

To be substituted with same letter no. & date

From

**Administrative Officer
UTKARSH Society, DIET Building
Haryana EDUSAT Project
Panchkula.**

To

**All District Education Officer, Haryana
All District Elementary Education Officer, Haryana**

Memo No.: UTKARSH/2016/12141-42

Dated: 29/9/16 / 30/9/16

**Subject: Regarding Complaint Redressal System for Haryana
EDUSAT Project.**

Please refer to this office memo no. UTKARSH/2016/11790, dated 14.07.2016 regarding submission of latest report of each sites duly verified by Head of Institution and village Sarpanch. As on date, 98% work has been completed, out of which approx. 55% sites are reported to be not in working order due to various reasons, whereas, as per latest report of Junior Engineers (i.e. August 2016), 86% sites are in working order. To eliminate the gap to the bare minimum level between the status report of Head of Institution/ Sarpanch and Junior Engineers and also to streamline the process regarding resolving of EDUSAT complaint, it has been decided to develop an online Complaint Redressal System.

All DEOs and DEEOs are hereby requested to circulate the procedure along with enclosed Annexure to all the Head of Schools, for registration of online complaints regarding EDUSAT equipments with directions to register their complaint, if the EDUSAT (SIT/ROT) site is not in working order.

1. Visit to School Education Department website at **<http://www.schooleducationharyana.gov.in>**
2. Go to online applications section, Click on EDUSAT Complaints link, following screen will appear-

3. For Registration of complaint by School Head/Edusat site In-charge, Select School/office under login type.
4. Under user name, type your School code, type 1 as a password and click on login. Following screen will appear (only on first login):-
Note: - Users are authorized to change the password immediately on first login. After entering the new password, click on password update.
5. Click on the main page in the Main window, new screen will appear.
6. Click for new Complaint Registration.
7. Select Network type, ROT/SIT and then select the type of fault/problem detail(s).
8. Fill complainant name, designation, Mobile no., any Remarks/ suggestion and click on save option.
9. Complaint no. will be generated and the same will be noted down for further reference. Consequently, the complaint will be automatically forwarded to concerned Junior Engineer for immediate rectification.
10. In case of any difficulty/ problem, please contact to UTKARSH Society, Haryana EDUSAT Project, Panchkula at following landline numbers and email:-

0172-2587710, 0172-2587403

Email:- edusatreport@gmail.com

This may please be treated as urgent and dealt on priority basis.

Encl.: As above


Administrative Officer
UTKARSH Society, Panchkula.




Endst No.:- Utkarsh / 2016 / 12143 - 46

Dated:- 29/9/16 / 30/9/16.

Copy of the above is forwarded to the following please:-

1. PS to ACSSE for the kind information of Additional Chief Secretary School Education Department, Govt. of Haryana, Chandigarh.
2. Director Secondary Education, Haryana, Panchkula for information please.
3. Director Elementary Education, Haryana, Panchkula for information please.
4. Technology Officer, O/o Director Secondary Education, Haryana with a request to upload the same on website.
5. All Junior Engineers, EDUSAT, with directions for regularly checking of complaints forwarded to them in their user login and take immediate steps for rectification.

Encl.: As above


Administrative Officer
UTKARSH Society, Panchkula.

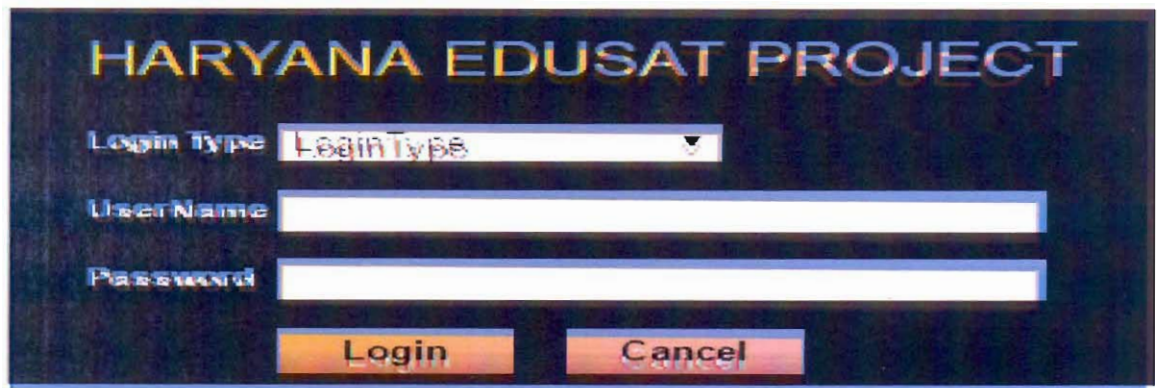


Annexure

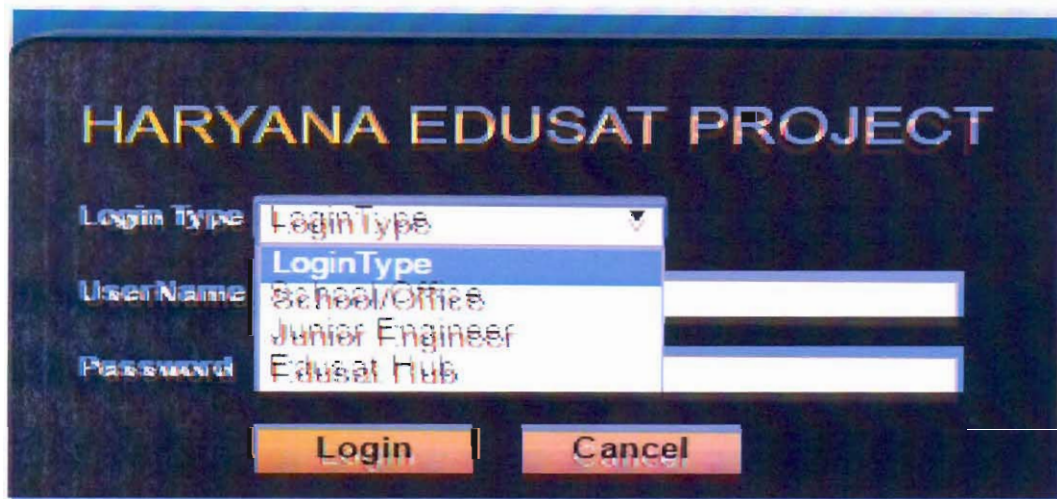
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Step 4:- Under user name , type your School code, type 1 as a password and click on login, following screen will appear (only on first login):-

Office: UTKARSH Society, Near DIET Building, Opposite H. No. 19, Sector - 2, Panchkula (Haryana)

e-mail - nee_ver@hotmail.com, Tel. - 0172 - 2587710, 2587403



Welcome: GSSS-Ambala Cantt. (Bakra Market)[5] District: Ambala Main Page

Password Updation

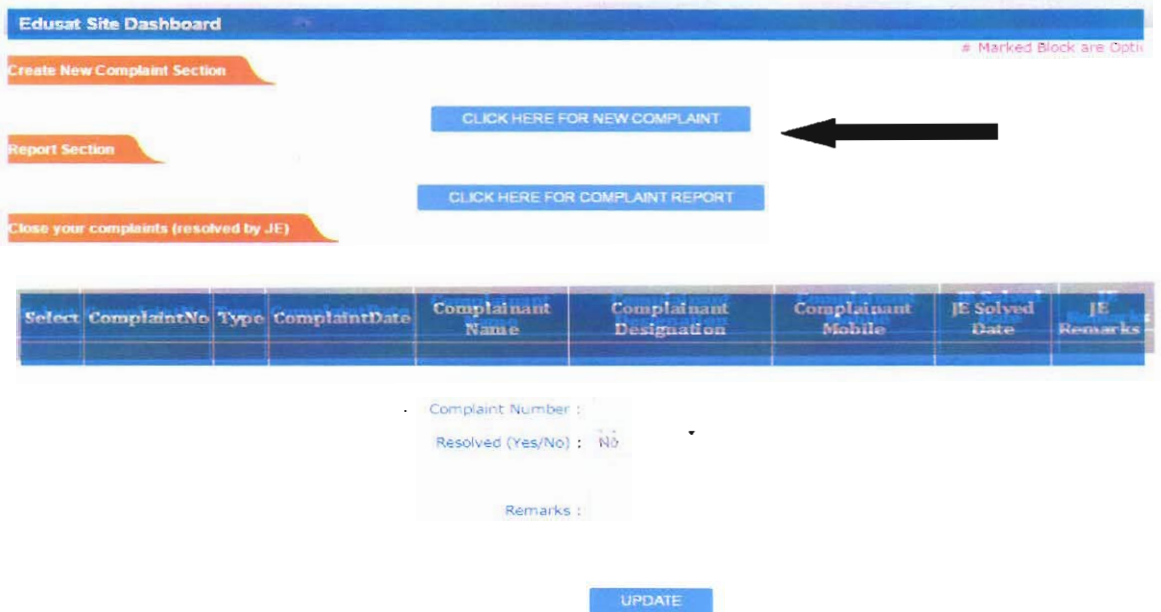
New Password :

Confirm Password :

PASSWORD UPDATE

Note:- Users are authorized to change the password immediately on first login. After entering the new password, click on password update.

Step 5:- Click on the main page in the Main window, following screen will appear:-



The screenshot shows the 'Edusat Site Dashboard' with several sections: 'Create New Complaint Section', 'Report Section', and 'Close your complaints (resolved by JE)'. Two buttons are visible: 'CLICK HERE FOR NEW COMPLAINT' and 'CLICK HERE FOR COMPLAINT REPORT'. A black arrow points to the 'CLICK HERE FOR NEW COMPLAINT' button. Below these sections is a table with columns: Select, ComplaintNo, Type, ComplaintDate, Complainant Name, Complainant Designation, Complainant Mobile, JE Solved Date, and JE Remarks. Below the table is a form with fields for 'Complaint Number', 'Resolved (Yes/No)', and 'Remarks', followed by an 'UPDATE' button.

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Step 6:- Click for new complaint Registration.

Step 7:- Select Network type, ROT/SIT and then select the type of fault detail.

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Problem Particulars

Network Type : ROT SIT

Select Problem :

UPS Not working
 Batteries Not working
 TV Not Working
 Audio Problem
 Video Problem
 No Signal
 Audio Video wire faulty
 Antenna Broken
 LNB Faulty
 Set Top Box Faulty

Complainant Details

Complainant Name :

Complainant Designation :

Complainant Mobile :

Any Remarks/Suggestion :

Step 8:- Fill complainant name, designation, Mobile no., any Remarks/ suggestion and click on save option.

Step 9:- Complaint no. will be generated and the same will be noted down for further reference. Consequently, the complaint will be automatically forwarded to concerned Junior Engineer for immediate rectification.

Step 10:- In case of any difficulty/ problem, please contact to UTKARSH Society, Haryana EDUSAT Project, Panchkula at following landline numbers:-



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