

5.1.4 (3) Mechanisms for submission offline/online students' grievances

| S.No | Types of Mechanism |
|-------------|---|
| 1. | Mechanism of Grievance submission offline |
| 2. | Mechanism of Grievance submission offline – Grievance Box |
| 3. | Mechanism of Grievance submission online |



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MECHANISM FOR SUBMISSION OF OFFLINE / ONLINE STUDENTS' GRIEVANCES

Mechanisms for submission of online/offline students' grievances The grievance redressal mechanism is constituted to be implemented in the institute to address the grievance related to students, women harassment, ragging, maintenance and other related issues. The grievance committee members investigate the cases through following mechanism:

1. An individual has to submit a grievance form
2. The submitted form is reported to the Head of the Department.
3. Department level counseling is offered where the matter can be resolved by the Class teacher.
4. The Head of the Department then review the grievance and forward to Principal office
or
concerned Department/Section In charge.
5. The concerned section will then takes action and submit the report to the grievance committee for the closure of grievance within stipulated time.
6. The information about the action taken is communicated to the individual who has put up the grievance.

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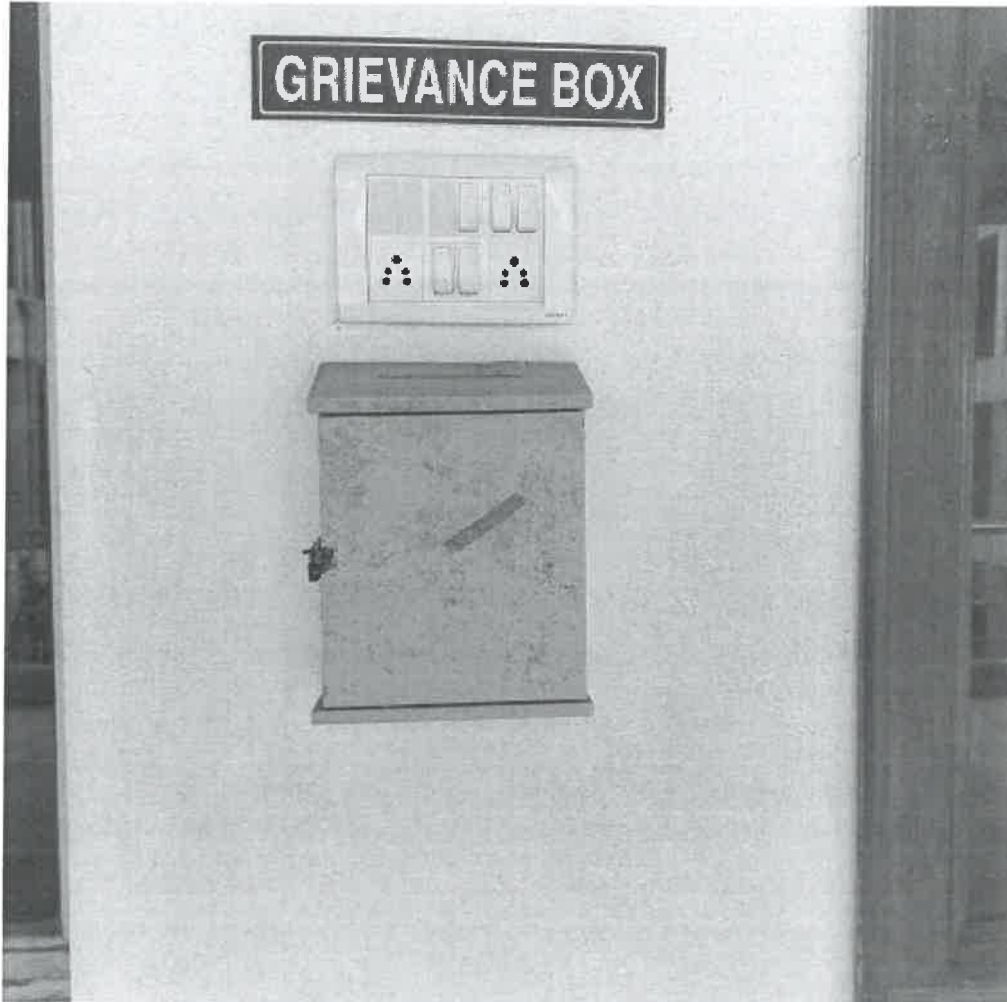
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Suggestion / complaint Box have been installed in all the department blocks in which the Students, drop their grievances and their suggestions for improving the Academics / Administration in the College.



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Mechanism of reporting grievance in online

Any person with genuine grievance may lodge complaint to the committee along with the necessary proofs/ documents if any. The grievance shall be reported by using any of the following modes.

1. The aggrieved can submit grievance physically in writing clearly mentioning the contact details like mobile/ phone number, address for communication etc, to any member of the committee / Head of the respective department/ Members of the Management.
2. Online at the website – <http://nriit.edu.in/grievance/>

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