



## **KTU User Manual Suraksha Claim for student**

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# 1 Preface

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This is one of the user manuals intended for the users of the e-Gov Portal of APJ Abdul Kalam Technological University.

## 1.1 Overview

This user manual covers the feature of the Suraksha Claim Requesting in Suraksha module, including the process of submitting a claim request and the subsequent steps after a decision has been made on the request.

## 1.2 Audience

This document provides guidance for students on how to request a Suraksha claim for a specific academic year under the available claim types.

## 1.3 Prerequisites

The following are the requirements for all the machines using the application

- Supported browsers - Chrome 16 + , Firefox 11 + , Microsoft Edge, Safari 6 +
- Popup windows should be allowed, so disable popup blockers (if any) in the browser

## 1.4 Glossary

The following are some of the acronyms used in the user manual:

| Acronym            | Full Form                                       |
|--------------------|-------------------------------------------------|
| <i>KTU</i>         | <i>APJ Abdul Kalam Technological University</i> |
| <i>DDFS No</i>     | <i>Reference number for DDFS File</i>           |
| <i>Inline View</i> | <i>View file without downloading it</i>         |



# 1. Suraksha Claim Request

This document provides guidance for users for requesting a suraksha claim for a particular academic year against the provided claim types.

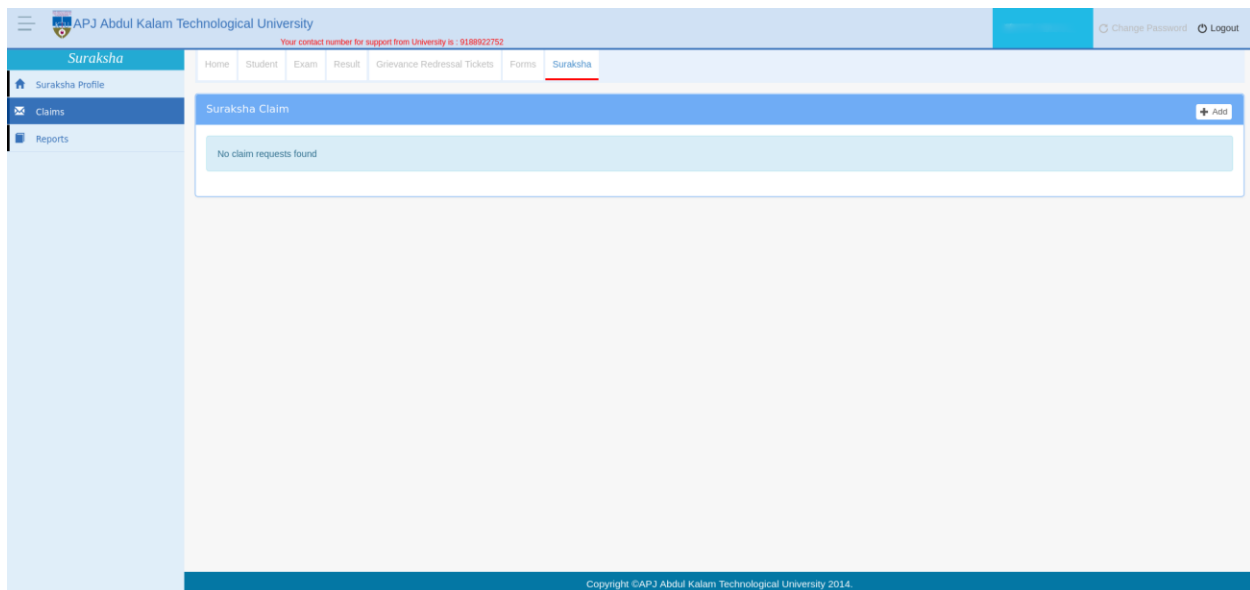
Suraksha Claim is a process through which students can submit requests for financial assistance or benefits under the Suraksha scheme.

## 1.1 Initiating claim request-

Navigation : **Student Login → Suraksha → Claims**

Upon navigating to this section, the user will see a UI displaying the list of existing claim requests. The user can also create a new claim request by clicking the Add button.

If no request has been initiated an alert message will be shown as below.



*Fig 1 : Claim requests listing UI*

On clicking Add button the user will be redirected to a new UI where the mandatory fields need to be entered in order to save the claim request.

The fields include;

- Academic Year
- Claim Type

If the user selects Illness, they can choose the appropriate illnesses from the available options in the chosen box.

If the user selects Accident, two options will be displayed — **Motor Vehicle Accident** and **Other Accidents** — from which the user can choose.

- Attachment – (for proof)

APJ Abdul Kalam Technological University

Your contact number for support from University is : 9108922752

Change Password Logout

Suraksha

Home Student Exam Result Grievance Redressal Tickets Forms Suraksha

Suraksha Profile

Claims

Reports

Request Suraksha Claim

Back

Enrolled Details

Register Number : [Redacted] Suraksha Enrolled Date : 03/09/2024

Suraksha Number : [Redacted] Institution Name : COLLEGE OF ENGINEERING TRIVANDRUM

Academic Year: -Select-

Claim Type: -Select-

Attachment: No file selected. [Browse]

Maximum Document Size permitted 122.0703125 MB

Supported Document File Types (pdf, docx, doc, ppt, pptx, xls, xlsx, jpeg, png, gif, mp3, mp4, avi, flv, h264, h265, mkv, mov, mpeg, mp4, webm, wmv, x264, x265)

Save Submit

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***Fig 2 : Adding new claim request***

Once all the details are entered, the user can choose to **partially save** the information, allowing it to be edited later in case of any errors. If the user is confident that all the details are correct, they can click the **Submit** button, upon which a confirmation popup message will appear.

The screenshot shows the 'Request Suraksha Claim' form on the APJ Abdul Kalam Technological University portal. A confirmation dialog box is displayed in the center, asking 'Are you sure you want to submit claim request?' with 'Yes' and 'No' buttons. The form fields include:

- Enrolled Details:** Register Number, Suraksha Enrolled Date (03/09/2024), Suraksha Number, Academic Year, Claim Type, Type of Accident (Motor Vehicle Accident), and Attachment (Recognition 3.pdf).
- Buttons:** Save, Submit, and a Back button in the top right.

Footer: Copyright ©APJ Abdul Kalam Technological University 2014.

**Fig 3 : Saving Claim Request**

After the details are submitted, the user will be redirected to the previous listing screen, where the newly submitted claim will be displayed along with its entered details. The claim status at this stage will be shown as “Submitted.”

The screenshot shows the 'Suraksha Claim' listing screen. It displays a table with one row representing a submitted claim:

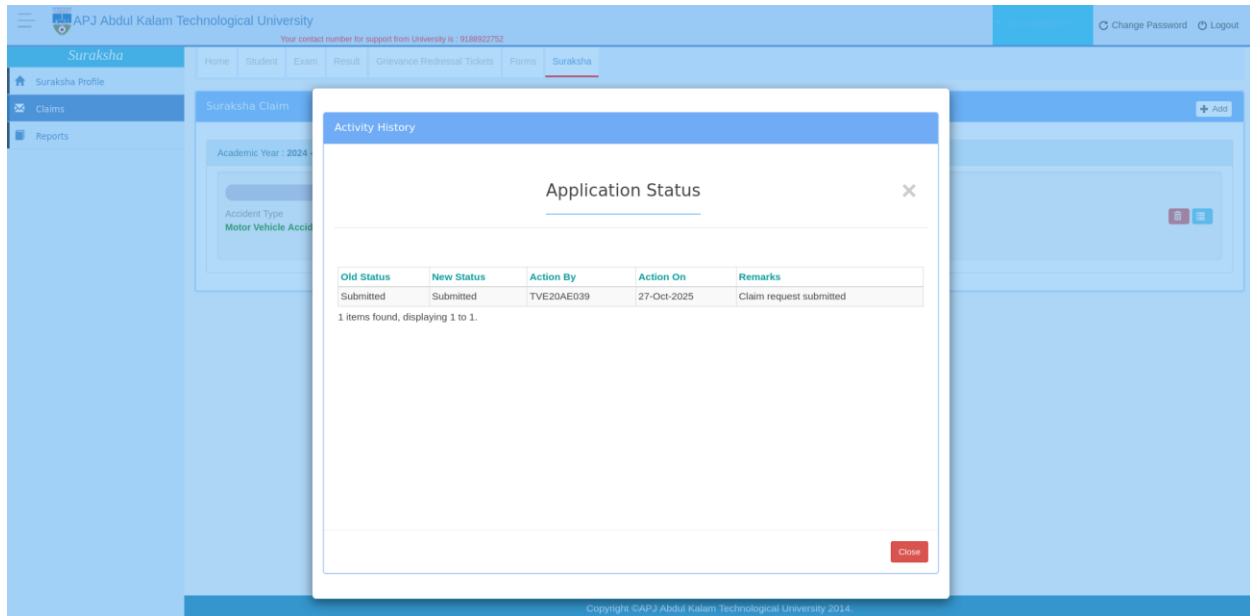
| Claim Type : Accident                   |                     |                                     | Submitted |
|-----------------------------------------|---------------------|-------------------------------------|-----------|
| Accident Type<br>Motor Vehicle Accident | Claimant<br>Student | Attachment Details<br>View Document |           |

Additional details: Academic Year : 2024 - 2025. A '+ Add' button is in the top right. Footer: Copyright ©APJ Abdul Kalam Technological University 2014.

**Fig 4 : Listing submitted claim requests**

The user can view the activity history of the claim request by clicking the view ‘**History button**’.

Along with the **History** button, the user can delete a claim request if it was created by mistake by clicking the **Delete Claim** button. If deleted the status of the claim request will be marked as Deleted and the request will not be taken further for processing.

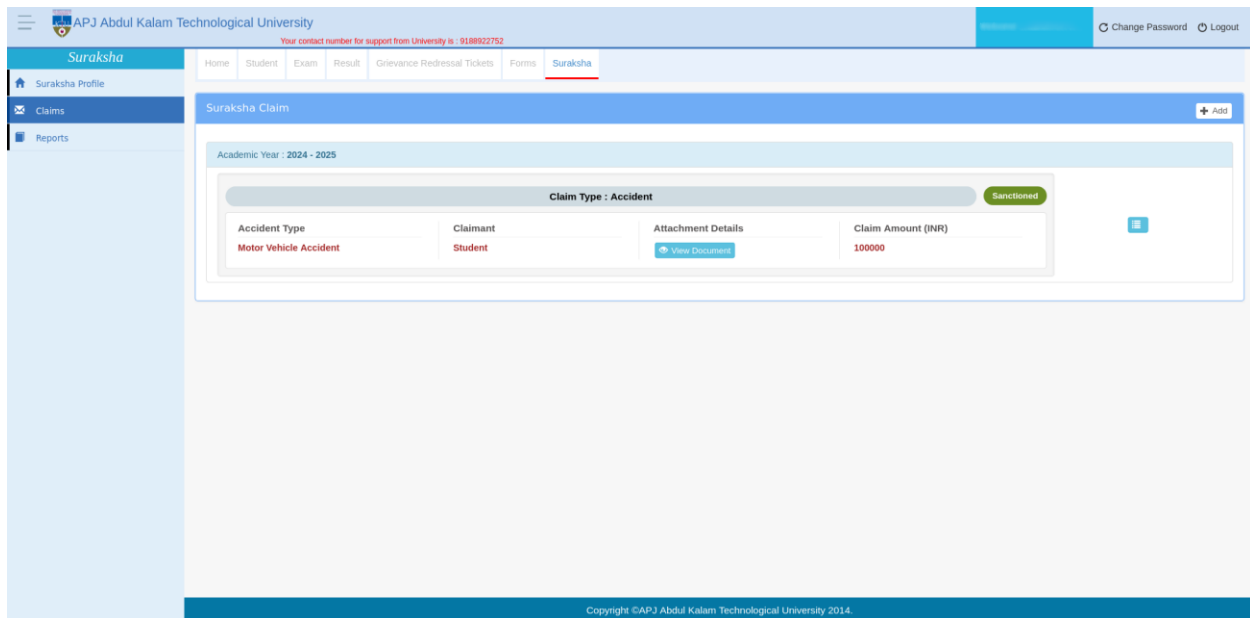


**Fig 5 : Activity History**

## 1.2 Claim Request Decision-

The insurance provider has the option to either **sanction the claim** by specifying the claim amount or **reject the claim** by providing an appropriate reason. Based on the selected action, the information displayed in the **Claim Request Listing** UI will vary accordingly.

If the claim is sanctioned, the status will be updated to “**Sanctioned.**” The sanctioned amount will also be displayed along with the details of the initiated claim request.



The screenshot shows the 'Suraksha Claim' page for the academic year 2024-2025. The claim type is 'Accident' and the status is 'Sanctioned'. The claimant is a 'Student' and the accident type is 'Motor Vehicle Accident'. The claim amount is ₹100,000. There is a 'View Document' link for the attachment details.

| Claim Type : Accident                          |                            |                                                     |                                     |
|------------------------------------------------|----------------------------|-----------------------------------------------------|-------------------------------------|
| Accident Type<br><b>Motor Vehicle Accident</b> | Claimant<br><b>Student</b> | Attachment Details<br><a href="#">View Document</a> | Claim Amount (INR)<br><b>100000</b> |

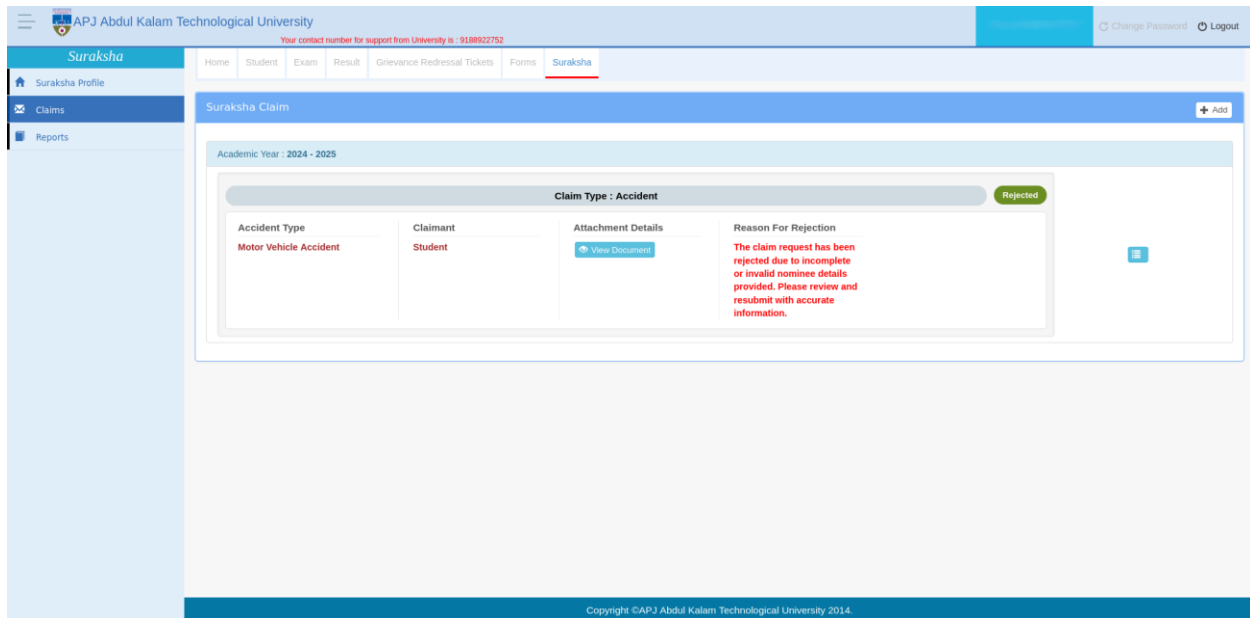
Sanctioned

Academic Year : 2024 - 2025

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***Fig 6 : Claim Sanctioned***

If the claim is rejected, the status will be updated to “Rejected.” The rejected reason will also be displayed along with the details of the initiated claim request.



The screenshot shows the 'Suraksha Claim' page for the academic year 2024-2025. The claim type is 'Accident' and the status is 'Rejected'. The claimant is a 'Student' and the accident type is 'Motor Vehicle Accident'. The reason for rejection is displayed: 'The claim request has been rejected due to incomplete or invalid nominee details provided. Please review and resubmit with accurate information.' There is a 'View Document' link for the attachment details.

| Claim Type : Accident                          |                            |                                                     |                                                                                                                                                                                 |
|------------------------------------------------|----------------------------|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Accident Type<br><b>Motor Vehicle Accident</b> | Claimant<br><b>Student</b> | Attachment Details<br><a href="#">View Document</a> | Reason For Rejection<br><b>The claim request has been rejected due to incomplete or invalid nominee details provided. Please review and resubmit with accurate information.</b> |

Rejected

Academic Year : 2024 - 2025

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***Fig 7 : Claim request rejected***

**Note:** Student cannot submit a new claim if a previously requested claim is still pending a decision. Additionally, the student must be enrolled in the academic year for which the claim is being requested.

Additionally a student is restricted from editing or deleting any claim request initiated by the institution for that student.