



# **Grievance Management**



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**Topic:** Apply for grievance by student

**Prerequisite:**

1. User should be added in JUNO Campus.

**Roles:** Student

**Path:** Student: Communication >> Grievance

The screenshot shows the 'COMMUNICATION >> GRIEVANCE' page in the JUNO Campus system. The page header includes navigation menus for Personal, Academic Schedules, Academic Functions, Facilities, Placements, and Communication. The current page is titled 'COMMUNICATION >> GRIEVANCE' and shows the date and time as 'FEB 21, 2020 11:32:06 PM'. There are two tabs: 'Complaint History' and 'Grievance Report'. The 'Specify Your Feedback' section contains the following fields:

- Complaint on:** Feb 21,2020
- Service:** RTI (Selected). A callout box says 'Select Service Type'.
- Questions:**  Does my institute have to use RTI?  We are also using something called MTSS. Is this different from RTI?  What are the benefits of RTI?  Can I opt out of or refuse RTI?  What does progress monitoring mean?
- Complaint Priority:** A scale from 1 to 5. 'Low' is selected (radio button).
- Complaint Subject:** RTI Benefits
- Complaint Description (max(450 char)):** A rich text editor with a toolbar. The text 'What are the benefits of RTI?' is entered.
- Complaint Proof:** An 'Upload Image' button with the note '(.pdf, .jpg, .jpeg, .png file only)'. A 'Submit' button is at the bottom.

At the bottom of the page, it says 'Last logged on Thu, 10 Oct 2019 10:57 AM'. There are links for Support, Blogs, Career, and Forum. Social media icons for Facebook, Twitter, LinkedIn, and YouTube are present. The page is 'Powered by JUNO Campus' and features a circular logo.



## Status after raised complained

Personal ▾ Academic Schedules ▾ Academic Functions ▾ Facilities ▾ Placements ▾ Communication ▾
COMMUNICATION » GRIEVANCE FEB 21, 2020 11:32:40 PM

Complaint History Grievance Report

10 ▾ records per page Search:

Sr No.	Grievance Id	Status	Grievance Date	Closing Date	Grievance Subject	Service	Grievance Type	Description	Grievance raised To	Comment	Grievance Register Against	View Document
1	14	Pending	Feb 21, 2020		<b>Subject-</b> RTI Benefits <b>Service-</b> RTI <b>Type-</b> What are the benefits of RTI?	RTI	What are the benefits of RTI?	What are the benefits of RTI?	Dr. Janardan Adinath Pawar	<a href="#">View Comments</a>	-	<a href="#">View</a>

Showing 1 to 1 of 1 entries
← Previous 1 Next →

Last logged on Thu, 10 Oct 2019 10:57 AM

Support [Blogs](#) [Career](#) [Forum](#)

Powered by [JUNO Campus](#)



**Topic:** Apply for grievance by employee

**Prerequisite:**

1. User should be added in JUNO Campus.

**Roles:** Faculty/Staff

**Path:** Requisitions » Grievance » Employee Grievance

★ REQUISITIONS » GRIEVANCE » EMPLOYEE GRIEVANCE MAR 11, 2020 12:21:29 AM

Complaint History **Grievance Report**

Specify Your Feedback

Complaint on

Service  Hostel  Library  Security  Canteen  Mess  Academics  Transport  Exam  Other

Complaint Priority

	1	2	3	4	5	
Low	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	High

Complaint Subject

Complaint Description max(450 char)

Source

B I U abc x<sub>2</sub> x<sup>2</sup> Font Size A<sub>+</sub> A<sub>-</sub> fx

Meal Provided by Canteen is not good

Complaint Proof

Upload Image  
(.pdf, .jpg, .jpeg, .png file only)

Complaint Forward To

Institute Head  Academic Head  Library Head  Hostel Head  Transport Head

Exam Head  Employee  Mentor  Class Co-ordinator  Conflict Resolution Committee  HOD

Institute Head	Academic Head	Library Head	Hostel Head	Transport Head	Exam Head	Employee	Mentor	Class Co-ordinator	HOD
Santosh Kumar									

Submit



## Status After raised complained

★ REQUISITIONS » GRIEVANCE » EMPLOYEE GRIEVANCE												
MAR 11, 2020 12:22:50 AM												
Complaint History <span style="margin-left: 20px;">Grievance Report</span>												
10 records per page <span style="float: right;">Search: <input type="text"/></span>												
Sr No. <sup>A</sup>	Grievance Id	Status	Grievance Date	Closing Date	Grievance Subject	Service	Grievance Type	Description	Grievance raised To	Comment	Grievance Register Against	View Document
1	19	Pending	Mar 10, 2020		Subject- Canteen Facility Service- Canteen Type- General	Canteen	General	Meal provided by canteen is not good	Mr. Santosh Shiv Kumar	<a href="#">View Comments</a>	-	<a href="#">View</a>




**Topic:** View grievance and approval status

**Prerequisite:**

1. User should be added in JUNO Campus.

**Roles:** Faculty/Staff



### JOB TRAY

**Grievance** check X

Please Check Complaint Generated By :Siddharth S

Siddharth S 03:06 AM Mar 07, 2020

**Grievance** check X

Please Check Complaint Generated By :Sanket Awhale

Sanket Sanjay Awhale 08:27 PM Dec 03, 2018

**DASHBOARD**

**BULLETIN BOARD** ALL

**PERSONAL CALENDAR**

**JOB TRAY** UPDATE

- Admission Applications 1286
- C-off Leave Alert 490
- Compensatory Off Alerts 24
- Course File 1
- Document Management System 1
- Feedback 45
- Grievance 2

## View and update status of Complaint

COMMUNICATION » GRIEVANCE MAR 07, 2020 3:27:01 AM

Complaint History Grievance Report

10 records per page Search:

Sr No.	Grievance Id	Status	Grievance Date	Closing Date	Grievance Subject	Service	Grievance Type	Description	Grievance raised To	Comment	Grievance Register Against
1	17	In Process	Mar 06, 2020		Subject- Infrastructure Service- INFRASTRUCTURE Type- Tube Lights are not working	INFRASTRUCTURE	Tube Lights are not working	Points: 1 2	Dr. Janardan Adinath Pawar	<a href="#">View Comments</a>	Vinita Shrivastava Kundan Kumar(2019-2022)

Showing 1 to 1 of 1 entries ← Previous 1 Next →

## Register complaint



Completed Application

Status	Grievance Date	Closing Date	Grievance Subject	Service	Grievance Type	Description	Grievance Raised To	View Comments	Add Comments	Grievance Registered Against	View Document	Actions
Pending	Mar 10,2020	-	Canteen Facility	Canteen	General	<a href="#">View</a>	Santosh Shiv Kumar	<a href="#">View Comments</a>	<a href="#">Comment</a>	Mr. Santosh Shiv Kumar	<a href="#">View</a>	<a href="#">Action</a>
Pending	Mar 10,2020	-	rgty	Hostel	General	<a href="#">View</a>	Santosh Shiv Kumar	<a href="#">View Comments</a>	<a href="#">Comment</a>	Mr. Santosh Shiv Kumar		<ul style="list-style-type: none"> <li>✱ Set Priority</li> <li>☰ Register Complaint</li> <li>✱ Reject Grievance</li> <li>📅 Closing Date</li> </ul>

Authority take Action and update status on complaint

**COMMENT** ✕

Instruction provided to canteen owner

[Submit](#)

Sr.No.	Comments	Added Date
1	Instruction provided to canteen owner - Mr. Santosh Shiv Kumar	Mar 11,2020

If Authority want to forward the complaint to respective department person





X

Grievance Complaint Details

Complaint By	Pawar Janardan	Complaint Service	Hostel
Complaint Subject	rgty		

Search Student

Search Name

Add

Search Employee

Search Name

Add

General Complaint

Register

Clear Text

Close

### After complaint resolved by Authority

★ REQUISITIONS » GRIEVANCE » EMPLOYEE GRIEVANCE
MAR 11, 2020 12:42:23 AM

Complaint History
Grievance Report

10 records per page
Search:

Sr No.	Grievance Id	Status	Grievance Date	Closing Date	Grievance Subject	Service	Grievance Type	Description	Grievance raised To	Comment	Grievance Register Against	View Document
1	19	Completed	Mar 10, 2020	Mar 10, 2020	Subject- Canteen Facility Service- Canteen Type- General	Canteen	General	Meal provided by canteen is not good	Mr. Santosh Shiv Kumar	<a href="#" style="background-color: #333; color: white; padding: 2px 5px; border-radius: 3px;">View Comments</a>	Santosh Shiv Kumar	<a href="#" style="background-color: #333; color: white; padding: 2px 5px; border-radius: 3px;">View</a>