



User Manual
of
Telecom Infrastructure Facilitation and Management System
(Grievances Management System)
Developed For



**Electronics & Information Technology Department, Government
of Odisha**

Version 1.0
Designed & Developed By:

omni-NET[®]
TECHNOLOGIES PVT. LTD.

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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.

1.2. 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 grievances in case of any irregularity in the process of providing NOC 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.

1.3. 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.

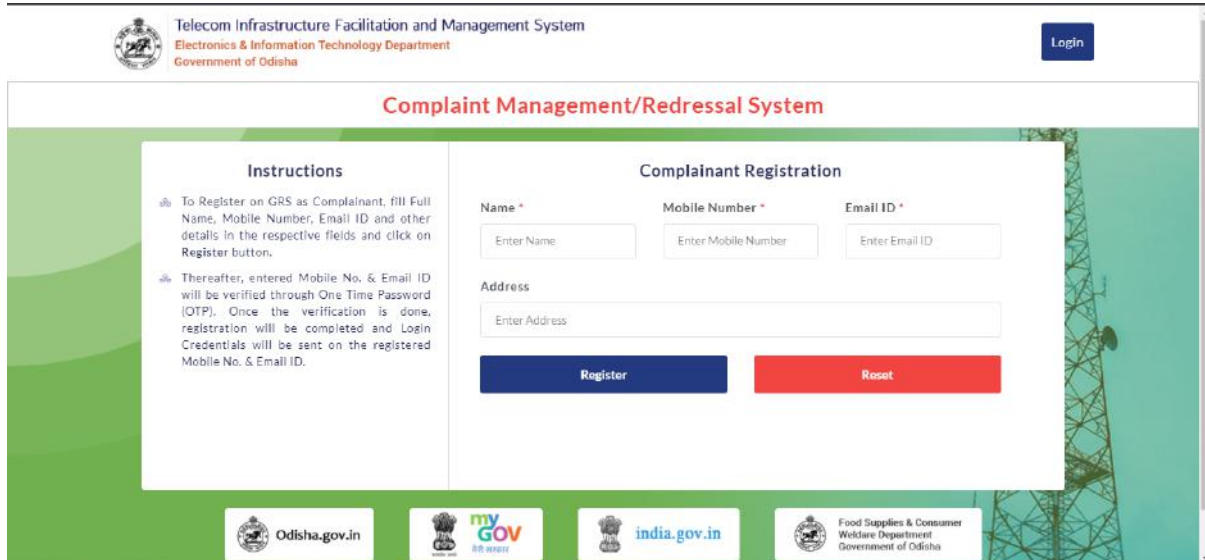
1.4. Application Convention

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 Grievance Management System

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



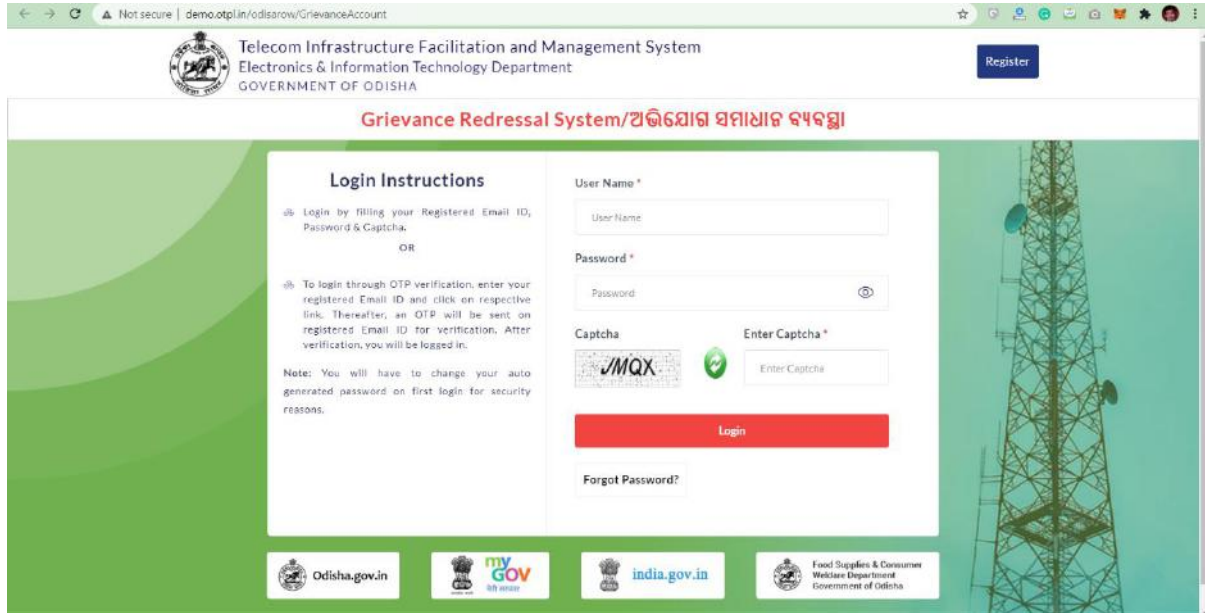
The screenshot displays the 'Complaint Management/Redressal System' registration interface. At the top, the header includes the Telecom Infrastructure Facilitation and Management System logo, the Electronics & Information Technology Department, Government of Odisha, and a 'Login' button. The main heading is 'Complaint Management/Redressal System'. The page is divided into two sections: 'Instructions' and 'Complainant Registration'. The 'Instructions' section contains two bullet points: 1. To Register on GRS as Complainant, fill Full Name, Mobile Number, Email ID and other details in the respective fields and click on Register button. 2. Thereafter, entered Mobile No. & Email ID will be verified through One Time Password (OTP). Once the verification is done, registration will be completed and Login Credentials will be sent on the registered Mobile No. & Email ID. The 'Complainant Registration' section contains three input fields: 'Name *', 'Mobile Number *', and 'Email ID *', each with a placeholder 'Enter Name', 'Enter Mobile Number', and 'Enter Email ID' respectively. Below these is an 'Address' field with a placeholder 'Enter Address'. At the bottom of the registration section are two buttons: 'Register' (blue) and 'Reset' (red). The footer of the page features four logos: Odisha.gov.in, myGov, india.gov.in, and Food Supplies & Consumer Welfare Department, Government of Odisha.

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 Grievance Redressal System

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



The screenshot shows the login page of the Telecom Infrastructure Facilitation and Management System (TIFMS). The page has a green header with the system name and a 'Register' button. The main content area has a green background with a white login form. The form includes 'Login Instructions' on the left and input fields for 'User Name', 'Password', and 'Captcha' on the right. A red 'Login' button is at the bottom of the form. The footer contains logos for Odisha.gov.in, myGov, India.gov.in, and the Food Supplies & Consumer Welfare Department.

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 Login Management Dashboard.

3.2. Lodge grievance

Click on the Lodge Grievance option to Lodge the grievance as shown in below image.

The screenshot displays the 'Lodge Grievance' form in the TIFMS web application. The form includes fields for 'Grievance Category', 'District', 'Subject', and 'Grievance Details'. Below the form is a section for 'Upload Relevant File' with a 'Choose file' button and a 'Browse' button. The 'Submit Grievance' button is highlighted in blue, and the 'Reset' button is in red. Below the form, the 'Lodged Grievance Details' table is shown, listing submitted grievances with columns for S.No., Grievance ID, Grievance Category, District, Subject, Grievance Details, and Action.

S.No.	Grievance ID	Grievance Category	District	Subject	Grievance Details	Action
1	PG000025	Mobile Tower	Angul	emf issue	Lodged On: 05/10/2021 View Attached File	Edit Delete
2	PG000021	Cell On Wheels	Angul	COW 2	Lodged On: 07/08/2021	-----
3	PG000020	In Building Solution	Angul	dcdf	tsaf	-----

Image: Lodge Grievance

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

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

Electronics & Information Technology Department
Government of Odisha

Telecom Infrastructure Facilitation and Management System/ଟେଲିକମ୍‌ ଇନ୍‌ଫ୍ରାସ୍‌ଟ୍ରକ୍‌ଚର ମ୍ୟୁନିସିଟି ସୁବିଧା ଏବଂ ପରିଚାଳନା ବ୍ୟବସ୍ଥା
Grievance Redressal System/ଅଭିଯୋଗ ସମାଧାନ ବ୍ୟବସ୍ଥା

Logout

abhishek
Complainant

Lodge Grievance/ଭଲ୍ ଅଭିଯୋଗ

Fields marked with [*] are mandatory.

Grievance Category/ଅଭିଯୋଗ ବର୍ଗ *
Mobile Tower

District/ଜିଲ୍ଲା
Angul

Subject/ବିଷୟ *
emt issue

Grievance Details/ଅଭିଯୋଗ ବିବରଣୀ *
emt issue

Electronics & Information Technology Department
Government of Odisha

Telecom Infrastructure Facilitation and Management System/ଟେଲିକମ୍‌ ଇନ୍‌ଫ୍ରାସ୍‌ଟ୍ରକ୍‌ଚର ମ୍ୟୁନିସିଟି ସୁବିଧା ଏବଂ ପରିଚାଳନା ବ୍ୟବସ୍ଥା
Grievance Redressal System/ଅଭିଯୋଗ ସମାଧାନ ବ୍ୟବସ୍ଥା

Logout

abhishek
Complainant

Lodge Grievance

Grievance Status

(Maximum 500 Characters)

Upload Relevant File (If any)/ପ୍ରସ୍ତୁତ ଫାଇଲ୍ ଉପଲବ୍ଧ ହେଲେ ଉପଲବ୍ଧ (ଯଦି ଅଛି)

Choose file Browse Download Uploaded File

(File Format: PDF | Max File Size: 1 MB)

Update Grievance Cancel

Lodged Grievance Details/ଭଲ୍ ଅଭିଯୋଗ ବିବରଣୀ

Search...

S.No. କ୍ରମିକ ସଂଖ୍ୟା	Grievance ID ଅଭିଯୋଗ ଇଡି	Grievance Category ଅଭିଯୋଗ ବର୍ଗ	District ଜିଲ୍ଲା	Subject ବିଷୟ	Grievance Details ଅଭିଯୋଗ ବିବରଣୀ	Action କାର୍ଯ୍ୟ
1	PG000025	Mobile Tower	Angul	emt issue	emt issue	edit

Image: Lodge Grievance

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

3.3. Grievance Status

Click on the Grievance Status option to check the status of Grievance. The Grievance status page is shown below.

The screenshot displays the 'Grievance Status' page. On the left, there is a sidebar with 'Lodge Grievance' and 'Grievance Status' options. The main area has a search filter for 'Grievance No./ଅଭିଯୋଗ ନମ୍ବର' and 'Grievance Category/ଅଭିଯୋଗ ବର୍ଗ'. Below the search filter is a table titled 'Lodged Grievance Details/ଲଗ୍ଡ ଅଭିଯୋଗ ବିବରଣୀ'. The table has columns: S.No., Grievance ID, Grievance Category, District, Subject, Grievance Details, and View. The table lists 8 grievances, including Mobile Tower, Call On Wheels, In Building Solution, and Micro Communications Equipments. Each row has a 'View' button and a 'Status' button.

S.No.	Grievance ID	Grievance Category	District	Subject	Grievance Details	View
1	PG000025	Mobile Tower	Angul	enf issue	Lodged On: 05/10/2021	View Attached File
2	PG000021	Call On Wheels	Angul	COW 2	Lodged On: 07/08/2021	Status
3	PG000020	In Building Solution	Angul	dcdf	Lodged On: 07/08/2021	Status
4	PG000019	Call On Wheels	Angul	888	Lodged On: 07/08/2021	Status
5	PG000018	Micro Communications Equipments	Angul	GR 2	Lodged On: 05/08/2021	View Attached File
6	PG000017	In Building Solution	Angul	GR 1	Lodged On: 05/08/2021	Status
7	PG000016	In Building Solution	Angul	qes/saf/gos	Lodged On: 05/08/2021	Status
8	PG000011	Mobile Tower	Angul	RADIATION ISSUE	Lodged On: 10/05/2021	View Attached File

Image: Grievance Status

- Search the status of specific Grievance logged by filling the Grievance no., and Grievance category and click on the search button.
- View attached file for the lodged grievance 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.



Image: Lodged Complaint Details> status

