



Dr. D. Y. PATIL EDUCATIONAL FEDERATION
Dr. D. Y. Patil Institute of Management and Entrepreneur Development
Approved by AICTE, Affiliated to SPPU Pune

Address: - Sr. No. 27/A/1/2C, Near Talegaon Railway Station, Towards HP Service Station, Varale, Talegaon, Pune, Maharashtra 410507. Website: dypatilef.com. dypatilimed.com E- mail- director.dypimed@dypatilef.com

Dr. D. Y. Patil
Founder Dr. D Y Patil Group

Dr. Sushant Patil
President

Dr. Priyanka A. Singh
Director

CRITERION V

STUDENT SUPPORT AND PROGRESSION

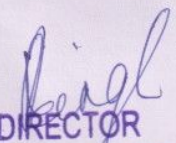
5.1 Student Support

5.1.4 The Institution has a transparent mechanism for timely redressal of student grievances including sexual harassment and ragging cases.

Mechanisms for submission of online/offline students' grievances

Sr. No	Index for Supportive Documents
1.	Offline Students' Grievances System. Mechanisms for submission of Offline students' grievances.
2.	Online Students' Grievances System. Mechanisms for submission of Online students' grievances.




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DR.D.Y.P.I.M.E.D.
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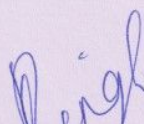
President

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Director

Mechanisms for submission of offline students' grievances




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Mechanisms for submission of offline / online students' grievances

In our institute, we have established a comprehensive mechanism to facilitate the submission of grievances by students. We recognize the importance of providing a platform for students to voice their concerns, offer suggestions, and seek resolution for any issues they may encounter during their academic journey. This mechanism is designed to ensure transparency, accountability, and timely redressal of student grievances.

Complaint / Suggestion Box Installation

A complaint / Suggestion box has been installed within the institute premises. This box serves as a physical repository for students to submit their complaints and suggestions in a discreet and confidential manner. The placement of the complaint box is strategic to ensure easy access and to encourage student participation in sharing their concerns. The complaint box is opened for review and consideration once every month, and it may also be accessed whenever required, all under the vigilant oversight of the Institute's Director.

Handling of Grievances:

Upon the closing of the complaint box, grievances and suggestions if any are collected and reviewed. Each submitted grievance is treated with utmost seriousness and care. The Institute Director, in collaboration with the Institute Administration, is responsible for categorizing the complaints, ensuring their confidentiality, and initiating the grievance resolution process.

Forwarding to Grievance Committee:

Once all grievances have been reviewed and categorized, they are forwarded to the respective Grievance Committee. The Grievance Committee is composed of faculty members, administrative staff, and student representatives, and it is responsible for addressing and resolving the grievances.

Resolution Process:

The Grievance Committee conducts a thorough investigation into each grievance and seeks to find equitable solutions. The process may involve discussions with the affected students, gathering relevant information, and collaborating with appropriate authorities within the institute to address the issues raised.

Communication with Students:

After the Grievance Committee has reached a resolution, the affected students are informed of the outcome and any actions taken to address their concerns. This communication is conducted in a timely and transparent manner.



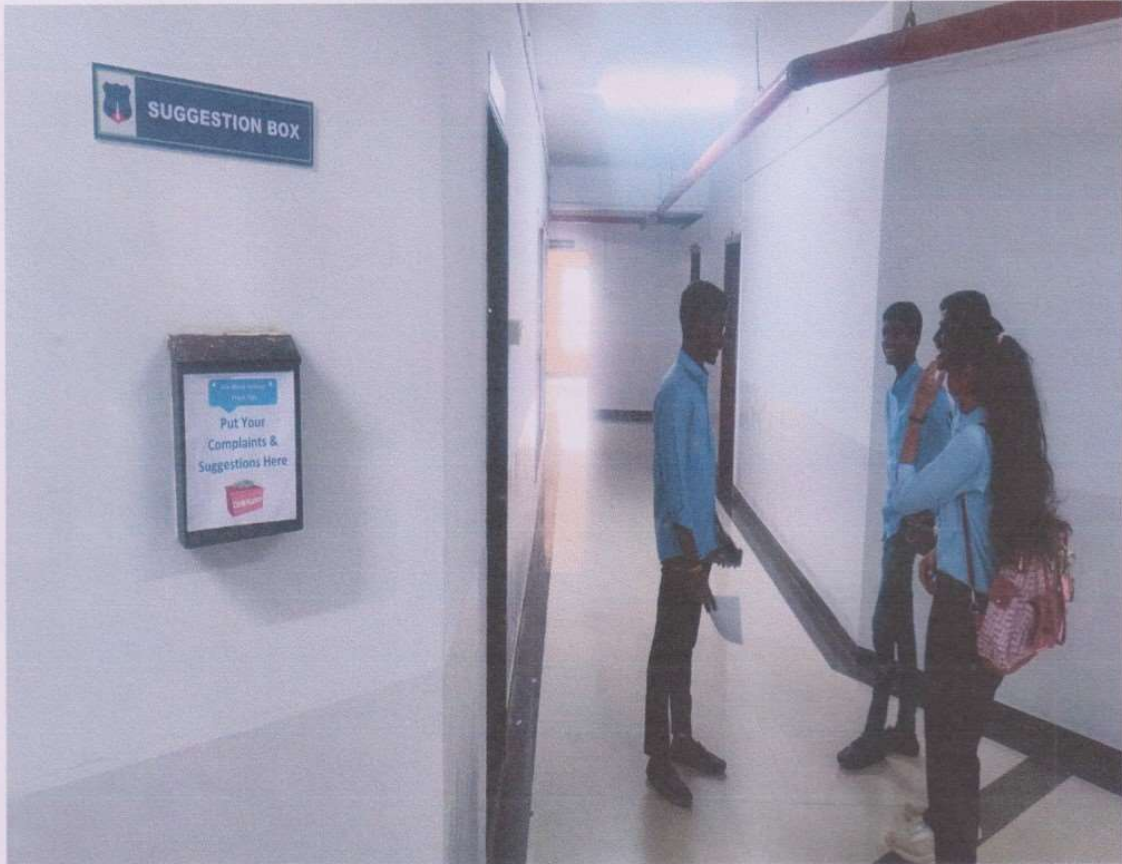
Priyanka A. Singh
DIRECTOR
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Continuous Improvement:

We are committed to continually improving our grievance resolution mechanism. Feedback from students, suggestions, and lessons learned from past grievances are used to enhance our processes and ensure that students' concerns are addressed more effectively in the future.



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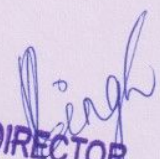
President

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Mechanisms for submission of online students' grievances




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Mechanisms for submission of online students' grievances

The institute has established a comprehensive grievance redressal mechanism, designed to address various issues related to students, including concerns related to women harassment, ragging, maintenance, and other relevant matters.

For this institute has implemented a robust online system, designed to efficiently address student grievances. This system offers students a user-friendly platform where they can easily submit and track their concerns and complaints. It streamlines the entire grievance resolution process, allowing for swift communication between students, faculty, and administrators. Through this online system, students can expect a transparent and structured approach to resolving their issues, ensuring a supportive and conducive learning environment for all.

Link for Online Grievance Redressal Mechanism System:

https://dypefmca.dypatilefmis.com/grievance/gv_home.aspx

✚ **Following Screenshots shows Step by step process of our Online Grievance Redressal Mechanism System.**



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Home page - Online Grievance Redressal Mechanism System

The screenshot shows a web browser window with the URL `dypefmca.dypatilefms.com/grievance/gv_home.aspx`. The page header includes the logo of Dr. D. Y. Patil Educational Federation, the name of the institute, and the location: "Near Talegaon Railway Station, Varale, Talegaon, Pune - 410507". It also mentions "Central ERP System Powered By Smart School". The main content area features a "Grievance Redressal System" section with three login buttons: "Admin Login", "Committee Login", and "Stakeholder Login". A "Let's talk..." chat bubble is visible in the bottom right corner of the page content. The browser's taskbar at the bottom shows the system time as 11:38 AM on 10/19/2023 and the temperature as 83°F Sunny.



Handwritten signature
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Admin Login Page

Dr. D. Y. Patil Educational Federation
Dr. D. Y. Patil Institute of Management And Entrepreneur Development (MCA), Varale, Pune
Near Talegaon Railway Station, Varale, Talegaon, Pune - 410507

Central ERP System
Powered By
Smart School

Grievance Redressal System - Admin Login

Institute Id

Password

Login Reset

Not Registered? [Institute Registration](#)
[Forgot Password?](#)

Let's talk...

Online

83°F Sunny 11:38 AM 10/19/2023



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Maval, Pune 410 507



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Committee Login Page

Dr. D. Y. Patil Educational Federation
Dr. D. Y. Patil Institute of Management And Entrepreneur Development (MCA), Varale, Pune
Near Talegaon Railway Station, Varale, Talegaon, Pune - 410507

Central ERP System
Powered By
Smart School

Grievance System - Committee Login

Institute Id

Chairman Id

Password

Login Reset

[Forgot Password?](#)



[Signature]
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Stakeholder Login Page

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Near Talegaon Railway Station, Varale, Talegaon, Pune - 410507

Central ERP System
Powered By
Smart School

Stakeholder Login

Institute Id

Stakeholder Id

Password

Login Reset

[Forgot Password ?](#)

Online

83°F Sunny 11:39 AM 10/19/2023



Let's talk...

[Signature]
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Student Login Page

Student Information Portal

Instructions :

- Enter Institute Id, Application Id and Password given by your class authorities.
- If you don't have login credentials please contact to your respective college authorities.
- Students can download learning material stuff uploaded by college faculties. See your attendance records, marks of examination, give feedback, syllabus coverage report, your profile details and many more..
- Please read terms and conditions for online fees payment [Click Here](#)

Student Login

Institute Id:

Application Id:

Password:

[Don't Have Credentials? Forgot Password?](#)



Handwritten Signature
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Student Dashboard After Login



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Students can Submit Grievances Through Complaint Box

Complaint Box Back

Academic Year: 2022-2023
Complaint Type: SID
Description:

No records available.



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Students Complaint Box after Grievances Submission

Committee	Description	Complaint Date	Status	Processed Date	Remark	
COMMITTEE FOR SC/ST/OBC	Need original domicile submitted to the collage	10/19/2023	Registered	10/19/2023	NA	Delete



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Committee Dashboard After Login

Google Sheets | Inbox (239) - m | DYPTC-HSL - G | Hostel Student | Committee Me | Module Access | Add New Com | +

dypefmca.dypatilefms.com/grievance/gv_committeemenu.aspx?Instid=6836mca7GRC2

Committee Menu

Welcome, COMMITTEE FOR SC/ST/OBC

Account : Mega Offer [Logout](#)

Stakeholder Complaints | Complaint Report | Manage Committee

86°F Sunny | Search | 11:46 AM 10/19/2022

Let's talk...



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Committee Dialog Box - showing Grievance Status REGISTERED

	Committee	Complaint Date	Status	Process Date	Remark	Stakeholder ID	Stakeholder Name	Description
View Complaint	SID	3/31/2023	Registered	3/31/2023	NA	MC22112571	KSHIRSAGAR DIPAK BHAGAWANRAO	Please correct Data in system



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Committee Dialog Box - showing Grievance Status SOLVED

Committee	Complaint Date	Status	Process Date	Remark	Stakeholder ID	Stakeholder Name	Description
View Complaint	SID	3/31/2023	Solved	3/31/2023	MC22112571	KSHIRSAGAR DIPAK BHAGAWANRAO	Please correct Data in system



[Signature]
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Committee Dialog Box - showing Grievance Status SOLVED

Complaint Report [Back](#)

Academic Year: 2022-2023 Select Date From: To: [Search](#) [Show All](#) [Export](#)

Total Records : 2

Committee	Complaint Date	Status	Process Date	Remark	Stakeholder ID	Name	Description
SID	3/31/2023	Solved	3/31/2023		MC22112571	KSHIRSAGAR DIPAK BHAGAWANRAO	Please correct Data in syster
COMMITTEE FOR SC/ST/OBC	10/19/2023	Registered	10/19/2023	NA	MC23115924	CHOUDHARI SIDDHESH MURALIDHAR	Need original domicile subr



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