

BUNTS SANGHA'S S. M. SHETTY COLLEGE OF SCIENCE, COMMERCE AND MANAGEMENT STUDIES

PROCESS FLOW DIAGRAM FOR REDRESSAL MECHANISM

RESPONSIBILITY	INPUT	ACTIVITY	OUTPUT
Principal / Vice Principals	circular	Appointment of Teacher Incharge and member Teachers in Grievence redressal cell as per University circular by the Principal	Circular by Principal
GRC team and Class In-charges	Class presentation	Orientation of students	PPTs Pictures Banner
Student and teacher	Complaints - via mail / through teachers	Receiving the complaint through mail	Mail
GRC team	Mail / in person response	Acknowledging the complaint through mail	Mail
GRC team	Mail	Fixing an appointment	Mail
GRC team	Mail	Meeting the complainant	Registered complaint in writing or mail
GRC team	Mail	Meeting the accused	Recording reply of the accused
GRC team	Mail/ Meeting	Meeting and 3rd party if required	Recording their reply
GRC team	Meeting / Online	Meeting with Principal to update the issue and discussion of a solution	Record
GRC team	Meeting / Online	If required, getting both the parties together for mediation. Otherwise providing them with the solution	Record
GRC team		Action Taken Report	Report