

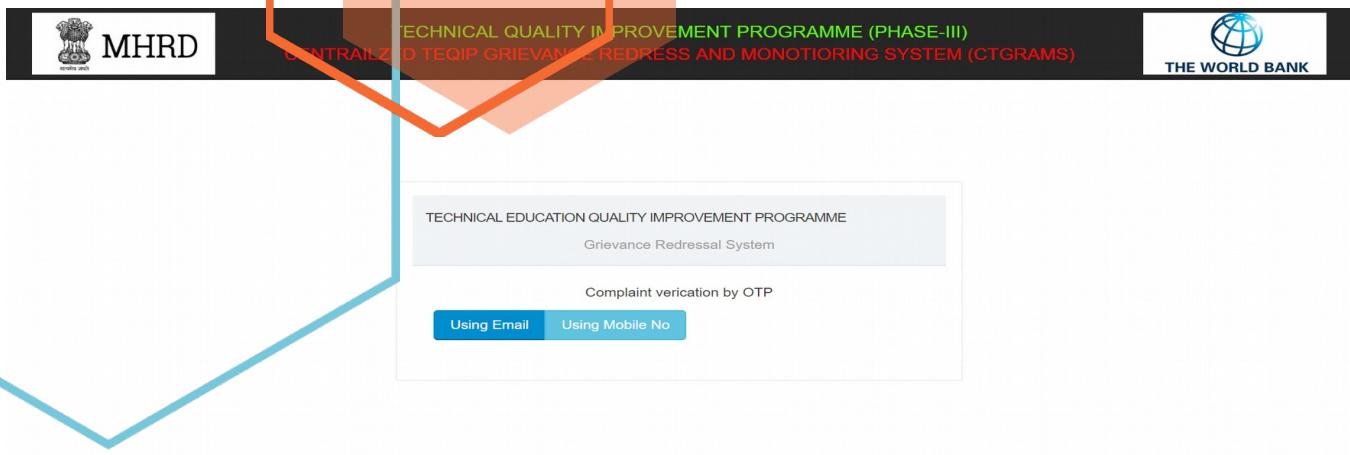
# HOW TO REGISTER A GRIEVANCE IN CTGRAMS

To address the grievances of the stakeholders of TEQIP-III project, NPIU has developed a web-based software as "**Centralized TEQIP Grievance Redress and Monitoring System (CTGRAMS)**". Login on ----- for registering the grievance.

For any query/help/feedback, please email on-----

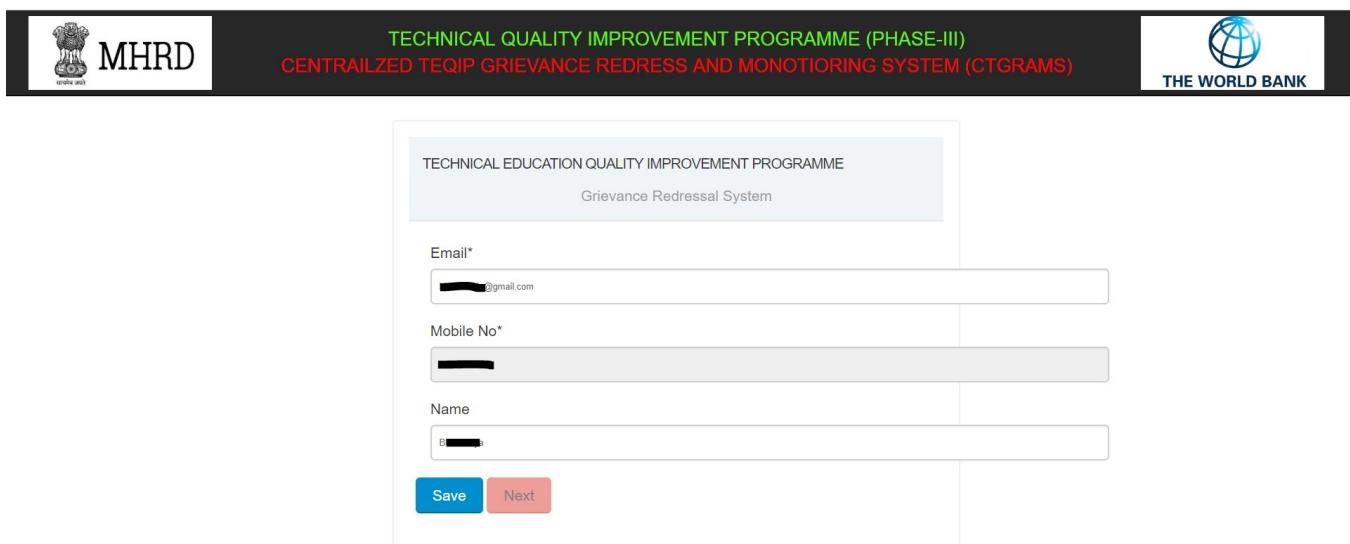
# RESOLVING A GRIEVANCE IN CTGRAMS

**Step 1: Open the link of CTGRAMS at <http://teqip.in/grm/user.php>. User will get two options to register the grievances either by Email or by mobile no.**



mhrd.gov.in

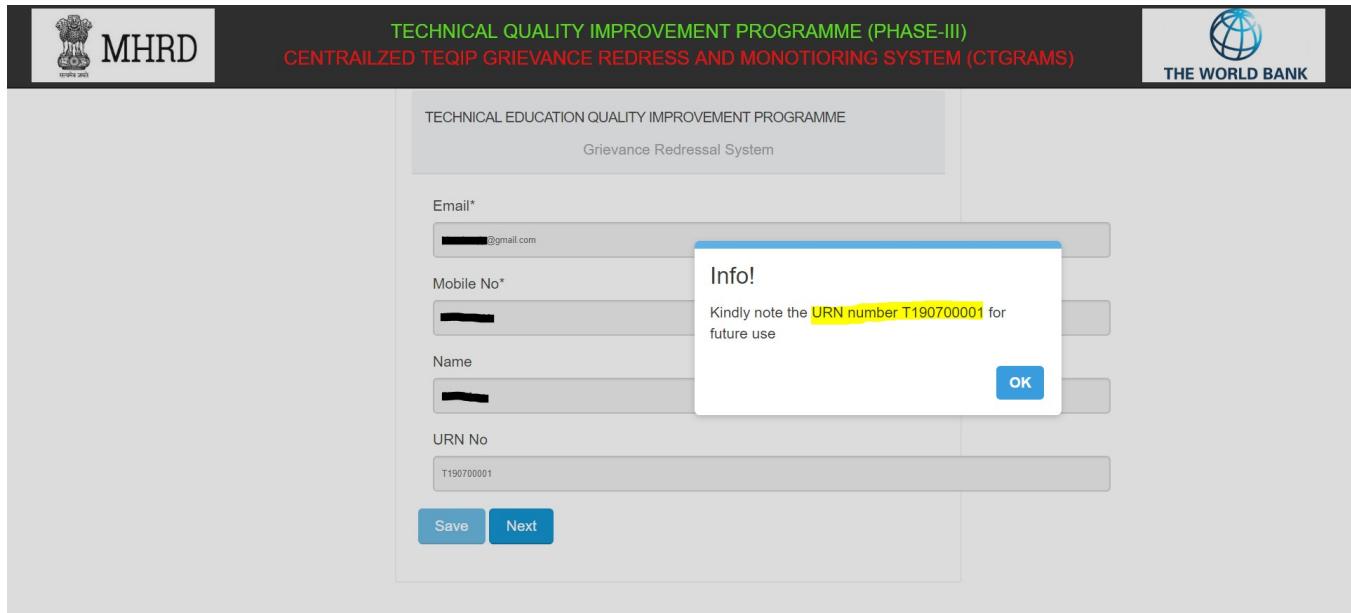
**Step 2: User will get an OTP in both the cases, after entering the OTP it will ask to fill the details like Name, Mobile no. and Email Id. User will fill the details and click on save button.**



## HOW TO REGISTER A GRIEVANCE IN CTGRAMS

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**Step 3: User will get an unique URN no. It will be used for further tracing the status of the complaint.**



TECHNICAL QUALITY IMPROVEMENT PROGRAMME (PHASE-III)  
CENTRALIZED TEQIP GRIEVANCE REDRESS AND MONITORING SYSTEM (CTGRAMS)

THE WORLD BANK

TECHNICAL EDUCATION QUALITY IMPROVEMENT PROGRAMME  
Grievance Redressal System

Email\*  
[REDACTED]@gmail.com

Mobile No\*  
[REDACTED]

Name  
[REDACTED]

URN No  
T190700001

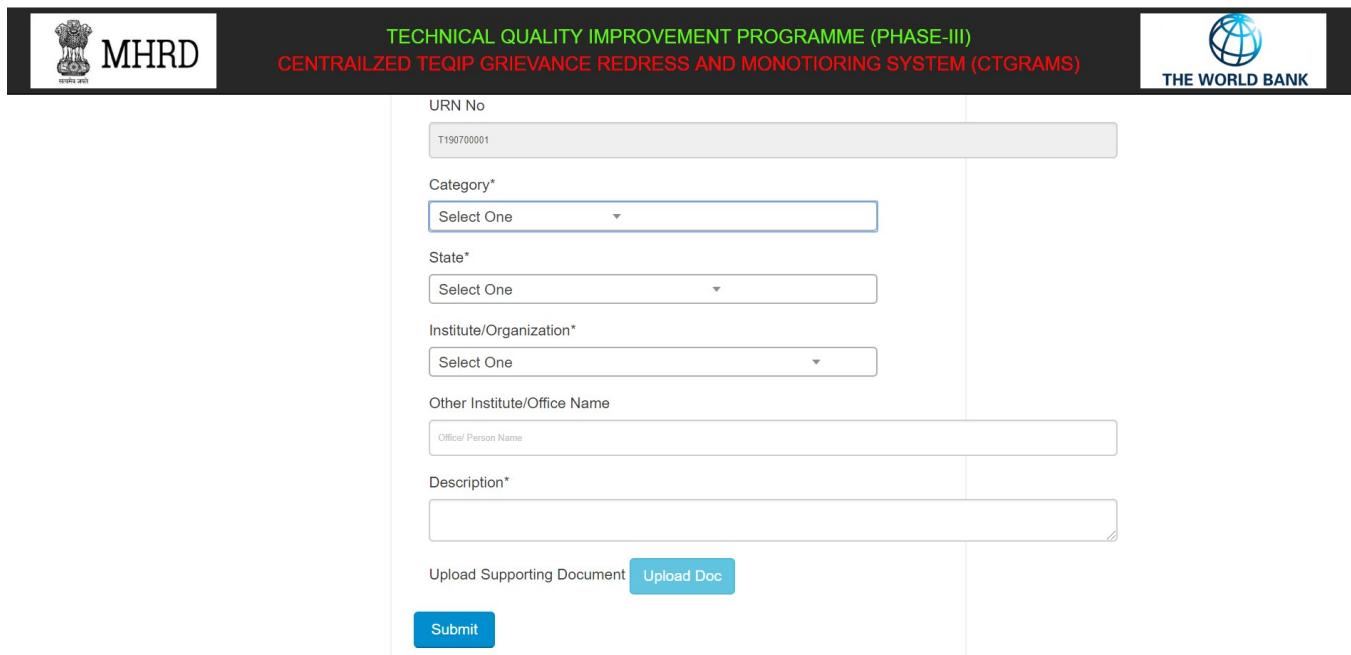
Info!

Kindly note the URN number **T190700001** for future use

OK

Save Next

**Step 4: Click on Ok, then click on Next button. Now it will ask to fill further details related to the grievance of the user like category of the grievance (general, academic, financial etc.), name of the state of the user, Institute name and description of the complaint. User can also upload the documents/evidences related to the complaint/grievance.**



TECHNICAL QUALITY IMPROVEMENT PROGRAMME (PHASE-III)  
CENTRALIZED TEQIP GRIEVANCE REDRESS AND MONITORING SYSTEM (CTGRAMS)

THE WORLD BANK

URN No  
T190700001

Category\*  
Select One

State\*  
Select One

Institute/Organization\*  
Select One

Other Institute/Office Name  
Office/ Person Name

Description\*  
[Large text area]

Upload Supporting Document

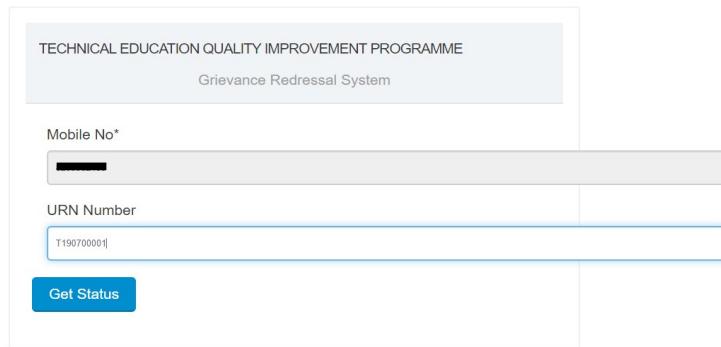
Submit

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**Step 5: Click submit after filling all the relevant details. After submitting, the user will get an SMS on the given mobile no. regarding successful submission of the grievance.**

**Step 6: User can check the status of the complaint/grievance at <http://teqip.in/grm/checkComplainStatus.php>, it will ask you to enter the URN no. which was generated during registering the complaint/grievance.**



TECHNICAL EDUCATION QUALITY IMPROVEMENT PROGRAMME  
Grievance Redressal System

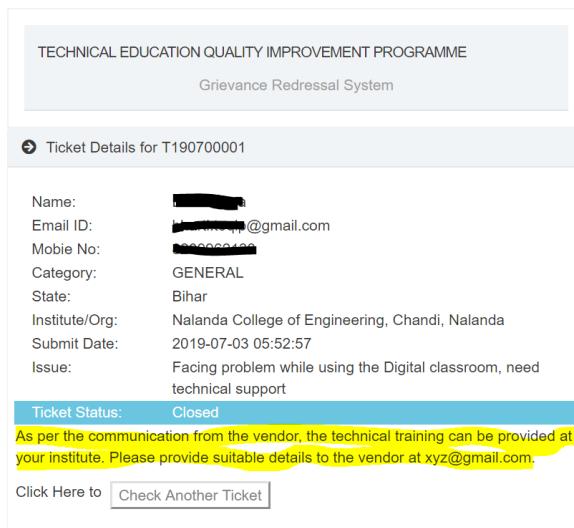
Mobile No\*

URN Number

T190700001

Get Status

**Step 7: Click on Get Status to check the live status of your complaint/grievance**



TECHNICAL EDUCATION QUALITY IMPROVEMENT PROGRAMME  
Grievance Redressal System

⌚ Ticket Details for T190700001

Name:	[REDACTED]
Email ID:	[REDACTED]@gmail.com
Mobile No:	[REDACTED]
Category:	GENERAL
State:	Bihar
Institute/Org:	Nalanda College of Engineering, Chandi, Nalanda
Submit Date:	2019-07-03 05:52:57
Issue:	Facing problem while using the Digital classroom, need technical support
Ticket Status:	Closed

As per the communication from the vendor, the technical training can be provided at your institute. Please provide suitable details to the vendor at xyz@gmail.com.

Click Here to [Check Another Ticket](#)

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