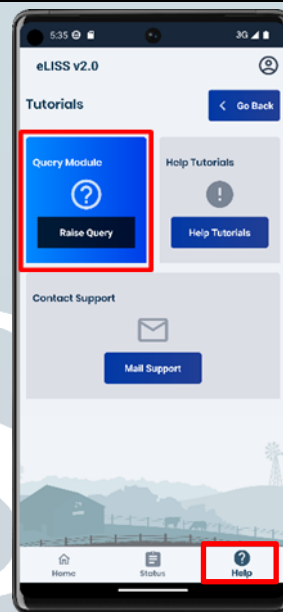


Steps for raising query using Query Module

A query module is developed for Enumerator/Supervisor/District Nodal Officer (DNO) to raise the query for the year 2024-2025. It is requested that all the queries may be raised using this query module only. Query module allows users to track the status of the query – **Responded**/ **In-Process**/ **Resolved**. In no case user can raise the query directly on whatsapp zonal groups. However, user can share the raised query on whatsapp using the provided share option in the Query Module.

Step 1:

Go to the “Help” tab and click on the “Query Module”.



Step 2:

Click 'Raise Query' button to raise a query.

A query form will appear to raise the query.



Step 3:

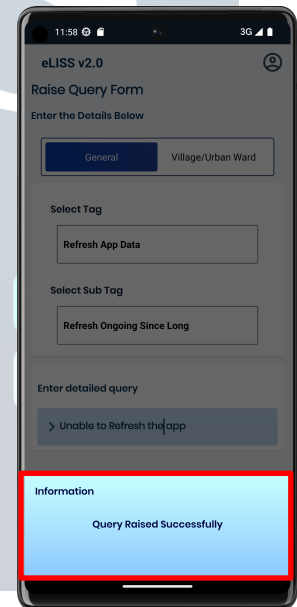
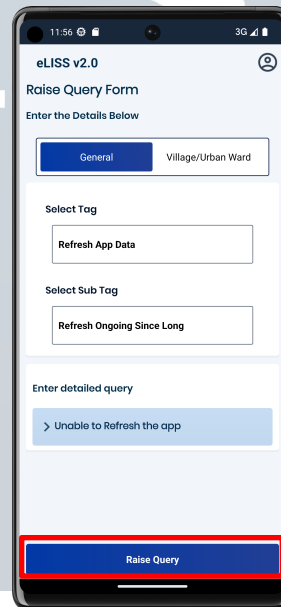
Enter Details for the query in the Raise Query Form.

Select Tag from the drop-down.

Select Sub-Tag from the drop-down.

Enter the detailed query in not more than 100 words.

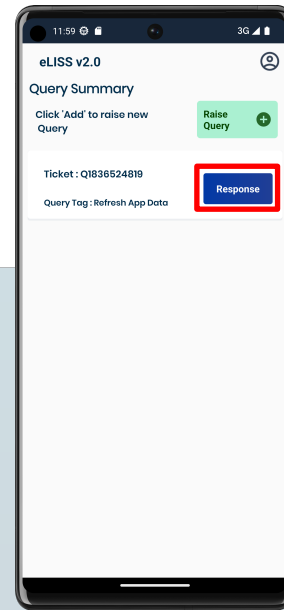
Click 'Raise Query' button to raise the query.



Step 4:

A ticket number will be generated for each query raised.

Click on the "Response" button to see the solution of the query.

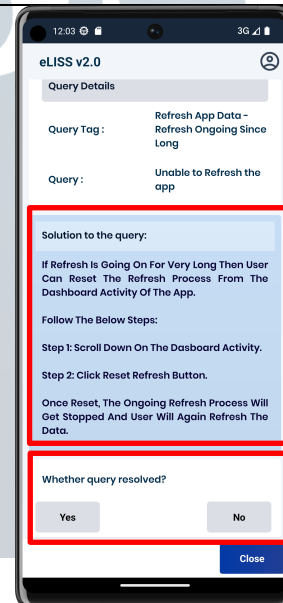


Step 5:

The provided solution to the query can be read on the screen.

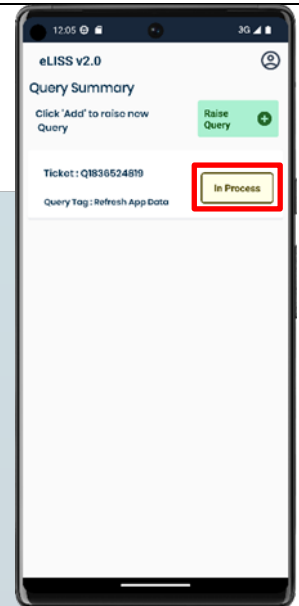
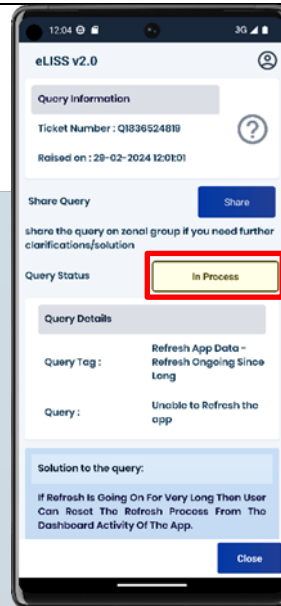
If query is resolved then click "Yes".

If query is not resolved then click "No".



Step 6:

If the user clicks “No” then the status of the query changes to “In Process” and user will receive a new response for the query.



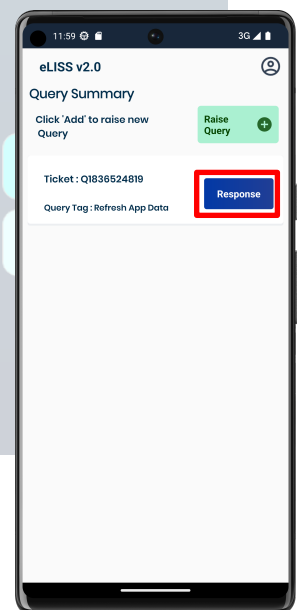
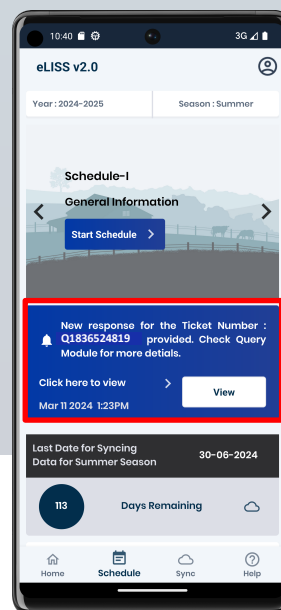
Step 7:

User will receive notification on schedule/home tab for the new response.

Query status for the ticket number will again be changed to “Response” from “In Process”.

If the query is still not resolved, again click “No”.

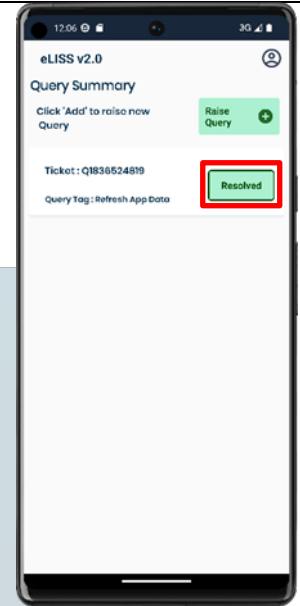
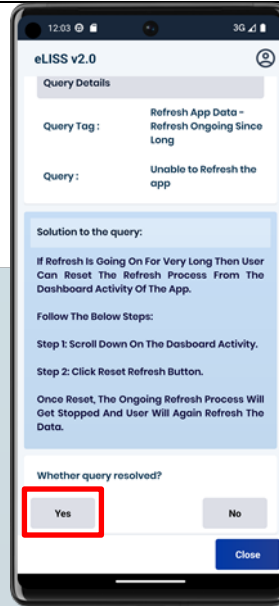
Now status will again change to “In Process” and user will receive another new response.



Step 8:

If the response is “Yes”, then the query is resolved.

The status of the query is updated to “Resolved”.



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