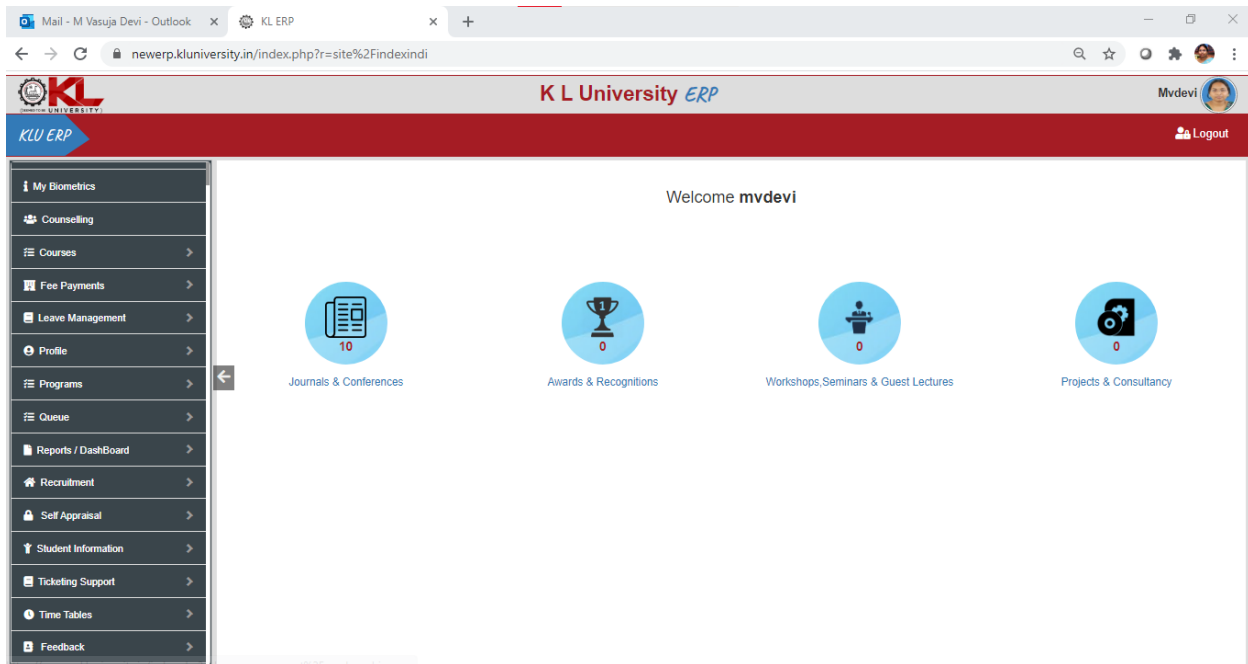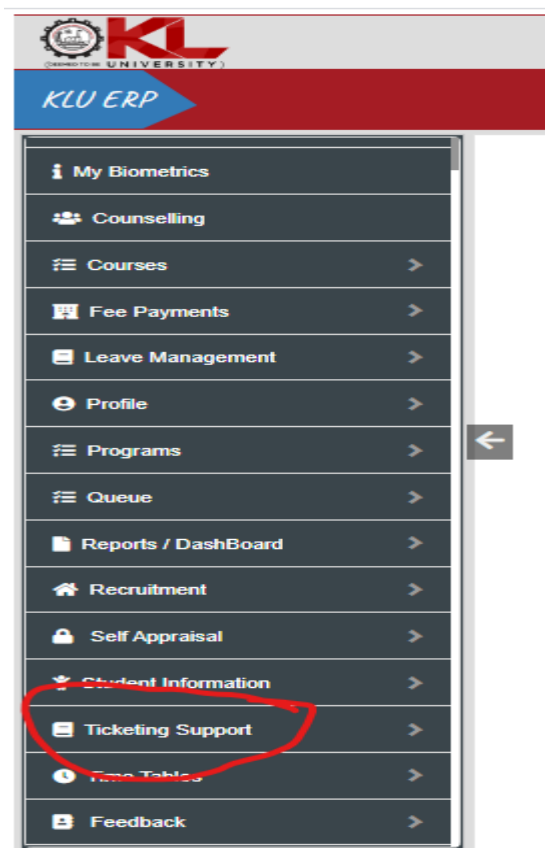1. LOGIN INTO ERP, **HOME PAGE** will be as shown in screen shot.

2. Go to **TICKETING SUPPORT** in the left side MENU., as shown in screen shot.

3. Go to the options of Ticketing Support,

4. To Raise a Ticket in ERP Ticketing System, use **Raise Ticket** option; this is highlighted in green colour in the portal.

5. **To raise a ticket**, the following information is to be provided in the Grievance application.

6. In ERP Ticketing System, The **Central level Grievances**, **Department level Grievances**, **Central Exam Cell**, **Accommodation like Hostels/Staff quarterse Issues** ,**Grievances under Planning and Development** are provided.

There is provision to **upload any supporting documents** in the form of **.PDF** file.

All the Stake Holders need to **choose an appropriate group option** to raise your grievance. Each group has **different sections to represent different issues**.

Note: Grievances under **Planning and Development** should **mention the room number** to identify the location and resolve successfully.

7. Application view **to Raise a ticket**.

Create Ticketing Indent Raised Info

Group Name

CENTRAL GRIEVANCES

Parent Name

ACADEMICS

Section Name

Academic Registrations & Certification Course

Category

42

Issue:(Mention Room number if it is related to P&D)

The Certification Course validity issue.

Upload Document:(only pdf)

Choose file No file chosen

Create

8. The final view at Indentor **after raising** a ticket in ERP Ticketing System.

There indentor can observe the **Status of the Grievance**, whether it is resolved or not.

Submitted Successfully ✕

Raised Tickets

Raise Ticket

Showing 1-5 of 5 items.

#	Indent	Indentor Name	University Id	Stake Holder	Campus Name	Department Name	Group Name	Parent Name	Section Name	Issue	Log Date	Tadmin Name	Assigned To	Current Status	
→	1663	Midasala Vasuja Devi	3669	employee	KLVZA	ECE	CENTRAL GRIEVANCES	STUDENT AFFAIRS	Transport	New Bus stop is requested in the Guntur Busstand bus route	2021-04-01	Midasala Vasuja Devi	Not Assigned	Not Assigned	👁 ✏ 🗑

Raised Tickets

Raise Ticket

Showing 1-4 of 4 items.

#	Indent	Indentor Name	University Id	Stake Holder	Campus Name	Department Name	Group Name	Parent Name	Section Name	Issue	Log Date	Tadmin Name	Assigned To	Current Status	
1	696	Midasala Vasuja Devi	3669	employee	KLVZA	ECE	CENTRAL GRIEVANCES	FACULTY & STAFF AFFAIRS	BMA issues	Respected sir, My biometric is not updating in ERP since 11/02/2021. I have given biometric at different locations like Old EEE block, Indoor stadium, library block, Research block also. The biometric system provides acknowledgement as 3669, allowed. But in ERP, it is showing that leave deduction recommendation. kindly consider my problem and do needful. Thank you, sir.	2021-02-15	Midasala Vasuja Devi	439-SRIKANTH VEMURU	Closed	👁 ⓘ
→															