

USER MANUAL

Complaint Management (Public User)



Submitted to



Department of Factories & Boilers
Government of Kerala

Submitted by

KIRAN Consulting

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

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1 VERSION HISTORY

VER NO	CHANGE SUMMARY	DATE	PREPARED BY	REVIEWED BY	APPROVED BY
1.0	First Version	19-09-2024	Sneha R P	Anoop J S	Rejani Mol

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.

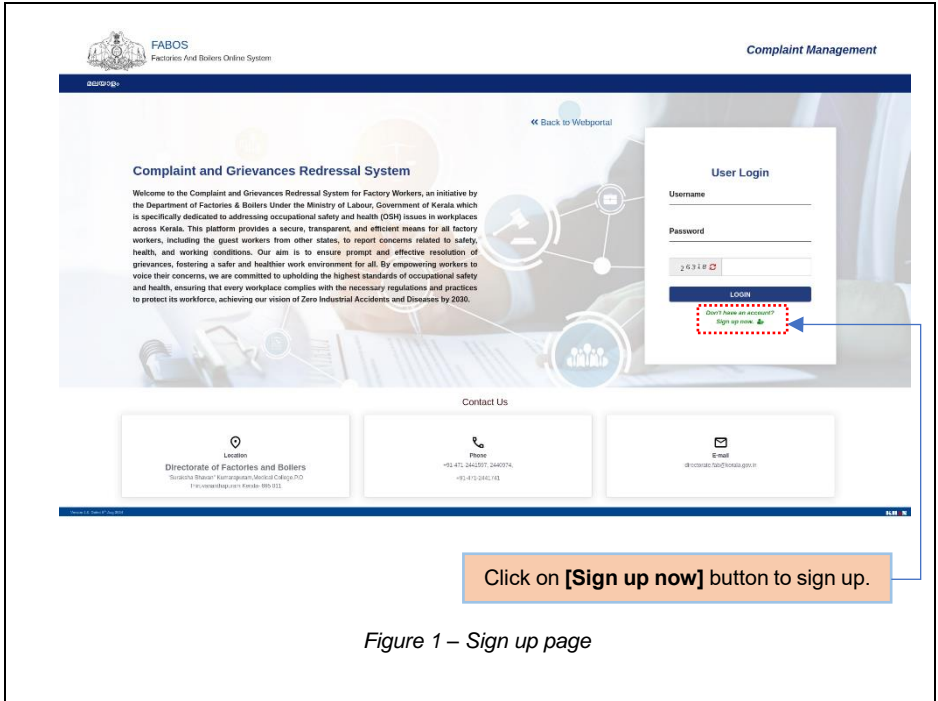
2.2 INTENDED AUDIENCE AND FUNCTIONALITIES

This manual is mainly designed for Public users,

Employees can raise complaints with the Factories and Boilers Department regarding their concerns. They can view submitted applications in the history section, where they also have the option to download applications and reports. Additionally, employees can track the status of their applications to stay updated on their progress.

If an application is rejected, employees have the opportunity to resubmit it for reconsideration. This allows them to address any issues or provide additional information as needed.

3 SIGN UP



The screenshot shows a web browser window with the FABOS logo in the top left corner. The main content area displays a registration form titled "One Time Registration". The form includes the following fields: "Full Name*", "Aadhaar No.*", "Date of Birth*" (with a calendar icon), "Phone Number*", "Email*", "Gender*" (with a dropdown menu), "WhatsApp Number*", and "Address*". A green "Submit" button is located at the bottom center of the form. A red dashed rectangular box encloses all the input fields. A blue arrow points from the left side of the page to the "WhatsApp Number*" field.

Enter the Full Name, Aadhaar number, Date of birth, Phone Number, Email, Gender, WhatsApp Number, Address and click on **[Submit]** button to submit.

Figure 2 - One Time Registration

Note: Upon submitting the details, a system generated password will be sent to the entered email and phone number. The user needs to log in using these credentials one time.

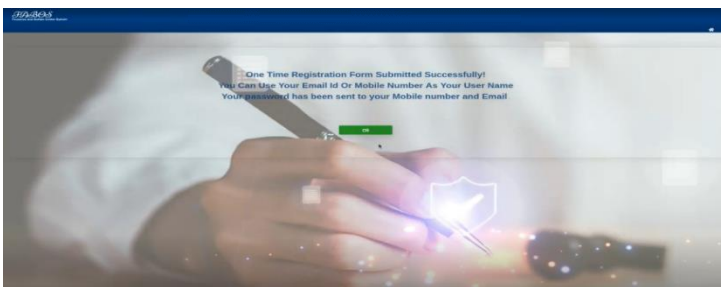


Figure 3 – One Time Registration Submitted Form

3.2 LOGIN – PUBLIC USER

Complaint Management

Complaint and Grievances Redressal System

Welcome to the Complaint and Grievances Redressal System for Factory Workers, 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 (OS&H) 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. Our aim is to ensure prompt and effective resolution of grievances, fostering a safer and healthier work environment for all. By empowering workers to voice their concerns, we are committed to upholding the highest standards of occupational safety and health, ensuring that every workplace complies with the necessary regulations and practices to protect its workforce, achieving our vision of Zero Industrial Accidents and Diseases by 2030.

User Login

Username _____

Password _____

2 0 3 1 0 [captcha]

LOGIN

Don't have an account?
[Sign up now.](#)

Contact Us

Location
Directorate of Factories and Boilers
"Sardula Bhawan" Kanganaparam, Medical College P.O.
P.O. - www.fabos.gov.in Kerala - 686 022.

Phone
+91 471 2442597, 2440974,
+91 471 2442143

Email
directorate.fabos@kerala.gov.in

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

Figure 4 - Login

The screenshot displays the FABOS Home Page interface. At the top, there is a navigation bar with 'Home', 'Application', 'History', and 'Useful Information' tabs, and a user profile indicator 'Anoop JS'. The main content area is divided into three columns: 'User Profile', 'Notifications', and 'Messages'. The 'User Profile' section shows the user's name 'Anoop JS', phone number '94979754XX', email 'anoop7952@gmail.com', and Aadhaar number '234234234243'. It includes buttons for 'Edit Profile' and 'Change Password', and links for 'Submit New Application' and 'View Complaint History'. The 'Notifications' section lists six application submission notifications with timestamps and tracking instructions. The 'Messages' section shows a 'sample message'. Three callout boxes provide instructions: one points to the 'Edit Profile' button, another points to the 'Submit New Application' and 'View Complaint History' links, and a third points to the 'Messages' section.

Select **[Edit Profile]** button to edit the profile.

In this section the general messages added by department can be viewed.

From here, users can also submit a new application and view their complaint history.

Figure 5 – Home Page

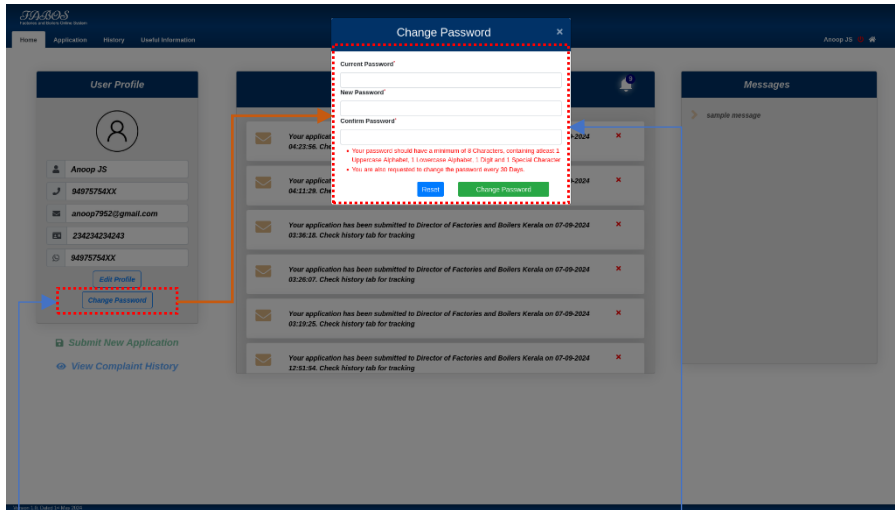
The screenshot shows the 'Edit Profile' interface in the FABOS system. The form is titled 'Edit Profile' and contains the following fields:

Full Name Anoop JS	Aadhaar No. 234234234243	Date of Birth 07/07/1992
Phone Number 94975754XX	Email anoop792@gmail.com	Gender <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Transgender
WhatsApp Number 94975754XX	Address sample address	

A green 'Save' button is located at the bottom of the form. A red dashed box encloses the form fields. A blue arrow points from a text box below to the Phone Number and Email fields.

User can edit the whole profile details except Phone number and email address and click on **[Save]** button to save the details

Figure 6 – Profile Editing



Select **[Change Password]** button to change password.

Enter the Current Password, New Password and Confirm Password and select **[Change Password]** button to change password.

Figure 7 – Password changing

3.2 COMPLAINT APPLICATION

Select Application Tab to fill the complaint application.

Complainant Details

Name* Anoop JS Address* Address Aadhaar No.* 654405464888

Email* Mobile No.* WhatsApp No.*

Factory Details(Complaint against whom)

Factory Name* Factory Address* Register Number

--- District --- -- State --- -- Village ---

Name of the person (Against whom this complaint is)

Complainant Details

--- Subject --- Complaint Description (max 1000 characters)*

Save

Complainant details fields are fetched automatically. In the factory details field, if the factory is registered, its details will be fetched automatically. When the user enters the factory name, it will be listed in a dropdown menu; otherwise, the user will need to enter the details manually. Enter the subject and complaint description, and click the **[Save]** button to save the details.

Figure 8 – Saving the Complaint Application in english

Note: In the Complaint Details field, if the subject is not listed in the dropdown menu, select the "Others" option and specify the subject in the field provided.

Supporting Files

Upload Supporting File

Supporting File

* Max size 20MB, Not allowed: Supported files are pdf, doc, docx, xls, xlsx, ppt, pptx, mp3, mp4, mpeg, avi, mov, gif, png, jpg, jpeg, gif, eps, tiff

** Disclaimer: All content uploaded or submitted by users, including images, documents, videos, and audio files, is their responsibility and most adhere to the Information Technology Act, 2008 (IT Act) of India and other applicable laws. Any offensive or harmful content may lead to legal action and removal by the Department.

I hereby declare that the attached support file is not offensive or harmful, and I accept full legal responsibility if proven otherwise.

I hereby declare that the particulars given above are true to the best of my knowledge and belief.

Upon uploading the supporting file and checking the declaration check boxes, select **[Submit]** button to submit the application to the factories and boilers department.

Figure 9 – Uploading and Submitting supporting files

Select **Malayalam** icon to view the application in Malayalam.

Home Applications History Useful Information Anoop JS

English Malayalam

Address: 45-6405-464868

Email: 007anoop307@gmail.com

Phone Number: 9497555007

9497555007

Save

Figure 10 - Saving the Complaint Application in Malayalam

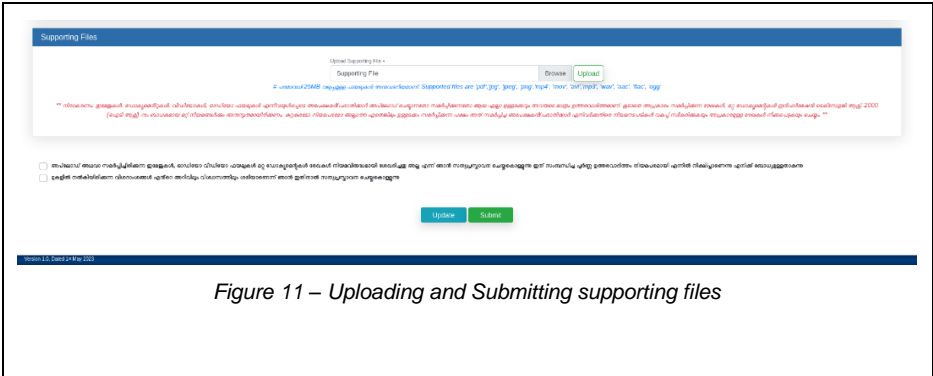


Figure 11 – Uploading and Submitting supporting files

Note: Complaint Application in Malayalam procedures is same as the complaint application in English.

3.2 HISTORY

Select *History* Tab to view the submitted application details.

Click this button to view the documents submitted along with the application.

User can search the complaint details using complaint number and click on **[Search]** button to search.

#	Complaint No.	Submitted On	Status	Documents	Tracking	Reports	Re-Submit
1	FAB/Inq/2024/001	30-08-2024 12:05 PM	Approved	5	1	1	🔄
2	FAB/Inq/2024/002	30-08-2024 12:01 PM	Processing	5	1	1	🔄
3	FAB/Inq/2024/003	30-08-2024 05:50 PM	Submitted	5	1	1	🔄
4	FAB/Inq/2024/004	30-08-2024 07:06 PM	Submitted	5	1	1	🔄

Figure 12 - History

Documents List

#	Document type	Document name & Added date
1	Supporting Document	30-08-2024 12:02:07_surney.pdf
2	Supporting Document	30-08-2024 12:03:24_fm_example_MP3_2MS.mp3
3	Inspection File	30-08-2024 12:29:45_surney.pdf
4	Inspection File	30-08-2024 12:45:48_surney.pdf

Figure 13 – Submitted documents list

Click the Tracking icon to track the application.

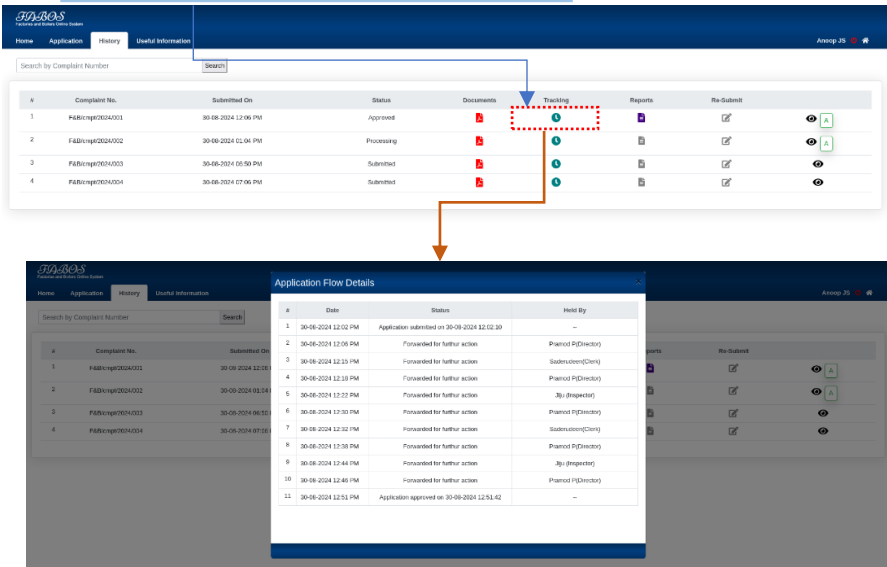


Figure 14 – Application flow details

Select the Reports to download the generated reports.

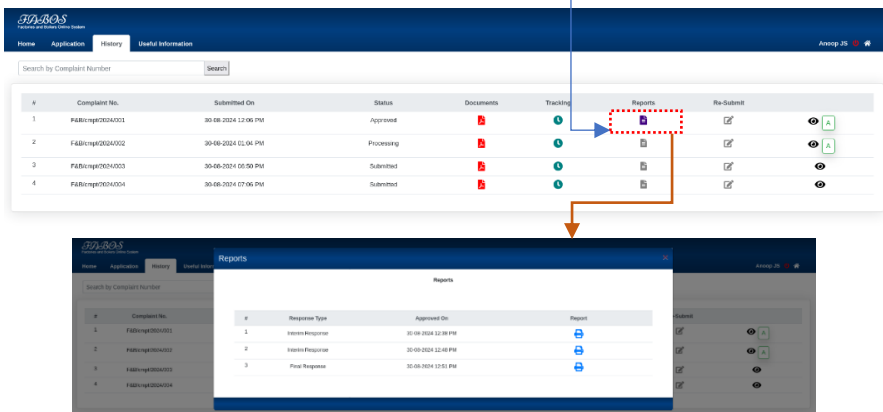


Figure 15 – Generated Reports

The screenshot shows the FABOS Complaint Management interface. At the top, there are navigation tabs: Home, Application, History, and Useful Information. Below the tabs is a search bar labeled 'Search by Complaint Number:'. The main area contains a table with the following columns: #, Complaint No., Submitted On, Status, Documents, Tracking, Reports, and Re-Submit. Two rows are visible in the table:

#	Complaint No.	Submitted On	Status	Documents	Tracking	Reports	Re-Submit
1	F&B/APP/2124601	06-09-2024 12:36 PM	Submitted (Processing)	5	1	1	1
2	F&B/APP/2124602	06-09-2024 01:12 PM	Rejected	5	1	1	1

Callouts from text boxes point to specific icons in the 'Re-Submit' column of the second row:

- A box with the text "Select the *Resubmit* icon to resubmit the application if it has been rejected" points to a circular icon with a right-pointing arrow.
- A box with the text "Once the application is accepted by the department, an acknowledgment icon will be displayed here. Upon clicking, user can view the acknowledgement." points to a circular icon with a checkmark.
- A box with the text "Select [view] button to view the application details." points to a document icon with a magnifying glass.

Figure 16 – Resubmitting the rejected Application

3.2 USEFUL INFORMATION

The screenshot shows the FABOS Useful Information interface. At the top, there are navigation tabs: Home, Application, History, and Useful Information. The 'Useful Information' tab is selected and highlighted with a red dashed box. Below the tabs is a search bar. The main area contains a table with the following columns: #, Information, and a download icon. One row is visible in the table:

#	Information	Download
1	sample information	Download

Callouts from text boxes point to specific elements in the interface:

- A box with the text "Select the *Useful Information* Tab to view the useful information." points to the 'Useful Information' tab.
- A box with the text "Click on relevant download button to download the information documents." points to the download icon in the table row.

Figure 17 – Useful Information

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

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