

USER MANUAL

Complaint Management (Department User)



Submitted to



Department of Factories & Boilers
Government of Kerala

Submitted by

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1 VERSION HISTORY

VER NO	CHANGE SUMMARY	DATE	PREPARED BY	REVIEWED BY	APPROVED BY
1.0	First Version	19-12-2024	Sneha R P	Anoop J S	Rejani

2 INTRODUCTION

2.1 PRODUCT FUNCTION

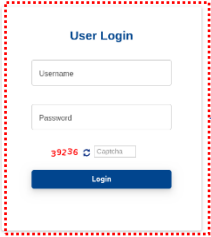

Complaint and Grievances Redressal System for Factory Workers is an initiative by the Department of Factories & Boilers, under the Ministry of Labour, Government of Kerala which is specifically dedicated to addressing occupational safety and health (OSH) issues in workplaces across Kerala. This platform provides a secure, transparent, and efficient means for all factory workers, including the guest workers from other states, to report concerns related to safety, health, and working conditions. This module ensures prompt and effective resolution of grievances, fostering a safer and healthier work environment for all.

2.2 INTENDED AUDIENCE AND FUNCTIONALITIES

This manual is mainly designed for Department users,

3 LOGIN – DEPARTMENT USER

FABOS Factories and Boilers Online System



Department of Factories and Boilers
Government of Kerala

User Login

Username

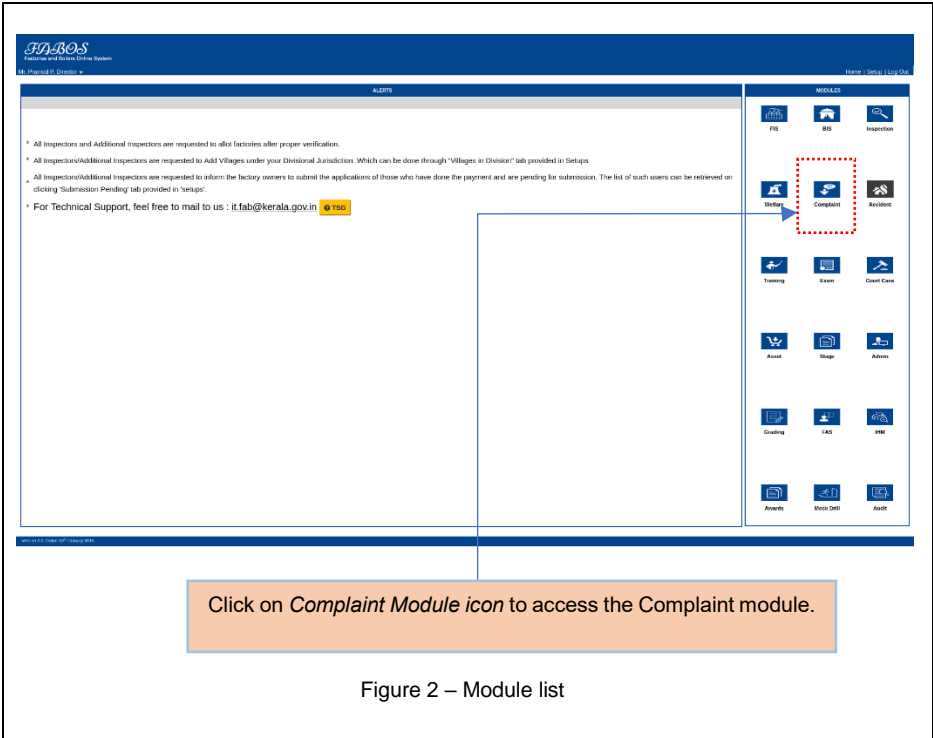
Password

99236 Captcha

Login

Enter the Email or phone number as Username, Password, Captcha and click on **[Login]** button to login into the Complaint Management.

Figure 1 – Login Page



Click on *Complaint Module* icon to access the Complaint module.

Figure 2 – Module list

3.1 NOTIFICATIONS

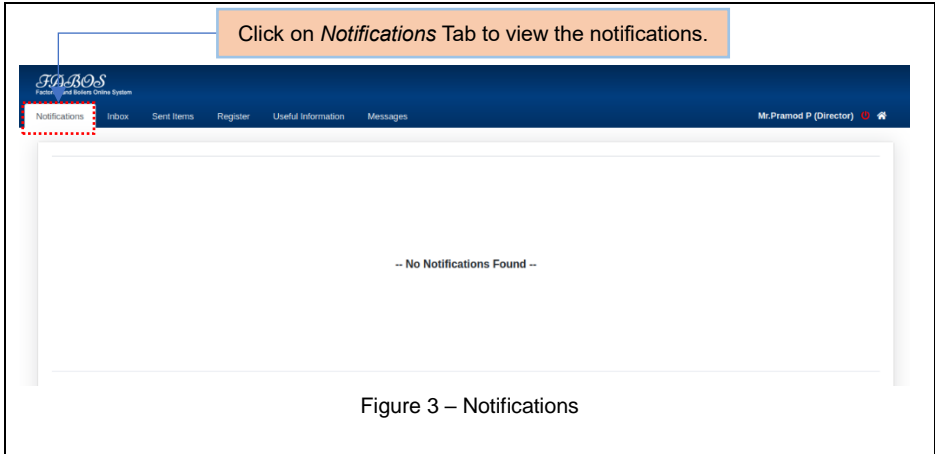


Figure 3 – Notifications

3.2 INBOX

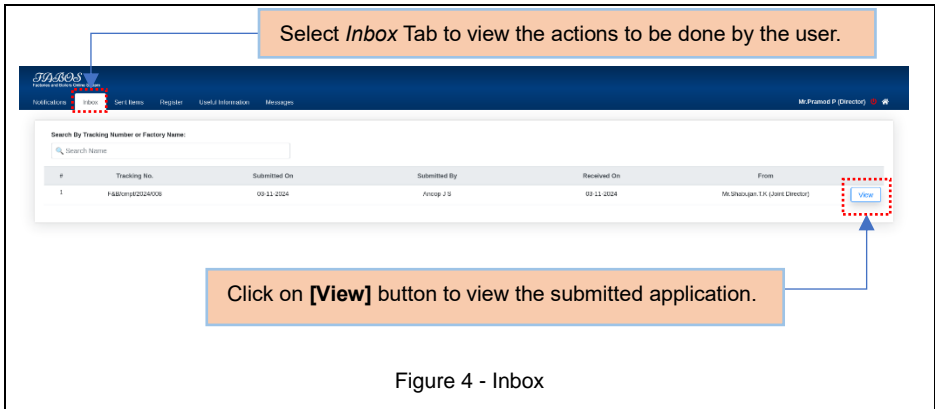


Figure 4 - Inbox

3.2.1 VIEWING SUBMITTED APPLICATIONS

Note: The director is the only one who can mask or unmask the complainant's details, enable or disable attachments, and mask or unmask the remarks.

Click on Application Tab to view the submitted application.

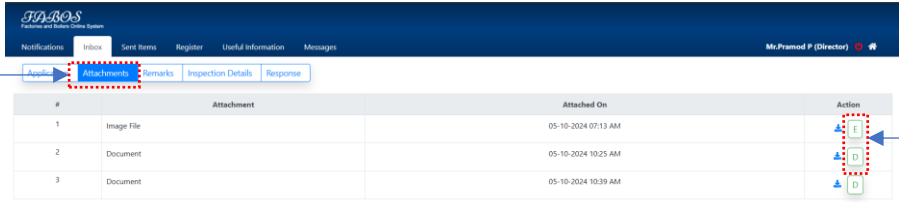
Director can mask or unmask the Complainant details by clicking on this button.

The screenshot displays the FABOS web application interface. At the top, there is a navigation menu with 'Applications' selected. Below the menu, the 'Complainant Details' section is visible, containing fields for Name, Address, Author No., Email, Mobile No., and Whatsapp No. A red dashed box highlights the 'Unmask Details' button. The 'Establishment Details (Complaint against whom)' section shows fields for Establishment Name, Establishment Address, Register Number, and dropdown menus for location. The 'Complaint Details' section shows fields for Subject and Complaint Description.

Figure 5 – Viewing Submitted Applications

3.2.2 ATTACHMENTS

Click on Attachments sub tab to view the submitted application attachments.



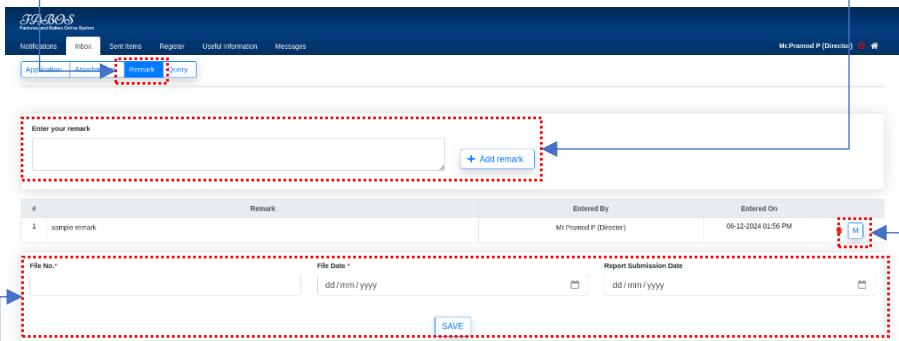
Click on [E] button to enable the attachment and [D] button to disable.

Figure 6 – Viewing submitted attachments

3.2.3 REMARKS

Click on Remarks Tab to add the remarks.

Enter the remarks and click on [+Add remark] button to add the remarks.



Enter the File number, File Date, Expected Completion date and click on [Save] button to save the entered details.

ACKNOWLEDGE REJECT

Click on [M] button to mask the remarks.

Figure 7 – Adding Remarks

3.2.4 ADDING QUERY

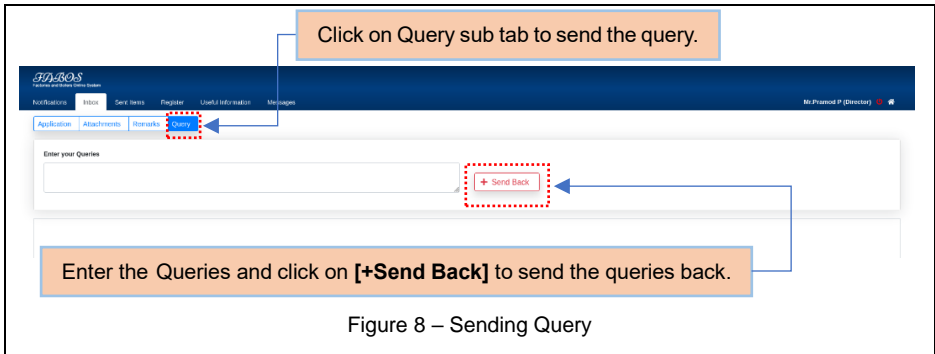
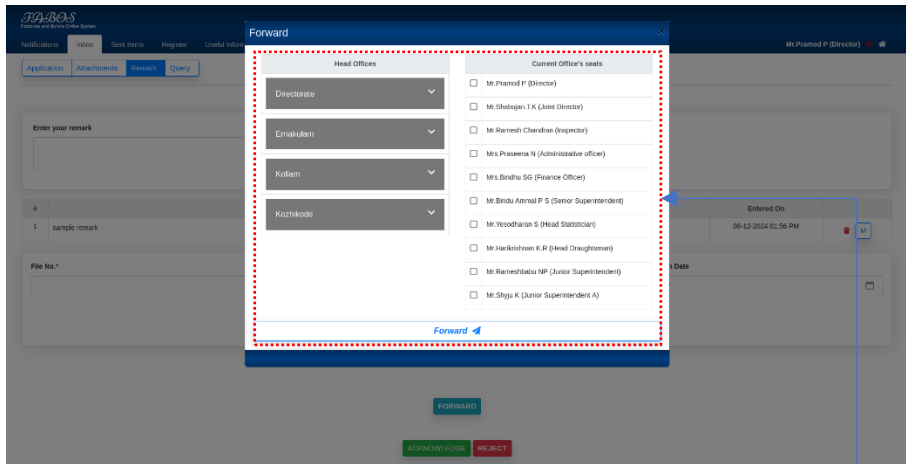


Figure 8 – Sending Query

Note: If the department user has any clarifications or if any documents are missing from the submitted application, the director can send a query to the complainant end, outlining the scenario. Consequently, the query will be shared with the complainant end and marked with a status of 'Returned' in their History tab



Select the relevant users to the request should forwarded and click on **[Forward]** button to forward.

Figure 9 - Forwarding the request

After entering the relevant remarks, the director can forward the application to the corresponding officers in the directorate. They will verify the information, add their remarks, and then forward it back. Once the files return to the director, they will review the provided remarks. If the remarks satisfy the requirements, the director will accept the application.

3.2.5 ACKNOWLEDGING / REJECTING THE APPLICATION

The screenshot displays the FABOS Director interface. At the top, there is a navigation bar with the FABOS logo and several tabs: 'Application', 'Attachments', 'Remark', and 'Query'. The 'Remark' tab is currently selected. Below the navigation bar, there is a section titled 'Enter your remark' with a text input field and an '+ Add remark' button. Underneath this is a table with the following data:

#	Remark	Entered By	Entered On
1	sample remark	Mr.Pranod P. (Director)	06-12-2024 01:56 PM

Below the table, there are three input fields: 'File No.' (with a dropdown arrow), 'File Date' (with a date format 'dd / mm / yyyy' and a calendar icon), and 'Report Submission Date' (with a date format 'dd / mm / yyyy' and a calendar icon). A 'SAVE' button is located below these fields. Below the screenshot, a diagram shows a 'FORWARD' button pointing to two buttons: 'ACKNOWLEDGE' (highlighted in green) and 'REJECT' (highlighted in red). Two callout boxes provide instructions: 'Click on [Acknowledge] button to accept the application.' and 'Click on [Reject] button to reject the application.'

Figure 10 – Acknowledging / Rejecting the application

Note: When the director acknowledge the application, a system generated acknowledgment will be available to the public user who submitted it. If the director rejects the application, the public user has the option to resubmit it.

3.2.6 INITIATING INSPECTION

Once the application is acknowledged, the application undergoes through inspection by the inspector.

Kindly Initiate Inspection Before Forwarding!!!!

Click on **[Initiate Inspection]** button to initiate the inspection.

Click on **[X]** button to initiate inspection.

Figure 11 – Inspection Initiation

USER MANUAL – FABOS (COMPLAINT MANAGEMENT)

After initiating the inspection, the director can forward the application to the corresponding inspector. The director can also select an expected completion date (which is not mandatory) before forwarding it. An alert message will be displayed to the inspector, indicating the number of days remaining. If the expected completion time is less than 5 days, a request button will appear in the Expected Completion column.

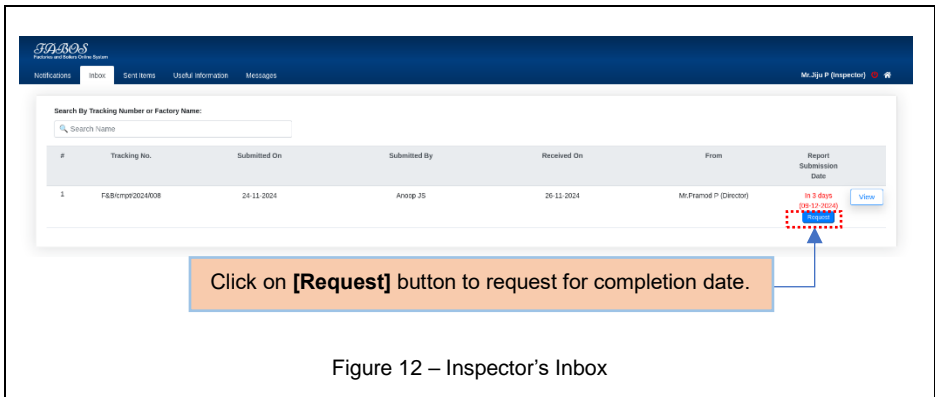


Figure 12 – Inspector's Inbox

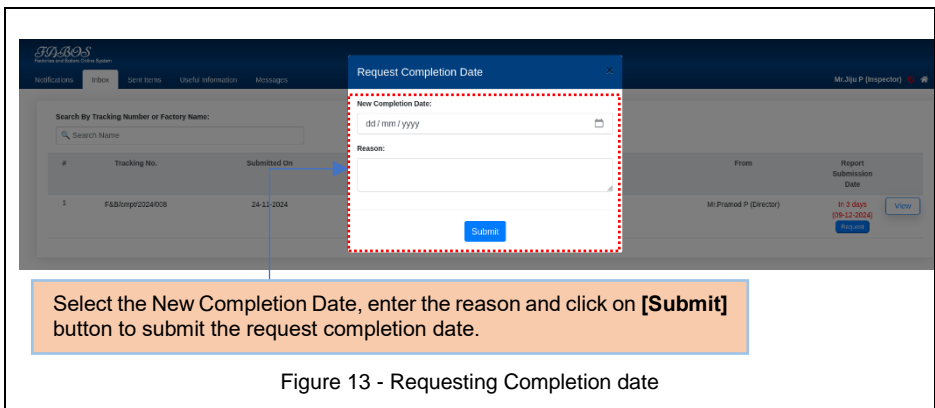


Figure 13 - Requesting Completion date

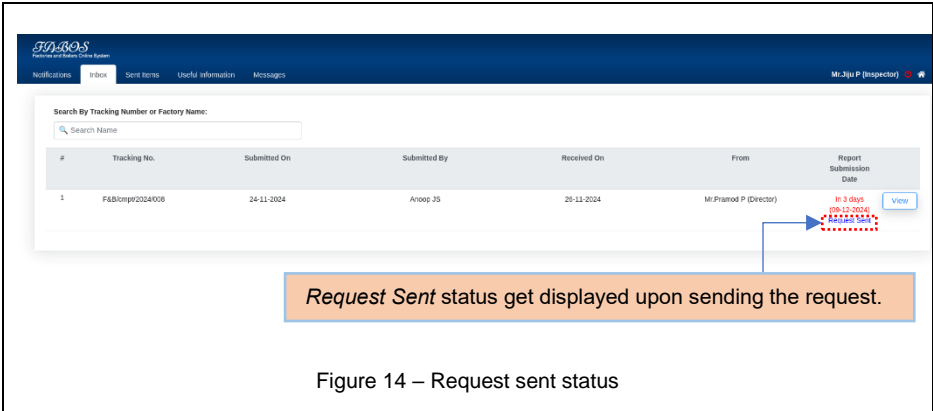


Figure 14 – Request sent status

After submitting the request, it will be assessed by the director

3.2.7 APPLICATION PULL BACK

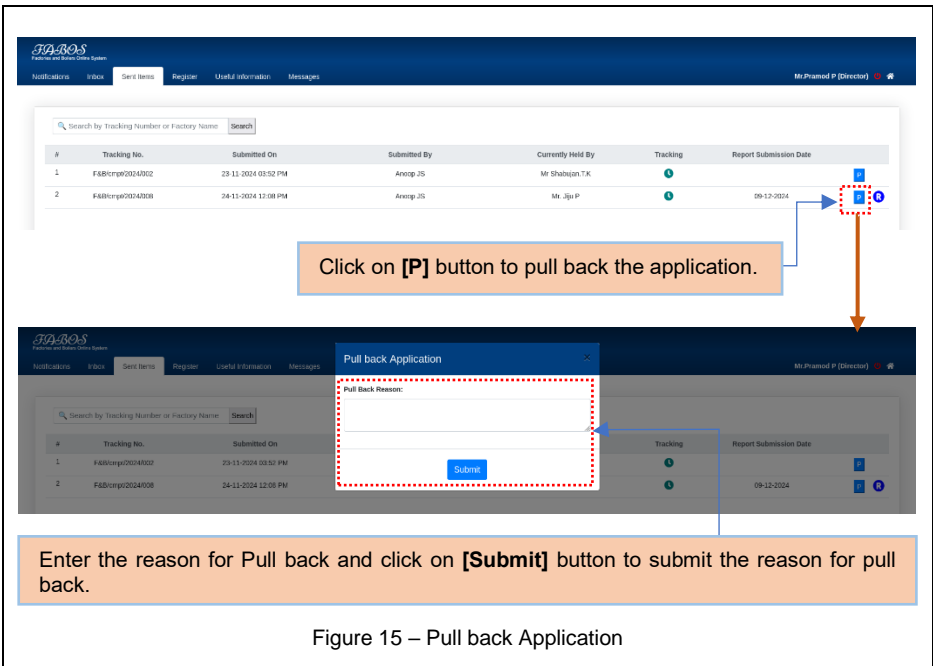


Figure 15 – Pull back Application

3.2.8 REQUEST FOR EXTEND COMPLETION DATE

Click on [R] button to accept the completion date request.

Actual Completion Date: 09-12-2024
 Requested Completion Date: 13-12-2024
 Reason for request: shift
 To change the requested date, please update the date below
 dd/mm/yyyy
 Accept Reject

If user is satisfied with the expected date which is requested by the inspector, user can accept by clicking on [Accept] button otherwise select the date in which should be completed.

Figure 16 – Completion date

Note: Upon forwarding the request for clarifications, it will be shared with the designated recipient for their view. They may provide their remark in return. Once the director is satisfied with the response, the user may proceed to accept the request.

Enter the remarks and click on **[+Add Remark]** to add the remarks.

#	Remark	Entered By	Entered On
1	adad5a05	Mr Pramod P. (Director)	26-11-2024 11:47 AM

File No.: adad5a05 | File Date: 26 / 11 / 2024 | Report Submission Date: 13 / 12 / 2024

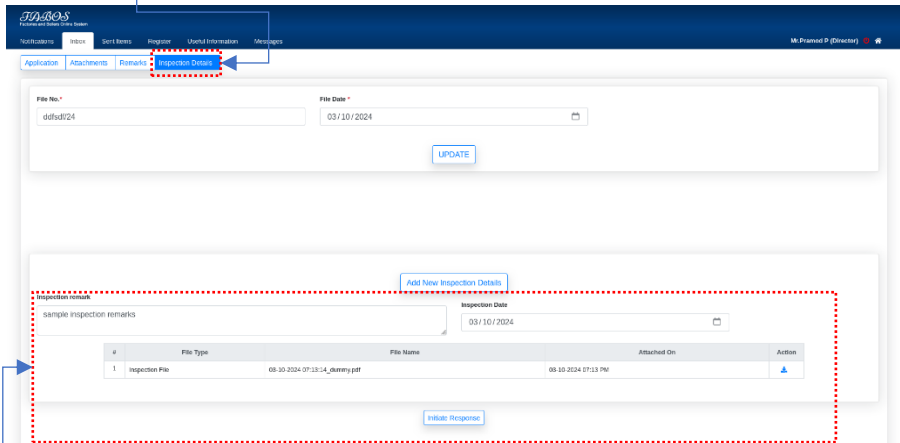
Buttons: UPDATE, RESET SUBMISSION DATE, FORWARD

User can update the details by clicking on **[Update]** button upon entering the file number, file date and expected completion date and after that click on **[Forward]** button to forward the remarks to the inspector.

Figure 17 – Forwarding the remarks

Note: The remarks will be forwarded to the relevant inspector for inspection, the inspector can view the application, attachment details and share the remarks back to the director.

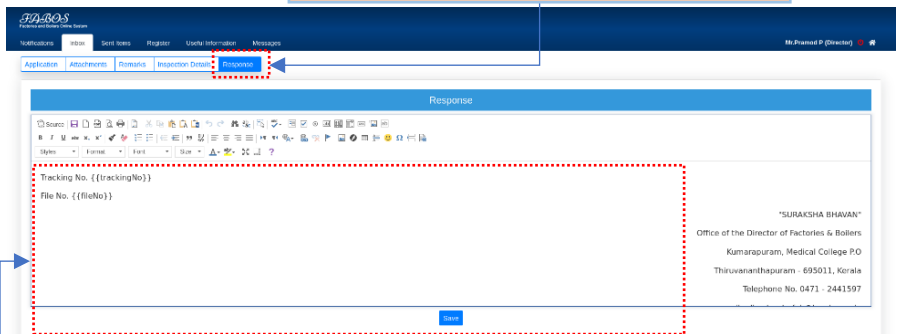
Click on *Inspection Details* sub tab to enter the inspection details.



Enter the inspection remark, inspection date and click on Initiate Responses.

Figure 18 – Initiating Response

Click on *Response* sub tab to enter the response.



Enter the response and click on **[Save]** button.

Figure 19 – Saving the response

3.2.9 INTERIM RESPONSE

Response

Sir/Madam,

Sub : Department of Factories & Boilers - Complaint - Reply - Reg
Ref : Your complaint dated {{complaintDate}}

Yours Faithfully

Update Preview Response

Interim Response Final Response

Click on **[Update]** button to update the response and **[Preview Response]** button to preview the response.

Click on **[Interim Response]** button to add interim response.

Response

No. {{trackingNo}}

"SURAISHA BHAVAN"
Office of the Director of Factories & Boilers
Kumarapuram, Medical College P.O
Thiruvananthapuram - 695011, Kerala
Telephone No. 0471 - 2441597
e-mail : directorate.fab@kerala.gov.in

Update Preview Response

Interim Response

Finalize Interim Response

Click on **[Finalize Interim Response]** to finalize the interim response.

Figure 20 – Response

Note: If the User side is satisfied with the response, director can go with the Final Response otherwise user can go with interim response if further action is there.

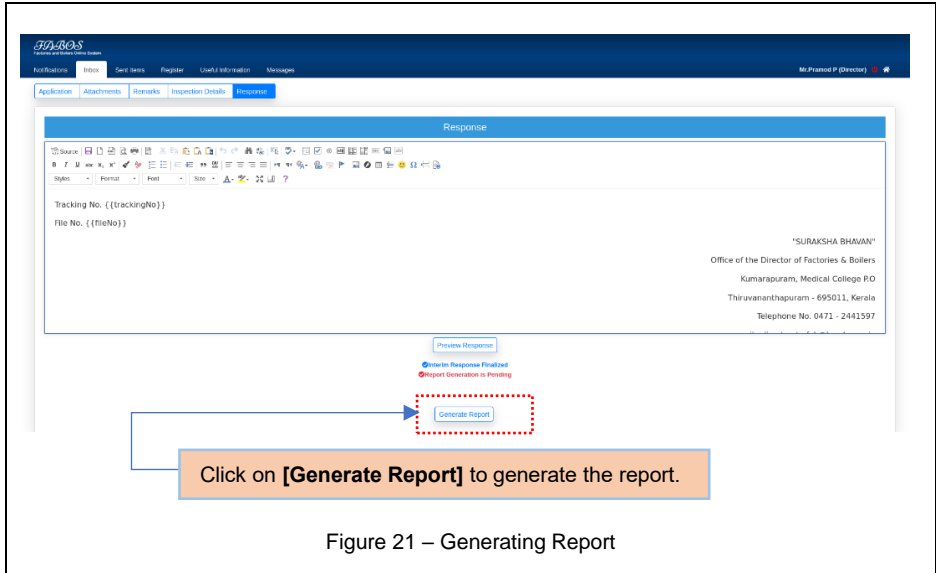
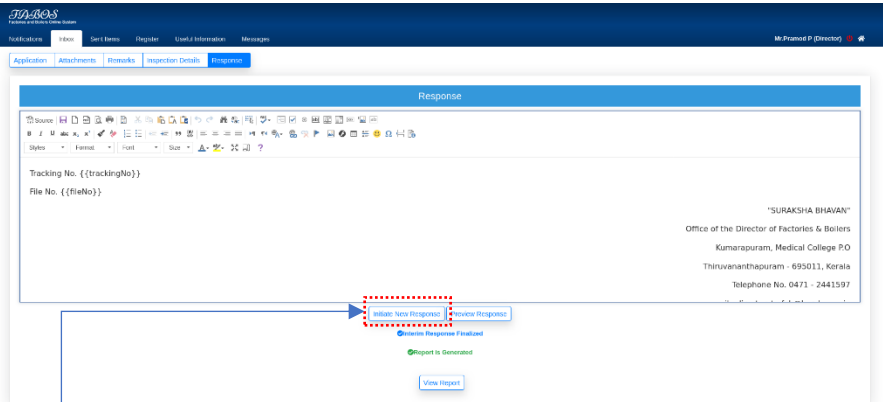


Figure 21 – Generating Report

Note: Upon Generating User can view the approved reports in the public side as well as department side.

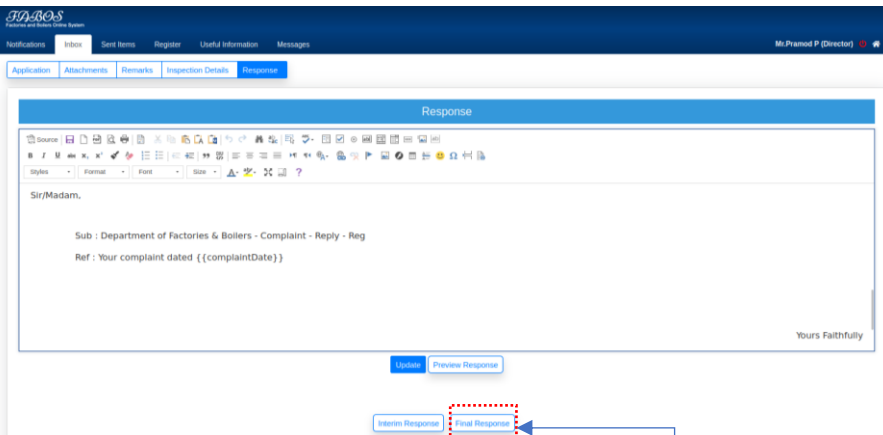
Upon generated the report, next user again initiates with new response, the process gets repeated.



Click on **[Initiate New Response]** button to initiate new response.

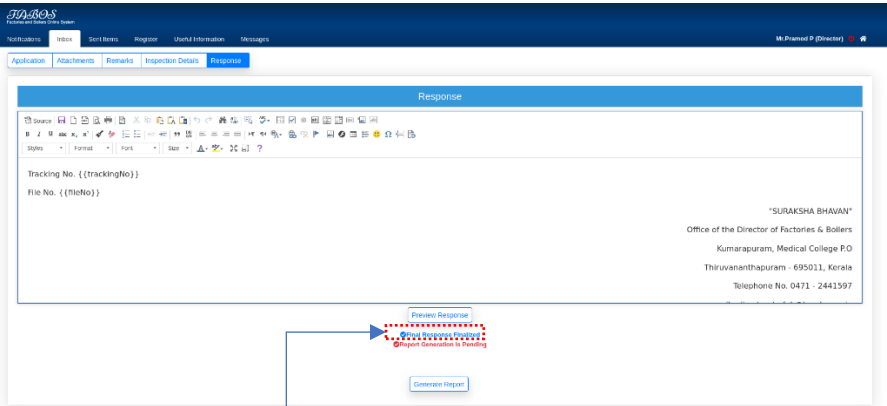
Figure 22 – Initiating New Response

3.2.10 FINAL RESPONSE



Click on **[Finalize Response]** to finalize the Final response.

Figure 23 – Final Response



Final Response Finalized status get displayed upon finalizing the response.

Figure 24 – Final Response

After all the process, user can close the file in Remarks sub tab,

Enter the remark and click on +Add remark button to add the remark.

#	Remark	Entered By	Entered On
1	REMARK	Mr.Pramod P (Director)	25-09-2024 09:28 PM
2	sample remarks	Mr.Jiju P (Inspector)	03-10-2024 07:17 PM
3	sample	Mr.Pramod P (Director)	04-10-2024 11:46 AM
4	remarks	Mr.Jiju P (Inspector)	04-10-2024 12:58 PM

File No. * File Date * Expected Completion Date

UPDATE

Click on **[Close File]** button to close the file.

Figure 25 – Closing file

Closed file get listed under *Register Tab >> Closed sub tab.*

Click on *Register Tab* to view the active and closed files.

#	Tracking No.	Submitted On	Submitted By
1	FABOSCP/2024/002	03-11-2024 02:25 PM	/Anoop S S

Here user can search the applications by Tracking Number.

Figure 26 – Closed file list

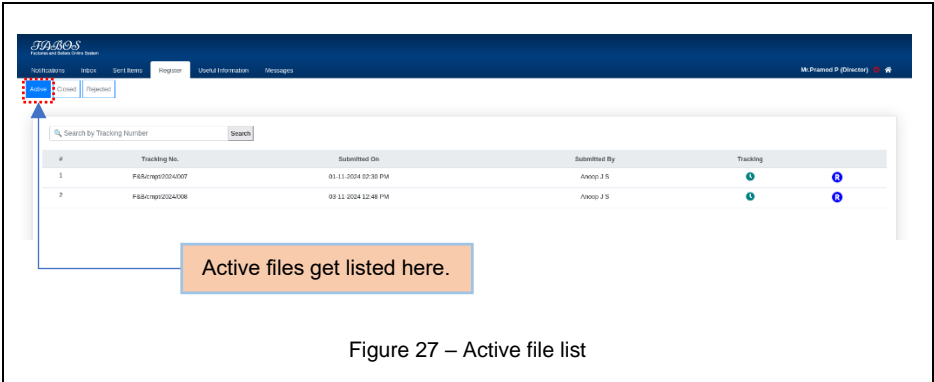


Figure 27 – Active file list

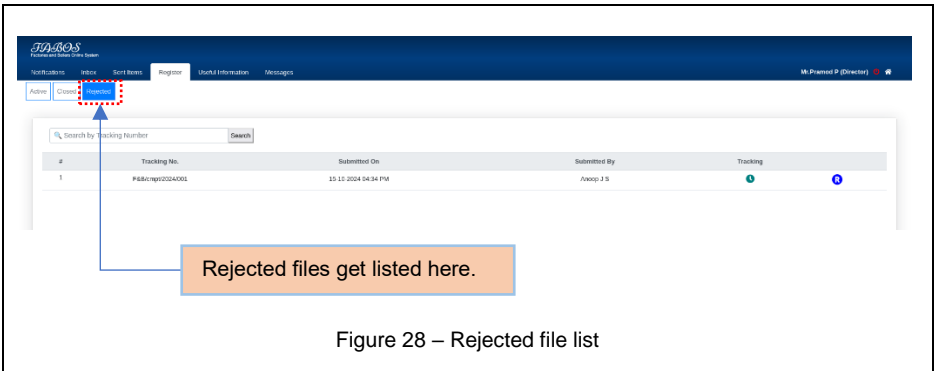


Figure 28 – Rejected file list

3.3 MESSAGES

Click on *Messages Tab* to submit the general messages.

Enter the General Message and click on Submit button to submit the messages.

Figure 29 – Submitting messages

3.4 USEFUL INFORMATION

Click on *Useful Information Tab* to submit the informations.

Enter the Information, upload the supporting documents and click on **[Submit]** button to submit the entered information's.

Figure 30 – Useful Information

****End of the Module – Fabos (Complaint Management) ****

“Thank you for thoroughly exploring the features and information.”