

USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

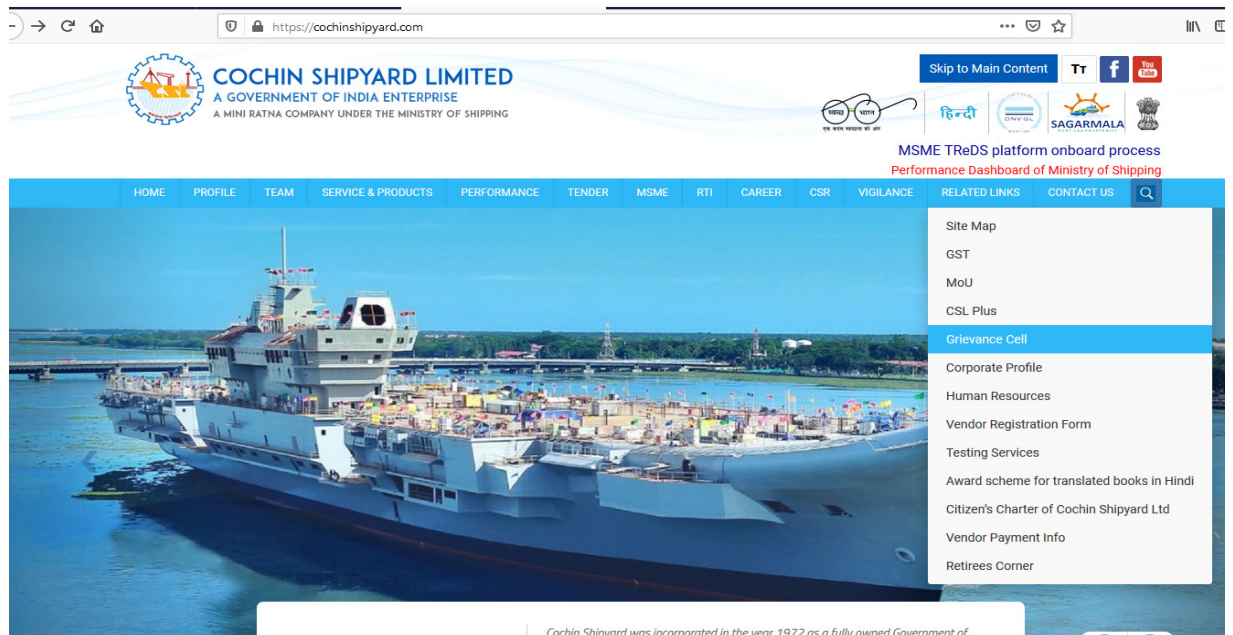
Contents

1. Link.....	2
2. Grievance/Complaint Registration	2
2.1. Register your Complaint:.....	2
2.1.1. By click on “No” Button (Fresh User):.....	3
2.1.2. By click on “Yes” Button (Existing User)	6
2.2. Track your Complaint	8

USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

1. Link

Go to Cochin shipyard official website <https://cochinshipyard.com/> -> Click on “Related Links” menu and select “Grievance Cell” item from the list.

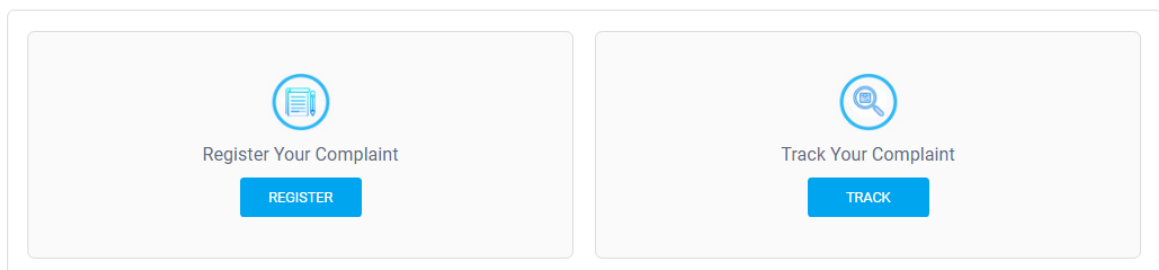


2. Grievance/Complaint Registration

The complaint registration screen will look like as below. The screen contains two options

- 2.1 Register your Complaint
- 2.2 Track your Complaint

GRIEVANCE PORTAL



2.1. Register your Complaint:

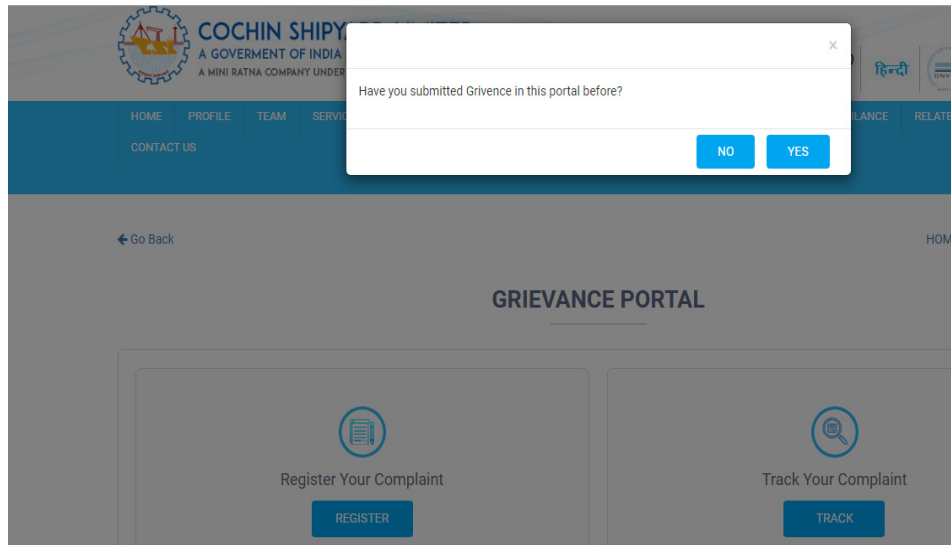
- Users can register their Grievance complaints by click on the “Register” Button.

USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

- When you click on the Register button the system will prompt a message “Have you submitted Grievance Portal before” as given below. Here user can register complaints by the following three ways.

2.1.1 By click on “No” Button (Fresh User)

2.1.2 By click on “Yes” Button (Existing User)



2.1.1. By click on “No” Button (Fresh User):

- If the user is registering the complaints for the first time in the portal, they can proceed with “No” button. The systems enter into the following screen. The user needs to fill the profile details and click “SUBMIT” button.

USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

COMPLAINT REGISTRATION

The screenshot shows a form titled "COMPLAINT REGISTRATION" with the following fields and values:

- Name: CSL
- Address: Perumanoor PO, Cochin
- City: kochin
- Pincode: 682015
- State: Kerala (KL)
- District: Ernakulam
- Mobile Number: 1234567898
- Email ID: testacc@gmail.com
- Gender: Male
- Date of Birth: 02/12/2019

A blue "SUBMIT" button is located at the bottom center of the form.

- On the submission, the system checks whether any complaints are already registered with the entered mobile number. If not, the user can go ahead with complaint registration.
- Then the system verifies your registered mobile number by sending OTP to the mobile number. Enter the OTP and click on "SUBMIT" button.

COMPLAINT REGISTRATION

The screenshot shows a screen titled "Verify your mobile" with the following text and fields:

Verify your mobile
Please type the verification code sent to 90371***862

Input field: 155911

Resend OTP

Blue "SUBMIT" button

- Next the system verifies your registered email ID by sending OTP to the email id in the profile screen. Enter the OTP received via email and click on SUBMIT button.

COMPLAINT REGISTRATION

The screenshot shows a screen titled "Verify your email" with the following text and fields:

Verify your email
Check your email for OTP

Input field: 59457d

Resend OTP

Blue "SUBMIT" button

USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

- On successful submission, it will display the screen for complaint registration along with the profile information.


COMPLAINT REGISTRATION

Name CSL	
Address Perumanoor PO Cochin	
City cochin	Pincode 682015
State Kerala (KL)	District Alappuzha
Mobile Number 9037103862	Email ID pinchikamohanan@gmail.com
Gender Male	Date of Birth 03-12-2019

Department Ship Repair
Title of complaint Complaint to Ship repair
Description of complaint Complaint to Ship repair
attach supporting document (PDF only , maximum size 8 MB) BROWSE
SUBMIT

- Enter the Department, Title of the complaint and description of complaint. If any file needs to be attached, can attach using the “BROWSE” option and can “SUBMIT”.
- On successful submission, the following screen will appear and the user will get a Complaint ID in both registered Mobile number and Email ID.

COMPLAINT REGISTRATION


Your complaint has been registered successfully,
Please check your e-Mail/Mobile SMS

USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

2.1.2. By click on “Yes” Button (Existing User)

- By clicking on “Yes” button the system prompt for entering registered mobile number

COMPLAINT REGISTRATION

Enter your registered mobile number

- The system prefills Name, Mobile Number, Gender, and Date of birth same as in the Database using the registered mobile number (The data will be frozen. User cannot edit the prefilled details).
- Enter other blank fields and click on “SUBMIT” button.

COMPLAINT REGISTRATION

Name

Address

City Pincode

State District

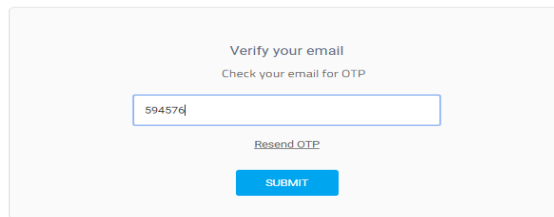
Mobile Number Email ID

Gender Date of Birth

- The system verifies your registered email ID by sending OTP. Enter the OTP number received via email and click on “SUBMIT” button.

USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

COMPLAINT REGISTRATION



Verify your email
Check your email for OTP

[Resend OTP](#)

SUBMIT

- On successful submission, user will enter into the complaint registration screen.

COMPLAINT REGISTRATION



Name
CSL

Address
Perumanoor PO
Cochin

City
cochin

Pincode
682015

State
Kerala (KL)

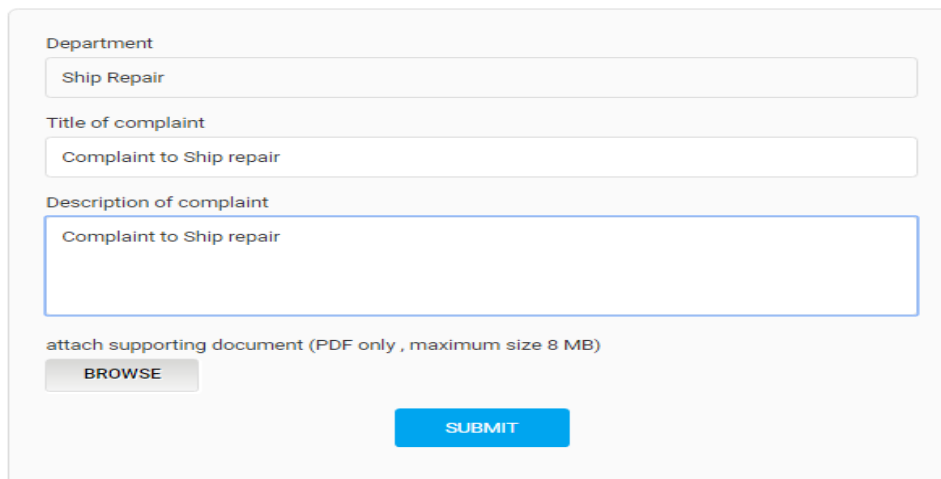
District
Alappuzha

Mobile Number
9037103862

Email ID
pinchikamohanan@gmail.com

Gender
Male

Date of Birth
03-12-2019



Department
Ship Repair

Title of complaint
Complaint to Ship repair

Description of complaint
Complaint to Ship repair

attach supporting document (PDF only , maximum size 8 MB)

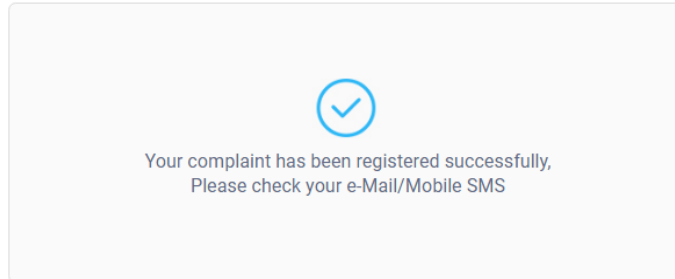
BROWSE

SUBMIT

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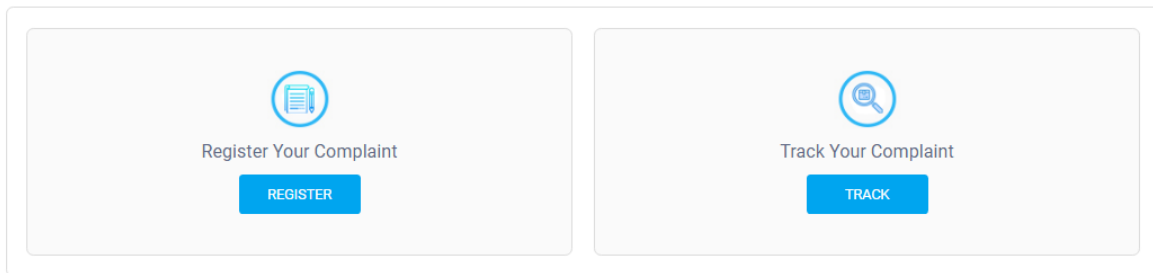
COMPLAINT REGISTRATION



2.2. Track your Complaint

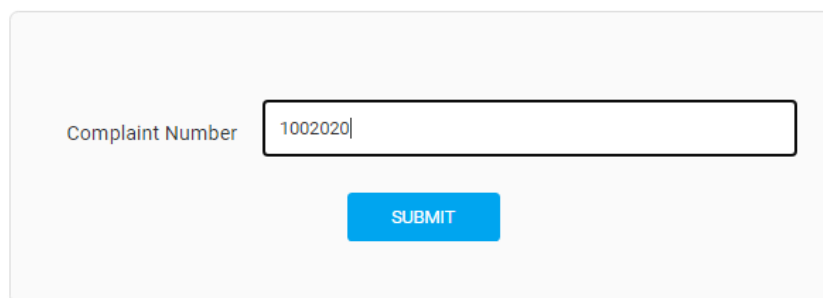
- For tracking the complaints, go to Grievance portal and click on "TRACK" button.

GRIEVANCE PORTAL



- Enter the registered mobile no.

GRIEVANCE PORTAL

A light gray rectangular box containing a form. On the left, the text "Complaint Number" is followed by a text input field containing the value "1002020". Below the input field is a blue "SUBMIT" button.

- Enter the OTP received to the registered mobile number.

USER MANUAL OF CSL GRIEVANCE PORTAL APPLICATION

GRIEVANCE PORTAL

Verify your mobile

Please type the verification code sent to 90371***962

[Resend OTP](#)

SUBMIT

- The status of the complaint can be viewed

Application No	: 1002220
Application Date	: 06/06/2020
Name	: CSL
Address	: Perumanoor PO Cochin
City	: cochin
State	: Kerala (KL)
District	: Alappuzha
Mobile Number	: 9037103862
Email ID	: pinchikamohan@gmail.com

Title of complaint	: Complaint to Ship Repair
Description of complaint	: Complaint to Ship Repair
Status	: Open

Activate Windows
Go to System in Control Panel