

**User Manual** 

of

# Telecom Infrastructure Facilitation and Management System (Complaint Management System)

**Developed** For



# Electronics & Information Technology Department, Government of Odisha

Version 1.0 Designed & Developed By:

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## 1. Introduction

#### 1.1 **Purpose**

This document is User Manual of Telecom Infrastructure Facilitation and Management System (TIFMS) to implement Odisha Mobile Towers, OFC and related Telecom Infrastructure Policy 2017. This web based system is developed for Electronics & Information Department, Government of Odisha.

The web system provides the means for Telecom Infrastructure/Service Providers to submit online application for seeking permission to establish Mobile Tower, Micro Communication Equipment, In-building System (IBS), Cell on Wheel (CoW) and lay Optical Fibre Cable Aerial, Optical Fibre Cable Underground and use Duct to Lay Optical Fibre Cable. Apart from this the Telecom Infrastructure/Service Provider can register grievance related to their application and get the status of their application and grievance through this web system.

The Citizen/Association Head/Public Representative will also be able to register grievance related to Telecom Infrastructure.

The Concerned Local/District/State Authorities of Government of Odisha will process the received applications and redress the received grievances of Citizen/Association Head/Public Representative and Telecom Infrastructure/Service Providers using this web system.

Apart from this, the Concerned Local/District/State Authorities of Government of Odisha will also manage the Bank Guarantee (BG) received against the applications of Optical Fibre Cable Underground using this web system.

## **1.1. Scope of the User Manual**

This User Manual will provide step by step guidance on how the Telecom Infrastructure/Service Providers will be able to lodge Complaints in case of any issue faced while Registering or Applying for establishment of Mobile Tower and for laying Optical Fibre Cable (Aerial), Optical Fibre Cable (Underground) and Duct, Micro Communication Equipment, In Building Solutions, and Cell On Wheel.



### **1.2.** Intended Audience of the Application

Telecom Infrastructure/Service Providers. concerned applicants, Association Head, Public Representative, Municipal Corporation (Municipal Commissioner), NAC, Municipality (Executive Officer), BDO (Panchayat Officer), District Collector, Commissioner of Police, Deputy Commissioner of Police, Superintendent of Police, Divisional Forest Officer, Executive Engineer (TPNODL, TPSODL, TPWODL, TPCODL), District Telecom Committee (DTC), State Telecom Committee (STC), Officer Nominated by Central Government and all concerned Authorities/Principal Secretary/Secretary E & IT Department, Government of Odisha will be the intended audience of this web-based software application.

#### **1.3.** Application Convention

The application has the following conventions:

- a. Fields which have \* sign indicate mandatory fields.
- b. Error messages will be displayed in the pop-up box.
- c. Success messages will be displayed in the pop-up box.
- d. All the menu links will be displayed in the side menu.



# 2. Registration for Complaint Management/Redressal System

To Register on Complaint Management/Redressal System as Complainant ,Go to <u>https://www.mits.odisha.gov.in/apps/ComplaintAccount</u> and fill Full Name, Mobile Number, Email ID and other details in the respective fields and click on Register button.

Co	omplaint Manager	ment/Redressal System	1	
Instructions		Complainant Registrat	ion	HAND
To Register on GRS as Complainant, fill Name, Mohile Number, Email ID and o	Full Name*	Mobile Number *	Email ID *	R
details in the respective fields and click Register button.	k on Enter Name	Enter Mobile Number	Enter Email ID	
Thereafter, entered Mobile No. & Email will be verified through One Time Passy	il ID Address			A.
(OTP). Once the verification is d registration will be completed and L	one, .ogin Enter Address			
Credentials will be sent on the regist Mobile No. & Email ID.	ered	Register	Rosot	X
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Image: Registration Page

- Thereafter, entered Mobile No. & Email ID will be verified through One Time Password (OTP). Once the verification is done, registration will be completed.
- Login Credentials will be sent on the registered Mobile No. & Email ID.
- Click on the login Button to proceed further.



# 3. Login for Complaint Management/Redressal System

Click on **Login** button to go to the Login Page after completing registration process. The login page is shown below.

	Complaint Manag	ement/Redressal	System		1787-1
Login In togin by Tilling y Password & Captch "In To legin through O registered Email II un: Thereater, a registered Email II verification, you wi Note: You will have generate password o reasons.	structions wr Registered Email ID, a. OR TP verification, enter your and click on respective in OTF will be sent an D for verification, After De logged in. to change your auto a tirst login for security	Mobile No./Email ID * Mobile No./Email ID Password * Password Captcha D&GE	Enter Captcha * Enter Captcha	٢	
		Lo	ygin		

Image: Login Page

- Fill the Registered Email ID, Password & Captcha in the respective fields and click on login button.
- After login it will redirect you to the Complaint Management Dashboard.



### 3.1. Register Complaint

Click on the Register Complaint option to Lodge the complaint. The Register Complaint page is shown below.

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Abhishek Hota Complainant J] Register Complaint	Choose f (File Format Register S.No.	file EPDF I Max File ed Complain Ticket No.	t Details	Lower Submit Complai	nad Uploaded File	Reset	Search.	Action
Abhishek Hota Complainant <b>Register Complaint</b> Previous Complaint	Choose f (File Format Register S.No.	File E PDF I Max File Ed Complain Ticket No.	Browse size: 1 MB) t Details Complaint Category Su	Submit Complai	Inad Uploaded File It Complaint Details Geo Location not tagging	Reset	Search.	Action
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#### Image: Register Complaint

- Select the category and Subject and fill the complaint details to lodge the complaint.
- You can also upload file if any, related to the complaint and click on the submit complaint to lodge complaint successfully.
- Already submitted complaint will be visible on the page by default.
- Click on the add/deleted button to update the lodged complaint details.



• Click on the Edit option to update the details the update the details click on update complaint button so save the changes made.

Electronics & Information Technology Department Gerenment of Other	Telecom Infrastructure Facilitation and Management System Complaint Management/Redressal System	n Ologout
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Register Complaint	Complaint Details *	
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	Geo Location not tagging	
	(Maximum 500 Characters)	_
	Choose file Browse Annual Uplasted F	le 🗰 Reman
	(File Format: PDF 1 Max File Size: 1 MB)	
	Update Complaint	Cancel

#### Image: Register Complaint>Update details

• Download the attached file if needed by clicking on the download button, to remove the attached file click on the remove button.



### 3.2. Lodged Complaint Details

Click on the Lodged Complaint Details option to check the status of Lodged complaint. The Lodged Complaint Details page is shown below.



#### Image: Lodged Complaint Details

- Search the status of specific complaint logged by filling the Ticket No., and Complaint category and click on the search button.
- View attached file for the lodged complaint by clicking on the View Attached file button.
- To check the status of the lodged complaint click on the Status button.



• When you click on the status button it will show the status of the submitted complaint as shown in below mentioned image.

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	S.No.		Complaint Category						~~
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					Lodged On: 12/08/2021				
	4	T000048	Others - others	others	Lodgest On: 12/08/2021			ViewAttacherJEite	Printe

Image: Lodged Complaint Details> status



