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## ABOUT US

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Vertical Techsoft Private Limited is a Private incorporated on 22 July 2016. It is classified as Non-govt company and is registered at Registrar of Companies, Pune. Its authorized share capital is Rs. 100,000 and its paid up capital is Rs. 100,000. It is involved in Other computer related activities [for example maintenance of websites of other firms/ creation of multimedia presentations for other firms etc.

Vertical Techsoft Private Limited's Annual General Meeting (AGM) was last held on N/A and as per records from Ministry of Corporate Affairs (MCA), its balance sheet was last filed on N/A.

Directors of Vertical Techsoft Private Limited are Rahul Manik Tamhane, Vikas Manik Tamhane and Vertical Techsoft Private Limited's Corporate Identification Number is (CIN) U72900PN2016PTC165655 and its registration number is 165655. Its Email address is verticaltechsoftb@gmail.com and its registered address is Office NO 13, Classic Complex, near Deccan Merchant Bank, AM College Road, Hadapsar Pune MH 411028.

Is a leading software development company in India. We provide software development support. Development support for secure , high performance web based and mobile application and best E-Commerce solutions provider in India.

We provide software in IT, Education Industry, E-Commerce, Banking, Hospital management. Our software services cater to the following -

- 1) Web Design and Development.
- 2) E-Commerce solutions.
- 3) Word press Development.
- 4) Search Engine Marketing.
- 5) Social Media Optimization.
- 6) School / College ERP.
- 7) Grievance Redressal System.
- 8) Hospital Management System.

## OUR Services

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1) software development
2) web designing and development
3) UI/UX DEVELOPMENT
4) Customer support services
5) internship and training

# **1)Software Development**

Integrated services to build software,digital solutions and managed product lifecycle End to End Software Engineering.

We believe that software product must solve problem.We have expertise solutions across platforms leveraging disruptive technology like windows,web,mobile,cloud,analytics and IoT. Providing insightful services for the future of mobile and web is something that we aim at. We ensure timely that our services are strategize to meet the latest technology requirement. Our priority is to develop digital product and services with enhance user experience. We always stands on our commitment and ensure timely delivery of products.

# **2)Web Designing & Development**

Having a good looking website that performs as well transforms users into consumers. This is a given fact in the digital world. What people tend to forget is that web development is the second half of the puzzle. The core of the website happens to be the development part. Vertical Techsoft Pvt Ltd is a web development company in Pune, India that provides the best services for businesses.

There are many benefits of having a strong web development team in Pune taking charge of creating a website. Good code and fast processing means that the pages are responsive and do not take more than two or three seconds to show up. A smart web developer understands that less is more when a framework has to be created. There is a conspicuous lack of music, pop-up banners and excessive animation, which only slows down the webpage.

The team at Vertical Techsoft Pvt Ltd a broad playing field. As a web development company in Pune, we understand how to create all types of websites. We develop static websites and dynamic websites both. Our team works with CMS websites and includes user management systems to the mix. We have experience with social media platforms and development in WordPress and other systems.

Our talents encompass various programming languages. We are the most versatile website developers in Pune and create responsive websites that are light in nature. The work done with websites includes redevelopment, moving from blogs to interactive sites and publishing entire portfolios as well.

We have given service as a Web Development company in Pune since last 3 years. Web Development is our strength and we cater to clients all over the world.

Web development is required to create a website where the user can navigate, interact and showcase their business without any hassle. The best web development services in Pune can offer these benefits, as the developers understand the crux of the site before developing it.

When you choose to go ahead with website designing in Pune, you receive the best of two worlds – international tastes and Indian sensibilities for content. A web designer in Pune will be able to provide you with a website that encompasses all the benefits of web development in Pune.

(Sub Tabs )

## **Web Development**

Your website is very important to your company's success on the world of internet. We at Vertical Techsoft , follow W3C standard & well established development methodology to develop web application as per customer's business need, so that it helps to mark their presence on Web very effectively. With the help of our skilled resources, Vertical Techsoft delivers a unique web application with all the features as per specifications. We make use of all the latest technologies & frameworks like Java, AngularJS, ReactJS, PHP, Wordpress, Magento, .net, etc. to develop a web application as per client's requirement.

### **Web Application services includes**

- Web Application Development
- CMS Application Development
- E-Commerce Portal Development
- Website Maintenance & Mitigation

## **Mobile App Development**

The mobile market is the most rapidly growing market in the world. Our Mobility team are well versed to build scalable and customized mobile applications for our clients to take their organization to next level. With the use of all latest mobile technologies like Android, iOS, Swift, React Native, iOnic, Xamarine, etc., a refined mobile application is developed at our development center.

- Native Application Development
- Hybrid Application Development
- PWA Application
- Tablet/ iPad Application Development
- Game Development

### **3)UI/UX DEVELOPMENT**

#### **UI/UX is Something That Entwines Human Interface with Machines**

User experience embraces the design that crafts human-computer interaction, therefore creating a good design eases the use of interactive application. An appealing UI/UX design offers lower down the user churn rate that results into ease of access and wining more consumers. We design applications with a creative look & feel that represents your unique identity to the digital world.

- Graphics Design
- Responsive Design
- Theme/Template Design
- Logo Design

### **4)CUSTOMER SUPPORT SERVICES**

#### **Make the customer the hero of your story**

The support services of Vertical Techsoft make services proactive, highly personalized, and more importantly, business aligned. Our minimal TAT (Turnaround Time) will help you to resolve issues faster so that you can focus on your core business area. By choosing Vertical Techsoft, you can achieve cost effective technical and services support that will help improve customer satisfaction, along with greater quality of customer support.

#### **Few of the Key Distinguishers of our services are:**

- Ability to provide technical support to all the levels of issues in terms of their severities
- Multi-tasking while prioritizing and managing many open cases at one time with the help of efficient team and technological infrastructure
- Cultural understanding of user base to provide appropriate responses
- Consistency of approach and knowledge retention
- Extended support with generation of reports and providing including procedural documentation.
- Roll-out of new applications.
- All-inclusive service: support, troubleshooting/research, escalation and resolution
- Subject Matter Experts
  - Troubleshooting and research
- Establishing a good and synergetic working relationship with all the stakeholders

## 5) Internship & Training

The world's economy may be struggling in some countries, but the demand for qualified engineers is still strong. Studying overseas for an engineering degree that is grounded in practical, hands-on experience will make all the difference to your job prospects, wherever you want to work in the world.

One of the best ways to add that practical real-life experience is through an internship.

### OUR PRODUCT

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<b><u>1) School Management software</u></b>
<b><u>2) hospital management system</u></b>
<b><u>3) grievance management software</u></b>
<b><u>4) library management software</u></b>
<b><u>5) digital language lab</u></b>

### **E- School Management Software**

Vertical Techsoft Pvt Ltd is a software company developing resource planning (ERP) software for **educational institutes**. Through innovative and inclusive use of technology, we aim at connecting parents, teachers and the school administration. The distinct features of our products can be used flexibly – through different web interfaces and through Android apps on your Smartphone.

Vertical Techsoft Pvt Ltd Company which has been doing software development jobs over a decade and satisfying customer all over India.

School Management Software is specially designed for school people by our team to make functioning of the school administrative and manage work of institute effortless and easy which is carried out on daily basis.

Our ERP System Cover learning, administration and management activities, it manage all the element of the schools including students, courses, exams, teachers, and employees. Web Based School System data manager has an ability to incorporate custom fields for student data, and can support any data formats that your institute uses. Web Based School System, software has an ability to manage all forms of educational institutes efficiently including.

## **Features :**

### Key Features of School Management System :



- A Simple, easy to use and highly accurate user interface for carrying out day to day task operation with ease. Central database management system with backup system for safety and reliability. Manage admission procedure of school with ease and effortlessly. It keeps all records of all the financial transaction of school. Fully fledged Library Management System.



### **Constantly improving**

Our R&D team is constantly working towards understanding the customers and their needs. Our modules get updated automatically with cloud-based software and we release notes and documentation on all updates.



### **Excellent customer support**

Your queries get resolved through a prompt and accurate ticket-based email support. Help is always at hand via a toll-free number and online support.



### **Saves time**

There is always a shortage of one precious resource – time. There's hardly enough time to engage with your students, inspire your teachers or interact with parents due to other tasks at hand. So, our E-School ERP helps in saving time without costing a fortune.



### **Eliminates redundancy of work**

Our E-School ERP removes duplication of work. It expedites the management functions by ensuring that all the information or data once saved is updated and reflected throughout the system, ensuring data consistency.



### **Easy migration of data**

Using E-School ERP, the data signed off in Excel format can be converted to the desired format of ERP and uploaded. It also encourages bulk upload wherein multiple sets of data can be uploaded easily.



### **A cost-effective solution**

Our ERP is available at a cost-effective price with the best of services. Schools of any size can easily choose from different packages of ERP solution and services for better school management.

### **About Software:**

- A Simple, easy to use and highly accurate user interface for carrying out day to day task operation with ease.
- Central database management system with backup system for safety and reliability.
- Manage admission procedure of school with ease and effortlessly.
- It keeps all records of all the financial transaction of school.
- Fully fledged Library Management System.
- Fees Management and integrated Payroll System.
- Automatic creation of Identity Card and Certificates on one single click.
- Generate different types of customized reports on just one click.
- Manage Student Information, hostel Information, Canteen and transportation information.
- Automatic examination system for Students.
- Time table generation for all grades and division.
- Online notice board, event management and holiday calendar generation.
- Extremely efficient and accurate management of enormous amount of data with ease and simplicity.
- Student desk providing an interface especially for students to view and manage their day to day work at school.
- With the help of communication module teacher's can send SMS to parents regarding exam schedule, results, lack of attendance, holidays, misbehavior or misconduct.



- Low Cost : Economically priced service

### **Make pdf of below data**

#### **1. Login**

Year wise login: As we know that every year students go from one class to other. In that case , we have to transfer student of one class to next class. As we change year wise login it becomes easy to transfer all students from one class to next class.

- Teacher Login:
  - Individual teacher login.
  - Access as per school requirement.
  - Send notification SMS / Worksheet to parents, student.
  - Better and easy communication with the parents.
  - Apply for leave, generate salary slip.
  - Fill mark using class test.
- Principal Login:
  - Effective school principals care deeply about student success and recognize that test scores are not the only measure of a quality education.
  - By immersing themselves in all aspects of the school system, principals monitor daily activities, as well as emerging issues.
  - No day is the same because of the varied responsibilities of the job.
  - Can track time table of teacher and student.
  - Generate Notice on single click and share it through SMS or other communication tools.

#### **1. Courses & Batches**

Smart e-school has facility to sort the entire college in their respective batches, courses and classes. User can do student management as per their respective classes and batches. It has following modules:

- Student Management System:
  - Student Registration / Admission processes are integrated.
  - All document upload facility
  - Handling daily attendance, examination, assessments grades.
  - Complete dynamic admission flow for colleges and universities.
- Reports
 

Access to student data to create various certifications with just one click of mouse.

Generate 200+ reports to satisfy your requirement.

NAAC reports to colleges.

The examples of reports are below which are required by the granted schools.

- I. General Register.
- II. Standard wise report
- III. Bonafide Report.
- IV. Student Leaving Certificate
- V. Caste wise Reports .
- VI. Gender wise Report

## 2. Teacher Management and Payroll Management

Smart e-school has complete Human Resource Management System with intuitive separate dashboard to analyze statics. A highly professional Payroll module make it more best suited for every kind of institute.

- Teachers Master :

- I. Teachers Master / automated staff information system
- II. Teachers Attendance/Biometric and RFID Devices.
- III. Designation Allotment Reports
- IV. Teacher Details
- V. Teachers Attendance / Leaves Management.
- VI. Easy Customization of allowance and deduction.

- Payroll

- I. Individual Salary
- II. Monthly Deduction
- III. Monthly PF
- IV. Bank Loan
- V. Other Deductions
- VI. Monthly Pay slip Generation

- i) Reports
- ii) Monthly Deduction Report
- iii) Salary Report
- iv) Performa 2/5 report

## 3. Student Attendance

SMART E-SCHOOL system provides an extensive set of Attendance module for students and teachers as well as they both can access to their attendance detail remotely. It has following role:

- a) Catalogue Generation
- b) Roll No allotment

- c) Standard/Division allotment
- d) Standard/Division alteration
- e) Student Attendance Fill up
- f) Reports
  - i) Student List
  - ii) Attendance Sheet
  - iii) Catalogue Report
  - iv) Leave Report

#### 4. Examination

Examination system is the backbone of every school which requires you to make sure that you are able to accurately and fairly evaluate each student. Our school management software provides you with an easy way to simplify the exam process.

- I. Examination Module is develop to configure any type of examination pattern , generate performance analysis and presentable report cards, generate summary sheet
- II. Allow user to handle automatic grading of exam marks.
- III. Print student report cards, Exam result analysis by class , grade, subject and much more.
- IV. Suggested on the basis of cbse's and Gseb's pattern.
- V. Special exam system for college and universities
- VI. Online MCQ Exam on web / mobile.

#### 5. Fees Management

Smart e-school is a school/college management system which includes hassle free fee management software that helps you you to go paperless by reducing 90% of your manual work which saves your administrative staff with a lot of valuable time.

- I. Stores all fees related information along with Customized Installments.
- II. Define fee types to be collected for specific school or college
- III. Complete summary of payable fees and collected amount.
- IV. All reports related fees payable and receipt.
- V. Payment gateway facility for online fees collection.

#### 6. Accounts:

Accounts are a major concern for the School administration. Different types of accounts management features are available. Monthly Invoices Generation automatically, Report for overdue and even the defaulter list could be obtained using account section in the Software. Other features of account also include expense management, Transaction history, Cash reports expense report and much more, all is done and stored in the secure and reliable environment.

Daily expense/ income reports or monthly expense reports can be scheduled to be delivered to executives or managers eMail.

- I. Allow accounting modules with easy customization.

- II. Allows Comprehensive Management of accounts and book keeping.
- III. Manage daily book keeping , ledger , Income expense and payment.
- IV. Prepare yearly balance sheet , profit loss and trail balance.
- V. GST Specific taxation reports.

#### 7. Hostel Management:

System also provides Hostel Management, Room Management, Room Allocation and Hotel Fee Facility which makes the system more advance powerful.

- I. The complete integration of hostel management with inventory and financial accounts.
- II. Hostel room allotment.
- III. Hostel room De- Allocation.
- IV. Hostel Room transfer
- V. Hostel fees and student Expenses.

#### 8. Library Module

It has a complete and mature Library Management System with Customized fields, Books Management, Books Issuance and Receiving, Library Membership, Registers system.

- I. The librarian can catalogue and maintain all types of books, journals , cds
- II. Provision to request new titles, journals and magazines.
- III. Powerful search engine allows user to get information in the library in no time.
- IV. Charge users for lost / damage books.
- V. Issues and returns are also managed without any user intervention.

#### 9. Transport Module

SMART E-SCHOOL ERP provides complete transport management and information facility i.e. Bus Stop, Bus Routine and Bus allocation services.

- I. Route wise Bus Mangement.
- II. Stoppage wise student fees collection.
- III. Stoppage wise fees collection and due report.
- IV. Route wise Fees summary.

#### 10. Miscellaneous Modules:

- I. Inbuilt messaging system.
- II. Offer bulk SMS
- III. Easy and quick way to send message to any user.

- IV. Send tailored message to parents , teacher , student and management.
- V. SMS can be in Marathi or Hindi also.

## **Hospital Management software**

### **Key Highlights**

#### **COMPREHENSIVE**

All-in-one Hospital Management System solution with over 20 modules to cover every requirement for efficient operations and management of hospital. The IT system has revolutionised the field of medicine. In this fast-paced world of medicine, it is a daunting task to manage a multi-speciality hospital. A hospital management system (HMS) is a computer or web based system that facilitates managing the functioning of the hospital or any medical set up. This system or software will help in making the whole functioning paperless. It integrates all the information regarding patients, doctors, staff, hospital administrative details etc. into one software. It has sections for various professionals that make up a hospital.



#### **PROVEN SOLUTION**

Our HIS solution is a proven platform that has been implemented in reputable healthcare facilities. Backed with over successful implementation and service Vertical Software is clear Choice for all you Hospital Record.



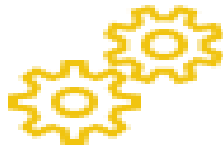
#### **SCALABLE**

Our HIS can fulfill most of the requirements of hospitals and chain of clinics. Our solution grows with your business. As your business scale up, our solution can easily support it.



### **EASY-TO-USE**

Built with the customer needs in mind, HIS is easy to learn and use. Functions within the modules have been tailored to meet the needs of most hospitals.



### **INNOVATIVE**

Best Innovative solution in healthcare with focus on Speech-to-text for Clinical Staff, Interactive EMR, single click e-prescription generation, and many more



### **COST EFFECTIVE**

Subscription fee model removes the need for capital expenditure spending. No upfront total license fee and minimal infra cost involved. We have an option for those that want to go one time license fee too.



### **AVAILABILITY**

Our HIS is available 24x7 on the cloud or your internal server. Software provides peace of mind and allows healthcare providers to focus on patient care



## **SECURITY**

Experienced and skilled HIS implementation services team ensures that the HIS solution is free from security breaches. This includes protecting computers, networks, programs and data from unauthorized access or damage and data privacy is restored.



## **ACCESSIBILITY**

Easy to access on desktop, mobile and tablets. HIS is designed with mobility in mind.

Make this Pdf of below:

The software has all the features mentioned below:

### **Dashboard**

This section includes the list of the doctors and their schedules. It also includes doctors' emergency numbers. The doctor can check his schedule and that of other doctors too. This helps a doctor to edit his schedule accordingly. It includes list of the available medicines for specific diseases so that the doctor can easily look for an alternative when in need. The patient can be given an appointment referring to the doctors' schedule. The use of HMS makes the co-ordination between a doctor and patient easy and hassle free. Here you can view number of appointment schedule today, OPDPatients, IPD Patients, representatives and total progress report.

## **Patient information**

New patients can be registered in the system. An electronic medical record system is in-built which stores all the basic and medical details of the patient. One can also add a feature to store photos of the patients as identity proof which can also help in medico-legal cases of false identities or fraud.

## **Department**

In department you can add 'n' number of department present in your hospital for e.g. dental department, heart specialist, eye specialist and many more.

## **Occupancy**

Using HMS one can quickly check the availability of rooms/beds so that the receptionist can adjust transfer of patients from one ward to another or allot the bed to the new patient. This data is constantly updated to keep a track of discharged patients. This section also includes the detailed schedule of the operation theatres. This helps the receptionist or the nurses to know which theatres are vacant to slot other surgeries. Here if new bed gets added to the hospital you can add that bed here so that you can understand that how many beds are used and how many are free to used. You can assign bed to the patient from here, view bed list view assign bed list and easily view report on single click.

## **Staff**

It includes names and timings of the nurses and ward boys on duty with their respective ward numbers. The instructions given to the nurse for each patient are entered in the system.

## **Supplies control**

A thorough inventory can be maintained about the stock of supplies in the hospital like surgical instruments, medications, laboratory supplies, stationary, staff supplies, etc. This record helps the administration to have a quick look at the usage and keep a control on the wastage of the supplies.

## **Billing**

A separate automated section is meant for billing purposes. HMS helps to sum up all the expenses of a patient at one time and produce a complete bill at the end of the consultation or at discharge. This saves time and effort for each department as they need not produce separate



## Laboratory/Radiology

When the doctor advises a certain list of tests the same is updated in the HMS and directly received by the laboratory. This interfacing helps to reduce errors caused by the staff. Since all the data is fed in the system, one can retrieve and review the past reports of the patients anytime. This section also includes details of the blood bank

## Employees

This section includes basic information of the employees including contact numbers and address along with professional details. Every new employee is registered in the system. Medical details of the employees also can be entered for their benefit. Entire HR activities can be done from this section. Here you can add employee, view employee list ,accountant list, laboratories list, nurse list, pharmacist list , receptionist list, representatives list and case manager list.

## Statistical Reports

All the data in a HMS is integrated and can be analysed. This helps in creating a statistical database for the internal use of the hospital which can be submitted to the administration<sup>1</sup>. This section helps the administration in summarizing the expenses of the hospital and evaluating the necessary and unnecessary expenditure.

## Grievance Management System

### Grievance Redressal System

Grievance Redressal System is a mechanism commonly used to receive and act on complaints or grievances reported by stakeholders of private or public institutions, enabling prompt actions on any issue raised by them and to avail services more effectively. Unlike the traditional Grievance Redressal approach through letters and complaint forms, the new online based approach such as grievance portals have very great appeal and its usage highly reflects the actual state of customer satisfaction. Grievance Redressal can be handled directly by institutes through their own websites. Also the smart web portal for grievance processing connects stakeholders and action-takers directly through online platform. Grievance Redressal System helps to pursue quick action for solving the grievance, while maintaining affordability and ease to the users. Online grievance redressal mechanism in higher education institutions facilitates the main constituents of the institute including students, parents, teachers and other non- teaching staff to lodge grievances and ensure satisfactory solutions in a hassle-free manner. Effective and timely redressal or settlement of the grievances makes grievance

redressal system mandatory in higher education institution, according to the Ministry of

Human Resource Development (MHRD), Government of India. Grievance Redressal System has now become part and parcel of the operations of any administration. No institution can claim to be responsive and user-friendly unless it has an effective grievance redress mechanism. In fact, grievance redressal technology is the gauge to determine efficiency and effectiveness of the institution as it provides feedback on the organization functioning. In order to ensure transparency in institutions imparting technical education, with the supreme objective of preventing unfair practices and to provide a mechanism to students, parents, teachers and other non-teaching staff for the redressal of their complaints, online grievance redressal mechanism is directed by approval councils in India.

- Why Online Grievance Redressal ?

A Grievance or Complaint can be defined as any kind of communication that expresses discontent about an action or lack of action, about the standard of service or absence of service of an institute and the complainant asks for remedial action. Grievance redressal is necessary in all organisations to investigate reason for the dissatisfaction of client and to obtain a speedy resolution to the problem. It also helps to take appropriate action ensuring the promises are kept by the institution. Grievance Redressal System is used to establish a fair, independent and consistent system for redressal of various issues faced by the stakeholders in private or public institutions and to develop a responsive attitude among all the constituents, thereby maintaining harmonious atmosphere in the campus. It also ensures that the grievances are resolved promptly and impartially with complete confidentiality. By establishing grievance redressal mechanism, institutions can uphold its dignity by promoting cordial student-educator relationship and the system can be effectively used to streamline the grievance procedures in the institution with immediate effect.

According to the statement released by Minister for Human Resource Development in 2012, every higher education institution should have Grievance Redressal mechanisms to address the complaints of students and faculty members. As per the statement, UGC, AICTE and NCTE required all central educational institutions, technical and management institutions under AICTE, deemed to be universities and teacher education institutions under NCTE to set up Grievance Redressal System before the commencement of the following academic year. Unfortunately not many institutions followed the regulation strictly. However, according to the AICTE directive in 2017, the HRD Ministry has stressed the need to have a mechanism for online registration as well as disposal of the grievances not only of the students but also the faculty members and the other stakeholders. The new regulation states that the institutions should also submit online monthly/quarterly status report to AICTE on the number of complaints received, disposed and pending. Besides, the Council will take into account the performance of this online redressal system at the time of renewal of the institution's approval every

year. With the establishment of Grievance Redressal System, grievances from students and others will be promptly addressed and provide timely succour to aggrieved students/teachers/parents or other staff in higher educational institutions.

- Features

EduGrievance, the latest productivity enhancement tool for higher education has umpteen features that make it appealing to educational institutions worldwide. The separate dashboard for students, teachers, parents and non-teaching staff in addition to admin and grievance cell members helps to maintain confidentiality in grievance dealing procedure. It gives opportunity for the institution to implement a set of specific measures to ensure accountability and maximum output, by managing grievances of the stakeholders and increasing transparency thereby establishing a very positive ambience.

#### 1)User Interface at-a-glance:

- Post complaints by students, teachers, parents and other staff
- Own account to edit and reset profile
- View status of the complaints posted
- View notifications from the grievance cell members
- 'Reminder' option to give alert reminding pending issues
- 'Reopen' option to recommence the case for further investigation
- Provision to give detailed account of the complaint in not less than 4000 words
- Attach supporting files in favour of the complaint/grievance
- To view the reply for the complaint posted

#### 2)Admin Interface at-a-glance

- Account Settings to edit and reset admin profile
- Add grievance cell members
- Create and monitor accounts of grievance committee.
- Add head of the institution and a management representative in the cell
- Option to verify and approve registered users checking their authenticity
- View complaints sent by the users
- Check the authenticity of complaints
- Assign complaints to grievance cell members based on the complaint nature/type
- Generate reports on a monthly basis in word/pdf/excel format

#### 3)Grievance Cell Member Interface at-a-glance

- Settings to edit and reset profile
- Option to view complaints sent by the user
- 'Reminder' to view the alert message reminding pending complaints
- Report generating feature to create account on the total/pending/closed complaints, assigning start and end date
- Option to send reply to the complaints along with attachments, if any
- Re-open complaints and give satisfactory solution

#### 4)Reports

- Customisable and fully integrated report
- Reports can be generated by assigning start and end date for which the data is needed
- Admin can create reports in three categories such as total grievances received, pending grievances, and closed grievances
- Report will include complaint category, subject line, complaint type, date of posting, complaint status, name of complainant, actions taken etc.
- Reports can be viewed/downloaded in word, pdf and excel format.