

# GRIEVANCE REDRESSAL MECHANISM & FLOW CHART



Please Scan to registrar grievance, if any



**Student Experience a Problem**  
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**Student Identifies Grievance**  
(Academic / Administrative / Infrastructure / Examination / Hostel)

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**Grievance Submission**

- Online Grievance Portal / Email
- Complaint / Suggestion Box
- Direct Submission to Grievance Cell

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**Grievance Acknowledge**  
(within 3 days)

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**Preliminary Review by Grievance Cell**

**Minor Issue**  
(Deptt. Level Resolution)

**Major / Complex Issue**  
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**Forwarded to Students Grievance Redressal Committee (SGRC)**

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**Committee Investigation**

- Interaction with all concerned
- Review of documents / records, if any
- Committee discussion

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**Resolution / Decision by Committee working**  
(within 10-15 days)

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**Decision Communicated to students**

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**Students Satisfied**  
↓  
**Case Closed**

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**Student Not Satisfied**  
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**Appeal to Director**  
(within 10 days)  
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**Final Decision**  
↓  
**Case Closed**

**Note:**

- Suggestion / Complaint Boxes are opened in the first week of every month, hence other methods may please be used for urgent matters.
- Time line cannot be promised for the Grievances related University Examinations but SGRC ensures its communication to the University officials properly for redressal.