

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:

| https://dypiemr.collpoll.com/helpCenter/requests | |
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| | Search CollPoll Q Q |
| | < 🛞 Campus Help Center |
| SIDDHANI SHEKHAK GOKHE 72176447K B.E. Mechanical Engineering (Shift 1) | Request ID Service Ongoing ~ Last updated |
| û Home | |
| <u>♪</u> Profile | |
| Classroom | ිම |
| Course Registration | QtõsD |
| 🚅 Feedback | |
| 🕄 Online Exam | All submitted and pending requests raised will be shown here |
| 🛗 Calendar | |
| Placements | |
| C Drive | |
| 画》Message | |
| 🕲 Campus Help Center | |
| Hostel | |
| Payments | |
| 🗟 Student Form | |
| m Clubs,Chapters & Societies | |
| ☐" Links | |
| SPPU Exam Forms Online | |

4. Following window will appear; click on "Students Services":

| https://dypiemr.collpoll.com/helpCenter/services | 5 | | | | | |
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| | | < 🛞 Camp | ous Help Center | | | |
| SIDD | HANT SHEKHAR GORHE 72176447K | New Rec | quest | | | |
| B.E. M | Iechanical Engineering (Shift 1) | -Qî- | Examination Form Submission For Offline Payment | | • | |
| Ch Home | | - E | Student Services | | • | |
| Class | oom | 161 C | | | | |
| Course | e Registration | 163 | Student Section | | • | |
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| the Clubs, | Chapters & Societies | | | | | |
| 🖸 Links | | | | | | |
| SPPU | Exam Forms Online | | | | | |

5. Following window will appear; click on "General Issues"

| https://dypiemr.collpoll.com/helpCenter/services | | | | |
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| | < 🛞 Campus Help Ce | inter | | |
| SIDDHANT SHEKHAR GORHE 72175447K | New Request → S | tudent Services | | |
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| 🛞 Campus Help Center | Change of | fyear | | |
| اهم Hostel | | | | |
| Payments | Change of | f status | | |
| Student Form | ~~~ | | | |
| Clubs,Chapters & Societies | | | | |
| 🖸 Links | General Is | ssue | | |
| SPPU Exam Forms Online | | | | |

6. Following window will appear, you can register your issue or grievance by filling all the details and click on "Create":

| https://dypiemr.collpoll.com/helpCenter/se | ervice/38 | | | | |
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| | | < 🛞 Campus Help Center | | | |
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| | B.E. Mechanical Engineering (Shift 1) | Email * | | | |
| | Add headline | Phone * | | | |
| <u>ि</u> म | Home | Registeration Id/PRN No. * | | | |
| 오 F | Profile | | | | |
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| ទំព័រ | Clubs, Chapters & Societies | | | | |
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| | SPPU Exam Forms Online | | | | |

7. Issue received from Student login

| https://dypiemr.collpoll.com/helpC | Center/request/459 | | | |
|------------------------------------|---------------------------------------|--|---|-------------------|
| | | Search CollPoll | Q | ۵ 🜔 |
| | | < 🛞 Campus Help Center | | |
| | SIDDHANT SHEKHAR GORHE 72176447K | General Issue | | |
| | B.E. Mechanical Engineering (Shift 1) | Created 12 Oct 04:30 pm | | |
| | ப் Home | General Issue_Admin 12 Oct 04:30 pm | On going | |
| | A Profile | > 1 Updates | | |
| | Classroom | | | |
| | 🛃 Online Exam | Request ID | 459 | |
| | 💾 Calendar | Status | Submitted | |
| | E Placements | Assigned To | Y K Patil | |
| | Drive | | • | |
| | 🗊 Message | Email | siddhant.gorhe@gmail.com | |
| | 🛞 Campus Help Center | Phone | 9225863961 | |
| | Hostel | Registeration Id/PRN No | 72176447K | |
| | Payments | Registeration fur fill no. | 121104411 | |
| | Student Form | Description | Respected Sir/Madam, One bench of our classroom No 10 is borken since la days. I request you to please look into the matter as it may hurt any students classes. Thank You. | ist few during |
| | C Links SPPU Exam Forms Online | • | Comm | ent |

8. Issue listing in the students' login

| ttps://dypiemr.collpoll.com/helpCenter/re | requests | | | | |
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| () () () () () () () () () () () () () (| SIDDHANT SHEKHAR GORHE 7217647K B.E. Mechanical Engineering (Shift 1) © © © Add headline Home Profile | Campus H Request ID 459 | elp Center Service General Issue | Ongoing ~ Submitted | New Request Last updated . Created 12 Oct 04:30 pm |
| | Classroom Course Registration Feedback Online Exam Calendar Placements Drive Message Campus Help Center Hostel Payments | | | | |
| | Student Form Clubs,Chapters & Societies Links SPPU Exam Forms Online | | | | |

Case Study SGRC Mechanism

1. Issue received online at SGRC Login

| •• https://dypien | mr. collpoll.com /helpCent | cerritari in prequests/rec | | | | | |
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| | < 🧝 Service Man | agement | | | | | |
| | Administration | Dashboard | Configuration | | | | |
| | Pending (29) | Escalated (0) |) Reopened | (0) Completed (102) | Cancelled (0) | | |
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Page **10** of **14**

2. Acknowledgement of grievance received

| | Search CollPoll | ۹ 🗘 💭 |
|---|---|--|
| Mr. Y K Patil AK0900A001 | Campus Help Center | Process Reject |
| Student Section Student Section Add headline Ch Home | Created 12 Oct 04:30 pm General Issue_Admin 12 Oct 04:30 pm | On going |
| | > 1 Updates | |
| Placements | Request ID | 459 |
| C Drive | Status | Submitted |
| Class Attendance | Created By | SIDDHANT SHEKHAR GORHE |
| 🗊 Message | | |
| 🛞 Campus Help Center | Assigned to | T K Patil Edit |
| Service Administration | | |
| 🕞 Wallet | Email | siddhant.gorhe@gmail.com |
| Book a Venue | Phone | 9225863961 |
| Payments | Registeration Id/PRN No. | 72176447K |
| R Clubs, Chapters & Societies | Description | Respected Sir/Madam, One bench of our classroom No 10 is borken since last few |
| Course Master | | days. I request you to please look into the matter as it may hurt any students during classes. Thank You. |
| 🖸 Links | | |
| SPPU Exam Forms Online | Comments | |
| | | Mr. Y K Patil Dear Student, Your issue will be resolved within one week. a minute ago |
| | • | Comment |

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

| ollPoll | | https://dypiemr.collpoll.com/helpCenter/preview/request/459 |
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| 0000 | Dr. D. Y. Patil Pratishthan's Dr | |
| DIP | D. Y. Patil Institute of | |
| | Engineering, Management | |
| C. S.C. | and Research | |
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| Assigned | To | |
| YK | Patil | |
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| Email | | |
| siddhant.ç | gorhe@gmail.com | |
| Phone | | |
| 92258639 | 61 | |
| | | |
| Registera | tion Id/PRN No. | |
| 72176447 | ĸ | |
| Descriptio | n | |
| Respecte | d 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 class | ses. Thank You. |
| | | |
| System g | enerated at 13:34 on 13th Oct 2022 | l- |
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Issue assigned to Workshop In-charge for immediate action

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

ollPoll https://dypiemr.collpoll.com/helpCenter/preview/request/45 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 hone 9225863961 Registeration Id/PRN No. 72176447K Description Respected Sin/Madam, One banch of our closeroom 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

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 |
|--|---|
| | Date: 17/10/2022 |
| To, | |
| The Registrar, Dr. D. V. Paril Institute of Engineering Marco | and a Devent |
| Akurdi, | gement & Research, |
| Pune - 411 044. | |
| Subject: Regarding repairing bench | |
| Dear Sir, | |
| We at workshop have received the informat | ion regarding maintenance of broken bench of |
| Classroom No. 10. As per the instruction the class room | bench have been welded and placed back at the |
| I request you to please check the bench at give | en location. |
| Thank you. | |
| | |
| Regards, | |
| 0 0 | |
| Sumplielin | |
| Dr. Aniket Kolekar | |
| Workshop Superintendent | |
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Information from Workshop In-charge to the Registrar on issue closure