

EduGrievance: Grievance Redressal System (GRS)

Procedure for GRS (Click here)(<https://ashokainstitute.edugrievance.com/>)

A. Definitions

A grievance is a formal complaint that is raised by any stakeholder of Ashoka Institute towards any other individual or group or committee or administration within the institute.

Grievance Redressal will primarily cover the receipt and processing of complaints from students, parents and staff, a wider definition includes actions taken on any issue raised by them to avail services more effectively at Ashoka Institute.

B. Who should file a grievance?

Anyone who belongs or is related to Ashoka Institute organization can file a grievance including staff, students and parents. The acceptance of the grievance is subject to verification of association of the candidate to the institute and relevance of the grievance to the above mentioned heads. Once the grievance is verified, it will be forwarded to the concerned office. **The identity of the complainant will be kept anonymous if required.**

Grievance Redressal typically covers the following types of complaints:

1. Service Unavailability
 - i. Grievance related to Admission
 - ii. Grievance related to Attendance
 - iii. Grievance related to charging of fees
 - iv. Grievance related to provision of student amenities and quality education as promised or required to be provided
2. Excessive Delays
 - i. Result
 - ii. Transcripts
 - iii. Payments
3. Injustice concerns (such as over race, caste, sex)
 - i. Grievance on discrimination by students from SC/ST/Minority /Disabled Categories
 - ii. Grievance on discrimination by students from Women category
4. Misbehavior / Harassment
 - i. Grievance related to harassment by students or teachers
5. Malpractice
 - i. Non-observation of AICTE/PCI/AKTU norms and standards
6. Others

Anything genuine and reasonable that is not mentioned here, which could not be resolved through proper channels of applications, information and/or complaints, would only be considered.

Asd
17/9/2020

C. How Grievance will be addressed?

- 1) Addressees need to register themselves only once at the portal.
- 2) Once registration is complete, admin portal will approve the user after this the portal will allow the addressee to file the complaint after proper login.
- 3) The request would be forwarded to respective officer and if required will be escalated to higher authorities in the institute.
- 4) An enquiry will be initiated for the matter.
- 5) The coordinator or committee head may arrange for face to face meeting if required.
- 6) The resolution will be automatically mailed by the system to the addressee.
- 7) However if addressee is not satisfied he / she can revive the complaint.

Asst Secy
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