EduGrievance User Guide

Orell will provide you a unique URL to your institution including your college name in the link (www.yourcollegename.edugrievance.com). EduGrievance is a very simple to use platform for the grievance administration in your institution. You can access the online grievance portal using the URL provided. The username and password for admin to login will be provided at the time of installation.

ADMIN INTERFACE

Click on the "Admin" icon and login into admin interface with the login Id and password provided. You will be directed to the admin dashboard where all the grievances will appear as default.

NAVIGATION

Navigation>> My Account option under the left 'Navigation' menu allows you to edit admin's profile

Navigation>> Settings- To add/edit the following details

1) Education Group (Add the name and the details of the institution)

2) Course (Add the course (i.e, MCA, MBA, BE etc.) offered by the institution)

3) Class (Add the classes (i.e, SEM1,SEM2 or Year1,Year2) offered by the institution as to the Course details)

4) Grievance Type (Almost 10 grievance categories are added in the type list. You can add or edit more grievances)

5) Student Termination (Option to terminate students who passed out from the institution and to access the list of terminated students. Admin can also activate students from the terminated list)

6) Parent Termination (Option to terminate parents of passed out students and to view their list. Admin can also activate terminated parents from the list.)

7)Email Settings (The admin should add a new Gmail id and password in this section so as to send notification mails to the users)

Note: The Institutional details the course/ Class and the email settings must be filled prior to the registration of the users and the Grievance Cell Members.

Navigation >> Grievance cell members
Admin can add /edit grievance cell members with designation, email, phone number and grievance category which he/she handles.
Admin needs to tick the check button against the "Is Management" option to give management access to the cell member.
The registered grievance cell member can use either the Email or mobile number as their login ID.
Password will be generated at the time of registration and will be sent to the email of the members automatically.

Navigation>> Pending Approval/Users

1. Here the admin can view the list of pending users (Student/Parent/Faculty/Non-teaching staff). The pending users will be approved by the Admin by clicking the "Approve" link under the Actions column.
2. Option to reject unqualified users(students/ faculty/ non-faculty members). The rejected users shall be embedded in Rejected Users

Navigation>> Approved Users

This option allows the admin to view the list of approved users (Student/Parent/Faculty/Non-teaching staff) and to edit/deactivate any user.

Navigation>> Grievances

By clicking the "Grievances" under the left Navigation menu, admin can view the list of grievance and its status

In "Grievances", by clicking the "delete", grievances can be deleted. The deleted grievances are embedded in "Deleted Grievances"
 By clicking on "Meeting details" in "Grievances" the details on meeting took place for the resolve can be added.

Navigation>> Reports

Admin or the concerned authority can access nine types of reports from the redressal portal.

Note: Admin can create logins for Principal/Director/Management of the institution.
If you tick the check button against the "Is Management option" without selecting grievance type, the concerned person can login using the management interface.
If both the "Is Management" and "Grievance Type" are selected, that member can access both the Management and Grievance cell member interface.
Under "Reports" Course And Class wise Reports can be generated.
Under "Reports" Grievance Report based on the Action Taken can be generated.

Navigation>> Label Editor

By clicking Label Editor "Page Control Name" and "Display Name" can be changed.

GRIEVANCE CELL MEMBER INTERFACE
Grievance cell member needs to login using the Username (Email/Mobile

Number) and password sent by the admin while he/she is added in the grievance redressal portal.

In the interface, cell member can view the grievances posted by users. They can also view and download the files uploaded by the user.

Navigation>>My Account: To edit the profile details of grievance cell members

Navigation>> View &Reply: Click this option to view the complaints posted by the users (students/parents/faculty/non-teaching staff) and to give reply to the same. Grievance cell member can view the status of the complaints under the Actions column.

Click the "View" link against the complaint to view the complaint details
Click "Reply" in the Actions column to post reply to grievance.
Click on the 'Meeting Details' and you will get a pop-up window where you can fill in the actions taken on the grievance.

Note: In case of any delay in the redressal processing, the grievance cell member needs to post the reason in the Reply box and click "Acknowledge" to send an auto-generated email to the user stating the reason.

The cell member can also upload files along with the reply.
When the student sends reminder, the cell member will get an email and notification on the right side top of the "View & Reply" page.

Navigation>>Reports: Click this option to generate reports on the grievances he/she received.

STUDENT INTERFACE

For posting grievances, student user has to register in the portal and this should be approved by the admin. Only authorised/approved users can post grievances in the redressal portal.

Click the "Students" icon on the dashboard

Click the "New User Registration" button on the login page and enter the details including name, course, class, admission number, email id, mobile number and desired password.

(Email id or mobile number will be the login ID/Username of the student)
Students can post grievances only after the admin approves their registration so as to make sure that the user is genuine, thus avoiding duplication or fake complaints. The student user will get an email notification when the admin approves his registration).

Navigation>> My Account- To edit the students email, gender and mobile number
Navigation >> Post a Grievance
Click "Post a Grievance" to lodge a complaint
Select the concerned grievance type, enter subject (max 200 characters) and grievance details to post it successfully.

Attachment: - If the user has any supporting files/documents in favour of the grievance, they can upload it here.

Navigation >> My Grievances- This option under the left Navigation menu gives a glance at the grievances posted and its status.
Grievances which got reply from the cell member will show "Responded" in the Status column.

Student needs to click the "Reopen" link to repost the complaint if he is not satisfied with the reply.

Reminder-if the user doesn't get reply for the grievance he/she posted within the expected time, click "Reminder" option against the grievance to remind the cell member about the pending grievance.

Note: Students will get email notification as soon as the grievance cell member sends reply to the grievance they posted.
If the grievance cell member saw the grievance (but not replied), it would appear "Viewed" in the Status column. Grievances closed after satisfactory resolution will appear "Disposed" in the Status column

INTERFACES of Faculty members & Non-Teaching Staff
Faculty members and non-teaching staff have the same set of options as the students. They also can post grievances and view its reply by clicking the

respective links.

Note: User can post grievance in the portal only after getting registration approval from the admin.

PARENT INTERFACE

Parents also have the same set of options as the students/faculty members/non-teaching staff.

To register in the portal, parents need to click "Parents" icon on the dashboard.

Click the "New User Registration" button on the login page and enter the details for successful registration.

At the time of registration, parent user has to mention his/her relationship with the student and has to enter the details of the student including admission number, course, class etc.

Parents can post grievance in the portal only after getting registration approval email from the admin.

INTERFACE of Principal / Director / Manager

The principal/director/manager of the institution can login using the "Management" icon on the dashboard. They can edit their profile, view grievance cell members & users (pending/approved), all grievances and its status and can access reports also.

Note: - Logins for the principal/director/manager will be assigned by the admin.

If the principal/director/manager is assigned as the grievance cell member also, they can give reply to the grievances.

Admin along with the Principal/Director/Manager and Grievance Cell Members of the institute can access grievance reports as per their requirements.

Following are the types of reports:

1.Consolidated Grievance Redressal Report

2.Detailed Grievance Report
3.Report on Pending Grievances
4.Report on Closed Grievances
5.Detailed Report based on Grievance Type
6.Report based on Grievance Type (Pending Grievances)
7.Report based on Grievance Type (Closed Grievances)
8.Report based on Grievance Cell Member (Pending Grievances)
9.Report based on Grievance Cell member (Closed Grievances)

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