
■ Grievance Redressal Mechanism in College

◆ Objective

To provide a fair, transparent, and structured process for addressing and resolving grievances raised by students, faculty, and staff.

🔄 Mechanism Structure

1. Grievance Identification

- Grievance can be academic, administrative, infrastructural, or behavioral in nature.
- Reported via:
 - Grievance Box (physical)
 - Online Grievance Portal / Email
 - Direct complaint to faculty/class coordinator

2. Initial Review

- Handled by: **Class Coordinator / Mentor / Faculty Advisor**
- If resolved, the issue is documented and closed.
- If unresolved or serious → escalated to **Grievance Redressal Committee (GRC)**.

3. Grievance Redressal Committee (GRC) Composition

- Chairperson (Senior Faculty / Principal Nominee)
- One senior faculty member
- One female faculty (for gender-related grievances)
- Student representative (optional)
- Admin/staff representative

4. Investigation

- GRC meets within 7 working days of receiving grievance.
- Both complainant and accused (if any) are heard.
- Evidence is reviewed.

5. Decision & Action

- GRC gives written decision within 10 days.
- Decision communicated to all involved.
- Action taken and recorded.

6. Appeal (if not satisfied)

- Appeal to **Principal / Management / Ombudsman** within 7 days.
- Final decision taken by authority within 15 working days.

7. Closure

- Grievance marked as closed.
 - Record maintained for future review and audits.
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Flowchart Summary

1. **Grievance Lodged**
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 2. **Initial Review by Faculty/Mentor**
↓ (If unresolved)
 3. **Forwarded to GRC**
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 4. **Investigation by GRC**
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 5. **Resolution/Decision**
↓ (If dissatisfied)
 6. **Appeal to Higher Authority**
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 7. **Final Resolution**
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Best Practices

- Maintain confidentiality.
 - Ensure non-retaliation.
 - Time-bound redressal.
 - Awareness through orientation programs.
 - Periodic review of grievances for policy improvement.
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Grievance Redressal Committee

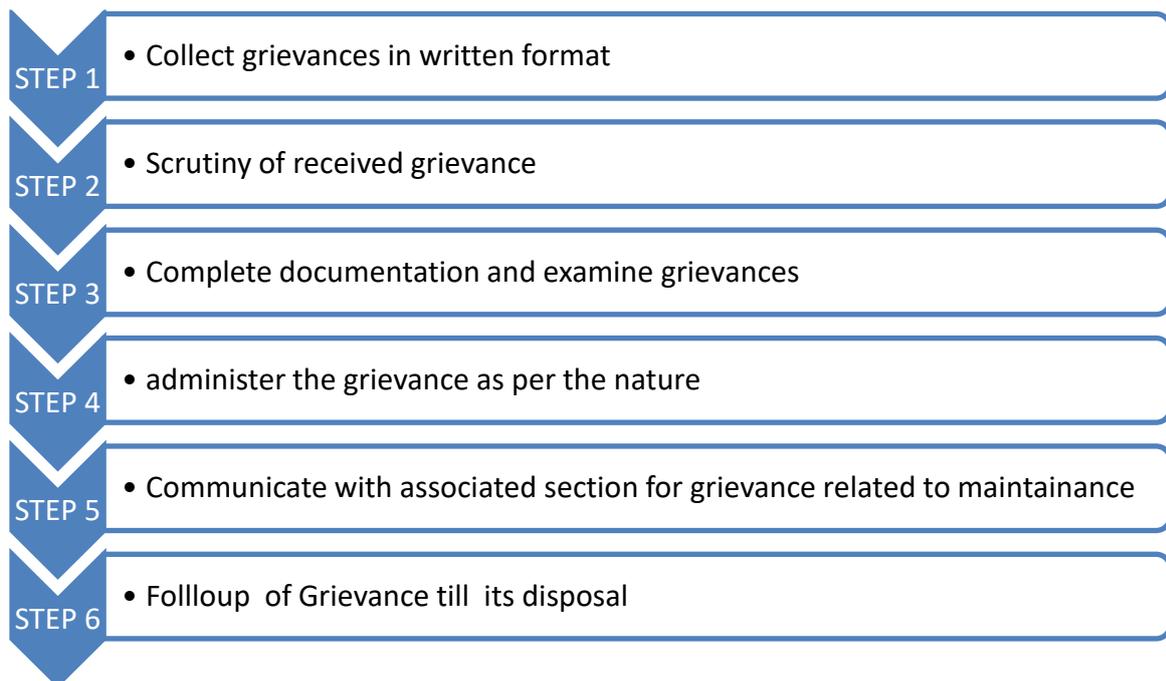
Grievance Redressal mechanism is a fundamental part of any organization. It is the accountability of the Institute Administration to offer a safe, sound and pleased surroundings

to all its Staff and Students. The Grievance Redressal Committee has been created in the institute as per the AICTE guidelines to sort out the grievances of both the staff and the students if anyone face.

Director are forwarded to the received grievance towards Grievance Redressal Committee members to identify and clarify the grievance lean on genuineness of the subject.

The Grievance Redressal Committee has been constantly determined to conduct all feasible efforts for maintaining amicable and conducive atmosphere to all.

Staff can sent their grievances through mail



Functions of the Grievance Redressal Committee

- To recognize and collect written grievances from students and staff .
- To generate and execute a mechanism to deal with the communicated grievances.
- To pass on the conclusion to the Management if necessary for further action after scrutiny of the grievance.
- To pay attention, complete required documentation and examine the grievances submitted to committee by the Staff and Students for conducting take essential steps without delay.
- To focus on the grievances as per nature and realism for eliminating any chances of critics comment .
- To correspond to the grievances with the associated section which may comprise maintenance, cleanliness, academic, facilities etc.
- To conduct meetings on specific time interval to talk about status of received grievances like solved or still pending.
- To construct a follow-up of received grievances at specific time interval until the grievance is disposed.
- To preserve firm secrecy of received grievance, if necessary.

college level