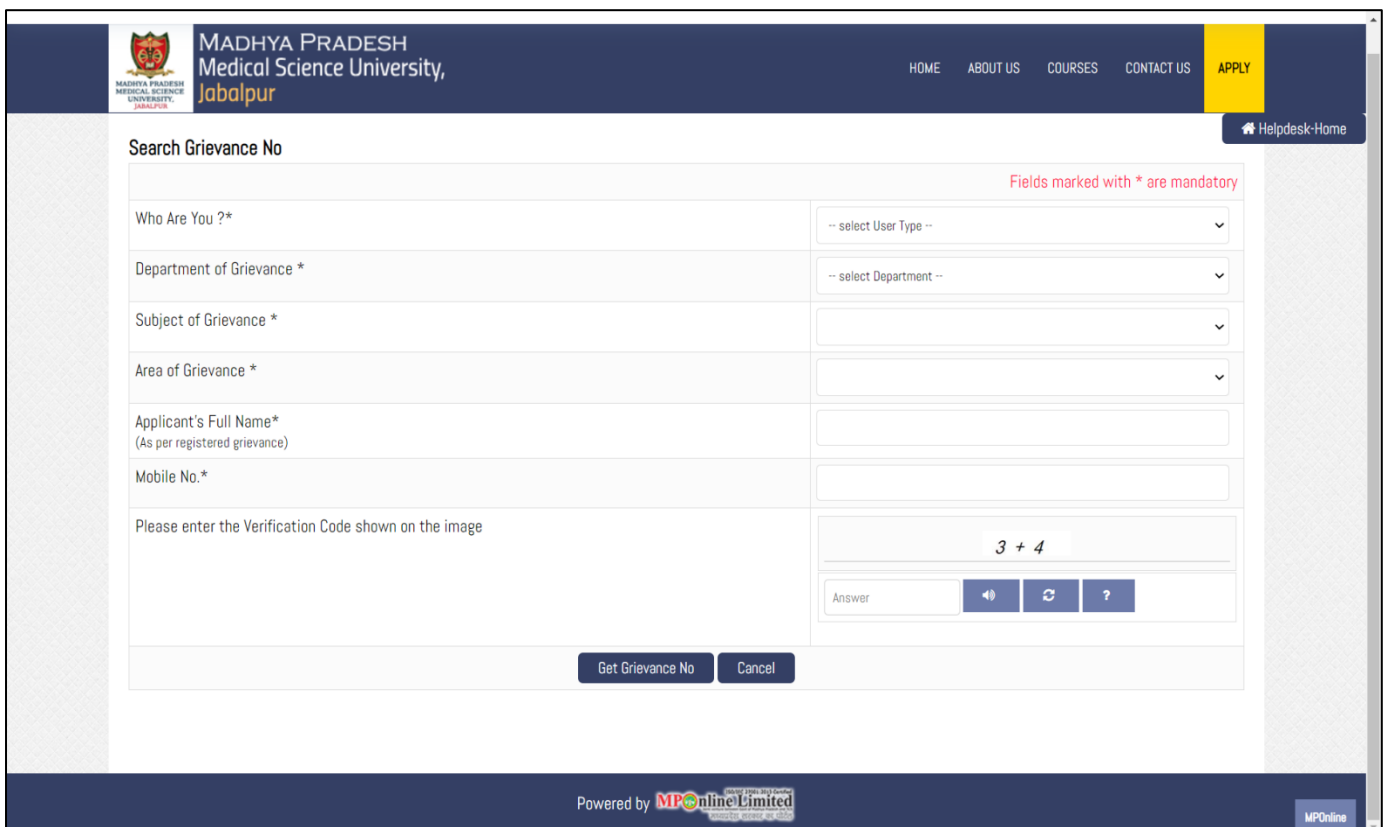
Supporting Documents			
Attachment (Information related to this Grievance)	Please Click To See Attachment		
Grievance Status History			
Action Date (dd-mmm-yyyy hh:mm tt)	Status	Action By	
30 Jan, 2023 , 14:00 PM	New Grievance submitted Successfully	STUDENT	
30 Jan, 2023 , 14:27 PM	Grievance has been resolved.	MPMSU CMS ADMIN	
<input checked="" type="checkbox"/> Declaration I hereby declare that all the information submitted/provided by me in the application form is correct,true and valid.I will present the supporting documents as and when required. <small>Important Note : Please keep the Grievance no for the future reference.</small>			
Applicant Feedback on Grievance:			
How you Rate the Support you received ? *			
<i>Highly Unsatisfied</i>	<i>Unsatisfied</i>	<i>Average</i>	<i>Satisfied</i>
			<i>Highly Satisfied</i>
Add Comment about quality of support you received for your grievance : (Maximum 100 Characters)*		test comment	
		88 characters remaining.	
Submit			

MPOnline

- ❖ **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...