

GUIDELINES ON GRIEVANCE REDRESSAL MECHANISM

- (i) **“FAQ” & “Ask me”:** Before filing a complaint under “Grievance Redressal Mechanism”, a student shall first look for answers to their complaint under FAQ (Frequently asked questions). If student does not find answer, then they can send a text message highlighting the issue under “Ask me” in LMS. If student does not get satisfactory response to his query/complaint raised on “Ask me”, then he/she can proceed to file a formal complaint under “Grievance redressal Mechanism”.
- (ii) **Type of Complaints:** The learner has a right to complain against program quality, LMS, learning resources, learner support and guidance, teaching, learning and assessment. The complaint can be filed by an individually or by a group of learners. The complaint should also contain one paragraph text on the reasons for dissatisfaction with the services and expected remedy.
- (iii) **Where to file the complaint?:** CCCE has a Complaint Handling Mechanism and Procedure which is published on the home page of our website www.onlinechitkarau.com. The complainant has to simply click on the Grievance Redressal link to reach a page where an Online Complaint can be filed through the interactive web portal and the status of the grievance resolution. UGC guidelines on Complaint Handling Mechanism are also available on this page. Once a complaint is submitted, a registration number will be generated which the complainant can refer in future correspondences.
- (iv) **Process of resolution:** Program Manager will deal with complaints, concerning all complaints of routine nature. However, if he is not in a position to resolve the matter then complaint shall be forwarded to Program Head for resolution. However, if Program Head is also not in a position to resolve it, then he may forward the complaint to the Director, CCCE / Dean (Academics) for resolution with appropriate instructions. For complaints, Program Head or Director, CCCE/Dean, as the case may be shall respond in writing through email to the complainant giving reasons for the decision taken /action taken on the complaint.
- (v) **Specially-abled students:** Issues related to physically disabled or socially disadvantaged students will be given top priority. All routine complaints of such students will be resolved in the normal fashion. However, if the issue is concerning their disability or concerning their social status, Director, CCCE /Dean might deal with the complaint himself or refer the complaint to the a select committee for thorough investigation and recommendation and action shall follow to the satisfaction of the complainant.

- (vi) ***Time line:*** A complaint will be resolved in a time bound manner within a time period of 2 days to 7 days. However, if more time is required, the reasons shall be recorded and the complainant shall be informed of the same.

Director, CCCE/Dean may issue necessary instructions for improving the system and the services after resolution of the complaint and the complainant shall be kept informed of the status at all times.

- (vii) ***Withdrawal of the complaint:*** The complainant can if he/she so chooses may withdraw the complaint without prejudice at any time during the procedure.