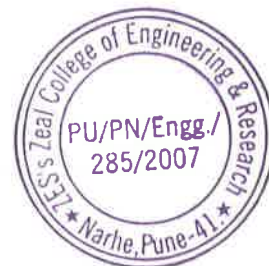
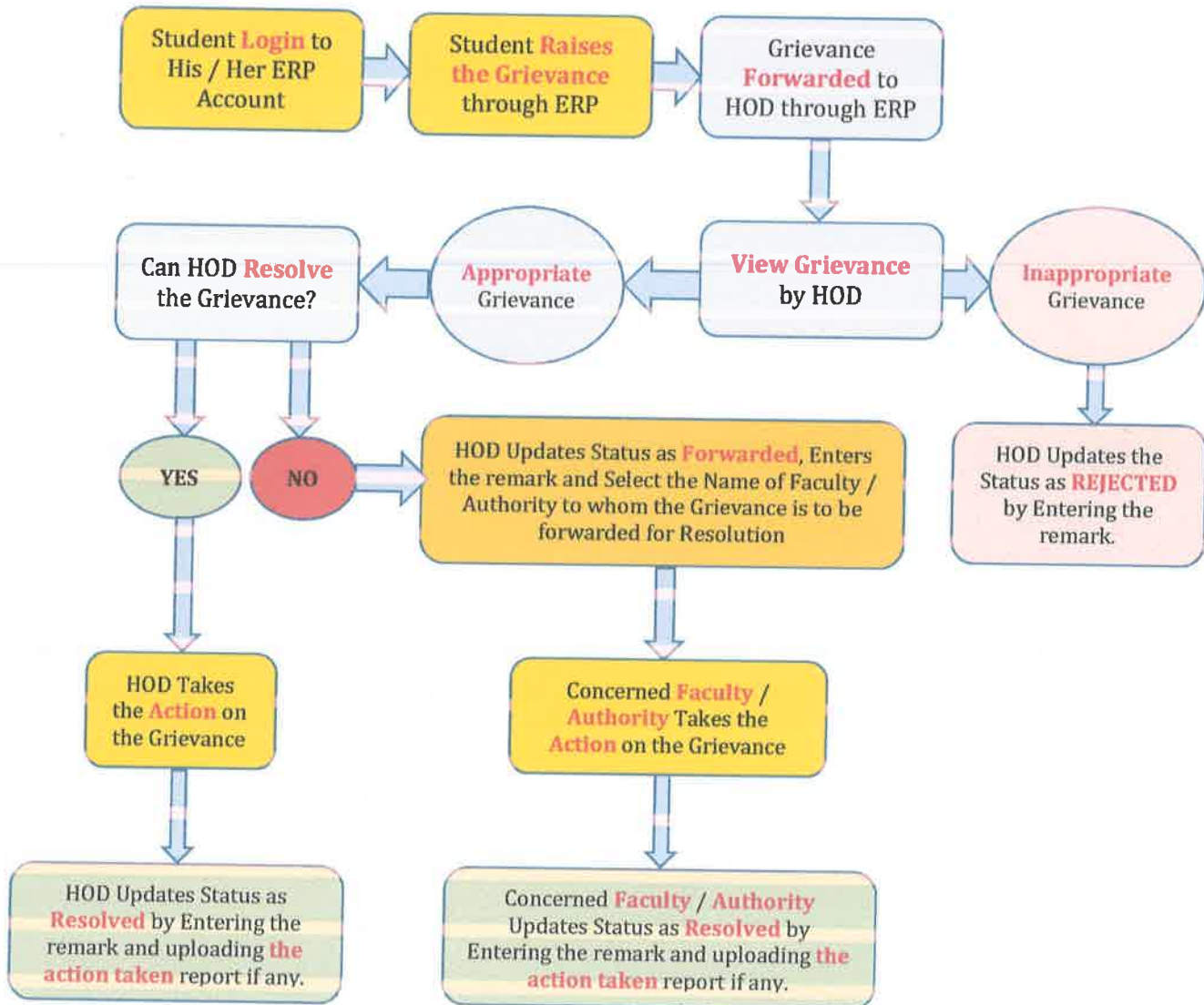




Mechanism of Student Grievance System through ERP

Flowchart of the Mechanism



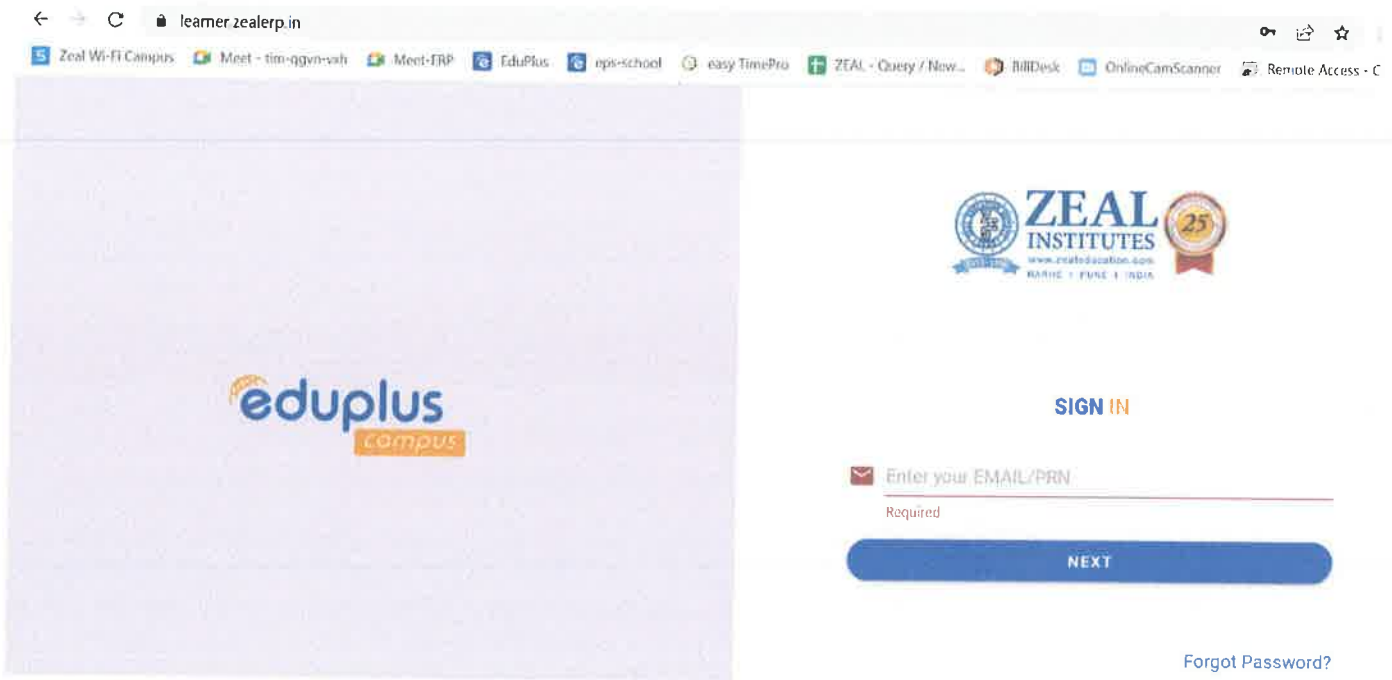


Detailed Description of the Mechanism

PART 1: Grievance to be raised by Student

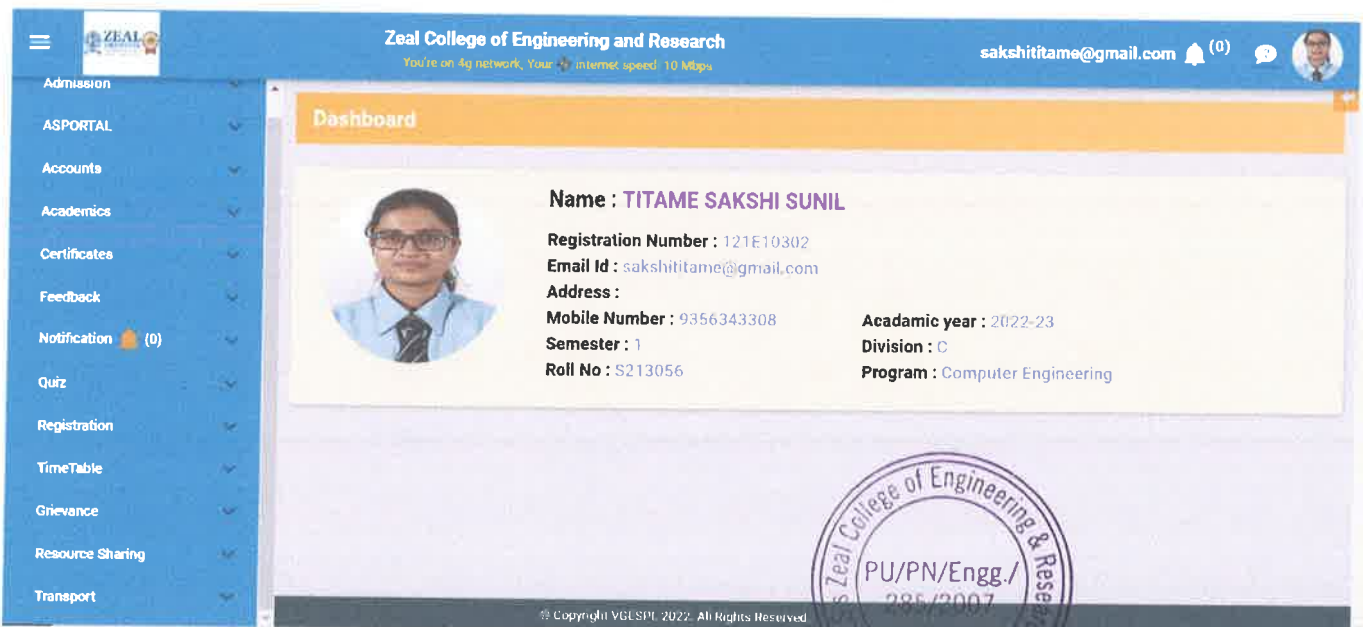
Step 1.1:

Student will Log in to his/her ERP Software Account on <https://learner.zealerp.in> using Login Credentials provided to him/her.



Step 1.2:

Once Logged in, Student will see dashboard of his/her account along with vertical menu bar Left side.





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Step 1.3:

Once Logged in, Student will Click on Grievance → Raise Grievance (Options available in Vertical Menu Bar on Left Side)

Step 1.4:

On the next screen, student will see the button **ADD GRIEVANCE**. Student has to click on it.

Sr.No	Post Date	Grievance category	Subject	Status	Description	Source Attachment	Action By	Authority Remark	Authority Attachment	Actions	Delete
No data available											





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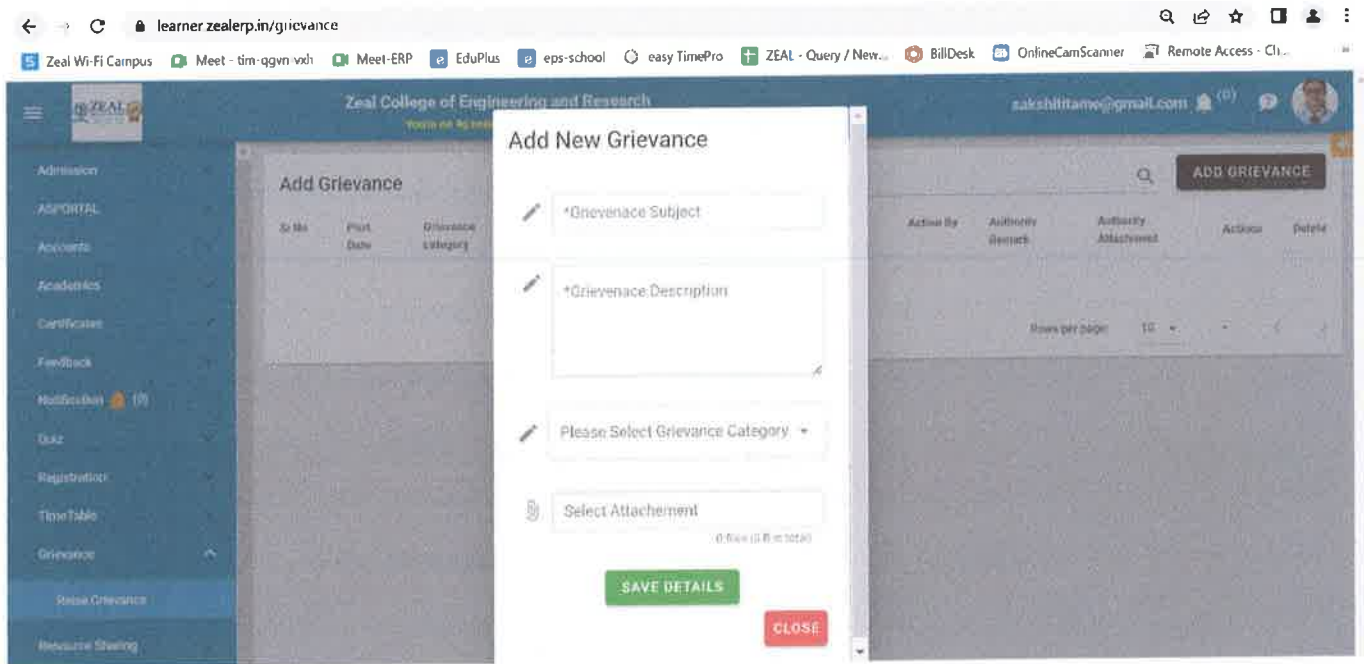
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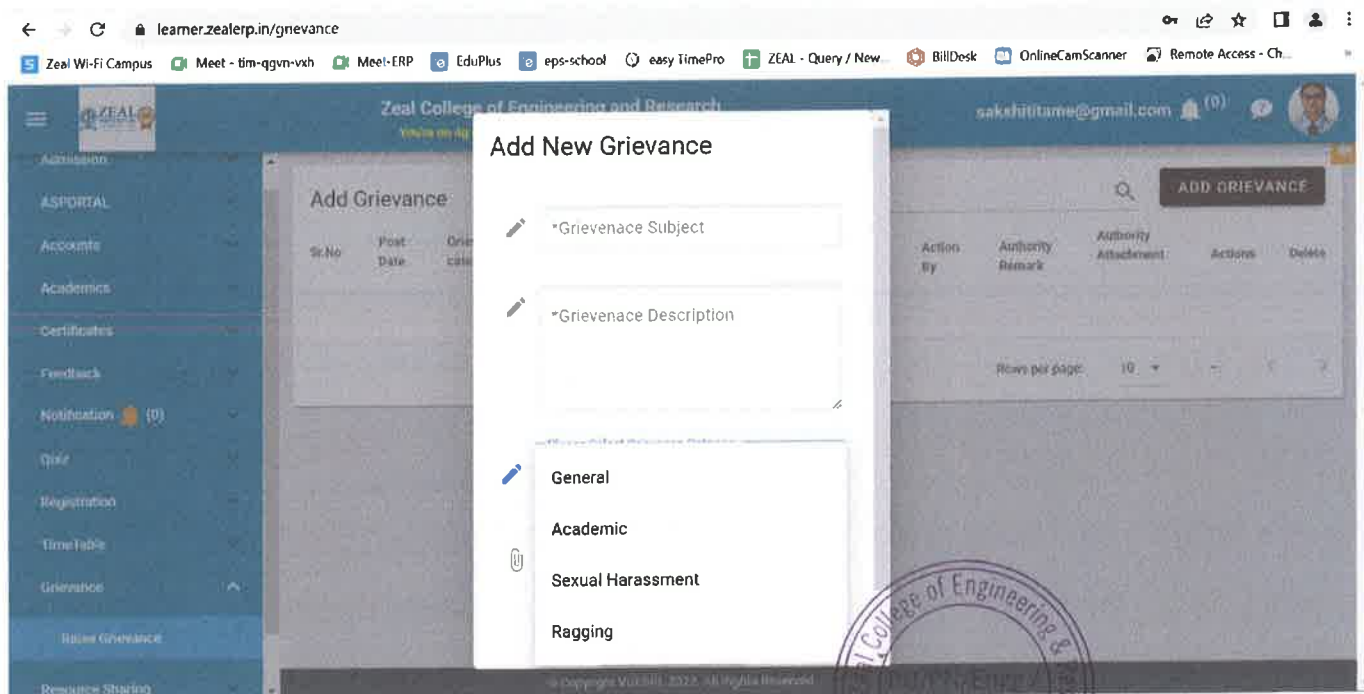
Step 1.5:

Once the student clicks on **ADD GRIEVANCE**, a popup will appear to add new grievance. Here the Student has to Enter the Subject of Grievance, Description of Grievance.



Step 1.6:

After entering the Subject of Grievance and Description of Grievance, student will select the Grievance Category.



Following types of Grievances can be raised.





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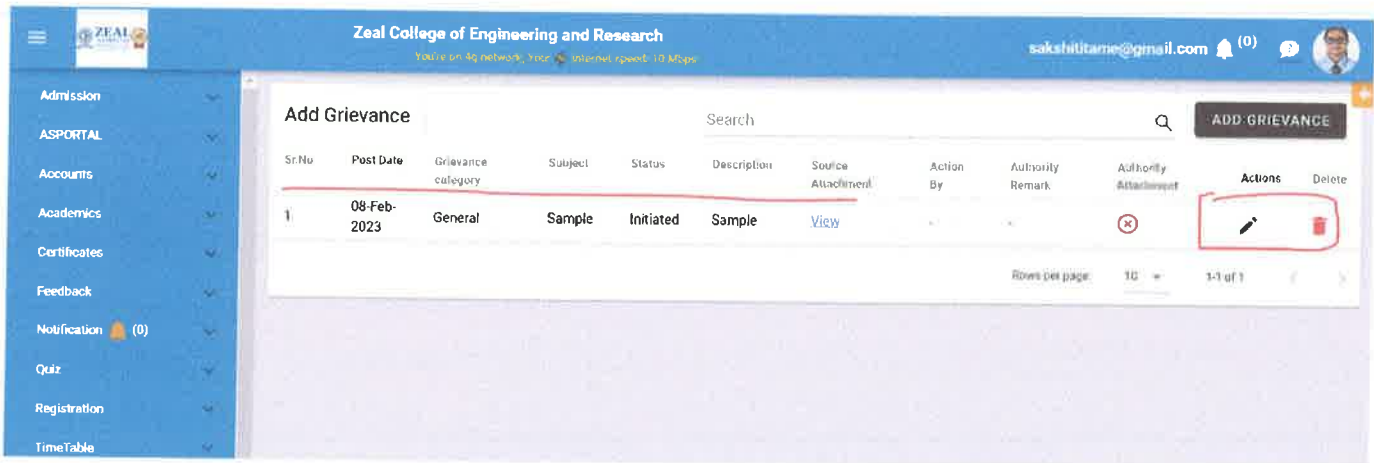
1. General Grievance
2. Grievance on Academic Issues
3. Grievance on Sexual Harassment
4. Grievance on Ragging

Step 1.7:

Upon selecting the Type of Grievance, Student can upload some attachments as a proof if he/she wish to do so. Then Student has to click on **SAVE DETAILS**.

Now the Student can see the status of Grievance raised on the dashboard.

Student can also modify or delete the grievance.





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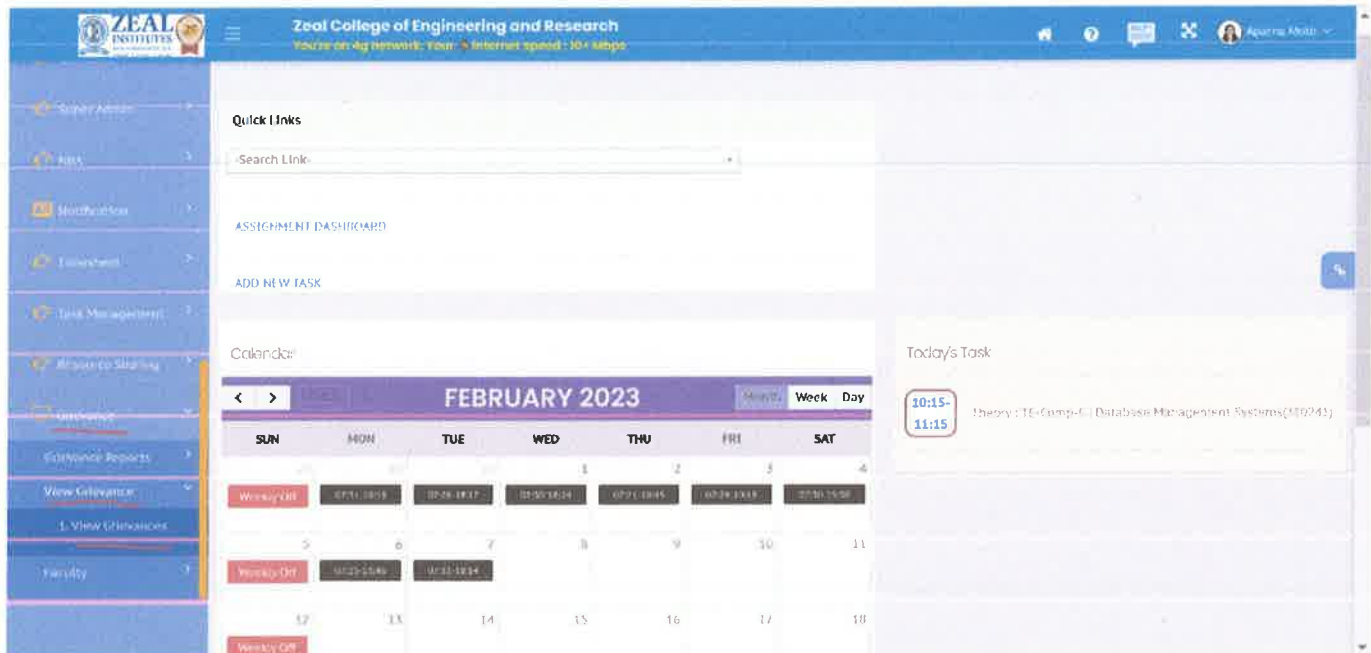
Date:**01/04/2021**

PART 2: Grievance Redressal by HOD / Principal / Concerned authority

Step 2.1:

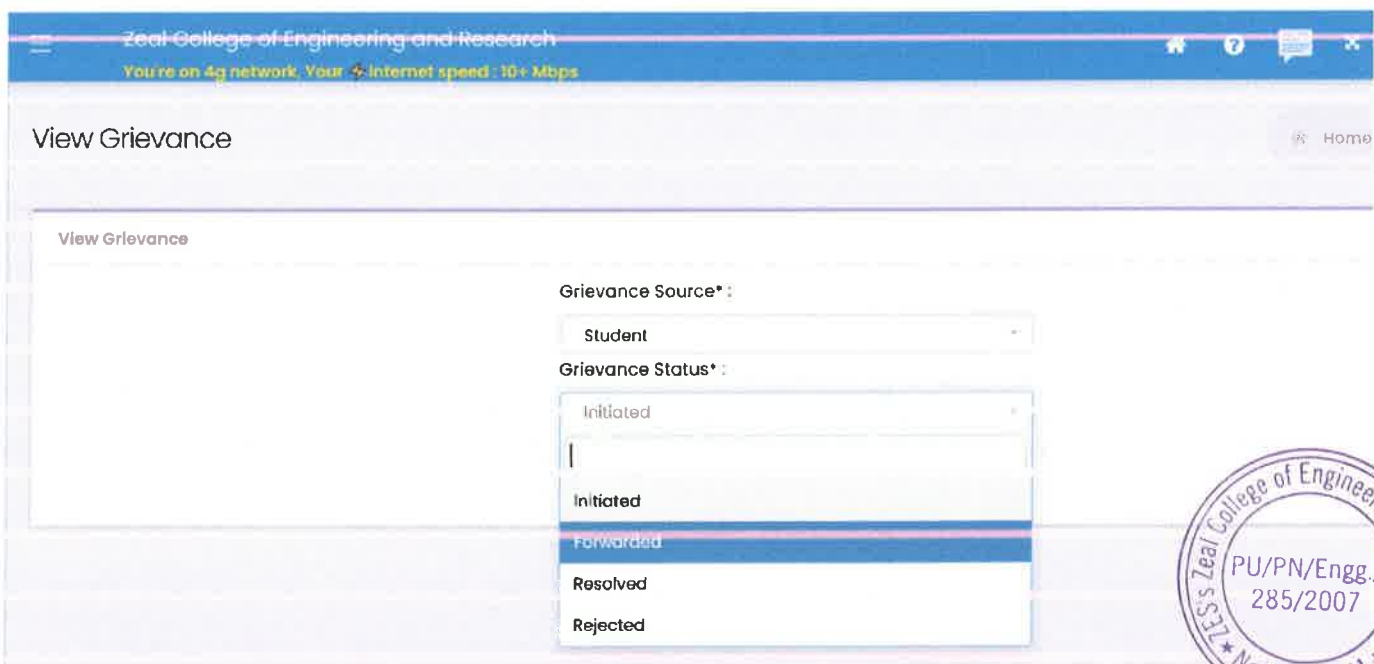
Once the Grievance is Raised by Student, the same will be forwarded by default to ERP Account Head of the Department.

HOD Will click on **Grievance → View Grievance → View Grievance**



Step 2.2:

Once Clicked on View Grievances, On the next Window, HOD Can View the grievances raised by the students from time to time.





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View Grievance

View Grievance

Grievance Source* :

Student

Grievance Status* :

Initiated



Step 2.3:

Once Clicked on Fetch, HOD will see the list of grievances raised by the students.

On Clicking **VIEW**, HOD Can read the Grievance Description.

On Clicking , HOD Can view the attachments if any uploaded by the student.

On Clicking Action button , HOD Take Action on the selected grievance.

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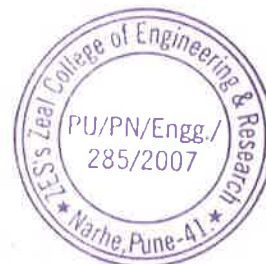
Grievance Source* : Student
Grievance Status* : Initiated

Grievance List ■ Grievance Resolved ■ Grievance In-Process ■ Grievance Forwarded ■ Grievance Rejected

Copy ■ Excel ■ CSV ■ PDF

Search: _____

Sr. No.	Grievance Source	Grievance Raised by	Department	Post Date	Grievance Category	Subject	Grievance Status	Grievance Description	Source Attachment	Action
1	Student	I21E1045B-RANE NEHAL MAHENDRA	Computer Engineering	2022-10-29	General	Related to fees application	Initiated		--	
2	Student	I21E10302-TITAME SAKSHI SUNIL	Computer Engineering	2023-02-08	General	Sample	Initiated			





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Step 2.3:

Following Actions can be taken by HOD.

2.3.1 Forwarded

If it is not possible for HOD to resolve the grievance raised by student, then HOD will forward the same to the concerned person by selecting the status as forwarded and by selecting the name of the person to whom it is to be forwarded. (refer below image)

Grievance Action

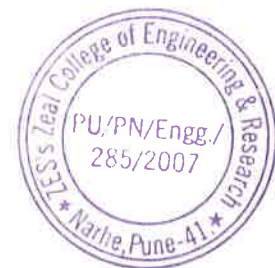
Inward Date* :

Select Grievance Status * :

Select Forwarded To * :

Remark* :

Attachment(If Any):
 NO FILE CHOSEN





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2.3.2 Resolved

If it is possible for HOD to resolve the grievance raised by student, Accordingly HOD will take action. Once resolved, HOD will select the status of grievance as Resolved and will click on SAVE by entering the remark. HOD Can also Upload the attachments if any like Action taken reports etc. (refer below image)

Zeal College of Engineering and Research
You're on 4g network, Your Internet speed: 10+ Mbps

Grievance Action

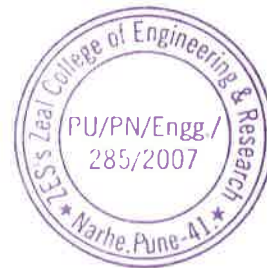
Inward Date* : 2023-02-08

Select Grievance Status * :
Resolved

Remark* : Accounts section will Upd

Attachment (If Any):
Choose File NO FILE CHOSEN

SAVE





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2.3.3 Rejected

If HOD thinks that the Grievance raised is inappropriate, then HOD may reject the Grievance by selecting the Status as REJECTED and by entering the suitable remark.

Step 2.4:

IF the Grievance is forwarded by HOD to the Concerned authority, then that authority can take the action on grievance. The process for the authority remains same as that of HOD.



Principal
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