



Grievance Redressal Mechanism

The grievances of the students are redressed in five different stages as follows:

Stage I: An aggrieved staff/student shall first present his/her grievance either as a oral statement or written letter to his/her Mentor or Head of the Department. On obtaining the oral statement or letter from the student/staff, then Mentor/Head of the Department is required to furnish a reply to the aggrieved person within 48 hours from the time of receipt of the oral statement or letter.

Stage II: If the aggrieved staff/student is not satisfied with the reply of the Mentor/Head of the Department then he/she shall take the issue to the Principal. The Principal shall act on the complaint of the staff/student and shall give a reply to the aggrieved staff/student within 3 days from the receipt of the complaint. If the gravity of the issue raised by the staff/student is severe, then Principal shall forward the complaint to the Grievances Redressal Cell of the college for further enquiry and action.

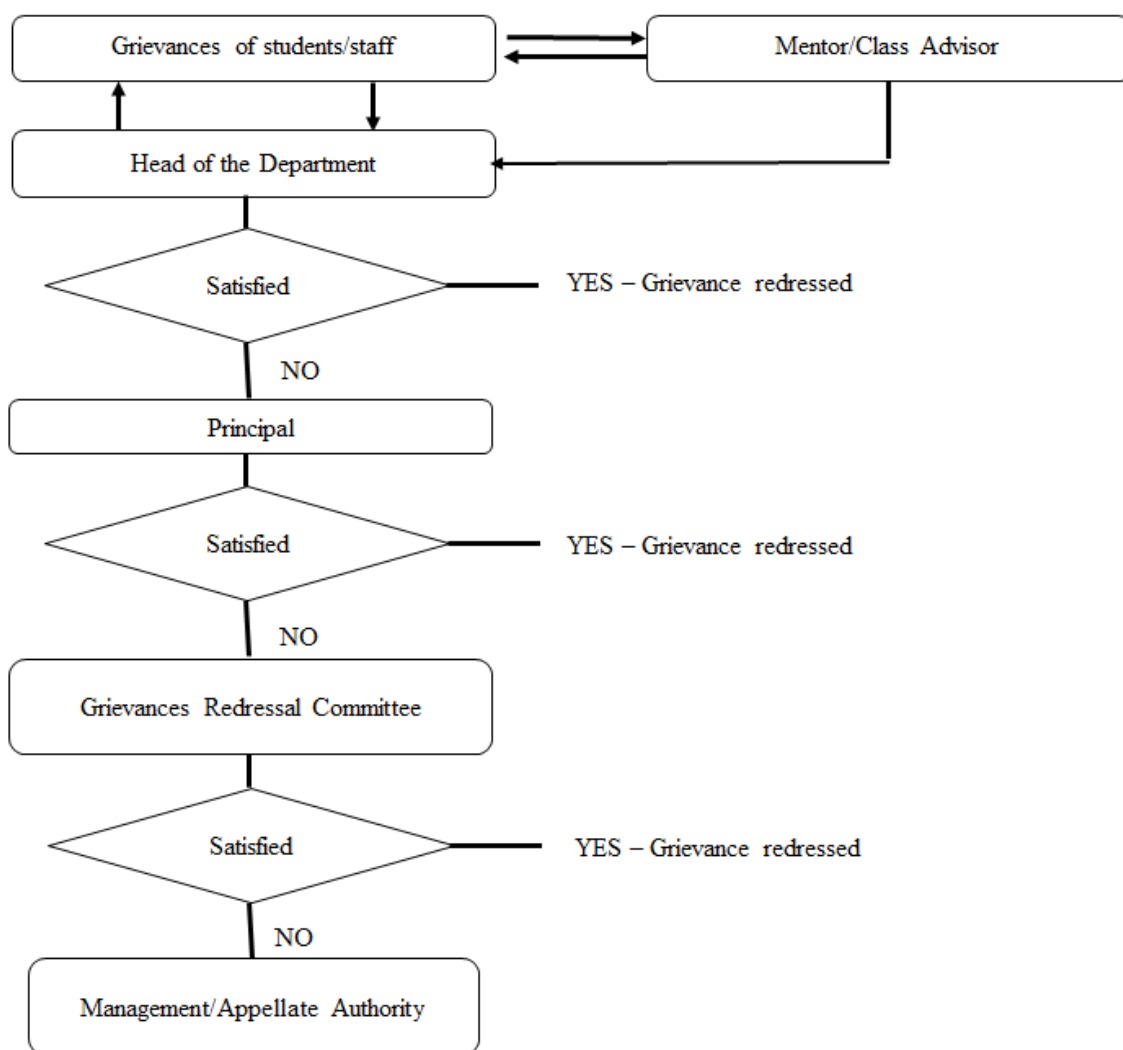
Stage III: If the aggrieved staff/student is not satisfied with the reply of the Principal then he/she may approach the Coordinator of the Grievances Redressal Committee of the college. The Grievances Redressal Committee shall enquire the matter and give their findings and recommendations to the Principal within 7 days and a copy to the aggrieved staff/student.

Stage IV: If the committee fails to take the decision within the stipulated time or the staff/student is not satisfied with the decision, he/she can an appeal for revision to management. Management is supposed to communicate its decision within seven days of student/staff revised petition.

Stage V: If the staff/student is not satisfied with the management's decision, the management shall forward the complaint to the Appellate authority for further action.

Ways to express the Grievances:

- a. **Open Door system:** Students/staff who have grievances shall directly meet the concerned officer in his/her chamber and present their grievances informally and get resolved. They may also present their grievances by calling over phone the concerned officers though the official contact numbers.
- b. **Gripe Boxes:** Students/staff may drop their anonymous complaints. The college authorities open these boxed periodically and take action wherever necessary, if the complaint is valid.
- c. **Surveys:** All feedback surveys are given a separate column for the students to express their suggestions/ grievances. The grievances expressed in these surveys are analyzed and appropriate actions will be taken.
- d. **E-mail:** Students and staff may send their grievances through e-mail directly to the official e-mail address of the concerned officers of the college.



Process flow of Grievance Redressal at GIT