USER MANUAL

Complaint Management (Department User)

Submitted to

Department of Factories & Boilers
Government of Kerala

Submitted by

KRAN Consulting
TC-31/153(2), Peroorkada P O
Trivandrum-695005, Kerala, INDIA
Tel: 0471 243 1126/36/46
Email: info@kran.co.in

CMMI DEV | ML3 APPRAISED
Appraisal # 60343 | Exp. Jul 22, 2025
ISO 9001: 2015
ISO/IEC 20000-1: 2018
ISO/IEC 27001: 2013

Table of Contents

1 VERSION HISTORY 5

2 INTRODUCTION 6

2.1 PRODUCT FUNCTION 6

2.2 INTENDED AUDIENCE AND FUNCTIONALITIES 6

3 LOGIN – DEPARTMENT USER 7

3.1 NOTIFICATIONS 9

3.2 INBOX 9

3.2.1 VIEWING SUBMITTED APPLICATIONS 10

3.2.2 ATTACHMENTS 11

3.2.3 REMARKS 11

3.2.4 ADDING QUERY 12

3.2.5 ACKNOWLEDGING / REJECTING THE APPLICATION 14

3.2.6 INITIATING INSPECTION 15

3.2.7 APPLICATION PULL BACK 17

3.2.8 REQUEST FOR EXTEND COMPLETION DATE 18

3.2.9 INTERIM RESPONSE 21

3.2.10 FINAL RESPONSE 23

3.3 MESSAGES 27

3.4 USEFUL INFORMATION 27

Table of Figures

Figure 1 – Login Page 7
Figure 2 – Module list 8
Figure 3 – Notifications 9
Figure 4 - Inbox 9
Figure 5 – Viewing Submitted Applications 10
Figure 6 – Viewing submitted attachments 11
Figure 7 – Adding Remarks 11
Figure 8 – Sending Query 12
Figure 9 - Forwarding the request 13
Figure 10 – Acknowledging / Rejecting the application 14
Figure 11 – Inspection Initiation 15
Figure 12 – Inspector's Inbox 16
Figure 13 - Requesting Completion date 16
Figure 14 – Request sent status 17
Figure 15 – Pull back Application 17
Figure 16 – Completion date 18
Figure 17 – Forwarding the remarks 19
Figure 18 – Initiating Response 20
Figure 19 – Saving the response 20
Figure 20 – Response 21
Figure 21 – Generating Report 22
Figure 22 – Initiating New Response 23
Figure 23 – Final Response 23
Figure 24 – Final Response 24
Figure 25 – Closing file 25
Figure 26 – Closed file list 25

Figure 27 – Active file list 26
Figure 28 – Rejected file list 26
Figure 29 – Submitting messages 27
Figure 30 – Useful Information 27

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

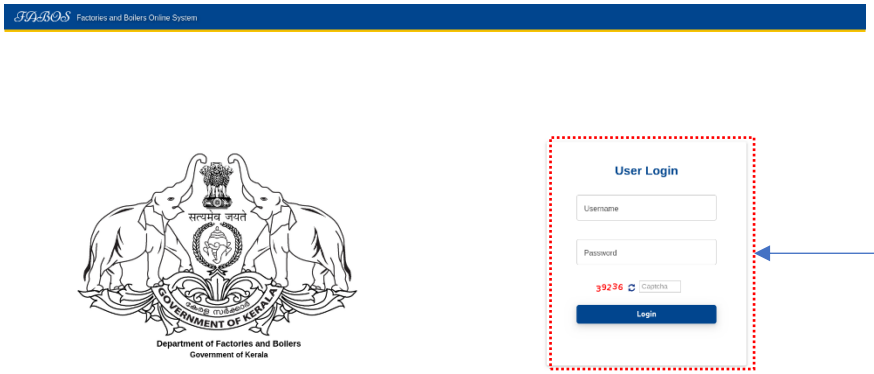
2.1 PRODUCT FUNCTION

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

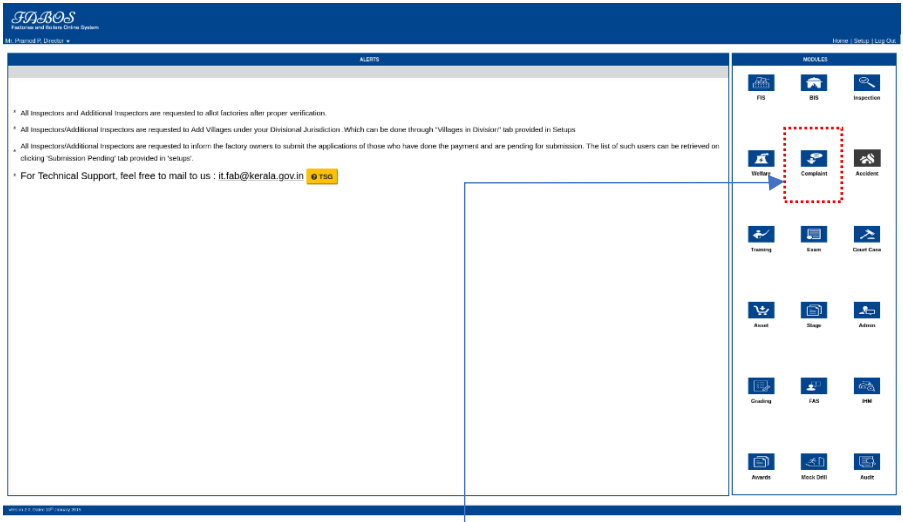
This manual is mainly designed for Department users,

3 LOGIN – DEPARTMENT USER



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

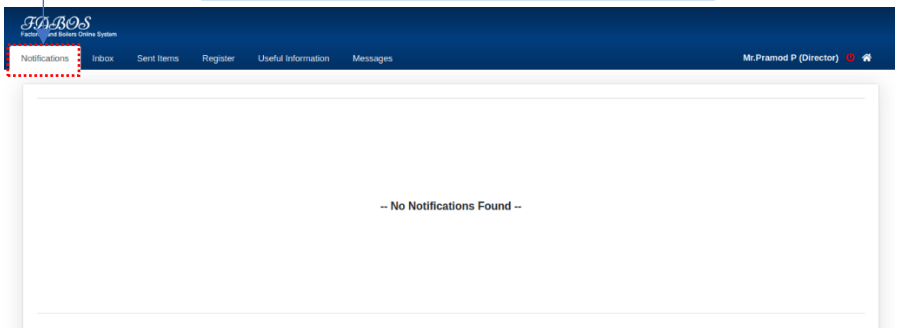


Figure 3 – Notifications

3.2 INBOX

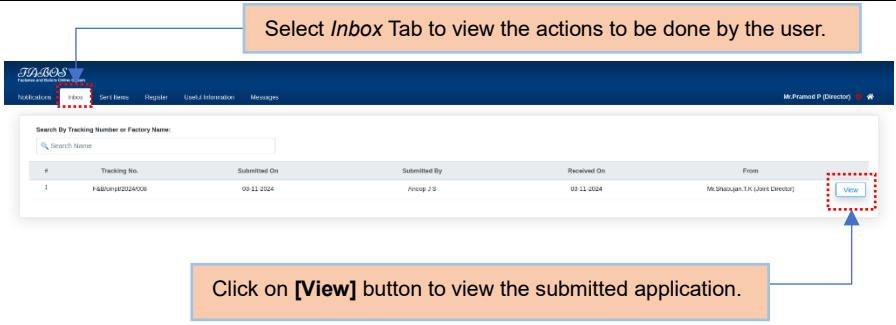


Figure 4 - Inbox

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.

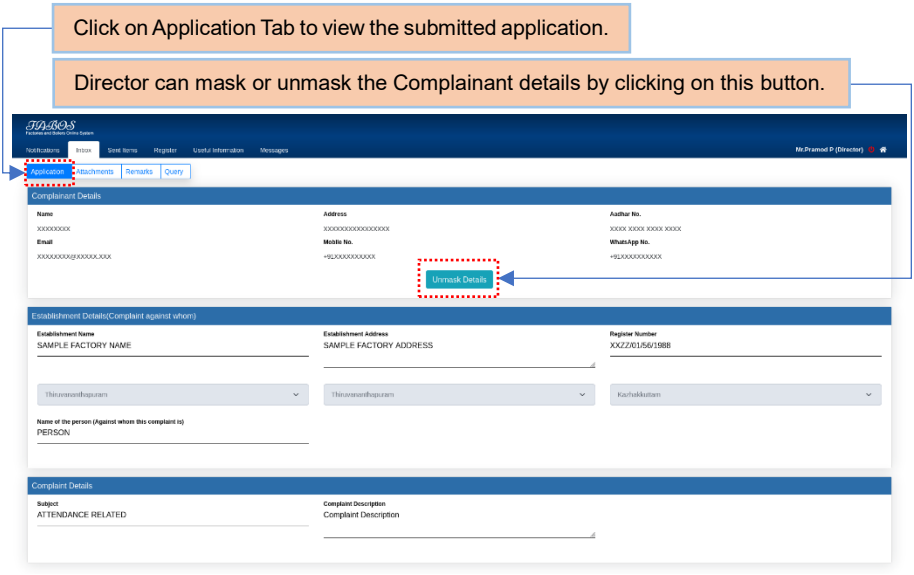


Figure 5 – Viewing Submitted Applications

3.2.2 ATTACHMENTS

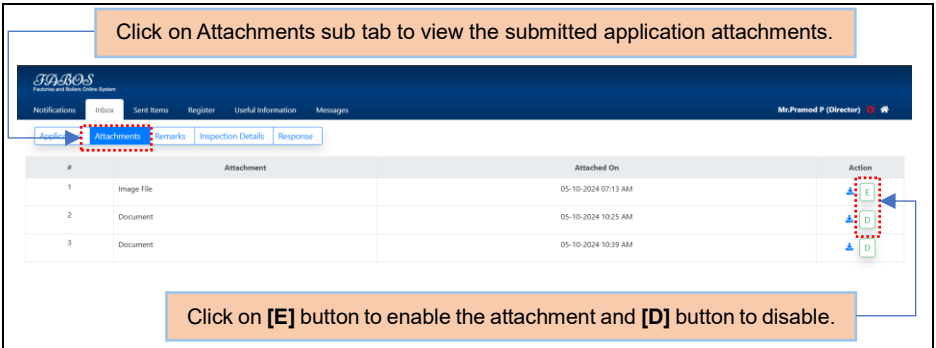


Figure 6 – Viewing submitted attachments

3.2.3 REMARKS

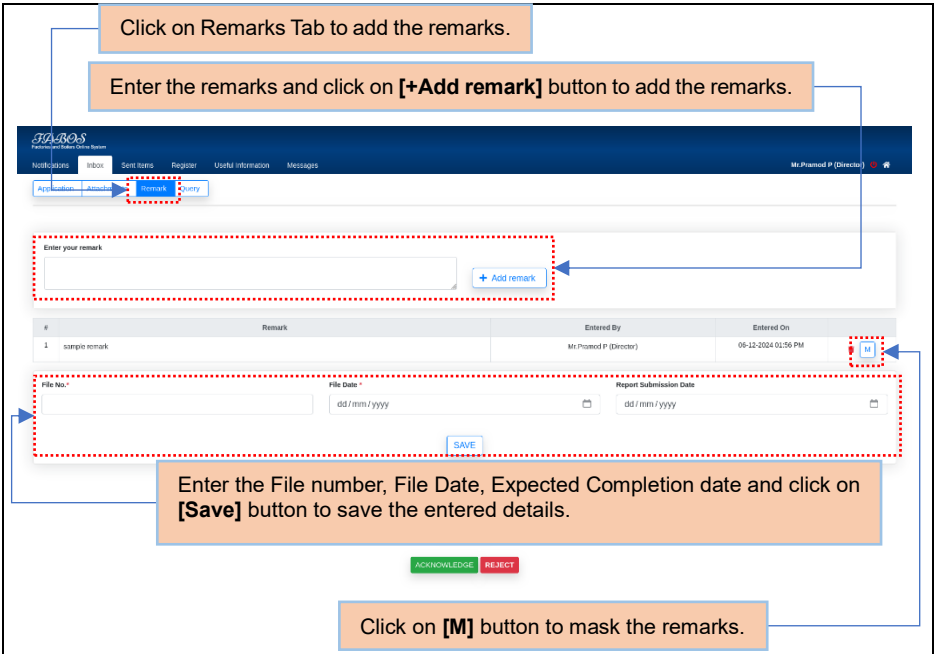


Figure 7 – Adding Remarks

3.2.4 ADDING QUERY

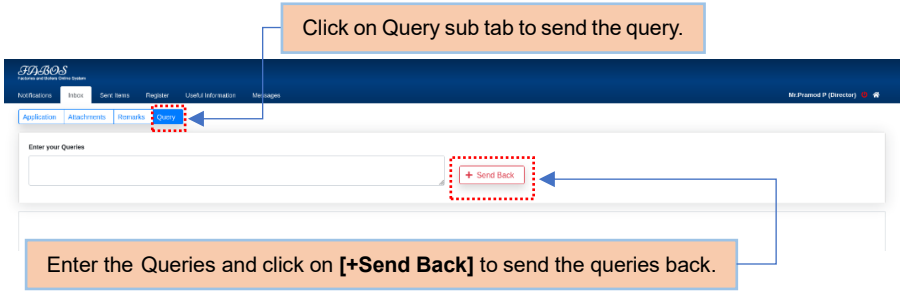


Figure 8 – Sending Query

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

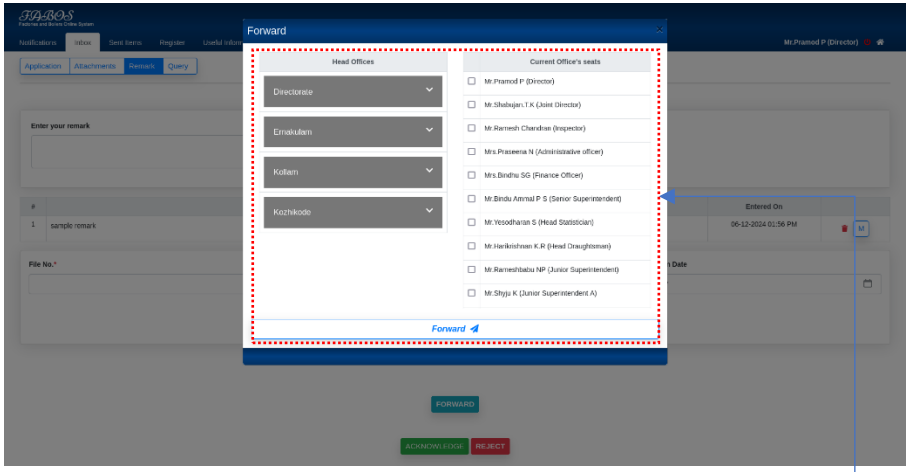


Figure 9 - Forwarding the request

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

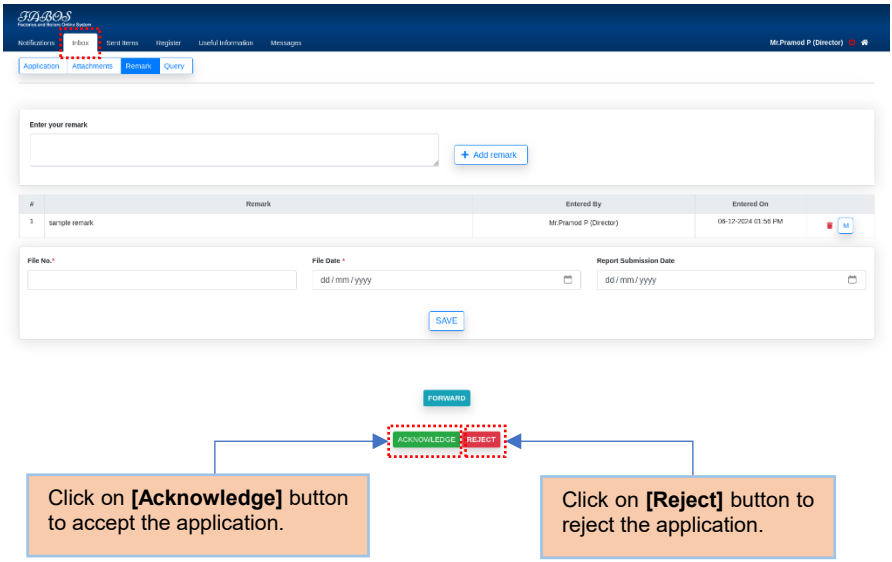


Figure 10 – Acknowledging / Rejecting the application

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.

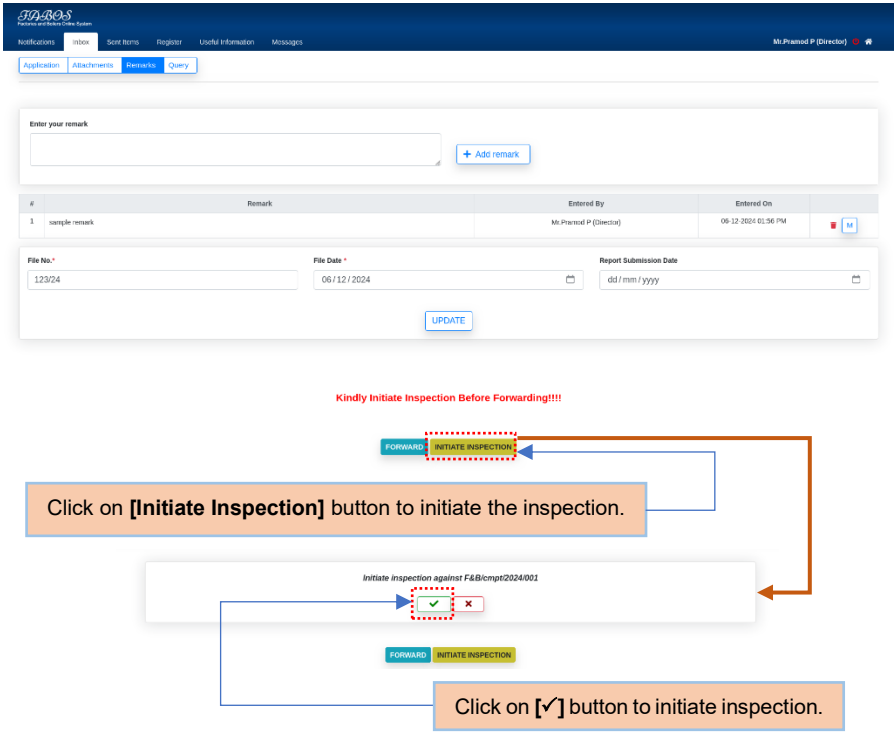


Figure 11 – Inspection Initiation

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.

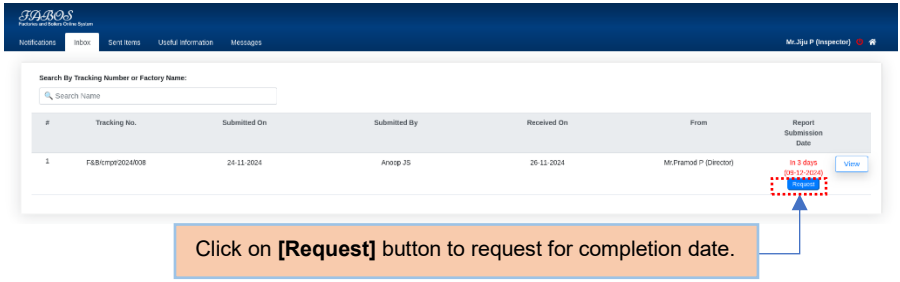


Figure 12 – Inspector's Inbox

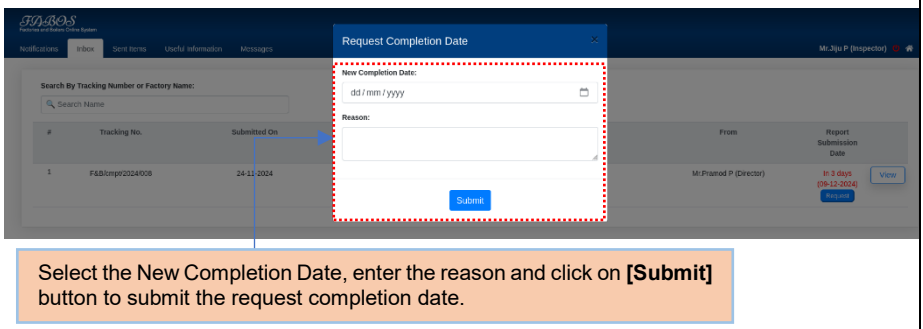


Figure 13 - Requesting Completion date

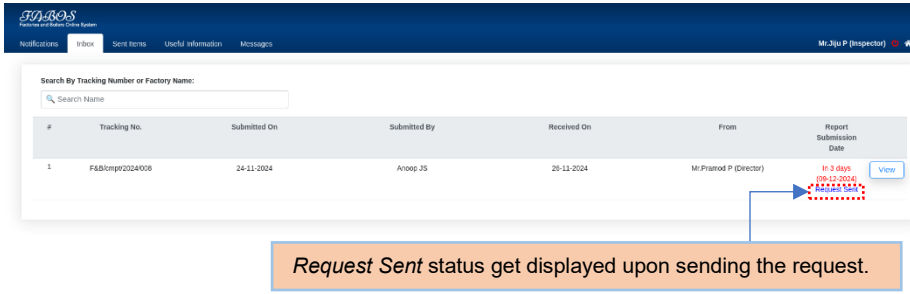


Figure 14 – Request sent status

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

3.2.7 APPLICATION PULL BACK

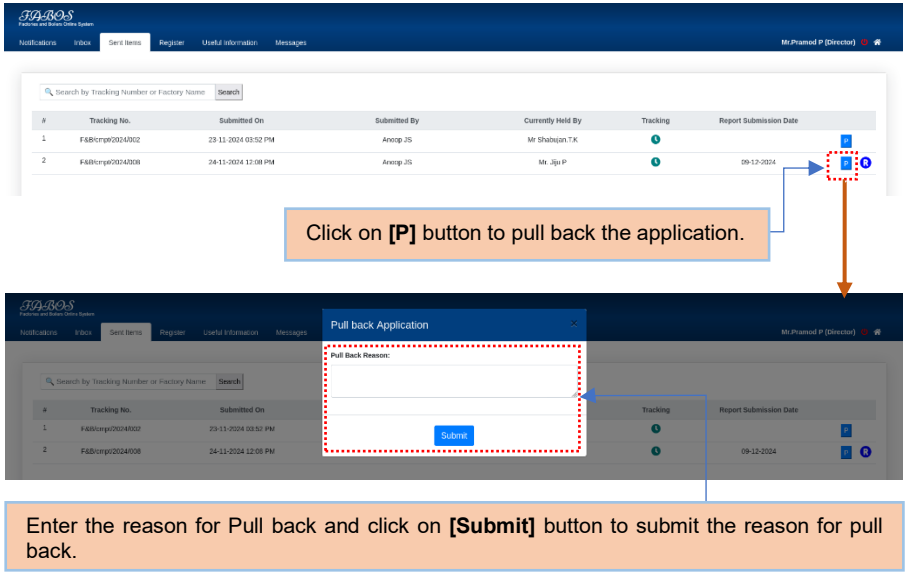


Figure 15 – Pull back Application

3.2.8 REQUEST FOR EXTEND COMPLETION DATE

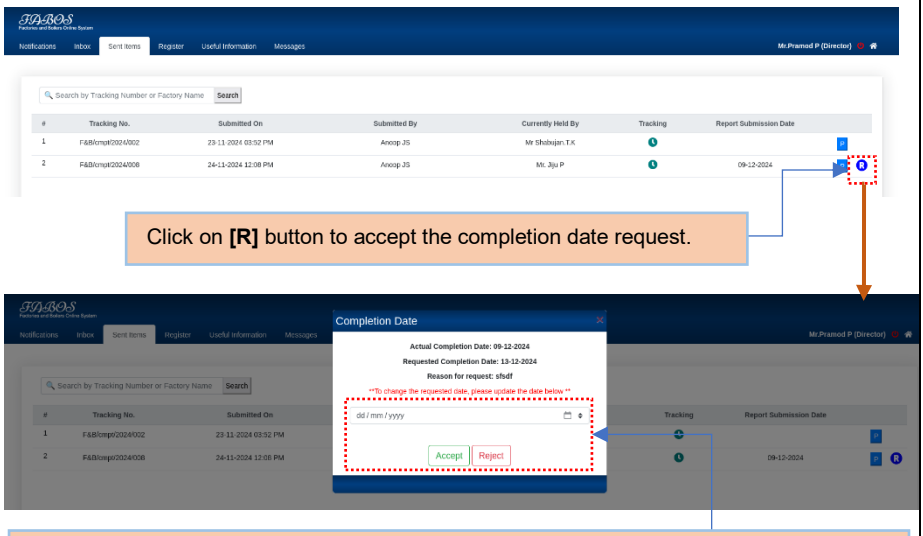


Figure 16 – Completion date

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.

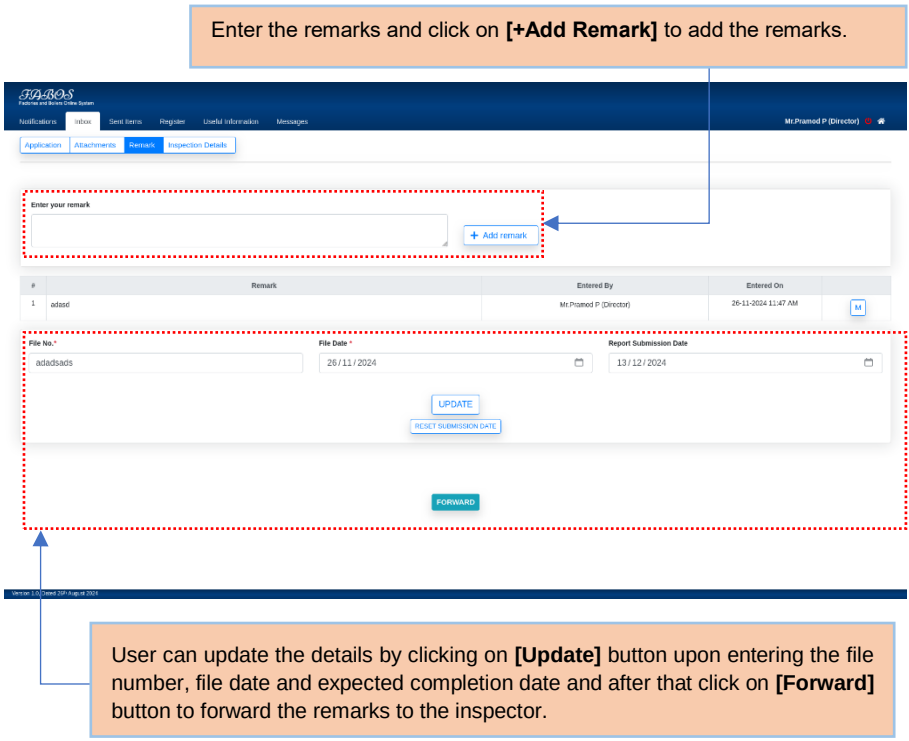
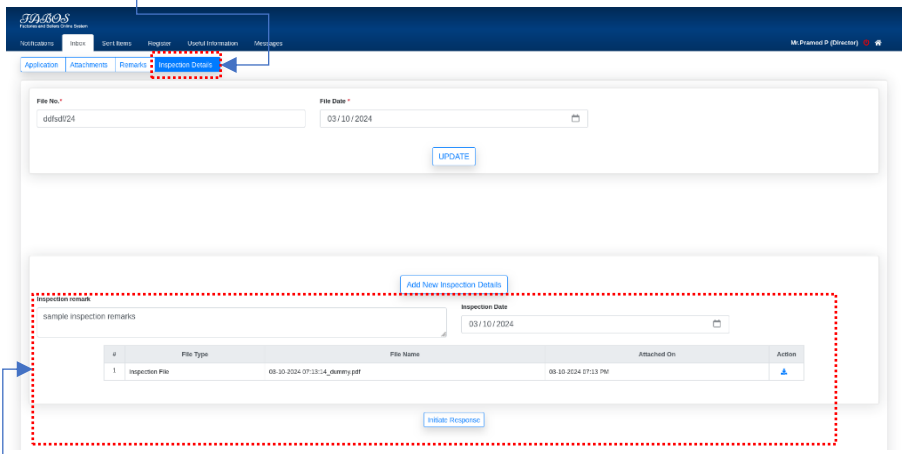


Figure 17 – Forwarding the remarks

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.

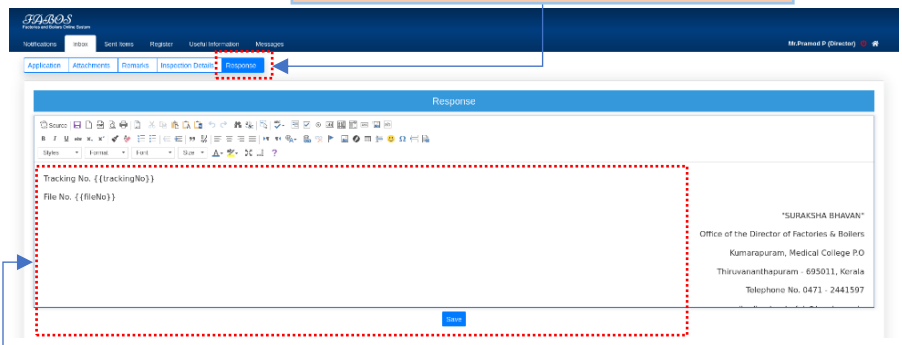
Click on *Inspection Details* sub tab to enter the Inspection details.



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

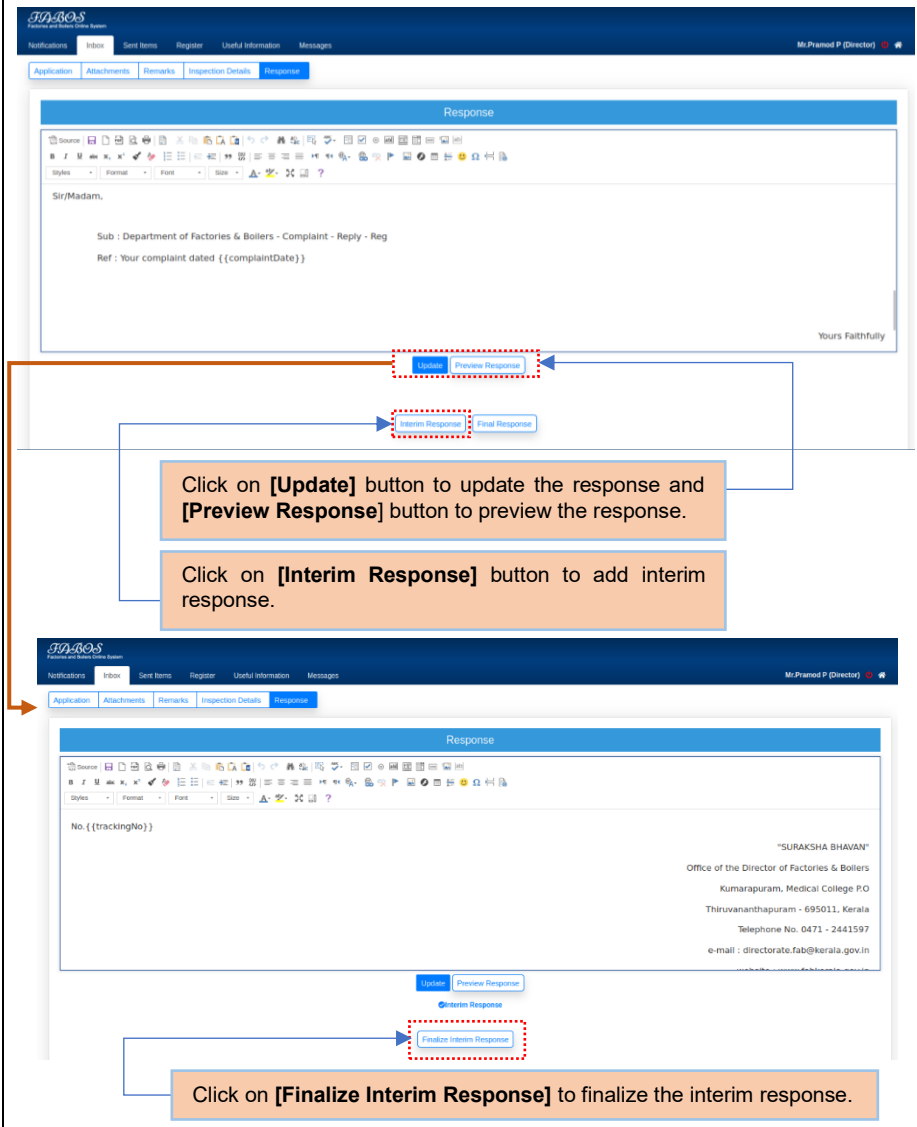


Figure 20 – Response

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.

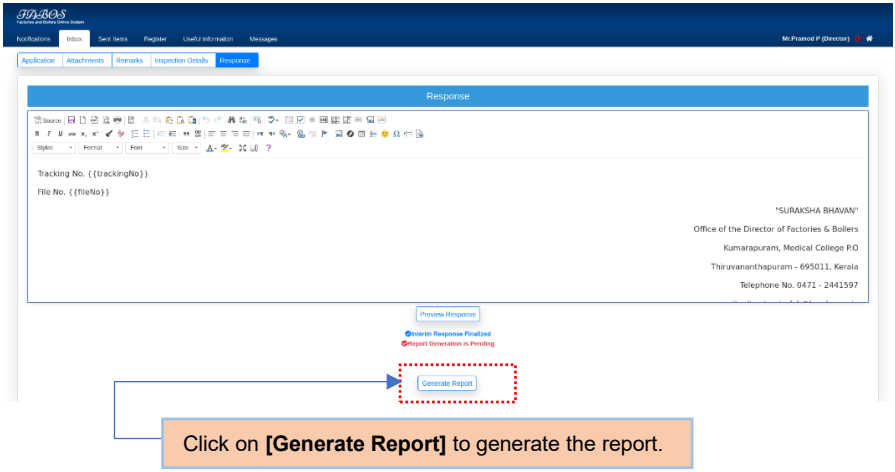


Figure 21 – Generating Report

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.

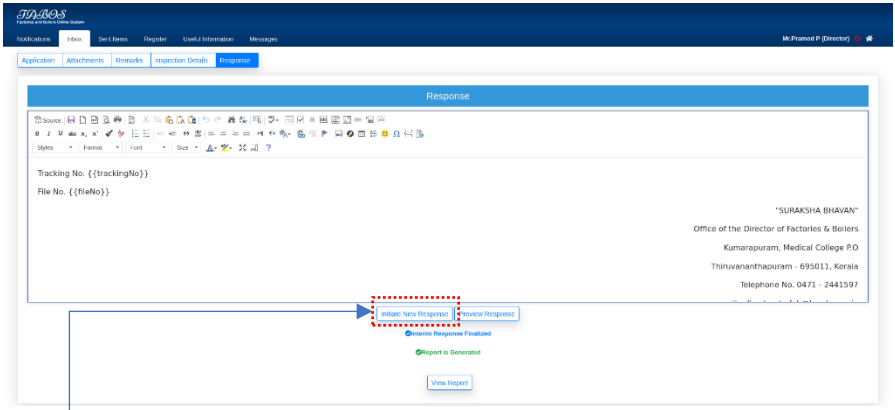


Figure 22 – Initiating New Response

3.2.10 FINAL RESPONSE

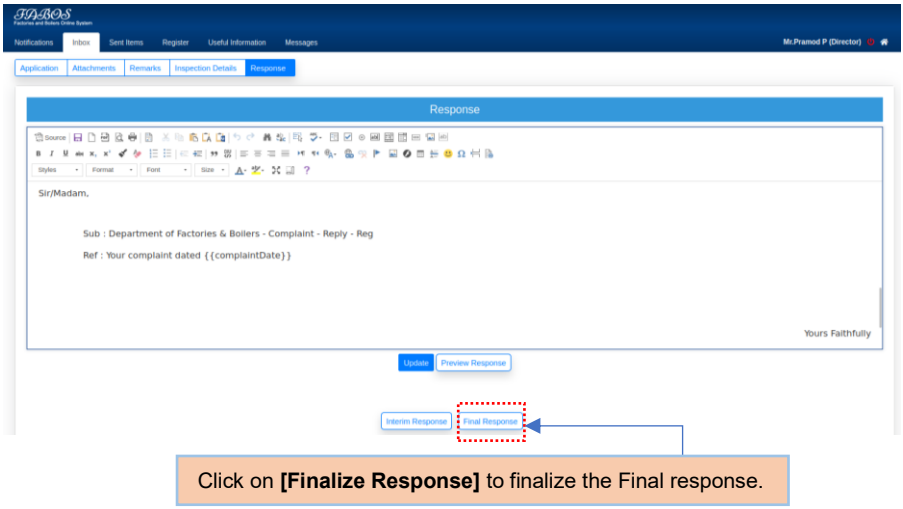
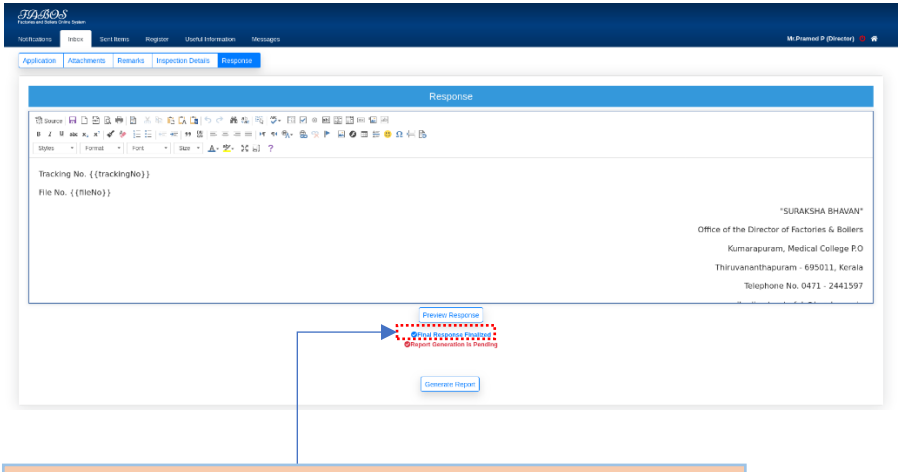


Figure 23 – Final Response



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,

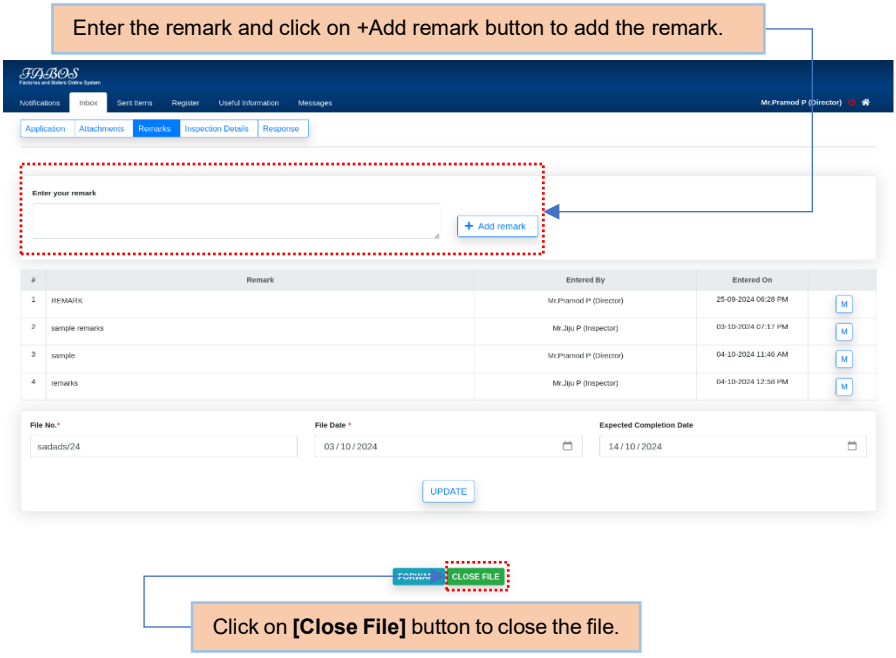


Figure 25 – Closing file

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

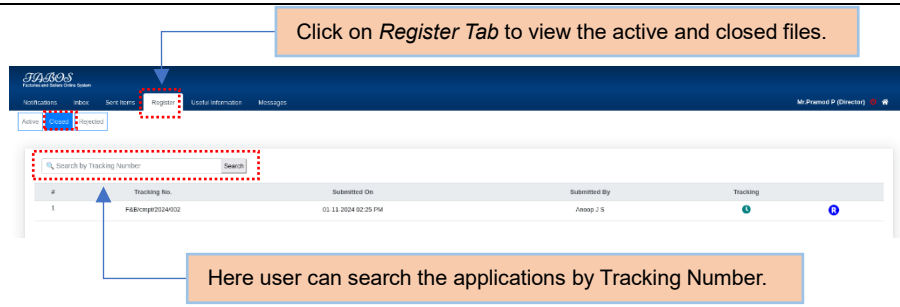


Figure 26 – Closed file list

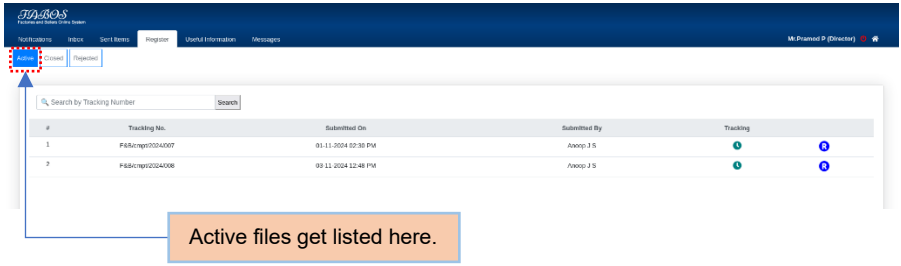


Figure 27 – Active file list

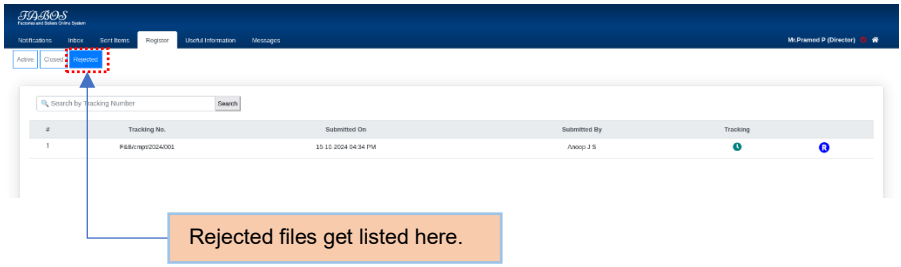


Figure 28 – Rejected file list

3.3 MESSAGES

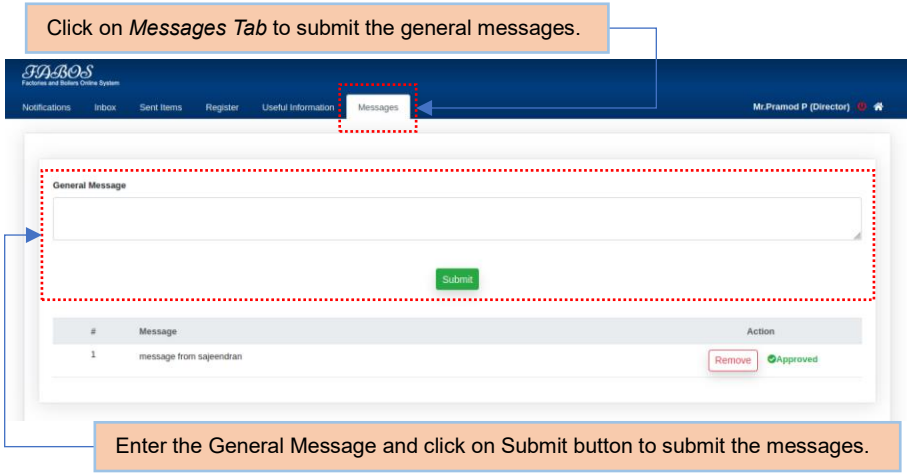


Figure 29 – Submitting messages

3.4 USEFUL INFORMATION

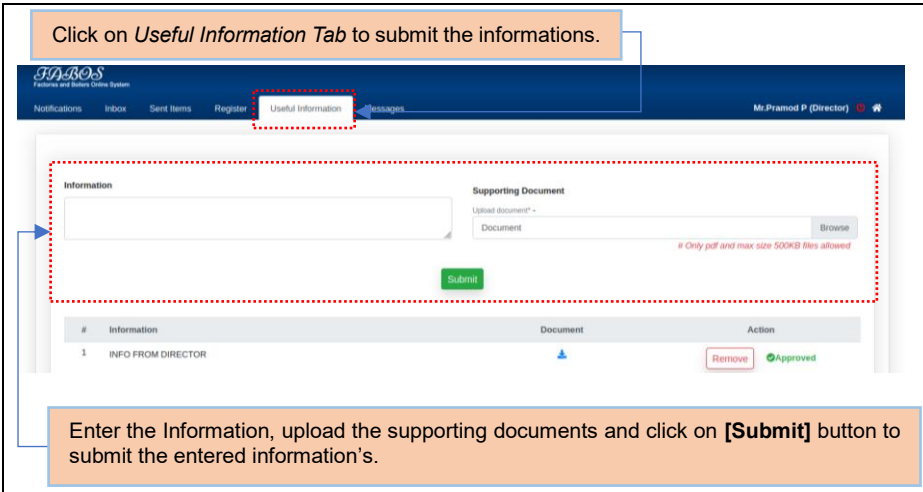


Figure 30 – Useful Information

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

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