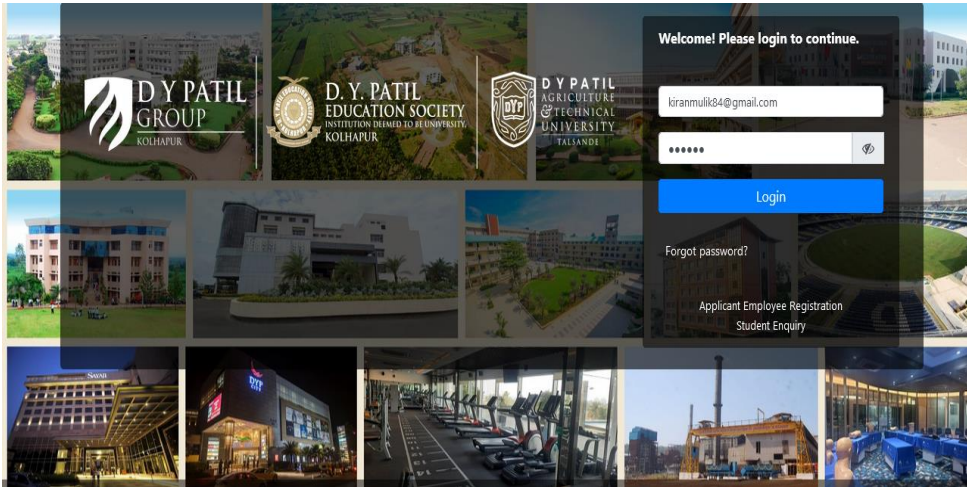


User Manual
**Online Student Grievance Redressal
System**

login Link: me.dypgroup.edu.in

For Student:

Step 1: Login to Student Account with User Id and Password.

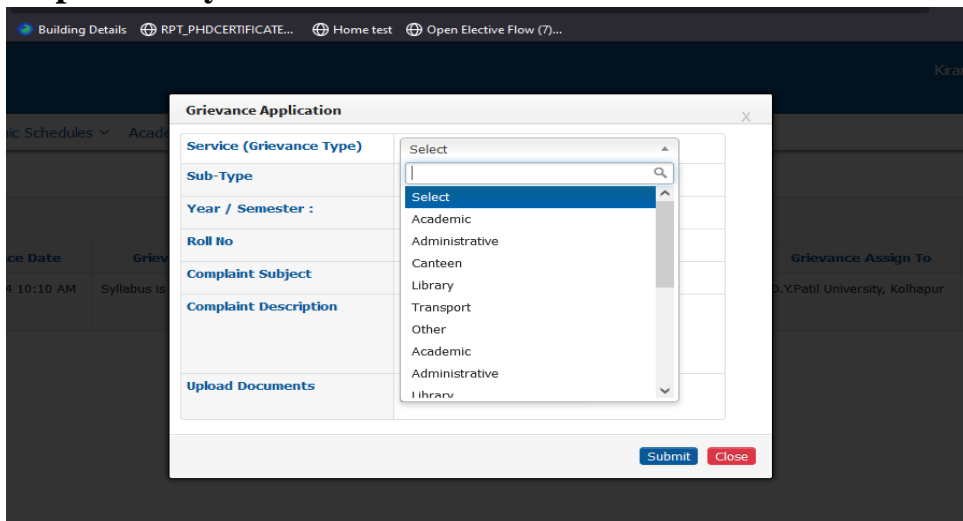


Step 2: Communication >> Raise Grievance

Step 3: click on Add New

Sr.No	Grievance Id	Grievance Date	Grievance Subject	Description	Grievance raised for	Comment	Grievance Assign To	View Document	Status
1	000006	Jan 19, 2024 10:32 AM	Subject teacher... view more...	Grievance Ty... view more...	Academic		D.Y.Patil University, Kolhapur	Not Uploaded	Pending

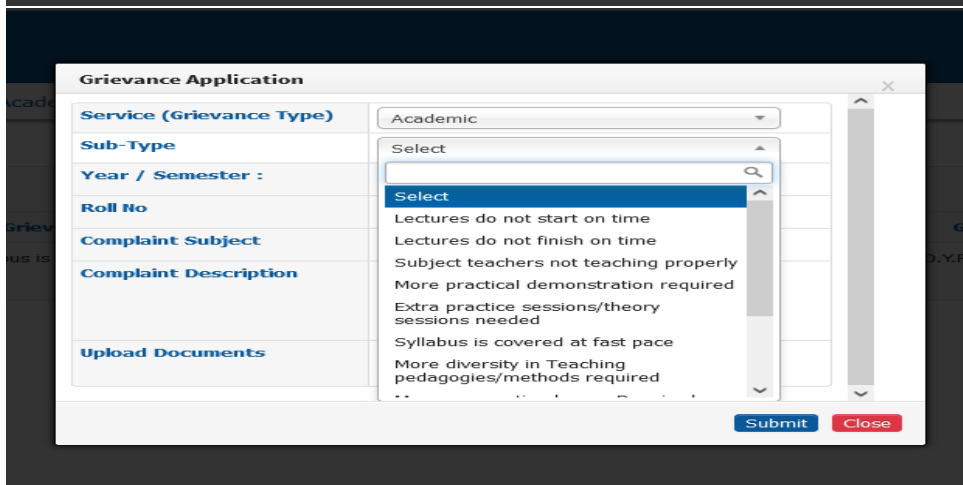
Step 4: Add your Grievance



The screenshot shows the 'Grievance Application' form with the following fields:

- Service (Grievance Type):** Select
- Sub-Type:** Select
- Year / Semester :** Select
- Roll No:** Select
- Complaint Subject:** Select
- Complaint Description:** Select
- Upload Documents:** Select

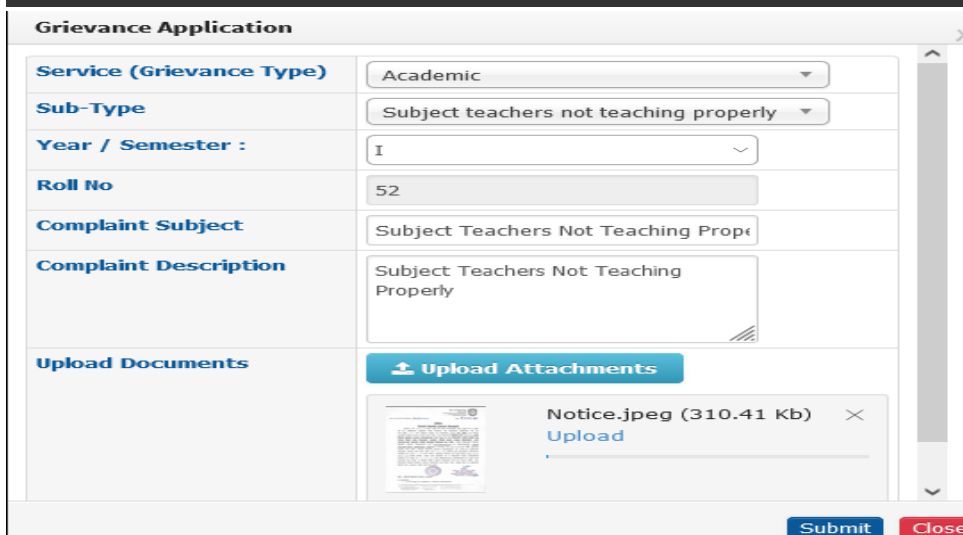
Buttons: **Submit** (blue), **Close** (red)



The screenshot shows the 'Grievance Application' form with the following fields:

- Service (Grievance Type):** Academic
- Sub-Type:** Select
- Year / Semester :** Select
- Roll No:** Select
- Complaint Subject:** Select
- Complaint Description:** Select
- Upload Documents:** Select

Buttons: **Submit** (blue), **Close** (red)

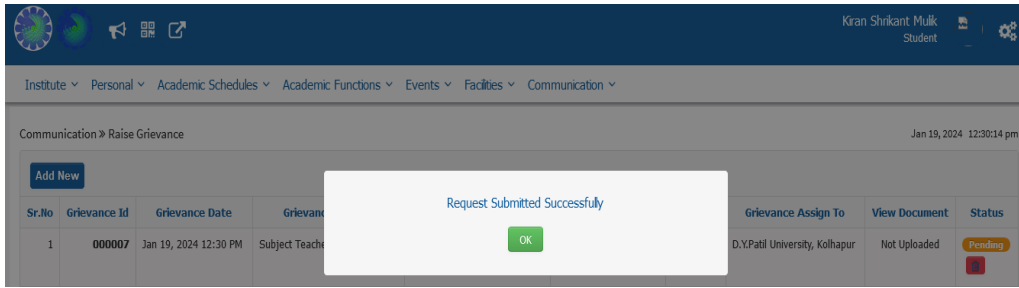


The screenshot shows the 'Grievance Application' form with the following fields:

- Service (Grievance Type):** Academic
- Sub-Type:** Subject teachers not teaching properly
- Year / Semester :** I
- Roll No:** 52
- Complaint Subject:** Subject Teachers Not Teaching Prop
- Complaint Description:** Subject Teachers Not Teaching Property
- Upload Documents:** **Upload Attachments** (button)

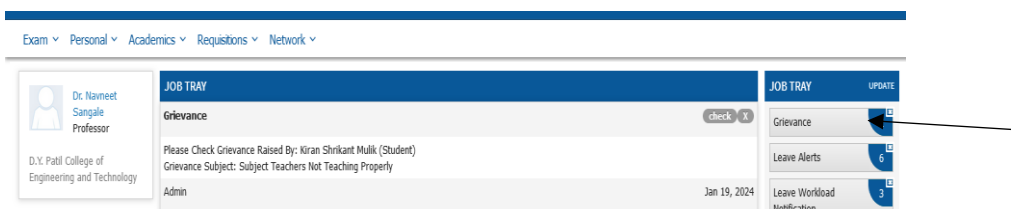
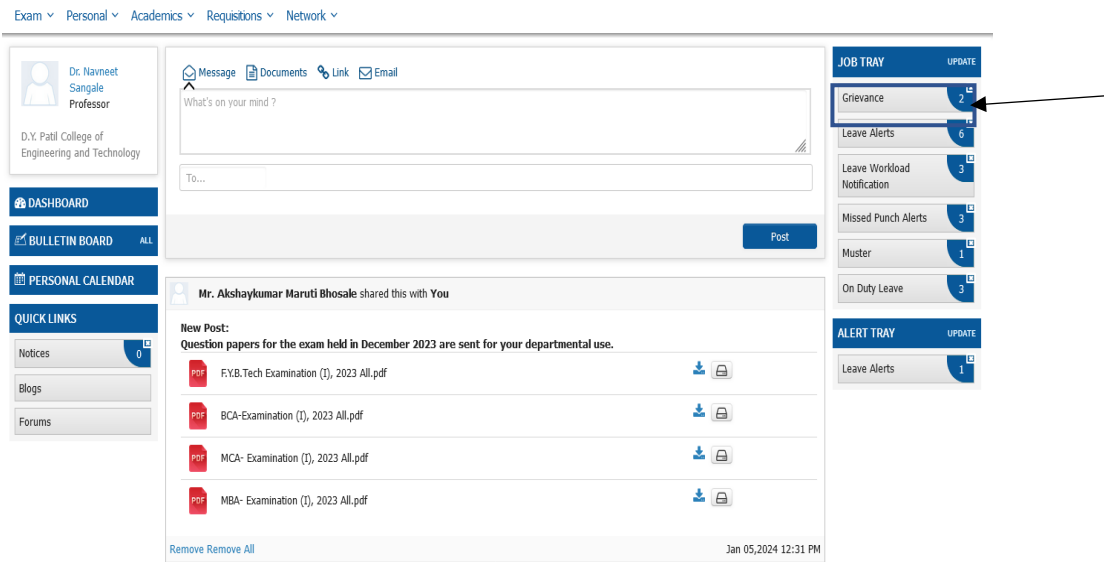
Buttons: **Submit** (blue), **Close** (red)

Uploaded Document: Notice.jpeg (310.41 Kb) **Upload** (button)



For Staff: Student Grievance Redressal Committee Members

Step 1: Grievance raised by student is assigned to student Grievance Redressal Committee Members. Grievance is visible in Job Tray.



Step 2: Check the Grievance

Exam ▾ Personal ▾ Academics ▾ Requisitions ▾ Network ▾

★ GRIEVANCE APPLICATIONS JAN 19, 2024 12:33:39 PM ⓘ

From Date: To Date:

New Application In Process Application Closed Application

Sr. No.	Grievance No.	Grievance Service	Grievance Type	Grievance Raised On	Grievance Raised By	Grievance Subject	Grievance Description	Supporting Document	Grievance Status	Actions
1	0007	Academic	Subject teachers not teaching properly	Jan 19, 2024 12:30 PM	Kiran Shrikant Mulik	Subject Teacher... view more..	Grievance Ty... view more..	--	Pending	Action

Step 3: Here you can Add Comment to Grievance/Close the Grievance /Assign to Other

Exam ▾ Personal ▾ Academics ▾ Requisitions ▾ Network ▾

★ GRIEVANCE APPLICATIONS JAN 25, 2024 11:29:20 AM ⓘ

From Date: To Date:

New Application In Process Application Closed Application

Sr. No.	Grievance No.	Grievance Service	Grievance Type	Grievance Raised On	Grievance Raised By	Grievance Subject	Grievance Description	Supporting Document	Grievance Status	Actions
1	0008	Academic	Lectures do not finish on time	Jan 23, 2024 10:58 AM	Pranjal Rajeev Mohite	Lecture issue	Grievance Ty... view more..	--	Pending	Action
2	0007	Academic	Subject teachers not teaching properly	Jan 19, 2024 12:30 PM	Kiran Shrikant Mulik	Subject Teacher... view more..	Grievance Ty... view more..	--	Pending	<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <ul style="list-style-type: none"> <input type="checkbox"/> View Comment <input type="checkbox"/> Add Comment <input type="checkbox"/> Close <input type="checkbox"/> Assign To Other </div>
3	0007	Academic	Subject teachers not teaching properly	Jan 19, 2024 12:30 PM	Kiran Shrikant Mulik	Subject Teacher... view more..	Grievance Ty... view more..	--	Pending	Action
4	0006	Academic	Subject teachers not teaching properly	Jan 19, 2024 10:32 AM	Kiran Shrikant Mulik	Subject teacher... view more..	Grievance Ty... view more..	--	Pending	Action
5	0006	Academic	Subject teachers not teaching properly	Jan 19, 2024 10:32 AM	Kiran Shrikant Mulik	Subject teacher... view more..	Grievance Ty... view more..	--	Pending	Action

Step 3.1.: You can Add Comment

COMMENT ✕

Comment should visible to grievance raiser.

Step 3.2: Assign the Grievance to Concern Committee Member

Grievance Application Assign To Other Employee

Assign To Other Employee :	<input type="text" value="Litesh VasANJI Malade [lvmalde.dypce..."/>
Remark:	<div style="border: 1px solid #ccc; height: 40px; padding: 5px;">In process</div> <p><input checked="" type="checkbox"/> Show to grievance raiser.</p>

Step 3.3: You can Close the Grievance.

Grievance Description

Comment should visible to grievance raiser

Step 4: Assigned concern Employee

The screenshot shows a user interface for Dr. Litesh Malade, Professor at D.Y. Patil College of Engineering and Technology. The top navigation bar includes tabs for Exam, Personal, Academics, Requisitions, and Network. The main content area features a message editor with a rich text toolbar. On the right, a 'JOB TRAY' displays various tasks with counts: Delegated Lecture (2), Lead Assignment (1), Exam (4), Grievance (1), Library Member Card (1), On Duty Leave (14), and Document Request (15). The left sidebar contains quick links for Dashboard, Bulletin Board, Personal Calendar, and Quick Links.

Step 4.1: It will be visible in New Application

★ GRIEVANCE APPLICATIONS

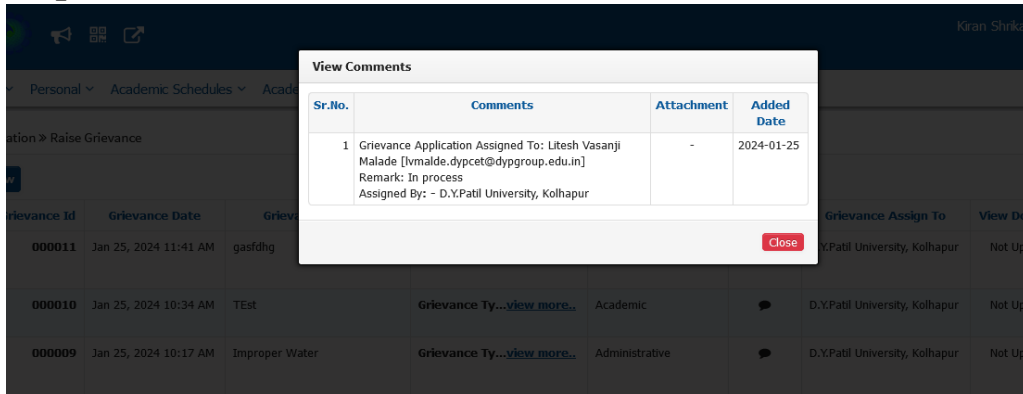
From Date: Jan 01,2024

[New Application](#)
[In Process Application](#)
[Closed Application](#)

Sr. No.	Grievance. No.	Grievance Service	Grievance Type	Grievance Raised On
1	00011	Academic	Subject teachers not teaching properly	Jan 25, 2024 11:41 AM

Step 5: Status of Grievance is visible to Student Once Upgraded by Member

Step 5.1:



The screenshot shows a 'View Comments' modal window overlaid on a grievance management interface. The modal contains a table with the following data:

Sr.No.	Comments	Attachment	Added Date
1	Grievance Application Assigned To: Litesh VasANJI Malade [lvmalde.dypcet@dypgroup.edu.in] Remark: In process Assigned By: - D.Y.Patil University, Kolhapur	-	2024-01-25

A 'Close' button is visible at the bottom right of the modal. The background interface shows a list of grievances with columns for 'Grievance Id', 'Grievance Date', 'Grievance', 'Grievance Assign To', and 'View Details'.

Step 5.2: Closed

At student login it will show as Closed

2	000010	Jan 25, 2024 10:34 AM	TEst	Grievance Ty... view more..	Academic		D.Y.Patil University, Kolhapur	Not Uploaded	Closed Feedback
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