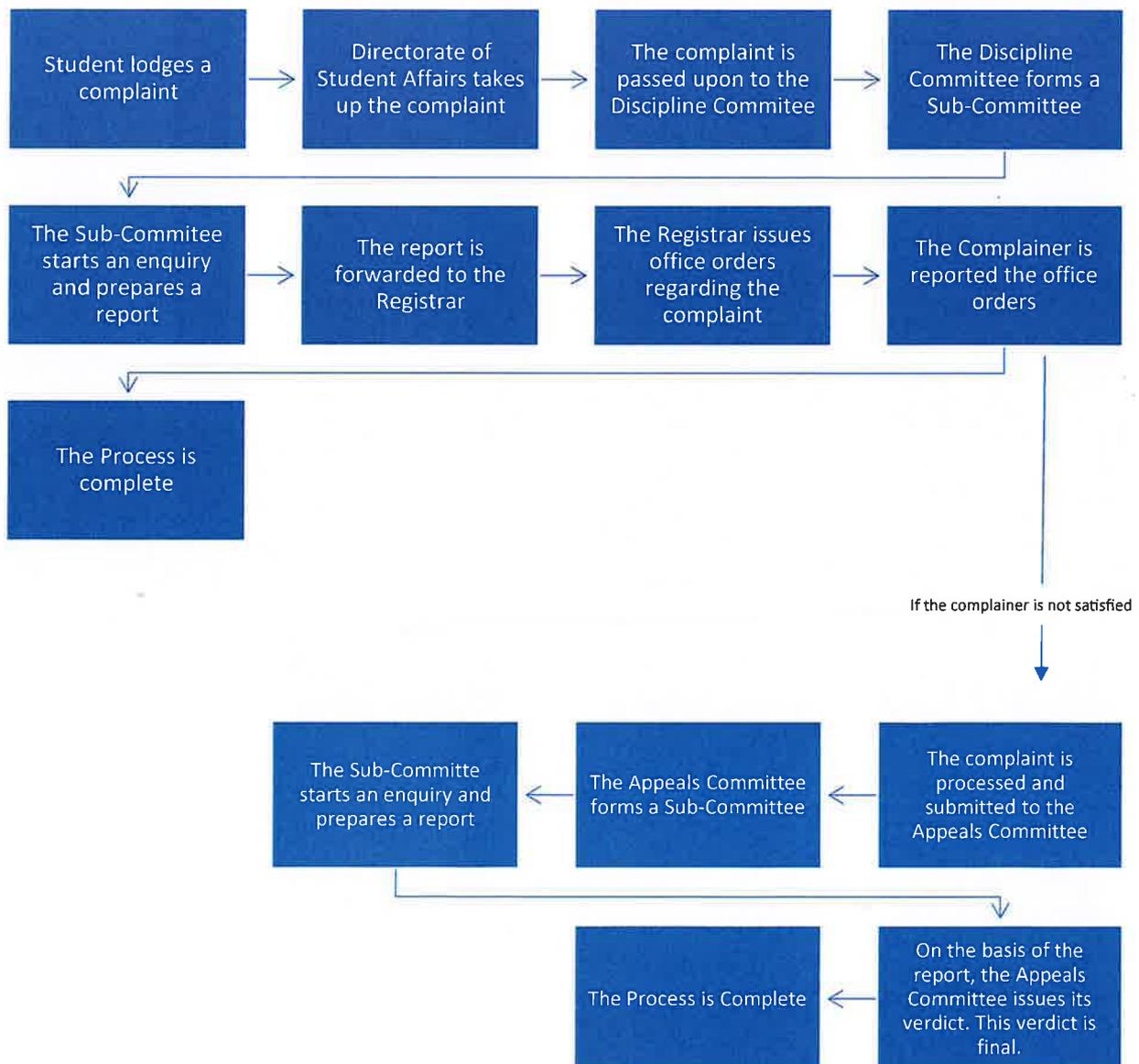


### Redressal of Grievances in SRM University - AP

For the redressal of various grievances on the campus, there are three bodies which are committed to making the campus struggle-free. The CLM Help Desk helps in resolving the problems pertaining to the difficulties faced by the students and faculty in their daily lives, the infrastructure of the campus and the facilities on the campus. The Discipline Committee is responsible for resolving all the complaints that may arise due to any sort of indiscipline or unethical situations. The Appeals Committee has the purpose of resolving conflicts if the results shown by the Discipline Committee are unsatisfying for the complainer. The Process of Redressal of Grievances goes as follows.



The process of the redressal of problems regarding infrastructure, facilities on campus and other such grievances is done through the CLM Help Desk. The complaint is lodged in the application or through the QR Code provided by the Help Desk.

A link is generated when the QR Code is scanned. Through this link, the student can lodge a complaint. The complaint is processed and is categorised under the structure of the CLM Help Desk facilitating proper response time and personnel. The problem is addressed based on its priority.

### CLM Helpdesk



- Step to Follow for Registering Complaints**
1. Scan the QR Code
  2. Click on the Generated Link
  3. Login with Student ID / Register your Complaint and Suggestions

### Structure of CLM Helpdesk

Service Level Matrix			
Level	Type	Response Time	Resolve Time
S-1	Emergency	30 Minutes	4 Hours
S-2	High	4 Hours	8 Hours
S-3	Regular	4 Hours	24 Hours
S-4	Approval / Procurement	4 Hours	7 Days

- EMERGENCY** (Red circle)

  1. Fire
  2. Power
  3. Water
  4. Medical

- High** (Orange circle)

  1. Sewerage Blockage
  2. Chillers
  3. Hot water
  4. RO Water
  5. Lift
  6. Mess

- Regular** (Yellow circle)

  1. Carpentry
  2. Electrical Complains
  3. Laundry
  4. Housekeeping
  5. Pest Control

The structure of CLM Helpdesk categorises the complaints as Emergency, High and Regular based on the action required to take to resolve the problem. This structure helps in redressal of grievances as per priority providing safety on the campus.

The grievances addressed by the CLM helpdesk have a hierarchy. This helps in better resolving problems and generates greater work efficiency. The hierarchy is present to provide proper attention to the problems as required by the situation. This is done so that an optimal solution to the problem can be reached in the shortest amount of time possible. This resolves the grievance in a proper, ordered manner leading to better problem management and setting a good example for the students on the campus.

### Escalation Matrix & Resolve Time



These three committees and processes have facilitated the proper redressal of grievances on the campus of SRM University-AP. In the academic years, 2021-2022 and 2022-2023, a total of around 12,500 problems were addressed by these three committees. They have proven time and again, the skill they possess in crisis management and their determination to facilitate a comfortable learning journey for the students and faculty.

# CLM Helpdesk



## Step to Follow for Registering Complaints

1. Scan the QR Code
2. Click on the Generated Link
3. Login with Student ID / Register your Complaint and Suggestions

**CLM Help Desk Complaints -SRM University AP**

Date: 04-02-2021 to 31-03-2022				
S.No	Department	Recived	Closed	Pending
1	Tech.AC	57	57	0
2	Tech.Carpentry	135	135	0
3	Tech.Civil	57	57	0
4	Tech.Electrician	318	318	0
5	Tech.Fire Alarm & Fire fitting	1	1	0
	Tech.Guesthouse	1	1	0
6	Tech.Horticulture			0
7	Tech.Housekeeping	2	2	0
8	Tech.Mechanical	243	243	0
9	Tech.Mess	0	0	0
10	Tech.Plantoperator	0	0	0
11	Tech.Plumbing	0	0	0
12	Tech.Projects	0	0	0
13	Tech.Security	0	0	0
14	Tech.Transport	0	0	0
15	Cancelled / other	3	3	0
<b>Total</b>		<b>817</b>	<b>817</b>	<b>0</b>
Date: 01-04-2022 to 31-03-2023				
S.No	Department	Recived	Closed	Pending
1	Tech.AC	956	956	0
2	Tech.Carpentry	2381	2381	0
3	Tech.Civil	779	779	0
4	Tech.Electrician	3416	3416	0
5	Tech.Fire Alarm & Fire fitting	61	61	0
	Tech.Guesthouse	1	1	0
6	Tech.Horticulture	4	4	0
7	Tech.Housekeeping	112	112	0
8	Tech.Mechanical	1791	1791	0
9	Tech.Mess	34	34	0
10	Tech.Plantoperator	149	149	0
11	Tech.Plumbing	1236	1236	0
12	Tech.Projects	93	93	0
13	Tech.Security	4	4	0
14	Tech.Transport	15	15	0
15	Cancelled/other	124	124	0
<b>Total</b>		<b>11156</b>	<b>11156</b>	<b>0</b>

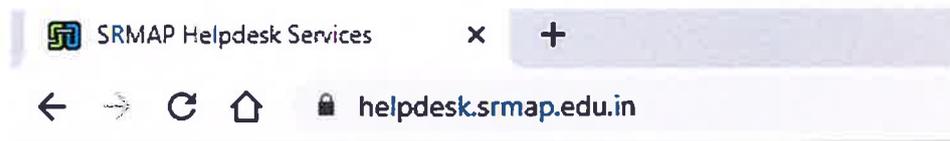
# SRM UNIVERSITY AP

User Guide – Service desk Ticketing System –Steps

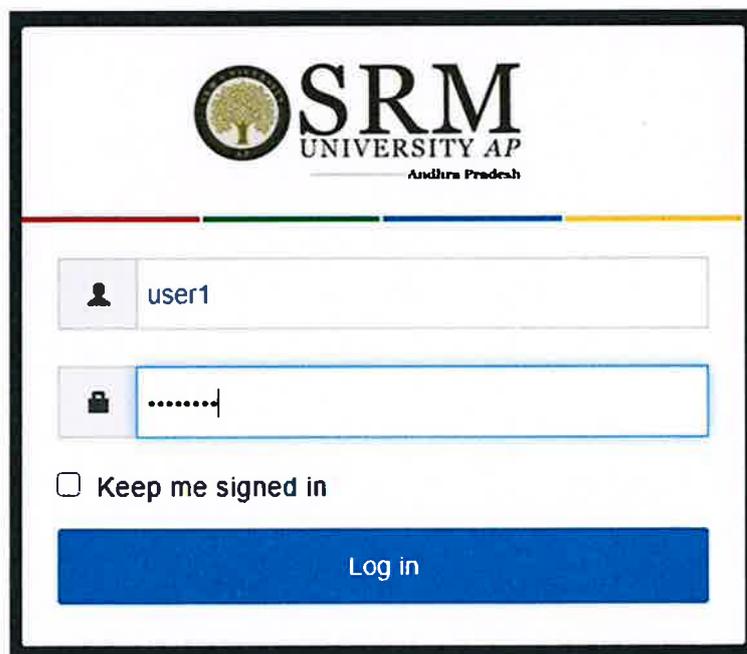
## HELPDESK TICKETING SYSTEM – SELF SERVICE PORTAL

### Login through web browser

Step 1: Type the URL <https://helpdesk.srmap.edu.in> in web browser



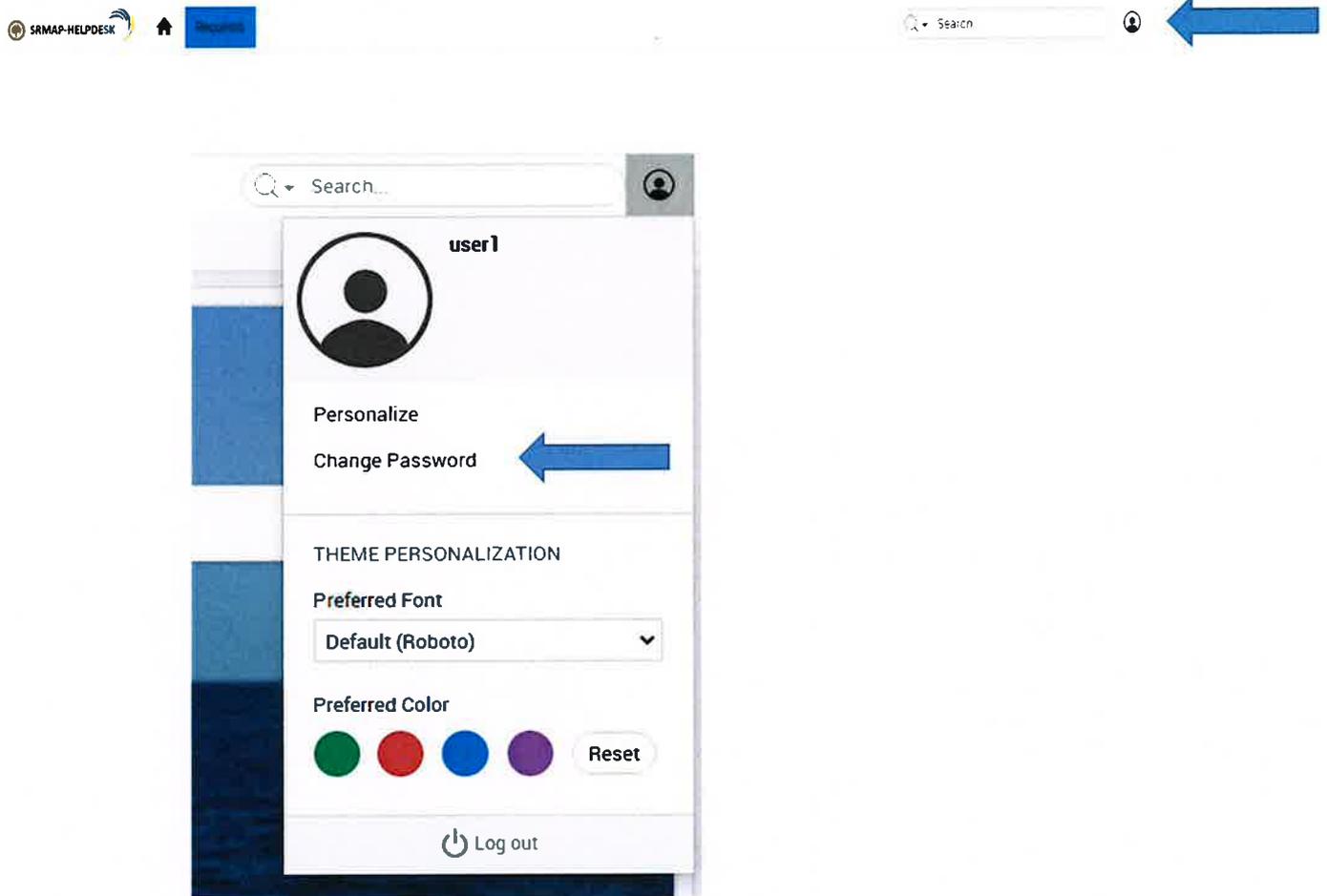
Step 2: Give the **Username & Password** and click **Log in**. (Login credentials shared from ITKM Helpdesk email to respective Faculty & Staff)

A screenshot of the SRM University AP login portal. At the top is the SRM University AP logo with the text "SRM UNIVERSITY AP Andhra Pradesh". Below the logo is a horizontal bar with red, green, blue, and yellow segments. The login form consists of two input fields: the first is for the username, containing "user1", and the second is for the password, containing ".....". Below the password field is a checkbox labeled "Keep me signed in". At the bottom of the form is a blue "Log in" button.

# SRM UNIVERSITY AP

User Guide – Service desk Ticketing System –Steps

Step 3: Once logged in. Click the user icon and click **Change Password**.



Please click save and change the password by providing required details.

helpdesk.srmap.edu.in/Language.do#password

Personalize Change Password

**Local Authentication Login Password**

• Current Password

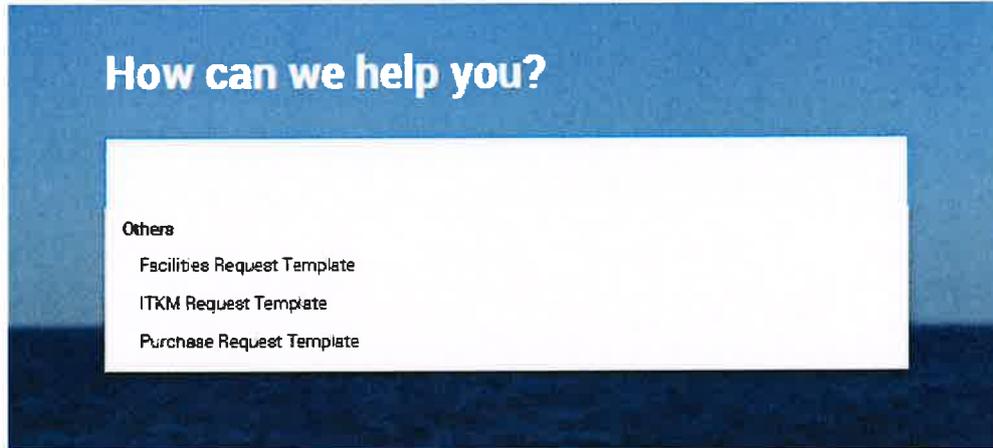
• New Password

• Confirm New Password

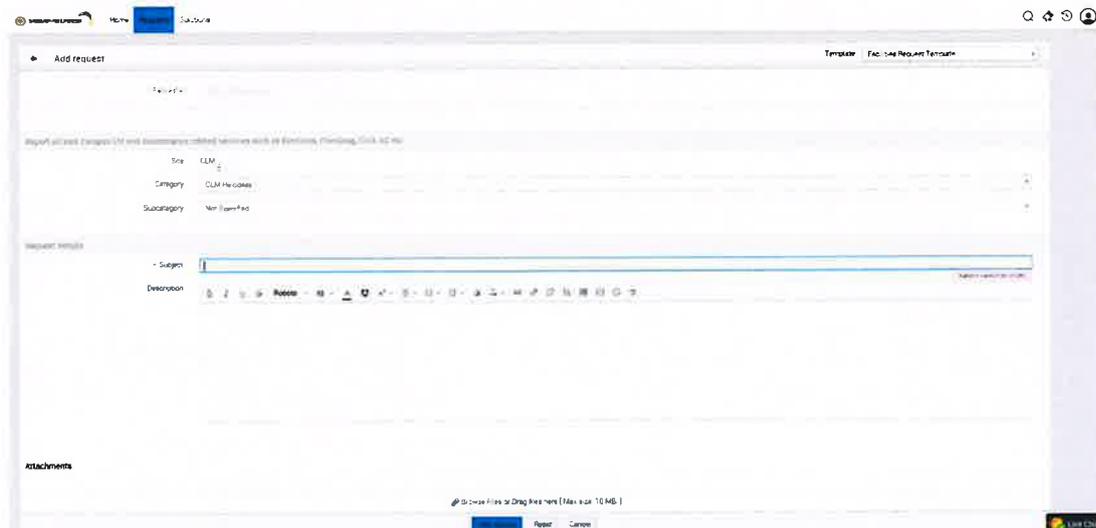
Save

Step 4: There are three ways to raise the service ticket.

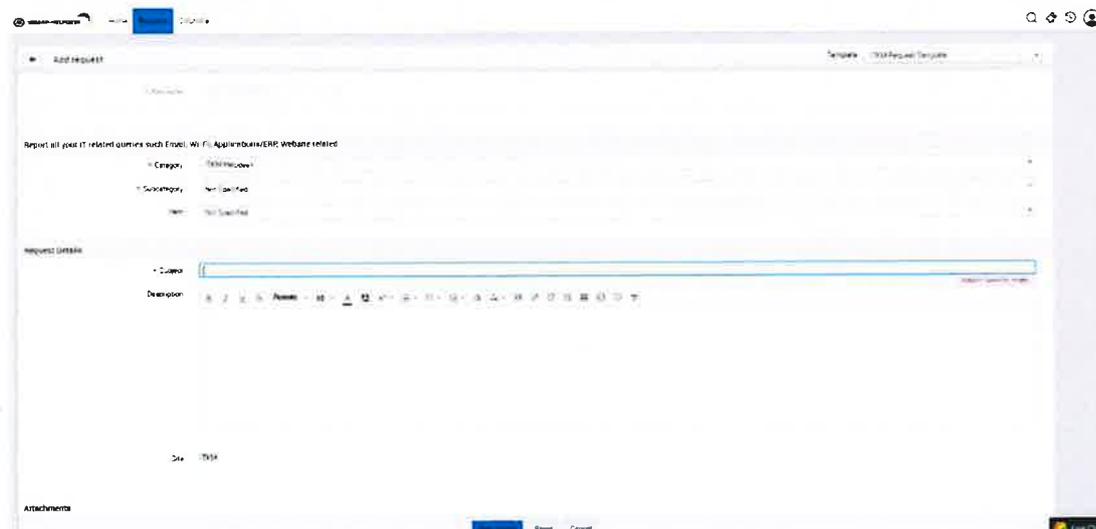
- a. Type and search the template and choose the appropriate Request Template.



- i) Facilities Request Template



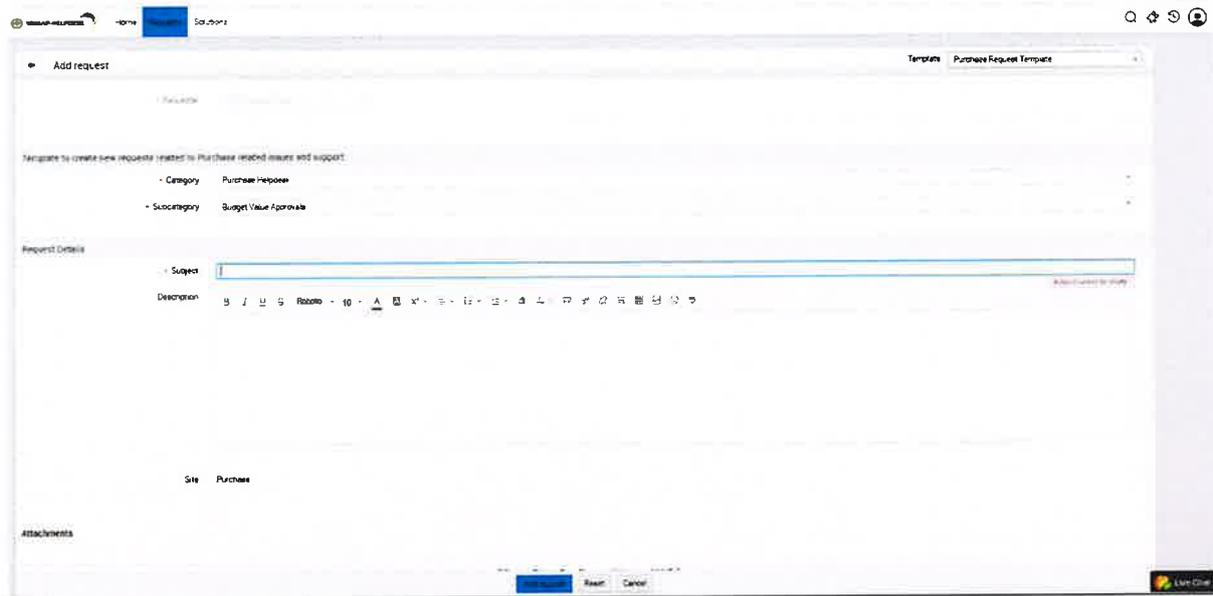
- ii) ITKM Request Template



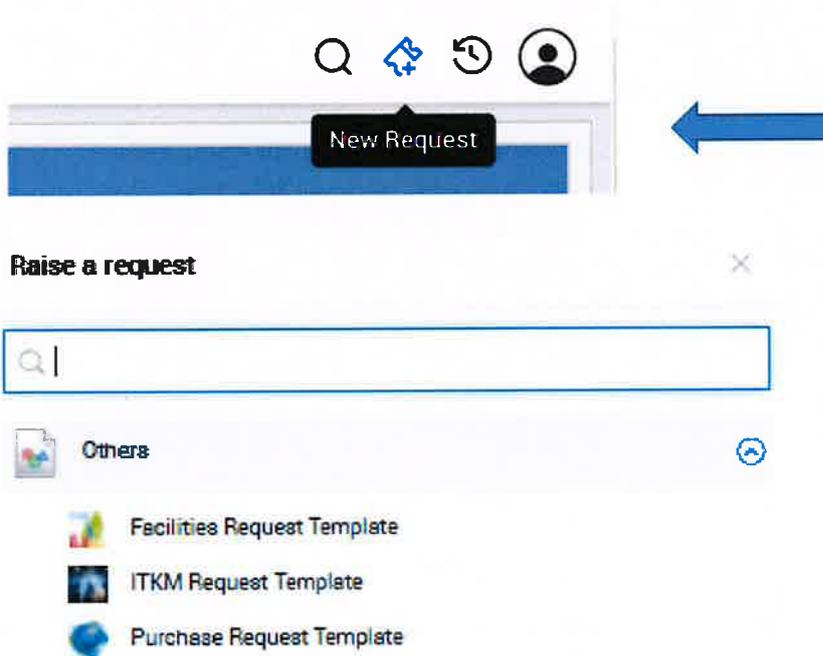
# SRM UNIVERSITY AP

## User Guide – Service desk Ticketing System –Steps

### iii) Purchase Request Template



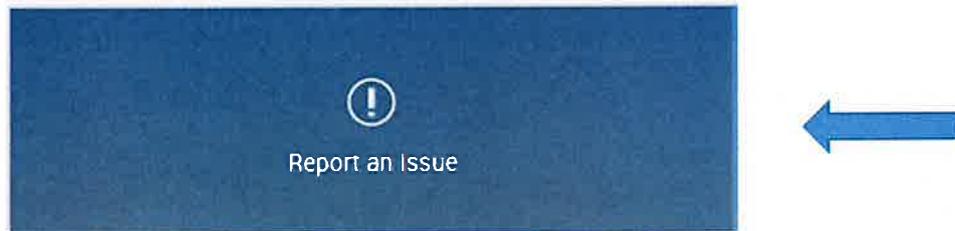
b. Click the “New Request” and choose the appropriate Request Template



# SRM UNIVERSITY AP

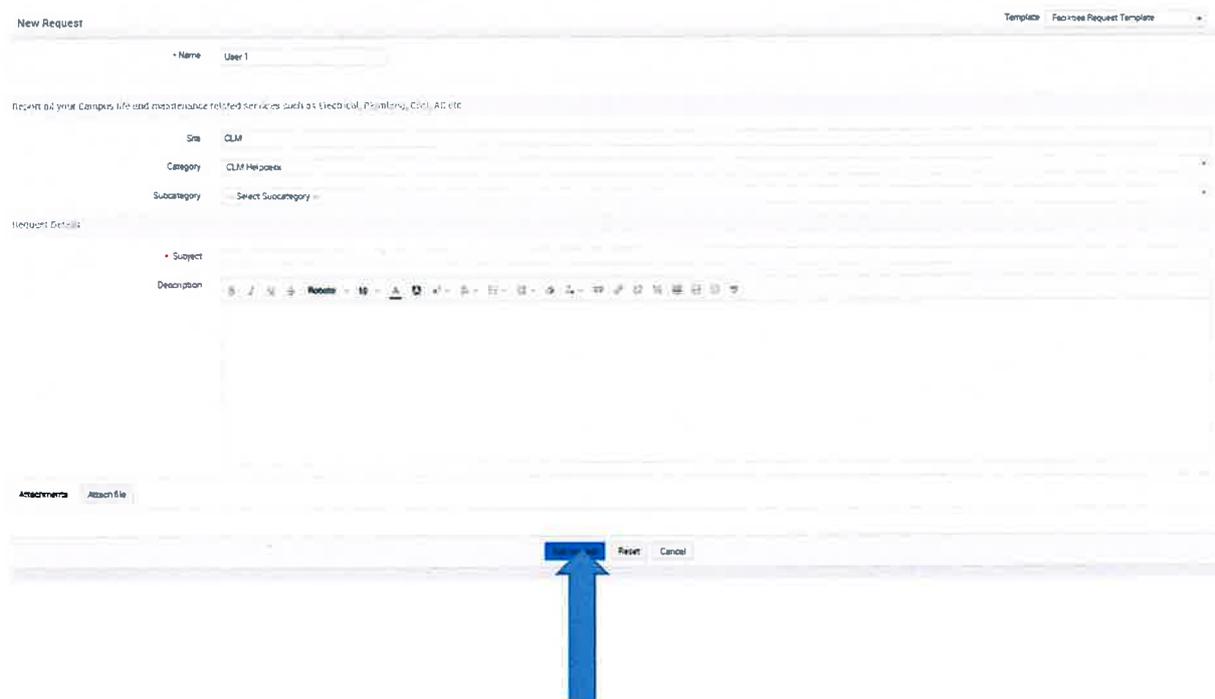
User Guide – Service desk Ticketing System –Steps

c. Click the **Report an issue** and choose respective template



 <p><b>Facilities Request Template</b></p> <p>Template to create new requests related to Facilities support and Campus Life.</p>	 <p><b>ITKM Request Template</b></p> <p>To create new requests related to IT support Such as Email, WiFi, App/ERP, Web.</p>	 <p><b>Purchase Request Template</b></p> <p>Template to create new requests related to Purchase related issues and support.</p>
---	--	---

Step 5: A new request template will open. Fill the required details and click **Add request**.



New Request Template: Facilities Request Template

Name: User 1

Recent 64 year Campus life and maintenance related services such as Electrical, Plumbing, Cool, AC etc

Site: CLM

Category: CLM Helpdesk

Subcategory: Select Subcategory

Request Details

Subject:

Description:

Attachments: Attach file

**Add request**    Reset    Cancel

Step 6: Once request is added, Click on the **Requests** tab and view all your request status.

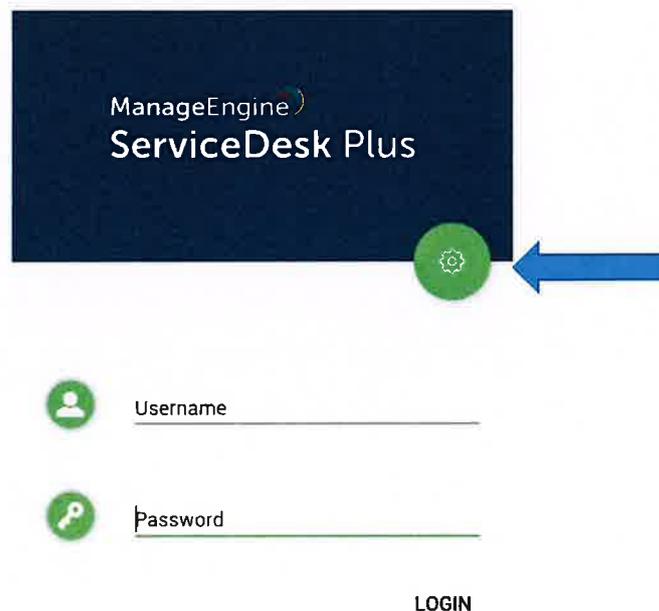


## Mobile Application

Step 1: Download and install the APP IT **Helpdesk – Service Desk Plus** from Google Play store

URL Reference: <https://play.google.com/store/apps/details?id=com.manageengine.sdp>

Once installed open the app and click the Gear Icon for setup.



Step 2: Provide the **server and Port** details as mentioned below and click **save**. **Accept** the website Certificate notification.

Note: Enable the Protocol **Use https**

# SRM UNIVERSITY AP

User Guide – Service desk Ticketing System –Steps

ManageEngine  
ServiceDesk Plus

Protocol  Use https

Server  
helpdesk.srmap.edu.in

Port  
443

SAVE

Step 3:

**Accept Website Certificate**

The certificate for this server is invalid. You might be connecting to a server that is pretending to be "helpdesk.srmap.edu.in" which could put your confidential information at risk. Tap accept to connect anyway.

CANCEL ACCEPT

Step 3: Provide the self-service **username** and **password** given to you and click **Login**.

ManageEngine  
ServiceDesk Plus

Username  
user1

Password  
.....

LOGIN

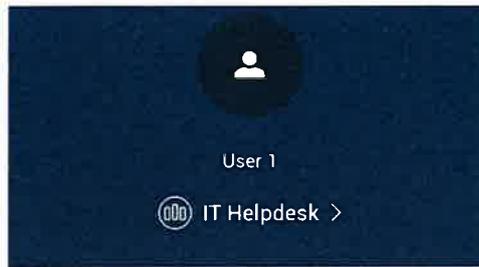
Step 4: Once you **click** IT Helpdesk, it will be directed to the menu and click the **Templates**.

← Service Desk Instances

IT Helpdesk  
Helpdesk to manage all IT support

# SRM UNIVERSITY AP

User Guide – Service desk Ticketing System –Steps



 *Requests*

 *Organize Filters*

 *Templates*

 *Approvals*

 *Solutions*

 *Settings*

 *Feedback*

Step 5: Click **others** and select the **Purchase Request Template/Facilities Request Template/ITKM Request Template**



 **Others**  
Others

1 Catalog(s) found.

 **Facilities Request Template** >  
Template to create new requests related to Facilities

 **ITKM Request Template** >  
To create new requests related to IT support Such as

 **Purchase Request Template** >  
Template to create new requests related to Purchase

3 Template(s) found.

# SRM UNIVERSITY AP

User Guide – Service desk Ticketing System –Steps

Step 6: Fill the **Purchase Request Template/Facilities Request Template/ITKM Request Template** and click the Tick Icon to create the request.

The screenshot shows the 'Add Request' form for the 'Facilities Request Template'. The header includes a back arrow, the title 'Add Request', and a subtitle 'Facilities Request Te...'. There are icons for attachments and a checkmark. The form is divided into sections: 'Request Details' (collapsed), 'Requester Details' (Requester: User 1), a text field for the subject ('Report all your Campus life and maintenance related servic...'), 'Site' (CLM), 'Category' (CLM Helpdesk), and 'Subcategory' (--- Select ---). Below these are fields for 'Subject' and 'Description', and an 'Attachments' section at the bottom.

The screenshot shows the 'Add Request' form for the 'ITKM Request Template'. The header includes a back arrow, the title 'Add Request', and a subtitle 'ITKM Request Templa...'. There are icons for attachments and a checkmark. The form is divided into sections: 'Request Details' (collapsed), 'Requester Details' (Requester: User 1), a text field for the subject ('Report all your IT related queries such Email, Wi-Fi, Applicat...'), 'Category' (ITKM Helpdesk), 'Subcategory' (--- Select ---), and 'Item' (--- Select ---). Below these are fields for 'Subject' and 'Description'.

The screenshot shows the 'Add Request' form for the 'Purchase Request Template'. The header includes a back arrow, the title 'Add Request', and a subtitle 'Purchase Request Te...'. There are icons for attachments and a checkmark. The form is divided into sections: 'Request Details' (collapsed), 'Requester Details' (Requester: 20012 | Poornima L), a text field for the subject ('Template to create new requests related to Purchase relat...'), 'Category' (Purchase Helpdesk), and 'Subcategory' (Budget Value Approvals). Below these are fields for 'Subject' and 'Description', and a 'Site' field at the bottom.

For more details and for any support, please contact ["itkm.helpdesk@srmmap.edu.in"](mailto:itkm.helpdesk@srmmap.edu.in)



**SRM**  
UNIVERSITY AP  
Andhra Pradesh

**DON'T RAG**



**ALSO DON'T BE A MUTE WITNESS TO RAGGING**



**Punishments?**

- ▶ Suspension
- ▶ Rustication
- ▶ Expulsion
- ▶ FIR
- ▶ Prosecution



Arrest/Imprisonment up to 2 yrs  
or fine up to Rs. 10,000/- or Both

**Ragging?**

- ▶ Speak/Write/Act in Disorderly Conduct
- ▶ Mental/Physical/Physiological Abuse
- ▶ Teasing, Humiliating, Assaulting, Molesting
- ▶ Financial Exploitation/Extortion
- ▶ Causing Death or Abetting Suicide



**Remember - SRM AP is a Ragging Free Campus**

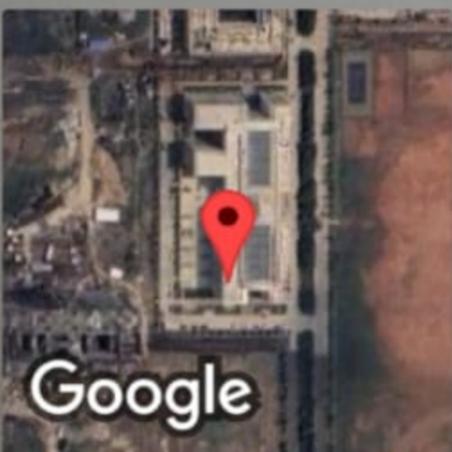
Go Ahead, Pick up that phone, Ring on the  
Student Affairs Helpline: 9154947156 and  
Toll-free Anti Ragging National Helpline 1800-180-5522

Email - [student.affairs@srmmap.edu.in](mailto:student.affairs@srmmap.edu.in) | National Helpline - [helpline@antiragging.in](mailto:helpline@antiragging.in)



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Lat 16.462279°  
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10/01/24 04:24 PM GMT +05:30



# BULLYING IS NOT ICE-BREAKING



Reach out to Anti Ragging Squad - I

- ▶ Mr Anil Kumar Nigam, Director – Student Affairs
- ▶ Ms Revathi Balakrishnan, Assistant Director – Student Affairs
- ▶ Dr V Sateesh Krishna Dhuli, Resident Faculty Warden & Assistant Professor – Electronics and Communication Engineering
- ▶ Mr K Suri Babu, Security Officer

Helpline

☎ 9154947156

✉ [student.affairs@srmap.edu.in](mailto:student.affairs@srmap.edu.in)



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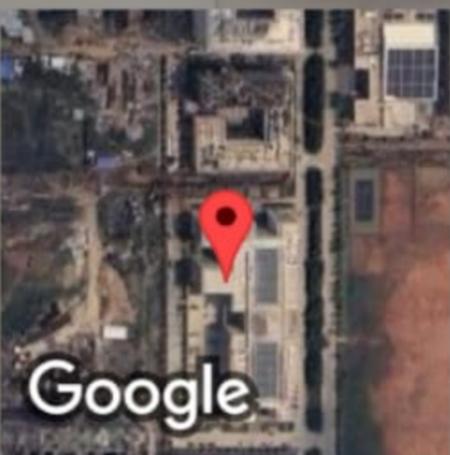
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Helpline



9154947156



student.affairs@srmap.edu.in



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**Punishments?**

- ▶ Suspension
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  - ▶ Expulsion
  - ▶ FIR
  - ▶ Prosecution
- Arrest/Imprisonment up to 2 yrs  
or fine up to Rs. 10,000/- or Both



**Ragging?**

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- ▶ Mental/Physical/Physiological Abuse
- ▶ Teasing, Humiliating, Assaulting, Molesting
- ▶ Financial Exploitation/Extortion
- ▶ Causing Death or Abetting Suicide



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Toll-free Anti Ragging National Helpline 1800-180-5522

Email - [student.affairs@srmmap.edu.in](mailto:student.affairs@srmmap.edu.in) | National Helpline - [helpline@antiragging.in](mailto:helpline@antiragging.in)

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# DON'T RAG



# ALSO DON'T BE A MUTE WITNESS TO RAGGING



## Punishments?

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**RAGGING**



**Punishments?**

- ▶ Suspension
  - ▶ Rustication
  - ▶ Expulsion
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- Arrest/Imprisonment up to 2 yrs  
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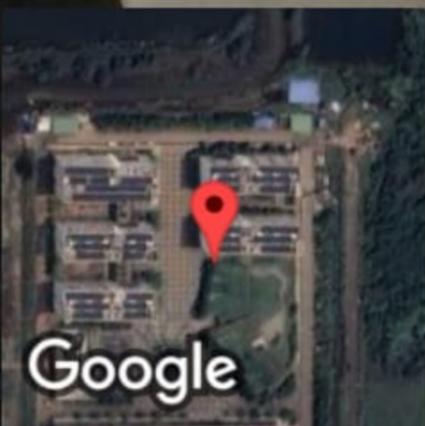
- ▶ Speak/Write/Act in Disorderly Conduct
- ▶ Mental/Physical/Physiological Abuse
- ▶ Teasing, Humiliating, Assaulting, Intimidation
- ▶ Financial Exploitation/Extortion
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Email - [student.affairs@srmap.edu.in](mailto:student.affairs@srmap.edu.in) | National Helpline - [helpline@antiragging.in](mailto:helpline@antiragging.in)



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