DR. D. Y. PATIL INSTITUTE OF ENGINEERING, MANAGEMENT & RESEARCH, AKURDI, PUNE

USER MANUAL

ONLINE GRIEVANCE REDRESSAL SYSTEM

1. Login to student account with mail ID and Password

Link: https://dypiemr.collpoll.com/home

2. On Student Login Page Click on "Campus Help Center":

3. Following window will appear; click on "New Request" to register your concern:

4. Following window will appear; click on "Students Services":
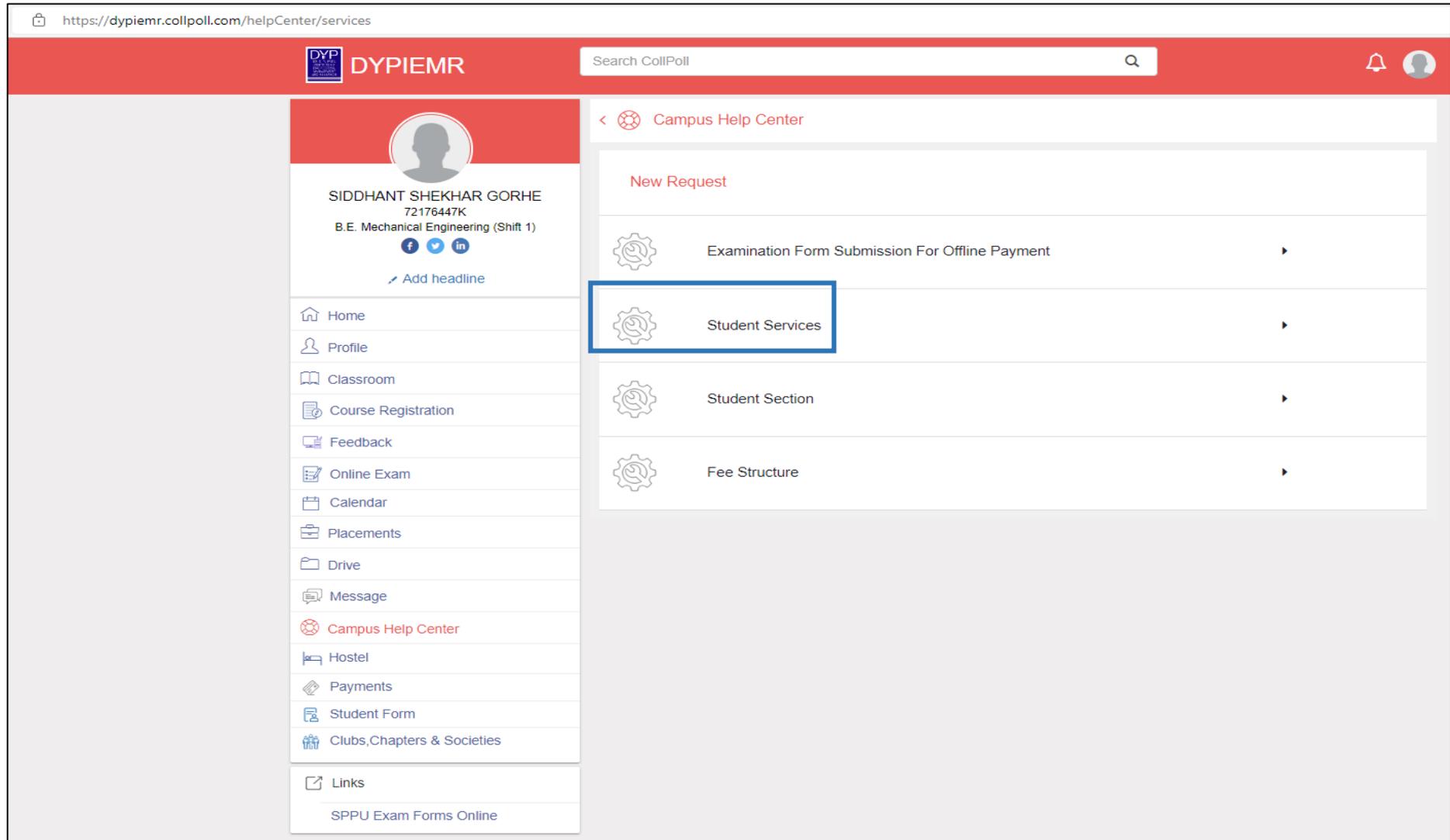
5. Following window will appear; click on "General Issues"
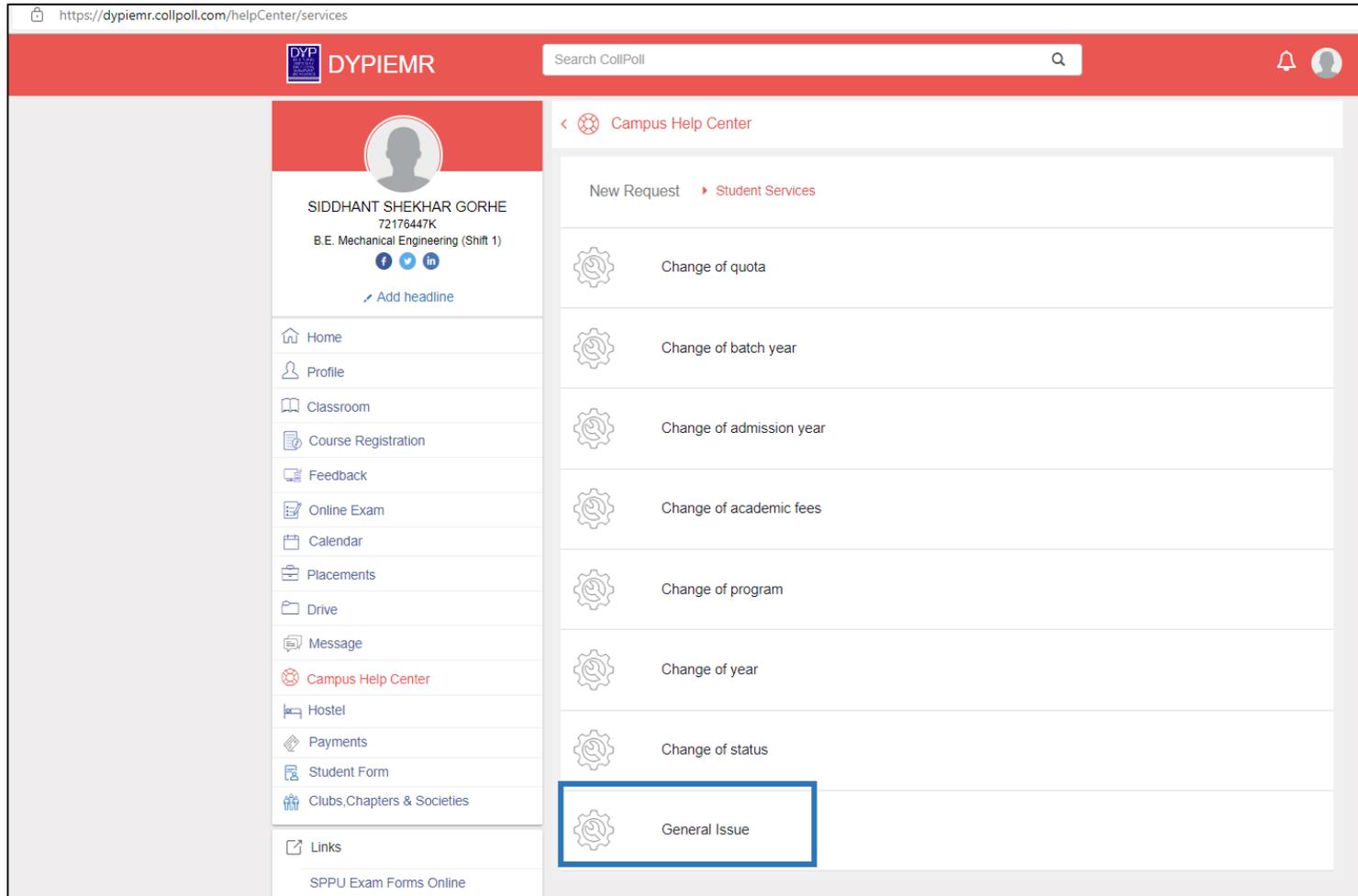
6. Following window will appear, you can register your issue or grievance by filling all the details and click on "Create":

7. Issue received from Student login

8. Issue listing in the students' login

Case Study SGRC Mechanism

1. Issue received online at SGRC Login
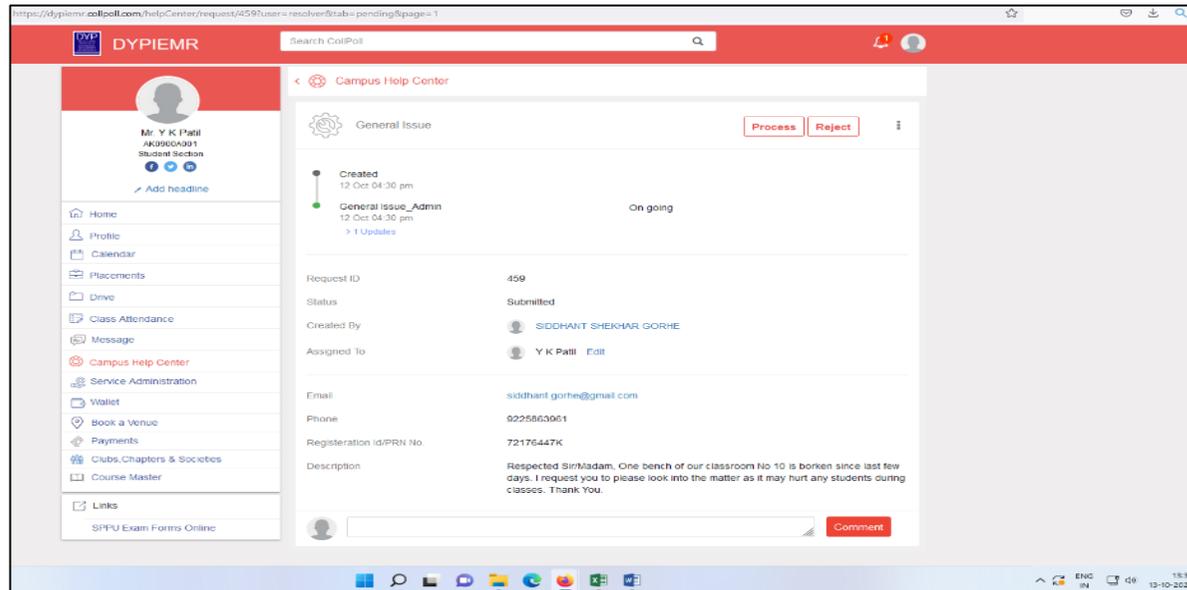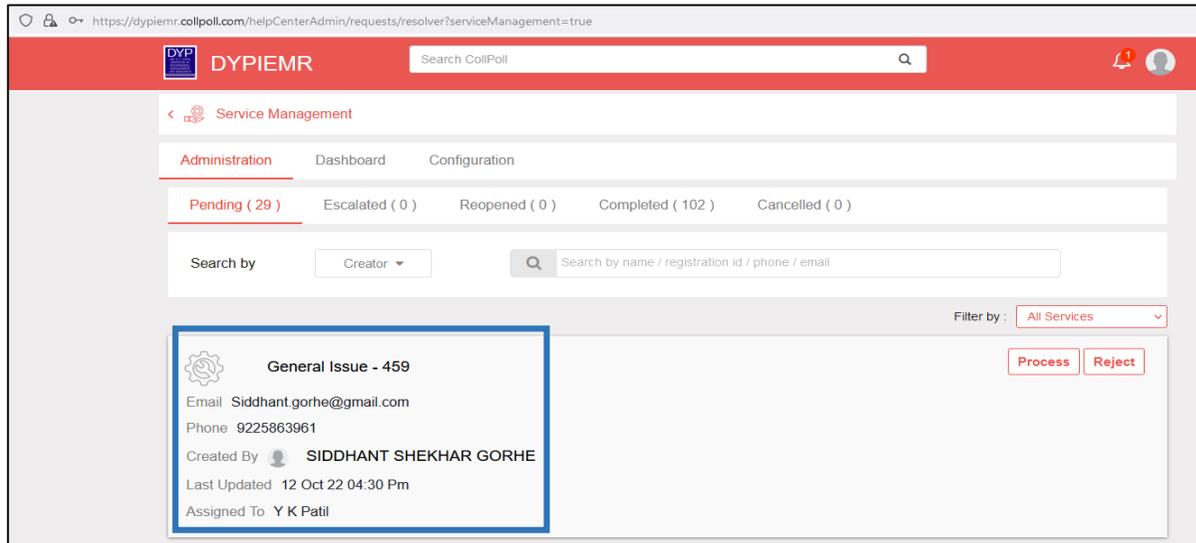
2. Acknowledgement of grievance received

3. According to the grievance received, issue is assigned to the concerned person:

CollPoll   https://dypiemr.collpoll.com/helpCenter/preview/request/459

Dr. D. Y. Patil Pratishthan's Dr
D. Y. Patil Institute of
Engineering, Management
and Research

General Issue

Created
12 Oct 04:30 pm

General Issue_Admin
12 Oct 04:30 pm
On going

Request ID
459

Status
Submitted

Created By
SIDDHANT SHEKHAR GORHE

Assigned To
Y K Patil

Email
siddhant.gorhe@gmail.com

Phone
9225863961

Registeration Id/PRN No.
72176447K

Description
Respected Sir/Madam, One bench of our classroom No 10 is borken since last few days. I request you
to please look into the matter as it may hurt any students during classes. Thank You.

System generated at 13:34 on 13th Oct 2022

Issue assigned to Workshop In-charge for immediate action

4. Acceptance of issue by the assigned employee (Workshop In-charge)

Receipt of work assigned to the Workshop In-Charge
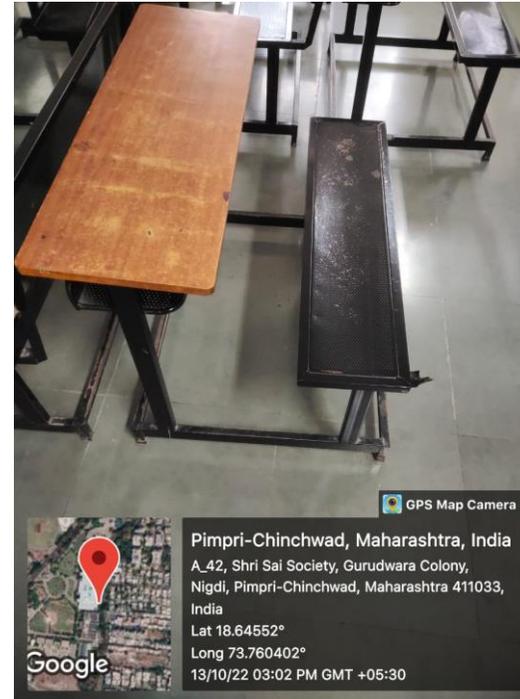
Broken bench received from Class Room No 10

5. Information of assigned employee to the SGRC member about Work completion

Date: 17/10/2022

To,
The Registrar,
Dr. D. Y. Patil Institute of Engineering, Management & Research,
Akurdi,
Pune - 411 044.

Subject: Regarding repairing bench

Dear Sir,

We at workshop have received the information regarding maintenance of broken bench of Classroom No. 10. As per the instruction the bench have been welded and placed back at the class room.
I request you to please check the bench at given location.

Thank you.

Regards,

Dr. Aniket Kolekar
Workshop Superintendent

Information from Workshop In-charge to the Registrar on issue closure