

## **Grievance Redressal Mechanism**

Grievance Redressal Mechanism is very important for the smooth functioning of the administration in any institution. An institution can claim to be accountable, responsive and accessible only if it has managed to develop a well-organized and effective grievance redressal mechanism. Indeed, the grievance redressal mechanism of an organization is the device to measure its efficacy as it provides important feedback on the working of the administration. In our institution we have both online and offline grievance redressal mechanism.

### **ONLINE**

An application form is available in the website for online grievance redressal mechanism. Our college has a Grievance Redressal Portal where students can register their complaints online.

(Screenshots to be attached)

### **OFFLINE**

A Complaint Box is kept in the ground floor of the college building. The grievances of the students are resolved through the following mechanism:

Interaction among the teachers and the students in the departments concerned.

Discussion with the Secretary of the Teachers' Council and Convenor of the Grievance Redressal Cell.

Discussion with the representatives of the students' union.

Students can directly send their grievances to the Principal who promptly intervenes to resolve the issues.

Through Parents-Teacher meeting many of the grievances of the students are addressed.

Grievances are also addressed through the mentor-mentee system.

(Photo of Complaint box to be attached)