



G R I E V A N C E  
P O R T A L  
M A N U A L

The link to Grievance Portal



The image shows a screenshot of the University of Gour Banga website. The header features the university's name in large, bold, white letters: "UNIVERSITY OF GOUR BANGA". Above the name is the university's logo, which is a circular emblem with a star-like design. Below the name, a sub-header reads: "Established under West Bengal Act XXVI of 2007 & recognized by UGC U/S 2(f) & 12(B)". The main content area is divided into four white boxes, each containing a blue circular logo with a white arrow design. The first box is labeled "FYUGP (NEW)" and states: "Four Year Undergraduate Programme With effect from the academic year 2024 - 2025". The second box is labeled "FYUGP (OLD)" and states: "Four Year Undergraduate Programme With effect from the academic year 2023 - 2024". The third box is labeled "CBCS" and states: "Choice Based Credit System Three years Degree Course Semester System of Examination". The fourth box is labeled "LAW" and states: "Choice Based Credit System Five years Degree Course Semester System of Examination". In the top right corner of the main content area, there is a red rectangular box containing the text "Grievance Portal". A red arrow points from the text "The link to Grievance Portal" at the top to this red box. The background of the website features a photograph of the university's buildings.

**UNIVERSITY OF GOUR BANGA**

Established under West Bengal Act XXVI of 2007 & recognized by UGC U/S 2(f) & 12(B)

**FYUGP (NEW)**

Four Year Undergraduate Programme  
With effect from the academic year  
2024 - 2025

**FYUGP (OLD)**

Four Year Undergraduate Programme  
With effect from the academic year  
2023 - 2024

**CBCS**

Choice Based Credit System  
Three years Degree Course  
Semester System of Examination

**LAW**

Choice Based Credit System  
Five years Degree Course  
Semester System of Examination

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UNIVERSITY OF GOUR BANGA



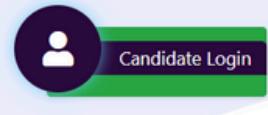
### GRIEVANCE PORTAL



Register



College/University  
Login



Candidate Login

A Student with Grievance must first register themselves in the Portal by clicking to the above register button .



### Grievance Registration

|                   |                       |
|-------------------|-----------------------|
| * Course Type     | Select                |
| * Curriculum      | Select                |
| * College         | Select                |
| * Reg. No         | Registration Number   |
| * Roll No         | Roll No.              |
| * Name            | Enter Name            |
| * Guardian's Name | Enter Guardian's Name |
| * Mobile No.      | Enter Mobile No.      |
| * Email           | Enter Email           |
| * ABC Id          | ABC Id                |

**REGISTER**   **CLEAR**

After going to the registration Page one must enter the following that are given to the University/College :-

- 1.Type( In which one must Select if they are a UG/PG Student)
- 2.Curriculum(If they are under CBCS/NEP(For PG Students CBCS selected by default ))
- 3.College
- 4.Registration Number
- 5.Roll Number
- 6.Student Name
- 7.Guardian Name
- 8.Mobile Number
- 9.Email ID
- 10.ABC Id

In Case of PG there will also be a Registration Session which they must select if it is present in their Registration Certificate. After which Click Register button on which if they have given correct Data then they will get an OTP in the mobile number .Upon entering the correct OTP they will be registered in the Portal and get their Username and Password in their mail and in the form of SMS.



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### GRIEVANCE PORTAL



Register



College/University  
Login



Candidate Login

After this the Student has to go the Candidate Login  
to issue their Grievance



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UNIVERSITY OF GOUR BANGA



### STUDENT LOGIN

Please enter your user id & password

\* User Id

\* Password

•

\* Enter Captcha

4 + 2

Please enter result of the images

[LOGIN](#) [BACK TO HOME](#)

After going to the Candidate Login Page one must enter the Username and Password sent to them along with the correct Captcha output. After which Click Login button on which if they have given correct Username, Password and Captcha then they will be redirected to the Page where they can enter their Grievance.



### Grievance Entry

Username :

Registration Number:

Phone Number:

\* Grievance Type

Non receipt of registration certificate

\* Year

2018

\* Semester

Semester - I

\* Description

Description

Upload the following document: Admission document and College ID Card

\* Upload File

Choose File No file chosen...

SUBMIT

BACK TO HOME

After Login they will get to the Page to enter the Grievances there are 2 Sections .In the top Section where they must fill all of the following details:-  
1.Grievance Type(Non receipt of registration certificate, Correction of registration information, Unable to submit examination form, Readmission & change of college ,etc.)  
2.Year (Not for "Other" Type)  
3.Semester (Not for "Other" Type)  
4.Description (Write in detail the problem they are facing)  
5.Select a file to upload (Document to upload will be written in red above the selecting position)  
After doing the above Press the Submit Button and your Grievance will be submitted and they can see it in the Section Below.

## Grievance Status

| Unique Srl | Issue                             | Description         | Status  | Remarks | Download   |
|------------|-----------------------------------|---------------------|---------|---------|--|
| E25000010  | Registration no correction        | Testing             | PENDING |         | <a href="#"> View</a><br><a href="#"> Report</a>     |
| E25000009  | Readmission & change of college   | Testing in Progress | PENDING |         | <a href="#"> View</a><br><a href="#"> Report</a>     |
| E25000008  | Unable to submit examination form | Testing             | PENDING |         | <a href="#"> View</a><br><a href="#"> Report</a>    |
| X25000001  | Other                             | Testing             | PENDING |         | <a href="#"> View</a><br><a href="#"> Report</a> |

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In this Section they can see the Grievances that they have filled .Their Current status and if any solutions/remarks(in the remarks column) are given . they can also view the document they have uploaded by Clicking the View Button and also they can Print a PDF with the details of the issue by Clicking the Report Button.



# UNIVERSITY OF GOUR BANGA

Established under the West Bengal Act XXVI of 2007 and Recognized by UGC under section 20 & 12(B) NAAC accredited University with Grade- "B" (2016)

MOKDUMPUR, MALDA-732103, WEST BENGAL, INDIA

## Personal Details

Name :

Registration No. :

Mobile No. :

Registration Session :

Email :

College :

## Grievance Issue Details

Year : 2019

Semester : 2

Grievance Issue Id : E25000009

Grievance Issue : Readmission & change of college

Description : Testing in Progress

Status: PENDING

Issue Solution : Issue still not Resolved

The report will be in this format where u can view the details.