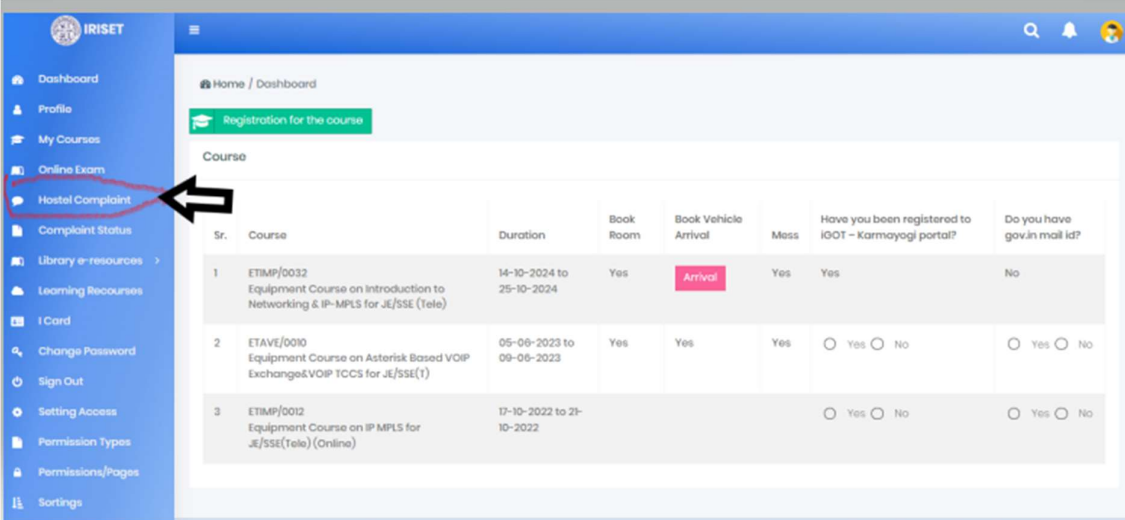


Hostel Complaints Module:

Hostel Complaints can be made online by trainees thru iriset website iriset.railnet.gov.in .

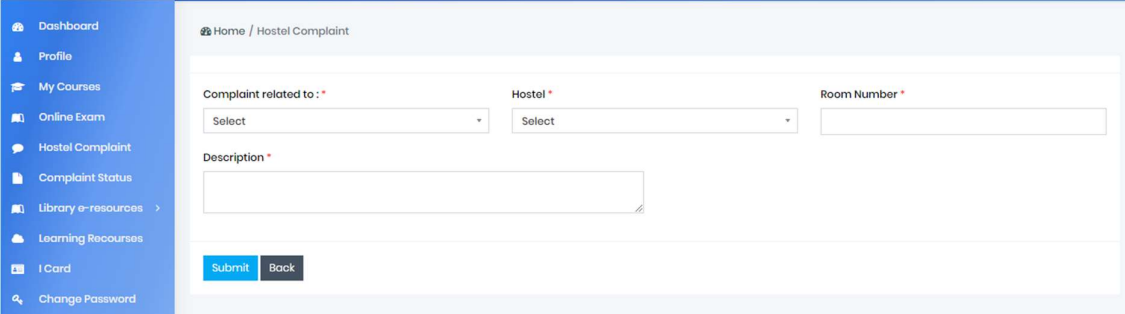
1.Trainees can click on Trainee→ Hostel complaints

After Login with the ITMS credentials



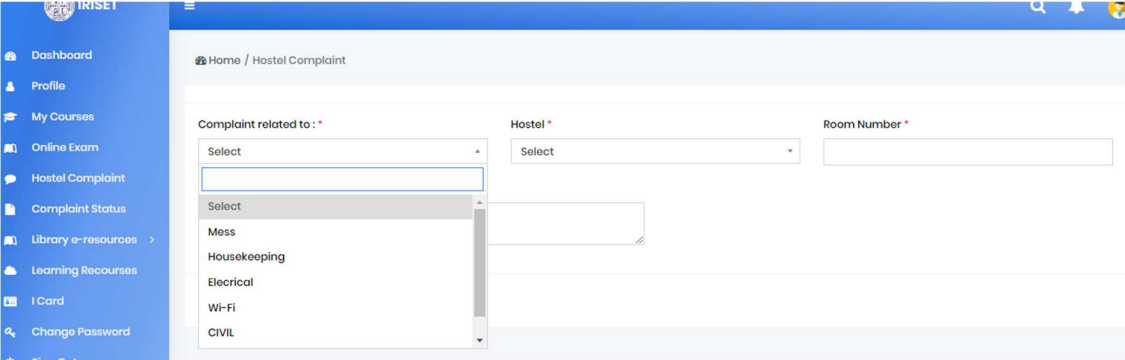
The screenshot shows the IRISSET dashboard. The left sidebar menu has 'Hostel Complaint' highlighted with a red circle and a black arrow pointing to it. The main content area displays a table of courses with columns for Sr., Course, Duration, Book Room, Book Vehicle Arrival, Mess, Have you been registered to IOT - Karmayogi portal?, and Do you have gov.in mail id?.

Sr.	Course	Duration	Book Room	Book Vehicle Arrival	Mess	Have you been registered to IOT - Karmayogi portal?	Do you have gov.in mail id?
1	ETIMP/0032 Equipment Course on introduction to Networking & IP-MPLS for JE/SSE (Tele)	14-10-2024 to 25-10-2024	Yes	Arrival	Yes	Yes	No
2	ETAVE/0010 Equipment Course on Asterisk Based VOIP Exchange&VOIP TCCS for JE/SSE(T)	05-08-2023 to 09-08-2023	Yes	Yes	Yes	<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No
3	ETIMP/0012 Equipment Course on IP MPLS for JE/SSE(Tele) (Online)	17-10-2022 to 21-10-2022				<input type="radio"/> Yes <input type="radio"/> No	<input type="radio"/> Yes <input type="radio"/> No



The screenshot shows the 'Hostel Complaint' form. The 'Complaint related to' dropdown menu is open, showing options: Select, Mess, Housekeeping, Electrical, Wi-Fi, and CIVIL.

Select the complaint related from drop down



The screenshot shows the 'Hostel Complaint' form. The 'Hostel' dropdown menu is open, showing options: Select, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29, 30, 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, 44, 45, 46, 47, 48, 49, 50, 51, 52, 53, 54, 55, 56, 57, 58, 59, 60, 61, 62, 63, 64, 65, 66, 67, 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100.

Select the Hostel number from drop down

Enter the Room number and Description of the complaint , which are mandatory and submit.

Trainees can check the Complaint status

Complaint No	Category	Hostel / Room no	Course	Description	Remarks	Status
241017044894	Mess	Kaveri (Hostel 1) / 101	ETIMP/0032	test	rrrrr	Completed

Trainees can lodge their complaint during the duration of course only.

Complaint Monitoring

Respective Hostel warden will get SMS/e-mail about complaint as soon as trainee submit in ITMS portal..

Respective Hostel wardens can view the complaint and update the Complaint.

Trainees will get SMS/emails as and when Hostel warden update the complaint status..