

# Grievance Management

## Introduction

Grievances are the complaints that have been formally registered by the employees/students of a university. Samarth Grievance modules help to cater and resolve all the grievances made by the employees/students of a university.



## Dashboard

It gives an overview(count) of the Number of grievances(newly reported/pending/resolved), Category wise grievance, grievance by members, levels, etc.

## Settings

This section contains the configuration detail related to the Grievance Management module. Users with the role `grievance_admin_staff` or `grievance_admin_student` can access it. Below are the settings

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## Grievance Category

In this field, all the categories of grievance are defined.

### Add Grievance Category

Admin can add a new type of category by clicking on the “Add Grievance Category” button present on the top right side of the portal and fill in the required details:

1. Name
2. Category Type(Student/Employee)
3. Status(Inactive/Active)
4. Visible(Yes/No)

### View Grievance Category

Admin can only view the details by clicking on view icon available in front of every entry.

### Update Grievance Category

Admin can edit/update the details by clicking on the edit icon available in front of each entry.

## Grievance Committee

In this field, all the types of committees created to resolve different types of grievances are defined.

### Add Grievance Committee

Admin can add a new type of category by clicking on the “Add Grievance Committee” button present on the top right side of the portal and fill in the required details:

1. Name
-

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3. Status(Inactive/Active)

## **View Grievance Committee**

Admin can only view the details by clicking on view icon available in front of every entry.

## **Add Grievance Committee Members**

Admin can add members to the committee by clicking on the “Add Members” button present on the top right side of the portal and fill in the required details:

1. Chairman(select from the drop-down and can add multiple members by clicking on “+” icon)
  2. Institute Members(select from the drop-down and can add multiple members by clicking on “+” icon)
  3. Non-Institute Members details(Can add multiple members by clicking on “+” icon)
    - a. Name
    - b. Deartment
    - c. Designation
    - d. Email
    - e. Mobile
  4. Effective Date(Select from the calendar)
  5. Approved On(Select from the calendar)
  6. Approved Till(Select from the calendar)
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## Update Grievance Committee

Admin can edit/update the details by clicking on the edit icon available.

## Dissolve Committee

Admin can dissolve the grievance committee by clicking on the cross icon prompting to be sure if you want to dissolve the grievance committee, after dissolution you can not work with it again. OK for dissolving the grievance committee or Cancel to cancel the operation.

Note: Once the committee is dissolved then all members associated with that committee are also dissolved.

## Dissolve Members

Admin can dissolve the specific members of the particular committee by clicking on the cross icon prompting to be sure if you want to Inactive the member, after inactivate you can not activate it again. OK for Inactivate the member or Cancel for cancelling the operation.

## Grievance

This section will show the list of all the grievances, furthermore, new grievances can be added from here as well.

## Add Grievance

Employee/Student/grievance\_admin\_staff(on behalf of Employee)/grievance\_admin\_student(on behalf of Student) can add a new type of Grievance by clicking on the "Add Grievance" button present on the top right side of the portal and fill in the required details:

1. Member Type(select from dropdown - for admin login only)
  2. Member(select from dropdown - for admin login only)
  3. Category(select from dropdown)
-

- 
5. Priority(High/Low/Medium)
  6. Date(Select Date from Calendar)
  7. Description
  8. Proposed Solution
  9. Want to upload a document(Yes/No)
  10. Declaration

When the employee submits the grievance it goes to the `grievance_admin_staff` only with the status as “reported”. When the `grievance_admin_staff` views it , its status is changed to “pending”. When the admin performs some action its status is changed accordingly.

## View Grievance

`grievance_admin_staff/employee` can only view the details by clicking on view icon available in front of every entry.

## Update Grievance

`grievance_admin_staff/employee` can edit/update the details by clicking on the edit icon available before it is viewed by the `grievance_admin_staff/employee`.

## Submit Grievance

`grievance_admin_staff/employee` can submit the grievance once it is added/updated for resolution by clicking on the save icon, prompting to be sure if you want to submit, after submission it can not update it again. Chose OK to perform the action and cancel to discard the operation.

## Add Resolution

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1. Resolution
2. Resolution Date
3. Status(Resolved/Pending)

## Add New Grievance Meeting

*grievance\_admin\_staff* can add and schedule a meeting to discuss the issue and its resolution with the committee members by clicking on the “Add New Grievance Meeting” button present at the top right side of the portal or by clicking on the meet icon and fill in the required details:

1. Meeting Type(select from the drop-down)
2. Guest details(Can add multiple members by clicking on “+” icon)
  - a. Name
  - b. Email
  - c. Mobile
3. Agenda
4. Meeting Time
5. Venue

Once the admin creates a meeting the invite goes to the members via email.

## View Meeting

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## Update Meeting

*grievance\_admin\_staff* role can edit/update the details by clicking on the edit icon available in front of every entry. Choose the meeting time and venue and click on the Update button to save the changes.

## Add Meeting Minutes

*grievance\_admin\_staff* role can add minutes of the meeting by clicking on the add icon. Add the Minutes and Upload the relevant document for the same and click on Add will add the details into the module.

## Cancel Meeting

*grievance\_admin\_staff* role can cancel the meeting by clicking on the Cancel icon before it is conducted and giving a proper reason to do so. Fill the cancellation Reason and Click on Update.

## Print

*grievance\_admin\_staff* role can take the printout of the resolution made to a grievance by clicking on the Print icon.

## Add Notes By Committee Members

Admin can add the notes under Grievance Section and committee members can add notes from their login under Grievance For Committee Section by clicking on notes icon and fill the required details:

1. Meeting Id(select from dropdown)
2. Notes
3. Visible To All(Yes/No)

The admin can perform the following actions:

## Action On Notes

*grievance\_admin\_staff* can add the response against the notes submitted against a meeting by clicking on tick icon and fill in the required details:

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When the status of notes becomes accepted ,you can no longer update the response from the admin.

## Public Grievance

### Create Public Grievance

Any community of people at large (whether or not organized as groups) that have a direct or indirect association with a university(employees/students) can make a grievance by clicking on the Public grievance URL available with the university and filling in the required details:-







1. Name
  2. Contact No.
  3. Email Id
  4. Address
  5. Grievance Level(select from the drop-down)
  6. Grievance Priority(select from the drop-down)
  7. Date
  8. Description
  9. Solution
  10. Upload
  11. Declaration
-



Admin can take appropriate action on the public grievance as on the normal grievance.

### Grievance Publics

Showing 1-3 of 3 items.

| # | Grievance Number     | Member Type | Name                 | Contact No           | Email ID                | Grievance Level      | Grievance Priority   | Submit Date          | Solution             | Document             | Resolution           | Resolution Date      | Status               | Meeting Count        | Actions   |
|---|----------------------|-------------|----------------------|----------------------|-------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|---|
|   | <input type="text"/> |             | <input type="text"/> | <input type="text"/> | <input type="text"/>    | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/>  |
| 1 | 2020071700002        | Guest       | Harrison Mathews     | 9874563210           | sobufyd@mailinator.com  | Routine              | Medium               | Responded            | Inventore enim elit  |                      | deheh                | 2020-07-13           | Resolved             | 0                    |     |
| 2 | 2020071700003        | Guest       | Shamila              | 8076155587           | shamilas12345@gmail.com | Mild                 | Medium               | 4                    | NA                   |                      |                      |                      | Reported             | 0                    |     |

## Reports

This section consists of two types of reports namely:

1. Grievance Report
2. Public Grievance Report

## Grievance Report

Under this grievance\_admin\_staff and grievance\_admin\_student can generate the grievance report based on the following filters namely:

1. Grievance Number
2. Member Type(Employee/Student)
3. Grievance Category
4. Level(Routine/Mild/Severe)
5. Priority(High/Low/Medium)
6. Status
7. Date(From Date and To Date)
8. Resolution Date(From Resolution Date and To Resolution Date)

We can generate the grievance report by clicking on the Search button.

We can export the grievance report in the form of CSV by clicking on CSV button.

We can copy the grievance report data by clicking on Copy button.

We can download the pdf of grievance report by clicking on PDF button.

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Under this grievance\_admin\_staff and grievance\_admin\_student can generate the public grievance report based on the following filters namely:

1. Grievance Number
2. Enrollment Number/Employee Id
3. Member Type(Employee/Student/Guest)
4. Level(Routine/Mild/Severe)
5. Priority(High/Low/Medium)
6. Status
7. Date(From Date and To Date)
8. Resolution Date(From Resolution Date and To Resolution Date)

We can generate the grievance report by clicking on the Search button.

We can export the grievance report in the form of CSV by clicking on CSV button.

We can copy the grievance report data by clicking on Copy button.

We can download the pdf of grievance report by clicking on PDF button.

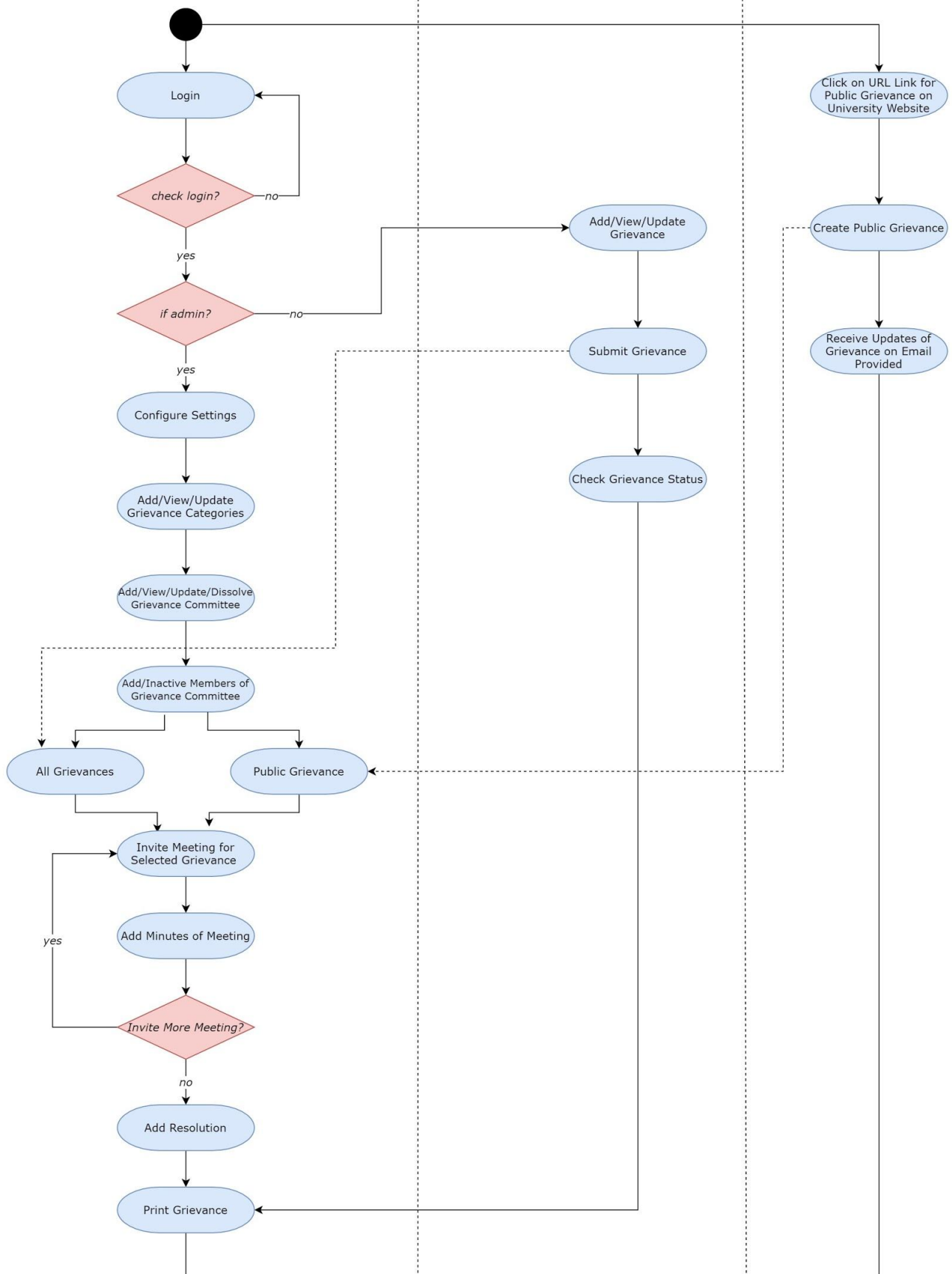
## Annexure

### Roles

| Role Name               | Description   |
|-------------------------|---|
| grievance_admin_staff   | With this permission, users can configure the setting, Monitor grievances related to employees. |
| grievance_admin_student | With this permission, users can configure the setting, Monitor grievances related to students.  |
| employee                | role With this permission, users can add grievances.  |
| student                 | With this permission, users can add grievances.   |

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## Workflow Diagrams



## Use Case Diagram



Use Case Diagram of Grievance Module

## External Resources

[← Getting Started](#)

[Health Management System →](#)

## INTRO

[Getting Started](#)

[Module Breakup and Prerequisites](#)

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## ACADEMICS

[Academics](#)

[Alumni Portal](#)

[Evaluation & Grading](#)

[Evaluation & Grading \(for evaluator\)](#)

[Hostel Management](#)

[Programme Management System](#)

[Student Feedback Management](#)

[Training and Placement](#)

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## ACCOUNTS & FINANCE

[Bill Tracking System](#)

[Budget & Accounts](#)

[Endowment](#)

[Payroll Management System](#)

[Research Project & Management System](#)

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## ADMISSIONS

[CU Admission Userguide](#)

[CUCET Administrative Portal - CUSB](#)

[CUCET User Guide for Registration 2021](#)

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DU Admission Backend

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## **BASE MODULES**

University Profile - Organizational Unit & Organigram  
User Administration

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## **DATA MANAGEMENT**

Content Federation System System  
Minutes Resolutions Archive Retrieval System  
University Web Portal - Technical Document

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## **EMPLOYEE SERVICES**

Career Advancement Scheme  
Employee Management - Admin  
Employee Management - Non Teaching  
Employee Management - Teaching  
Knowledge  
Leave Management System  
ToT Management

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## **GOVERNANCE**

Affiliation Management  
Estate Management System  
File Management & Tracking System  
Inventory Management System  
IT Service Desk  
Legal Case Management System  
Residence Allocation (E-housing)  
RTI Management System

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Recruitment Management (Candidate Portal) - Non-teaching

Recruitment Management (Candidate Portal) - Teaching

Screening Process of Non-Teaching Recruitment

Screening Process of Teaching Recruitment

Screening Process of Teaching Recruitment- University of Delhi

Recruitment Management System (Teaching) - Admin Portal

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## UNIVERSITY FACILITY

Core Communication System

Essential Services

[Grievance Management](#)

Health Management System

Security Management System

Sports Management System

Transport Management System

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