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ESTABLISHMENT OF ONLINE GRIEVANCE REDRESSAL MECHANISM

1. Introduction

Miri Piri Khalsa College, Bhadaur is committed to providing a safe, transparent, and student-friendly academic environment. In accordance with the guidelines of the All India Council for Technical Education (AICTE) and the principles of natural justice, the college has established an Online Grievance Redressal Mechanism (OGRM) to address grievances of students, faculty, staff, and other stakeholders in a timely and fair manner.

This mechanism ensures accessibility, confidentiality, accountability, and speedy resolution of grievances through digital means.

2. Objectives of the Online Grievance Redressal Mechanism

The objectives of the Online Grievance Redressal Mechanism are:

To provide an easy and accessible platform for stakeholders to submit grievances online.

To ensure fair, impartial, and time-bound redressal of grievances.

To promote transparency and accountability in grievance handling.

To enhance trust and confidence among students and staff.

To comply with AICTE norms and regulations.

3. Scope of the Grievance Redressal Mechanism

The Online Grievance Redressal Mechanism covers grievances related to:

Academic matters

Examination and evaluation

Admission and enrollment issues

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Infrastructure and facilities

Library and laboratory services

Administrative issues

Harassment or discrimination (excluding matters covered under statutory bodies)

Grievances of a purely disciplinary nature or those falling under statutory committees (e.g., Anti-Ragging Committee, Internal Complaints Committee) will be forwarded to the concerned authority.

4. **Online Grievance Redressal Committee (OGRC)**

The college has constituted an Online Grievance Redressal Committee (OGRC) consisting of the following members:

Chairperson – Dr. Vanadana Sukheeja

Member – Prof. Gurmeet Kaur

Member- Prof. Bhinderjit Kaur

Member- Mr. Iqbal Singh

Member – Arshdeep Singh

Member – Prof. Jaspreet Singh

The committee functions independently to ensure unbiased and just resolution of grievances.

5. **Procedure for Submitting Grievances**

The grievance redressal link is made available on the college website.

The complainant submits the grievance online by filling in the prescribed form.

Essential details such as name, contact information, category of grievance, and description are required.

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Anonymous grievances may be reviewed at the discretion of the committee.

On submission, an acknowledgment is generated for reference.

6. **Grievance Redressal Process**

The grievance is reviewed by the Online Grievance Redressal Committee.

The committee may seek additional information or clarification if required.

The grievance is examined objectively, ensuring confidentiality.

Appropriate action is taken after due deliberation.

The complainant is informed about the decision through official communication.

7. **Time Frame for Resolution**

Acknowledgment of grievance: Within 3 working days

Preliminary review: Within 7 working days

Final resolution: Normally within 15 working days

In exceptional cases, the complainant will be informed about any delay.

8. **Confidentiality and Non-Retaliation Policy**

All grievances are handled with strict confidentiality.

No complainant shall face discrimination or retaliation for raising a grievance in good faith.

The identity of the complainant is protected unless disclosure is required by law.

9. **Monitoring and Review**

The Online Grievance Redressal Mechanism is periodically reviewed to ensure effectiveness, transparency, and compliance with AICTE guidelines. Necessary improvements are implemented based on feedback and experience.

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10.Conclusion

The establishment of the Online Grievance Redressal Mechanism at Miri Piri Khalsa College, Bhadaur reflects the institution's commitment to student welfare, ethical governance, and quality assurance. The college strives to maintain a harmonious academic environment through prompt and fair grievance redressal.

MALWINDER SINGH
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Principal