

GOVT. COLLEGE OF ENGINEERING AND RESEARCH, AWASARI

Awasari(Khurd) Tal: Ambegaon, Dist.Pune-412 405

Tel. No.02133-230582, E-Mail – gcoeara@gmail.com, Website : www.gcoeara.ac.in

No. GCOEARA/Store/2018/ **7313**

Date: **19 DEC 2018**

To,
HOD- Computer Engineering for display on College Website


Subject : Quotation for Online Grievance system. (for Computer Engineering)

Please send your quotation for the following items on the terms and conditions listed below, mentioning our reference letter number, date and due date of quotation on your sealed envelop, on or before **07.01.2019** at 5.00 pm.

Sr.No.	Specification	Qty.
1	<p>1. Online Grievance System- Admin Interface- Option to add grievance cell members, Assign grievance type/category for cell members, Options to add head of the institution/management representative in the cell, Settings to edit and reset admin profile, Verify and approve registered users checking their validity, Check the genuineness of complaints, Assign complaints to grievance cell members considering the complaint type, Generate reports on a monthly basis in word/pdf/excel format</p> <p>Grievance Cell Member Interface - View grievances sent by the user, Option to send attachments along with the reply to the complaints, Option to view re-opened complaints and give satisfactory solution etc</p> <p>User (Student, Parent, Teaching/Non-teaching Staff) Interface - Option to post complaints in a confidential manner, Browse attachments in favour of the grievance, View status of the grievance lodged, Reopen grievance, if not satisfied with the reply, View notifications from the grievance cell members, Option to give detailed description of the complaint in not less than 4000 words, Send 'Reminder' to give alert on grievance unattended</p> <p>Reports - Admin or the concerned authority can generate reports on the total grievances received, pending grievances, and closed grievances, Report will include grievance category, subject line, grievance type, date of posting, grievance status, name of aggrieved person, actions taken etc., Option to generate report for a specific period of time, Reports can be viewed/downloaded in word, pdf and excel format</p>	1

Terms & Conditons

- 1 Taxes – Inclusive / if extra clearly mention the percentage.
- 2 Delivery period –
- 3 Payment Terms –
- 4 Quotation Validity –
- 5 Warranty -
- 6 Guaranty-
- 7 Delivery Charges – Free / if extra mention clearly.
- 8 The part supply and its bill will strictly not be entertained.
- 9 If you fail to supply the stores within the specified period, the order will be treated at cancelled without any information.
- 10 The material will be accepted subject at approval(after inspection of the material),If rejected it will be returned to you at your cost.
- 11 The material to be supplied should be strictly according to the specification only.
- 12 Octroi is not applicable since Institute is located in Gram Panchayat area.
- 13 Please attach copy of your shop registration certificate and **GST Registration Number** alongwith your quotation, without which your quotation will not be accepted.


(Dr. A.S. Pant)

Principal

Govt.College of Engineering & Research Awasari
Awasari(khurd)