

# **ONLINE GRIEVANCE REDRESSAL SYSTEM**

## **STANDARD OPERATING PROCEDURE**

P. DR. V. VIKHE PATIL INSTITUTE OF TECHNOLOGY AND ENGINEERING (POLYTECHNIC), LONI has an Online Grievance Redressal System in place to track and manage all grievances from various stakeholders.

## **FORMAL ONLINE REGISTRATION**

Any mal grievant will file his or her grievance through the online Grievances Redressal System through basic web form with all of the data recorded

Link: <https://forms.gle/kL4akwDvdM96fthv5>

## **ACKNOWLEDGEMENT:**

The ONLINE GRIEVANCE REDRESSAL SYSTEM will acknowledge each grievance complainant's receipt as soon as possible. The sender will receive an automatic response acknowledging receipt of his/her email right away.

## **FORWARDING**

Upon receipt of a grievance, director would forward to the Grievance Redressal Cell it shall categories the grievance, analyse the merits of the grievance, and forward the grievance to the appropriate department/office/individual (dealing with the substantive function associated with the grievance), requesting that they investigate and redress the grievance within a specified time frame, not to exceed seven days from the date of receipt of the grievance complaint.

## **FOLLOW-UP AND MONITORING:**

The Grievance Redressal Cell will coordinate, monitor, and ensure that all grievances are resolved within the time frame set. Depending on the severity of the complaint, the Grievance Redressal Cell will follow up on it on a regular basis with reminders until it is finally resolved.

## **SCRUTINY**

The Grievance Redressal Committee will examine the redressal process in detail. If the committee is pleased with the resolution supplied by the appropriate department/office/individual, it will send an e- mail to the complainant. The matter is considered concluded after the grievant expresses acceptance of the resolution at this level.

## **CALL FOR HEARING:**

If the Grievance Redressal Committee is not satisfied with the resolution provided by the respective department/office/individual, or upon the grievant's written request, the committee will set a hearing date and notify the respective department/office/individual and the grievant through e-mail. If the committee believes that additional evidence or testimony is required to

make a decision after the hearing, it may request that the parties submit that material. In this case, the hearing will be continued until the requested documents are received (s)

### **INVESTIGATION**

If a settlement cannot be reached through a hearing, it will take the steps necessary to conduct an investigation (fair and impartial examination) of the facts giving rise to the grievance as it sees fit in order to reach a decision on the merits of the grievance application. The Grievance Redressal Committee will have the authority to question witnesses, including those requested by a party to the grievance, if it deems it necessary and/or beneficial to the investigation.

### **FINAL DECISION:**

Following the hearing or investigation, the Grievance Redressal Committee will do its best efforts to resolve the issues raised with the parties identified in the grievance application And pass an order stating the grounds for the decision, if appropriate.

### **COMMUNICATING THE DECISION:**

Following the conclusion of the procedures, the Grievance Redressal Committee will email both parties the final decision, which will be binding on both parties.

### **COMPLAINT DISPOSITION AND CLOSURE:**

A complaint is deemed disposed of and closed when: a the complainant has indicated acceptance of the solution, b. the complainant has not responded within four weeks of receiving information on the resolution. Each grievance's proceedings shall be documented in a systematic manner. The information connected to the proceedings will be kept confidential and only the members of the Grievance Redressal Committee will be able to see it for the purposes of investigation.

### **COMPLAINT DISPOSITION AND CLOSURE:**

A complaint is deemed disposed of and closed when: a. the complainant has indicated acceptance of the solution; b. the complainant has not responded within four weeks of receiving information on the resolution Each grievance's proceedings shall be documented in a systematic manner. The information connected to the proceedings will be kept confidential and only the members of the Grievance Redressal Committee will be able to see it for the purposes of investigation.

### **TIMEFRAME**

The Institute's head would ensure that the time between receiving an online grievance and resolving it would not exceed 30 days.