



## Table of Contents

<b>1 LOGIN.....</b>	<b>2</b>
<b>2 SERVICE.....</b>	<b>3</b>
2.1 DAILY REPORT ENTRY:.....	3
2.2 MONTHLY ACTIVITY ENTRY: .....	5
2.3 MONTHLY PROGRESS ENTRY:.....	8
<b>3 CHANGE PASSWORD.....</b>	<b>9</b>
<b>4 DC LOGIN .....</b>	<b>11</b>
4.1 DC RATINGS AND COMMENTS.....	11
<b>5 REPORTS .....</b>	<b>13</b>
5.1 MONTHLY HELPDESK REPORTS: .....	13
5.2 MONTHLY PROGRESS REPORT: .....	16



## 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](http://www.kgsc.kar.nic.in/ngohd_training)). The NGO login page will be displayed (Refer Figure 1: NGO - Login page).

Government of Karnataka  
Guarantee of Services to Citizens(GSC) - HelpDesk

Login(Ver.1.A. Rel.01.03.13)

User Name

Password

Login Exit

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 Citizens(GSC) - HelpDesk

ngo\_bng Bangalore Bangalore North test

Main Menu :: <<< MAIN MENU >>> :: Sign Out

Services ▶ Others ▶

Figure 2: NGO - Main Menu



**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:**

1. 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).



Figure 3: NGO – Daily Report Entry

Figure 4: NGO – Daily Report Entry Form



ngo_bng	Bangalore	Bangalore North
Main Menu	:.<<< Daily Report Entry >>>.: Sign Out	
Name Of Citizen:	<input type="text"/>	
Address of the Citizen:	<input type="text"/>	
Door no/Street Name:	<input type="text"/>	
District:	Bangalore	
Taluk:	select	
Hobli:	select	
Village:	<input type="text"/>	
Mobile No:	<input type="text"/>	
Department Name:	select	
Reason for Approaching help Desk:	select	
Nature Of Enquiry:	select	
Brief Summary Of Response / Service Rendered:	<input type="text"/>	
Nature of service Provided by Help Desk:	select	
Whether Suitable help/information Provided?	<input type="radio"/> Yes <input checked="" type="radio"/> No	
If No Reasons:	<input type="text"/>	
Date of Visit:	<input type="text"/>	
Time slot of Visit:	select	
Save Cancel		
IT Solution By National Informatics Centre, Bangalore		

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 provided details like Name of the Department, Reason for approaching, 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).

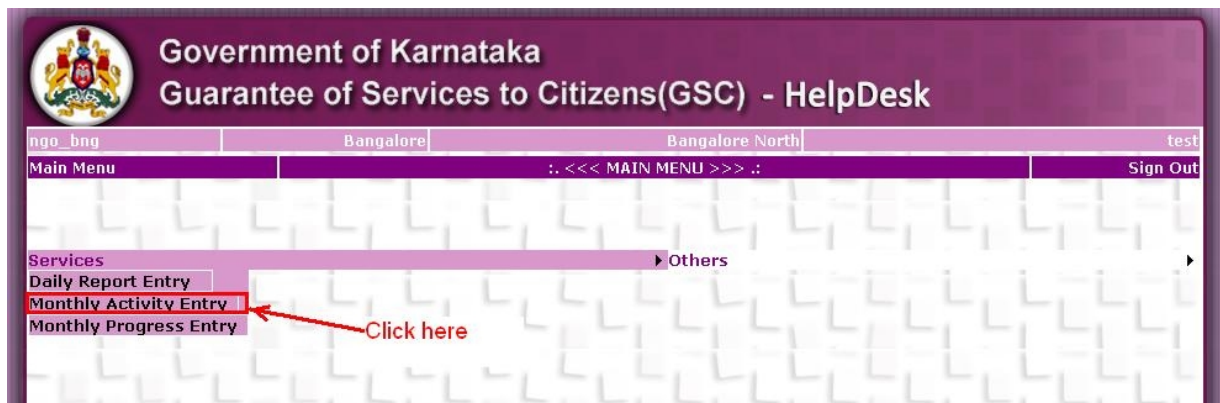


Figure 6: NGO – Monthly Activity Entry Menu

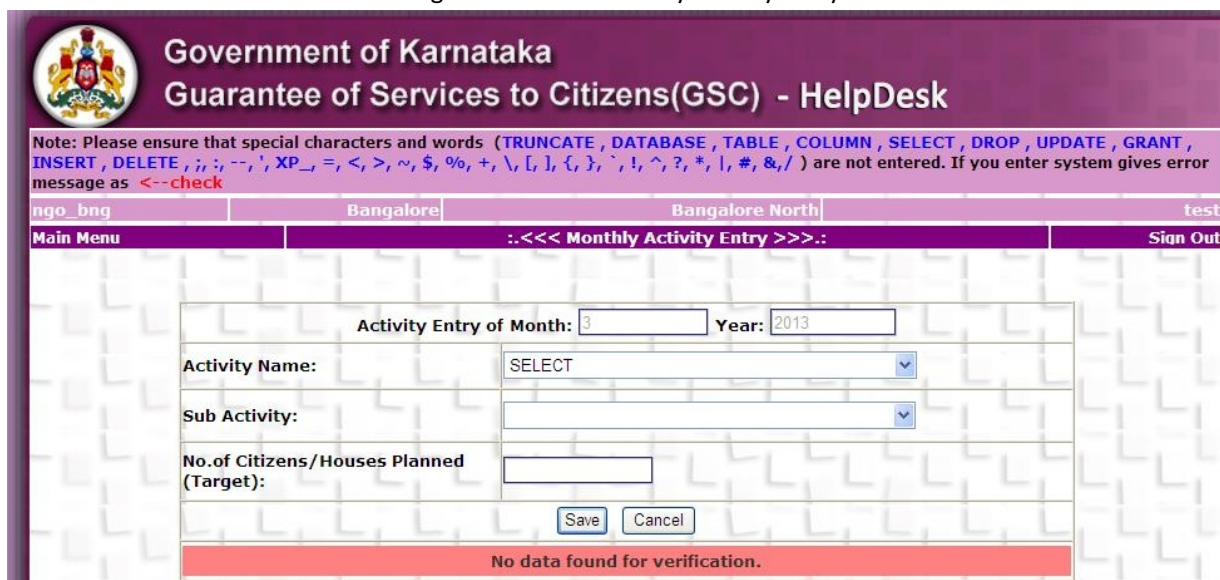


Figure 7: NGO – Monthly Activity Entry Form

- 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 Available between current month of 1 to 10.





## 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:

1. 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).



Figure 10: NGO – Monthly Progress Entry

Activity name	Subactivity	Target	Achieved
<a href="#">Edit</a> testing	sub activity1	45	
<a href="#">Edit</a> act	test	55	
<a href="#">Edit</a> test1	ngo subactivity	66	

Figure 11: NGO – Monthly Progress Entry Form

2. 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).





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, ;, ;-, ;', XP\_, =, <, >, ~, \$, %, +, \, |, {, }, `', !, ^, ?, \*, !, #, &, / ) are not entered. If you enter system gives error message as <--check

ngo\_bng Bangalore Bangalore North test

Main Menu :.<<< Monthly Progress Entry >>>.: Sign Out

Progress Entry of Month: 3 Year: 2013

No. of Persons Visited Help Desk During the Month: 4

Highest Peak Hour Slot: 11-12 AM

	Activity name	Subactivity	Target	Achieved
Edit	testing	sub activity1	45	44
Edit	act	test	55	54
Update Cancel	test1	ngo subactivity	66	<input type="text"/>

Save Cancel

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:

1. 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).

Government of Karnataka  
Guarantee of Services to Citizens(GSC) - HelpDesk

ngo\_bng Bangalore Bangalore North test

Main Menu :.<<< MAIN MENU >>>.: Sign Out

Services

Others  
Change Password

Click Here

Figure 13: Change Password



**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 , XP\_ , = , < , > , @ , \$ , % , + , \ , [ , ] , { , } , ' , ~ , ^ , ? , \* , # , & / ) are not entered. If you enter system gives error message as <--check**

ngo_bng	Bangalore	Bangalore North	test	
Main Menu		:;<<< Change Password >>>:;		Sign Out


	Officer Logged In :	ngo_bng		
	Current Password :	<input type="password"/>		
	New Password :	<input type="password"/>		
	Re-enter New password :	<input type="password"/>		
		<input type="button" value="Change"/>	<input type="button" value="Clear"/>	<input type="button" value="Exit"/>

Figure 14: Change Password page

1. In the screen as shown in Figure: Change Password page, enter all the relevant details in appropriate 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.



## 4 DC Login

### Instructions:

1. Open the NGO HelpDesk website ([http://www.kgsc.kar.nic.in/ngohd\\_training](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).



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









2. 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 ).

**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 , ; , ;- , ; XP , = , < , > , ~ , \$ , % , + , \ , [ , ] , { , } , ; , ;- , ; \* , ; , = , & / / ) are not entered. If you enter system gives error message as <--check

nic\_admin Shimoga Bhadravati ngo nic

Main Menu Sign Out

District: ALL Month: JANUARY Year: 2013

PROCESS BACK

1 of 1 100% Find | Next

**Month Wise Report**

			2013			
			No Of Citizen Serviced	No Of Citizen Unable to Help	Peak Hour Slot	Rating BY DC ADC
Bangalore	Bangalore East	ngo nic	10	4	11-12 AM	Very Good
		Taluk Total	10	4	11-12 AM	Very Good
	Bangalore North	ngo4	6	2	12-01 PM	Good
		Taluk Total	6	2	12-01 PM	Good
	Dist Total		16	6	12-01 PM	Good
Bangalore Rural	Dist Total		13	2	11-12 AM	Good
	Grand Total		29	8		

Figure 21: NGO Monthly HelpDesk Report

3. NO of Citizens Serviced Hyperlink is Provided Click on link you will get Number of citizens Seved 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)



**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 , ; , / , % , ~ , \* , & , + , \ , [ , ] , { , } , ^ , ? , \* , | , # , & / ) are not entered. If you enter system gives error message as <--check

nic\_admin Shimoga Bhadravati ngo nic

Main Menu Sign Out

District ALL Month JANUARY Year 2013

PROCESS BACK

1 of 1 100% Find | Next

**No Of Citizen Service**

S.no	Citizen Name	Mobile No	Date Visit	Service Name	Enquiry Name
1	citizen 3	1111111111	12/01/2013	SeviceNature2	Uses Benefits of Sakala
2	citizen 2	1111111111	12/01/2013	SeviceNature3	Uses Benefits of Sakala
3	citizen1	1111111111	12/01/2013	SeviceNature1	Appeals & Other actions
4	citizen 6	2222222222	12/01/2013	SeviceNature2	How to Fill Application Forms
5	citizen 4	1111111111	12/01/2013	SeviceNature2	What is CC?

Figure 22: NGO NO of Citizens Served

**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 , ; , / , % , ~ , \* , & , + , \ , [ , ] , { , } , ^ , ? , \* , | , # , & / ) are not entered. If you enter system gives error message as <--check

nic\_admin Shimoga Bhadravati ngo nic

Main Menu Sign Out

District ALL Month JANUARY Year 2013

PROCESS BACK

1 of 1 100% Find | Next

**No Of Citizen Unable to Help**

S.No	Citizen Name	Date Visit	Mobile Number	Enquiry Name	Service Desc
1	citizen34	12/01/2013	1111111111	Location of Offices - Address Enquiry	SeviceNature2
2	citizen 6	12/01/2013	2222222222	How to Fill Application Forms	SeviceNature2
3	citizen 4	12/01/2013	1111111111	What is CC?	SeviceNature2

Figure 23: NGO NO of Citizens Unable to Serviced





## 5.2 Monthly Progress Report:

### Instructions:

1. 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.

Figure 24: NGO Monthly Progress Report Page

2. 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 ).

Monthly Progress Report				2013	
				TARGET	ACHIEVED
Bangalore East	ngo nic	activity1	activity for nic	11	10
			sub activity1	22	23
		activity2	SUBACTIVITY1	33	34
		TEST	33		
		activity5		44	
		activity6		55	
Bangalore North	ngo4			545	558
Bangalore Rural				1121	1111

Figure 25: NGO Monthly Progress Report