

GRIEVANCE REDRESSAL MECHANISM FOR STUDENTS: KRUPA SIDDHI

Krupanidhi Degree College has an effective Student Grievance redressal mechanism “**KRUPA SIDDHI**” which enquires and analyses the nature and pattern of the grievance in a strictly confidential manner.

KRUPA SIDDHI comprises Principal and senior faculties from all the departments.

Grievance Redressal mechanism

The stakeholders are ought to lodge their grievances and required to be submitted in the drop box/Online grievance. Matters are disclosed to only those who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with the view to “The right to be heard and right to be treated without bias”.

GRIEVANCE REDRESSAL MECHANISM FOR STAFF

In our Institution staff will be allowed to speak to his/her case to the Institute Level Grievance Redressal Committee. The individual complaints will be referred to the Redressal committee. Committee comprises the Principal and senior faculties from all the departments and one member representative from management.

Grievance Redressal mechanism

The Committee after receiving the grievance from the faculty, committee meeting will be called and Individual complainer will be given reasonable and sensible chance to be heard in detail before the Chairperson (Principal) and different individuals members of committee in a serene and propitiatory condition contingent on the issue if need to be, fitting proof as a material proof or individual observer might be presented by the individual aggrieved person.

The committee takes necessary action and the final report based on grievance received and resolved will be submitted to the Principal and further course of action will be decided and the same shall be intimated to the stake holder.