GRIEVANCE REDRESSAL MECHANISM

For the academic year **2026–2027**, the institution continues to implement a structured three-tier Grievance Redressal Mechanism to ensure the timely, fair, and effective resolution of grievances raised by students and staff. The mechanism promotes transparency, accountability, mutual respect, and a safe and supportive academic environment.

Level 1: Department-Level Resolution

- Grievances are initially addressed at the departmental level by the Class In-charge, Department Mentors and Head of the Department (HoD).
- Student and staff representatives of the Grievance Redressal Cell (GRC) facilitate communication between the complainants and the concerned authorities to enable early resolution.
- Issues related to academics, attendance, internal assessments, classroom facilities, and other departmental matters are addressed at this level, wherever appropriate.

Level 2: Faculty and Administrative Coordination

- Grievances that cannot be resolved at the departmental level are referred to the appropriate faculty or administrative authorities for further consideration.
- Depending on the nature of the grievance, the concerned Senior Faculty Member, Counsellor or Grievance Redressal Cell Coordinator and members coordinates the resolution process.
- Issues involving multiple departments, institutional facilities or administrative procedures are examined through consultation and coordination with the relevant authorities.
- Efforts are made to resolve grievances promptly through discussion, counselling and appropriate administrative intervention before referring them to the Institutional Grievance Redressal Cell.

Level 3: Institutional Grievance Redressal Cell (GRC)

- Grievances that remain unresolved at the previous levels are forwarded to the Institutional Grievance Redressal Cell for formal consideration and appropriate action.
- The GRC follows a systematic procedure comprising:
    - Receipt and acknowledgement of the grievance.
    - Registration and documentation of the complaint.

    - Examination of the issue and impartial enquiry, wherever necessary.
    - Consultation with the concerned individuals or departments.
    - Recommendation and implementation of suitable corrective measures.
    - Communication of the action taken to the complainant, as appropriate.
- The GRC ensures confidentiality, impartiality, transparency, and timely follow-up throughout the redressal process.
- An online grievance submission facility is made available to enable students and staff to submit their concerns conveniently and facilitate systematic tracking and documentation.

Women-Specific Grievance Redressal Mechanism

- A dedicated mechanism is maintained to address grievances and concerns raised by girl students and women employees.
- The mechanism addresses gender-related concerns, issues of workplace equality, and matters affecting personal safety and dignity.
- Counsellors and designated committee members provide appropriate guidance and emotional support, wherever required.
- Complaints involving sexual harassment are handled by the appropriate Internal Committee in accordance with applicable regulations and institutional procedures.
- The institution strives to maintain a safe, respectful, inclusive, and discrimination-free environment for all students and employees.

Monitoring and Reporting

- Grievance Redressal Cell information is displayed on notice boards and flex boards at prominent locations, including areas near the administrative office
- The displayed information includes the online grievance submission link, official email ID, and the names and contact details of the designated GRC members.
- Grievances received, action taken, and resolution status are documented and monitored periodically by the designated coordinators.
- Regular follow-up is undertaken to verify whether the concerns have been addressed satisfactorily and to identify areas requiring further improvement.