

Quantum University, Roorkee



GRIEVANCE MANAGEMENT SYSTEM




Registrar
Quantum University

Student Complaint Management System (CMS)

The Complaint/Grievance Management System & the Student Document System at Quantum University is designed to simplify and automate various processes related to student records, document management, and grievance resolution within the institution.

Implementing this in the Grievance Management & Student Document System helps the University in increasing efficiency, transparency, and accountability in managing student-related processes within the institution. Here are key components and functionalities that the system includes:

1. Complaint Registration

If a student experiences any grievance, harassment, ragging, or discrimination, they can file a complaint online with the university. Upon logging into their ERP Portal, the student should navigate to the dashboard, select the Requisition/CMS option, click on the "Register Complaint" option, and choose the type of grievance.

	Grievance Type	Grievance SubType
1	<input checked="" type="checkbox"/> Sexual Harassment/Assault	
2	<input type="checkbox"/> Gender Discrimination	
3	<input type="checkbox"/> Caste Discrimination	

Subject: Date: 08/12/2023

Complain:

Location:



Registrar
Quantum University

2. CMS Committees

In the screenshot below, you can observe that the student has the option to input details for the grievance committee, including grievance type, authority type, objective, etc. The student can search for and include committee members by providing their details such as name, mobile number, and email id.

The screenshot shows the 'Grievance Committee Creation' page in the Quantum University CMS. The page includes a sidebar with navigation options: Requisition/CMS, Register Complaint, Complaint Handling, View Complaints, and Grievance Type. The main form has the following fields:

- Committee For: --Select--
- Committee: [Text Field]
- Grievance Type: Student Services
- Grievance Sub Type: Student Documents Issue/Misg
- Authority Type: Person Wise
- Search: [Search Icon]
- Remove, Level Text, Authority: [Buttons]
- Objective: [Text Field]

Below the form is a 'Committee Members' section with a 'Search Member' button and a table with columns: MemberID, Member Name, Mobile Number, and Email ID. The table is currently empty, showing 'Page 1 of 0' and 'No records to view'.

At the bottom, there is a 'Reset' button and a 'Save' button. Below these is a table with columns: Delete, Committee, Committee For, Grievance, Grievance Sub Type, Authority Type, Objective, and a column for the user's name (Vivek Kunt).

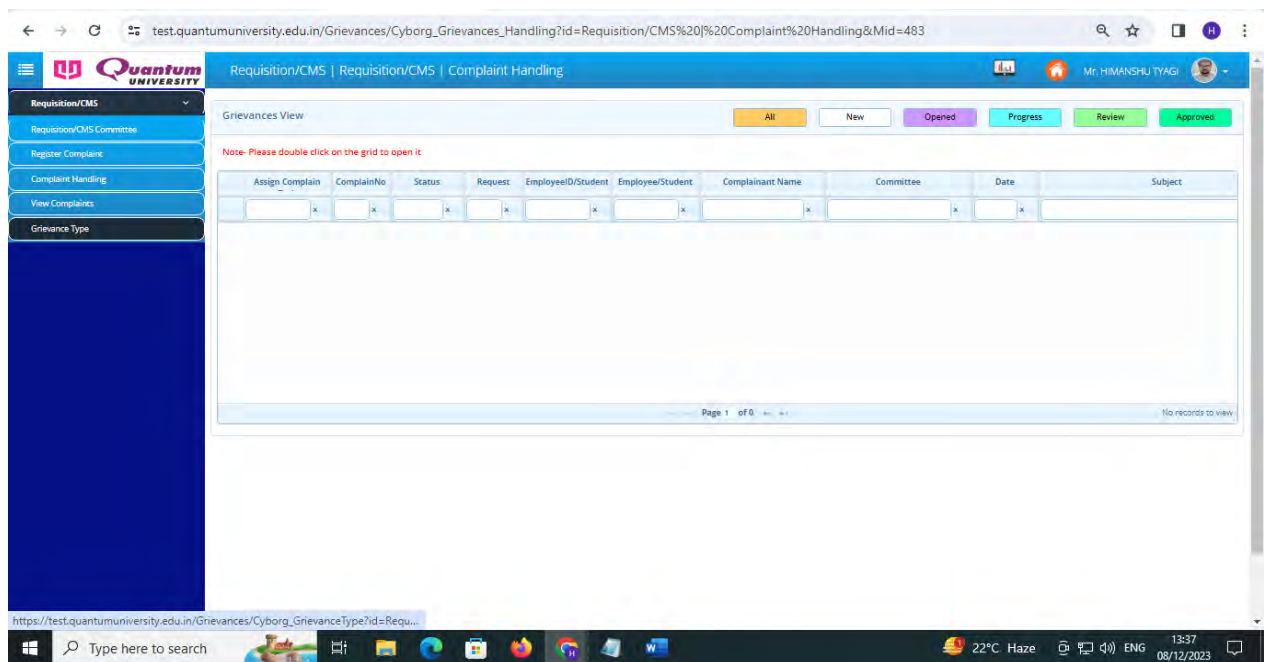
Delete	Committee	Committee For	Grievance	Grievance Sub Type	Authority Type	Objective	
1	IT Requirement	Employee/Student			N/A	0	Vivek Kunt
2	Mess	Employee/Student			N/A	0	Vivek Kunt
3	Maintenance	Employee/Student			N/A	0	Vivek Kunt

3. Complaints Handling and Status

After entering your grievance details in the Grievance Committee Creation section, click on Save, and the student's complaint will be officially registered. The student can then access and track their grievances, checking the status to determine whether it has been approved or not.



Registrar
Quantum University



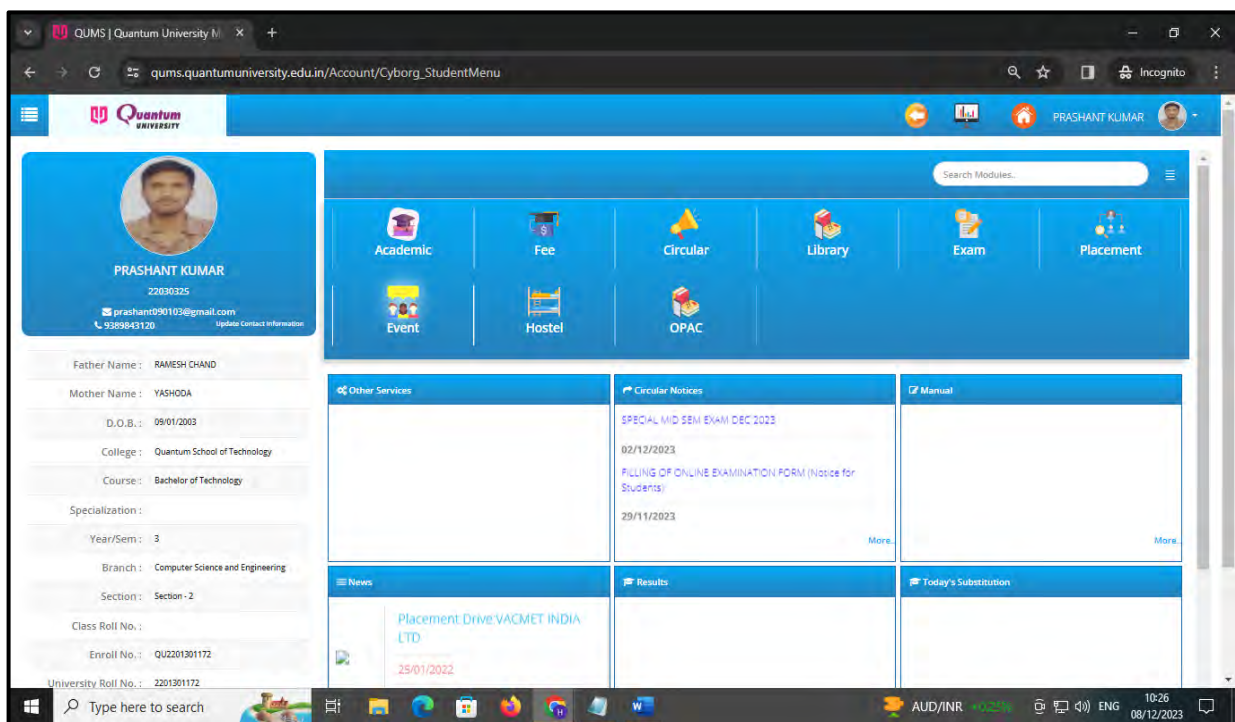
Student Document Apply Process

1. Student Dashboard

The screenshot below displays a student logging into the ERP system. Upon accessing it, the home screen presents diverse options ranging from Academic and Library to Fee and Placements details. The student dashboard regularly provides event updates, news, and notifications, ensuring students stay informed about university activities. To request documents, students simply click on the Academic option within the dashboard.




Registrar
Quantum University



2. In Academic Section Click on Document Apply

Upon selecting "Academic," students will locate the "Document Apply" option on the left side of the menu. Clicking on this option will open a document form containing fields ranging from Student ID to Student Branch, and from Document Type to Document Mode.

Quantum University | Quantum University M | X +

qums.quantumuniversity.edu.in/Web_StudentAcademic/Cyborg_Student_DocumentApply?id=Document%20Apply

Academic | Document Apply

PRASHANT KUMAR

Time Table
Assignment
Syllabus
FeedBack
Document Apply
Achievement
Apply For GP Marks

Document Apply

Student ID: 22030325 Student Name: PRASHANT KUMAR DOB: 09/01/2003
University: QU College: QST Course Type: Engineering
Course: Bachelor of Technology Year/Sem: 3 Branch: Computer Science and Engineering

Document: Select options Document Type: Original Receive Mode: On Campus

Apply

Applied Document List

Remove	Approve/Reject	Session	Document	Document Type	Amount	Receive Mode	Postal Address	Year/Sem

Page 1 of 0

No records to view

https://qums.quantumuniversity.edu.in/Web_StudentAcademic/Cyborg_Student_DocumentApply?id=Document Apply

Type here to search

Air: Moderate

ENG 10:31 08/12/2023



[Signature]
Registrar
Quantum University

3. Student can Select Document from Document List

The student is required to complete the document form by entering the necessary details. It is mandatory to specify the 'Document and Document Type' for the document application. Choose an appropriate option from the provided choices, such as Marksheet, Student Bonafide, Loan Letter, etc. The application status can be viewed below the form. Click on 'Apply.'

The screenshot shows the 'Academic | Document Apply' page. The form includes fields for Student ID (22030325), Student Name (PRASHANT KUMAR), DOB (09/01/2003), University (QU), College (QST), Course Type (Engineering), Course (Bachelor of Technology), Year/Sem (3), and Branch (Computer Science and Engineering). The 'Document' dropdown is set to 'Student Bonafide', and the 'Document Type' is 'Original'. The 'Receive Mode' is 'On Campus'. A green 'Apply' button is visible. Below the form is a table for 'Applied Documents' with columns: Document, Document Type, Amount, Receive Mode, Postal Address, and Year/Sem. The table is currently empty.

details of students' applied documents that are pending approval such as Degree, Student Bonafide, Transcript, or others. The Approve/Reject student details section indicates the current status of these documents, whether they have been approved or rejected.

The screenshot shows the 'Student Wizard | Student Management | Document Approval' page. It includes filters for Session (2023/24), University (QU), College (QST), Course Type, Course, Year/Sem, and Branch. The 'Document' dropdown is set to 'Select'. Below the filters is a table for 'Non Approve/Reject Student Details' with columns: Document, Document Type, Apply Date, Applied Year/Sem, Student ID, Student Name, and University. The table contains 12 rows of data. Below this table is a section for 'Approve/Reject Student Details' with a table for 'Approve/Reject' and columns: Approve/Reject, Document, Document Type, Apply Date, Applied Year/Sem, Student ID, Student Name, and Unit. The table contains 2 rows of data.



[Signature]
Registrar
Quantum University

4. Document Issue Dashboard with Certificate No

The screenshot below displays the certificate numbers of the applied documents, along with the details of students who have submitted applications for the necessary documents.

Applied Document Issue

Session: 2020/24 University: QU College: QBT Course: Bachelor of Technology

Student Details

Document	Document Type	Applied Class	Student ID	Student Name	University	College	Course	Year/Sem	Branch	Amount
30		1	23030015	KARAN KUMAR SANGH	QU	QBT	Bachelor of Technology	1	(Hons) in Comput	
31		1	23030020	ABHIRAM GUPTA	QU	QBT	Bachelor of Technology	1	N/A	
32		1	23030025	SANJAY KUMAR JHA	QU	QBT	Bachelor of Technology	1	Computer Science	
33		1	23030031	KOTA GAUR	QU	QBT	Bachelor of Technology	1	N/A	
34		1	23030034	SUBHANT KUMAR	QU	QBT	Master of Computer A	1	N/A	
35		1	23030037	MD SAKEED HUSSEIN	QU	QBT	Bachelor of Technology	1	Computer Science	

Page 1 of 1 View: 1 - 2,229 of 2,229

Received By: Certificate No. Search

Document: Type: Year/Sem Add

Issued Student Details

Receiver Name	Receiver ID	Authority	Certificate No.	Pass Out Session	Post Medium	Tracking ID	Postal Date	Receiver Address
			210700470	2019			2909-01-02T00:00	
			210700490	2019			2909-01-02T00:00	
			210700513	2019			2909-01-02T00:00	
			210700504	2019			2909-01-02T00:00	



Registrar
Quantum University