

COMPLAINT

ALL OTHER GRIEVANCES

(EXCEPT RAGGING, SEXUAL HARASSMENT, CODE OF CONDUCT & INDISCIPLINE)

STUDENT OR FACULTY MAY REGISTER THEIR COMPLAINT TO THE RESPECTIVE INCHARGE VIA SUBMITTING THE COMPLAINT FORM/OR VIA MENTOR/OR VIA PARENT OR ONLINE (QSPS)

RECEIVE & RECORD

GRIEVANCE REDRESSAL COMMITTEE

COMPLAINT RECEIVED BY GRIEVANCE REDRESSAL COMMITTEE CONVENER - AND FORWARDED TO DEAN STUDENT WELFARE



24 HRS

VERIFY & ANALYSE

EXAMINATION RELATED

ACADEMIC RELATED

INFRASTRUCTURE/
TRANSPORT RELATED

HOSTEL RELATED

SPORTS & OTHER
ACTIVITY RELATED

HOD/INTERNAL
EXAMINER

HOD/CONCERNED
FACULTY

ADMINISTRATIVE
OFFICER

HOSTEL WARDEN/
MESS INCHARGE

PROPS PNO



72 HRS

VERIFICATION OF COMPLAINT & PRIMARY OBSERVATION REPORT

FEEDBACK TO COMPLAINTANT BY STAKEHOLDER/GRIEVANCE COMMITTEE INCHARGE ON OBSERVATION REPORT & ACTION PLANNED

ACTION & SETTLEMENT

NOT SATISFIED WITH PLANNED ACTION

SATISFIED WITH PLANNED ACTION

ESCALATED TO NEXT LEVEL FOR EXPECTED ACTION



7 DAYS

ACTION BY RESPECTIVE STAKEHOLDER BASED ON NATURE OF COMPLAINT

MONITOR

FEEDBACK TO GRIEVANCE REDRESSAL COMMITTEE INCHARGE

RETROSPECTION & REFERRAL TO POLICY MAKERS



10 DAYS