

School Management Software

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 administration¹. 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.