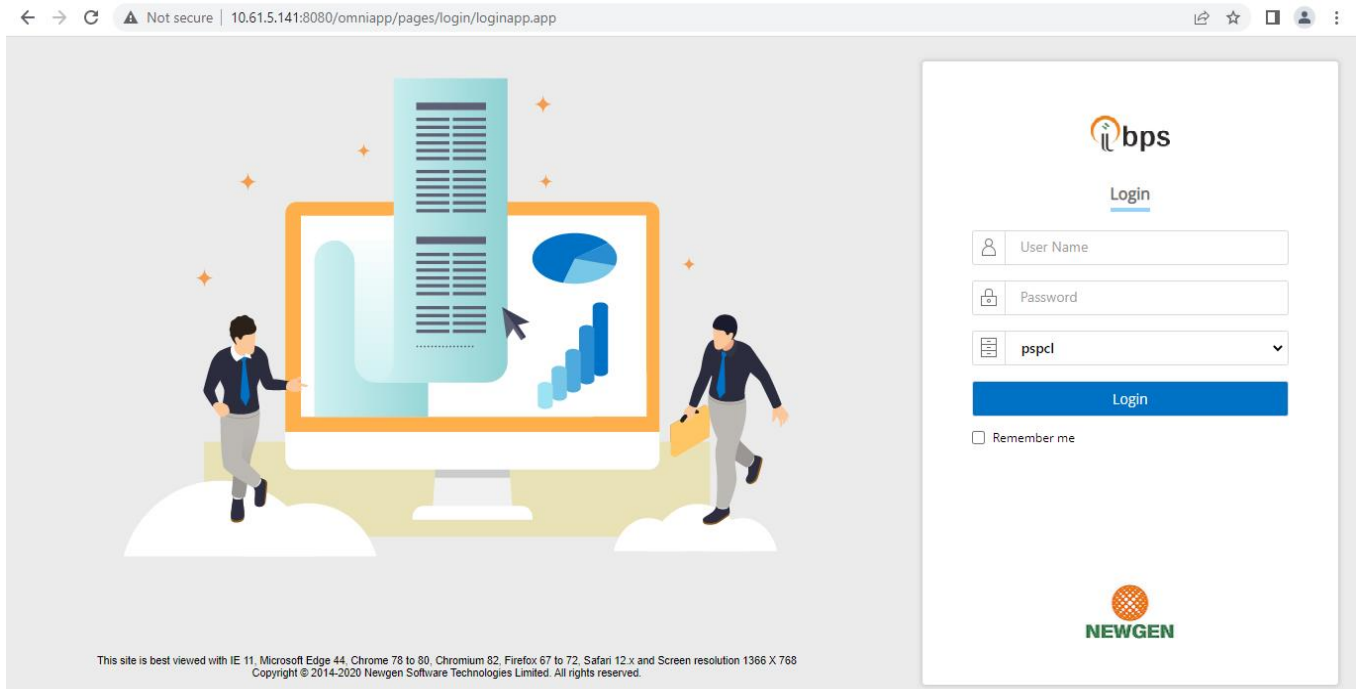


User Manual for Employee Grievances

1. User will login to the IBPS (NEWGEN) system by entering User Name and Password on the below mentioned URL.

<http://10.61.5.141:8080/omniapp>



2. User can see the dashboard once they have logged in and navigate the dashboard screen.

- **Queue List**

- In a queue list the user can see only that queue for which they have a right

- **Search Queue**

- User will select the process as Employee_Grievances.
- User can search the work item

- **My Queue**

- User can see the WI which are assigned to them

← → ↻ Not secure | 10.61.5.141:8080/omniapp/pages/main/main.app

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Registration No Select Process Search Workitem Advanced Search

Queue Management

Search Queue

My Queue

- Employee_Grievances_Admin
- Employee_Grievances_Concerned Employee
- Employee_Grievances_Employee - Pensioner
- Employee_Grievances_Employee - Pensioner A
- Employee_Grievances_SwimLane_1

No Pinned Search Item!

Employee_Grievances_Admin

Registration No	Workstep Name	Locked By	Checklist Complete	Entry Date Time	Turn Around Date Time	Valid Till	Lock
Employee_Grievance-1	Admin		N	25/May/2021 15:18:42			
Employee_Grievance-2	Admin		N	03/Jun/2021 23:18:55			
Employee_Grievance-6	Admin(Dy. Secy. Grievance)		N	25/Jun/2021 18:29:11			
Employee_Grievance-7	Admin(Dy. Secy. Grievance)		N	08/Jun/2021 00:25:37			
Employee_Grievance-9	Admin(Dy. Secy. Grievance)		N	24/Jun/2021 00:29:11			
Employee_Grievance-10	Admin(Dy. Secy. Grievance)		N	24/Jun/2021 00:30:15			
Employee_Grievance-11	Admin(Dy. Secy. Grievance)		N	08/Jun/2021 13:04:29			
Employee_Grievance-13	Admin(Dy. Secy. Grievance)		N	24/Jun/2021 11:02:14			
Employee_Grievance-14	Admin(Dy. Secy. Grievance)		N	14/Jun/2021 14:58:30			
Employee_Grievance-16	Admin(Dy. Secy. Grievance)		N	24/Jun/2021 11:02:46			
Employee_Grievance-17	Admin(Dy. Secy. Grievance)		N	25/Jun/2021 18:25:05			
Employee_Grievance-18	Admin(Dy. Secy. Grievance)		N	23/Jun/2021 23:43:09			
Employee_Grievance-19	Admin(Dy. Secy. Grievance)		N	02/Jul/2021 13:35:41			
Employee_Grievance-20	Admin(Dy. Secy. Grievance)		N	30/Jun/2021 15:10:52			
Employee_Grievance-21	Admin(Dy. Secy. Grievance)		N	15/Jun/2021 23:02:07			
Employee_Grievance-22	Admin(Dy. Secy. Grievance)		N	15/Jun/2021 22:58:28			
Employee_Grievance-23	Admin(Dy. Secy. Grievance)		N	15/Jun/2021 23:09:28			
Employee_Grievance-25	Admin(Dy. Secy. Grievance)		N	09/Aug/2021 04:08:13			
Employee_Grievance-26	Admin(Dy. Secy. Grievance)		N	15/Jun/2021 23:31:34			
Employee_Grievance-28	Admin(Dy. Secy. Grievance)		N	15/Jun/2021 23:39:20			

3. In the next step, on the left side in the Queue list User will click on the **Process Name – Employee - Pensioner** and then will click on **New button** on the right side of the screen.

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Registration No Select Process Search Workitem Advanced Search

Queue Management

Search Queue

My Queue

- Employee_Grievances_Admin
- Employee_Grievances_Concerned Employee
- Employee_Grievances_Employee - Pensioner**
- Employee_Grievances_Employee - Pensioner A
- Employee_Grievances_SwimLane_1

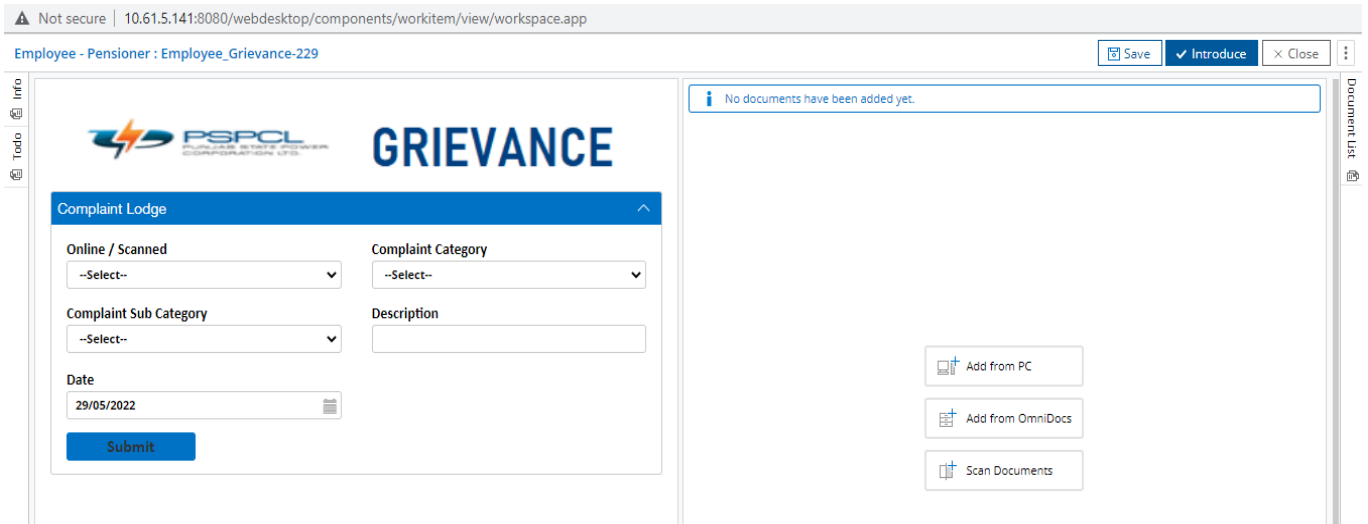
No Pinned Search Item!

Employee_Grievances_Employee - Pensioner

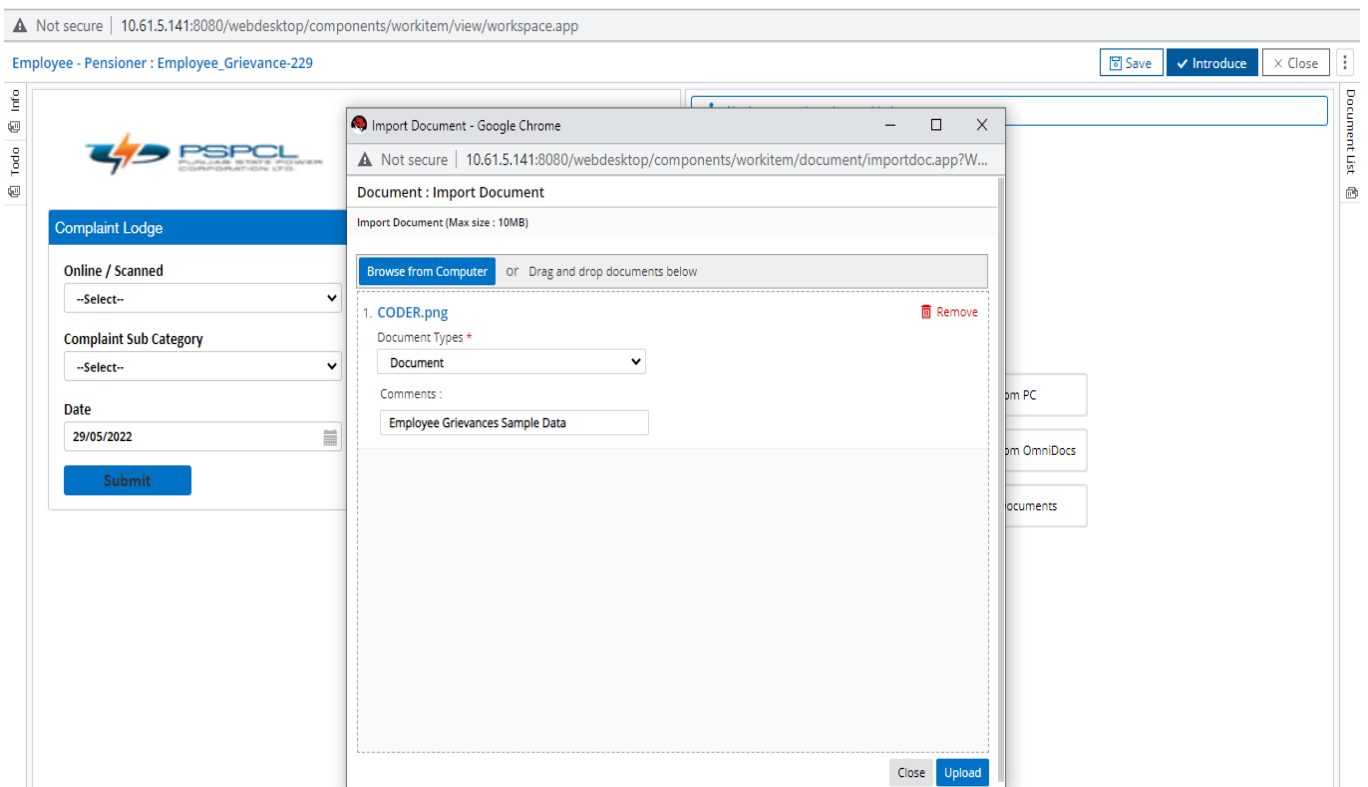
+ New Save

Registration No	Workstep Name	Locked By	Checklist Complete	Entry Date Time	Turn Around Date Time	Valid Till	Locked Till
Employee_Grievance-128	Employee - Pensioner		N	19/Jul/2021 18:23:03			
Employee_Grievance-134	Employee - Pensioner		N	20/Jul/2021 16:08:23			
Employee_Grievance-137	Employee - Pensioner		N	21/Jul/2021 13:45:24			
Employee_Grievance-139	Employee - Pensioner		N	21/Jul/2021 14:02:45			
Employee_Grievance-140	Employee - Pensioner		N	21/Jul/2021 14:03:40			
Employee_Grievance-145	Employee - Pensioner		N	05/Aug/2021 19:16:35			
Employee_Grievance-146	Employee - Pensioner		N	05/Aug/2021 19:22:40			
Employee_Grievance-147	Employee - Pensioner		N	05/Aug/2021 19:25:21			
Employee_Grievance-148	Employee - Pensioner		N	05/Aug/2021 19:25:45			
Employee_Grievance-153	Employee - Pensioner		N	06/Aug/2021 15:56:53			
Employee_Grievance-159	Employee - Pensioner		N	09/Aug/2021 01:57:06			
Employee_Grievance-160	Employee - Pensioner		N	09/Aug/2021 02:06:26			
Employee_Grievance-163	Employee - Pensioner		N	09/Aug/2021 02:36:16			
Employee_Grievance-167	Employee - Pensioner		N	13/Aug/2021 07:32:58			
Employee_Grievance-169	Employee - Pensioner		N	19/Aug/2021 00:43:02			
Employee_Grievance-170	Employee - Pensioner		N	19/Aug/2021 00:48:31			
Employee_Grievance-171	Employee - Pensioner		N	19/Aug/2021 00:57:11			
Employee_Grievance-172	Employee - Pensioner		N	19/Aug/2021 01:00:44			
Employee_Grievance-173	Employee - Pensioner		N	19/Aug/2021 01:09:48			

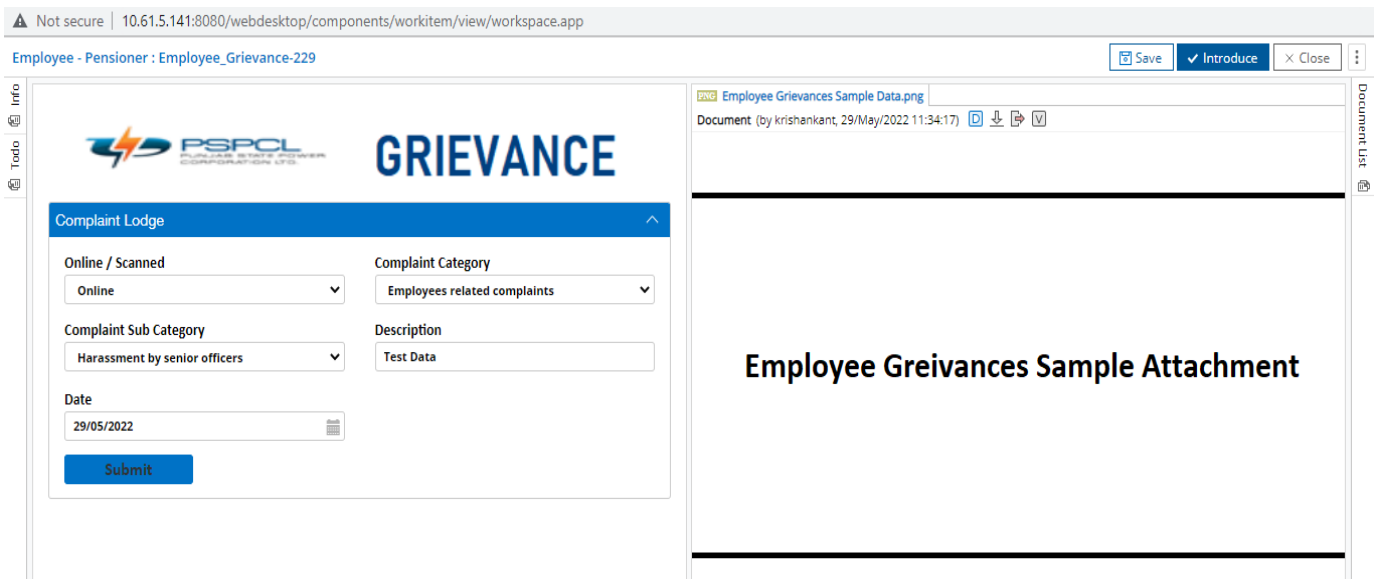
4. New window will appear on the screen. On the left user can see the form in enabled mode, if user wants to add the document by selecting the relevant option present at right.



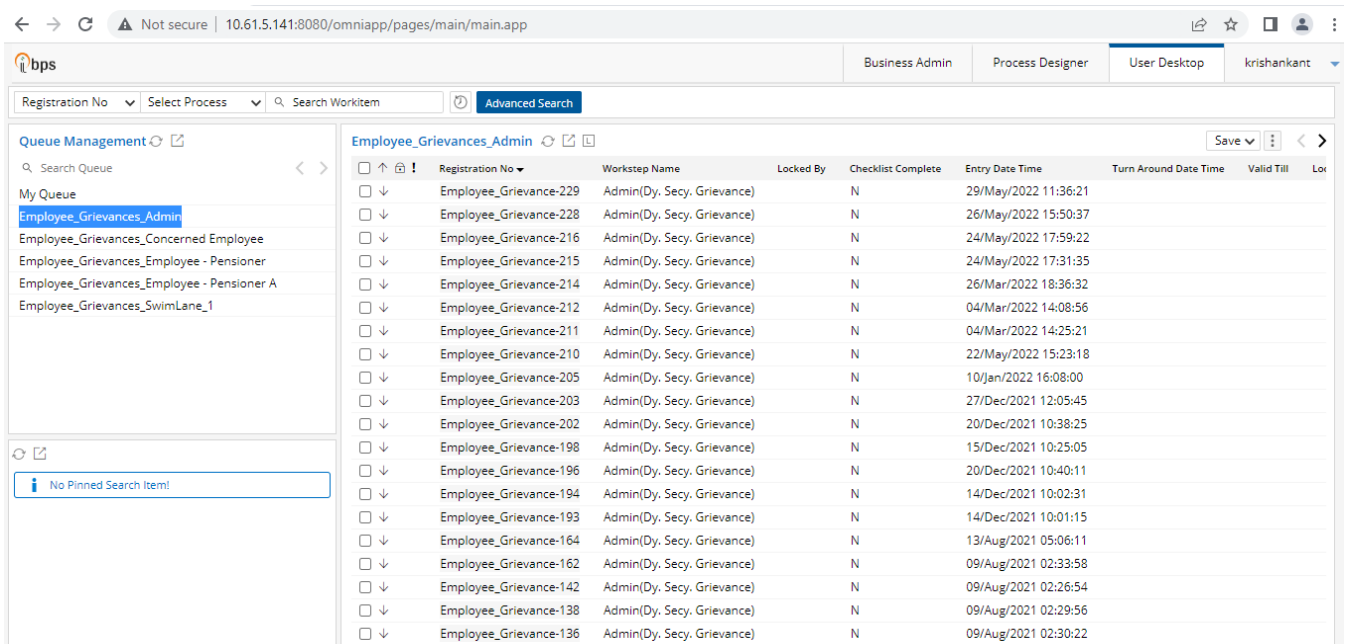
5. After selecting the relevant document for attachment user needs to provide the **Doc Type** and then click on **Upload** button.



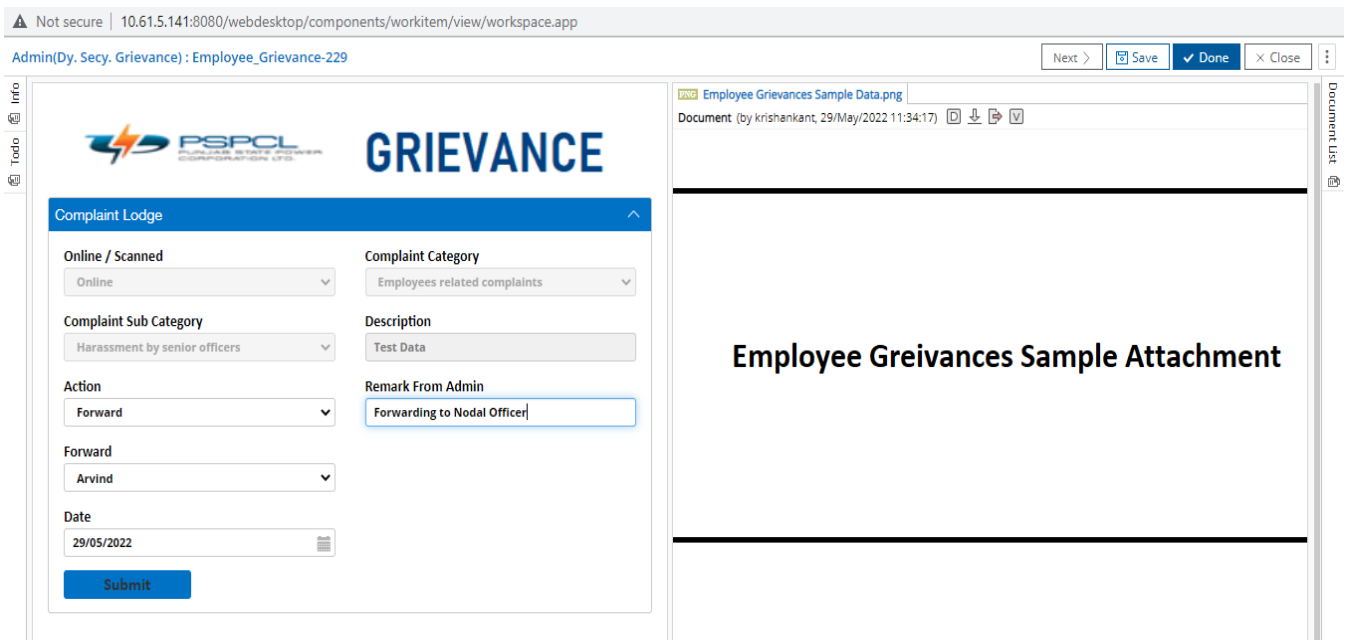
6. User will fill the required data such as if the application is **Online / Scanned**, **Complaint Category**, **Complaint Sub Category** and **description**. After filling the data user has to click on **Introduce** button present at the top right of the screen to initiate the WI.



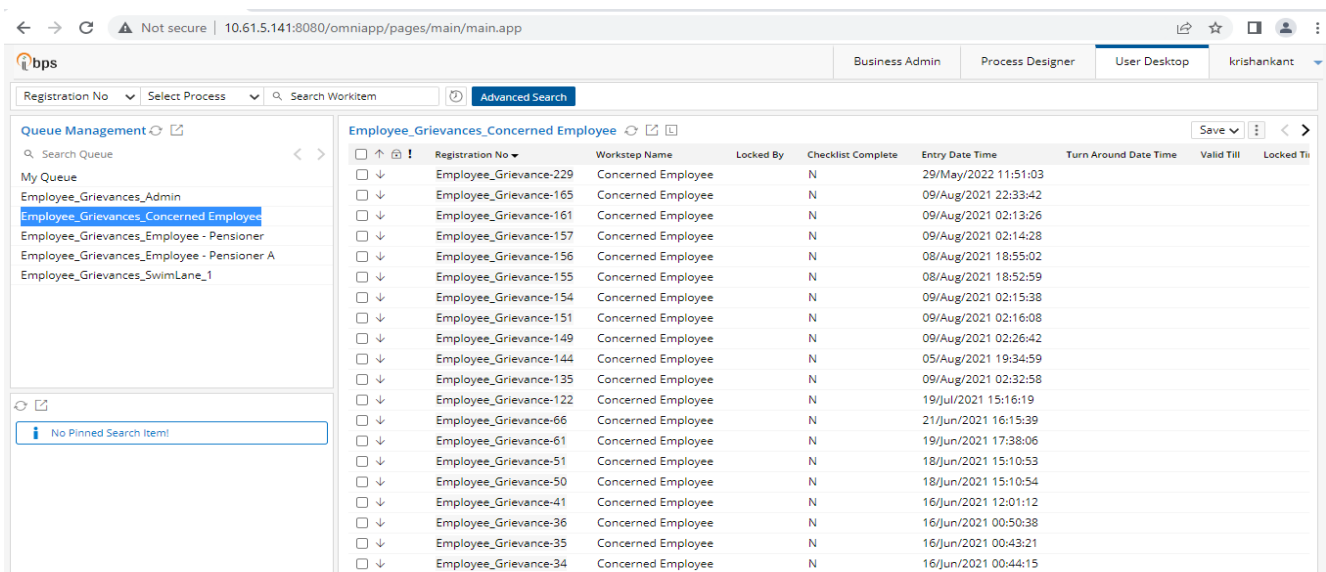
- Now User will click on Admin (**Process name – workitem number**) in the queue list and will select the WI.



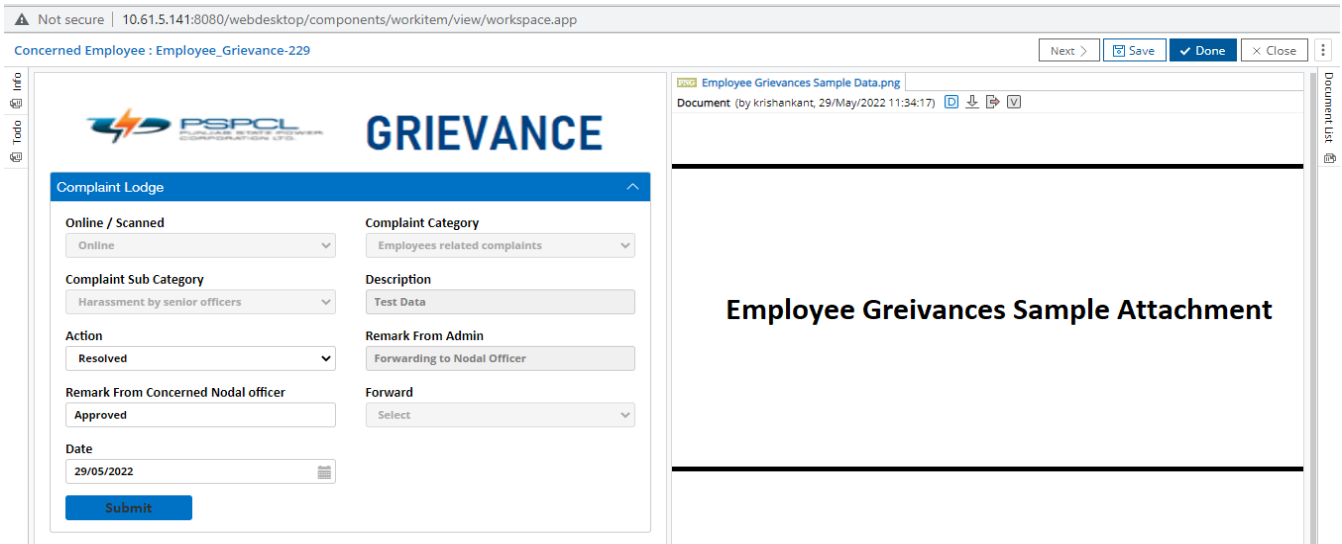
- New window will appear on the screen. On the right side user can see the added documents/attachments/upload. On the left user can see the form, and can choose the action as forward/approve. In case of forward the respective name/userid of the nodal officer can be selected from the drop down menu. Admin can then put his/her remarks and click on Submit Button.



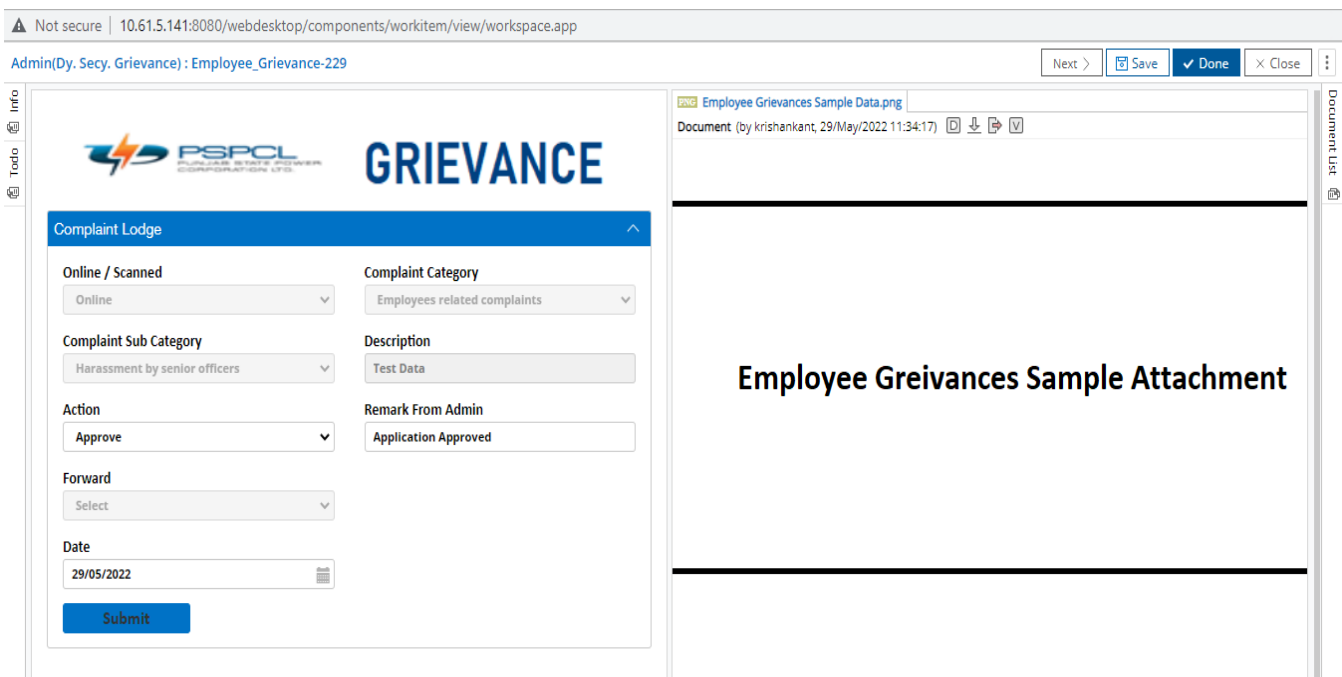
9. User will click on Concerned Employee (**Process name – workitem number**) in the queue list and will select the WI.



10. New window will appear on the screen. On the right side user (**Nodal Officer**) can see the added documents/attachments/upload. On the left user can see the form, and can choose the action as Resolved/Pending. Nodal Officer can then put his/her remarks and click on Submit Button.



11. Now User will click on Admin (**Process name – workitem number**) in the queue list and will select the WI. After the approval from Nodal Officer the workitem can be access by Admin and admin can choose action as Approve, and put his/her remarks and then submit the workitem.



12. Now User will click on **Pensioner A (Process name – workitem number)** in the queue list and will select the WI.

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bps Business Admin Process Designer User Desktop krishankant

Registration No Select Process Search Workitem Advanced Search

Queue Management

Search Queue

My Queue

- Employee_Grievances_Admin
- Employee_Grievances_Concerned Employee
- Employee_Grievances_Employee - Pensioner
- Employee_Grievances_Employee - Pensioner A**
- Employee_Grievances_SwimLane_1

Employee_Grievances_Employee - Pensioner A

Registration No	Workstep Name	Locked By	Checklist Complete	Entry Date Time	Turn Around Date Time	Valid Till	Locked
Employee_Grievance-229	Employee - Pensioner A		N	29/May/2022 12:00:25			
Employee_Grievance-150	Employee - Pensioner A		N	06/Aug/2021 13:25:43			
Employee_Grievance-143	Employee - Pensioner A		N	27/Jul/2021 19:09:42			
Employee_Grievance-58	Employee - Pensioner A		N	18/Jun/2021 20:38:45			
Employee_Grievance-24	Employee - Pensioner A		N	19/Aug/2021 02:15:17			
Employee_Grievance-5	Employee - Pensioner A		N	24/Jun/2021 00:25:27			
Employee_Grievance-3	Employee - Pensioner A		N	24/Jun/2021 00:22:04			

13. Now User will click on **Pensioner A (Process name – workitem number)** in the queue list and will select the WI. Applicant can now see of application submitted by him/her. Applicant will be responsible for providing the feedback if he/she is satisfied / unsatisfied with the decision taken on his/her application. In case if the user is unsatisfied, another new request can be initiated.

Not secure | 10.61.5.141:8080/webdesktop/components/workitem/view/workspace.app

Employee - Pensioner A : Employee_Grievance-229

Next > Save Done X Close

Employee Grievances Sample Data.png

Document (by krishankant, 29/May/2022 11:34:17)

GRIEVANCE

Complaint Lodge

Online / Scanned: Online

Complaint Category: Employees related complaints

Complaint Sub Category: Harassment by senior officers

Description: Test Data

Remark From Admin: Application Approved

Remark From Concerned Nodal officer: Approved

Date: 29/05/2022

Decision: Satisfied

Submit

Employee Greivances Sample Attachment