

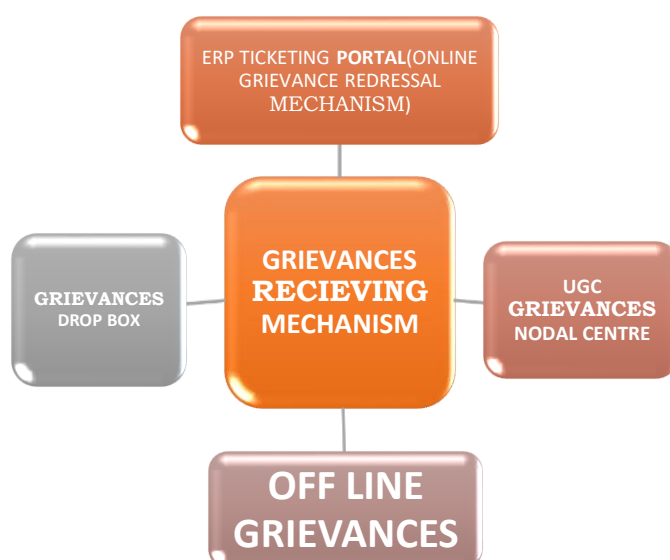
## Grievances redressal Policy :

### Implementation of guidelines of statutory/regulatory bodies

**GRIEVANCE REDRESSAL CELL:** The purpose of this committee is to provide means to seek redressal through investigation, resolution of academic, resource related and personal grievances.

- Maintenance and daily monitoring of **Online Ticketing Portal for Grievances in ERP** (both Central and Department level) to receive grievances.
- Resolving the **offline complaints** such as caste discriminations and sexual harassment from Students, Faculty and Staff through complaint boxes, which are placed in all the blocks.
- Appointment of **ombudsman & grievance redressal committee (UGC Regulations 2012)** to get **timely redressal and Zero tolerance.**
- Follow-up of the resolving procedure to get **timely redressal (with in 4-7 days).**
- Intimation to Honourable Pro-Vice Chancellor, Follow-up of the resolving procedure and report acknowledgement to UGC regarding **UGC portal grievances and redressal.**

### Mechanisms for submission of online/offline students' grievances



**GRIEVANCE’S REDRESSAL HIERARCHY- OPERATIONAL MECHANISM:**

- The grievances will be informed to Honorable Pro VC, DEAN/ADVISOR Student affairs.
- The same information will be discussed with concern HOD, Dean and grievances redressal committee for the resolving procedure.
- Associate Dean -Grievances will follow up the timely redressal and then inform to parents through counsellors (if required).
- Report of the committee will be discussed with the higher authorities and informed about redressal to the indenter.

