

Grievance Redressal Mechanism

The institution has established a **three-tier Grievance Redressal structure** to ensure prompt and effective resolution of student concerns and to maintain a positive academic and administrative environment.

Level 1: Departmental Resolution

- Initial grievances are handled at the department level by the Class Incharge, Department Mentors, and Head of the Department (HoD).
- Student and staff coordinators of the Grievance Redressal Cell serve as facilitators to assist communication and help in resolving concerns promptly.
- Most academic, attendance, and internal assessment-related issues are addressed at this level.

Level 2: Faculty/Administrative Coordination

- If the issue is not resolved at the department level, it is referred to a faculty-level or administrative coordination team.
- This team may include the Senior Faculty, Counsellor, **or** Grievance Cell Coordinator, depending on the nature of the complaint.
- The goal at this level is to handle grievances that involve multiple departments or require broader administrative input.
- Most concerns are settled here through discussion, coordination, and guidance before needing escalation to the Institutional GRC.

Level 3: Institutional Grievance Redressal Cell (GRC)

- Grievances that remain unresolved after Level 2 are brought to the Institutional GRC.

The GRC follows a **formal redressal protocol**, which includes:

- Acknowledgement and documentation of grievances
- Fair hearing or investigation if needed
- Recommendation or implementation of corrective measures

The GRC ensures the process remains transparent, impartial, and time-bound.

Online grievance redressal portal is integrated into this level, ensuring accessibility and traceability.

Women-Specific Grievance Mechanism

- An exclusive **Women's Grievance Redressal Mechanism** to address:
 - Gender-based issues
 - Emotional and psychological support
 - Workplace equality
- GRC members and counsellors team to support girl students and women employees, promoting a **safe and inclusive environment**.

Monitoring and Reporting

- **Notice boards/flex boards** are placed prominently near the administrative office and main blocks with:
 - URL of the grievance portal.
 - Names, contact numbers, and email IDs of GRC members.