



User Manual

NCSC Grievance Management Portal National Commission for Scheduled Castes

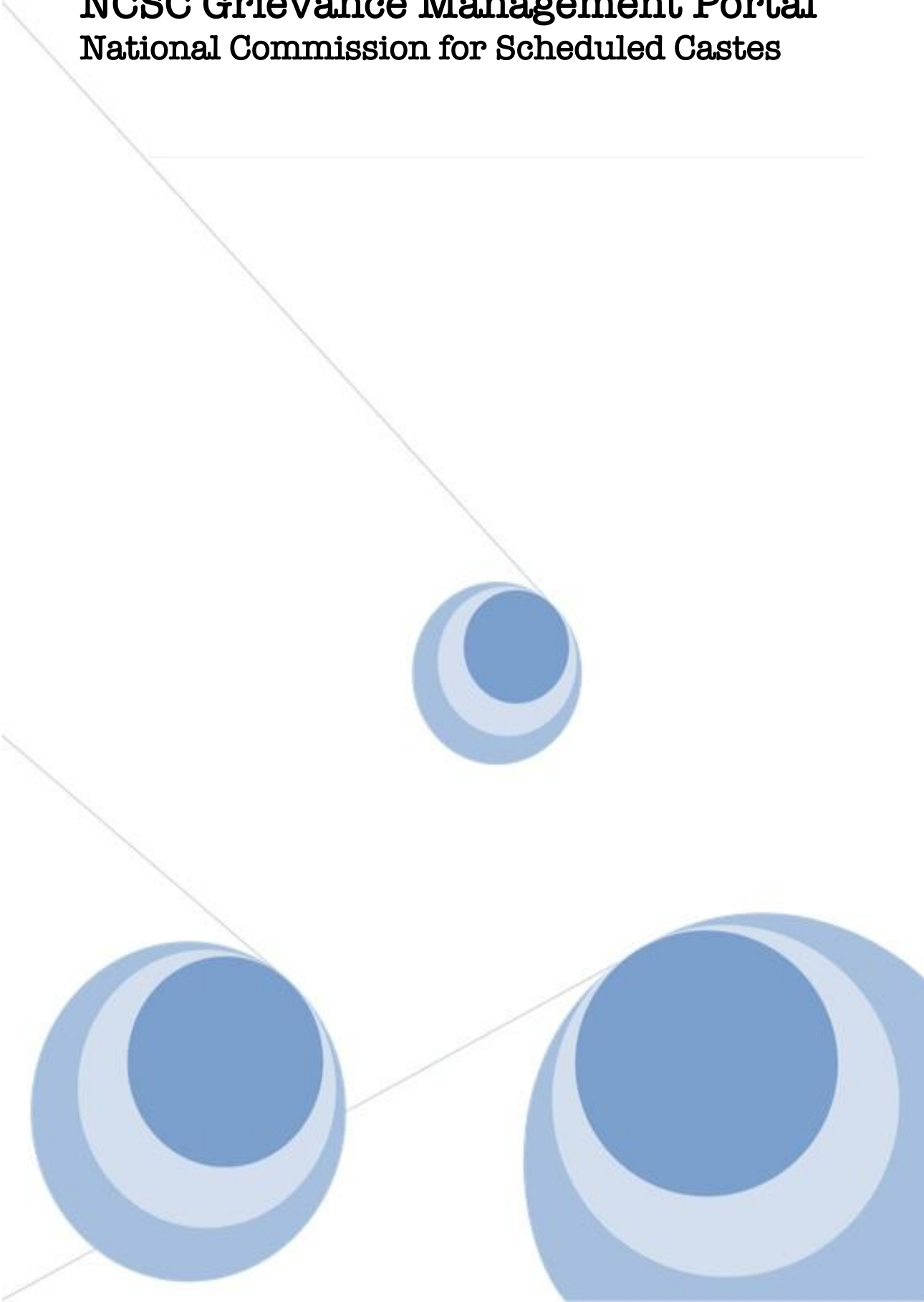


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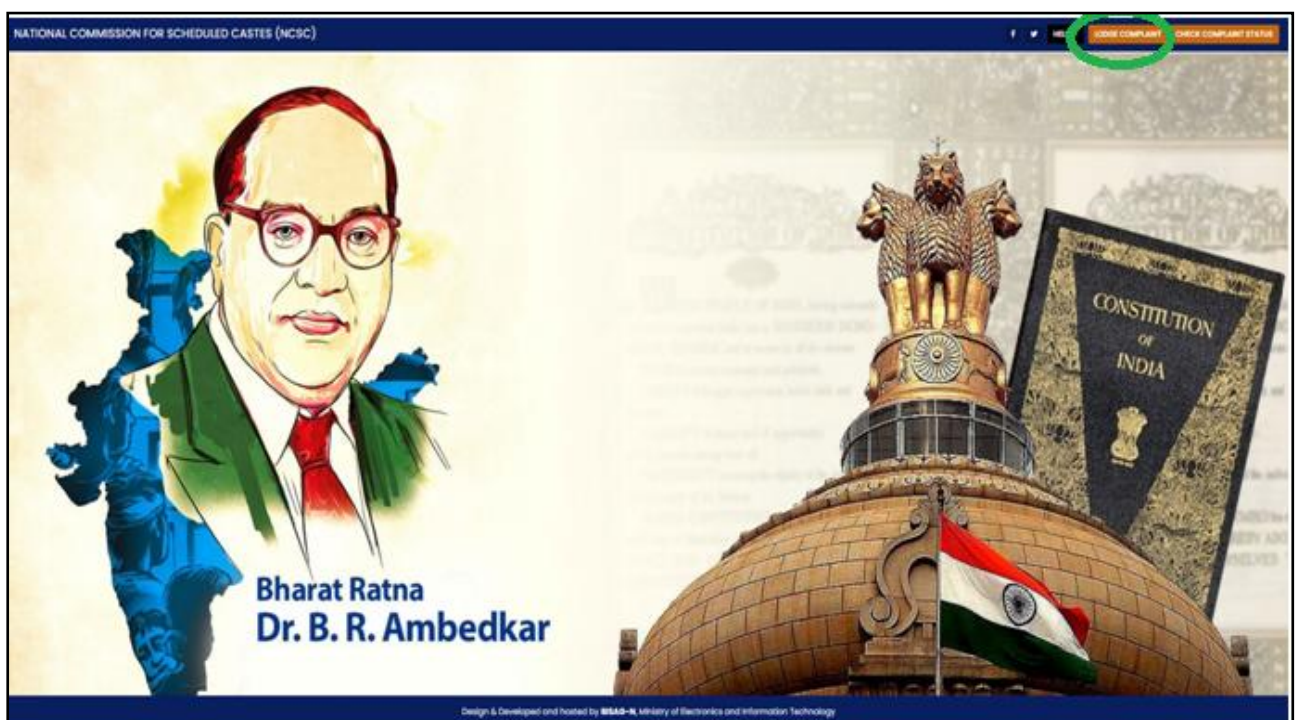
1. About NCSC Grievance Management Portal:

Existing system of filing the complaints by aggrieved citizen had to either send their application via post or had to visit their respective state office or New Delhi Headquarter for filing their complaint. The NCSC Grievance Management Portal is intended to enable people from schedule castes to file their complaint online and get them addressed.

NCSC Grievance Management Portal facilitates aggrieved persons from the scheduled castes to file their complaints about any incident of atrocity or complaints related to service matter & social and economic matters etc. in an easy as well as in a safe manner.

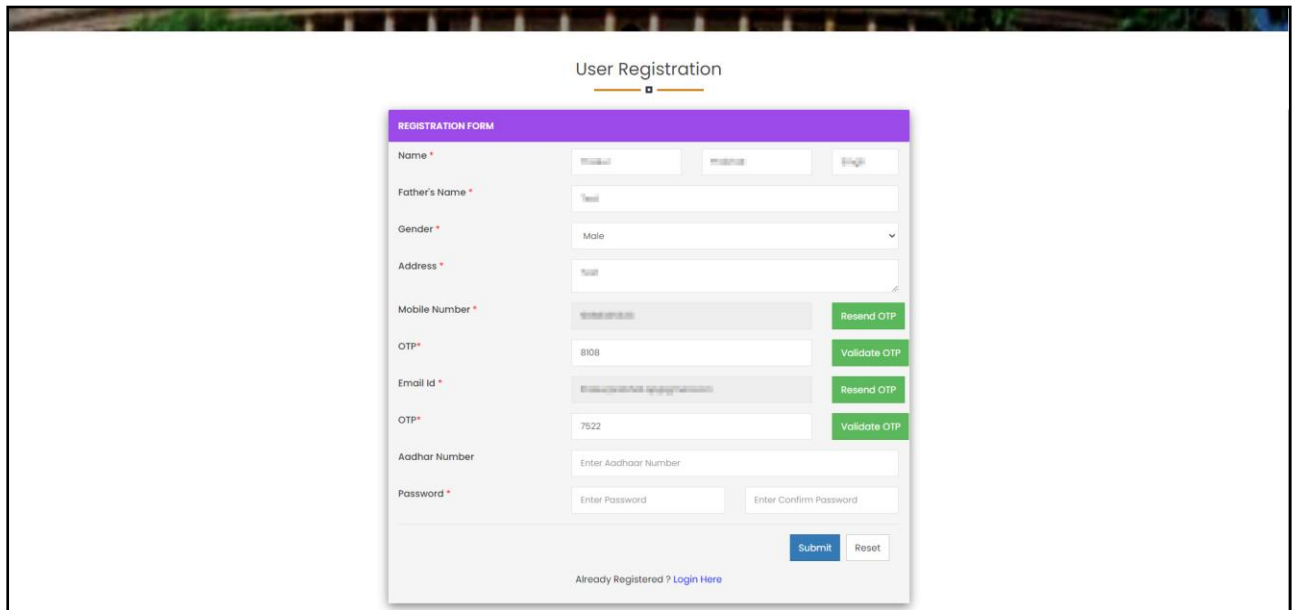
2. Procedure to Lodge Complaint online:

User have to first register on portal for submitting their complaints, user can click on "**Lodge Complaint**" button, after clicking on it, login page will appear on which [Register](#) link is available



Main Page

2.1 User Registration



(Image 1)

New user can register on this portal to lodge their complaints by providing the information

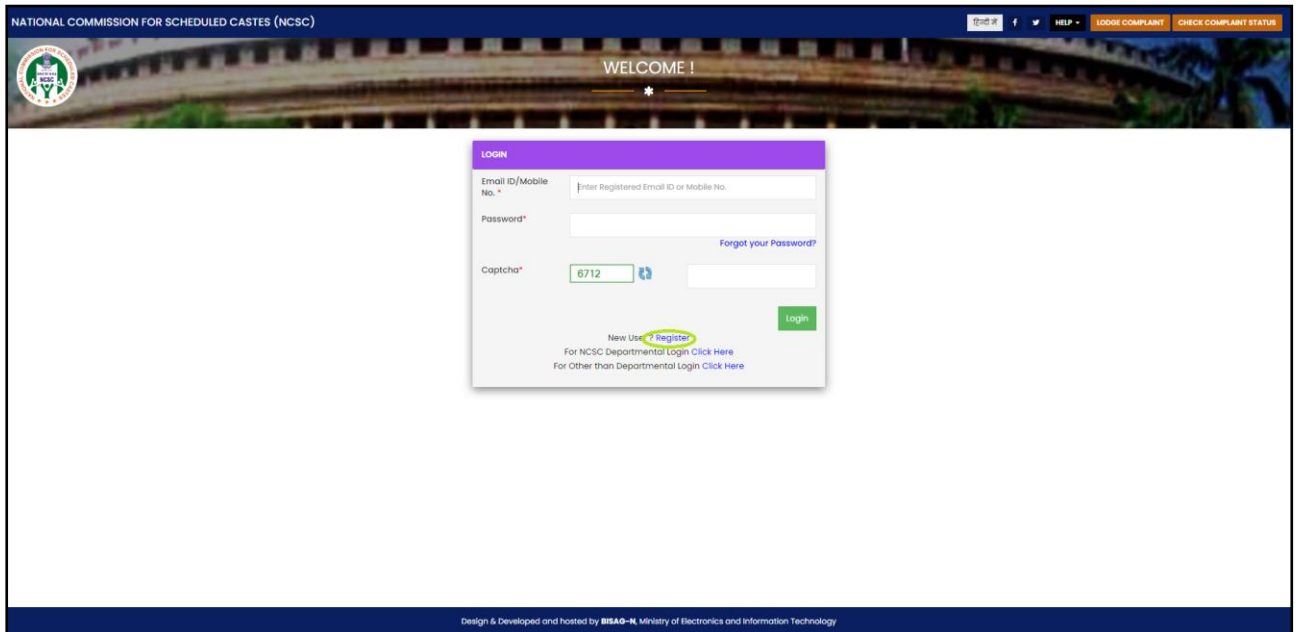
- (i) Name (*Mandatory*): Enter the first, middle & last name.
- (ii) Father's Name (*Mandatory*): Enter the Father's Nam.
- (iii) Gender (*Mandatory*): Select the gender from dropdown list , i.e. Female and Others.
- (iv) Address (*Mandatory*): Enter the Address
- (v) Mobile Number (*Mandatory*): The field is used for verification where in an One Time Password (OTP) will be sent on user's mobile number, provide valid mobile number. As soon as the "Get OTP" is clicked one field will get visible wherein user has to enter the OTP received and validate it.
- (vi) Email Id (*Mandatory*): The email ID will also be used for verification purpose,. An OTP will also be sent on email id. As soon as the "Get OTP" is clicked one field will get visible wherein user has to enter the OTP received and validate it.
- (vii) Aadhar Number (*Optional*): Enter the aadhar number
- (viii) Password (*Mandatory*): Enter the desired password. The password should be of minimum 8 characters.

Note: Password should meet the complexity requirement i.e. one letter should be numeric, alpha numeric and special character.

After successful registration, the page will get redirect to login page, wherein user can enter either mobile number or email id and the password to login.

2.2 Login

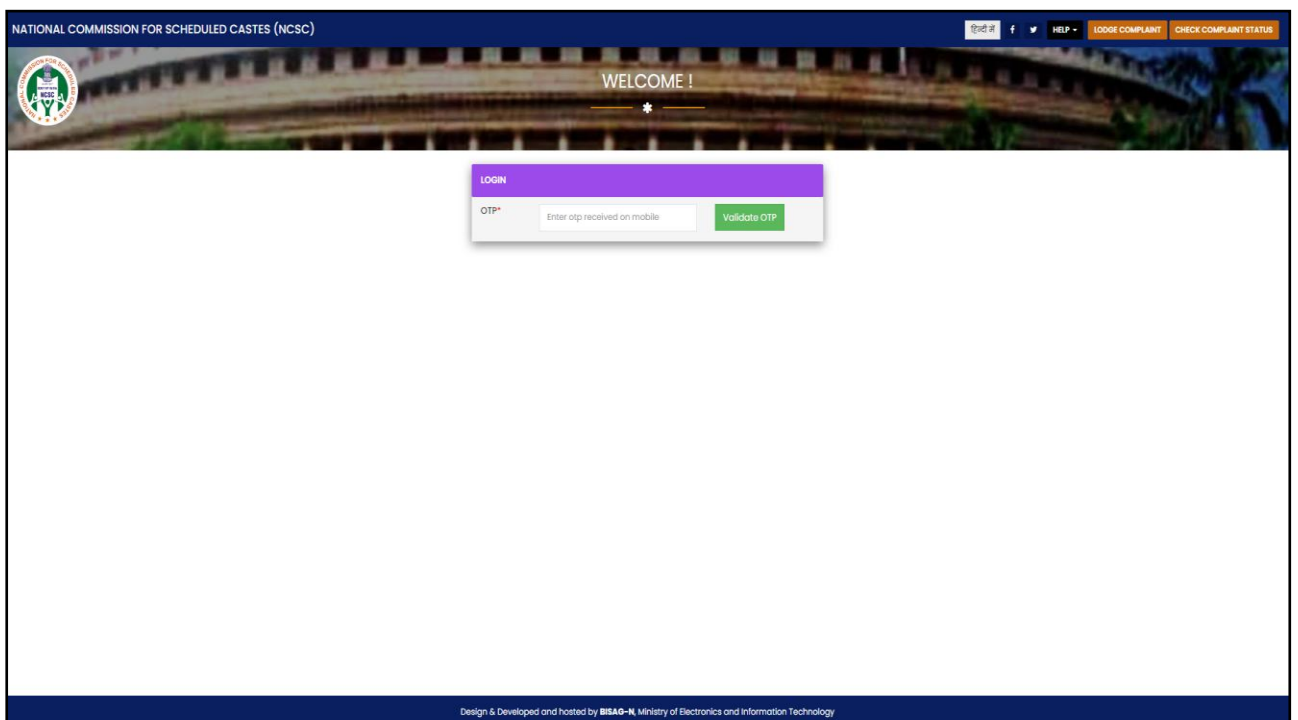
User can login by entering the registered Email ID/Mobile No. & Password



The screenshot shows the NCSC website's login interface. At the top, there is a navigation bar with the NCSC logo, a 'WELCOME!' message, and links for 'HELP', 'LODGE COMPLAINT', and 'CHECK COMPLAINT STATUS'. The main content area features a 'LOGIN' form with the following fields: 'Email ID/Mobile No.' (with a placeholder 'Enter Registered Email ID or Mobile No.'), 'Password*' (with a 'Forgot your Password?' link), and 'Captcha*' (with a refresh button). A green 'Login' button is positioned to the right of the captcha field. Below the form, there are links for 'New User - Register', 'For NCSC Departmental Login Click Here', and 'For Other than Departmental Login Click Here'. The footer contains the text 'Design & Developed and hosted by BISAG-N, Ministry of Electronics and Information Technology'.

Login/Registrar

After entering the Email/Mobile No., password and Captcha and click on Login button, an OTP will be sent to registered mobile number. Enter the OTP received on mobile, User Dashboard will appear.

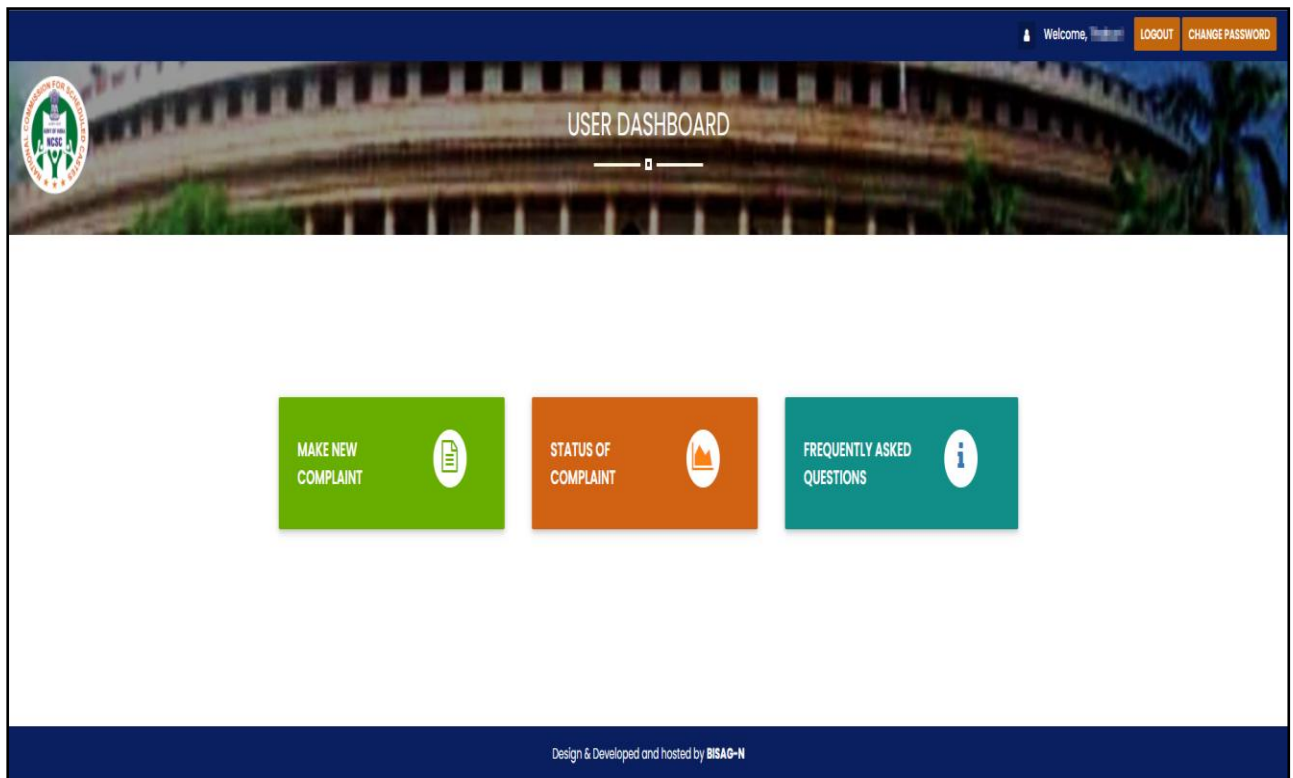


The screenshot shows the NCSC website's OTP validation interface. The top navigation bar is identical to the previous screenshot. The main content area features an 'OTP' form with a single input field labeled 'Enter otp received on mobile' and a green 'Validate OTP' button. The footer contains the text 'Design & Developed and hosted by BISAG-N, Ministry of Electronics and Information Technology'.

Enter OTP

3. User Dashboard

After successful login, User Dashboard page will display, where name of the user will appear at the right top corner. The User Dashboard will display three tabs namely: 'Make New Complaint', 'Status of Complaint' and 'Frequently Asked Questions'.



User Dashboard

3.1. Make New Complaint

To submit new complaint, click on "Make New Complaint", tab Complaint page will appear in which user has to fill the details:

1. Complaint Filing for: Select 'Self' or 'Other' (*if Others, enter the name of person/authority, who is submitting the complaint on behalf of victim in the text box*)
2. Any Previous File No. Enter the previous file number, if any
3. Enter the Name of Victim (*Mandatory*)
4. Select the option Father/Mother/Spouse/Guardian Name from dropdown list and enter the name
5. Select/Enter the Date of Birth from Calendar icon, enter the age
6. Select the Gender from dropdown list. (*Mandatory*)
7. Enter the Mobile number. (*on which the notification for the application to be received*) (*Mandatory*)

8. Enter the Email ID (*Mandatory*)
9. Select the ID proof from dropdown list and enter the ID proof no.
10. Enter the Address (*Mandatory*) & Pin code

Create New Complaint

Go Back

COMPLAINT FORM

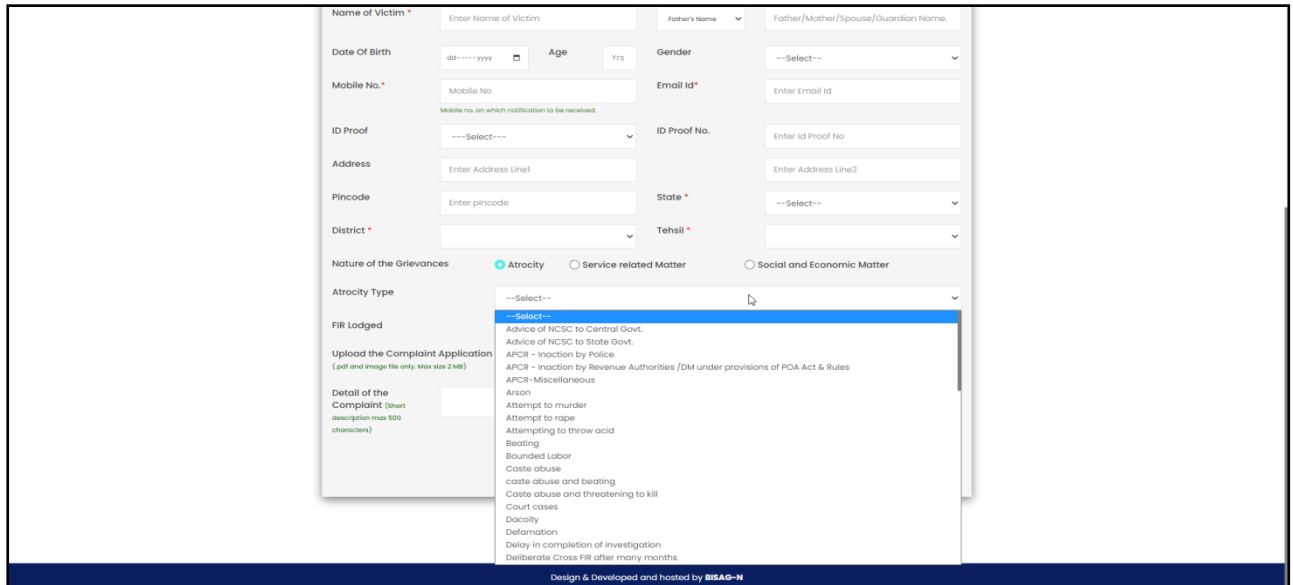
Filing the Complaint for	<input type="text" value="Self"/>	Any Previous File Number (if Any)	<input type="text"/>
Name of Victim *	<input type="text" value="Enter Name of Victim"/>	Father's Name	<input type="text" value="Father/Mother/Spouse/Guardian Name."/>
Date of Birth	<input type="text" value="mm/dd/yyyy"/> <input type="button" value="📅"/>	Age	<input type="text" value="Yrs"/>
Mobile No. *	<input type="text" value="Mobile No"/> <small>Mobile no. on which notification to be received.</small>	Gender *	<input type="text" value="--Select--"/>
ID Proof	<input type="text" value="---Select---"/>	Email ID *	<input type="text" value="Enter Email ID"/>
Address *	<input type="text" value="Enter Address Line1"/>	ID Proof No.	<input type="text" value="Enter Id Proof No"/>
Pin Code	<input type="text" value="Enter Pin Code"/>	State *	<input type="text" value="--Select--"/>
District *	<input type="text"/>	Tehsil *	<input type="text"/>
Nature of the Grievance *	<input type="radio"/> Atrocity <input type="radio"/> Service related Matter <input type="radio"/> Social and Economic Matter		
Upload the Complaint Application(if Any)	<input type="button" value="Choose File"/> No file chosen	<input type="text" value="--Select Language--"/>	
<small>(.pdf/.jpg/.jpeg file only. Max size 2 MB)</small>			
Details of the Complaint * (short description max 500 characters)	<input style="width: 100%;" type="text"/>		

SAVE & NEXT

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10. Select the State, District, Tehsil from the dropdown lists (*Mandatory*)
11. Select the "Nature of the Grievances" '**Atrocity**', '**Service Related Matter**' or '**Social and Economic Matter**' (*Mandatory*)

(a) If user want to file the complaint for "Atrocity", select the Atrocity radio button, select the Atrocity Type from dropdown list and choose the whether FIR Lodge or not, if FIR Lodge, enter the FIR No. & Name of Police Station.



The screenshot shows a web form for filing a complaint. The 'Nature of the Grievances' section has three radio buttons: 'Atrocity' (selected), 'Service related Matter', and 'Social and Economic Matter'. Below this is a dropdown menu for 'Atrocity Type' which is open, displaying a list of options. The 'FIR Lodged' section has a checkbox and a dropdown menu. The 'Upload the Complaint Application' section has a file upload button. The 'Detail of the Complaint' section has a text area. The footer of the form says 'Design & Developed and hosted by BISAG-N'.

Atrocity

(b) If user want to file the complaint for 'Service Related Matter', select 'Service related Matter' radio button, select 'Service related Matter type' from dropdown list, select the 'Complaint for' i.e. State/UT/Central Ministry/Department/Central PSU/PSB or State PSU, after selecting desired option, list of selected option will be available in next field, select the name of State/UT/Central Ministry/Department/Central PSU/PSB & enter the name of department/office (if any).

(c) If user want to file the complaint for 'Social and Economic Matter', select 'Social and Economic Matter' radio button, select 'Social and Economic Matter type' from dropdown list, select the 'Complaint for' i.e. State/UT/Central Ministry/Department/Central PSU/PSB or State PSU, after selecting desired option, list of selected option will be available in next field, select the name of State/UT/Central Ministry/Department/Central PSU/PSB & enter the name of department/office (if any).

Name of victim

Enter Name of Victim

Date Of Birth

dd----yyyy **Age** Yrs

Mobile No.*

Mobile No

Mobile no. on which notification to be received.

ID Proof

---Select---

Address

Enter Address Line1

Pincode

Enter pincode

District *

Nature of the Grievances

Atrocity Service related Matter Social and Economic Matter

Service related Matter Type

---Select---

Ministry/Department

Parliament Questions-State Governments/UTs Administrations Ministries/Departments.
VIP References-State Governments/UTs Administrations Ministries/Departments.
Categorization of reservation in A B C D groups in Telugu States
Court cases- State PSUs.
Court cases-Central PSUs.
Court cases-Govt. of India's Ministries/Departments.
Court cases-State Governments/UTs Administrations Ministries/Departments.
Delay in issuance of scheduled caste certificate on caste grounds.
Delay in issuance of scheduled caste certificate on caste grounds.
Delay in issuance of scheduled caste certificate on caste grounds.
Denial of holding of review DPC for promotion on caste grounds- State PSUs.
Denial of holding of review DPC for promotion on caste grounds-Central PSUs.
Denial of holding of review DPC for promotion on caste grounds-Govt. of India's Ministries/Departments.
Denial of holding of review DPC for promotion on caste grounds-State Governments/UTs Administrations Ministries/Departments.
Department of S&E/Social Welfare/SC/ST/OBC Welfare Reference/Letters-State Governments/UTs Administration.
Department of S&E/Social Welfare/SC/ST/OBC Welfare Reference/Letters-State PSUs.
Discrimination And Harassment in Services against Scheduled castes in Central ministries/ deptt/CPSUs
Discrimination And Harassment in Services against Scheduled castes in States/PSUs

Upload the Complaint.
(pdf and image file only. Max size 2 MB)

Detail of the Complaint (Short description max 500 characters)

Father's Name **Father/Mother/Spouse/Guardian Name.**

Gender

---Select---

Email id*

Enter Email id

ID Proof No.

Enter id Proof No

Enter Address Line2

State *

---Select---

Tehsil *

Complaint For

Central Ministry/Department

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Service Related Matters

Name of victim

Enter Name of Victim

Date Of Birth

dd----yyyy **Age** Yrs

Mobile No.*

Mobile No

Mobile no. on which notification to be received.

ID Proof

---Select---

Address

Enter Address Line1

Pincode

Enter pincode

District *

Nature of the Grievances

Atrocity Service related Matter Social and Economic Matter

Service related Matter Type

---Select---

Ministry/Department

---Select---

Upload the Complaint Application
(pdf and image file only. Max size 2 MB)

No file chosen

Detail of the Complaint (Short description max 500 characters)

Father's Name **Father/Mother/Spouse/Guardian Name.**

Gender

---Select---

Email id*

Enter Email id

ID Proof No.

Enter id Proof No

Enter Address Line2

State *

---Select---

Tehsil *

Complaint For

Central Ministry/Department

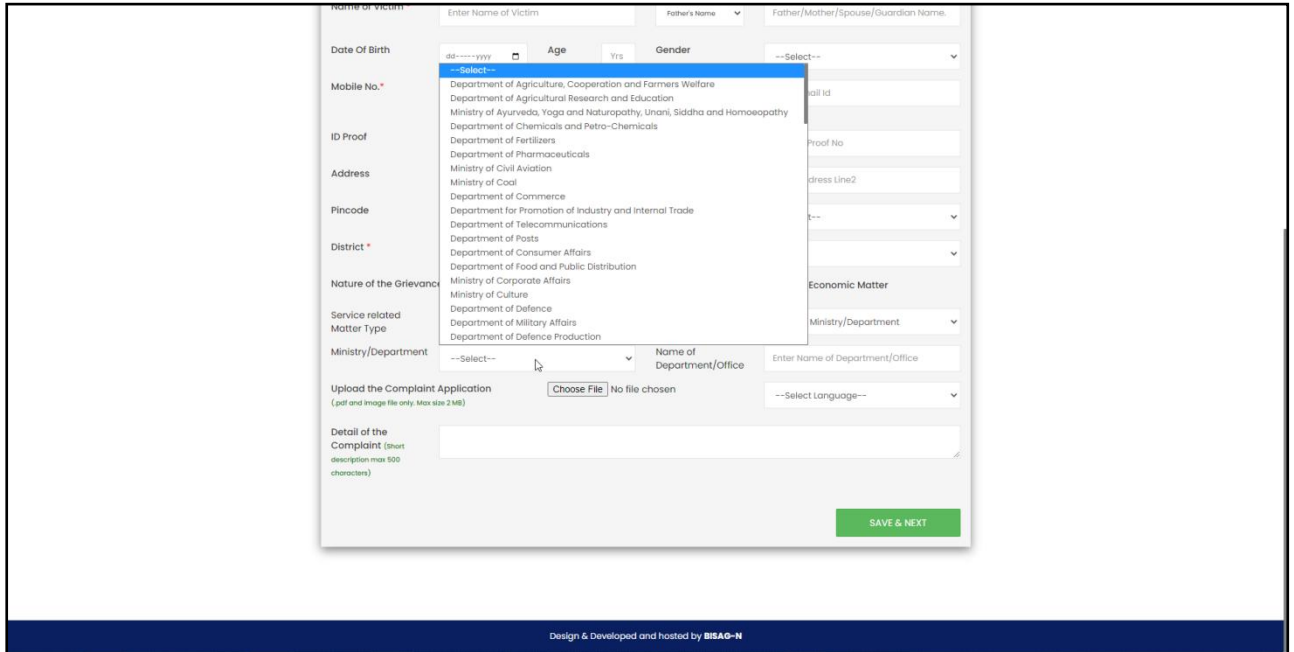
Name of Department/Office

---Select---

State
UTs
State PSUs
Central Ministry/Department
Central PSUs/PSBs

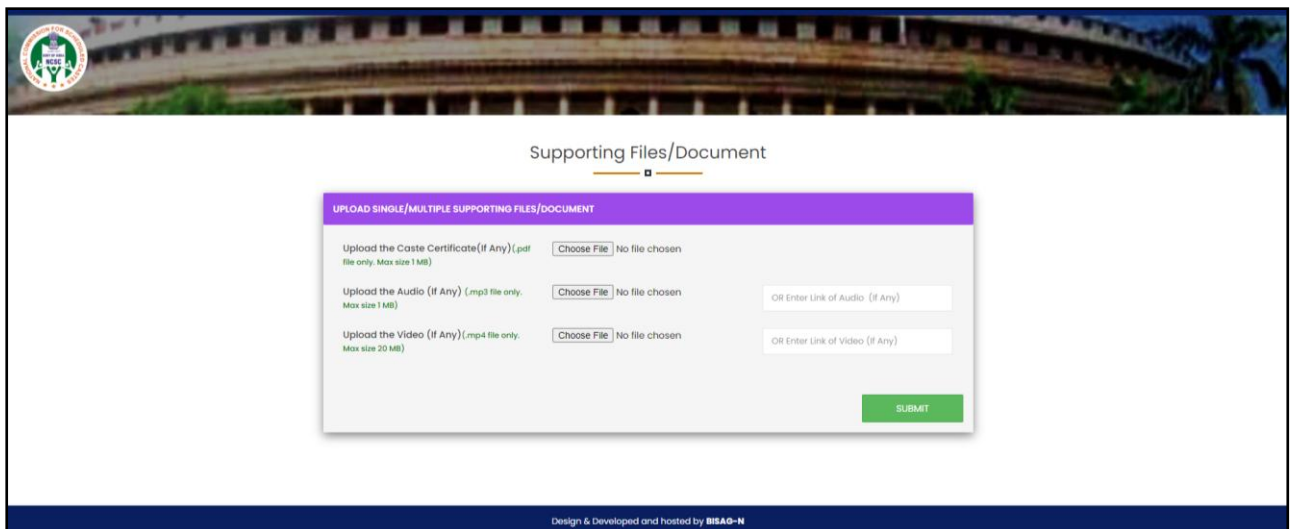
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Select Complaint For



Select Ministry/Department/State/UT/Central PSU/PSB

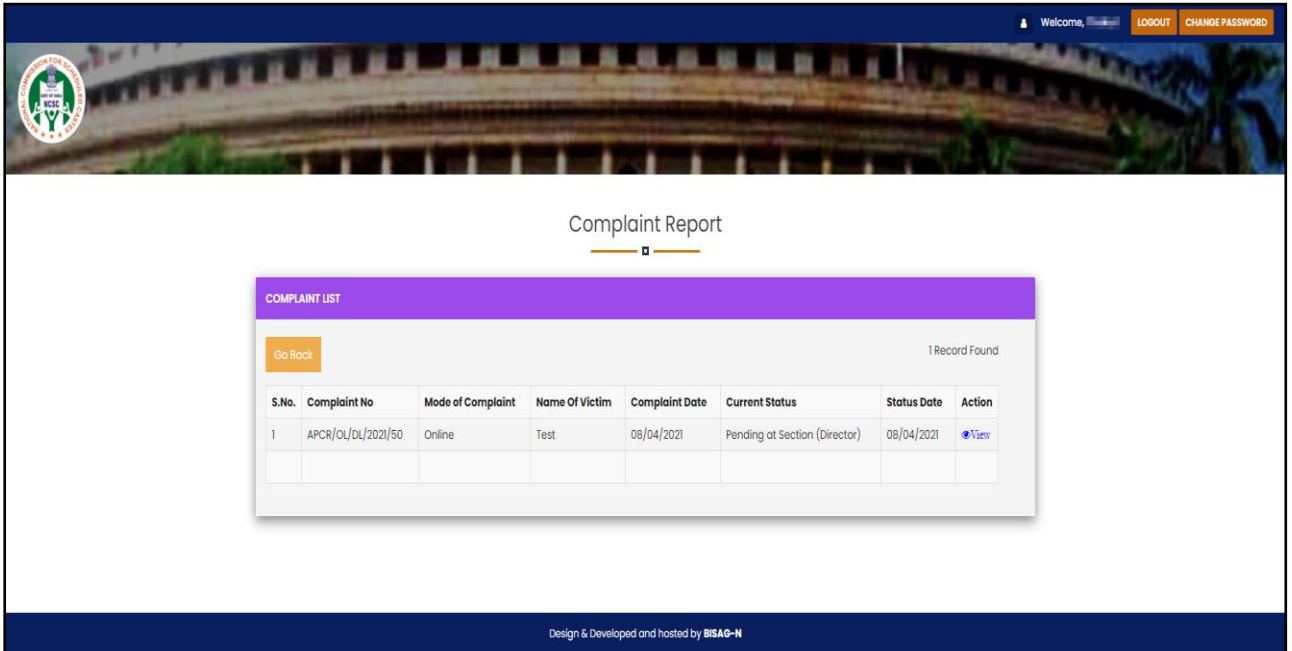
12. Upload the Complaint/Application in pdf/jpeg/jpg format, size of the file should not exceed 2 MB, Select the language in which the application/complaint is placed.
13. Enter the Details of the Complaint short description of the complaint (*maximum 500 words*) (*Mandatory*)



Upload Supporting file/Document

After uploading the relevant file/(s), if any, then click on "**Submit**" button. A message of *successful submission of complaint with complaint no.* will appear on pop-up, also received on registered mobile number and Email ID.

The portal will get redirected to "Complaint Report" where the details of complaint submitted can be seen.



Complaint Report

COMPLAINT LIST

1 Record Found

[Go Back](#)

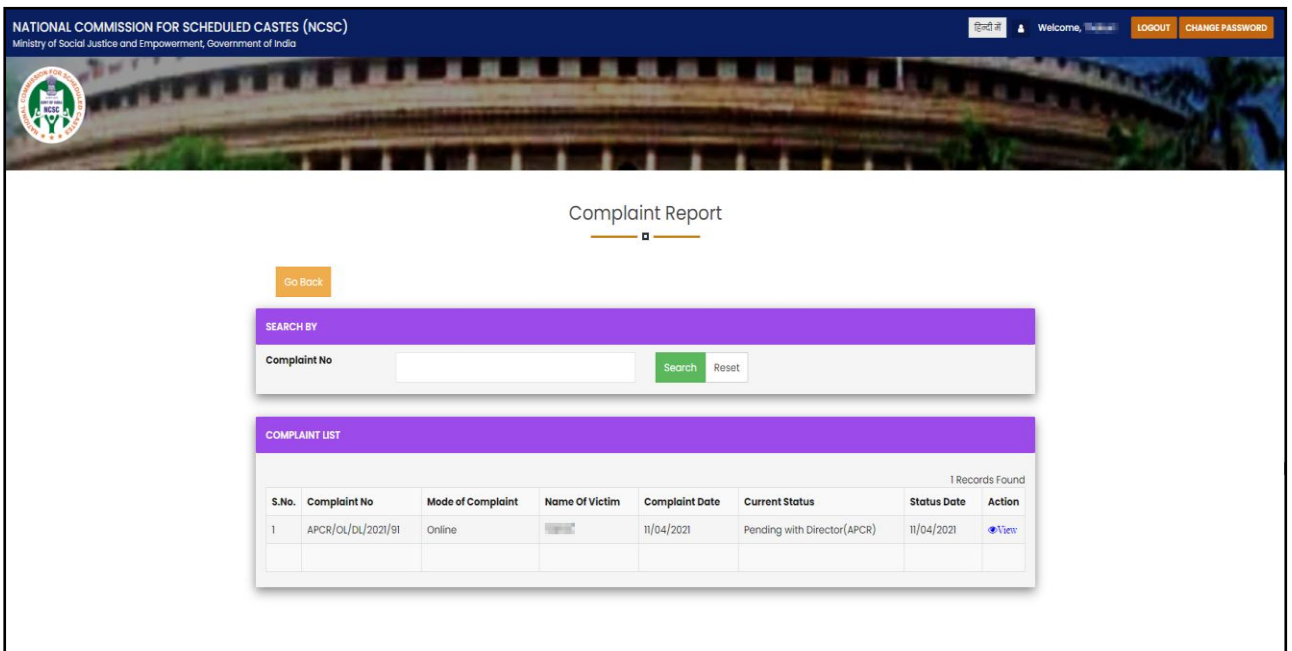
S.No.	Complaint No	Mode of Complaint	Name Of Victim	Complaint Date	Current Status	Status Date	Action
1	APCR/OL/DL/2021/50	Online	Test	08/04/2021	Pending at Section (Director)	08/04/2021	View

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Complaint No. of submitted Complaint

3.2. Status of Complaint

The status of complaint can be seen by clicking on the **'Status of Complaint'** tab from the dashboard. The user can see as well as track the current status of complaint



Complaint Report

[Go Back](#)

SEARCH BY

Complaint No [Search](#) [Reset](#)

COMPLAINT LIST

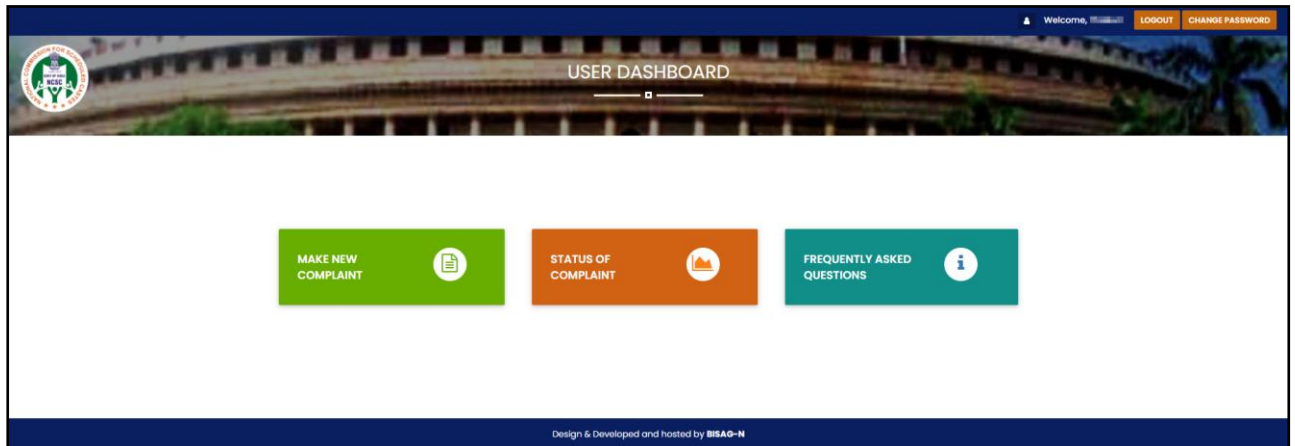
1 Records Found

S.No.	Complaint No	Mode of Complaint	Name Of Victim	Complaint Date	Current Status	Status Date	Action
1	APCR/OL/DL/2021/91	Online	██████	11/04/2021	Pending with Director (APCR)	11/04/2021	View

Status of Complaint

3.3. Frequently Asked Questions

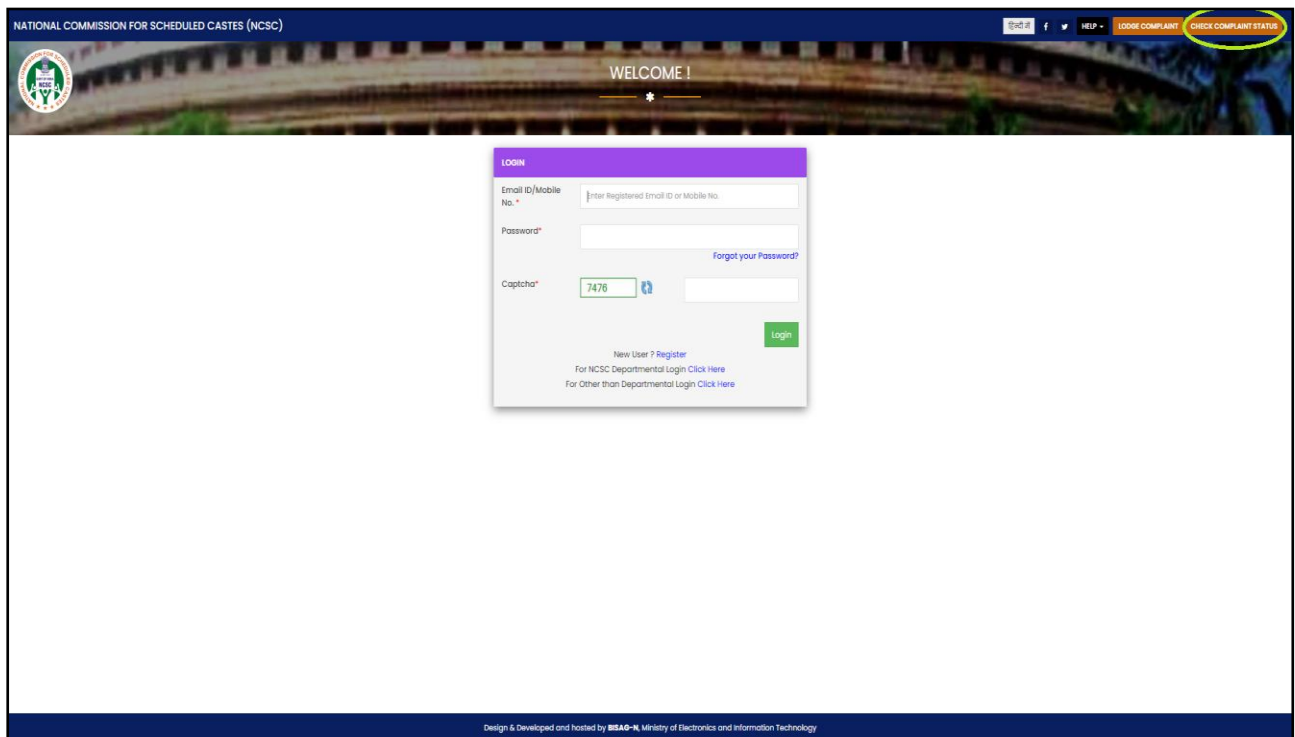
On clicking on “Frequently Asked Questions” tab, User is redirected to webpage where user can see List of Frequently Asked Questions and their respective answer for user reference.



Frequently Asked Questions



4. Check Complaint Status

User can check the status of complaint without login the portal by entering any of the parameter.



Check Complaint Status

NATIONAL COMMISSION FOR SCHEDULED CASTES (NCSC) @ncsc | f | t | HELP | [LOGGE COMPLAINT](#) | [CHECK COMPLAINT STATUS](#)



Search Complaint

SEARCH BY

<p>Complaint Date <input type="text" value="mm/dd/yyyy"/></p>	<p>To Date <input type="text" value="mm/dd/yyyy"/></p>
<p>State <input type="text" value="--Select--"/></p>	<p>District <input type="text" value="--Select--"/></p>
<p>Complaint No. <input type="text"/></p>	<p>Name of Victim <input type="text"/></p>
<p>Mobile No. <input type="text"/></p>	<p>Email ID <input type="text"/></p>
<p>Current Status <input type="text" value="--Select--"/></p>	

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Search Complaint by various parameters

Thank You