

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

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DEL E

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DEL E
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Directorate of Education
Govt. of NCT of Delhi

ले श्री प्रणव मुखर्जी के साथ
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Govt. School Admission Circular | EWS / DG Admissions | Tenders | SCERT | Govt. School Admission | Acts & Rules | Syllabus

DEL E Login

User ID

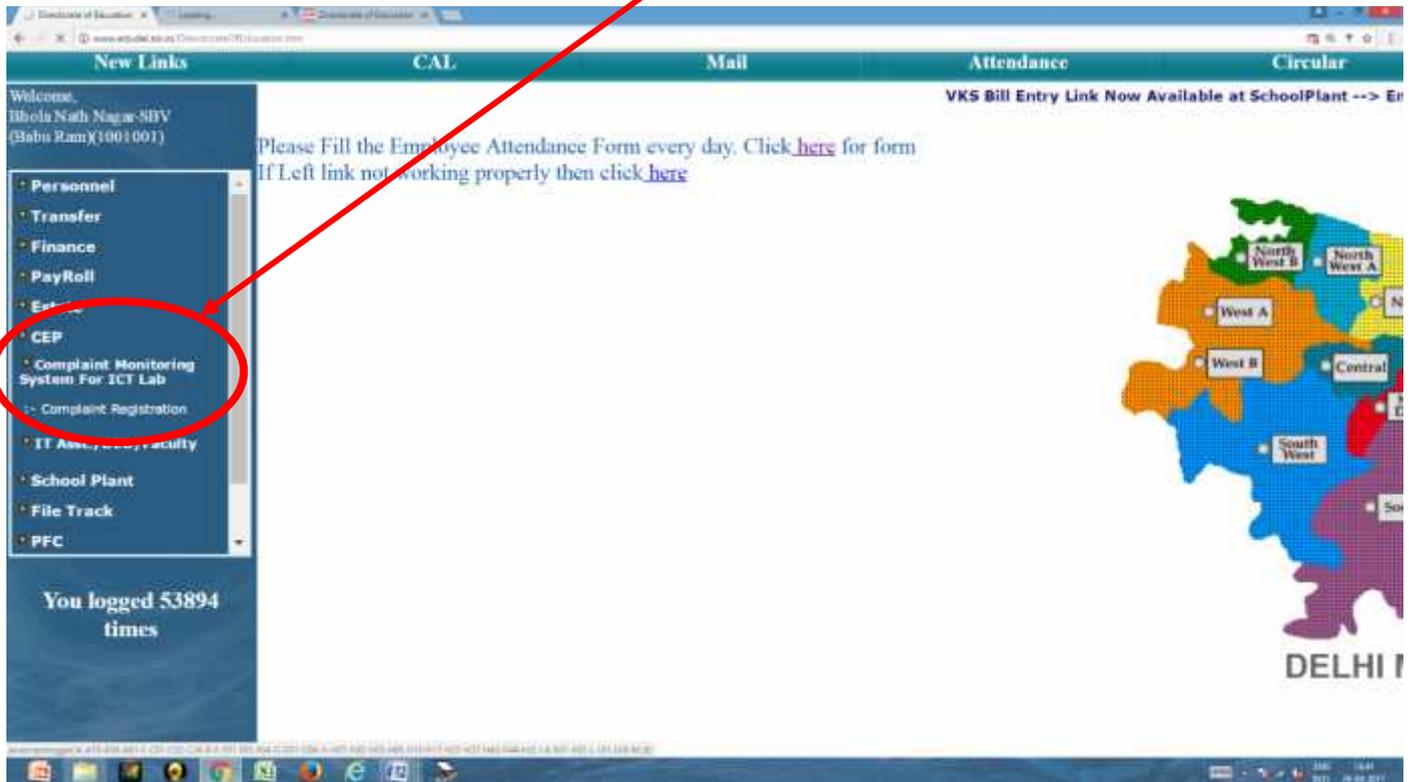
Password

55AG5564

Enter Code

Login

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



After Click the Link → Complaint Registration This web page is shown → Click 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

Complaint Registration Form Fill by School HoS

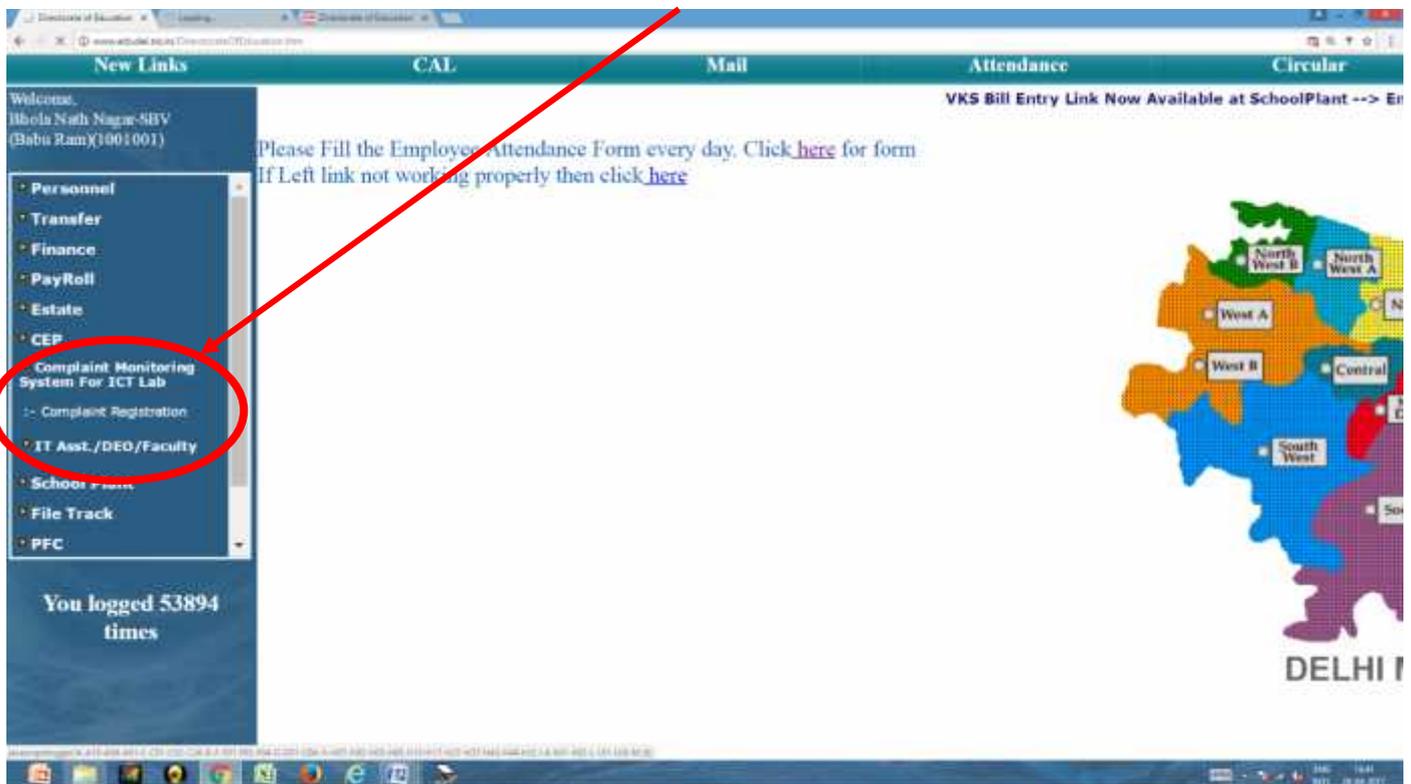
Complaint Monitoring System For ICT Lab	
Ranjit Nagar-SKV-1516021	
Complain Registration	
Whether The ICT Lab functioning well	<input type="radio"/> Yes <input checked="" type="radio"/> No
if No, Complain Related To	<input checked="" type="checkbox"/> Mouse <input checked="" type="checkbox"/> Key Board <input type="checkbox"/> Electricity <input type="checkbox"/> Printer <input checked="" type="checkbox"/> internet <input type="checkbox"/> LAN <input type="checkbox"/> Faculty <input type="checkbox"/> CPU <input type="checkbox"/> Monitor <input checked="" type="checkbox"/> Any Other
	<input type="text" value="Projector Not Working ."/> <small>(Enter Max.500 character)</small>
Remarks	<input type="text" value="Mouse, Keyboard, Internet not Functioning ."/> <small>(Enter Max.500 character)</small>
Hos id	<input type="text" value="19790154"/>
<input type="button" value="Submit"/>	

After Filing Complained Registration Form Complain ID online generated

The screenshot shows the Directorate of Education website interface. At the top, there is a navigation bar with links for 'New Links', 'CAL', 'Mail', 'Attendance', 'Circular', and 'Order'. Below this, a sidebar menu lists various services including Personnel, Transfer, Finance, PayRoll, Estate, CEP, Complaint Monitoring System For ICT Lab, and Complaint Registration. The main content area displays a success message: 'Complain has been Successfully Registered. Your Complain Id is :- 201700064', where the ID number is circled in red. A footer at the bottom left indicates 'You logged 35866 times'.

- 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  Complaint Monitoring System of ICT Lab web page is shown  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 Complaint Registration
2	Reprint of FeedBack Form filled by HOS

Select Complaint ID

Complaint Monitoring System For ICT Lab	
Select Complaint Id	Select
<input type="button" value="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	<input type="text" value=""/> (Enter Max.500 character)
<input type="button" value="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 . <small>(Enter Max.500 character)</small>
<input type="button" value="Submit"/>	

After Fill the Feedback [↩](#)Go back and Click the Link [↩](#) Complaint Monitoring System of ICT Lab [↩](#) 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 Compaunt Registration
2	Reprint of FeedBack Form filled by HOS

Select Complaint ID

Complaint Monitoring System For ICT Lab	
Select Complaint Id	201700060
<input type="button" value="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	asdasdasdad
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	<div style="border: 1px solid black; padding: 2px;"> Select 201700055 201700061 201700002 </div>

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 the Problem	
Remarks	Its not working
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 [CEP](#) [Complaint Monitoring System for ICT Lab](#) [Complaint Registration Report](#)

The screenshot shows the Directorate of Education website. On the left sidebar, the 'CEP' link is circled in red. The main dashboard displays a table titled 'Complaint Monitoring System for ICT Lab(2017-18)'. The table has columns for S.No, District Name, Total Complaint, Pending Complaint, Solved Complaint, and In Progress Complaint. The 'Total Complaint' column for District-East is circled in red.

S.No	District Name	Total Complaint	Pending Complaint	Solved Complaint	In Progress Complaint
1	East	4	0	0	0
2	North East	0	0	0	0
3	North	1	0	0	0
4	North West A	6	0	0	0
5	South West B	11	0	0	0
6	West A	11	0	0	0
7	West B	3	0	0	0
8	South West A	0	0	0	0
9	South West B	13	0	0	0
10	South	2	0	0	0
11	New Delhi	1	0	0	0
12	Central	0	0	0	0
13	South East	2	0	0	0
Total		64	0	0	0

Click on Total Complaint Number

The screenshot shows a detailed view for District-East. The table has columns for S.No, School id, School Name, and Total Complaint. The 'Total Complaint' column for the first row is circled in red.

S.No.	School id	School Name	Total Complaint
1	1002175	Trilokpuri, Block 27-GGSSS	1
2	1002183	New Ashok Nagar-SKV	1
3	1002186	New Koudli-GGSSS	1
4	1002363	Gazipur-GBSSS	1
Total			4

Click on Complaint ID

The screenshot shows a detailed view for School: Trilokpuri, Block 27-GGSSS-1002175. The table has columns for S.No and Complaint Id. The 'Complaint Id' for the first row is circled in red.

S.No.	Complaint Id
1	201700011

Complaint Monitoring System For ICT Lab

DIRECTORATE OF EDUCATION, N.C.T. OF DELHI

Name of School :- 1002175-Trilokpuri, Block 27-GGSSS

Complaint Id : 20170011

Whether the ICT Lab functioning well	No
If No, Complian Related To	Mouse,Monitor,Any Other:
If Any Other.Specify the Problem	SPEAKERS ARE NOT PRODUCING SOUND.
Remarks	PLEASE GET IT REPAIRED SOON
HDS Id	19691145

[Print](#)