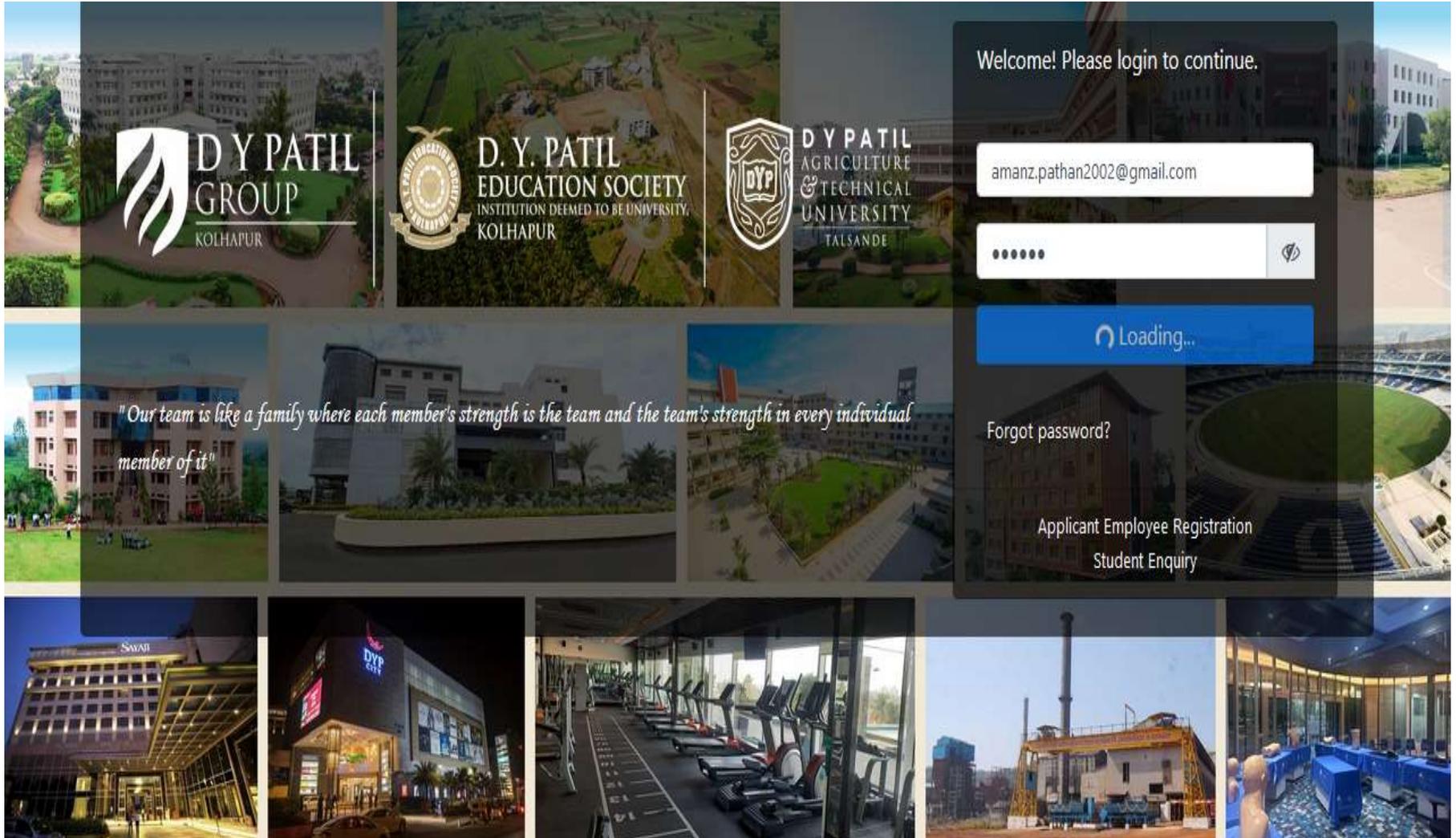


# **USER MANUAL**

## **Online Student Grievance Redressal System**

**login Link:[me.dypgroup.edu.in](http://me.dypgroup.edu.in)**

# 1. Login To Student Account with Mail Id and Password



# Path :Communication >>Grievance

The screenshot shows a student dashboard interface. At the top right, the user is identified as Aman Zakir Pathan, a Student. A navigation bar contains several menu items: Personal, Academic Schedules, Academic Functions, Facilities, and Communication. The Communication menu is currently open, showing options for Announcements, Messages, and Grievance. Below the navigation bar, there are four summary cards: Announcements (0), Assessment (0), Task (3), and Placement (0). A 'TODAY'S SCHEDULE' section indicates '(No schedule for Today)'. Below that is a 'BULLETIN BOARD' section with a 'View All Posts' link and a 'Compose' button. A post from Pravin Sarjerao Gharge is visible, sharing a PDF titled 'Scholarship form Reapply.pdf' with the user. The post includes a 'Remove' link and a timestamp of 'Apr 12, 2021 11:51 AM'. A comment input field is present at the bottom of the post.

**AMAN ZAKIR PATHAN**  
Roll No. :529, FY Semester I  
F.Y. B.Tech, E

**Navigation Menu:**  
Personal | Academic Schedules | Academic Functions | Facilities | **Communication** | Options

**Communication Dropdown:**  
Announcements  
Messages  
**Grievance**

**Summary Cards:**  
Announcements: 0  
Assessment: 0  
Task: 3  
Placement: 0

**TODAY'S SCHEDULE:**  
(No schedule for Today)

**BULLETIN BOARD:**  
View All Posts | Compose

**Post:**  
Pravin Sarjerao Gharge shared this with You  
Scholarship-EBC 2020-21 Sent Back ,Correction, & Reapply  
Scholarship form Reapply.pdf  
Remove | Apr 12, 2021 11:51 AM  
Enter Comment...



### 3. Click On Grievance Report

Complaint History										
Grievance Report										
10 records per page										Search: <input type="text"/>
Sr No.	Grievance Id	Status	Grievance Date	Closing Date	Grievance Details	Description	Grievance raised To	Comment	Grievance Assign To	View Document
1	2	Pending	Mar 25,2021		<b>Grievance Subject -</b> in Restroom their is no Facilities are not availibility of Fan and Provided In Restroom <b>Grievance Service -</b> Administrative <b>Grievance</b> <b>Complaint Type -</b> Improper Facility in Restrooms		Litesh VasANJI Malade	<a href="#">View Comments</a>	-	<a href="#">View</a>
2	7	Pending	May 30,2022		<b>Grievance Subject -</b> Purified water Purified water <b>Grievance Service -</b> Canteen <b>Grievance</b> <b>Complaint Type -</b> No purified drinking water is available	Purified Water is not available at Canteen. Kindly do Needful.	Ravindra Gurupad Benni Radhika Jinendra Dhanal Santosh Devidaspant Chede Litesh VasANJI Malade	<a href="#">View Comments</a>	-	<a href="#">View</a>

Complaint is send to committee members ERP Login

# Faculty>>Job Tray>>Grievance

Exam ▾ Personal ▾ Academics ▾ Requisitions ▾ Network ▾



Dr. Litesh Malade  
Associate  
Professor

D.Y. Patil College of  
Engineering and Technology

DASHBOARD

BULLETIN BOARD ALL

PERSONAL CALENDAR

QUICK LINKS

Notices 2

Blogs

Forums

Message Documents Link Email

What's on your mind ?

To...

Post



Aashna M Rukhsaar shared this with You

Department Of Computer Science & Engineering

## Department Vision, Mission and PEOs:

### Vision:

To create technocrats with a flair of advanced technology in Computer Science and Engineering so as to satisfy the Industrial and Societal needs.

### •Mission:

**M1:** To facilitate students with latest hardware, software technologies and technical expertise.

**M2:** To inspire and nurture creativity amongst the students.

**M3:** To make the students industry ready and inculcate entrepreneurship skills.

**M4:** To enrich students' technical skills for finding innovative solutions to societal needs.

### Program Educational Objectives (PEOs):

JOB TRAY UPDATE

Admission Applications 4

Admission Cancellation 1

Course File 3

Exam 1

Faculty Guide Allocation 2

Faculty,No Of  
Seat,Referee Allocation 1

Feedback 12

Grievance 5

Inventory Allocation 52

Inventory Request 33

Leave Alerts 35

Leave Application 4



Dr. Litesh Malade  
Associate  
Professor

D.Y. Patil College of  
Engineering and Technology

### DASHBOARD

### BULLETIN BOARD ALL

### PERSONAL CALENDAR

### QUICK LINKS

Notices 2

Blogs

Forums

### JOB TRAY

#### Grievance

check X

Please Check Complaint Generated By :Aman Pathan

Aman Zakir Pathan

02:31 PM May 30, 2022

#### Grievance

check X

Please Check Complaint Generated By :Rushikesh Bhosale

Rushikesh Shatrughna Bhosale

02:01 PM Jan 15, 2022

#### Grievance

check X

Please Check Complaint Generated By :Romit Shirke

Romit Rakesh Shirke

11:03 PM Apr 04, 2021

#### Grievance

check X

### JOB TRAY

UPDATE

Admission Applications 4

Admission Cancellation 1

Course File 3

Exam 1

Faculty Guide Allocation 2

Faculty,No Of  
Seat,Referee Allocation 1

Feedback 12

Grievance 5

Inventory Allocation 52

Inventory Request 33

**Click on New Application to See Current Grievance apply by Student**  
**1.If you want comment on Grievance then Click on Comment Button**  
**2.If you want take Action on Grievance then Click on Action**

<b>From Date:</b>	May 30,2022	<b>To Date:</b>	May 30,2022
-------------------	-------------	-----------------	-------------

- New Application**
- In Process Application
- Completed Application

Sr. No.	Grievance Generated Date	Grievance By Student	Grievance Subject	Grievance Service	Grievance Complaint Type	Grievance Priority	Student Document	Grievance Description	Grievance Description Status	Grievance Raised To	Add Comments	View Comments	Actions
1	May 30,2022	Aman Pathan	Purified water	Canteen	No purified drinking water is available	0	<a href="#">View Document</a>	<a href="#">View</a>	<span style="background-color: orange; padding: 2px;">Pending</span>	Litesh Vasanji Malade	<a href="#">Comment</a>	<a href="#">View Comments</a>	<a href="#">Action</a>

Process Application	Completed	Aug 01,2020	May 30,2022
Student	Grievance Subject	Grievance Raised To	Add Comments
tanya	No prurified drinking water available at college canteen	Canteen	Litesh Vasanji Malade <a href="#">Comment</a>
it Shirke	Availability of proper leaves before examination	Acad	Litesh Vasanji Malade <a href="#">Comment</a>
n an	Facilites are not Provided In	Administrative	Improper Facility in
		leaves Required	1 <a href="#">View Document</a> <a href="#">View</a> <span>Pending</span> <a href="#">Comment</a>

**COMMENT**
✕

Submit

<

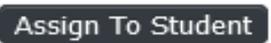
>

Close
⌵

## Select Employee Name You want to Assign

Grievance Complaint Details			
<b>Complaint By</b>	Aman Pathan	<b>Complaint Service</b>	Canteen
<b>Complaint Course</b>	Purified water		
<b>Assign To Employee Name :</b>			
<b>Assign To Employee :</b>	<input type="text" value="Radhika Dhanal"/> <input type="text" value="Search"/>		
<b>Search Student Name :</b>	<input type="text" value="Search Name Here"/>	<input type="button" value="Assign To Student"/>	
<b>Assign To Student</b>	<div style="background-color: #cccccc; height: 100px;"></div>		
<b>Description</b>	<input type="text" value="Kindly do Needful for this Complaint"/>		
<input type="button" value="Attachments"/>			

**Write the Description about the Complaint>>Click on Save**

<b>Assign To Employee :</b>	 Radhika Dhanal  <input type="text" value="Search"/>
<b>Search Student Name :</b>	<input type="text" value="Search Name Here"/> 
<b>Assign To Student</b>	<div style="background-color: #f0f0f0; height: 80px; border: 1px solid #ccc;"></div>
<b>Description</b>	<input type="text" value="Kindly do Needful for this Complaint"/>
<div style="border: 1px solid #ccc; background-color: #e0f0ff; padding: 5px;"> Attachments</div>	

  (.pdf, .jpg, .jpeg, .png file only) 

# Now Complaint move to In Process Application



MAY 30, 2022 3:01:02 PM

From Date:

May 30,2022

To Date:

May 30,2022

New Application

**In Process Application**

Completed Application

Sr. No.	Grievance Generated Date	Grievance By Student	Grievance Subject	Grievance Service	Grievance Complaint Type	Student Document	Grievance Description	Grievance Status	Committee Meeting Status	Closing Date	Grievance Raised To	Grievance Assign To	View Revert	Add Comments	View Comment	Action
1	May 30,2022	May 30,2022	Pathan Aman	Purified water	Canteen	No purified drinking water is available	<a href="#">View Document</a>	<a href="#">View</a>	In Process	-	-	Litesh VasANJI Malade	Radhika Dhanal	-	<a href="#">Comment</a>	<a href="#">View Cor</a>

# compliant is display on assigned employee Dashboard

Exam ▾ Personal ▾ Academics ▾ Requisitions ▾ Network ▾



Ms. Radhika  
Dhanal  
Assistant  
Professor

D.Y. Patil College of  
Engineering and Technology

## JOB TRAY

### Grievance

check X

Please Check Complaint Generated By :Litesh Malade

Dr. Litesh Vasanji Malade

03:00 PM May 30, 2022

### Grievance

check X

Please Check Complaint Generated By :Aman Pathan

Aman Zakir Pathan

02:31 PM May 30, 2022

### Grievance

check X

Please Check Complaint Generated By :Rushikesh Bhosale

Rushikesh Shatrughna Bhosale

02:01 PM Jan 15, 2022

## JOB TRAY

UPDATE

Faculty Guide Allocation 1

Faculty,No Of  
Seat,Referee Allocation 1

Feedback 79

Grievance 3

Leave Alerts 31

Leave Application  
Status 30

Leave Workload  
Notification 11

Muster 9

On Duty Leave 18

DASHBOARD

BULLETIN BOARD

ALL

PERSONAL CALENDAR

QUICK LINKS

Notices

0

Blogs

Forums

From Date:

May 30,2022

To Date:

May 30,2022

New Application

In Process Application

Completed Application

Sr. No.	Grievance Generated Date	Grievance By Student	Grievance Subject	Grievance Service	Grievance Complaint Type	Student Document	Grievance Description	Grievance Status	Committee Meeting Status	Closing Date	Grievance Raised To	Grievance Assign To	View Revert	Add Comments	View Comment	Action
1	May 30,2022	May 30,2022	Pathan Aman	Purified water	Canteen	No purified drinking water is available	<a href="#">View Document</a>	<a href="#">View</a>	In Process	-	-	Litesh VasANJI Malade	Radhika Dhanal	-	<a href="#">Comment</a>	<a href="#">View Con</a>

- 1.If assigned Employee want to assign to other Employee then Click on Assign to Other
- 2.If he /she want to comment then click on comment
- 3.If he/she completed the Action on Grievance the click on Revert

Exam ▾ Personal ▾ Academics ▾ Requisitions ▾ Network ▾

★ Feedback

May 30, 2022 11:17:13 AM

**In Process Application**   Completed Application

Sr. No.	Grievance Generated Date	Grievance Generated By Student	Grievance Details	Grievance Description	Student Document	Grievance Status	Committee Meeting Status	Grievance Raised By	Grievance Assign To	View Comment	Grievance Assign Date	Grievance Assign Description	Complaint Assign To Student	Actions
1	May 24,2022	Joshi Chaitanya Anand	<b>Grievance Subject</b> - No prurified drinking water available at college canteen <b>Grievance Service</b> - Canteen <b>Grievance Complaint Type</b> - No purified drinking water is available	<a href="#">View</a>	<a href="#">View Document</a>	In Process	-	Radhika Jinendra Dhanal	Radhika Dhanal,Radhika Dhanal,Radhika Dhanal	<a href="#">View Comments</a>	May 30,2022	<a href="#">View</a>		<a href="#">Action</a> <ul style="list-style-type: none"> <li> Assign To Other</li> <li> Comment</li> <li> View Document</li> <li> Revert</li> </ul>

Click on Revert Action and describe the status of Complaint

### REVERT REASON ✕

REASON

Respected Sir,  
As I discuss with Canteen Committee and owner of Canteen,we have provide one RO  
Purifier and install it in Canteen.

 Attachments

**(.pdf, .jpg, .jpeg, .png file only)**

# 1.After Revert Action it displayed on in process Application

## 2.If necessary Action is taken then Assign Closing Date to it

Exam ▾ Personal ▾ Academics ▾ Requisitions ▾ Network ▾

★ FEEDBACK

MAY 30, 2022 3:10:13 PM

From Date:	May 30,2022	To Date:	May 30,2022
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[New Application](#)
[In Process Application](#)
[Completed Application](#)

Sr. No.	Grievance Generated Date	Grievance By Student	Grievance Subject	Grievance Service	Grievance Complaint Type	Student Document	Grievance Description	Grievance Status	Committee Meeting Status	Closing Date	Grievance Raised To	Grievance Assign To	View Revert	Add Comments	View Comment	Action
1	May 30,2022	May 30,2022	Pathan Aman	Purified water	Canteen	No purified drinking water is available	<a href="#">View Document</a>	<a href="#">View</a>	In Process	-	-	Litesh Vasanji Malade	Radhika Dhanal	<a href="#">View Revert</a>	<a href="#">Comment</a>	<a href="#">View Cor</a>

1. Set Priority – You can set priority of Compliant
2. Add to Committee Agenda – You can add in Agenda of your Committee
3. If necessary action is taken then you close the Compliant
4. If necessary action was taken then you assign to other Employee

★ FEEDBACK

MAY 30, 2022 3:12:50 PM

From Date:  To Date:

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

Sr. No.	Grievance Generated Date	Grievance By Student	Grievance Subject	Grievance Service	Grievance Complaint Type	Student Document	Grievance Description	Grievance Status	Committee Meeting Status	Closing Date	Grievance Raised To	Grievance Assign To	View Revert	Add Comments	View Comment	Action
1	May 30,2022	May 30,2022	Pathan Aman	Purified water	Canteen	No purified drinking water is available	<a href="#">View Document</a>	<a href="#">View</a>	In Process	-	-	Litesh VasANJI Malade	Radhika Dhanal	<a href="#">View Revert</a>	<a href="#">Comment</a>	<a href="#">View Cor</a>

## View the revert given by Employee

People, Pages, Docs, etc...

Dr. Litesh Malade ( Dep Associate Pro

s ▾ Requisitions ▾

May 30,2022

Application Complete

Grievance Subject Grievance Service Grievance Complaint Type Student Document Grievance Description Grievance Status Committee Meeting Status Closing Date Grievance Raised To Grievance Assign To View Revert Ad Comm

than Purified Canteen No purified View View In Process - - Litesh Radhika Vie

### Added Comments

Sr.No.	Revert By	Revert Reason	Added At	View
1	Radhika Dhanal	Respected Sir,As I discuss with Canteen Committee and owner of Canteen,we have provide one RO Purifier and install it in Canteen.	May 30, 2022(03:07 PM)	<a href="#">View Document</a>

Close

# Describe the status of Compliant

Feedback Completed

Closing Date	May 30, 2022
Enter Details	As per the discussion RQ is install in Canteen

Save

Close

Grievance Complaint Type	In Process	View Comment
Canteen	No purified drinking water is available	View Document

## This Compliant is now move to Completed Application



MAY 30, 2022 3:17:16 PM

From Date:

May 30,2022

To Date:

May 30,2022

New Application

In Process Application

Completed Application

Sr.No	Grievance Date	Grievance By Student	Grievance Subject	Grievance Service	Grievance Complaint Type	Grievance Raised To	Student Document	Grievance Description	Grievance Status	Closing Date	Grievance Assign To	View Revert	View Comments	Employee Document
1	May 30,2022	Pathan Aman	Purified water	Canteen	No purified drinking water is available	Litesh VasANJI Malade	<a href="#">View Document</a>	<a href="#">View</a>	Completed	May 30,2022	Radhika Dhanal	<a href="#">View Revert</a>	<a href="#">View Comments</a>	<a href="#">View Employee Document</a>