**Dispute Redressal Module**

**Maandhan.in**

**CSC e-Governance Services India Limited 2019**

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# What is dispute module?

A dispute function in Maandhan.in portal is to handle & resolve the cases of customers whose mandate forms have been rejected due to invalid bank details and need correction by customers.

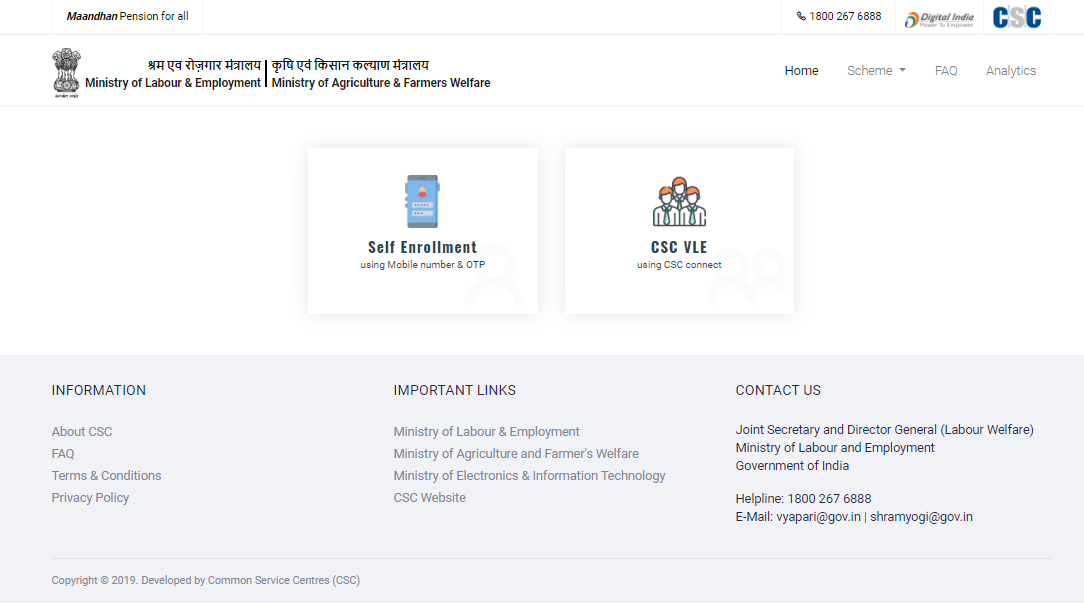
# Procedure to resolve dispute cases:

## Step 1

Open [https://maandhan.in](https://maandhan.in/).

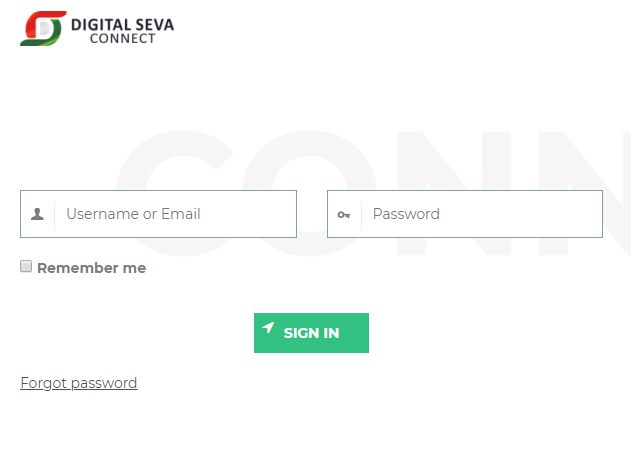
## Step 2

User has options to login Self Enrollment or by CSC VLE.



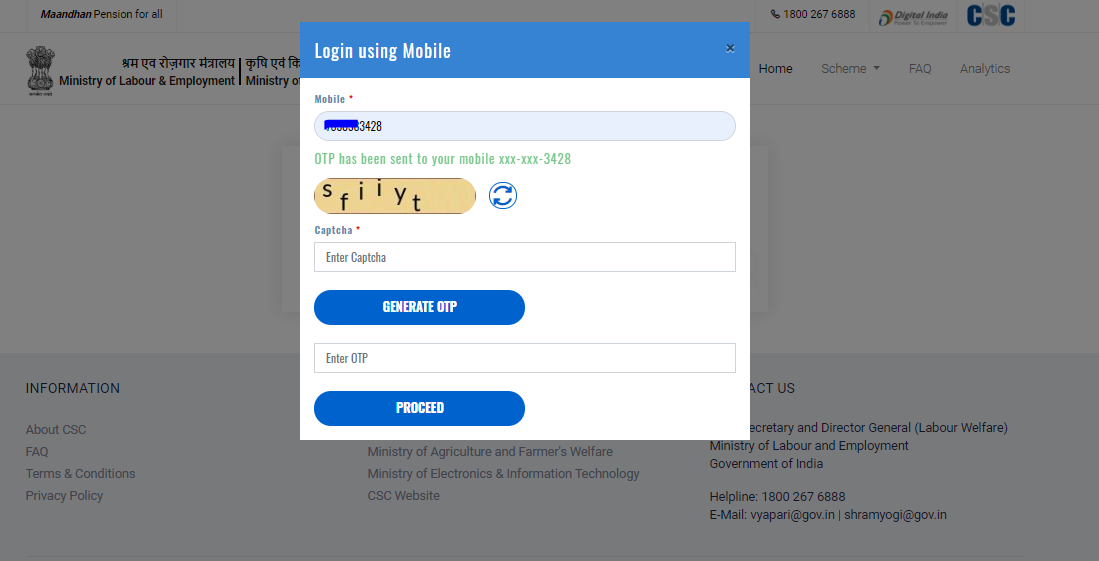
## Step 3

For VLE Login users, they have to enter their CSC ID & Password and hit SIGN IN button.



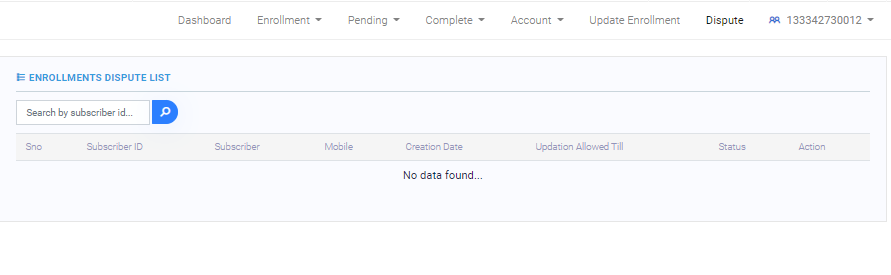
## Step 4

For Guest Login users, they have to enter their Mobile Number, Captcha and click on Proceed button.



## Step 5

Now User/VLE have successfully login to the dashboard. Click on “Dispute” tab.



## Step 6

In dispute table, VLE can see the number of rejected enrolments out of the total enrolments he/she has done.

Similarly, user can see his/her rejected enrolments details.

Rejected enrolment details available on the portal are following:

1. Subscriber ID
2. Subscriber Name
3. Mobile Number
4. Creation Date (Date on which dispute details are available on portal)
5. Update allowed till
6. Status
7. Action

## Step 7

Now user/VLE will click on Action required.

## Step 8

A form will get open where updation is required and user/VLE can continue to complete the process.

For example:

* If mandate is rejected because of the incorrect bank details then user has to update his/her bank details.
* Next, print the mandate form.
* Sign and upload the mandate form in the panel.

## Step 9

Once the details are updated, dispute cases will be resolved.