

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>

https://dypiemr.collpoll.com/home

DR. D. Y. PATIL INSTITUTE OF ENGINEERING,
MANAGEMENT AND RESEARCH
(ESTD - 2012)

Welcome to

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

Already registered? Sign in here

siddhant.gorhe@gmail.com

.....

Remember me

[Forgot password?](#)

Need assistance? [Get Help Here](#)

Get it on Google play

Available on the App Store

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

The screenshot displays the DYPiEMR student login page. The URL in the browser is <https://dypiemr.collpoll.com/feed>. The page features a red header with the DYPiEMR logo and a search bar. On the left, a user profile for Siddhant Shekhar Gorhe is shown, along with a navigation menu. The 'Campus Help Center' option in the menu is highlighted with a blue box. The main content area shows an 'Admission Process' section with buttons for 'Fill admission form' and 'Pay fee online'. Below this, there are options to 'Post', 'Ask question', and 'Add event'. The feed displays two posts: one from Dr. D. Y. Patil Institute of Engineering, Management & Research, Akurdi, dated 24 Nov, titled 'Blended Learning <=> Impact and Future Scope', and another from Student's Collpoll Feedback, dated 01 Jul, titled 'Collpoll Feedback (CollPoll team looks forward to your responses as we strive to continuously improve your user experience!)'. The 'Campus Help Center' menu item is highlighted with a blue box.

https://dypiemr.collpoll.com/feed

DYPiEMR Search CollPoll

SIDDHANT SHEKHAR GORHE
72176447K
B.E. Mechanical Engineering (Shift 1)

Home Profile 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

Admission Process

Fill admission form Pay fee online

Post Ask question Add event

Show only Saved Posts My Posts Category Booth

Dr. D. Y. Patil Institute of Engineering, Management & Research, Akurdi
24 Nov | Compulsory

Blended Learning <=> Impact and Future Scope

Q 1 Q 2 Q 3 Q 4 Q 5 Q 6

How was your online learning experience?

Super effective and enjoyed it. Would like to continue learning online

Difficult to adapt to after years of traditional classrooms

It was fine considering the situation but would prefer physical classrooms over online

Not really good. My learning got impacted

Asked by CollPoll Admin

Share

Student's Collpoll Feedback
01 Jul | Compulsory

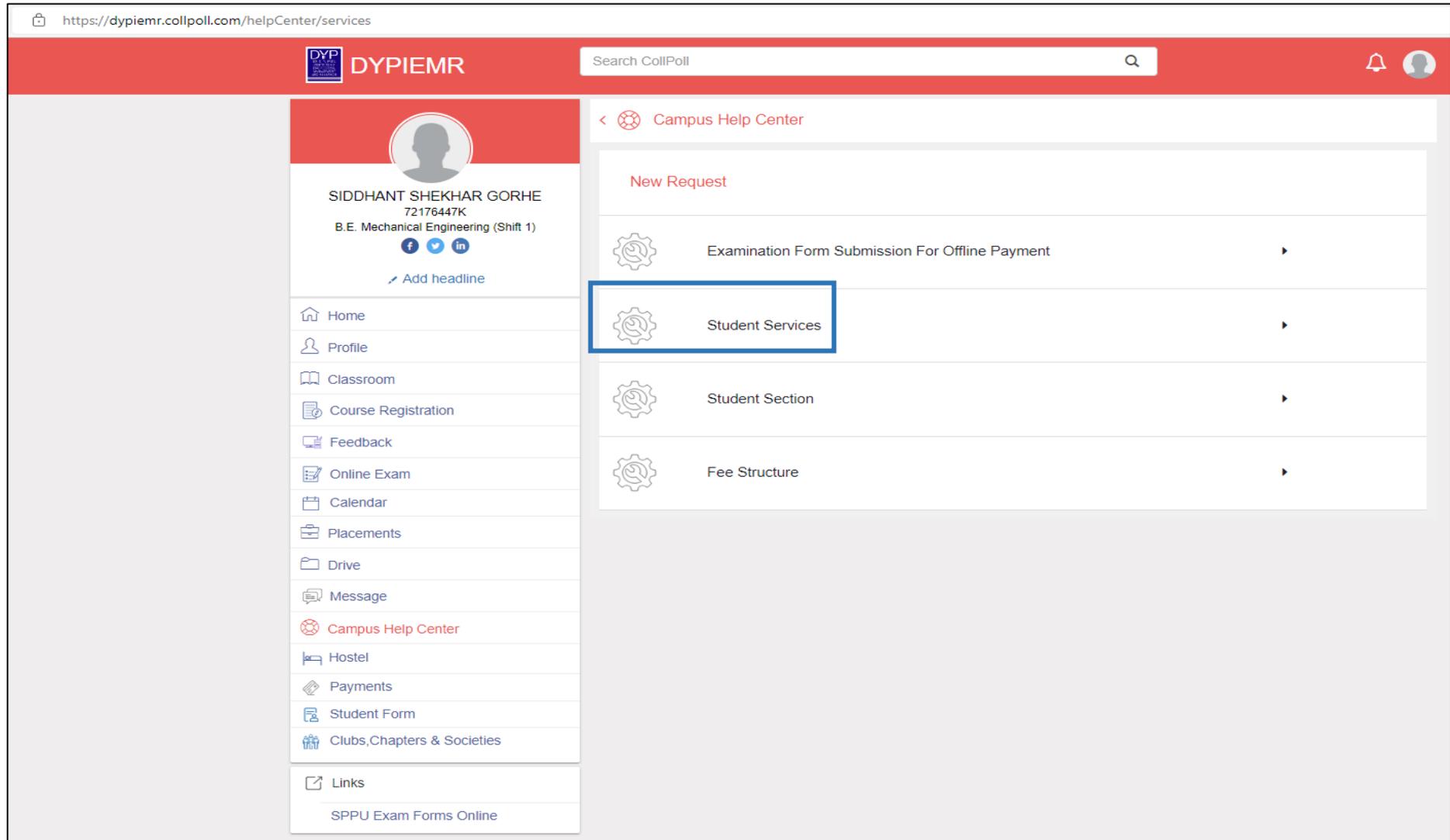
Collpoll Feedback (CollPoll team looks forward to your responses as we strive to continuously improve your user experience!)

Q 1 Q 2 Q 3 Q 4 Q 5 Q 6

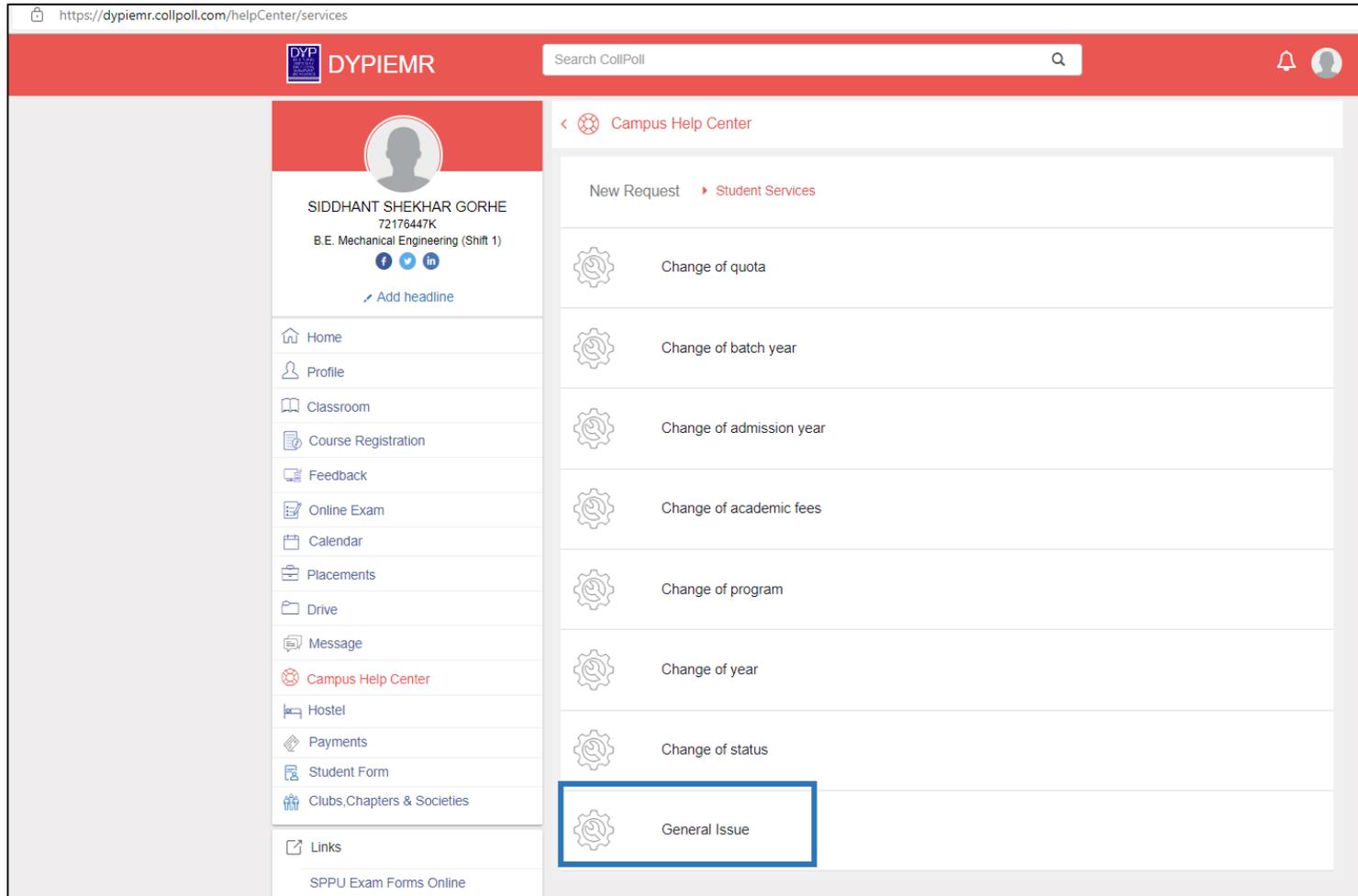
3. Following window will appear; click on “New Request” to register your concern:

The screenshot shows the web interface for the DYPIEMR Campus Help Center. The browser address bar displays <https://dypiemr.collpoll.com/helpCenter/requests>. The header features the DYPIEMR logo, a search bar labeled "Search CollPoll", and notification and user icons. The left sidebar contains a user profile for Siddhant Shekhar Gorhe (ID: 72176447K, B.E. Mechanical Engineering (Shift 1)) and a menu with options like Home, Profile, Classroom, Course Registration, Feedback, Online Exam, Calendar, Placements, Drive, Message, Campus Help Center, Hostel, Payments, Student Form, Clubs, Chapters & Societies, and Links. The main content area is titled "Campus Help Center" and includes a "+ New Request" button highlighted with a blue box. Below this is a table header with columns for Request ID, Service, Ongoing (with a dropdown arrow), and Last updated. The table content area is currently empty, displaying a gear icon and the text "All submitted and pending requests raised will be shown here".

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”:

The screenshot displays the DYPIEMR Campus Help Center interface. The top navigation bar is red and contains the DYPIEMR logo, a search bar labeled "Search CollPoll", and notification and user profile icons. The left sidebar lists various services: Home, Profile, Classroom, Course Registration, Feedback, Online Exam, Calendar, Placements, Drive, Message, Campus Help Center (highlighted in red), Hostel, Payments, Student Form, Clubs, Chapters & Societies, and Links. The main content area is titled "Campus Help Center" and shows a "General Issue" form. The form includes fields for "Email *", "Phone *", "Registration Id/PRN No. *", and "Description *". Below the form is an "Attachment" section with a file upload icon. At the bottom right of the form, there are "Cancel" and "Create" buttons, with the "Create" button highlighted in a red box.

7. Issue received from Student login

The screenshot displays the user interface of the DYPIEMR Campus Help Center. At the top, there is a red navigation bar with the DYPIEMR logo, a search bar labeled "Search CollPoll", and notification and profile icons. Below the navigation bar, the page is divided into a left sidebar and a main content area.

Left Sidebar (User Profile and Navigation):

- User Profile:** SIDDHANT SHEKHAR GORHE, ID 72176447K, B.E. Mechanical Engineering (Shift 1). Includes social media icons for Facebook, Twitter, and LinkedIn, and a link to "Add headline".
- Navigation Menu:** Home, Profile, Classroom, Online Exam, Calendar, Placements, Drive, Message, **Campus Help Center** (highlighted), Hostel, Payments, Student Form, Clubs, Chapters & Societies, Links, and SPPU Exam Forms Online.

Main Content Area (Campus Help Center):

- Issue Title:** General Issue
- Timeline:**
 - Created:** 12 Oct 04:30 pm
 - General Issue_Admin:** 12 Oct 04:30 pm, Status: On going, with a link to "1 Updates".
- Request Details:**
 - Request ID: 459
 - Status: Submitted
 - Assigned To: Y K Patil
- Contact Information:**
 - Email: siddhant.gorhe@gmail.com
 - Phone: 9225863961
 - Registration 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.
- Comment Section:** A text input field with a "Comment" button.

8. Issue listing in the students' login

The screenshot shows the 'Campus Help Center' page in a student's login. The page features a red header with the DYPIEMR logo, a search bar, and notification icons. On the left, a sidebar menu lists various services, with 'Campus Help Center' highlighted. The main content area displays a student profile for Siddhant Shekhar Gorhe and a table of requests. A blue box highlights a specific request with ID 459.

URL: <https://dypiemr.collpoll.com/helpCenter/requests>

Search CollPoll

DYPIEMR

SIDDHANT SHEKHAR GORHE
72176447K
B.E. Mechanical Engineering (Shift 1)

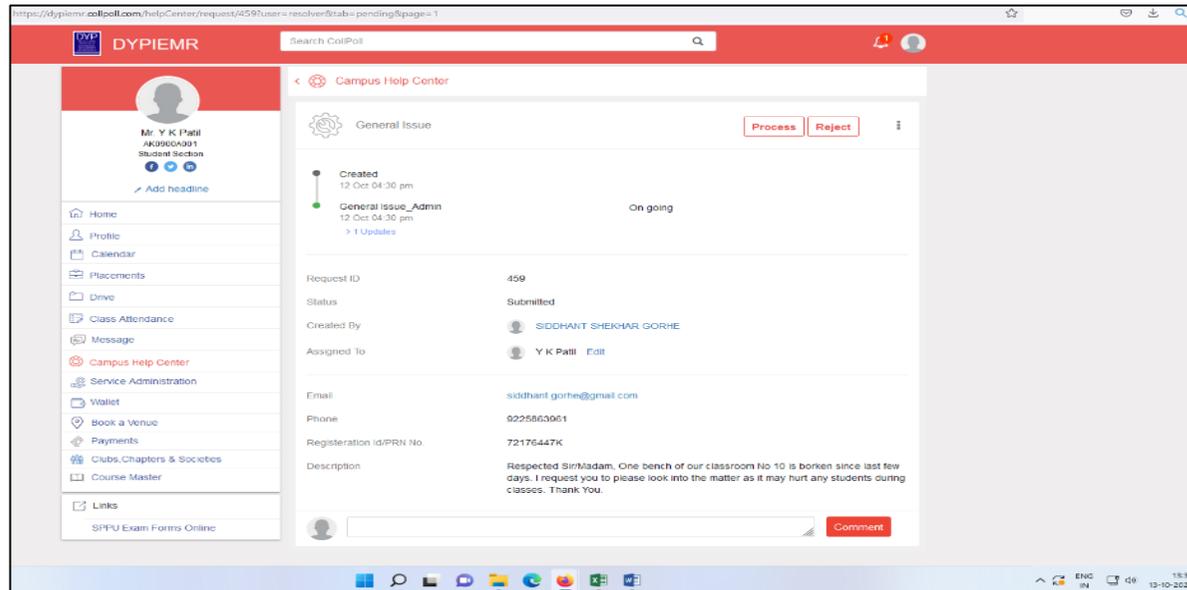
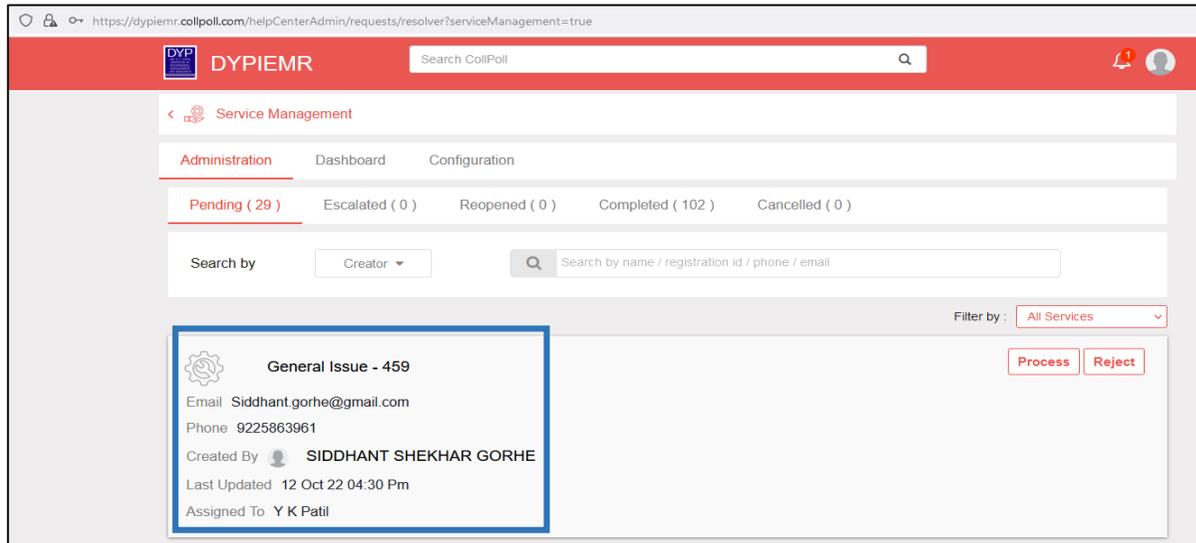
+ New Request

Request ID	Service	Ongoing	Last updated
459	General Issue	Submitted	- Created 12 Oct 04:30 pm

Home
Profile
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



2. Acknowledgement of grievance received

The screenshot displays the DYPIEMR Campus Help Center interface. On the left is a navigation sidebar with options like Home, Profile, Calendar, Placements, Drive, Class Attendance, Message, Campus Help Center (highlighted), Service Administration, Wallet, Book a Venue, Payments, Clubs, Chapters & Societies, Course Master, and Links. The main content area shows a 'General Issue' card with 'Process' and 'Reject' buttons. A timeline indicates the issue was created on 12 Oct 04:30 pm and is currently 'On going'. Below this, a table lists details: Request ID (459), Status (Submitted), Created By (SIDDHANT SHEKHAR GORHE), Assigned To (Y K Patil), Email (siddhant.gorhe@gmail.com), Phone (9225863961), and Registration Id/PRN No. (72176447K). The Description states: '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.' A comment from Mr. Y K Patil, dated 'a minute ago', reads: 'Dear Student, Your issue will be resolved within one week.' A 'Comment' button is visible at the bottom of the comment section.

DYPIEMR Search CollPoll

Mr. Y K Patil
AK0900A001
Student Section

[Add headline](#)

- Home
- Profile
- Calendar
- Placements
- Drive
- Class Attendance
- Message
- Campus Help Center**
- Service Administration
- Wallet
- Book a Venue
- Payments
- Clubs, Chapters & Societies
- Course Master
- Links

[SPPU Exam Forms Online](#)

Campus Help Center

General Issue [Process](#) [Reject](#)

Created
12 Oct 04:30 pm

General Issue_Admin
12 Oct 04:30 pm
[> 1 Updates](#)

On going

Request ID	459
Status	Submitted
Created By	SIDDHANT SHEKHAR GORHE
Assigned To	Y K Patil Edit

Email: siddhant.gorhe@gmail.com

Phone: 9225863961

Registration 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.

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:

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
922583981

Registration Id/PRN No.
72176447K

Description
Respected Sir/Madam, One bench of our classroom No 10 is broken 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

*Workshop In-charge
Pl do as needed
YK Patil
13/10/22*

Issue assigned to Workshop In-charge for immediate action

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

oIIPoll <https://dypiemr.oipoll.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

Phone
9225863981

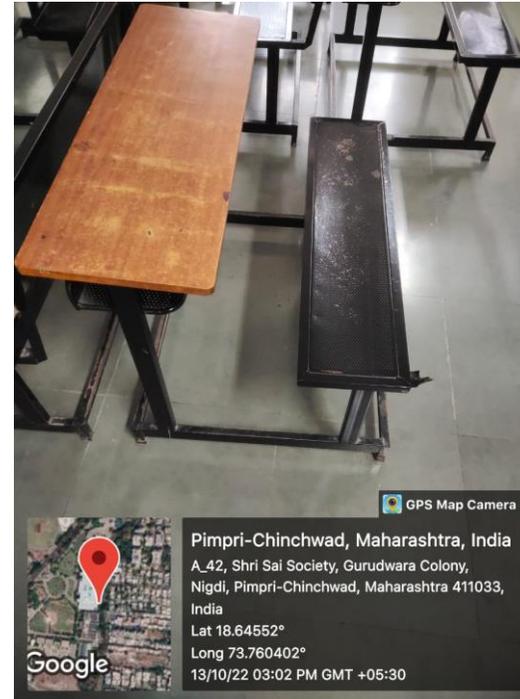
Registration Id/PRN No.
72176447K

Description
Respected Sir/Madam, One bench of our classroom No 10 is broken 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

*Workshop Incharge
Pl do me needful.
YK Patil
13/10/22*

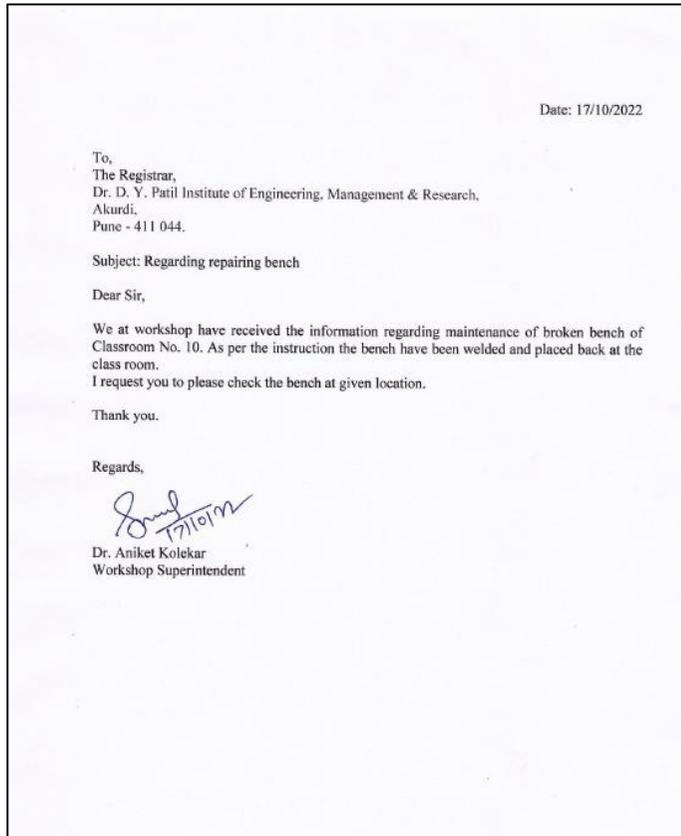
*Received
Jyoti
13/10/22*



Broken bench received from Class Room No 10

Receipt of work assigned to the Workshop In-Charge

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



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