



St. Francis Institute of Management and Research - PGDM



ONLINE GRIEVANCE REDRESSAL POLICY

1. Title

This policy shall be known as the **Online Grievance Redressal Policy of St. Francis Institute of Management and Research - PGDM**

2. Effective Date

This policy shall come into force with effect from 15th December 2023 and shall remain in force until revised or amended by the competent authority.

3. Purpose

The purpose of this policy is to establish a transparent, accessible, efficient, and technology-enabled mechanism for receiving, processing, and resolving grievances through an online platform. The policy aims to facilitate prompt redressal of grievances and enhance stakeholder satisfaction through a fair and accountable process.

4. Objectives

The objectives of the Online Grievance Redressal Policy are to:

- a) Provide an easily accessible online platform for submission of grievances.
- b) Ensure timely and transparent redressal of grievances.
- c) Maintain confidentiality and privacy of complainants.
- d) Promote accountability in grievance handling and resolution.
- e) Facilitate systematic monitoring and analysis of grievances for continual improvement.
- f) Encourage stakeholders to report concerns without fear of retaliation.

5. Scope

This policy applies to all stakeholders of the institution, including:

- Students
- Faculty Members
- Administrative and Support Staff
- Alumni
- Parents and Guardians
- Other Beneficiaries and Visitors associated with the institution

6. Definition of Grievance

A grievance is any complaint, concern, dissatisfaction, or allegation relating to academic, administrative, infrastructural, service-related, or interpersonal matters affecting the rights, interests, or well-being of stakeholders.

7. Online Grievance Redressal System

The institution shall establish and maintain an Online Grievance Redressal Portal accessible through the institutional website.

The online portal shall facilitate:

- Online submission of grievances
- Uploading of supporting documents
- Generation of grievance reference number
- Tracking of grievance status
- Communication of updates and decisions
- Record maintenance and reporting

8. Principles of Online Grievance Redressal

The online grievance mechanism shall operate on the principles of:

- Accessibility
- Transparency
- Fairness and impartiality
- Confidentiality and data privacy
- Timeliness
- Accountability
- Non-retaliation
- Continual improvement

9. Online Grievance Redressal Committee (OGRC)

The institution shall constitute an Online Grievance Redressal Committee consisting of representatives from management, Academic Coordinator / HOD, two faculty members, one of whom must be Male and the other must be Female, and one from the administration department

Responsibilities of the Committee

The Committee shall:

- Receive and review grievances submitted through the online portal.
- Verify and investigate complaints.

- Seek additional information wherever necessary.
- Recommend corrective and preventive actions.
- Monitor implementation of decisions.
- Maintain records and reports of grievances and resolutions.
- Periodically review grievance trends and recommend improvements.

10. Categories of Grievances

The following grievances may be submitted online:

Academic Grievances

- Teaching-learning issues
- Evaluation and examination matters
- Attendance-related concerns
- Academic support services
- Admission procedures
- Fee-related matters
- Documentation and certification
- Administrative delays
- Interpersonal conflicts

Non Academic Grievances

- Library services
- IT services
- Laboratory facilities
- Campus facilities
- Safety and security issues

The following matters are ordinarily excluded:

- Matters under judicial consideration.
- Issues governed by separate statutory committees, such as sexual harassment complaints or disciplinary proceedings.

11. Procedure for Online Submission and Redressal

Step 1: Submission of Grievance

The complainant shall submit the grievance through the Institute Website www.sfpqdm.ac.in

which directs to the Institute's ERP Portal. There is the Grievance Module created on the portal, which individual Learner / Complainant can access, and he/she will give the following information on the Grievance Module:

- Category of grievance
- Description of grievance
- Supporting documents, if any

Anonymous grievances may be considered only when supported by credible evidence.

Step 2: Acknowledgement

The system shall generate an acknowledgement and grievance reference number immediately upon submission.

Step 3: Preliminary Review

The Grievance Redressal Committee shall examine the complaint and determine its admissibility.

Step 4: Investigation

The Committee may:

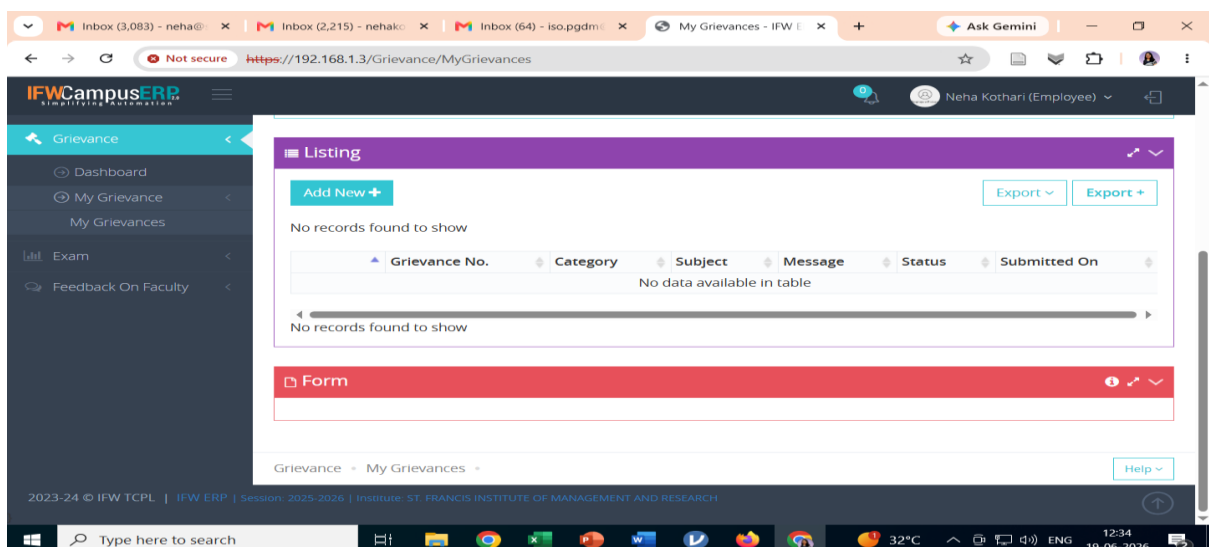
- Obtain additional information from concerned parties;
- Review supporting documents and records;
- Conduct meetings or hearings, if required.

Step 5: Resolution

Appropriate corrective and preventive actions shall be recommended and implemented.

Step 6: Communication and Closure

The decision and action taken shall be communicated to the complainant through the online portal and/or registered email. The grievance shall be closed after completion of the prescribed actions.



Step 7: Resolution

- Academic Grievances will be directed to the Academic Coordinator / HOD
- Non-Academic Grievances will be directed to the Administrator
- The final resolution of any grievance shall rest with the Director of the Institute. The decision of the Director, arrived at after due consideration of the grievance and the recommendations of the Grievance Redressal Committee, shall be deemed final and conclusive.

12. Timelines

Activity	Timeline
Acknowledgement of Grievance	Immediate/System Generated
Preliminary Review	Within 5 Working Days
Investigation and Resolution	Within 5 Working Days
Communication of Decision	Within 3 Working Days after the resolution

Complex cases requiring additional investigation may require an extension with proper justification.

13. Confidentiality and Data Privacy

All information submitted through the Online Grievance Portal shall be treated as confidential. Access to grievance records shall be restricted to authorized personnel only. Personal information and records shall be protected in accordance with applicable data protection requirements and institutional policies.

14. Protection Against Retaliation

No complainant, witness, or person participating in the grievance process shall be subjected to intimidation, discrimination, victimization, or any form of retaliation.

15. Documentation and Records

The institution shall maintain digital records of:

- Circulars
- Grievance applications
- Supporting documents
- Committee meeting minutes
- Action Taken Reports (ATR)

Records shall be securely maintained and retained in accordance with institutional record retention requirements.

16. Monitoring and Review

The Grievance Redressal Committee shall periodically review:

- Number and types of grievances received
- Resolution timelines
- Recurring issues and root causes
- Effectiveness of corrective actions
- Stakeholder satisfaction levels

The findings shall be reported to the management for continual improvement of institutional processes.

17. Policy Review

This policy shall be reviewed annually or whenever required due to statutory, regulatory, technological, or institutional changes.

Prepared by

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Online Grievance Redressal Committee

Reviewed by - MR	Approved by – Director	Approved by - Chairman