



St. Francis Institute of Management and Research - PGDM



Online Grievance Redressal Committee

Date: 7th October 2025

As per the AICTE (Redressal of Grievance of Students) Regulations, 2019 [F. No. 1-101/PGRC/AICTE/Regulation/2019 dated 07.11.2019] and the AICTE Approval Process Handbook, every AICTE-approved institution shall constitute an Online Student Grievance Redressal Committee (OGRC) with the prescribed composition. Pursuant to the Institute's commitment to establishing a transparent, accessible, and effective mechanism for addressing grievances of learners and other beneficiaries, and in accordance with the requirements of ISO 21001:2018, an Online Grievance Redressal Committee (OGRC) is hereby constituted for the academic year 2025 – 26.

Objectives of the Committee:

1. To provide an online platform for stakeholders to register grievances, suggestions, and complaints.
2. To ensure timely, fair, transparent, and confidential redressal of grievances.
3. To promote stakeholder satisfaction and continual improvement in educational services.
4. To maintain records of grievances, actions taken, and resolutions for monitoring and review.
5. To identify recurring issues and recommend corrective and preventive actions.

Composition of the Online Grievance Redressal Committee:

Chairperson: Dr. Sulbha Raorane, Director

Convener: Dr. Monali Sharma, IQAC Coordinator / AC / HOD

Member: Dr. Neha Kothari, Faculty Representative

Member: Mr. Ashley Sequeira, Faculty Representative

Member: Bro. George Vitus, Administrator

Member: Ms. Barshona Koley, Student Representative

Member: Mr. Prakash Lalwani, IT Representative

Functions and Responsibilities:

1. Receive and acknowledge grievances submitted through the online grievance portal/email/Google Form.
2. Examine and categorize grievances based on their nature and urgency.
3. Conduct necessary inquiries and seek clarifications from concerned departments.
4. Recommend appropriate corrective actions and monitor their implementation.
5. Ensure confidentiality and protection against any form of retaliation.
6. Maintain an online grievance register and submit periodic reports to the Management Review Committee.
7. Analyse grievance trends and recommend improvement measures.

Procedure:

- All grievances shall be submitted through the designated online grievance mechanism.
- The acknowledgement of the grievance receipt will be system-generated and sent immediately to the Learner / Complainant
- The Committee shall examine and deliberate upon the grievance and recommend suitable action.
- Efforts shall be made to resolve grievances within ten working days from the date of receipt.
- The final resolution of any grievance shall rest with the Director of the Institute.

The Committee shall function in accordance with the principles of fairness, transparency, confidentiality, accountability, and continual improvement as envisaged under ISO 21001:2018.

Prepared By

Reviewed by

Recommended By

Approved By

Dr. Neha Kothari
OGRC Coordinator

Dr. Monali Sharma
Convener - OGRC

Dr. Sulbha Raorane
Director- SFIMAR PGDM

Bro. Alphonse Nesamony
Chairman-SFIMAR