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# **1** Login

The NGO HelpDesk system is access controlled so each of the NGO's using the NGO HelpDesk system shall have a Username and Password through which he/she can login into the NGO HelpDesk system.

### How to get a User Account?

The NGO's, who do not have any User account, may contact the district Admin to create a User account. The district level Admin, can contact their state headquarters to create a User account.

### Instructions:

1. Open the NGO HelpDesk website (http://www.kgsc.kar.nic.in/ngohd\_training). The NGO login page will be displayed (Refer Figure 1: NGO - Login page).



2. Enter your **Username** and **Password** in appropriate boxes and click the **Login** button. The NGO HelpDesk Main menu for NGO"S will be displayed (Refer Figure 2: NGO - Main Menu).

	Government of Karnataka Guarantee of Services to	ı Citizens(GSC) - HelpDesk		
ngo_bng	Bangalore	Bangalore North	test	
Main Menu		:. <<< MAIN MENU >>> .:		
Services		▶ Others		
	F	igure 2: NGO - Main Menu		

**NGO HelpDesk** 





### Note:

- All fields marked in\* are mandatory fields.
- To log out of the NGO HelpDesk system, click **Sign Out** at the top right hand side of any page.
- To go to the main page of the NGO HelpDesk System, click Main Page at the top left hand side of any page.
- Click the **Exit** button in any page to exit from the respective page.

### **Other Tips:**

- Any user who has not got a Username and Password can contact the Head Quarters.
- Keep your Username and Password securely. Do not share it with anybody. Ensure that only authorized person uses this to work on the NGO HelpDesk system.
- Change your password regularly, at least once in 30-45 days and maintain/remember the password.
- In case the user forgets the Username and Password, contact the Head Quarters for a new Username and Password.
- Remember to Sign Out/logout from the system after completion of your work.

# **2 Service**

## 2.1 Daily Report Entry:

This module can be accessed by the NGO's to enter the Daily Report Entry into the NGO HelpDesk system.

### Instructions:

 In the main menu, hover the cursor over Services menu and then select Daily Report Entry option from the drop down list (Refer Figure 3: NGO – Daily Report Entry). The NGO Daily Report entry form will be displayed (Refer Figure 4: NGO – Daily Report Entry Form).





Gover Guara	nment of Karnataka ntee of Services to C	Citizens(GSC) - HelpDesk	
ngo_bng	Bangalore	Bangalore North	tesi
Main Menu		. <<< MAIN MENU >>> .:	Sign Out
Services Daily Report Entry Monthly Activity Entry Monthly Progress Entry	Click Here	Others	



	Guarantee of Services to Cit	tizens(GSC) - HelpDesk	
Please e RT , DELE age as <	nsure that special characters and words (TRUNCAT $TE_i$ ; ;;, ', $XP_{-i} = _i <_i >_i \sim_i \$_i \ \%_i +_i \setminus_i [_i ]_i \{_i = -check$	E , DATABASE , TABLE , COLUMN , SELEC }, `, !, ^, ?, *,  , #, &,/ ) are not entered.	T , DROP , UPDATE , GRANT , If you enter system gives err
bng	Bangalore	Bangalore North	t
Menu	:.<<<	Daily Report Entry >>>.:	Sign
	Name Of Citizen:		
	Address of the Citizen:		
1	Door no/Street Name:		
	District:	Bangalore	
	Taluk:	select	~
	Hobli:		×
	Village:		
	Mobile No:		
	Department Name:	select	~
	Reason for Approaching help Desk:	select	
	Nature Of Enquiry:	select	✓
L-L	Brief Summary Of Response / Service Rendered:		L L L L L
	Nature of service Provided by Help Desk:	select	~
	Whether Suitable help/information Provided?	⊙Yes ◯No	
	Date of Visit:		
	Time slot of Visit:	select	V

Figure 4: NGO – Daily Report Entry Form





Bangalore	Bangalore North	
:.<<< b	aily Report Entry >>>.:	
Name Of Citizon		
Address of the Citizen:		
Door no/Street Name:		
District:	Bangalore	
Taluk:	select	×
Hobli:		¥
Village:		
Mobile No:		
Department Name:	select	~
Reason for Approaching help Desk:	select	
Nature Of Enquiry:	select	✓
Brief Summary Of Response / Service Rendered:	-L	LLL
Nature of service Provided by Help Desk:	select	~
Whether Suitable help/information Provided?	O Yes O No Click on NO	
If No Reasons:		*
Date of Visit:		
Time slot of Visit:	select	×

Figure 5: NGO – Daily Report Entry Suitable help provided?

2. Enter all the citizen details like Name Of Citizen,address and Mobile Number then enter Helps provied details like Name of the Department,Reason for approching,Nature of Service provided by helpdesk, date of visited and Time Slot of visit.Whether Suitable help/information is not provided select radio button NO and Enter Reason in the text Box provided and then click the save button(Refer Figure 5: NGO – Daily Report Entry Suitable help Provided?)

## 2.2 Monthly Activity Entry:

This module can be accessed by the NGO's to enter the Monthly Activity Entry into the NGO HelpDesk system.





### Instructions:

1 In the main menu, hover the cursor over Services menu and then select Monthly Activity Entry option from the drop down list (Refer Figure 6: NGO – Monthly Activity Entry Menu). The Monthly Activity Entry form will be displayed (Refer Figure 7: NGO – Monthly Activity Entry Form).

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	-1
	-1 -
the part of the pa	
ctivity Entry Menu	
(, #, d,/ ) are not entered. If you enter	si system
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galore North / Entry >>>.:	
galore North / Entry >>>.: Year: 2013	
galore North / Entry >>>.: Year: 2013	
galore North y Entry >>>.: Year: 2013	
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galore North / Entry >>>.: Year: 2013	
galore North / Entry >>>.: Year: 2013	
galore North / Entry >>>.: Year: 2013	
	SC) - HelpDesk , TABLE , COLUMN , SELECT , DROP , , 1, #, &,/ ) are not entered. If you ent

Figure 7: NGO – Monthly Activity Entry Form

2 Select the Activity from the Activity name drop down list ,select the subactivity from Sub Activity and enter Number of Citizens/Houses Planned(Target) for Particular Month( Refer Figure 8: NGO – Monthly Activity Entry) . This Form Entry is Avialable between current month of 1 to 10.





	Government of Karnataka Guarantee of Services to Citizens(GSC) - HelpDesk									
ote: Please e NSERT , DELE lessage as <	nsure that s TE , ;, :, check	<pre>pecial characters and word , ', XP_, =, &lt;, &gt;, ~, \$, %, %,</pre>	s (TRUNCATE, DATABASE +,  [, ], {, }, `, !, ^, ?, *,	, TABLE , COLUMN  , #, &,/ ) are not	, SELECT , DROP , U entered. If you enter	PDATE , GRANT , system gives erro				
jo_bng		Bangalore	Bang	jalore North		te				
ain Menu			:.<<< Monthly Activity	Entry >>>.:		Sign (				
	Activity Sub Act	Activity Entr	y of Month: 3	Year: 2013						
L	No.of C (Target	itizens/Houses Planned :):	Save Cancel	LL-L	ELEL!					
		Activity name	Subactivity	Target	Delete?					
	Edit	testing	sub activity1	45	Delete					
	E dia	net	tect	55	Delete					

Figure 8: NGO – Monthly Activity Entry

3 NGO's having provision to update and delete a Monthly Activity Entry. These provision will provided upto current month 10<sup>th</sup> (Refer Figure 9: NGO – Monthly Activity Entry Update and Delete)



Figure 9: NGO – Monthly Activity Entry Update and Delete





## **2.3 Monthly Progress Entry:**

This module can be accessed by the NGO's to enter the Monthly Progress Entry into the NGO HelpDesk system.

### Instructions:

 In the main menu, hover the cursor over Services menu and then select Monthly Progress Entry option from the drop down list (Refer Figure 10: NGO – Monthly Progress Entry). The Monthly Progress Entry form will be displayed (Refer Figure 11: NGO – Monthly Progress Entry Form).

Gove Gua	ernment of Karnataka rantee of Services to	ı Citizens(GSC) - HelpDes	k
ngo_bng	Bangalore	Bangalore North	test
Main Menu		:. <<< MAIN MENU >>> .:	Sign Out
Services		▶ Others	
Daily Report Entry Monthly Activity Entry Monthly Progress Entr	v click here		
- L L			

Figure 10: NGO – Monthly Progress Entry

#### Government of Karnataka Guarantee of Services to Citizens(GSC) - HelpDesk Note: Please ensure that special characters and words (TRUNCATE, DATABASE, TABLE, COLUMN, SELECT, DROP, UPDATE, GRANT, INSERT, DELETE, $j_1, j_2, -r_1^{-1}$ , XP\_, $=_r <_r >_r \sim_r \$$ , $9o_r +_r \setminus_r [_r, ]_r <_r ?_r *_r |_r *_r \$_r$ are not entered. If you enter system gives error message as <---check Main Menu Monthly Progrees Entry >> Sian Out Progress Entry of Month: 3 Year: 2013 No. of Persons Visited Help Desk During the Month: Highest Peak Hour 11-12 AM Slot: Achieved Activity name Subactivity Target Edit testing sub activity1 45 Edit act test 55 ngo subactivity 66 <u>Edit</u> test1 Save Cancel

Figure 11: NGO – Monthly Progress Entry Form

 For update Monthly Progress Entry Click on Edit link the corresponding activity's Achieved Text Box will Provided enter the achieved and the update. These option is avialable till current month of 10<sup>th</sup>. After updating all Activities Achieved then click on save Button(Refer Figure 12: NGO – Monthly Progress Entry Update Achieved).





ensure that sp ETE , ;, :,,	ecial characters a ', XP_, =, <, >, <	and words (T ~, \$, %, +, \	RUNCATE , DATABA , [, ], {, }, `, !, ^, ?	SE, TABLE , *,  , #, &,	, COLUMN , SE / ) are not ente	LECT , DRO ered. If you o
check	Banga	lore	B	angalore N	orth	-
			<<< Monthly Prog	rees Entry	>>>.:	
Progress Entry of		Month: 3	Year:	2013		
No. of Pe During th	rsons Visited H ne Month:	elp Desk	4	1		
Highest Slot:	Peak Hour	LLL	11-12 AM		1	
	Activ	ity name	Subactivity	Target	Achieved	
<u>Edit</u>	testir	ig	sub activity1	45	44	
Edit	act		test	55	54	
Lindata (	ancel test1		ngo subactivity	66		

Figure 12: NGO – Monthly Progress Entry Update Achieved

# **3 Change Password**

The Change Password option facilitates you to change the password of your user account. All users should change their password regularly, at least once in 30-45 days.

### Instructions:

 In the main menu, hover the cursor over **Others** menu and then select **Change Password** option from the drop down list (Refer Figure 13: Change Password). The Change Password page will be displayed (Refer Figure 14: Change Password page).



overnment o	of Karnataka				
uarantee of ؟ re that special characte >, ~, \$, %, +,  [, ], {, }, }. Ba	Services to Citizen rs and words (TRUNCATE, DATABA ', i, ^, ?, *, i, #, &/ ) are not ente ngalore	IS(GSC) ASE , TABLE , CC red. If you ent Bangalore	- HelpDes	, UPDATE , GRANT or message as <-	, INSERT , DELETE , <mark>-check</mark> test
	:.<<< Chang	e Password >:	>>::		Sign Out
	Officer Logged In :	ngo_bng			
	Current Password :			L, L	- L, L
	New Password :				
	Re-enter New password :				
		Change	Clear Exit		
	iovernment o uarantee of s re that special characte >, ~, \$, %, +,  [, ], {, }, Bar	interview       interview         interview	Overnment of Karnataka         uarantee of Services to Citizens(GSC)         re that special characters and words (TRUNCATE, DATABASE, TABLE, CC         >, ~, \$, %, +,  [, ], {, },  b, ^, 7, *, ], #, &/) are not entered. If you ent         Bangalore         Bangalore         Cofficer Logged In : ngo_bng         Current Password :         New Password :         Re-enter New password :         Change	Overnment of Karnataka         Suarantee of Services to Citizens(GSC) - HelpDes         re that special characters and words (TRUNCATE, DATABASE, TABLE, COLUMN, SELECT, DROF         s, *, *, *,  L, L, C, Y, *, J, *, S, *, J are not entered. If you enter system gives error         Bangalore         Bangalore         Bangalore         Officer Logged In : ngo_bng         Current Password :         New Password :         Re-enter New password :         Change       Clear	Overnment of Karnataka         uarantee of Services to Citizens(GSC) - HelpDesk         re that special characters and words (TRUNCATE, DATABASE, TABLE, COLUMN, SELECT, DROP, UPDATE, GRANT         >, +, *, *, +, +, +, +, +, *, +, +, *, +, +, *, *, +, +, +, +, +, +, +, +, +, +, +, +, +,

Figure 14: Change Password page

1. In the screen as shown in Figure: Change Password page, enter all the relevant details inappropriate fields and click the **Change** button. The password will be changed accordingly.

### Note:

- The password should be of a minimum of 8 characters.
- Always use a unique password when you change your password to a new password. The new password field will not accept the password which has been used any time before.





### Instructions:

- 1. Open the NGO HelpDesk website (http://www.kgsc.kar.nic.in/ngohd\_training). The DC login page will be displayed (Refer Figure 1: NGO Login page).
- 2. Enter your **Username** and **Password** in appropriate boxes and click the **Login** button. The NGO HelpDesk Main menu for DC will be displayed (Refer Figure 15: NGO DC Main Menu).

Gove Guar	ernment of Karnataka antee of Services to Citizens	(GSC) - HelpDesk
dc_bng	Bangalore	
Main Menu	:. <<< MAIN	AENU >>> .: Sigr
Services	MIS Reports	> Others >
	EL MAE NOO DOM	

Figure 15: NGO – DC Main Menu

## **4.1 DC Ratings And Comments**

This module can be accessed by the DC to enter the DC Ratings and comments into the NGO HelpDesk system.

### Instructions:

1 In the main menu, hover the cursor over **Services** menu and then select **DC Comments** option from the drop down list (Refer Figure 16: NGO – DC Comments). The DC Comments form will be displayed (Refer Figure 17: NGO – DC Comments Form).



Figure 16: NGO – DC Comments





	Government of Karnataka Guarantee of Services to Citizens(GSC) - HelpDesk									
Note: Ple NSERT , nessage	ease ensure that speci DELETE , ;, :,, ', X as <check< th=""><th>al characte (P_, =, &lt;,</th><th>ers and words ( &gt;, ~, \$, %, +,</th><th>TRUNCATE , DAT  [, ], {, }, `, !,</th><th>ABASE, TABLE, ^, ?, *,  , #, &amp;,,</th><th>COLUMN</th><th>, SELECT , DROP , U entered. If you ente</th><th>JPDATE , GRANT , r system gives erro</th></check<>	al characte (P_, =, <,	ers and words ( >, ~, \$, %, +,	TRUNCATE , DAT [, ], {, }, `, !,	ABASE, TABLE, ^, ?, *,  , #, &,,	COLUMN	, SELECT , DROP , U entered. If you ente	JPDATE , GRANT , r system gives erro		
gonic_	admin		Bangalore		Bangalore	e East				
lain Mer	าน			:.<<< DC C	omments >>>.:			Sign (		
		Re	marks Entry of	Month: 3	Year: 2	013				
	No. of Persons Visited District Help Desks During the Month:			4		1 .				
	Highest Peak Hour Slot:	, L	, L, i	11-12 AM		-				
	Taluk Name	Ngo Name	User Name	No Persons Visited	Peak Hour Slot	Target	Achieved Ratings	Remarks		
Click -	Edit Bangalore	test	ngo bangalore	4	11-12 AM	166	123	-L		
ere	Edit Bangalore	test	ngo bangalore	4	11-12 AM	166	123	-1		
				Save Ca	ancel					

Figure 17: NGO – DC Comments Form

2 To Rating the NGO Click on Edit link the corresponding Taluk NGO's select rating from Ratings Dropdown list and then put Remarks. These option is avialable till current month of 10<sup>th</sup> .After rating of all Taluk NGO's click save Button.(Refer Figure 18: NGO – DC Comments Rating and Remarks).



Figure 18: NGO – DC Comments Rating and Remarks





The Reports option enables the DC to view various reports like the reports on Monthly Progress Activity, Monthly HelpDesk Reports, Citizen Wise Report etc. This enables the higher officials to view Monthly Progress and Monthly Planned Activities.

## **5.1 Monthly HelpDesk Reports:**

This option enables you to view the Monthly HelpDesk Report of NGO.

### Instructions:

 In the main menu, hover the cursor over MISReports menu and on Monthly HelpDesk Report option from the drop down list (Refer Figure 19: NGO Reports). The screen as shown in Figure 20: NGO Monthly HelpDesk Report page will be displayed.

Gov Gua	ernment of Karnataka rantee of Services to Citizens(GSC	c) - HelpDesk	
bngdc	Bangalore		ngo nic
Main Menu	:. <<< MAIN MENU >>	> ::	Sign Out
Services	MIS Reports	→ Others	
Services	MIS Reports Monthly Help Desk Reports	Others	
Services	MIS Reports Monthly Help Desk Reports Monthly Progress report	Others	
Services	MIS Reports Monthly Help Desk Reports Monthly Progress report Traffic Details	Others	
Services	MIS Reports Monthly Help Desk Reports Monthly Progress report Traffic Details List Of Grievances	Others	
Services	MIS Reports Monthly Help Desk Reports Monthly Progress report Traffic Details List Of Grievances List Of Enquiries	Others	

Figure 19: NGO Reports



Figure 20: NGO Monthly HelpDesk Report Page





 Select District, Month and Year from dropdown list and click the Process Button (Refer Figure 20: NGO Monthly HelpDesk Report Page). The details of that particular District NGO Monthly Details will be displayed accordingly (Refer Figure 21: NGO Monthly HelpDesk Report ).

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c_admin		Shin	ioga		Bha	dravati		ngo r
in Menu			L . L					Sign ()
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		Month	wise keport					
	clic	k here	■ 2013	11-11-	1 -1			
	clic	k here	■ 2013 No Of Citizen Serviced	No Of Citizen Unable to Help	Peak Hour Slot	Rating BY DC ADC		
Bangalore	clic Bangalore	k here	2013 No Of Citizen Serviced 10	No Of Citizen Unable to Help 4	Peak Hour Slot 11-12 AM	Rating BY DC ADC Very Good		
Bangalore	Clic Bangalore East	k here ngo nic Taluk Total	2013 No Of Citizen Serviced 10 10 10	No Of Citizen Unable to Help 4	Peak Hour Slot 11-12 AM 11-12 AM	Rating BY DC ADC Very Good Very Good	Click here	
Bangalore	Clic Bangalore East Bangalore	ngo nic Tatuk Total ngo4	2013 No Of Citizen Serviced 10 10 6	No Of Citizen Unable to Help 4 2	Peak Hour Slot 11-12 AM 11-12 AM 12-01 PM	Rating BY DC ADC Vary Good Vary Good Good	—Click here	
Bangalore	Clic Bangalore East Bangalore North	ngo nic Taluk Total ngo4 Taluk Total	■ 2013 No Of Citizen Serviced 10 10 6 6 6	No Of Citizen Unable to Help 4 2 2 2	Peak Hour Slot 11-12 AM 11-12 AM 12-01 PM 12-01 PM	Rating BY DC ADC Vary Good Very Good Good Good	—Click here	
Bangalore	Clic Bangalore East Bangalore North Dist Total	ngo nic Tatuk Total ngo4 Tatuk Total	■ 2013 No Of Citizen Serviced 10 10 6 6 6 16	No Of Citizen Unable to Help 4 2 2 2 6	Peak Hour Slot 11-12 AM 11-12 AM 12-01 PM 12-01 PM 12-01 PM	Rating BY DC ADC Very Good Very Good Good Good Good	Click here	
Bangalore	Clic Bangalore East Bangalore North Dist Total Dist Total	ngo nic Taluk Total ngo4 Taluk Total	■ 2013 No Of Citizen Serviced 10 10 6 6 6 15 13	No Of Citizen Unable to Help 4 2 2 6 2	Peak Hour Slot 11-12 AM 11-12 AM 12-01 PM 12-01 PM 12-01 PM 12-01 PM 11-12 AM	Rating BY DC ADC Vary Good Very Good Good Good Good Good	—Click here	

Figure 21: NGO Monthly HelpDesk Report

3. NO of Citizens Serviced Hyperlink is Provided Click on link you will get Number of citizens Seviced during the month(Refer Figure 22: NGO NO of Citizens Serviced ) and No of Citizens Unable to Help Click on link you will get Number of citizens Unable to Get Help from Helpdesk during the month(Refer Figure 23: NGO NO of Citizens Unable to Serviced)

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	Gove Guai	ernment rantee of	of Karr í Servic	ataka es to Citiz	zens(GSC) - Hel	pDesk	
Note: P	Please ensure that	t special charac	ters and wor	ds (TRUNCATE, D	ATABASE , TABLE , COLUMN , SEL	ECT , DROP , UPDATE , GRANT ,	
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<b>S.no</b> 1 2	Citizen Name citizen 3 citizen 2	No Of Cit Mobile No 1111111111 111111111	<b>Date Visit</b> 12/01/2013 12/01/2013	e Service Name SeviceNature2 SeviceNature3	Enquiry Name Uses Benefits of Sakala Uses Benefits of Sakala		
<b>S.no</b> 1 2 3	Citizen Name citizen 3 citizen 2 citizen1	No Of Cit: Mobile No 111111111 111111111 111111111 111111	izen Servic Date Visit 12/01/2013 12/01/2013 12/01/2013	e Service Name SeviceNature2 SeviceNature3 SeviceNature1	Enquiry Name Uses Benefits of Sakala Uses Benefits of Sakala Appeals & Other actions		
S.no 1 2 3 4	Citizen Name citizen 3 citizen 2 citizen1 citizen 6	No Of Cit: Mobile No 1111111111 111111111 111111111 22222222	Date Visit           12/01/2013           12/01/2013           12/01/2013           12/01/2013           12/01/2013	e Service Name SeviceNature2 SeviceNature3 SeviceNature1 SeviceNature2	Enquiry Name Uses Benefits of Sakala Uses Benefits of Sakala Appeals & Other actions How to Fill Application Forms		

Figure 22: NGO NO of Citizens Serviced



Figure 23: NGO NO of Citizens Unable to Serviced





## **5.2 Monthly Progress Report:**

### Instructions:

 In the main menu, hover the cursor over MISReports menu and on Monthly Progress Report option from the drop down list (Refer Figure 19: NGO Reports). The screen as shown in Figure 24: NGO Monthly Progress Report Page will be displayed.

Governr Guarant	nent of Karnataka ee of Services to (	Citizens(GSC) - Help	Desk
Note: Please ensure that speci DELETE , ;, ;,, ', XP , =, <, >, ~	al characters and words (TRUNC)	ATE , DATABASE , TABLE , COLUMN , SELEC #, &,/ ) are not entered. If you enter sy	CT , DROP , UPDATE , GRANT , INSERT , ystem gives error message as <check< th=""></check<>
nic_admin	Shimoga	Bhadravati	ngo nic
Main Menu			Sign Out
District select	✓ Month [	SELECT MONTH 💌	YearSELECT YEAR 🗸
		PROCESS	BACK

Figure 24: NGO Monthly Progress Report Page

 Select District, Month and Year from dropdown list and click the Process Button (Refer Figure 24: NGO Monthly Progress Report Page). The details of that particular District NGO Monthly Details will be displayed accordingly (Refer Figure 25: NGO Monthly Progress Report ).

<u>(</u>	Govern	nment on the of States of	f Karnata Services	aka to Citizens	(GSC)	- HelnDi	esk	
ote: Please	ensure that spe	ecial character	rs and words (	TRUNCATE , DATABASI	E , TABLE , COL	UMN , SELECT , I	DROP , UPDATE , GRAN	T, INSERT,
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District /	ALL	×		Ionth JANUARY	¥	- Li	Year 2013	
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Bangalore	Bangalore East	M □ ngo nic	Conthly Prog	activity for nic sub activity1	2013 TARGET 11 22	ACHIEVED 10 23		
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■ Bangalore	Bangalore East	M Ongo nic	Conthly Progr	eress Report	2013 TARGET 11 22 33 33 44	ACHIEVED 10 23 34		
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■ Bangalore	Bangalore East Bangalore North	M ngo nic Bngo4	activity1 activity2 activity5 activity6	activity for nic sub activity 1 SUBACTIVITY1 TEST	2013 TARGET 11 22 33 33 33 33 44 44 55 545	ACHIEVED 10 23 34 		

Figure 25: NGO Monthly Progress Report